SHETLAND BEFRIENDING SCHEME

MONITORING AND EVALUATION POLICY

Monitoring and Evaluation are vital for ongoing assessment of the success of the scheme.

The monitoring of the scheme will set measurable targets so that checks can be put in place to ensure these have been met.

Monitoring

The two broad monitoring methods to be used:

Quantitative (bases on statistics e.g. recruitment, monitoring forms)

Qualitative (bases on opinion) which may be:

- Formal e.g. asking volunteers/ other organisations on their views of quality within the organisation

- 1:1 Support sessions the scheme staff have with the volunteers

- Evaluation/Support sessions with all users – at the start of the befriending process, during the match and when the befriending comes to an end

- Requesting feedback from parents/carers and referral agents/Power of Attorney and family members throughout the befriending match process (if applicable)

- Informal e.g. observation

Evaluation

The information gathered through monitoring, assists schemes in evaluating whether targets have been met and allows shortfalls to be highlighted. As a result the scheme can formulate action plans or adjust existing ones.

Issues to consider in Monitoring and Evaluation are:

- Ensuring that everybody in the organisation knows about and understands the system which the scheme is going to use

- The task of maintaining the monitoring systems needs to be allocated – i.e. the Project Co-ordinator/Development Workers

- The process of monitoring and evaluation will only be effective if the scheme is willing to learn and change as a result

Monitoring and Evaluation at the Shetland Befriending Scheme will take place in the following forms:

Volunteers

<u>Monthly Monitoring Forms</u>

Monthly monitoring forms will be sent out to, filled in, and returned by the volunteers. The monitoring forms will provide the scheme with information regarding the meetings, i.e. how many times they meet in the month, what activities were completed, any positives/achievements or any concerns/ problems. Expenses claims for out of pocket expenses will also be part of this form.

<u>Support and Formal Review of Goals</u>

Support sessions with a structured agenda will occur with volunteers every 6 weeks will keep staff informed about the relationship and will provide a more in-depth evaluation regarding the relationship and the scheme itself. Support meetings will be recorded and filed in the volunteers' personal file. Any points requiring action will be handled by the relevant worker.

Formal questionnaires will be completed by the volunteer at the following stages in a match:

- 6 months
- End of match

<u>Service User and Formal Review of Goals</u>

Scheme staff will make regular contact with service users once matched to a volunteer and ask for any feedback about the befriending relationship and/or the scheme itself. All review meetings will be recorded and filed in the service user's personal file. The contact will be as follows

- Contact made after 1st meeting out
- At first 6 week review point
- 3 month review
- Every 3 months thereafter
- At end of match

Formal questionnaires will be completed by the service user at the following stages in a match:

- Every 6 months
- End of match

Parents/Carers/Referral Agents and Formal Review of Goals – Under 16 years' service user

Formal questionnaires will be completed by the parents/carers for those under 16 years and referral agents at the following stages in a match:

- 6 months
- End of match

Power of Attorney/Legal Representative/Referral Agents and Formal Review of Goals – 16+ years' service user

Formal questionnaires will be completed by the Power of Attorney/Legal Representative and referral agents if appropriate and if the scheme has consent from the service user to do so at the following stages in a match:

- 6 months
- End of match

Financial Data

Monthly financial reports will be reviewed by the Project Co-ordinator Any concerns regarding underspend, overspend or a short fall in funding will be highlighted to the Executive Officer of VAS. The Project Co-ordinator will monitor this.

Reports will be produced as required for key funders on the financial performance and progress of the project.

Annually audited figures relating to the schemes financial performance will be submitted to the relevant bodies.

Financial data will be used in the following ways:

- For reporting to existing funders
- To inform the funding strategy of the organisation

Evaluation feedback

All initial training and on-going training will be concluded with an evaluation session including both verbal and written activities.

From peer and individual support sessions with the volunteers they will have the opportunity to put forward any feedback regarding the befriending relationship or the service itself to the Project Co-ordinator/Development Workers.

Evaluation from specific workshops will be incorporated, recorded and monitored regularly by the Project Co-ordinator/Development Workers.

Any feedback given will be recorded for discussion and the development of future action.

The scheme will undertake team meetings a 6 weekly basis and feedback will be considered in line with current service delivery and amendments to service delivery considered.

Complaints

All complaints will be dealt with in line with Voluntary Action Shetland's Complaint's Policy.

Quality Assurance

The scheme currently has in place **Quality in Befriending** (QiB) a quality assurance badge of competence for two sections of service. This is reviewed every 3 years. The section that hold QiB are:

- Children and Young people aged 7 to 15 years
- Children and Young People with Additional Support Needs aged 7 to 18 years
- 16+ Adults
- Adults affected by dementia

Responsibility

Development Workers are responsible for ensuring that day to day monitoring/evaluation in matches is completed alongside initial and on-going training.

The Project Co-ordinator is responsible for quality assurance, monitoring financial data, producing reports and reviewing changes in policies and procedures and in overall service delivery in light of feedback.