

Wigtownshire

A Compassionate Community



Stranraer is the main seaport to Northern Ireland in the UK



A Listening Ear

Telephone Befriending Service

- Providing a service for people who are isolated and lonely.
- Set up a local partnership with NHS Community Link workers.
- Started with 6 volunteers phoning local people referred from Arthritis Group.
- Developed basic online training and used Befriending Networks resources.

Getting the word Out!

- We set up a facebook and twitter page.
- Volunteers spread the word and more signed up.
- NHS started sending us referrals and also spread the word .
- Loreburn Housing Provider became partners, sending in referrals and covering our story in their newsletter.

How to crack a Nut

- We met weekly on messenger and then progressed to Zoom for Support and Supervision.
- Volunteer Recruitment ongoing throughout.
- Put in place policies and procedures.
- EVERY VOLUNTEER USED THEIR OWN PHONE.
- Became members of Befriending Networks.

Where Are They Now

- 32 Volunteers
- 49 Phone Friends
- 14 Lonely People on our Waiting List
- Weekly Referrals from NHS
- Identified health and social care needs for 10 Phone friends and accessed appropriate support for them.
- 3 Phone Friends are now Volunteers

Continued

- 5 Volunteers are Strathclyde Honour students who have developed a tailor made Induction Programme - all on Zoom.
- A local family designed and printed Xmas Cards for us to send to our phone friends.
- Secured small grant from Befriending Networks
- The Third Sector Interface has approached us with a proposal for us to take on their Touchbase Service.