



Befriending Agreement

To make sure the Befriending volunteer experience is enjoyable, this Befriending Agreement outlines the guidance we expect both of you to follow.

Your Befriending volunteer will:

- Follow all the policies and procedures
- Visit or call at the location, on the day of the week and at the time you've agreed.
- Let you know in advance if they need to rearrange your call or visit
- Always call from a 141 'private number'
- Call before your visit to make sure you're available to meet them.
- Keep us updated on how you're both getting on.
- Wear their Wimbledon Foodbank Volunteer lanyard when visiting you.
- Only share information about their life that they feel comfortable to.

Your Befriending volunteer can't:

- Meet or call outside of the agreed volunteering hours.
- Share their phone number or address with you.
- Make decisions or offer advice regarding your care, finances, personal or family matters.
- Assist with household chores, cooking, or food preparation.
- Act as your next of kin, executor, or sign any documents.
- Help with any financial needs

Your Befriending volunteer is not a trained therapist or support worker and they 'll need to let us know if there is cause for concern. If we feel that therapy might be the right option for your needs we'll pause and reassess with you.

We ask you both to:

- Only visit or call at the location, on the day of the week and at the time you've agreed.
- Maintain the boundaries outlined above.
- Treat each other with respect, empathy and kindness.
- Not to attend a visit if you feel unwell.

Get in touch with Wimbledon Foodbank if you:

- Need to take a break from calling or meeting your Befriending volunteer.
 - Feel if you have overstepped the guidance outlined above.
 - Need to update your emergency contact.
 - Would need advice with your finances and bills
 - Have a concern which is impacting on your befriending relationship.
 - Have any new updates to your medical information.
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How to rearrange a visit or call

If you or your Befriending volunteer need to change the visit or call, here's what will happen:

- Before a scheduled visit, your Befriending volunteer will call you to confirm that you can still meet. If you need to reschedule, you can let them know during this call. If the volunteer can't make it, they will ask you to reschedule.
 - If you don't pick up the phone, your Befriending volunteer will try and leave a message for you.
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What happens if we don't hear from you

If your Befriending volunteer does not call or arrive for your visit then:

- You should call Wimbledon Foodbank if it's *Monday, Tuesday, Thursday (10am - 2pm)* and let us know what's happened. If it's out of hours, call back the next open morning.
- Wimbledon Foodbank will call your Befriending volunteer to make sure everything is okay.
- If we still don't hear from them, we will call their emergency contact and update you when we can.

If you miss your call or visit then your Befriending volunteer will:

- Call Wimbledon Foodbank *Monday, Tuesday, Thursday (10am - 2pm)*
- The Wimbledon Foodbank team will give you a call to make sure everything is okay. If you don't pick up your mobile or landline phone, we'll call your emergency contact.
- If your emergency contact doesn't answer, we'll raise an alert with Merton Council First Response Team.

What to do in an emergency

If your Befriending volunteer has a medical emergency, you will need to:

- Call 999, follow the emergency service's guidance, and wait for them to arrive.

- Your Befriending volunteer might call their emergency contact.
- If your Befriending volunteer needs to go to hospital, don't go with them. When we have further information, we'll keep you informed.

If you have a medical emergency your Befriending volunteer will:

- Call 999, follow the emergency services guidance, and wait for them to arrive.
- Your befriender will inform Wimbledon Foodbank.
- We may contact your emergency contact if you haven't contacted them already.
- If the emergency is outside of our office hours and you need to go to hospital, NHS staff will call your emergency contact.
- If you need to go to hospital, the Befriending volunteer will not go with you.

How we use your information (service user)

The kind of information we hold about you

- Personal contact details such as name, address, telephone number, email address.
- Date of birth.
- Gender.
- Next of kin and emergency contact information.
- Personal circumstances e.g. recently bereaved/household to help identify needs which you would like us to help you with.
- Information about your home environment. This is needed for risk assessing ahead of home visits.
- Information about your health, including any medical condition or disability. This is needed to understand if you require additional support, if you require information in an alternative format, to identify areas of support required, and to make referrals to certain external services, such as other charities (e.g. Age UK, Citizens Advice) and council services.
- Any key issues/concerns and action points from assessments.
- Communications exchanged with you, feedback from you in relation to delivering services and notes of meetings concerning the service provided to you.

Why we collect and use this information

- So that we can provide the Befriending service.
- So that we are able to contact and visit you and keep in touch.
- So that we are able to contact someone you have nominated in the case of an emergency.
- To find out and understand how you need support.
- To work out practical ways we can help you.
- To act as a reminder of action points from assessments.
- As part of our standard risk assessment process to evaluate whether there are any safety issues to consider.

- For equality monitoring.
- To monitor, and report on an anonymised basis, on access to the service, outcomes and the quality of the service.

We hold and use this information in these ways as it is necessary for us to provide and monitor the service and work out how we can best help you, or otherwise where you have given us your permission.

How we store this information

We will store this information securely electronically which can only be accessed by authorised staff, and printed referral forms will be securely stored in lockable cupboards.

We update the information while we are in contact with you and keep it for no more than three years after our contact ends, at which point paper copies are securely shredded and electronic information is anonymised.

Examples of when we may share your information

We may share certain relevant information in order to provide the support you have asked from us, for example in these situations:

- With your permission, with your healthcare provider, such as your GP, if you ask us to make a telephone appointment on your behalf to report concerns, arrange an appointment or to obtain a referral to another health specialist because you have communication difficulties, memory loss or lack confidence.
- With your permission, with other professionals working for external agencies who need to be involved in the activity or service you have asked us to support you with.
- With Wimbledon Foodbank volunteers and staff directly involved in providing a service you have asked us to support you with, or as part of our safeguarding or complaints processes.
- To the individual you have given us permission to speak to in relation to a particular matter or in an emergency.

We may disclose personal information without your knowledge or consent if we have reason to believe that this will help protect someone at risk/yourself, for example to Social Services or the Police, or where this is required by law. Where practical we will inform you at the time.

Wimbledon Foodbank Befriending Team

Email: xxxx

Call Wimbledon Foodbank: