



Mental Health Social Prescribing Champion Toolkit

Natalie Harrison

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Introduction

This report sets out the best ways to identify, train and nurture Champion volunteers (Champions); people who have used a social prescription and would like to help others to do the same. As such it is a practical operational resource and divided into three sections:

- Programme Design and Planning
- Operation & Practice
- Monitoring, Evaluation & Quality Assurance

Terminology

The project will be referred to as the 'Champion project' throughout the report. There will be reference to two types of volunteers from the Project, 'Champions' and 'Support volunteers'. Champion is a term to describe a volunteer who is supporting a service user who has a social prescription from their GP. The Champion has had a positive experience from their social prescription and helps their peer to access the support needed, for example, attending an activity or appointments.

Support volunteer is the term used to describe a volunteer who is assisting the Champion to undertake their role and is available as 'back-up' if the Champion is unable to support the service user (for example, if the Champion took a break from volunteering due to a change in personal circumstances, such as access to employment or ill-health).

Link worker is the term used to describe a worker that is part of the Social Prescribing service and supports people with severe and enduring mental health issues and other long term conditions.

The report will refer to the Central Co-ordinator; the person who supports the link workers with the operational running of the project, including training and supervising the volunteers.

Service user is the term used to describe recipients of a social prescription (people who are using the Champion project service).

Volunteer Centre Newcastle (CSV project) refers to The UK Volunteering and Social Action Charity.

DBS refers to the Disclosure and Barring Service.

Context of this document

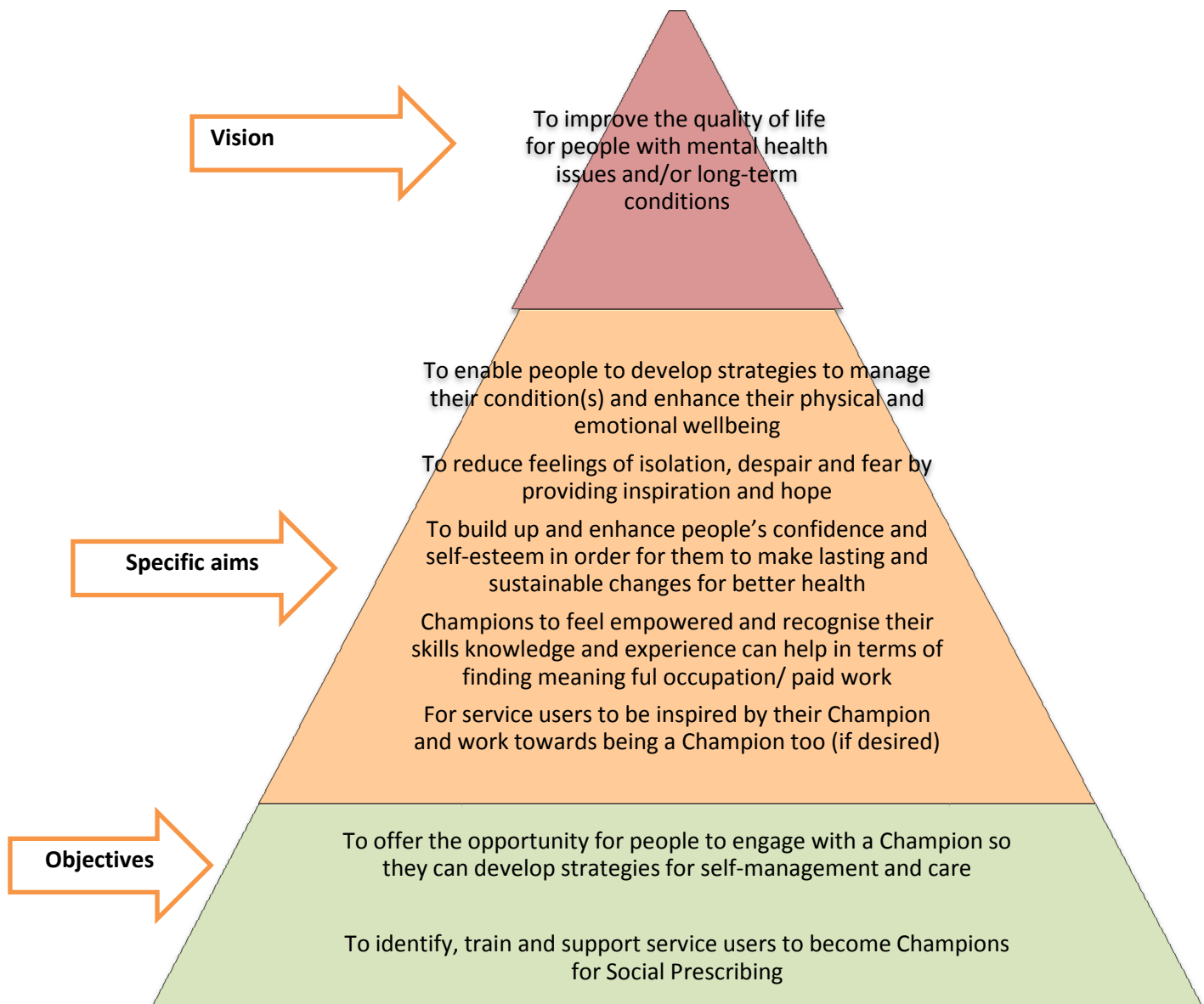
This is a working document and should be reviewed in line with any changes made to the processes and procedures that underpin the project's operation. It is good practice to ensure that reviews are undertaken on a regular basis to ensure the project evolves effectively and that the systems in place are fit for purpose. Crucial to these reviews is feedback from the volunteers and service users.

