



Time to Talk Befriending

REFERRER SURVEY

Survey responses from
Time to Talk Befriending
referrers. March 2022

Time to Talk
Befriending

in the heart of the community

Time to Talk Befriending

REFERRER SURVEY

39 people who have referred older people to the Time to Talk Befriending service responded to a Referrer Survey in March 2022. The aim of the survey was for referrers to share their experience of referring people for befriending and the difference this has made to the person engaging with our service.

Thank you to all who took the time to complete the Referrer Survey, we really do appreciate your time and the feedback you have provided.

SUMMARY

This report is based on the 39 responses (38% of total referrers to TTTB) to the Referrer Survey. The referrers work with people with high health needs and a broad range of social and economic circumstances that can affect their quality of life, health and wellbeing.

There is a wealth of [national evidence](#) confirming how the pandemic and enforced restrictions has affected many people, for example; research shows that there has been an increase in physical, emotional and mental ill health. This can be further evidenced within our own research with older people: [Recovery and Reintegration Report](#) (May 2021).

Befriending covers a wide range of interactions from telephone conversations and one to one visits, through to group peer meet ups. Providing opportunities for meaningful moments of connection between older people experiencing loneliness and community volunteers of all ages is proven to be mutually beneficial. Comments include “knowing that someone cares and that you have something to look forward to makes all the difference! Now I have a spark back in my life. I have purpose again!” (scheme member) and “my mental health has improved and I know that J gets so much out of the visits too. We both come away beaming! I wish I had volunteered sooner!” (volunteer).



Survey information about Referrers

Professional Role	Number of responses	% of responses
Health worker	8	21
Social Worker/Social Care Worker	8	21
Other	8	21
Social Prescriber	7	18
Charity Worker	4	11
Emergency Service Worker	3	8

The referrers work roles included:

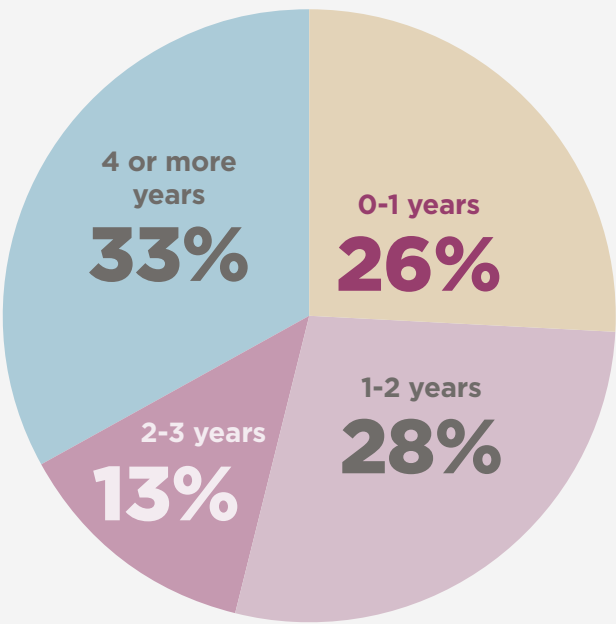
Speech Therapist, Housing Officer, Senior Social Worker, OT Assistant, Under-nutrition Support Worker, Service Support Assistant, Broadwater Support Group, Occupational Therapist (n2), Fraud Case Worker, Community mental Health Nurse, Care Co-ordinator, Anti-Social Behaviour Case Worker, Therapy Practitioner, and Police Community Support Officer.

There was also a personal referral from someone's daughter.

39

referrers who responded to the survey shared their professional role.

How long referrers have been referring to the service



39 referrers informed how long they have been making referrals to Time to Talk Befriending, with

OVER A THIRD

having been referring for four years or more.

Length of time referring	Number of responses	% of responses
0-1 years	10	26%
1-2 years	11	28%
2-3 years	5	13%
4 or more years	11	33%

Rating of referrers overall experience



79%

(n31) referrers rated their overall experience of referring someone to Time to Talk Befriending as

VERY GOOD

Rate of overall experience	Number of responses	% of responses
Very Good	31	79%
Good	8	21%
Average	0	0%
Poor	0	0%
Very Poor	0	0%

100%

of referrers stated they would recommend Time to Talk Befriending to other organisations and other individuals.

We asked: why do you refer to Time to Talk Befriending?

Short waiting list

The referral process was very straightforward, and the support and guidance I received on the phone was excellent. Thank you.

I have always had a swift and friendly response to any referral I have made. Clients are quickly assessed when a match is made and been successful. It has improved my client's life for the better. Not only their mental health but I believe their physical wellbeing improves too.

