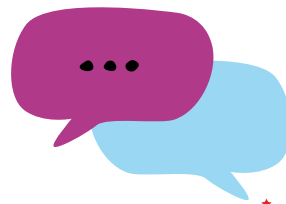


Barnet Friends



Referral Criteria and Guidelines

About Barnet Friends

Our trained volunteers work alongside the clients to help build confidence, self-esteem and resilience through regular connection, emotional support, signposting and goal setting on a regular basis. The aim of the **Barnet Friends** service is to improve the quality of life for our clients, help them to recognise their wellbeing needs and ultimately, utilise the skills and tools learnt in day to day life.

Volunteer befrienders (all of whom are 18+) are provided training from CommUNITY Barnet which include; Mental Health Awareness, Boundaries, Bereavement Training and Adult Safeguarding training.

We ask our volunteers to commit to the service for a minimum of six months and up to one year. Currently, the service remains a telephone befriending service.

Our Befrienders Can:

- Offer 30-60 minutes of telephone contact with clients per week. This will be at pre-arranged times
- Support clients to identify issues that are worrying them, and set agreed goals to develop their coping resources in response to stress triggers
- Help clients to access information that may be hard for those who are isolated and digitally challenged to access, and signpost them appropriately to local services

- Provide our clients with safe options to pursue their interests and re-connect with their community
- Improve client's self-esteem, confidence and encourage them to socialise as a mechanism to support their emotional wellbeing

Our Befrienders Cannot Provide Support With:

- Completing benefit forms or making appeals
- Mental Health advocacy or any other formal advocacy
- Housing issues, homelessness or floating support needs
- Home visits or domiciliary care
- Transportation to or from appointments or other activities
- Shopping or regular essentials
- Supporting passport, visa or right to remain issues
- Legal advice
- Alcohol or substance addiction therapy

IMPORTANT:

Barnet Friends is **not a counselling service, parallel and/or replacement service** for clients who are still experiencing psychotic episodes, or addiction. If your client has been stable for a minimum of 6 months from a psychotic episode, or abstinence from addiction for a minimum of 3 months, then we can consider your referral.

We are able to offer a befriending service for clients who are experiencing some of the following and have specially trained staff and volunteers to supervise and support more complex clients.

- Low self-esteem
- Anger
- Anxiety/stress
- Health
- Low mood
- Sexuality

- Behavioural Problems
- Bullying
- Panic
- Relationship difficulties
- Alcohol/ drugs - *(if initial contact has been made with specialist substance misuse services)*
- Paranoia
- Self-identity/ gender identity
- Bi-polar
- Low/ moderate self-harming
- Low/ moderate trauma
- Bereavement/loss
- Schizophrenia

Any queries regarding referrals to Barnet Friends, please contact the team at: 020 8016 0016,
or via email

befriending@communitybarnet.org.uk

Out of hours, you can leave a message and a member of staff will return your call as soon as possible during office hours (10am – 4pm Tuesday to Friday)

Further details and details about the service can be found on our [website](#)

Referral Criteria:

- Age 18-55
- Living, studying or working in Barnet
- Experiencing low self-esteem and socially isolated, or lonely
- We do support clients with undiagnosed or mild to moderate emotional mental health concerns
- It is important that the client's consent is obtained prior to a referral, and that they are willing to participate in the assessment process, and commit to a regular weekly call with a Befriender

Who Can Make a Referral?

Provided that befriending client consent is given referrals are accepted from:

- Self-referral
- Community Mental Health Teams
- GP
- Social Prescribing Link workers/navigators
- Any other professionals (social worker, support worker, teacher, counsellor, etc.)

We would encourage you to consult with your client and obtain their consent to the referral being made, being clear with them about the expectation to commit to appointments made. We ask that the referral form is completed properly and fully.

Referrals are accepted via a completed referral form which is available on our [website](#).

Please note that we accept referrals via secure email:
befriending@communitybarnet.org.uk

Adult Safeguarding:

If you are concerned that an adult is at risk of harm (physical, sexual or emotional abuse or neglect), **you must report it.**

Contact Social Care Direct

Tel: 020 8359 5000 (9am- 5pm, Mon to Fri)
or 020 8359 2000 (out of hours)

Email: socialcaredirect@barnet.gov.uk

If the danger is immediate, always call the police on **999**