

## Privacy

INtegr8 will collect only the information required to be able to assess suitability and provide befriending support in line with our service criteria. Information will be held securely. Permission will be asked for if we need to share information such as assessment and profile details to help with matching and reviews to demonstrate progress. If concern about a young person's safety is identified, information may need to be shared in line with confidentiality limitations and child protection procedures.

*“It's good to be able to talk to my befriender if I've had a bad day”*

*“My son came home with a spring in his step—befriending was the only service he wanted to take part in”*

*“My client valued the support from the befriending service and reports he is more confident in the local community”*

*“Watching the changes in some of the youngsters make volunteering with the befriending service worthwhile”*

**If you require more information or have suggestions or complaints, please contact:**

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YOUTH ACTION  
PROJECT



# INtegr8 Information

**A guide for young people  
and potential volunteers**



**If you require this information in an alternative format such as large print or a different language, please get in touch.**

**INtegr8** is West Lothian Youth Action Project's befriending service.

INtegr8 supports young people, aged 10 – 21, who are experiencing issues around their mental health/well-being. Young people may have things happening in their lives which impacts their confidence and/or self-esteem, like peer or family difficulties, being bullied, or feeling isolated, lonely, stressed or anxious etc.

Many young people just need someone in their lives who they can talk to and spend time with outside their usual day-to-day environment. Befriending can be an effective way of providing this kind of individual support.

Befrienders are volunteers who are recruited from our local communities and have an interest in supporting and promoting the wellbeing of young people.

Training for volunteers is provided by West Lothian Youth Action Project and Befriending Networks. During training, volunteers find out about the organisation, the types of issues young people may face and how INtegr8 can offer support.

To help with the matching process, INtegr8 will ask for young people's permission to share relevant and appropriate information with an identified befriender. This could include application and assessment details, risk factors and medical information.

### **Types of befriending INtegr8 can offer**

#### Telephone/text

A weekly check-in and catch up which could last from 5 minutes to around 1 hour. Waiting time for this support—short.

#### Video calling

A weekly check-in and catch up which could last from 5 minutes to around 1 hour. Waiting time for this support—short.

#### 1-1 befriending

A weekly or fortnightly face-to-face befriending session. Befrienders listen to, support, and encourage young people while engaging them in social and/or recreational activities. Sessions could last around 2-3 hours depending on session focus.

Waiting time for this support—long (high demand).

#### Blended

Sessions may take on a blend of the above types of befriending, depending on volunteer availability, service capacity, and funding etc.

*Young people can talk to their befrienders about things they have going on in their lives. Discussions are confidential within the INtegr8 team. If concerns arise of any young person being at risk of harm or putting others at risk, confidentiality would need to be broken as the safety of young people is priority and it is INtegr8's duty to report concerns.*

### **What befrienders do**

- Build trusting relationships
- Spend time, remotely or 1-1 with young people
- Be accepting, understanding and non-judgemental
- Be consistent and reliable
- Listen, encourage and support
- Work within WLYAP's confidentiality policy and other policies and procedures
- Maintain boundaries
- Keep the befriending co-ordinator updated