

KASP Befriending Service through a TI lens

Access:

Visibility within the area. KASP is recognised within the community in a positive light. Expertise and knowledge around CSA/trauma. Work with both males and females 16+. Offers special support to younger people 16-25. Has a designated domestic violence worker. Newsletters, social media-Facebook page, twitter. Referral route easy to access. Self-referral/agency/family referrals accepted, with consent from client. An information session is offered within a week to explain what happens next. Our responsive worker offers support to those in greater need at point of referral whilst on waiting list. Once counselling is complete our clients are offered our befriending service if they feel isolated or lonely and helps with the transition from counselling]=

Environment:

KASP has a central position in Kirkcaldy. It is very discrete with only a small sign on the door to indicate the service by name only. There is a staircase which may be difficult for some people to climb. We have recently acquired premises on the ground floor which allows easier access to those unable to climb the stairs. The KASP office offers individual rooms for 1:1 counselling. Counsellors also offer support at by telephone/zoom or "Walk and Talk". The setting is calm and serene. There are a few motivational pictures on the walls. Counsellors access these rooms when delivering sessions via phone or zoom. Satellite support is offered throughout Fife. Telephone/Zoom counselling service offered throughout lockdown and continues to offer this service to clients who are not ready to return to face to face meetings or who may have difficulty in getting to meetings. KASP offers a library service, lending books to both survivors and staff. These cover topics including surviving CSA and self-help books.

Relationships:

First contact is with friendly staff, who are trauma informed. Details are taken and consent to referral clarified. Follow up telephone call to client detailing information as above. Our administrator has vast knowledge and experience of dealing with people on the phone and has had long conversations with new and existing clients, offering the relevant support in the moment or taking sensitive details for referral or signposting as needed. Trained counsellors may be the first point of contact on phone and are attuned to the issues the client may be present with. The Befriending service offers ongoing support to clients who have completed counselling but are needing extra support to reconnect with community. All volunteer Befrienders are vetted through application form including assessing personal qualities, references, PVG, interview process and Induction training prior to meeting with client. All are signed up to TURAS and expected to complete NES Trauma Skilled Training. This may be levelled up to Trauma Enhanced training in the future as role develops. All volunteers are made to feel part of the wider team, and valued. This supports the retention and commitment from volunteers to offer good service and is reflected in the way they support our clients. Befriender coordinator meets with client for assessment purposes. To offer information and to find out what the expectations are from the client's perspective. We have robust policy and procedures in place to keep everyone safe. Boundaries are explained in a person centred way, ensuring that both client and befriender are aware

that they are safe and what is expected of both. Befriender is not the counsellor, and the clients are made aware of the service being delivered. Coordinator is point of contact for both parties and ensures that the triad relationship is strong, trusting, person centred and trauma informed. Coordinator has completed STILT training and all TURAS modules on trauma. Volunteers have the knowledge and understanding of presentations and behaviours that may be triggered by events out with their control and are equipped with how to deal with these situations. There is a large team behind them to support if it is a situation out with their competency. The building of trusting and honest relationships promote this ability to reach out if feeling overwhelmed. Supervision of volunteers occurs 8 weekly but an “open door” agreement is in place that Coordinator can be contacted if any needs arise between times. A supported, informed valued staff offers the best quality of service to those accessing it.

Materials and Media:

Our website has lots of information on the services we offer. We have photographs and biography of staff members and volunteers, our ethos is explained and we believe that this can be helpful to allow those seeking support an insight not only to the service but to the people delivering this. The service has both Facebook and twitter accounts. This allows information, motivation and networking to be shared with the community. It helps raise the profile of the service. We actively encourage feedback from staff and clients. This informs the service of good and bad practice that needs to be either promoted and celebrated or revisited and revised. KASP encourages user involvement and recognises them as the “true experts” in their experiences of trauma and how the service responds to their individual needs. Our clients are made to feel involved and actively encouraged to share if comfortable their individual stories. This feedback can inform any necessary policy changes. We have a bi annual newsletter and these quotes and stories are shared with permission. This can be empowering and feel inclusive. Leaflets explaining our services are distributed in the community. The Befriender leaflet is currently only offered to existing clients who are moving on to the service. As this grows it may be possible to advertise out with the service.

