

Befriending/support services - Leighton Linlade

There are several options for 'befriending services' / 'support services' within Leighton Linlade, some existed pre-Covid, some have come about due to Covid. These include different forms of 'telephone befriending/telephone welfare chats.

Telephone befriending/ telephone welfare calls have increased due to many face to face groups being suspended. Most charities and community groups have moved their support both online and over the phone. Once beneficiaries have made contact with a group and requested telephone support, they are more likely to stay on a groups radar, with regards to being supported post Covid-19.

It's important to note that each individual is just that, 'individual' - in their age, physical ability, mental wellbeing, mobility, health, home circumstance etc. Some may self-identify as 'lonely' some may not. A one size fits all approach when it comes to supporting people does not work, hence the importance of us continuing to support the many different organisations who offer such individuals support that befits their need.

Older people, housebound, living alone and experiencing loneliness (as outlined by Cllr Owen)

(NB some individuals may fit the first 3 categories but not be lonely)

These individuals could have suffered a stroke, or have dementia, have sight or hearing issues, suffer depression or other ailments – of which some may suffer one, many, or indeed none.

Most of the organisations specializing in each of the above characteristics (e.g. Alzheimers Society for those with Dementia) operate either befriending or welfare check phone lines currently. If someone who is known to these organisations approaches them, or they receive a referral, they will 'assess' the client and can provide telephone calls. Many of these organisations also work together, referring clients to one another.

Other smaller community groups who normally run face to face groups/activities (such as the Friday Club, U3A, church coffee morning groups, neurotones etc.) are also running informal telephone contact calls between their members.

**Table of those currently operating some form of welfare check and/or befriending services
Leighton Linslade**

Organisation/ Community group name	Purpose of operation?	Temporary (covid-19) or permanent	Face to face (not now)	Online (e.g. emails, zoom)	Phone	Letter writing/ newslet	Do they need/want to expand?	Could they use support from LLTC	# clients	Notes
Leighton Linslade Helping Hands	Befriending (Good Neighbours Scheme)	Permanent	Y	Y	Y	Y	Currently meeting demand	Y Webpage	75 regular	They have no waiting list, so can take on new clients.
Leighton Linslade Helpers	Support people during Covid-19	Temporary	N	N	Y	N	?	They receive support already	tbc	They took over the listeners line from Hockcliffe Church and promote the line on their website.
AgeUK Bedfordshire	Support older people in their homes	Permanent	Y	Y	Y	?	N	N	175	Clients include gardening and home visits (outside of Covid 19)
Carers in Bedfordshire	Supporting unpaid carers	Permanent	Y	Y	Y	Y	N	More activities to refer clients to.	?	
Alzheimers Society	Supporting those with alzheimers	Permanent	Y	Y	Y?	?	N	Support people to use their technology	?	*I think they do phone calls to!
Stroke Association	Support those who've experienced a stroke	Permanent	Y	Y	Y	Y	N	More activities to refer clients to.	?	They've moved activities online & over the phone since Covid-19

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Community Action Bedfordshire	Run: Jazz up your life, timebanking, community café etc.	Permanent	Y	Y	Y	N				They are in contact with clients, but only informally on a small scale.
Other community orgs:										
Church groups e.g. Hockcliffe	Support congregation & community	Permanent	Y	Y	Y	?	They can do	They are happy to recruit more phone befrienders if we have people to refer		They used to run the Covid 'listeners' before handing over to June Tobin. Their befriending has a spiritual basis.
Social groups e.g. The Friday Club	Voluntary run group for older club members to get together	Permanent	N	Y	Y	Y	N	N	100 group membe rs	They contact fellow group members to check up on them
Music 24	Run music therapy groups e.g. Neurotones	Permanent	Y	Y	Y	?	Y	They would run further groups with our support		They moved all their groups online during lockdown.