

Doncaster Mind was formed in 1979 and is an independent local charity affiliated to Mind, the leading mental health charity in England and Wales.

### **Mission and values**

Our vision is of a society that promotes and protects good mental health for all, and that treats people with experience of mental distress fairly, positively and with respect. Doncaster Mind works to make it possible for people who experience mental distress to live full lives and play their full part in society.

### **In all our work we promote our key values:**

- Participation
- Respect
- Independence
- Diversity
- Empowerment

### **Commitment to Quality**

Doncaster Mind is committed to achieving high quality in the provision of services for people with mental health needs and at all levels within the organisation. Doncaster Mind works within Quality Management in Mind, the Mind quality assurance system and other appropriate Quality Standards and strives to use these systems to ensure continuous improvement.

### **Comments and Complaints**

We welcome feedback on our services, whether it's to tell us how helpful we have been or to be informed that someone is unhappy with the service received. Feedback can be left in a number of ways, during reviews with co-ordinators and questionnaires.

### **Complaints Procedure**

If you do want to make your concerns more formal, copies of our Complaints Policy and Procedure are available in all our buildings.

[www.doncastermind.org.uk](http://www.doncastermind.org.uk)



**Doncaster**

## **Befriending Scheme**



**About the Service**



Charity No. 1141145  
Company No. 07433894

## Doncaster Mind Befriending Scheme

### Aims

To reduce social isolation and improve the quality of life for people experiencing mental health difficulties.  
To promote independence and build self-confidence.  
To promote recovery and wellbeing.

### We do this by:

Providing one to one support by Volunteer Befrienders  
Providing opportunities for social contact by encouraging people to take part in local activities or groups.  
Encouraging Peer support



### Who is the Scheme for?

The Scheme is for anyone over 18 years who is experiencing mental health difficulties and would like the support of a “friend” to help reduce their isolation.

### How is a referral made to the Scheme?

Referrals can be made by a range of professionals and support workers. Self referrals are also accepted.

### What happens next?

When a referral is received the co-ordinators will arrange a home visit to assess suitability, explain how the service operates and answer any questions you may have.

The success of the Befriending Scheme is based on the **compatibility** of the volunteer and client **not** “first come, first served” so it is important for us to know what sort of interests and hobbies people have to determine a suitable match.

The volunteer will meet their ‘friend’ on a day and at a time that is mutually convenient every week and will spend a minimum of two hours, sometimes longer, depending on what sort of activity has been planned.

### Volunteers

Our team of volunteers will have completed an Induction Training Programme and are CRB checked. They receive regular supervision and are encouraged to take part in extra training to enhance their role as a volunteer.



For more information or to request an application form:

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Doncaster  
DN1 2PG

Telephone (01302) 812486

Email: [befriending@doncastermind.org.uk](mailto:befriending@doncastermind.org.uk)

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