This document is based on good practice recommendations from the Mentoring and Befriending Foundation (MBF)¹ and if followed, would lay the foundations for meeting the elements needed to work towards their Approved Provider Standard (APS)².

¹ MBF are a Registered Charity supporting the development of mentoring and befriending projects

² APS is the national quality standard developed specifically for mentoring and befriending projects

Programme Design and Planning



Vision, aims and objectives

Diagram 1

Diagram 1 outlines:

- The vision for the project - what positive impact will the project make if the specific aims are achieved?
- The specific aims of the project which include outcomes for individuals - what will the project do?
- What are the objectives - how is this going to happen?

Social Prescribing Champion project outline

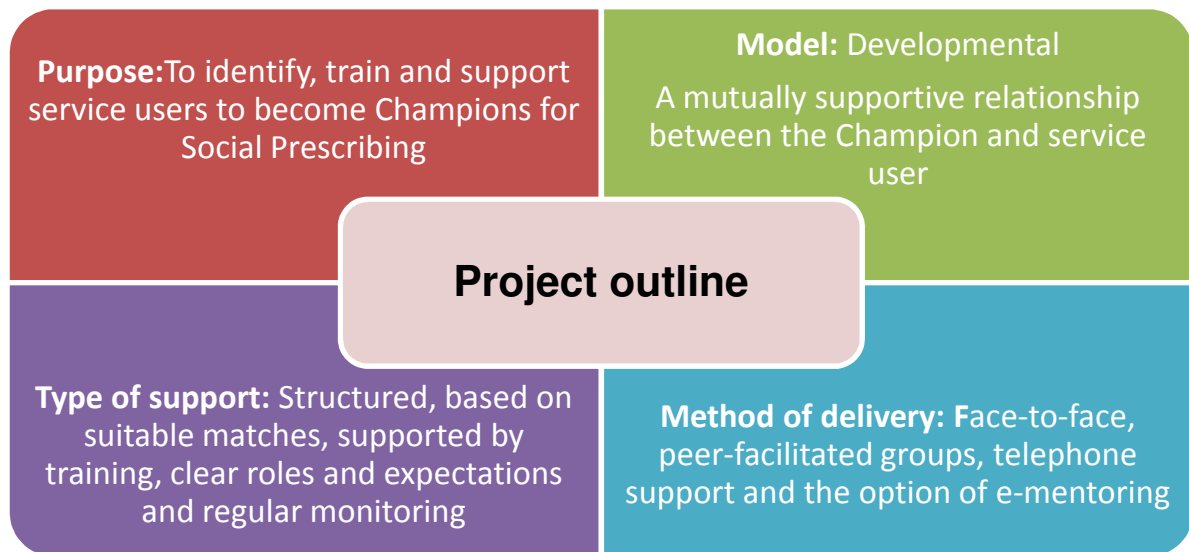


Diagram 2

Diagram 2 illustrates the outline of the project in terms of its purpose, model, type of support and method of delivery. This approach relates to the supportive relationship between the Champion and the service user.

Type of support

The project will deliver structured support and have clear boundaries for the service user and Champion. Regular monitoring will be undertaken to ensure the project is of an excellent standard and that the service user and Champion get the very best experience.

Method of delivery

The way a service user is supported should be flexible to suit the needs of a range of people, and to overcome accessibility issues for certain disabilities. This could include:

- **Face-to-face support**
 - Including meetings to discuss goals/aspirations for recovery journey
 - Developing an action plan
 - Attending groups/activities/appointments to help with self-management
- **Peer-facilitated support group**
 - Champions could lead support groups for people with particular conditions as a platform for sharing ideas of how to self-manage/cope with the condition. The support groups could also lead to members of the group becoming friends and developing a network of support
- **Telephone/text support**
 - This form of support may benefit people who find it difficult to leave their home because of their condition/disability
- **E-mentoring support**
 - There is an option to recruit volunteers who can provide e-mentoring support. Information is included about how this could be set up in Appendix 1

Operation and practice

Eligibility criteria for the project:

- People given a social prescription, aged 18+ living in Newcastle West with mental health issues and/or a long-term condition
- There must be a voluntary commitment and willingness on the part of the service user to accept the support

Recruitment of volunteers

Champions will mainly be recruited via their link worker, through the process of their review and if it is felt the service user is ready to undertake the role. However, there is also the potential to advertise externally and invite people to apply for the position who have had a positive experience of engaging with the same services but perhaps through a different referral route from Social Prescription.

The Support volunteer roles could be undertaken by anyone who has an interest in this field, for either personal satisfaction and/or people who want to gain experience (but not as a placement) for a professional course they are undertaking, such as Counselling, Health and Social Care, Social Work or Occupational Therapy.

