

The difference befriending can make...

...in the short-term

catching people

People referred for befriending have an increased awareness of the support available to them.

Befriendees' immediate networks (e.g. family, neighbours, friends) start to feel more supported / less alone.]→ extends into medium term outcomes

People who **are**, or who **feel**, or who **are at risk of being**...

...**isolated** are more connected to their community.

...**lonely** feel more loved & cared about / appreciated.

...**excluded** are more accepted / included.

ASSUMPTION: Befriending is an effective way to reduce loneliness, isolation and exclusion.

Befriendees have...

... increased wellbeing.

... greater self-confidence.

... more opportunities to interact.

... more opportunities to participate.

→ "are more accepting of who they are" in the medium term

Volunteer befrienders have...

... the motivation to continue.

... increased wellbeing.

... greater self-confidence.

... a reduced risk of becoming isolated, excluded and/or lonely.

Other services (statutory and third sector) have more referral routes available to them.

Local communities have...

... more people involved in volunteering.

... an increased positive perception that the public sector is "putting its money where its mouth is".

Communities (including Community Planning Partnerships [CPPs]) have...

... a better understanding of the impact of loneliness / isolation / exclusion.

... a better understanding of the extent of loneliness / isolation / exclusion.

...in the medium-term

strengthening people

Befriendees...

- ... have more established community connections.
 - ... have more positive relationships (quality and/or quantity).
 - ... have an improved sense of self-worth.
 - ... are more accepting of who they are.
 - ... have a wider range of life skills to draw on.
 - ... take more control over their own lives.
 - ... use support services more appropriately.
 - ... have a diminishing over-reliance on statutory services.
- extend into long-term

Befriendees' immediate networks (e.g. family, neighbours, friends)

- ... are less worried.
- ... have a more balanced relationship with the befriender.

Volunteer befrienders...

- ... have more established community connections.
- ... feel more involved in meaningful activity.
- ... are in a better position to seek employment / other volunteering opportunities / study.

Communities...

- ... have a better understanding of befriending.
- ... (including CPPs) have a better understanding of how to tackle loneliness / isolation / exclusion.]→ leads into "cohesion" in the long-term
- ... are more inclusive.
- ... are better at picking up people who are at risk of being lonely / isolated / excluded.
- ... experience a greater demand for local amenities.]→ extends into long-term
- ... are more active.



...in the long-term



Befriendees...

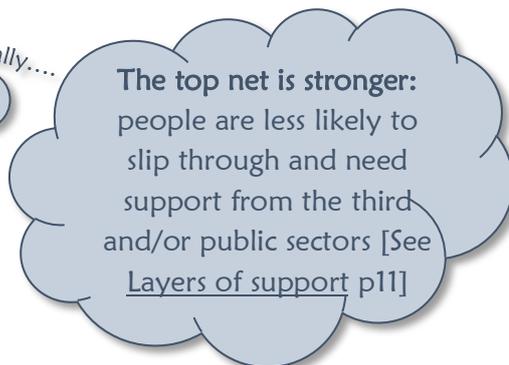
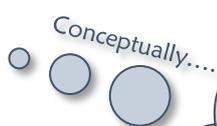
- ... have wider support networks.
- ... are better able to achieve their best possible health and wellbeing. → [NH&WB⁺ outcome 5](#)
- ... feel supported to look after their own health and wellbeing* . → [NH&WB outcome 6](#)
- ... are more likely to access the right support at the right time* . → [NH&WB outcome 3](#)
- ... can remain in their own home (or a homely setting) for longer. → [NH&WB outcome 2](#)
- ... live in good health for longer. → [NH&WB outcome 1](#)
- ... maintain or improve their quality of life.
- ... are no longer lonely, isolated or excluded.

Befriendees' immediate networks...

- ... have stronger networks of support.
- ... are able to make better long-term decisions* .
- ... have reduced pressure.

Local communities...

- ... are stronger.
- ... are more cohesive.
- ... are more vibrant.
- ... have an increased sense of ownership.
- ... have a positive culture shift.
- ... are more pro-active.



Volunteer befrienders...

- ... feel more valued.
- ... are more resilient.
- ... feel more involved in meaningful activity.
- ... have more established community connections.
- ... are in a better position to seek employment / other volunteering opportunities / study.

Local amenities and businesses...

- ... have more custom.
- ... have a greater diversity of customers* .

⁺ "NH&WB" refers to the National Health and Wellbeing Outcomes listed on p20

* links to Self-directed Support

Befriending services (and the wider third sector)...

- ... are more confident about responding to local need.
- ... have a more central voice in the commissioning process.
- ... are more trusted as outcome delivery partners.



The **commissioning process** is better informed.



Commissioned public services are better targeted to need.



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National Health and Wellbeing Outcomes

- ← **Outcome 1.** People are able to look after and improve their own health and wellbeing and live in good health for longer.
- ← **Outcome 2.** People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- ← **Outcome 3.** People who use health and social care services have positive experiences of those services, and have their dignity respected.
- ← **Outcome 4.** Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- ← **Outcome 5.** Health and social care services contribute to reducing health inequalities.
- ← **Outcome 6.** People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.
- Outcome 7.** People using health and social care services are safe from harm.
- ← **Outcome 8.** People who work in health and social care services feel engaged with the work they do, and are supported to continuously improve the information, support, care and treatment they provide.
- ← **Outcome 9.** Resources are used effectively and efficiently in the provision of health and social care services.

This model illustrates that there are **strong links** between the identified outcomes for befriending and the nine National Health and Wellbeing Outcomes.

It also becomes apparent that **using befriending to tackle loneliness, isolation and exclusion** will help Fife Health and Social Care Partnership to meet its **strategic priorities**:

1. Prevention and early intervention
2. Integrated and coordinated care
3. Improving mental health and wellbeing
4. Tackling inequalities.

This is an extract from 'The source to the sea - Understanding how befriending can help Fife Health & Social Care Partnership address its priorities'

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