

Annual Report: Time to Talk Befriending Citywide Activity:

Important Information:

- Every academic year we train sixth form Brighton College students and help them locate placements in East Brighton for befriending for the academic year.
- 8 of our citywide volunteer befrienders visit more than one person.

	Citywide Befriending Jan 16 -Jan 17
Volunteer Process	
New applications	11
Feb 17 induction	21
Inducted awaiting match	14
Active Volunteer befrienders	159
Active Brighton College students	132
Scheme Members	
Referrals Received	305
Scheme members waiting to be matched	17
Matched with volunteer befriender	167
Signposted (in addition to befriending or instead of befriending following initial assessment)	295

Location:

Area of scheme member: (in alphabetical order)	Current total number of referrals processed Jan 16 - Jan 17
Bevendean	3
Central Brighton	17
Coldean	10
Elm Grove	6
Fiveways	3
Hangleton	9
Hannover	3
Hollingdean / Hollingbury	1
Hove	67
Kemptown	33
Marina	2
Moulsecombe	16
Ovingdean	1
Patcham	7
Portslade	14
Preston Park	24
Rottingdean	3
Saltdean	15
Southwick	2
Unknown	13
Whitehawk	16
Woodingdean	40
Grand Total	305

Referrals received from: (Jan 16 – Jan 17)

Adult Social Care	33
Age UK B&H Information & Advice	6
Brighton & Hove City Council Library Service	2
B&H City Council Seniors Housing	9
Brighton and Hove Food Partnership	1
Care Coach	11
CareLink Plus	8
Carers Centre	3
Community Chaplain	1
Church	1
Community Mental Health	15

Community Navigators	2
Community Neuro Rehab Team	1
Community Nurses	2
Community Rapid Response Service	2
Community Respiratory Team	3
Falls Prevention Team	1
Family/Friend	9
Possability People	6
Gateway Womens Centre	2
General Practitioner	3
Justlife	1
Macmillan Buddies	5
Mind	1
Occupational Therapist	2
Outreach Time to Talk Befriending	17
Patching Lodge	1
Physio Therapist	9
Red Cross	1
Self	20
Sussex Community NHS Foundation Trust	8
Sussex County Hospital	3
Sussex Police	3
Victim Support	1
Unknown	112
Total:	305

NB: When we started using the Charity Log database in Jan 16 we didn't have a function to record each individual agency which is why there are 112 referrals entered as 'unknown'.

Referrals signposted by Time to Talk Befriending (Jan 16 – Jan 17)

Adult Social Care	4
Age UK B&H Call in Time	2
Age UK B&H Counselling Service	2
Age UK B&H Horizons	4
Age UK B&H Information & Advice	8
Age UK Brighton & Hove	1
Age UK Brighton & Hove Help At Home	2
Aldrington Primary School	5
Attendance Allowance	1
Bereavement Advice Centre	1

Brighton & Hove City Council Library Service	2
B&H City Council Seniors Housing	3
Brighton College Tea Party	27
CareLink Plus	11
Carers Centre	3
Casserole Club	4
Church	6
Community Chaplaincy	2
Community Transport	5
Contact the Elderly	1
Cornerstone Bereavement	2
Cruise Bereavement	1
D-Cafe	1
Dementia Friendly Garden Sessions	3
Digital Age	1
DWP	1
Easthill Park Cafe	1
Gateway Womens Centre	2
Hampshire Court Social Club	1
Hangleton & Knoll Project	4
Holy Cross Lunch Club	2
Home and Company	4
HOPE Patching Lodge	6
Impact Initiatives (HOP50+)	18
Impact Initiatives Befriending	2
Independent Age	2
LGBT Switchboard	3
Lifelines	7
Macmillan Buddies	2
Mad Hatters Lunch Club	9
Maria's Home Companions	2
Men's Club	2
Methodist Church Lunch Club	19
Muriel House Activities	1
Neighbourhood Care Scheme	4
Patcham Companions	1
Patching Lodge	9
Peer to Peer Befriending Match	16
Raleigh Hall Hove Station	1
Safeguarding Alert	3
Sainsburys Telephone Shopping Service	1
Saltdean Tea Party	2
Salvation Army Lunch Club	1