The Diagram over the page illustrates how to become a project volunteer and how the link workers and Central Co-ordinator support this process.

Diagram 3: Flow charts to illustrate the processes of becoming a Champion and Support volunteer

Champion volunteer

Support Volunteer

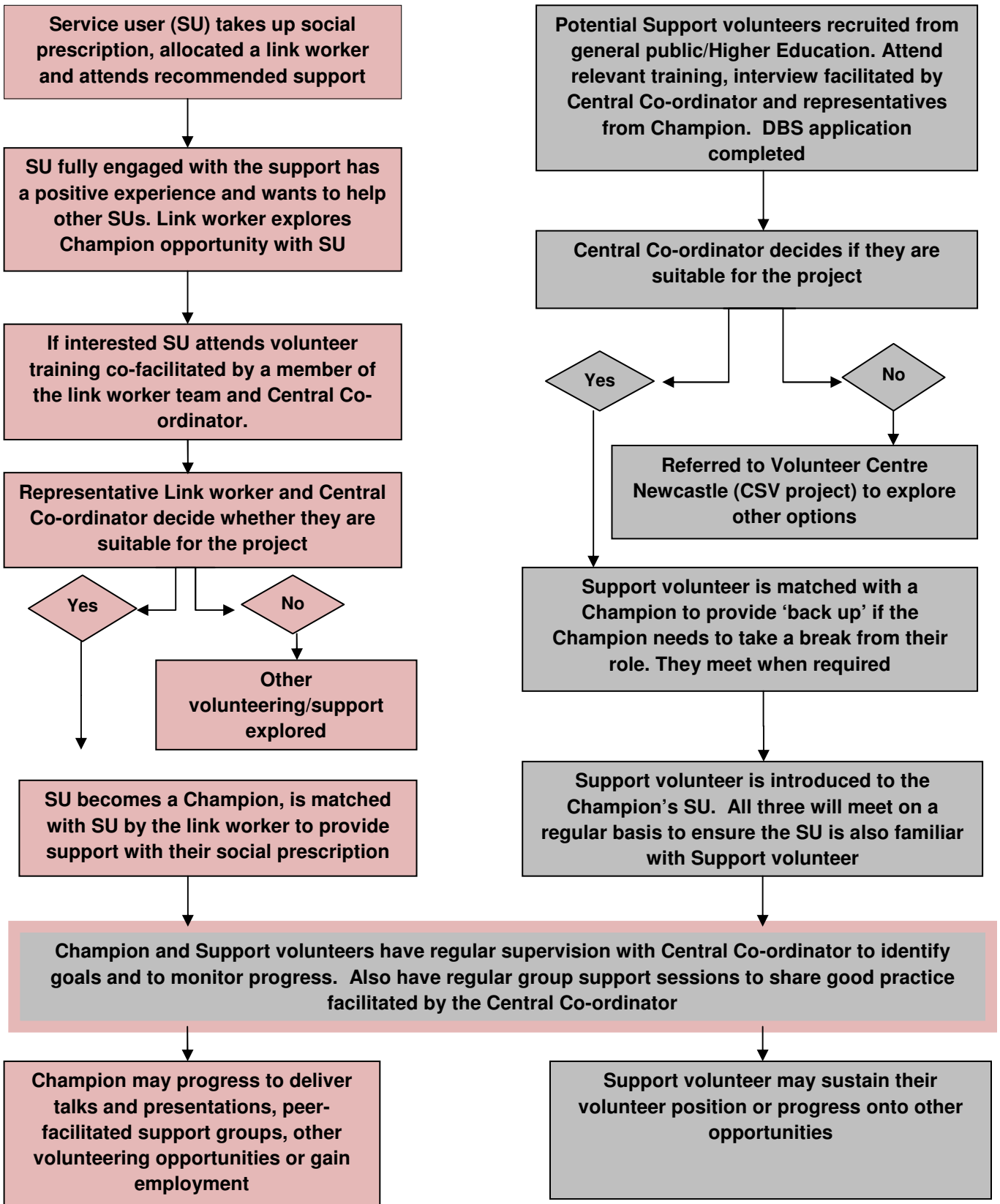


Diagram 3

Marketing for volunteers

The volunteer positions can be advertised as illustrated in the table below. The table is not an exhaustive list and opportunities for advertising may arise during the course of the pilot through other networking opportunities, for example at events such as World Mental Health Day, job fairs, or at relevant meetings.

	Champion role	Support volunteer role
GP Surgeries	✓	✓
Websites of the host organisations	✓	✓
Online via Facebook/gumtree		✓
Leaflets/flyers	✓	✓
Local media		✓
Community groups	✓	✓
Universities/colleges		✓
Jobcentre Plus	✓	✓
Mental health organisations	✓	✓
Voluntary organisations	✓	✓
Libraries		✓

Table 1

Application process

It is important that the application process is straightforward or potential volunteers could lose interest. Similarly, if the volunteering begins soon after the application process is completed, volunteers are putting their learning into practice whilst it is still fresh in their mind.

