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**Befriending across Battersea partnership   
‘Peer support and neighbourhood connections’**

**A funding proposal to Big Local SW11**

**25th May 2021**

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Katherine Low Settlement [www.klsettlement.org.uk](http://www.klsettlement.org.uk)

108 Battersea High Street

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1. **Summary**

We ask Big Local SW11 to kindly support the new Befriending across Battersea partnership to help reduce loneliness and isolation amongst local residents in Battersea.

Befriending across Battersea is a new partnership made up of the Battersea Befriending Network, Katherine Low Settlement, St Mary’s Battersea, Big Local SW11 and the Battersea Alliance – all of whom are committed to building a stronger community in Battersea, by enabling peer support and neighbourhood connections.

The Covid lockdowns have increased levels of loneliness and isolation, as well as increased stress, anxiety and depression amongst local residents. All members of this new partnerships have experienced this over the last year in the people they’ve been supporting. To help address this, Battersea Befriending Network, Katherine Low Settlement and the Battersea Coronavirus Angels have each run their own telephone/zoom befriending service during the pandemic.

We propose to expand befriending services across Battersea but need your support to do this. The following proposal outlines how we plan to achieve this. Thank you for considering us.

1. **What is befriending? And why does it work?**

Everyone needs other people, but not everyone has someone.

Befriending offers engaging, reliable, boundaried relationships through volunteer befrienders to people who would otherwise be socially isolated. Around the UK, there are befriending projects which organise effective support for children and young people, families, people with mental ill-health, people with learning disabilities and older people, amongst many others. This support is typically offered over the telephone, online and/or face to face. It’s a regular opportunity to talk to and see other people.

The results of befriending can be very significant. Befriending often provides people with a new direction in life and opens up a range of activities and local services. It leads to increased self-esteem and self-confidence, and helps reduce loneliness and isolation, amongst other things. Matching local volunteers with local residents builds social capital and trusting relationships of support in communities. Befriending can also reduce the burden on other services which people may use inappropriately as they seek social contact.

1. **What’s the need locally?**

The Covid-19 lockdowns have further highlighted the depth of loneliness and isolation in our community. Alongside this we’ve witnessed an outpouring of support and help that has been provided to local residents by others residents in Battersea, and across the wider Wandsworth community.

Although in modern times it is known for its wealth, Battersea remains characterised by economic inequality, with large social housing estates surrounded by more prosperous areas. Latchmere and St Mary’s Park wards, where the Befriending across Battersea partnership focuses much of its work, rank in the most economically deprived 15% of the UK (Local Trust 2019; Census, 2011; Citizens Advice Wandsworth, 2015/16; DCLG’s IMD, 2015 and 2019; London Poverty Profile, 2020; Public Health England, 2017; Wandsworth JSNA, 2018).

The most significant characteristics of the SW11 area, when contrasted with the whole Borough of Wandsworth are:

* Higher rates of unemployment and of those who have never worked
* Overcrowding
* Poorer health
* Higher levels of isolation
* Higher rates of poor mental health, particularly anxiety and depression

With one million people aged 65 and over in the UK reporting they are often or always lonely, the Befriending across Battersea partnership is one of many steps we are taking in order to reduce this issue within our community.

1. **‘Befriending across Battersea’ partnership**

The new Befriending across Battersea partnership comprises:

* **Battersea Befriending Network**: 40 Wandsworth residents with diagnosed mental health conditions are supported face-to-face by local volunteers each year (20 live in Battersea).
* **Katherine Low Settlement – Elders Team**: During the height of lockdown KLS was supporting more than 200 local elders through their ‘Fone Friends’ befriending service. They made more than 6,000 befriending calls over the last year.
* **Battersea Coronavirus Angels**: 66 local adult residents have been supported through the Angel’s Covid-support telephone befriending service over the last year.

All of these services are oversubscribed and have set up waiting lists to ensure the quality of support is not affected. There is a real need amongst local residents for more support from community-based befriending services.

These three groups have also been working with the **Big Local SW11,** the **Battersea Alliance**, and all of their local community delivery partners, as addressing loneliness and isolation is one of their key strategic priorities; as well as **Battersea Communities** (St Mary’s Church, Sacred Heart Church, Katherine Low Settlement and local residents) working for the common good of the Battersea community.

