

**DERBYSHIRE COUNTY COUNCIL**

**CABINET MEMBER**

**24 May 2018**

**Report of the Strategic Director for Adult Care**

**Derbyshire Trusted Befriending Network Exit Strategy**

**ADULT SOCIAL CARE**

**1. Purpose of the Report**

To seek approval for a grant of £7,000 to South Derbyshire Community Volunteer Service (SDCVS) to support the costs of implementing an Exit and Sustainability Strategy for the Derbyshire Trusted Befriending Network.

**2. Information and Analysis**

The Derbyshire Trusted Befriending Network (DTBN) was established in 2012, following a tendering process in 2011, as part of Adult Care's prevention work to reduce loneliness and social isolation. Following a tendering process South Derbyshire CVS was chosen as the strategic delivery partner and since that time has managed the project.

The aim of the Network was to ensure that every adult who needs befriending support had fair and equal access to it and that those who used befriending services could be confident that the service they received was safe and well run.

The contract to for the delivery of the DTBN ceased on 31 December 2017. The DTBN has been successful in meeting all its objectives and the challenge now is to secure a meaningful legacy from our investment. As such, we have been in discussion with South Derbyshire CVS to seek to develop and deliver an exit and sustainability strategy for the DTBN, which will enable it to try to become self-sustaining within 12 months, albeit with a tighter remit.

An independent evaluation of the DTBN, commissioned by South Derbyshire CVS on behalf of the Network and undertaken by Peter Stone Consulting, reported back at the start of 2018. The evaluation assessed how well the various functions of the DTBN have been delivered and what it has achieved.

These are summarised in Appendix 1. It concluded that the DTBN had been very successful in fulfilling its purpose.

## 2.1 Future Activity

South Derbyshire CVS wish to see the continuation of a revised version of the DTBN. This is in the interest of Adult Care's prevention agenda, in that it would provide further activity that will contribute to reducing loneliness and social isolation for vulnerable adults and support them to continue to live independently in their own homes.

The vision for a Trusted Befriending Network 'mark 2' is one that is sustainable and is owned by its members, and enables:

- a strategic overview of befriending in Derbyshire, its scope and value;
- peer support and the sharing of good practice;
- quality assured befriending provision, to ensure that those who need befriending can access appropriate support and be sure that the services they receive are safe and well run.

They will pursue the following four strands of work over 2018-19 with a view to cementing an on-going role for the DTBN.

## 2.2 Refreshing the Network's Purpose

South Derbyshire CVS have committed to continuing to work with Network Members' to review and refresh the purpose of the Network. This will include considering its name, brand, role and membership. They will also explore options for resourcing network activity going forward. This will involve engagement with current members to develop their responsibility for possible ownership and coordination models going forward.

To inform this work, South Derbyshire CVS will organise, promote and deliver a legacy event to share successes and learning, inform the future of the Network and explore how current members and other stakeholders can continue to work together to tackle loneliness and social isolation across Derbyshire.

## 2.3 Development of the DTBN Quality Mark

South Derbyshire CVS will revise the DTBN Quality Mark to reflect current developments in befriending provision. For example, so that its scope explicitly includes befriending groups and peer-to-peer support, as well as 1:1 provision. This would make it applicable to a wider range of services and organisations, offering a larger potential market as they look to develop an income generation stream for the Quality Mark.

They will review and adapt the existing tried and tested DTBN quality standard and pilot a new quality mark with a small group of providers. They will explore strategies for income generation such as charging for accreditation and selling the package outside Derbyshire.

#### 2.4 Providing a first point of contact, to link those wanting befriending support quickly and effectively with those who can provide it.

An important part of the Network's offer has been the facility to act as a central hub for signposting and referring those in need to appropriate befriending provision. This has included Health and Social Care staff and other professionals, potential service users and their families, and prospective volunteers. Over the last 2 years, this work has also included processing of Derbyshire First Contact referrals. Provision of this service includes maintaining up to date and accurate information on the whole range of befriending providers across Derbyshire, eligibility criteria and availability via the Befriending Directory and dedicated DTBN website.