Selection process

All potential volunteers will complete an application form (see Appendix 2) and have an initial informal chat with the link worker about the role. Appendix 3 sets out examples of questions that should be asked as part of an initial informal meeting about volunteering.

When a potential volunteer decides they would like to undertake this role, the project should contact their named references and the Disclosure and Barring Service (DBS, previously CRB) to check their criminal record history and whether the person has had any cautions or convictions. An individual may still be able to volunteer, dependent upon the circumstances. This would be discussed fully once the information was received from the DBS. The wellbeing of service users is paramount and the project has a duty of care to ensure that this is at the core of decisions, when considering who should volunteer for the project.

State Benefits and volunteering

Champion and Support volunteers may be in receipt of certain benefits, for example Job Seekers Allowance (JSA) or Employment Support Allowance (ESA). Following consultation with colleagues from Jobcentre Plus, it was explained that it is important that the volunteer checks with them prior to engagement with the project to ensure they have details about the volunteering. The reasons for this are:

- The volunteer could be subject to a sanction if they put the project volunteer role as a priority. People on JSA are expected to be ready for work with 48 hours' notice. All volunteers should ensure the Jobcentre have the details of their volunteering in the event that someone made a false accusation that that they are working (which would then be subject to an investigation and temporary pause in their benefit)
- The volunteering may enhance opportunities for employment and may widen the jobs the volunteer is able to apply for

In the training for all volunteers, the project needs to make it clear that there is an understanding about these issues and that it is the responsibility of the volunteer to ensure that they adhere to the rules of the benefit they are receiving. If a volunteer needed to attend an appointment or interview at short notice then this would be accommodated by the project and appropriate arrangements for cover of their volunteering activity would be made.

For full details about claiming state benefits and volunteering please visit:

<http://www.volunteering.org.uk/component/gpb/statebenefits>

The Central Co-ordinator and link workers should set-up and maintain links with Jobcentre Plus in the event they need to liaise with the team regarding any issues affecting volunteers.

Preparation and training for volunteers

All volunteers should have training prior to starting their role. The initial training should include an overview of what the project is, what the volunteering role is and what happens following the training, if the participants would like to go ahead and become volunteers.

An initial 'Awareness Day' should be held as it is the first opportunity to find out about what the project is, how it fits in with Social Prescribing and what would be entailed for the volunteer role. See Appendix 4 for a possible programme for the 'Awareness day'.

Further training

Volunteers should attend relevant ongoing training in line with service need. 'Chest Heart & Stroke Scotland' use a training log and competency guide for their volunteers to log ongoing training attended.³

After the Awareness Day, a link worker and the Central Co-ordinator should meet with each potential volunteer for a meeting. This is an opportunity to decide if the person is right for the project, or if they need additional support. If a potential volunteer (Champion or Support) needs additional training or support then this should be provided, where possible. In the event that someone is unsuitable for the project they should be signposted or referred, with consent, to something more suitable for them.

Evaluation of training

Following training, the potential volunteers should be provided with feedback forms. This will assist future training and feed into the overall evaluation process of the project.

Matching Champions with service users

Champions and service users will be matched on their shared interests and compatibility.

A significant part of the matching process relies on the skill of the link workers and the Central Co-ordinator to build up effective relationships with all parties; the volunteers (Support and Champion) as well as the service users engaging with the project. See Appendix 5 which details guidelines for matching Champions and Service users.

Mismatches

It is important that planning and preparation is made for all parties in the event that a match may not work out. However well suited people may seem on paper, it is inevitable there will be times when the match should not go ahead. It is important that this is communicated to both the Champion and the service user prior to an initial meeting and will be seen as a possible outcome. The link worker needs to build time in for a debrief in the event that a Champion and/or service user may feel cross, rejected, or hurt by the decision.

³ Contact the Volunteer Development Manager at Chest Heart & Stroke Scotland for a copy

There may be a number of reasons for two people not getting along. It is important for the link worker to find out what those reasons are and to ensure there has not been any dispute or inappropriate behaviour.

The Central Co-ordinator needs to be mindful of any background information that may be relevant in terms of an individual's expectations for the service and previous behaviour towards other people (for example, dependency issues).

If a service user or volunteer is being discriminatory then considerations need to be made in formulating an action plan to either address the underlying belief through training or discussion, but if it cannot be resolved then the project may be unable to provide support.

Support Agreement

An agreement between the Champion and the service user needs to be in place and signed up to by both parties. It can be short, but needs to include expected behaviour from both parties. An example can be found in Appendix 6.

As part of the introduction, Champions and service users need to discuss what they hope to achieve from working together and develop an action plan. The Champion should support the service user to identify what their specific goals are. Appendix 7 illustrates an example of an action plan for a service user.

Boundaries

Boundaries are essential for the protection and safety of the service user and the Champion. If clear boundaries are in place this means:

- Both parties can feel clear about the purpose of their work together
- The service user can feel confident about sharing sensitive issues
- Both parties are aware of the limitations of the relationship that is the difference between Champion support and a friendship

Appendix 8 outlines the boundary guidelines given to both the Champion and the service user.