Silverline	7
Sing For Better Health	1
St Mary's Church Kemptown (Pastoral)	1
St Vincent de Paul Society	21
Sussex Police	2
Sussex Police 101 SCAM / FRAUD	3
Tea & Company	20
U3A	1
Valance Gardens Club	1
Victim Support	1
Wavertree House	1
Wellbeing Service	4
Woodingdean Book Club	1
Woodingdean Men's Club	3
Total:	295

Citywide Service

Time to Talk Befriending is an award winning Charity that provides life-changing inter-generational befriending to elderly people living across Brighton and Hove who feel extremely lonely because they don't have any or many family or friends to visit them. The criteria for services is:

- Aged 65+
- Limited or no family or friends to visit regularly.
- Spend long periods of time alone.

Assessment against Time to Talk Befriending criteria *.

**If the person being referred meets our criteria:*

* we will visit the individual at home to assess their interests, personality and strengths. Based on what the individual tells us they value in a person, we will find them a suitable volunteer befriender and help them gain access to additional activities and services through our links with local agencies, groups, activity providers, events, Churches and local authorities.

**If the person being referred does not meet our criteria:*

* we will try to identify alternative support more suited to their individual needs i.e. activities, care provision, advocacy etc.

Upon receipt of a referral we undertake the process outlined below. Please note that all our Volunteers are interviewed; references are obtained and they are police checked.

Timeframes and Process

- **Referral Form** – We receive basic details about the person who has been referred to our service using our standard referral form.
- **Initial Assessment** – The Referrals and Volunteer’s coordinator will initially telephone the person being referred. The aim of the conversation is to assess whether he/she fits within the scheme’s criteria and would like to become a scheme member. (If they do not fit our criteria, every effort is made to refer them to other relevant agencies). This is usually undertaken within a 2-3 week timeframe.
- **Referrer Updated** – we will inform the referrer of the outcome of the initial assessment.
- **Home Visit Assessment** - The Scheme coordinator will visit the scheme member to introduce themselves and to get to know them so that we can find a good match with a volunteer befriender. Please note that the time-frames for undertaking the matching process will differ for each person because everyone has different needs.
- **Volunteer Assigned** – We endeavour to find a suitable volunteer who would work well with our scheme member. We consider personality, experience, interests, availability and geography.
- **Introductory Visit** – The coordinator will introduce the volunteer to an assigned scheme member. This usually takes place in the scheme members home. Assuming this meeting goes well; the scheme member and volunteer will then agree to regular ongoing visits. Other forms of communication i.e. telephone calls will also be discussed at this stage.
- **Regular Visits Begin** - Provided the above proceeds satisfactorily, visits will continue. Subject to the availability of the volunteer visits will take place once a week or fortnightly for approximately an hour. Visits take the form of informal conversations over a cup of tea or coffee. The aim is to provide crucial time to talk and listen to the person the volunteer is befriending. The goal is to reduce isolation by developing a lasting and trustworthy relationship between scheme member and volunteer.
- **Referrer Updated** – we will also update the referrer at this point of the process so that they are aware that a befriender has been located.
- **Reviews** - Regular reviews are carried out to check the progress of the befriending match and to provide support when and where needed. These are undertaken three months after the match has been made and yearly thereafter.

Signposting

Although befriending alone can make a life changing difference in an older person's life, we also advocate the need to help people build stronger support networks and promote social inclusion. During the assessment process outlined below our brilliant team take the time to identify everyone's needs and interests so that we can make additional referrals and offer signposting services to local events, lunch clubs, activities, social groups, churches (etc) that might be of interest. In addition, we actively encourage peer to peer support among our scheme member network.

