



Working together to support people

A referral guide
for Bridgend County Borough
www.bavo.org.uk



What is the Community Companions befriending project?

We are a free of charge, confidential and non-judgemental befriending project funded by the Big Lottery Fund, giving high quality support to people living in Bridgend County Borough.

Coordinated by Bridgend Association of Voluntary Organisations in partnership with Neath Port Talbot Council for Voluntary Service, we provide a flexible service to people who maybe isolated and lonely.

We are not a substitute for professional services, we are here to complement existing support and we value our working relationships with other agencies.

Please be aware that our volunteer befrienders are unable to provide any medical or personal care or domestic support.



What can we do?

- Reduce loneliness through companionship provided by our volunteer befrienders;
- Support someone to participate in a community café;
- Reduce isolation and increase social support through various networks;
- Improve people's confidence, self-esteem and emotional wellbeing;
- Support access to community activities, services and appointments;
- Provide an informal approach through our volunteers when befriending people, which might be more suitable for those who are reluctant to take up other support services;
- Provide local volunteers who know the area and can encourage people to participate more in community life;
- Signpost people to appropriate agencies when they require additional help and support.



Who can refer people?

Anybody who is supporting a person and feels that they need that little extra support or companionship. These can be health professionals such as occupational therapists, GPs, social workers and district nurses. Housing associations can also refer, as well as voluntary organisations, family members or friends. We also have people who self-refer.

How do we refer somebody?

- Discuss our service with the person concerned, they must be happy and agree to receive support from us;
- Contact our BAVO office and speak to our Project Officer;
- Complete a referral form.

We will:

- set up an initial visit with the person requiring befriending to discuss their needs;
- carefully match a trained and DBS checked volunteer to the needs of the person;
- accompany the volunteer on their initial visit;
- contact you to inform you that the befriending service has started.

**For further details contact BAVO
112/113 Commercial Street, Maesteg, CF34 9DL**

T: 01656 810400 • E: bavo@bavo.org.uk



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