

# Befriending Service

## How to access it



FOR MORE INFORMATION CONTACT  
[befriending@clevelandfire.gov.uk](mailto:befriending@clevelandfire.gov.uk)  
**01429 872311**

# Befriending Service

## What is the befriending service?

This service is to support people who have little contact from family and friends and live alone in Hartlepool. It intends to support those that are feeling lonely and isolated. The befriending service aims to match those people who would like to use the scheme with a volunteer who will build a relationship with them.

Initially this may be visiting them in their home for a friendly chat over a cup of tea and will hopefully build to accompanying them on short walks, outings or to attend local social groups. With the intention of building their confidence to participate in these activities unaccompanied and perhaps eventually become volunteers themselves.

## Why is Cleveland Fire Brigade (CFB) delivering this service?

Research shows that loneliness and isolation can result in a decline in an individual's physical and mental health which can result in risks to the individual's safety such as the inability to self-rescue in the case of a fire – if we can reduce loneliness and isolation we can increase safety and reduce risk.

We also have accessible community fire stations at the heart of our communities and to support the befriending service we will run a series of activities at our stations for our clients and volunteers to attend and provide safety advice.

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## Who can access the service

If you live alone in Hartlepool then this FREE service is available to you.

The scheme is funded by Hartlepool Borough Council and delivered by Cleveland Fire Brigade (CFB).

If you would like to find out more or request to be part of the scheme please contact:

**Pamela Cairns**  
**Befriending Co-ordinator**  
**01429 872311 or email**  
**[befriending@clevelandfire.gov.uk](mailto:befriending@clevelandfire.gov.uk)**





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