



turn a frown upside down

## Recording, Communication & Monitoring Procedures

Each month the befriender will be asked to complete a monthly report form recording dates, activities and outings which have taken place. The befriender will also be asked to record on the report any concerns or problems they would like to discuss.

If problems arise during the befriending relationship and cannot be resolved, a volunteer co-ordinator would contact the referrer to discuss the problem/concern. The befriender would be notified of the outcome.

If deemed necessary the referrer may be asked to come to the office to meet the befriender and the volunteer co-ordinator to discuss the issue further.

All monthly reports and any conversations that take place between the befriender, staff and referrer will be recorded in the Befrienders file.

A volunteer co-ordinator will contact the befriender by telephone once a month to discuss the befriending relationship. Any discussions between the befriender and the co-ordinator will also be recorded in the Befrienders file.

Referrers will be asked to contact the Organisation and the befriender should any changes in circumstances effecting the befriending arise. This will also apply to Organisation and the befriender.

An annual review will be arranged between a volunteer co-ordinator, the befriender and the referrer to discuss the befriending relationship. At the review activities, outings and the child's well being will be discussed. The minute from the review will be placed in the Befrienders file.

Each year an evaluation will be sent to the befriender and the referrer for completion. Any information provided by the befriender and the referrer may be used to improve the service of the Organisation.

**Any information recorded will be kept securely in the strictest confidence under the requirements of the Data Protection Act 1998.**

*Reviewed 12<sup>th</sup> June 08  
K Farquhar*