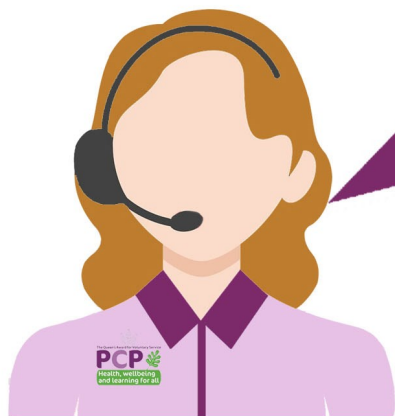


Every Call Counts



Our telephone service Every Call Counts aims to promote healthier living and independence whilst reducing the feelings of isolation and loneliness. Staff and Volunteer Befrienders offer a range of practical support to help build confidence and help to access community resources where available. This service is for those aged 18+. We work to boost independence, confidence and the ability to cope with day-to-day activities whilst offering a friendly listening ear and the chance to just talk.

How can we offer support?

1. Taking time to talk about how you are feeling and help you with managing day to day tasks.
2. Inform you of any other services that you may be interested in and what signposting opportunities are available.
3. Offering the chance to just talk with an empathic listener.

After referral you will be contacted by us to discuss the type of support you would like. You will then be matched with a suitable Befriender who can provide the help and support you might need at the moment. They will agree a pre-arranged date and time which is suitable for them to call.

Please remember that your Befriender can only offer short term support with around 6-8 sessions, which will be on a weekly basis. Please mention any particular challenges or problems (if any) which you would like to focus on with your Befriender during your time together.



Call Every Call Counts on 01325 329934

FAQs about the Every Call Counts

Is there anything my Befriender can't do?

Yes, this is a telephone only service so your befriender can not meet with you in person. Please make your requests and goals reasonable, our Befrienders are staff and volunteers and will not attempt anything they are not comfortable or confident addressing.

What is expected of me?

We ask you to keep us informed if your circumstances change. For example if you have a planned holiday, or have a scheduled stay in hospital and you need to change appointments. If you contact us through the details below then we can keep your Befriender informed. Do not contact your befriender directly. We suggest a comfortable quiet place for you to take your call.

What happens to my personal details?

Under the General Data Protection Regulation (GDPR) PCP has a responsibility to protect the confidentiality of any information relating to the individuals using this scheme. Any information will be securely recorded and stored, and only discussed with other members of the Befriending team in order to improve the service. For more information please refer to our GDPR leaflet.

What happens when my Befriender leaves?

During your involvement with the project, the Befriending team will discuss your ongoing needs with you and, with your consent, can approach other community care services that you may find beneficial to increase your independence, and offer help with loneliness and isolation. If you have any concerns about your ability to cope with your day-to-day activities, or feel that you have specific needs which are not being met, then please mention these to your Befriender.

How do I report a comment about the service?

If you have any compliments, comments or complaints or are not happy with your matched befriender then you can ask to speak to one of the service team. We value any feedback you might have in order to keep improving our service.

Call Every Call Counts on 01325 329934