

## Information for Parents Accessing Befriending

### About Face 2 Face befriending

Your Face 2 Face befriender is a parent who also has a child with a disability or additional need and has been trained to offer you emotional support. All our benders are volunteers who have been carefully selected to ensure they will be able to listen sensitively to you and understand how you are feeling.

Here are some frequently asked questions about Face 2 Face:

#### When will my befriender visit?

This will be arranged at a time to suit you both - it all depends on each person's individual circumstances.

#### Where will the befriending take place?

Befriending usually takes place in your own home if appropriate. If not children's centres/other venues may be accessed.

#### How long will I get this support?

Initially we can offer you 6 visits, which normally last an hour. This can be extended if you and your befriender feel this is appropriate and will benefit you.

#### Can my partner be there too?

We have found that this kind of support is best given on an individual basis and our benders are trained to give one to one support. We can provide separate support for your partner.

#### How will befriending help me?

This is an opportunity for you to talk honestly about how you feel to someone who can really understand and not judge you. If you need other kinds of support our benders can signpost you to other services that can help.

### Is this confidential?

Our befrienders will not talk about the befriending except in their support group. This is a monthly meeting with their local Face 2 Face team where we can ensure that befrienders get the right kind of support and continued training so that you get the best possible service. This is always done in a way which safeguards your privacy and anonymity.

The only time we would ever break confidentiality is in exceptional circumstances, where we felt you or your child might come to some harm if we didn't seek more help.

### Can I phone my befriender if I need to cancel a visit or ask for more support?

Our befrienders are advised not to give out their mobile numbers. If you need to cancel or re-arrange a meeting please phone myself, as the scheme co-ordinator.

### What if I don't get on with my befriender?

You can phone me and if possible I will match you up with someone else. At the end of befriending I will contact you for feedback so that we can monitor the quality of this service and make any improvements required.

### Some further information:

We are a national service with good practice guidelines. If you would like to see any of the following policies or procedures, please ask your befriender or myself, as the scheme Co-ordinator:

- Confidentiality policy
- Equal opportunities policy
- Child protection procedure
- Complaints procedure

Finally, I'd like to welcome you to Face 2 Face and hope this will be a supportive and rewarding experience for you,

Best Wishes

Tina Taylor  
Face2Face Co-ordinator for Halton

Contact details;

Mobile: 07767 346724

Emai: [tina.taylor@scope.org.uk](mailto:tina.taylor@scope.org.uk)

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