Reviews

The link workers and Central Co-ordinator need to ensure clear boundaries and management processes are in place for the service to be effective and for the service users and Champions to fulfil their potential.

It is important that the service users and the volunteers have regular reviews with each other and also, periodically with the Central Co-ordinator (good practice would be every 4-6 weeks) to ensure the relationship is developing well, issues are addressed at the earliest point and to ensure a dependency is not being created. One of the specific aims of this project is to enable people to develop strategies to manage their condition and enhance their physical and emotional wellbeing. The Champion's role is to nurture a relationship that can enable the individual to meet their goals.

Supervision for Champion volunteers

Regular individual and group supervision are essential. Volunteers, as with paid staff, need motivation, encouragement, reassurance and advice to ensure that they are undertaking their role effectively and safely.

Supervision gives volunteers the opportunity to voice concerns that are confidential. Group support enables volunteers to share ideas for good practice, explore challenges and celebrate accomplishments.

Another important aspect to the supervision is the opportunity to discuss the Champion's journey in terms of their development and whether they are ready to move on to another challenge, such as paid employment or volunteering in another organisation.

Supervision for Support volunteers

Support volunteers should also have regular supervision to discuss the relationship with their Champion and on occasion the service user (if the Champion has taken a break).

A template for supervision can be found in Appendix 9.

Ideas for supporting the Champion and Support volunteers

Telephone support	Staff and volunteers should have regular contact with each other. A point of contact at the project should be available to respond to queries, concerns and give support and advice to volunteers (and service users)
Texting	Texts could be used to remind volunteers about appointments (if needed), update about events or simply to 'touch base' with a volunteer
Social networking site	A 'Members only' Facebook group could be set up, similar to the one for the 'Healthworks' Champions. Volunteers could share ideas, promote activity and message each other for support
Training opportunities	Opportunities for further training and development to gain qualifications, accredited or in-house training would be promoted to all volunteers and service users. For some volunteers, development of a CV is part of their motivation for volunteering, for others they may want to engage with further training for enhancement of their skills base
Newsletter	A newsletter could be developed by service users, Champions and Support volunteers. This could include new introductions of volunteers/celebrations of events
Celebration events	Events can enable volunteers to develop a network with each other and to feel part of a team.

Table 2

Managing endings

The ending of their work together needs to be planned (as much as circumstances may allow) and celebrated. Service users should always be aware that there will be an end point and a 'move on' from the Champion project, which could entail the service user becoming a Champion. The link worker and the Champion need to reinforce that when that stage is reached, this is a positive step of 'moving on'.

It is worth noting that for some service users, issues of attachment and loss may have been longstanding and the Champion project needs to acknowledge and respect that a service user may struggle with the ending of the relationship, however fruitful it may have been. It is therefore, the job of the link worker to ensure appropriate steps are taken to include the wider network of support for the person. This could include referral for counselling services and/or contact to their GP (with the service users consent).

Waiting list

The Central Co-ordinator should ensure that the waiting list is managed effectively and that potential service users are given an estimated timescale as to how long the support will be in place. If the waiting list becomes too long then a decision needs to be made in terms of whether additional support is available to allow for increased capacity or whether the waiting list needs to be closed for a period of time.

Steering group

A project steering group should be set-up and have representation from key stakeholders and partners. Clear terms of reference need to be decided between the members of the group and regular meetings should be planned to monitor the progress of the project.

Policies and procedures

Key policies need to be adhered to. Service users and volunteers (Champion and Support) should be familiarised with relevant policies as part of their engagement and involvement with the project.

Partnership working

Effective communication is key to the success of this project, in terms of incoming referrals, dealing with complaints efficiently and ensuring that ideas for good practice are shared. Partnership working could also lead to collaborative efforts and shared use of resources and training opportunities.

Monitoring, Evaluation & Quality Assurance

It is essential to monitor and evaluate the project in order to demonstrate its success and how effective it is in terms of the impact and difference it makes to people's lives. The process of monitoring and evaluation highlights strengths, limitations and changes needed to improve the quality of the service being offered.

Information should be collected about the progress of key aims, objectives and targets and any information required for the funding bodies of the project.

The MBF recommend that projects involve service users and volunteers (in this context Champions and Support) in the planning and development of the monitoring tools. Feedback and ideas for monitoring tools could be encouraged from service users and volunteers at reviews and during supervision and group support.

The size of the pilot project would mean that information could be collected from all of the participants, rather than a representative sample. If funding was continued and the project was developed then it may be more prudent to collect from a smaller sample.

Data collection System

A system to collect the data needs to be put in place. This may be in the form of an excel spreadsheet, database, paper based files or a combination of different methods. Appendix 10 is a template for data collection. The MBF resource guide 'Monitoring and Evaluating outcomes in Mentoring and Befriending' ⁴ is a useful guide and can be explored once the project is operational as it will guide practice and enable the Central Co-ordinator to make informed choices about the templates and methods to apply (in collaboration with Service Users, volunteers and the link workers).

