

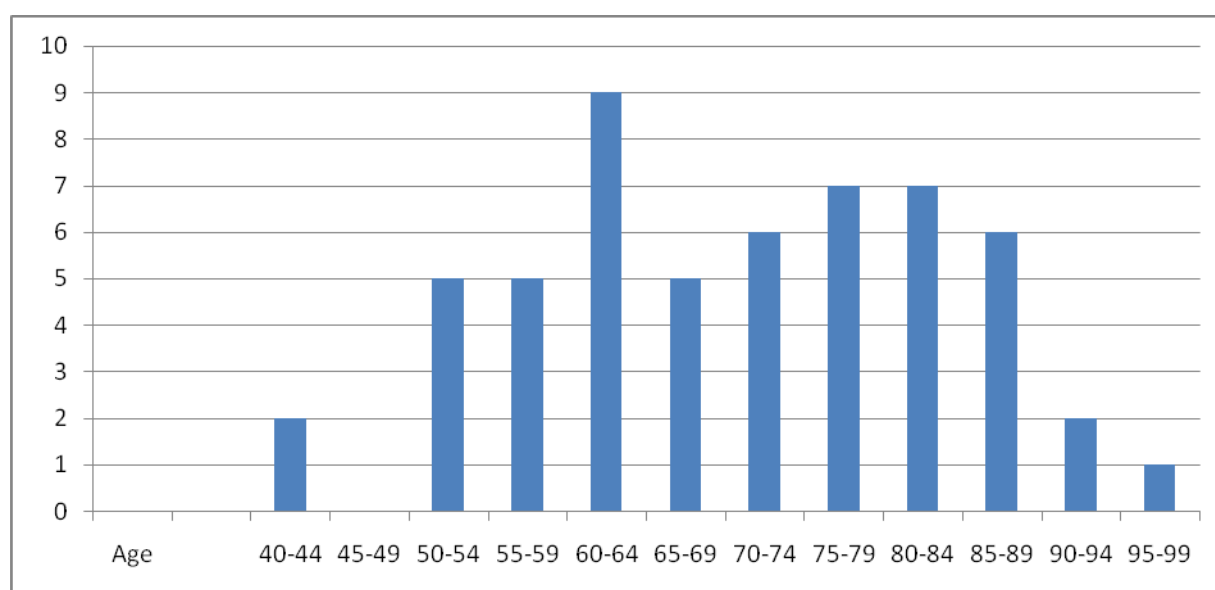
Voice of a Friend Report – 7th June 2021

Since its inception the project has registered 72 clients. A number of these people have decided that they no longer need the service, for example because they have moved in with family or no longer feel that they need the service, sadly one service user has died.

There are currently 55 clients supported by 18 volunteers, 6 clients awaiting a befriender and 23 new referrals. Our Co-ordinator keeps in regular contact with clients while they are awaiting a match with a volunteer.

Each person referred to the service has an initial assessment to determine whether the service is right for them and as a consequence of this process 3 have been referred to our *Solutions* Social Prescribing service for support as they have complex needs which cannot be adequately address by a telephone befriending service. The assessment also enables us to determine those in most need and to prioritise them.

Client Profiles – 57% of VoF clients are female and 43% male; 29% are disabled and a further 61% have long term health conditions. The graph below shows the age spread of the clients



We are continuing to actively recruit volunteers. We have an advert on #Volunteer Suffolk and on our own website are extending our publicity further afield - because as a telephone service it does not matter where the volunteers live and indeed we have an active volunteer who lives in Thetford.

Anyone interested in volunteering can contact our Co-ordinator by email

solutions@nescab.cabnet.org.uk or call 01502 464597

We continue to operate on a referrals basis i.e. we take referrals from other agencies. We do not currently advertise for self-referrals as we need to be sure that we have enough volunteers to meet demand.

Janet John, Chief Executive