



### Keeping in touch

Meg Hegarty, Chandra Shah or Jenny Oh is your lead contact at Mind in Harrow for the Befriending Service and is happy to answer any queries you may have.

We will update your lead professional (the person who has referred you) from time to time about the service with your consent. For example when you have been matched or about any service changes, such as the end of the befriending contract. **For more information, please**

**contact:** Meg Hegarty [m.hegarty@mindinharrow.org.uk](mailto:m.hegarty@mindinharrow.org.uk)

T: 020 8515 7852 (Mon, Thurs)

Chandra Shah [c.shah@mindinharrow.org.uk](mailto:c.shah@mindinharrow.org.uk)

T: 020 8515 7870 (Thurs )

Jenny Oh [j.oh@mindinharrow.org.uk](mailto:j.oh@mindinharrow.org.uk)

T: 020 8515 7852 (Wed office hours and Thurs a.m.)



## Befriending Service

### Understanding your PB contract



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

Mind in Harrow, First Floor, 132 - 134 College Road,  
Harrow, Middlesex, HA1 1BQ

Tel: 020 8426 0929 Email: [info@mindinharrow.org.uk](mailto:info@mindinharrow.org.uk)

Registered Charity No 1067480 | Registered Company No 3351324



Harrow

## Introduction to the Personal Budget contract

If you would like to purchase our befriending service, we ask you to sign a contract with us when the service is ready to start. The contract states your rights and responsibilities. This leaflet explains the most important parts of the contract. Please feel free to ask us at any time if there is anything you do not understand.

### Service Activity

Mind in Harrow agrees to supply befriending (companionship and social support) for 44 sessions (2 hour weekly) over a period of one year.

The 44 sessions per year arrangement allows both you and your befriender to take planned breaks for holidays and appointments.

You may request one change of befriender and this would normally take place in the first three months of the service. We would only consider a request for a further rematch if in Mind in Harrow's view we had not offered a satisfactory standard of service.

### Missing/cancelling sessions

If your befriender is unable to meet you we will contact you and give you as much notice as we can. You will still be entitled to a total of 44 sessions over the year.



Please contact Mind in Harrow if you wish to cancel a befriending session, if you do not turn up for a session or cancel at short notice then this session will count as part of the service (one of your 44 sessions over the year).

You can put the befriending on hold if you need to for medical reasons and tell us when you would like to restart your sessions. If your needs have changed we can review with you whether it is still a suitable service for you.

### Money and invoicing

You agree to Mind in Harrow invoicing CNWL NHS mental Health Trust for payment of our befriending service. This comes to a total of £2,122 for an initial assessment, a matching fee and a year of befriending. If you cancel the service within 7 days of your initial assessment we will only invoice for the initial assessment fee which is £150.

### Ending the service

The befriending service is for a period of one year. If you decide to end the befriending earlier, you need to give Mind in Harrow two months notice in writing and we will provide any refund due pro rata.

If your behaviour has a negative effect on others enjoying the befriending service then Mind in Harrow may decide to end the service.

### What we would do, if we don't hear from you.

- If you miss a session we will contact you and if we are not successful then your lead professional to make sure you are okay.
- If you miss 3 sessions and don't contact us then we will keep the service open for a month.
- If you don't contact us or respond to our contact after this period we will assume that you don't want to continue and will take this as your notice to end the befriending early.