⁴ Available at <http://www.mandbf.org/quality-standard/good-practice-examples/monitoring-and-evaluation>
Hard copy purchased and stored at Mental Health Concern, Head Office

The list below gives examples of data that should be collected for ongoing monitoring and evaluation of the project:

- Number and source of referrals onto the project
- Number of volunteers recruited, turnover and reasons for leaving
- Start and end date of support
- Number of support sessions
- Number of telephone sessions
- Equal opportunities monitoring data
- Goal planning (for Champion, service user and Support volunteer)
- Feedback questionnaires from the service users and volunteers
- Volunteer diaries logging each session and progress of goals
- Case studies
- Minutes of group support meetings

Diagram 4 illustrates the timeline for monitoring information for the project. The diagram has been reproduced from the Mentoring and Befriending Foundation.

Timeline for monitoring information

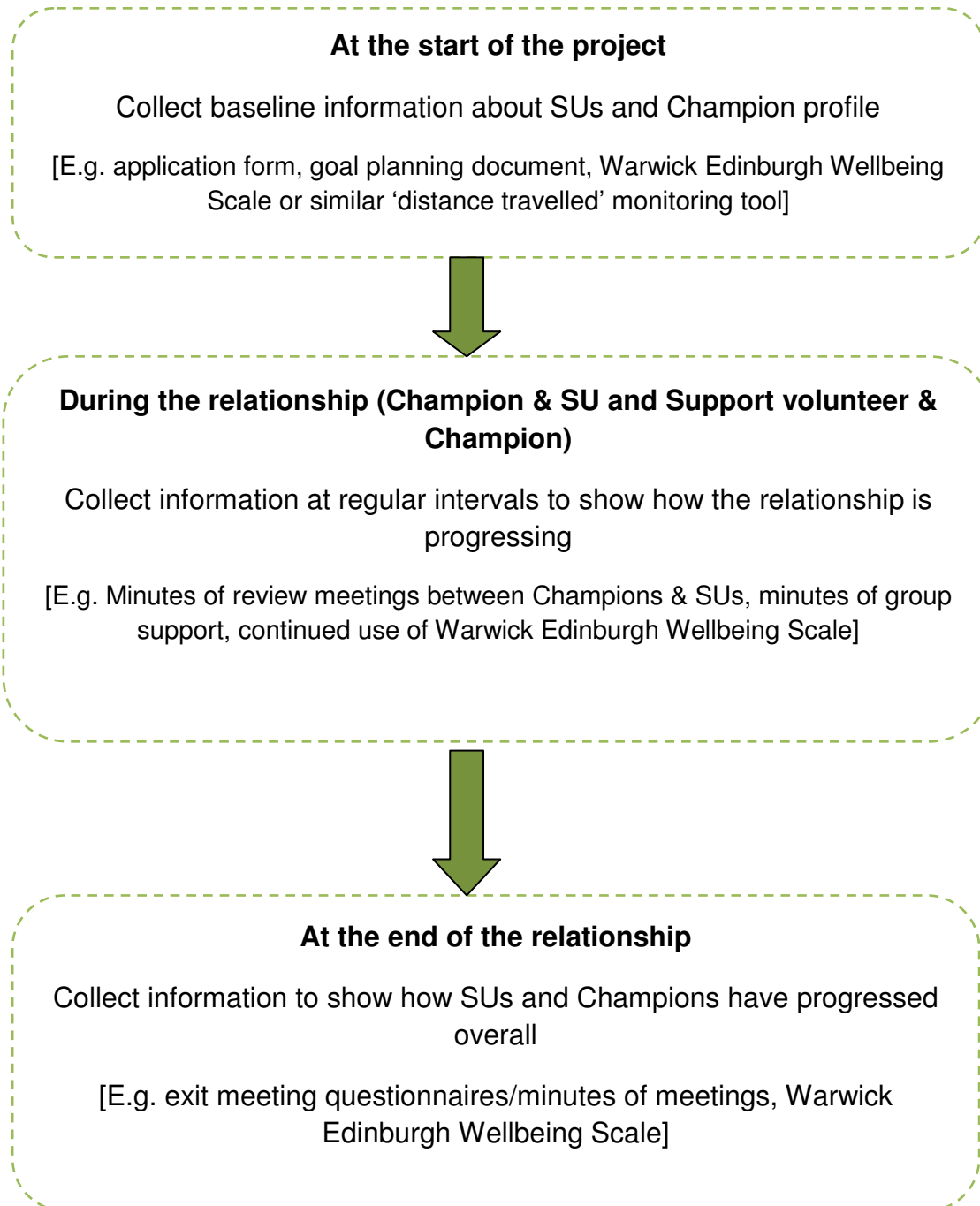


Diagram 4

Quality assurance

There is an opportunity to apply for an Approved Provider Standard (APS) which is the national quality standard designed specifically for all types of mentoring and befriending projects. Projects which meet the requirements of the standard are accredited for three years. For more information about the accreditation process you can visit:

<http://www.mandbf.org/quality-standard#sthash.eo9mFTD0.dpuf>

Appendices

Appendix 1: E-mentoring information from 'Brightside'

All of the projects we run use our online mentoring platform, with customised branding and content designed around the project. The platform includes:

- A secure and moderated messaging system
- The option to use any relevant articles, activities and videos from Brightside's existing resource library
- The ability to upload any relevant new or existing content to the resource library
- A forum, allowing mentees, mentors and the coordinator to discuss general topics
- Brightside's Skills Tracker, which will allow mentees to set targets in areas defined by you and evaluate their progress towards them
- A coordinator login allowing a coordinator to directly contact users, upload content and download activity reports

For each project we will plan out the structure of the programme, including mentees' and mentors' journeys, training, and evaluation. As part of this, we usually put together a mentoring schedule for the mentors, which will give them a structure for what they should cover with their mentees throughout the programme and which of Brightside's resources can support this.

