



## VOLUNTARY SECTOR SUB-COMMITTEE - 5TH DECEMBER 2012

**SUBJECT: VOLUNTEER / BEFRIENDER SERVICE**

**REPORT BY: ASSISTANT DIRECTOR – ADULT SERVICES**

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### 1. PURPOSE OF REPORT

- 1.1 To provide additional information on the Social Services, Volunteer/Befriender Service, as requested by this committee, after an officer presentation, on this subject, was given at the last meeting.

### 2. SUMMARY

- 2.1 This report seeks to answer some questions raised at the last meeting, and is an information report only.

### 3. THE REPORT

- 3.1 The **Volunteer Befriender Service** was initially set up within Learning Disability Services approximately 25 years ago.

It is a Caerphilly County Borough Council (CCBC) service, which recruits volunteers to establish friendships with adults, known to the Learning Disability Assessment and Care Management Team, who have similar social and leisure interests. Volunteers.

A person is able to receive a service from the scheme based on the following:

- Caerphilly County Borough Council Assessment and Care Management team have undertaken an assessment of needs and this person is therefore a service user of CCBC and lives within the County Borough of Caerphilly.
  - They have an identified need to maintain social interaction or promote independence in the community
- 3.2 Volunteers are not appropriate or suitable to be linked with all service users. It is the role of Social workers/Assessment and Care Management staff to assess and therefore determine which service users, need the support of a paid care worker and who can be appropriately linked with a volunteer/friend. Volunteers are unable to carry out the role required by a paid care staff member i.e. support someone with their personal care, support someone who has behaviour that can challenge, administer medication etc. Specific management plans, risk assessments and guidance would be needed to support these individuals and it is therefore not appropriate to expect or ask for this level of support and commitment from volunteers.
- 3.3 An assessment is carried out by a care manager who then identifies the needs of the individual within their care plan. The assessment determines if the person is eligible to receive a service and how best their needs can be met. Volunteer support is usually part of a care package.

The care plan is passed to the Volunteer/Befriender Manager who then has to complete a service plan, which identifies clearly how the service will be able to support the person.

- 3.4 A 12-week review of the care plan has to take place to determine if the service is meeting the persons needs and if so the service then needs to be reviewed at least annually. Peoples needs change which is why the service needs to be monitored and reviewed to ensure that the appropriate service and support is provided. Should needs of a service user decrease it may be appropriate for the role of the volunteer to change.

There is significant demand for the service, which is managed and monitored by a part time manager. Care managers are responsible for prioritising who the service works with.

- 3.5 We are presently piloting the service with the Physical Disability team. This has proved to be equally successful and again referrals to the service come through care managers who have assessed that service users are eligible for the service. The same process is followed as with the Learning Disability Assessment and Care Management team
- 3.6 We are developing this service also for older people and older people who may have dementia. Again eligibility for the service needs to be determined by Assessment and Care management teams as part of an appropriate care package.
- 3.7 Consideration was given to including people with mental ill health within the service but it was determined by managers within Mental Health that the needs of service users who were eligible for support would best be met by trained paid staff and or the third sector/voluntary organisations that specialise in supporting people with mental ill health.
- 3.8 CCBC also currently commissions a Volunteer Befriender service from the Alzheimer's Society for those with a diagnosis of dementia.
- 3.9 Within the Borough, Age Cymru Gwent provide a 'chaperone service' via their Choices Service, for which referrals can be made direct to the service from individuals/family members etc. Age Cymru Gwent charge a small fee for this service.

#### **4. EQUALITIES IMPLICATIONS**

- 4.1 Promoting equalities is a fundamental part of Social Services provisions.

#### **5 FINANCIAL IMPLICATIONS**

- 5.1 The Volunteer Befriender Service operates within Social Services budget.

#### **6. PERSONNEL IMPLICATIONS**

- 6.1 None arising directly from this report.

#### **7. CONSULTATIONS**

- 7.1 The report is for information and not consultation.

#### **8. RECOMMENDATIONS**

- 8.1 The Committee is asked to note the details in this report.

**9. REASONS FOR THE RECOMMENDATIONS**

9.1 The report is for information only.

**10. STATUTORY POWER**

10.1 Local Government Act 2000.

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