

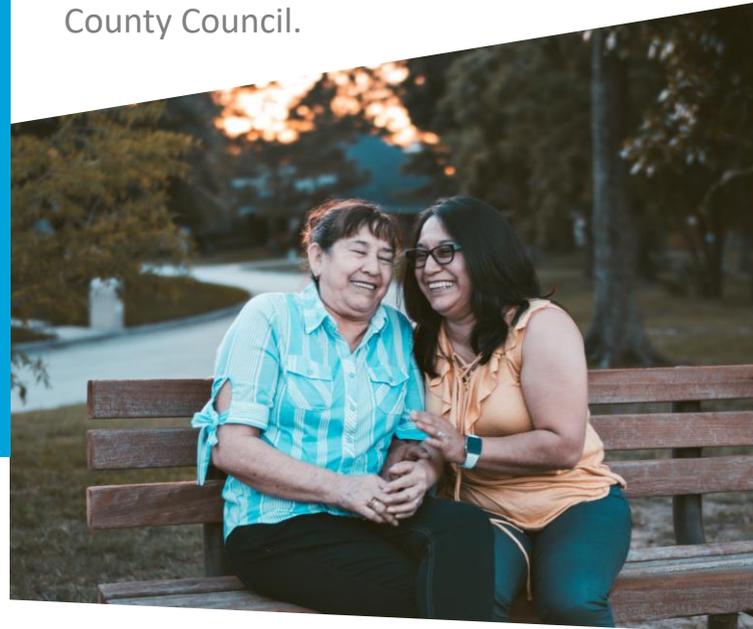
## What Our Clients Say

*"Having this service has been a real life line for me. It gives me something to get up, wash and dress for. Being able to talk to a friendly face and getting out of the house is really helping my mental health problems. My confidence out of my home is building and with [the befriender]'s support I hope in the near future to be able to engage in some voluntary work. Going out for a coffee may sound very simple, but for people with mental health problems it can seem really difficult. Thank you."*

*"I appreciate the CAN Connect service and having [the befriender] come to visit. It makes an important difference to me having someone come to visit and being able to have a chat. And just having another person there is good. I appreciate [the befriender]'s generosity with her time, and she's very kind in helping me with things like taking parcels to the post office, which is great. I feel happy when she comes and feel better when we've had our hour together each week. Isolation is a real and increasing problem in our culture, and this charity provides a valuable service. Thank you for being there."*

CAN Connect is a project set up to reduce loneliness and isolation in North Norfolk, by improving the connection local people have with their communities.

Delivered by **Community Action Norfolk** and **Future Projects**, with funding from **Adult Social Services** through Norfolk County Council.



## Become a Befriender

Help tackle loneliness and isolation in your local area



To enquire about befriending go to [canconnect.org.uk/volunteer](https://canconnect.org.uk/volunteer) or call Natalie or Karl directly on:

Natalie – **07494 577 662**

Karl – **07944 758 539**

**Become a volunteer befriender and be connected with local people who are struggling with loneliness and isolation.**

**Make a difference in your community by providing company, friendship and support to those who really need it.**



## About Befriending

Befriending provides the opportunity to give something back to your community, meet new people and change lives. It fits around you and your schedule, meaning it is available for anyone with a bit of free time at any point in the week.

Befrienders are matched with clients to then have regular contact, spending some time together or chatting over the phone each week. Both clients and befrienders are a broad range of people, of all ages and walks of life.

The CAN Connect service focusses predominantly on North Norfolk, but also serves some parts of Broadland.

## Becoming a Befriender

The process of becoming a befriender is very quick and simple. Initially, we will apply for two character references and complete an online DBS check, paid for by the project. Support is available from staff at every stage of the registration process.

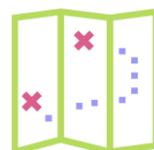
Once approved, you will receive all the training and guidance you need to start befriending, as well as ongoing support from CAN Connect staff, who are always on hand to help you with anything you may need.

Then you will officially be a Befriender, ready to provide company and friendship for a local person struggling with loneliness, for whom your support will make the world of difference.

## Befrienders help those struggling with loneliness by



*Having a cup of tea together*



*Going out for walks*



*Helping them to use public transport*



*Helping them join clubs, groups or activities*



*Making friends and growing their social network*



*Chatting on the phone*



*Building their confidence*



*Supporting them to start volunteering*

In Norfolk, **18.6%** of, or 38,114, people over 65 struggle with **high levels of loneliness**

Loneliness can be as **harmful to health** as smoking 15 cigarettes a day

People with a high degree of loneliness are **twice as likely** to develop symptoms of Alzheimer's

## Matt & Lillian's Story

*Matt works full time in the city and really felt that he wanted to 'give something back', but also needed a role that could fit around his work.*

*He was matched with Lillian, who lives in a bungalow in the grounds of her daughter's house. Due to a variety of health conditions, Lillian can't go out and often feels isolated and alone. Her daughter had become overwhelmed with the situation and was struggling to cope.*

*Matt began meeting Lillian every Tuesday after work. They chat about current affairs, the places where Lillian has lived, and Matt's new puppy. They have built a good rapport, also having lots in common, despite Lillian being 89 and Matt being 36.*

*During the Coronavirus lockdown, Matt couldn't visit Lillian so reverted to phone calls. Although not the same as seeing each other face to face, they both enjoyed their weekly chats. Lillian even said that it made her realise just how much she values Matt's support and friendship.*