While a mentoring project is running, a coordinator (either from Brightside or from a partner organisation) will be present on the site to moderate messages, chase up activity and support mentor/mentee relationships. Our cost for setting up and running a project would depend on whether you would have a member of staff in place to run the project, or whether you'd like to outsource the training, recruitment, moderation and support for mentors/mentees.

Contact details for further information:

Nick Brown
Development Manager

Brightside
CAN Mezzanine
32-36 Loman Street
London
SE1 0EH
Charity number: 1080243

T: 0207 922 7800
DL: 0207 922 7726
E: Nick.Brown@thebrightsidetrust.org
www.thebrightsidetrust.org

Appendix 2: Application form for volunteers (Champions & Support)

Name: _____

Address: _____

What qualities and skills do you have that would make you a good mentor?

Please list any hobbies or interests

We aim to create a positive environment that enables all volunteers to realise their full potential. So we can consider any appropriate adjustments to the volunteer environment and better support you in your role, please give details of any disabilities or health issues:

Please indicate your availability by ticking the appropriate box(es):

	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Do you have any unspent criminal convictions under the Rehabilitation of Offenders Act 1974? Yes/No (please circle)

If yes, please provide details:

Please note that a criminal record is not necessarily a bar to volunteering. However, due to the nature of mentoring, any convictions will need to be taken into account.

References:

Please give the names of two people who are able to support your application to become a volunteer Mentor:

1. Name:

Address:

Tel:

Relationship to you:

2. Name

Address:

Tel:

Relationship to you:

Your details

Your details will be kept in accordance with the Data Protection Act 1998/2003. They will be held securely and confidentially and will only be accessed by authorised personnel.

Declaration

I declare the information given on this form is correct. I also give my permission for the referees listed on this application to be contacted by the project.

Signed: _____

Date: _____

Appendix 3: Examples questions for informal meeting

- What do you hope to gain from the experience of volunteering?
- What relevant skills, interests and experience do you have?
- What is your understanding about the issues service users may face?
- Any health issues that may be relevant to the role?
- Any resources you may need (for example in relation to disability)

Appendix 4: Awareness day programme

- Welcome & introductions
- Aims of the programme
- Expectations and hopes/fears about the role and/or training
- Organisation(s) overview –Ways to Wellness & social prescribing
- Information about service user group(s) & working with different groups of people
- **Lunch/break**
- What is mentoring?
- Confidentiality
- Listening & communication skills
- Requirements of the role
- Limits and boundaries of the role
- Safeguarding
- Support & supervision
- Evaluation of training
- Next steps

Appendix 5: Matching guidelines

1. Service user preference and needs

Has the service user expressed a preference in relation to their potential matched volunteer in terms of age, gender, ethnicity, interests etc? Is the preference appropriate i.e. does not arise from an ulterior motive or personal prejudice.

2. Volunteer preferences

Has the volunteer expressed a preference? Some people may find some issues too challenging (e.g. if the service user had been a perpetrator of domestic violence and the Champion had personal experience of this). Is the volunteer confident in working with the service user's needs? Ensure that any preferences are expressed are in keeping with the philosophy of the service and not as a result of personal prejudice.

3. Accessibility issues

Do service users or volunteers have any special needs e.g. service users with high mobility needs may have difficulties in travelling and will need to be matched with a volunteer who can travel to them? Is the volunteer confident working with the service user's needs? Ask the service user and/or volunteer what can be done to assist them? What specific adaptations will need to be made for service users and volunteers?

4. Location

Consider the location of volunteers and service users. Is matching likely to be restricted by geographical area or rural location? Is the volunteer willing to travel? The cost element of extensive travel will also need to be considered. Can it be managed within the project budget?

5. Experience and skills

Does the volunteer have experience and skills that the service user could benefit from e.g. work experience that the service user has expressed an interest in, relevant skills.

6. Background

Does the volunteer share similar background or experience with the service user e.g. experience of homelessness, unemployment, offending. Do they have a shared experience of other countries and cultures, class background?

7. Interests/hobbies

Does the volunteer share similar interests with the service user e.g. leisure activities, current affairs, music?

When the above points have been considered the project may wish to provide volunteers and service users with the opportunity to meet informally to share information about themselves. Feedback from both parties and any preferences that may arise from this face-to-face contact can then be considered by the co-ordinator as part of the overall matching process.

