

About Buckinghamshire Mind

We are Buckinghamshire Mind, the mental health charity. Our vision is that everyone with a mental health problem gets both support and respect.

We connect. We support. We influence. We deliver services in our local communities, in Buckinghamshire and East Berkshire. We promote wellbeing and recovery; we prevent mental ill health; we offer talking therapies and we provide support in times of crisis.

We are affiliated to national Mind and proud to play our part in the local Mind network. Together we are Mind. Open, caring, experienced, unstoppable, together.

We stand up for mental health. Our services change lives. For support. For respect. For you.

Buckinghamshire Mind is run by local people for local people and is responsible for its own funding and the services it provides.

To donate or fundraise for us, please visit www.bucksmind.org.uk/support-us



Contact Us

Head Office:
260 Desborough Road
High Wycombe
Bucks HP11 2QR
01494 463364

info@bucksmind.org.uk
www.bucksmind.org.uk



www.facebook.com/BucksMind
www.instagram.com/bucksmind
www.linkedin.com/company/buckinghamshire-mind



Buckinghamshire Mind is affiliated to national Mind and is quality assured under the Mind Quality Mark. Buckinghamshire Mind (Buckinghamshire and East Berkshire Mind) is a Registered Charity (No: 1103063) and a Company Limited by Guarantee (No: 05000185).



“My Befriender has provided company and opportunity. I can see myself through someone else’s eyes and can check my thinking and whether my perceptions are reasonable.”

“I’m getting more confident and helping to improve things for myself.”



**A Guide to Befriending
for volunteers and referrers**



Befriending Service

What we do

Befriending is one of a range of services offered by Buckinghamshire Mind to people who are lonely or isolated as a result of mental ill-health. Our Befriending service offers one-to-one volunteer support to adults in person, on the phone or via text or email. Volunteers are recruited, trained and DBS checked by Bucks Mind and will then form a partnership with someone for six months, with the aim of preventing mental health deterioration and improving feelings of wellbeing for that person. Partnerships are usually for an hour or two in person or 20-40 minutes on the phone, once a week and can be based around a specific activity, learning a particular skill or simply to provide regular social contact.

How we work

We work positively by introducing people to each other on a friendly, informal and supportive basis. Buckinghamshire Mind actively promotes independence and recovery; our staff and volunteers work **with** people rather than **for** them. Each person has different needs and will want to achieve different things. Support workers, volunteers and the people we support will work together to try to identify the steps necessary to achieve these goals. Often the aim is to build confidence by having regular social contact with other people. Establishing a successful, trusting partnership can encourage people to feel more confident about forming positive relationships in the future. So, Befriending partnerships can have a lasting impact on people's lives.

Who do we work with?

Anyone over the age of 18, who lives in Bucks and is experiencing mental health difficulties (excluding dementia) may be able to use our service. All our Befrienders are volunteers who are trained and supported by us. However, they are not mental health professionals, counsellors or therapists, so it is important that people who are referred to the service are willing to engage and commit and have low level, rather than complex, needs that can be supported by a volunteer for the six month period.

We have support workers who cover different areas of the county, so when you contact us we can put you in touch with the right person.

The support worker will meet the person referred to discuss what they need from us and how we can support them. This might include help to access an activity, learning a new skill or simply having someone to talk to. Once we know what the person needs, the worker will try to find them a suitable volunteer. There is often a wait and sometimes we don't have the right volunteer at all, but we are always looking for new volunteers to be Befrienders.

How to access the service

People can be referred by their GP, Social Services, Talking Therapies, Adult Mental Health Teams and through other agencies. A referral form is on our website. Please give us a call for more information. Befriending services are funded by Buckinghamshire Council, therefore we do not charge a fee for this service.

Our service depends on volunteers and we are always looking for more people to work with us. We offer full training and support to all our volunteers. Please give us a call and find out how you can help.