Over the last 2 years, the CVS has received nearly 1,500 referrals from First Contact. This is one area of work that will be difficult for the CVS to sustain without future funding for staff time, to maintain information resources and process referrals. It is proposed to support the CVS to continue to process First Contact befriending referrals to 30 September 2018. From the 1 October onwards, an in-house process will pick up this work, administered by the Adult Care Information Team.

#### 2.5 Supporting grassroots social action to tackle loneliness and isolation

Thirty-five DTBN micro grants have been awarded for community based projects and activities, which address loneliness and social isolation. Many of these have been local grassroots projects coming out of the Befriending Champion training. Over 2018-19, the CVS priority will be to support those who have received a grant to: deliver their project successfully, evaluate and report on their outcomes, and share learning. Based on this work, they will produce a Toolkit of ideas, successes, learning and case studies, which will help others tackling similar issues.

The DTBN now has a network of 196 trained Befriending Champions countywide. The DTBN Evaluation Report highlighted that the Befriending Champion training is highly rated by those who have completed it. South Derbyshire CVS will engage with existing Befriending Champions to explore how they can be sustained and developed going forward, as they represent a valuable network of grassroots activists.

This can be done at minimal cost, for example by connecting Champions with each other via local peer support or social media networks; and by continuing to share information and resources with them that support their Champion role.

They also propose to develop the Befriending Champion concept along similar lines to Dementia Friends and other social action movements, offering a 'train the trainer' package for individuals including existing Befriending Champions, so they would be able to deliver the training themselves to their own peer groups, networks, services or local communities.

### **3. Financial Considerations**

To provide a grant of £7,000 to enable South Derbyshire CVS to deliver a programme of work to secure a sustainable exit strategy for the DTBN over 2018-19. This funding is available from the 2018-19 Prevention budget.

This grant funding will make up the shortfall in the salary of the current DTBN Coordinator, to allow the post holder to continue to be employed over 2018-9, and enable the legacy work outlined to be implemented.

### **4. Human Resources Considerations**

None

### **5. Legal Considerations**

None

### **6. Social Value Considerations**

The Derbyshire Trusted Befriending Network currently consists of 28 organisations offering befriending services to over 1,100 people, with an additional 1,600 waiting for support at any given time. 765 volunteers give approximately 70,000 hours support each year, worth at the Real Living Wage, £672,000 per year.

The benefits for befriendees of receiving support through a befriending scheme are significant and include:

- A reduction in isolation (reported by 86% of people);
- An increased feeling of being part of the community (86%);
- Increased independence (57%);
- An increased ability to socialise (70%);
- Improved physical health (49%);
- Improved mental health (73%).

The benefits of those undertaking the befriending include:

- Increased employability (48%);
- Improved physical health (76%);
- Improved mental health (86%)

In addition, there are a range of benefits for others involved, such as the families or carers of those being befriended. Further, for statutory agencies, including Adult Care, who would have increased demand and costs if befriending schemes did not operate. Befriending in Derbyshire has a social return on investment ratio of **9:1**, meaning that for every £1 spent, £9 of social value is returned, which is clearly excellent value.

## **7. Other Considerations**

In preparing this report the relevance of the following factors has been considered: Legal and Human Rights, equality of opportunity, health, environmental, transport, property and crime and disorder considerations.

## **8. Background Papers**

- Befriending in Derbyshire – An Independent Assessment of its Value and Impact, Peter Stone, 2017.
- Derbyshire Trusted Befriending Network – An independent Evaluation, Peter Stone, 2018.

## **9. Key Decision**

No

## **10. Is it necessary to waive the call-in period?**

No

## **12. Officer's Recommendation**

That approval is given for a grant of £7,000 to South Derbyshire CVS to support the costs of implementing an Exit and Sustainability Strategy for the Derbyshire Trusted Befriending Network over 2018-19.

**Joy Hollister**  
**Strategic Director – Adult Care**

## Appendix 1

### Derbyshire Trusted Befriending Network Achievements 2012 - 2017

#### Befriending Activity Coordination

DTBN has undertaken a wide range of coordinating functions over the last six years including: acting as a central information point for information about befriending services/volunteering as a befriender and signposting people to appropriate services; collaboration and peer support; access to good practice resources, information and training; supporting the development of new services; and ensuring an increasing understanding and awareness of the befriending offer in Derbyshire. It has also provided a countywide platform for discussion about the scope and function of befriending provision, needs and gaps, and future development, its relationship to wider agendas and issues; as well providing a platform to explore collaboration between providers and other stakeholders to make best use of resources or to secure additional resources.