Partnership Working:

KASP has had a long standing working relationship with FRASAC (Fife Rape and Sexual Abuse Centre). We are in partnership on many forums and related services including FVAWP (Fife violence against Women’s Partnership) have input into The CEDAR (Children Experiencing Domestic Abuse Recovery) Programme (mothers group) and offer MARAC (Multi Agency Risk Assessment Conferencing) advocacy service to high risk male victims of Domestic Abuse. Our domestic violence worker is involved with WINGS (women who offend outreach group) with Criminal Justice Service. The Befriending service is a member of The Befriending Network and regularly attends forum meetings/webinars. We received the Quality in Befriending award in September 2022. KASP Befrienders are involved in national events including Befrienders Week and Volunteers Week, encouraging and promoting the service, highlighting good practice and learning from others. The Befriending Coordinator is a member of the Fife Trauma Network Steering Group. KASP regularly deliver training sessions on CSA, Trauma and Domestic violence.

Supporting Recovery:

KASP by the nature of service offered, supports recovery by delivering a counselling service to adults who have experienced Child Sexual Abuse. We have a domestic violence worker who supports clients who have experienced this type of trauma. 1:1 counselling sessions, walk and talk, telephone counselling and zoom calls are all offered as part of the service. All the counselling staff have undergone training and are qualified in their specific field e.g. pluralistic, psychodynamic etc. We have placement for Counselling students who are supported and supervised by our Volunteer Counsellor Coordinator. The Befriending service has been offering the service for just over 2 years. It was recognised that once the trauma had been processed through counselling, clients were still showing signs of social anxiety, isolation and loneliness. The Befriending service takes on those clients at this stage if they wish this support. Befrienders are all fully trained in Trauma and supported individually to help them develop their own practice and personal development. Befrienders are expected to sign up to TURAS as part of Induction and complete the NES Trauma Skilled Practice module. Supervision of volunteers on an 8 weekly basis and ongoing training needs are recognised/highlighted and acted on. We encourage the recruitment of befrienders who have personal lived experience. It is our belief that this can incorporate a level of empathy and gives the message that there is a possibility of being able to move forward. Lived experience also helps to inform the service. The Befriending Service holds regular team meetings with volunteers to share their experiences of befriending, build their own network of support other than from coordinator and to have this improve the service delivered. We have a WhatsApp group for more informal connections with each other. This is moderated by befriender coordinator and consent is given, with rules of engagement within the group in place for safeguarding confidentiality. When a volunteer leaves the service they are removed from the group. We have held one social event for our befriendees and hope to continue with this going forward. This will allow for those accessing support to meet up in an environment that is safe, relatable and offer socialising that could improve wellbeing.

Policies and Procedures:

KASP has all necessary policies and procedures in place to maintain both the integrity and safety of those who deliver or access the service. These are continually updated and informed by feedback, forums and new legislation.

Communication and language:

KASP are an inclusive organisation. This includes all the services offered including the befriending service. We are person centred and values based. Regular team meetings are held weekly, incorporating an informal breakfast. An agenda is set and delivered with encouragement for feedback from staff, a sharing of individual information with regards to the service and all composed in a democratic manner. All staff and volunteers are respectful of each other and this includes any diversity or beliefs that may differ from each individual. Staff are offered supervision internally and externally. Management are approachable and open to discuss concerns to find solutions that are acceptable to all. Due to the supportive and respectful atmosphere within the service, this follows through in any interaction with clients, other agencies or services. All our clients are kept up to date with any changes. This was highlighted through C19 pandemic when there may have been confusion, anxiety or insecurity surrounding support. Clients were kept informed throughout all the changes by their preferred manner of contact e.g. letter, email, telephone call.

