

# Befriending Service

**Opportunities for social connection  
and support to improve your  
health, wellbeing and independence.**



## **What is befriending?**

Our befriending service offers an informal social relationship which can help to reduce isolation and loneliness through the creation of meaningful connection.

## **What are the benefits of befriending?**

Regular contact with a befriender offers befriendees many benefits, including:

**reducing feelings of isolation  
through increased  
social connection**

**providing a dedicated space  
to talk and to be listened to**

**signposting to opportunities  
in the community**

**increasing confidence  
and independence**

## **About Bramber Bakehouse's befriending service**

This year we are launching a new befriending service which aims to support you to continue improving your health, wellbeing, self-confidence and independence.

Befriending will take place between you (the befriendeed) and a person who is matched to you (the befriender):

- via scheduled telephone and/or video calls
- once a week for up to 30 minutes between 9am – 5pm, Monday to Thursday
- for up to 16 sessions

Knowing you have a befriending call can give you something to look forward to in the week. Calls can be used to simply chat and break up the day, though over time you may also wish to discuss and explore ideas and opportunities for connecting with your local community.

## **Who can access our befriending service?**

The service is available to graduates of Bramber Bakehouse based in Sussex.

## Who are befrienders?

Befriending is delivered via dedicated Bramber Bakehouse volunteers. They are women from all walks of life, who are passionate about supporting you to improve your health, wellbeing, self-confidence and independence.

Befriending volunteers will work closely with Bramber Bakehouse to support you and will share details of your progress with the Coordinator, including what's going well and if they have any concerns about your wellbeing or safety.

We do our best to match you with a supportive and dedicated befriending volunteer with whom you may share similar interests, hobbies or identities.

## What our befrienders can't do

- Share their personal contact details with you
- Contact or meet you outside the times agreed via the Coordinator
- Offer a counselling or therapy service
- Be a replacement for a caseworker or offer specialist Advice & Guidance (e.g. benefits, legal, immigration, financial etc)
- Operate outside of Bramber Bakehouse's policies & procedures

**Befriending offers a supportive, reliable relationship to people who would otherwise be socially isolated.' Befriending Networks**

## What Bramber Bakehouse expects from you

- To be ready to engage with the Coordinator and be able to build a positive and meaningful relationship with your befriender
- To attend calls on time or to give reasonable notice of cancellation where possible
- To tell us when something is going well or if you think something needs improving



# The steps to accessing the befriending service

## step 1

### **Self-referral form:**

Complete a short online self-referral form when referrals are open.

## step 2

### **Service Introduction Meeting:**

You will be invited to an online meeting with the Coordinator to discuss the service, your needs and the type of befriender you would like to be matched with.

## step 3

### **Match Introduction Meeting:**

When a suitable befriender has been identified you will be introduced via a 3-way meeting with the Coordinator before deciding if you would like to go ahead.

## step 4

### **Befriending Support Sessions:**

You will be offered up to 16 befriending sessions with your befriender, scheduled at a mutually convenient time via the Coordinator.

## Getting in touch

If you think you might be interested in befriending or have any questions please contact:

**Dionne Widgeroy, Progression Support Coordinator**

**07946 334180**

**[befriending@bramberbakehouse.co.uk](mailto:befriending@bramberbakehouse.co.uk)**

**[bramberbakehouse.co.uk](http://bramberbakehouse.co.uk)**