Referrals are always acknowledged and actioned quickly. The service stays in touch with referrals when finding a match is taking time.

To date, I am yet to have a bad experience referring to Time to Talk Befriending. The team have been very responsive to any questions I have. As I work primarily with "hard to reach" communities, and by extension, people who may have challenges accessing services. It has been encouraging to work with others within your team who try to bridge those barriers.

This has made what has been a very difficult time (during the pandemic and restrictions), tackling social isolation and loneliness a little easier. For this, I am very appreciative.

Response time was reasonable.

We always get a prompt reply and are always updated on the referral we make.

Quick response, good service, good feedback (n2)

It was very easy to find the email I needed and refer.

I have had very swift responses each time to my referrals and **good communication** when there has been a need for a discussion in the patients' best interest.

Very happy that Time to Talk Befriending follow up with vulnerable residents and give us some peace of mind that they will not be forgotten.

Easy to refer; very responsive. (n2)

The Time to Talk Team respond to you promptly when making a referral, giving you clear timelines of when your referral will be contacted. I also find the follow up once an individual has been matched, very good and so helpful to know that service users are being supported.

Very quick to be able to refer and quick response from the team. This is an amazing tool when dealing with the elderly.

I have really needed to find some support for a lady who has dementia. The staff who dealt with my referral were very pleasant and helpful. They managed to find someone quite quickly and I am very grateful.

Excellent communication.

Always a good experience with timely response and follow up.

Able to provide suitable matches who offer professional services and are able to continue reducing loneliness.

Really good communication whenever I have made a referral.

I've only referred once but received a quick response despite this being at the height of COVID pressures.

My client was contacted within a short time and matched with someone with whom he shared interests and outlook. I know **from my client's feedback that he greatly appreciated and benefited from the regular contact with his befriender.**

Easy to refer and excellent response time.

Good communication about progress of referral and also when referral allocated.

TTTB keep you in the loop about process. The way they support service users seems to be very centring of individuals' experiences. If I am ever unsure about a referral or just have general questions, TTTB are **always happy to talk things through with me.**

Everyone is very kind and understanding on the telephone and always very helpful.

Excellent feedback from users of the services and TTTB always send updates, which I really appreciate.

Excellent communication, friendly, supportive team, quick to contact referrals and keeping in contact with them.

They were quick and efficient.

My experience is that they respond quickly to referrals and match people well.

Acknowledged they had received referral. Kept me updated on process as well as outcome at the end.

The communication of TTTB is incredible and the speed in which you get in touch with referrals is brilliant. I really trust that you want the best for all referrals and appreciate your detailed feedback once you have reached the client.

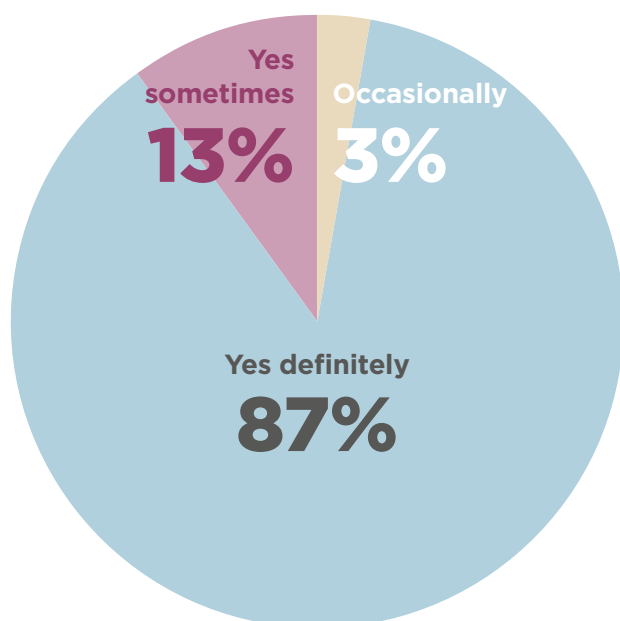
I referred a number of customers, and the service has been very responsive

I've always found the service to be responsive and friendly and to offer constructive feedback when they take on a patient of ours, or if they need to decline.

I think it's a great idea for people that have little or no friends/families.

Easy and quick form to fill out.

We asked: has Time to Talk Befriending made a difference to the lives of the people who you have referred?



87%

yes definitely

A difference to the lives of people who you referred?	Number of responses	% of responses
Occasionally	1	3%
Yes definitely	34	87%
Yes sometimes	4	10%
Not at all	0	0%
Not that much	0	0%

A small number (n5) confirmed that the difference may take time for some people depending on their individual circumstances.