There are other organisations to bring into the partnership (such as Soundminds, Age UK Wandsworth), and the new Befriending Manager (see below) will help facilitate this.

Together, we propose to work together in this new befriending partnership, so we can be more strategic in our approach, offer a more joined up set of services and so befriend more local residents. The following gives more details about how this new partnership will work.

1. **Work Programme**

The Befriending across Battersea partnership wants to help reduce loneliness and isolation amongst local residents in Battersea, by providing a range of befriending services to suit the different needs of local residents.

To ensure the quality of any befriending relationship the partnership needs to devote time, training and support to both the befriender and befriendee, as described in the table below.

|  |  |
| --- | --- |
| **Befrienders** | **Befriendee** |
| Recruitment   * Role descriptions * Advertising * Enquiries * Written applications * Interviews * References * DBS checks * Admin for all of the above | Recruitment & Assessment   * Advertising / word of mouth * Outreach health & social care * Enquiries * Referrals and/or self-referrals * Assessment to understand needs and suitability of befriending (written/in person) |
| Induction   * Written info * In person induction sessions * Safeguarding * Policies and procedures incl. confidentiality | Induction   * Explaining the befriending process * Risk assessment * Support planning * Setting and managing expectations * Consent * Safeguarding |
| Training   * In person/online training sessions * Shadowing | - |
| Placement / Matching process   * Assessment of potential befrienders with befriendees (long/short-listing with profile matching) * Initial introductions * Relationship building | Placement / Matching process   * As described opposite |
| Befriending sessions   * Regular befriending sessions start with agreed times/dates | Befriending sessions   * As described opposite plus… * On-going and issue resolution * Signposting |
| Supervision and monitoring   * Line management with befrienders and befriendees * Monitoring of the relationship (weekly/monthly/quarterly reviews) * Supervision (every 4-6 weeks) * Safeguarding oversight | Supervision   * Regular check-ins with befriendee * Safeguarding oversight |
| Befriending sessions end   * Decision making to end the sessions * Closure planning * Debriefing | Befriending sessions end   * As described opposite * Rematching (if appropriate) |

To ensure the above is conducted efficiently and effectively the Befriending across Battersea partnership will employ a Befriending Manager for Battersea. This Manager will support each partner organisation in a slightly different way, depending on what they need. They will carry out a number of duties and responsibilities in their new role including:

* Recruit, train, match and support local befrienders and befriendees.
* Broker effective relationships between befrienders, befriendees and local befriending organisations.
* Monitor these relationships and provide on-going supervision, training and support accordingly.
* Provide admin support to the befriending organisations, so they can run their befriending services more effectively e.g. DBS checks, safeguarding training, record keeping etc.
* Raise the profile and celebrate befriending in Battersea.

Note: A Job Description can be found in the Appendix below.

As this is a new role it will inevitably evolve. We will review these changes and adjust/adapt the role accordingly so that it can provide the best possible befriending support services within Battersea.

If other local community organisations decide they want to develop their own befriending service, then this partnership could help them do so. We could provide advice, or be more hands on helping them set up a befriending service, recruitment, training, admin etc…. as appropriate.

1. **Monitoring, evaluation and reporting**

We will use the following monitoring framework to help us measure our progress.

**i. Outputs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activities / Outputs** | **Year 1 targets** | **Year 2 targets** | **Year 3 targets** | **Indicators** |
| No. of befriendees recruited, assessed and matched | 50 | 60 | 70 | Referral and assessment register  Matching records |
| No. of volunteer befrienders recruited, training and matched (incl. drop-outs) | 60 | 80 | 100 | Enrolment Forms  Training register  Matching records |
| No. of active partner organisations involved | 3 | 4 | 5 | Partnership agreements |
| Development of comms plan incl. 1 major celebration event | 1 | 1 | 1 | Comms plan  Event register & evaluations |

**ii. Outcomes**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Difference /**  **Outcomes** | **Year 1 targets** | **Year 2 targets** | **Year 3 targets** | **Indicators** |
| Reduce isolation and loneliness | 95% social contact with other people regularly (weekly/monthly)  95% strengthen their informal network with neighbours, befrienders and staff & vols | 95% social contact with other people regularly (weekly/monthly)  95% strengthen their informal network with neighbours, befrienders and staff & vols | 95% social contact with other people regularly (weekly/monthly)  95% strengthen their informal network with neighbours, befrienders and staff & vols | Initial Assessments  Attendance Register  On-going staff records and observations  Annual appraisal with members |

**iii. Evaluation and reporting**

The scope of the project evaluation will be to determine the extent to which the project has succeeded in realising its outcomes, outputs and delivery activities. A participant-orientated summative evaluation will be conducted – placing the participant and stakeholder at the heart of the evaluation. We work in a participative manner so will work with volunteer befrienders and befriendees to identify appropriate indicators and then develop relevant self-reported data collection methods – to assess whether the project met its outcomes, whether there were any unintended consequences, what were the learnings, and how to improve the project.

