



Community Wellbeing Harborough

Referral Criteria and Guidance

We offer telephone befriending, community connection support, and wellbeing workshops.

What is befriending?

Befriending is a therapeutic relationship that provides meaningful 1-1 support over the telephone for a period of up to 12 weeks. Our trusted volunteer befrienders are trained to support people in the Harborough district to develop positive wellbeing and reduce isolation. We recognise that our clients may be feeling anxious, stressed, lonely and isolated for many different reasons. By working together, we support clients to make steps towards achieving positive changes their overall wellbeing.

How does it work?

A befriending volunteer will have taken part in specific training around mental health awareness, safeguarding, equality and wellbeing. The befriender will listen without judgement and support the client to set realistic goals based on the 5 Ways to Wellbeing. A befriender will contact the client every week at an agreed time and have a conversation about overall wellbeing and help the client to set a target for the week ahead.

We value individual differences and work hard to ensure everyone has equal opportunities to the support on offer. Each client is carefully matched with a volunteer.

What is community connection support?

Community connection support gives clients the opportunity to visit a community group or activity with a trusted volunteer. Volunteers will support individuals to venture out to places for the first time that they may be nervous about going to themselves, with the plan that eventually clients will feel confident to attend without a volunteer.

Our volunteers recognise the barriers to accessing support, such as low confidence and anxiety. They are trained to provide non-judgemental support to encourage clients to take steps to improve their wellbeing.

How does it work?

A community connector volunteer will have taken part in specific training around mental health awareness, safeguarding, equality and wellbeing. The volunteer will meet the client at an agreed venue and support the client to join in at their own pace. The volunteer will attend with the client up to three times.

We value individual differences and work hard to ensure everyone has equal opportunities to the support on offer. Each client is carefully matched with a volunteer.

What are wellbeing workshops?

The monthly wellbeing workshops bring people together on different themes relating to the 5 Ways to Wellbeing. They provide an opportunity for clients to improve their social, emotional, and physical wellbeing within a supportive environment. The activities vary depending on the theme and the interests of the clients.

How does it work?

The wellbeing workshops are delivered by trained staff and volunteers. Clients can book a place on the workshop by contacting us before the session. We currently run workshops in Market Harborough and Great Glen.

Who can access the Wellbeing Befriending Service?

- Anyone 18 + living in the Harborough District and experiencing mild to moderate mental wellbeing challenges, including depression and anxiety
- Anyone who is keen to develop positive wellbeing
- Anyone who has a desire to change and is ready to take active steps towards positive wellbeing

How can I get the support or refer someone?

Clients can be referred by themselves, by a family member, or friend. Any professionals (including GP's, Health Workers, Social Services, Social Prescribers, Local Area co-ordinators, Mental Health Workers) can refer as well as community groups. Please complete the **referral form** and send to wellbeing@vasl.org.uk or alternatively phone **01858 456042**. After the referral is received, the client will be contacted by the Community Wellbeing Harborough Manager who will chat with the client in more detail about what the service can offer the client.

What makes a good referral?

Please **ONLY** refer people to Community Wellbeing Harborough if they are committed to making improvements to their overall wellbeing with the support of a volunteer. We would encourage you to consult with the client about the referral being made and be clear about the expectation to commit to the support.

Relevant Information

It is important to note that we are not a service that can provide support for severe mental health challenges or those in crisis. If you or someone you know needs support whilst in crisis, please:

- Phone **999** - If you need **URGENT** help with any mental or physical health emergency
- Phone **111** – to find out what support is available to you (service available 24 hours a day)
- Phone **Samaritans** on **116 123** any time for free to speak to a trained volunteer who is there to listen and support you.
- Text **SHOUT** anytime if you are in crisis on **85258** and a trained volunteer will contact you. (This is a free service available 24 hours a day)
- Phone **Leicestershire Mental Health Crisis Support Line** on **0808 800 3302** (Free local 24 hour service).