Appendix 6: Support Agreement

The purpose of this agreement is to clarify the roles and responsibilities of both the Champion and service user. By voluntarily entering into this relationship, we agree:

1. To meet at least once every _____ weeks for _____ months
2. To agree to contact each other between meetings by telephone/email no more than once every _____ days/weeks
3. To meet in a public place (e.g. cafe/Town/Library), not our home addresses
4. To contact the project co-ordinator if either of us is unable to meet as arranged so they can inform the other person
5. To contact the project co-ordinator if either of us feel the relationship is not working
6. Not to attend the meetings under the influence of drugs/alcohol
7. Not to give or accept money or gifts from each other

As Champion volunteer, my responsibilities are:

To work with you to identify goals and actions needed to progress and support their needs

- To give focus, encouragement and support to help you to achieve their goals
- To maintain regular contact with you
- To provide support and guidance in a friendly, non-judgemental manner that means you are able to make your own decisions and I will respect the decisions you make
- To act in your best interests at all times, pointing out opportunities as well as potential difficulties
- To seek help from the project if you have a problem that is beyond my experience and/or expertise
- To update the project co-ordinator on the progress of the mentoring relationship
- To keep the content of the meetings confidential, unless otherwise agreed with you or if information needs to be shared, for example if I had concerns about your safety or someone else's
- To be honest and provide constructive feedback to you

Champion's name: _____

Signed _____ Date _____

As a service user of this project, my responsibilities are:

- To work with my Champion to identify goals and ways to achieve them with their support (as well as any other support that may be available)
- To work with my Champion to produce an action plan or development plan
- To keep my Champion and the project informed of any changes in my contact details
- To be open to feedback from my Champion and be honest with them too about how I am finding the support

Service user's name: _____ Signed: _____

Appendix 7: Action plan

Name of service user: Jane Champion: Sarah		Date of action plan completion: 10/08/15 Review due: Mid-September 2015	
Goals/targets to be achieved	Current situation	How will they be progressed	Timescale
To join a walking group to help with my depression and get some exercise	I am in the house a lot and feel lonely. My weight is too high and I feel unfit.	Through meeting smaller goals (2 & 3)	Approximately 3 months
To learn how to get to the walking group meeting place on my own, on the bus. I am nervous of going to new places and I can get lost so I need some help to learn the way. At first I want to go to the meeting place on a different day from when the group is on.	I am nervous to go out to places I haven't been to before. I get lost easily and feel self-conscious at times on my own.	Me and my Sarah will meet once a week at my local bus stop to help me learn the way to the meeting point for the walking group.	Initially 2 weeks and then review
To be more confident meeting new people so when I go to the walking group I can chat to other people there instead of walking on my own.	I am shy of meeting new people as I feel self-conscious and like they might be thinking badly of me because of my weight.	Have a cuppa with Sarah after being on the bus which means I will get used to talking to another person and build my confidence ready for the walking group. Enrol on an anxiety management course and Sarah will come with 1 st time to introduce to group.	Ongoing for approximately 3 months Next course starts in 2 weeks time

Appendix 8: Boundary Guidelines

Personal

- See the person not the behaviour
- Maintain your respect for the other person even when they choose not to follow what you believe to be the best course of action
- Follow what you believe to be the best course of action only if it fits within the project rules
- If a match (between Champion and service user) is unsuitable then avoid taking it personally.

Emotional

- Try to understand the other person's thoughts and feelings
- Remember, you may not understand a situation when you see only part of it
- Even if you have had a similar problem, you may not fully understand the other person's difficulties
- Everyone has different ways of coping. Your way of coping may not be right for another person

Organisational

- It is your right to ask what the project does to maintain its boundaries and if they are consistent with the project's expectations of volunteers
- It is your responsibility to maintain contact with the project
- It is both your right and your responsibility to accept support in your role as a volunteer

Do

- Be aware of your own personal boundaries
- Avoid getting into situations that could be misinterpreted
- Think before you say 'yes'
- Remember that the main focus of the relationship is the needs and progress of the person you are there to support

Don't

- Give out your home telephone number/ address
- Take the other person to your own home
- Get involved in a sexual relationship
- Get emotionally over-involved
- Give or lend money to the other person

If you are ever in doubt about a boundary issue speak to a Project worker about it

Appendix 9: Supervision template

Name of volunteer: _____

Date of supervision: _____

1. How are you getting on with your service user?

2. What targets/objectives have been agreed with the service user?

3. Progress made by service user(s) since the last supervision meeting?

4. Any issues/problems arisen since the last supervision meeting?

5. Additional support/training required?

6. Summary of action points

7. Date and time of next meeting

Appendix 10: Data collection template

Name of project					
Project year					
Completed by					
About your volunteers	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total at year end
Total number of volunteers					
Number of new volunteers					
Number of active volunteers					
Numbers leaving project					
Numbers awaiting training					
Number of evaluations received					
About your service users	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total at year end
Total number of service users					
Number of new service users					
Numbers waiting to be matched					
Number of relationships ended					
Number of evaluations received					
Additional statistics	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total at year end
Number of self-referrals received					
Number of referrals via other agencies					
Number of new enquiries					
Numbers signposted to other services					
Additional information					
Other services service users were signposted to:					
Other key external contacts made this year					