These include using a baseline survey (written, audio, video where appropriate), observations by staff, mid-term discussion groups and endpoint questionnaire. Outputs will include measuring numbers attending, frequency and demographics. A final report (including case studies) will be submitted to you the funder upon completion.

1. **The Team**

The partnership’s collective services have been supporting Battersea residents for more than 100 years (see appendix below). Each of the partners has an excellent track record of achieving outcomes, creating impact, safeguarding, reporting, monitoring and evaluating and building partnerships, especially across the voluntary and statutory sectors. All of this happens because of our committed staff and volunteer teams.

The new Befriending Manager will be employed by Katherine Low Settlement and line managed by Sarah Goodall, KLS’ Head of Elders Team.

Sarah Goodall works full time for KLS and has 20+ years’ experience of working with older people in a variety of community settings in London, including running befriending services.

1. **Budget**

We ask Big Local SW11 to contribute £10,000 each year over the coming 3 years, or what you think appropriate. This would help cover the costs of the Befriending across Battersea partnership and employ a Befriending Manager for Battersea. And in doing so enable us to reduce loneliness and isolation in the local community.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Costs** | **Year 1 costs (£)** | **Year 2 costs (£)** | **Year 3 costs (£)** | **Total (£) Year 1-3** | **Notes** |
| **Staff costs**  Befriending Manager | 19,437 | 19,437 | 19,437 | **58,311** | P/T - 21 hours per week |
| Management support | 1,178 | 1,178 | 1,178 | **3,534** | 1 hour per week |
| *sub-total (£)* | **20,615** | **20,615** | **20,615** | **61,845** |  |
| **Project costs**  Volunteer costs | 500 | 500 | 500 | **1,500** |  |
| Training & event costs | 500 | 500 | 500 | **750** |  |
| Marketing and promotion costs | 250 | 250 | 250 | **750** |  |
| IT/Phone costs | 600 | 360 | 360 | **1,800** |  |
| *sub-total (£)* | **1,850** | **1,610** | **1,610** | **4,800** |  |
| KLS Standard Overheads @ 17% | 3,819 | 3,778 | 3,778 | 11,330 |  |
| **TOTAL (£)** | **26,284** | **26,003** | **26,003** | **78,291** |  |

1. **Further information**

If you would like further information about the Befriending across Battersea partnership, or to discuss this proposal in more detail, then please contact Aaron Barbour, CEO of KLS on [aaron@klsettlement.org.uk](mailto:aaron@klsettlement.org.uk)

Many thanks for considering us.

**Appendix 1**

1. **Battersea Befriending Network** is a local, voluntary, befriending scheme for users of mental health services in Battersea and the surrounding area (within the London Borough of Wandsworth). [www.batterseabefriendingnetwork.org.uk](https://www.batterseabefriendingnetwork.org.uk/B)
2. **Battersea Coronavirus Angels** is a local group of residents and community organisations working to support local residents in Battersea through the Coronavirus lockdowns. 450+ volunteers have supported more than 600 local residents by picking up shopping, prescriptions, dog walking, telephone befriending and more.
3. **Battersea Communities** is a group of local residents and community organisations working for the common good in Battersea. Recent campaigns include securing a community centre on the Surrey Lane estate, as part of the redevelopment building plans for Randall Close. [www.batterseacommunities.org.uk](http://www.batterseacommunities.org.uk)
4. **The BLSW11 Alliance** has been formed by the **Big Local SW11** (which is an independent, resident-led group that has been awarded £1m over 10 years to invest in projects that improve opportunities for local people and strengthen our community) to help deliver its own strategy of building a stronger, more self-reliant Battersea. [www.biglocalsw11.co.uk](http://www.biglocalsw11.co.uk)

It's a partnership of five local long-standing, trusted and passionate organisations (Caius House, Carney’s Community, Katherine Low Settlement, Providence House, St Peter’s Church) plus the Big Local SW11. We have deep community roots and social relations that span many generations. We are working together, alongside 30+ other local community delivery partners, to rebuild the social fabric of Battersea. [www.blsqw11alliance.org](http://www.blsqw11alliance.org)

1. **Katherine Low Settlement** is a charity that has been serving Battersea and the wider Wandsworth community since 1924. We are dedicated to building stronger communities and to enable people to challenge and find ways out of poverty and isolation.

