



“If someone listens, or stretches out a hand, or whispers a kind word of encouragement, or attempts to understand a lonely person, extraordinary things begin to happen...”

Loretta Girzartis

Adult Befriending Service – the next five years

- In January 2016 we were delighted to receive funding from The Big Lottery for five years.
- This funding means that we are now an older person's Befriending Service instead of being a generic service.
- Historically in the 11 years of delivering a Befriending Service we have always worked with a much higher percentage of people over 60.
- This funding means we have a chance of addressing our capacity issues by working together in partnership and introducing our two new Development Workers, Michelle Manzie and Arlene Montgomery, who came into post on Monday (21st April)

What is Befriending?

“Befriending is a manufactured friendship with boundaries”

Befriending Networks

- A one to one befriending match is when a trained volunteer befriender is matched up with a referred client, known as a befriendee.

Referral Criteria

Our referral criteria for 1-1 matches are:

- People aged 60 or over who are isolated and struggling to maintain life in their own home independently
- Older People who have caring responsibilities
- Older people in the outer isles who are geographically isolated
- Older people with learning disabilities
- Older people affected by stigma in a small community

Referrals

- Referrals accepted from all agencies, statutory and 3rd Sector, the family and self referral
 - 65% received from OHAC
 - 13% Family
 - 8% Agencies
 - 14% Self Referral

1-1 Matches – what we will do

- reduce loneliness and help people to remain independently in their own homes for longer.
- Help with meal planning
- IT support- to connect with family and friends
- Take someone shopping however, we will only go shopping for someone if it is really necessary
- Pick up prescriptions
- Transport to medical appointments
- Accompany them to clubs
- Support carers to have a break
- The list is endless, each match is individual, never two the same

1-1 Matches – what we won't do

- Personal care
- Housework
- Deal with financial or personal correspondence
- Create a dependency

Signposting

- Signposting is a hugely important part of supporting our Befriendees
- We have always and will continue to carry leaflets and information about agencies that can support our Befriendees to remain independent for longer.
- These include CAB, THAW, Age Scotland Orkney, Care and Repair, Advocacy Orkney, Crossroads, Meals on Wheels, Scottish Fire and Rescue service, Stroke Support Group etc.
- We will source any other support our Befriendees requires.

A few quotes from our befriendees

Maisie lives alone with a debilitating condition and is in constant pain. Occasionally she is able to leave the house but mainly stays in for a chat. Maisie speaks of her Befriender ".....Jane is just perfect, she can cope with anybody. She just brightens up my day, she really does. She always has something funny to tell me!"

Evelyn is a full time carer for her husband. She is always keen to get out and about. She says of her match. "....You've done a very good job, we talk the hind legs of a donkey! I look forward to seeing Helen and knowing we won't be interrupted. Befriending means a couple of hour's relaxation for me".....

John lives alone and has dementia. John often goes out in the car with his Befriender. He describes what befriending means to him ".....I value Graham's visits. We always have something to yarn about. Graham's visits makes my life cheerier"

Barbara lives alone and never goes out with her Befriender. Barbara says of her befriending match ".... Hugely rewarding, Amelia is very good, very chatty and friendly. I really look forward to her visits"

Other activities

- Group and Intergenerational Befriending will be expanded into additional locations.
- Community Groups will be set up in local halls throughout the mainland and Isles to encourage peer to peer support.
- Intergenerational Befriending is already working well in three sheltered housing complexes and we will expanded into more locations and into the Isles.



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