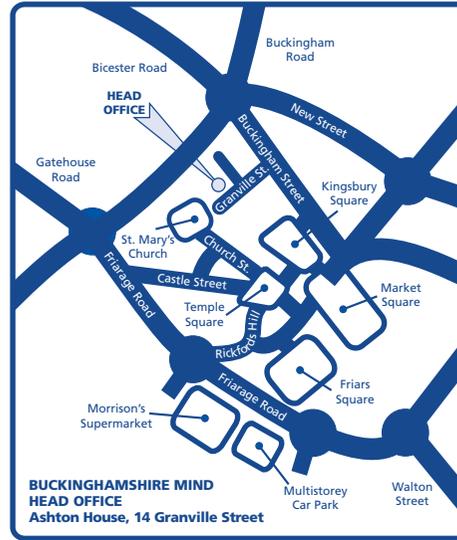


## Befriending Service

Buckinghamshire Mind Befriending Service is based at Sun House in Chesham, but covers the whole of the county.

Get in touch and we will put you in contact with the Coordinator for your area.

Sun House  
32 Church Street  
Chesham  
Bucks HP5 1HU  
Telephone: 01494 463364  
email: [sunhouse@bucksmind.org.uk](mailto:sunhouse@bucksmind.org.uk)



### Contact Us

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W: [www.bucksmind.org.uk](http://www.bucksmind.org.uk)



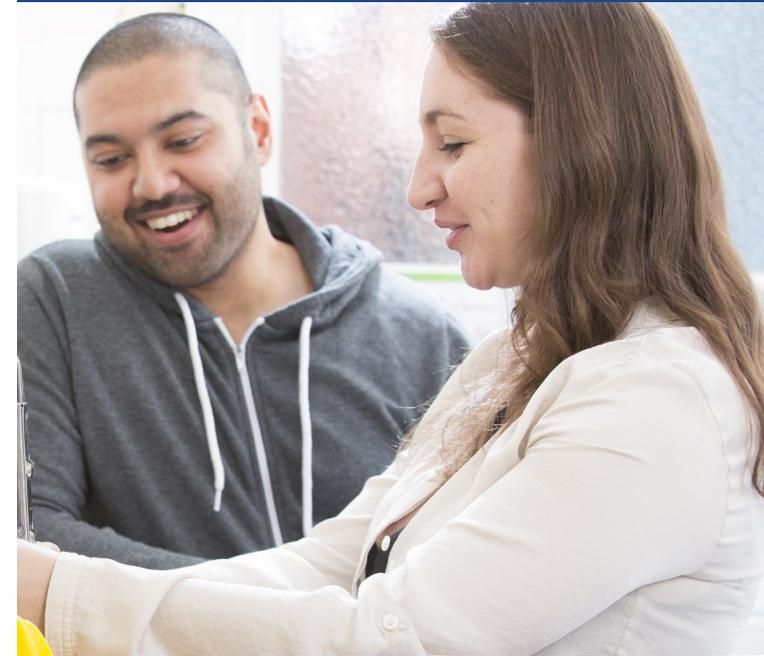
[www.twitter.com/bucksmind](https://www.twitter.com/bucksmind)  
[www.facebook.com/BucksMind](https://www.facebook.com/BucksMind)



Buckinghamshire Mind is affiliated to national Mind and is quality assured under the Mind Quality Mark.

Buckinghamshire Mind (The Buckinghamshire Association For Mental Health) is a Registered Charity (No: 1103063) and a Company Limited by Guarantee (No: 5000185)

Large print version available



**“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. Our Befriending Service offers both one-to-one and group support to adults who are lonely or isolated as a result of mental illness.

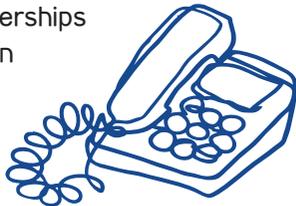
Our Befriending Coordinators recruit and train volunteers, who then form 'partnerships' with people who have a mental health difficulty. These partnerships can be short or longer term, with individuals or with groups. They can be based around a specific activity, learning a particular skill or simply there 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 rather than for our clients.

Each client has different needs and wants to achieve different things. Coordinators, volunteers and clients work together 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 clients to feel more confident about forming positive relationships in the future and therefore Befriending partnerships can have a lasting impact on people's lives.



## Who do we work with?

Anyone over the age of 18 who is experiencing mental health difficulties (excluding dementia) may be able to use our service.

We have Coordinators who work in different areas of the county, with different groups of clients, so when you contact us we can put you in touch with the right person.

The Coordinator will meet the client 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 client needs, the Coordinator will try to find them a suitable volunteer and introduce them as soon as possible.

## How to access the service

Clients can be referred by their GP, by Social Services, via Mental Health Services like 'Healthy Minds' or an Adult Mental Health Team and through other agencies. Please give us a call to discuss how to refer.

Befriending Services are funded by Buckinghamshire County Council, we do not charge fees to our clients 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.

## About Buckinghamshire Mind

Buckinghamshire Mind is a charity working to support and represent people with mental health problems living across the county.

We deliver high quality community based services in Buckinghamshire to reach out and ensure everyone with a mental health problem gets access to the help they need.

We all have mental health and mental health problems are a part of life. Our services find positive ways to make people feel valued and live well. We support our service users to live safe, purposeful and fulfilled lives in their communities. We believe in their recovery and we are hopeful about their future.

We bring focused mental health expertise to our partnerships and the services we provide. We value working in partnership. In Buckinghamshire we know that bringing together different perspectives can help identify solutions to complex problems.

We support people in Buckinghamshire so they can be open about who they are, without worrying about discrimination, knowing they will be accepted.

Working with national Mind, we will not give up until everyone in the county with a mental health problem gets both support and respect.

## National Mind

Buckinghamshire Mind is a 'Local Mind' which is affiliated to national Mind. Each Local Mind is an independent charity run by local people, for local people. Each is responsible for its own funding and the services it provides, but all are affiliated to Mind. This affiliation ensures that each local organisation meets Mind's quality standards of governance and service delivery, and that they work to further our mission.

For more information on the link between Local Minds and national Mind please refer to [www.mind.org.uk](http://www.mind.org.uk)