We run a range of our own community projects to support children, young people and their families, older people, women and refugee communities. We recognise there are many other expert local charities and community groups working with, for example, disabled people and mental health users. We invite them to operate from our premises, and provide organisational development support, so that together as partners we can meet the diverse needs of the local communities of Wandsworth. Each week we work with 45+ charities and community groups supporting more than 1,100 people. [www.klsettlement.org.uk](http://www.klsettlement.org.uk/)

**Appendix 2**

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**Befriending Manager for Battersea**

**Job Description**

Job Title: **Befriending Manager for Battersea** (new post)

Salary: **£27,500 (+ 5% employer pension contribution)**

Hours: **21 hours/week** (flexible working available)

Holidays: **25 days + 8 Bank Holidays** **per year (pro rata)**

Responsible to: **KLS’ Head of Elders Team**

Location: **108 Battersea High Street, London SW11 3HP, working from home** and **out and about** **in the local community**

We are looking for a dynamic person to lead our befriending work across Battersea. You will be responsible for building the Befriending across Battersea Partnership; recruiting, training and supporting volunteer befrienders and befriendees; capacity building and supporting local community to do more befriending in Battersea; raising awareness about the work of the partnership and ensuring that we achieve our objective of reducing loneliness and isolation amongst local residents in Battersea.

**About the ‘Befriending across Battersea’ partnership**

The Befriending across Battersea is a new partnership comprising:

* **Battersea Befriending Network**: 40 Battersea residents with diagnosed mental health conditions are supported face-to-face by local volunteers each year.
* **Battersea Coronavirus Angels**: 66 local adult residents have been supported through the Angels Covid-support telephone befriending service over the last year.
* **Katherine Low Settlement**: During the height of lockdown KLS was supporting more than 200 local elders through their ‘Fone Friends’ befriending service. They made more than 6,000 befriending calls over the last year.

All of these services are oversubscribed and have set up waiting lists to ensure the quality of support is not affected. There is a real need amongst local residents for more support from community-based befriending services.

These three groups have also been working with the **Big Local SW11,** the **Battersea Alliance**, and all of their local community delivery partners, as addressing loneliness and isolation is one of their key strategic priorities; as well as **Battersea Communities** (St Mary’s Church, Sacred Heart Church, Katherine Low Settlement and local residents) working for the common good of the Battersea community.

There are other organisations to bring into the partnership, and this new role will help facilitate this.

Together, we are working in this new befriending partnership, so we can be more strategic in our approach, offer a more joined up set of services and so befriend more local residents.

**About Katherine Low Settlement**

KLS will host this new role. They will be part of our Elders Team, and line managed by Sarah Goodall, the Head of our Elders Team.

Katherine Low Settlement is a charity that has been serving Battersea and the wider Wandsworth community since 1924. We are dedicated to building stronger communities so that we can enable people to challenge and find ways out of poverty and isolation.

We run a range of our own community projects to support children, young people and their families, older people and newly-arrived refugee communities. We recognise there are many other expert local charities and community groups working with, for example, disabled people and mental health users. We invite them to operate from our premises, and provide organisational development support, so together as partners we can meet the diverse needs of the local communities of Wandsworth. Each week we work with 45 charities and community groups supporting more than 1,100 people. Visit [www.klsettlement.org.uk](http://www.klsettlement.org.uk)

**Objectives for this Role**

* Enable more befriending relationships to flourish across Battersea
* Strengthen local charities and community groups to host more befriending relationships
* Grow and develop the Befriending across Battersea partnership

**Role & Responsibilities**

The Befriending Manager will support each partner organisation in a slightly different way, depending on what they need. They will carry out a number of duties and responsibilities in this new role including:

1. **Planning**

* Work closely with the Befriending across Battersea partnership to develop a clear operational plan, ensure targets and deadlines are met, with regular performance reports.
* Ensure effective monitoring and evaluation systems are in place.

