

Congleton Partnership Buddy & Befriending, Second year third quarter report

April 2023-June 2023

Summary

This third quarter has been a difficult one not just in Congleton but across Cheshire with a number of factors including Bank holidays, hot weather and holidays with volunteers not responding as they normally would.

Regardless of this we are still well on target to meet our targets agreed and still hope to exceed those numbers.

We have already exceeded the Volunteer sign up target by 5 and only 3 referrals and 4 matches short of our final agreed target.

Social Prescribers

Social prescribers haven't been as forthcoming this quarter and we are currently looking to re-engage and set up a meeting to discuss our service to the new staff members in the local surgeries.

We now have all the up-to-date email addresses and plan to set this up soon.

Service User quote

"The Buddy & Befriending Service has been a huge help over the last 12 months, I'm not sure if I could have got through the last year without you"

"My call with Sue was lovely and I felt like I had known her for years. I am looking forward to weekly chats"

"I really like my volunteer and we have now become good friends"

"My volunteer is lovely and I would be happy for him to call me any time"

Final quarter planning.

- Date to be planned in June to promote the service across Congleton, to include: Local PCSO's, the newly opened veteran's community café, Library, Town hall, social prescribers, old saw mill.
- Attending the Makers Market in August, September to raise awareness and recruit volunteers.
- To achieve and exceed our agreed targets as stated in our SLA.

Service user spotlight

Tom was referred to us 12 months ago after sadly losing his wife and feeling very lonely and isolated. Tom has been chatting weekly with his volunteer and as of last month decided he would like to also become one of our valued volunteers himself.

Tom is now matched with a local lady who he calls weekly and recently supported us by volunteering on our Congleton stand while Julie was away.

The service to Tom has been invaluable in many ways, not only reducing his Loneliness and isolation but giving him confidence and support.

Thanks Tom.



Congleton Events attended

Makers Market Saturday April 28th, May 27th and June 24th

We continue to attend the Makers Market every last Saturday of the month to raise awareness and recruit volunteers. This still continues to be a good method attracting awareness each month. This also enables us to be in the centre of the community and we are now seeing both volunteers and service users visit us regularly.



Agreed Targets From SLA

1. To actively promote the Buddying & Befriending Scheme across the Congleton area to increase awareness of the service to potential referral sources and clients.
2. To recruit 17 volunteer Buddies and Befrienders to support Congleton residents
3. To match an additional 20 clients in the Congleton Town area referred into the Scheme with a Volunteer Befriender over and above 2022 baseline figures.

Overall Referrals Target	Referrals Third quarter	Referrals Achieved to date
20	5	17

Overall Matches Target	Matches Achieved Third Quarter	Matches Achieved to date
20	4	16

Overall Volunteer Sign-Up Target	Volunteer Sign-Up Third Quarter	Volunteer Sign-ups to date
17	6	22

End of year report meeting due October 2nd 2023