Words used by referrers to describe their experience of referring someone to Time to Talk Befriending.

Easy to do (10) **Responsive** (n8) **Efficient** (n7) **Friendly** (n7)
Helpful (n6) Simple (n5) **Professional** (n4) Reliable (n4) **Accessible**
(n2) **Accommodating** **Approachable** Brilliant for vulnerable people
Compassion **Compassionate** **Considerate** **Constructive** Easy to do
(n10) **Effective** **Efficient** (n7) Encouraging **Essential** **Fast** (n2)
Feel good (n2) **Friendly** (n7) **Good** (n2) **Good communication**
Great **Great** **Response** **Helpful** (n6) **Indispensable** **Just the best**
Kind (2) **Lifeline** **Needed** (n2) **Person-Centred** **Positive** (n2)
Proactive **Productive** **Professional** (n4) **Prompt** **Quick** (n2)
Reassuring (n2) **Reliable** (n4) **Responsive** (n8) **Rewarding** **Simple**
(n5) **Smoothly** **Straightforward** (n2) **Successful** **Supportive** (n3)
Swift **Thorough** (n2) **Thoughtful** **Understanding** (n2) **Useful** (n3)
Very efficient support **Warmth** **Welcoming**

FINAL COMMENTS

from responders about the service.

It has been so encouraging to work alongside your team, especially Jacqueline, amongst others, who are as passionate as you are about those we serve within our community.

You are making such a difference to older people in Sussex. You have a wonderful approach to your befriendees, volunteers and referrers. Thank you.

I have had some good feedback from clients I have referred to you.

It is an essential service and has made a great difference to the clients we have referred – helps to combat social isolation in older people.

I have only spoken to one patient who has discussed having the Time to Talk Befriender volunteer visit and she expressed what a benefit it was to have someone visit and potter in the garden with her.

It is a pleasure to work with the Time to Talk team and I really appreciate the above and beyond support that is provided to referrals. I also value the collaborative support Time to Talk has shown me and the Ageing Well team. It is so appreciated.

Keep up the good work! I know you are looking for additional befriender volunteers, so I am spreading the word. I value what you are doing and wish to help support your service.

The support offered by Time to Talk Befriender volunteers makes a huge difference to the clients we refer as they are often some of the most vulnerable older people in Brighton and Hove.

My client has reported that they have been very well supported during their time of need.

It was a significant help to my client who was extremely isolated, lonely, and alone and very much appreciated by him.

It really makes a difference to the residents here as we are so pushed for staff, it is so helpful.

I feel safe in the knowledge those I refer will be well looked after and the volunteers from TTTB are always kind and caring. The people I have referred feel like they've got someone to rely on, a chat when they've been feeling isolated and a friend who genuinely cares.



We love that it is not time limited. It feels wrong to tell someone they can have a friend for 12 weeks (for e.g.). The Cook and Share are a lovely idea as well as the Chaplaincy. It's so nice for people to see befrienders face to face. It so much more than a phone call.

A much-needed service which has made a huge difference to the lives of individuals living alone and who are isolated. One negative would be long waiting list whilst sourcing appropriate volunteer.

Thank you for all the good work you are doing and for being an outstanding service that I can confidently refer people to.

It would be good to have volunteers that speak Spanish language.

With the reduction in day services for older people with mental health difficulties, or who suffer from social isolation, a service such as Time to Talk is a vital lifeline for our patients and offers us options as practitioners in the community in terms of care planning for patient recovery.

Feel befriending services are beneficial to people who are isolated or have no family.

We would like to say thank you to everyone who took the time to complete and return the survey.

This information will help us to understand what is needed to ensure our service and activities are delivered appropriately now and in the future.

With thanks to Cheryl who supported us by disseminating the referrer feedback..



Cheryl Berry MA
Self-Care Champion who is passionate about 'holistic' healthcare for all.

FOLLOW US ON SOCIAL MEDIA



Instagram:
[@tttbcharity](https://www.instagram.com/tttbcharity)



Twitter:
[@tttbcharity](https://twitter.com/tttbcharity)



Facebook:
Time to Talk
Befriending/TTTB

Time to Talk
Befriending

in the heart of the community

Time to Talk Befriending, City Coast Centre,
North Street, Portslade, BN41 1DG

T: 01273 737710

E: info@tttb.org.uk

www.tttb.org.uk

Charity Incorporated Organisation Number: 1186555

Design: ellenstew-art.com