1. **Initial research and relationship building**

* Conduct desk-based and qualitative research tobuild a comprehensive picture of befriending in Battersea, as well as strengthening relationships with local community organisations.

1. **Befriender and Befriendee management**

* Establish a befriending brokerage.
* Carry out recruitment drives and events for both befrienders and befriendees.
* Create standardised systems, process and paperwork.

1. **Training**

* Create and deliver a befriending training programme for:
  + local residents as befrienders
  + local residents as befriendees
  + local community organisation’s staff and volunteers, so they expand their knowledge, develop their skills and increase their capacity for working with more volunteers.
* Provide a one-to-one consultancy-type service to support individual organisations improve their befriending services.

1. **Admin Support**

* Provide admin support to the befriending organisations, so they can run their befriending services more effectively e.g. DBS checks, safeguarding training, record keeping etc.

1. **Communications**

* Raise the profile and celebrate befriending in Battersea.

1. **Other duties and responsibilities**

* Participate in regular management supervision and annual appraisal; help to identify your own job-related development and training needs.
* Adhere to Katherine Low Settlement’s code of confidentiality, safeguarding and equal opportunities policies.
* Undertake your role in a professional manner and maintain a high-quality standard of work in accordance with the aims, values and ethos of KLS.
* Undertake any other appropriate tasks as agreed with your line manager.

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.

**Person Specification**

The following skills and experience are required for this post:

|  |  |
| --- | --- |
| **Skills and Experience** | **Essential/ Desirable** |
| Experience of running, working or volunteering in a community befriending service. | E |
| Understanding of the support needs of volunteers within a befriending or mentoring service | E |
| Experience of working with older and/or vulnerable people (or other client groups) – either in a paid or unpaid capacity. | E |
| Experience of working with statutory agencies and voluntary charities and community groups (with older and vulnerable people would be desirable). | E |
| Knowledge and experience with regard to safeguarding the welfare of vulnerable adults  (ideally in volunteering contexts). | E |
| Experience of recruiting, training and supporting volunteers. | E |
| Experience of monitoring and evaluating projects effectively. | E |
| Strong communication skills (verbal and written), with excellent written and spoken English. An ability to communicate with people from a wide range of backgrounds. | E |
| Excellent IT skills including MS Office suite and ability to use spreadsheets, databases, social media and email. | E |
| Ability to work as part of a small team, whilst also working independently. | E |
| Committed to KLS’ mission, vision and values. | E |
| Experience of building and managing effective partnerships and external networks. | D |
| Knowledge of relevant legislation and Mental Capacity Act. | D |
| Knowledge of Battersea / Wandsworth. | D |
| **Personal Qualities** |  |
| Passionate about befriending and peer support. | E |
| Ability to listen to, understand and respond to the needs of older and vulnerable people and identify unmet needs. | E |
| A hands-on, highly motivated individual with considerable drive, energy and a determination to succeed. | E |
| Ability to work with others in a supportive and non-judgmental way. | E |
| Outstanding interpersonal and communication skills. | E |
| Empathy with staff, volunteers and members. | E |
| Able to prioritise workload, with a ‘can do’ approach and a team player. | E |

**Further Information**

For further information and an informal chat about this post please contact Aaron Barbour, KLS’ Director, [aaron@klesttlement.org.uk](mailto:aaron@klesttlement.org.uk)

* Katherine Low Settlement is committed to equal opportunities.
* All offers to work at Katherine Low Settlement are subject to two satisfactory references, which is standard KLS policy applicable to all roles. KLS also ask for an enhanced DBS check.
* You will adhere to matters of confidentiality concerning this role, the KLS team and trustees.
* An induction is given to all staff. This includes sharing KLS policies / procedures relevant to each post.
* There is a 6-month probation period for this role.

**Application Process**

Please complete KLS’ Job Application Form, Equal Opportunities Monitoring Form, KLS’ Employment Self-Declaration and Disclosure Form (below) and return to Tony Hersey at: [tony@klsettlement.org.uk](mailto:tony@klsettlement.org.uk)

**Closing Date for Applications: XXX**

**Interview Date: XXX**

*Last updated: 17May21*