The Network has undertaken a range of training events as shown in the table below:

<b>Course</b>	<b>Date</b>	<b>Attendance</b>
Alzheimer's Society Certificate in Dementia Awareness	June 2013	16
Carer Awareness Training	September 2013	10
Monitoring Outcomes in Befriending	November 2013	18
Safeguarding and Equalities	Jan 2013 Mar 2013 Feb 2014	24 people from 11 different organisations in total
Autism Awareness	Mar 2013	22
Mental Health Awareness	Sept 2014 June 2016	15
Arthritis Awareness	Sept 2015	11
Stroke Awareness	Nov 2015	8

#### Quality Standards

DTBN developed a quality mark for befriending providers so that people using befriending services in Derbyshire could be confident that they were safe and well-run. The network maintains, assesses and monitors a free local quality

befriending mark for which organisations can apply, and supports those larger providers that want to apply for the national Mentoring & Befriending Approved Provider Standard. As well as the process of getting members to apply for accreditation, work was also undertaken to encourage members to 'move up' through initially three and later two, levels of accreditation.

Over the lifetime of the project there have been:

- 30 applications in total
- 29 Awards at Level 1
- 13 of these subsequently/also achieved Level 3 (MBF Approved Provider Standard)

### Befriending Champions

DTBN trains and supports a countywide network of Befriending Champions. Champions look out for people who are lonely and isolated and act to put them in touch with sources of community support. As well as training for this role, they are offered optional Dementia Friends awareness sessions and are encouraged and supported to develop practical ideas to reduce loneliness and isolation in their community and to access DTBN micro grant funding to enable them to do this.

Overall numbers of Champions trained:

Year	Champions Trained	Target
<b>Years 1-2: 2012-13</b>	56	50
<b>Year 3: 2014</b>	36	40
<b>Year 4: 2015</b>	13	'As required to meet needs/gaps'
<b>Years 5-6: 2016-17</b>	155	100
<b>TOTAL</b>	<b>260</b>	

Currently, the number of active Befriending Champions is **196**.

### Micro Grants

DTBN promotes and manages a grant fund for delivery of small scale, community based projects or activities which reduce loneliness and social isolation. These grants are administered by the Network against a set of agreed criteria to ensure that the effectiveness and outcomes of each grant award can be evaluated. The first grant awards were made in January 2017. As at 31 December 2017 grants awarded were as follows:

<u>Number of applications</u>	<u>Number of grants</u>	<u>Value of grants</u>	<u>Average</u>
54	35	£26,099	£746

### Information and Communication

During the first two years of the DTBN a considerable amount of work was undertaken to 'spread the word' about the Network, its membership and its benefits. A wide range of organisations were contacted both to: invite them to become members and request participation in the initial gap analysis work. As a result, the first befriending services directory was created and distributed and has since been updated on a regular basis. In addition, web pages were put in place on both DCC's and SDCVS's websites and, subsequently, a dedicated Derbyshire Trusted Befriending Network website was established and updated.

Since then there has been a significant amount of work delivered on an ongoing basis to maintain the awareness of the Network and to keep members in touch through the use of regular e-bulletins and quarterly newsletters. Each year the Network promotes Befriending Week amongst its members and beyond and seeks to ensure that members use this opportunity to: promote the wider role and need for befriending; gain greater awareness of their work; and to recruit more volunteers to deliver befriending services. In 2016, the Network integrated its coordinating role with DCC's First Contact process to ensure that pathways exist to direct people to a suitable befriending scheme.

<b>Year</b>	<b>Total</b>	<b>Type</b>
<b>Years 1-2: 2012-13</b>	112	Befriending enquiries
<b>Year 3: 2014</b>	80	Befriending enquiries
<b>Year 4: 2015</b>	88	Befriending enquiries
<b>Year 5: 2016</b>	84	Befriending enquiries
<b>Year 6: 2017</b>	51	Befriending enquiries
<b>Year 6: 2017</b>	1,402	First Contact Scheme referrals
<b>TOTAL</b>	<b>1,817</b>	