Woodingdean:

Identifying Need

Community Age Profile Brighton & Hove

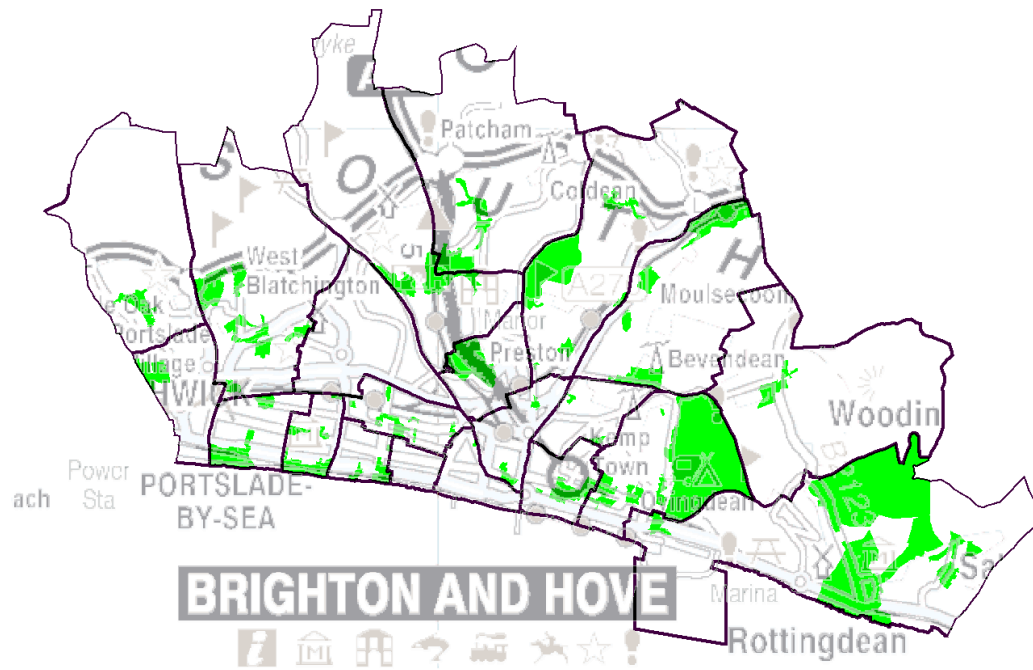
Source: B&H Community Safety Team Report (2015)

Ward	All Ages	0-15	0-15 %	16 - 64	16-64 %	65 and over	65 and over %
Brunswick and Adelaide	10205	934	9.15%	8512	83.41%	759	7.44%
Central Hove	9490	1028	10.83%	7099	74.81%	1363	14.36%
East Brighton	14156	2566	18.13%	9685	68.42%	1905	13.46%
Goldsmid	15951	2344	14.70%	11493	72.05%	2114	13.25%
Hangleton and Knoll	14720	3094	21.02%	8914	60.56%	2712	18.42%
Hanover and Elm Grove	16625	2516	15.13%	12992	78.15%	1117	6.72%
Hollingdean and Stanmer	16322	2609	15.98%	12088	74.06%	1625	9.96%
Moulsecoomb and Bevendean	17773	2802	15.77%	13339	75.05%	1632	9.18%
North Portslade	10000	2016	20.16%	6331	63.31%	1653	16.53%
Patcham	14485	2911	20.10%	8907	61.49%	2667	18.41%
Preston Park	15196	2804	18.45%	11004	72.41%	1388	9.13%
Queen's Park	15187	1898	12.50%	11190	73.68%	2099	13.82%
Regency	10239	770	7.52%	8600	83.99%	869	8.49%
Rottingdean Coastal	13963	2010	14.40%	8738	62.58%	3215	23.03%
St. Peter's and North Laine	19163	1949	10.17%	16049	83.75%	1165	6.08%
South Portslade	9532	1938	20.33%	6151	64.53%	1443	15.14%
Stanford	10683	2200	20.59%	6568	61.48%	1915	17.93%
Westbourne	10123	1847	18.25%	6620	65.40%	1656	16.36%
Wish	9785	2148	21.95%	6146	62.81%	1491	15.24%
Withdean	14704	2839	19.31%	9448	64.25%	2417	16.44%
Woodingdean	9810	1985	20.23%	5837	59.50%	1988	20.27%
Brighton & Hove	278112	45208	16.26%	195711	70.37%	37193	13.37%

Identifying Need:

Output areas containing high proportions of lone pensioners

Source: B&H Community Safety Team Report (2015)



There are **1,988 people aged 65+ in Woodingdean** and this represents **one of the largest proportions of older people in wards across the city** (19%), second only to Rottingdean Coastal (22%).

A higher than average proportion of residents have a limiting long-term illness (19% compared to 16% in Brighton and Hove as a whole) and this rises to 53% amongst those aged 65+.

Time to Talk Befriending Activities undertake in the area between October 2016 – January 2017:

- ✓ Inclusion within the community newspaper distributed across the whole of Woodingdean x 2. Purpose: recruitment of volunteers and locating older people who would benefit from befriending.
- ✓ Volunteer induction sessions x 2.

- ✓ Honouring Older People Event. Outcomes as follows:

- 38 elderly people attended who were not known to TTTB or other services before responding to a door to door invitation via Newsletter.
- 14 elderly scheme members attended who were located through the TTTB December 2017 Thinking of you at Christmas Campaign.
- 23 volunteers were present and helped out from: TTTB, Volunteering-Matters, Brighton & Hove City Council CareLink Plus, Sussex Police, East Sussex Fire & Rescue Service, University of Sussex (who've designed a research tool we are using to evaluate our work for replication), Residents & Community Association, Local Councillors, St Vincent de Paul Society, Brighton Vineyard Church, Neighbourhood Watch, local Patient Participation Groups.

Professional Feedback:

- Guest speaker from Sussex Police Crime Commissioners Office / Elders Commission Representative Mervin Dadd:
"It was an honour for me to attend. On the basis of attending and what I know from your work with Sussex Police I'd be delighted to back the project for funding and awards".
- East Sussex Fire & Rescue Service feedback:
"Woodingdean is a suburb of Brighton which has a great many elderly occupiers, many who are isolated and lonely...I spoke to a few of the ladies on my table that had already been befriended and they thought really looked forward to their phone calls and visits...as I live locally my friend and I have signed up to become volunteers for this very worthwhile cause".
- Brighton and Hove City Council Care Link Plus Care Manager said:
"HOPE provided a wonderful opportunity for a number of the services we work in partnership with to come together to honour the older residents of Woodingdean to show that they are valued members of the community, and there is help available for them, both locally and across Brighton. To be able to do this with tea, cake, laughter and song is all thanks to the initiative of Time to Talk Befriending, and we were glad to be part of the event, both in the planning as well as on the day itself."
- Volunteering Matters Lifelines Project Manager said:
"Volunteering Matters' LifeLines project has been working in close partnership with Time to Talk Befriending since the very beginning. We have

helped TTTB to organise the Honouring Older People Events in East Brighton and Woodingdean, and will continue to do so wherever our help is needed. We feel that together with TTTB and other partner organisations we have a

real opportunity to identify the most vulnerable and isolated older people in our communities, and help them reconnect with those communities."

And most importantly our guests said:

"I'm lost for words! I haven't had this much fun since before I retired".

"What a wonderful job you do for us oldies...I can't tell you the difference it's made".

"Thank you so much for bringing us together. I didn't think people cared".

Equalities information

We have not had a chance to analyse all the equalities data yet.

Case Studies

We have included a case study for Charlotte, 86 and Paula, 72.