



As a charity we soon came to realise that our service users are going through very stressful times, which is having a big impact on their emotional and mental wellbeing.

They have usually lost contact with their child or children, with friends, family, and close contacts as well as often suffering the loss of their home and finances.

They feel isolated and lonely, not knowing which way to turn and have no-one to talk to and share their situation with.

This is where our Buddy Scheme comes in. This is an additional service we offer: free of charge once they have been registered with us and completed the necessary paperwork.

We firstly offer an online social platform in a closed, secure group where service users can talk and share experiences as well as offering emotional support to help each other.

Secondly, we offer a Buddy service, which is one-to-one contact with a dedicated Buddy Volunteer who is at the end of the phone to offer emotional support and to be someone who will listen to them, a shoulder to cry on if you will. Although they cannot offer any advice, this service has already proved to be very successful, helping our service users by offering much-needed emotional support.

Thirdly we offer social events across Wales which consist of various activities from indoor kurling, quizzes, bingo, darts, lawn bowl, various games, walking groups to woodland craft, resilience courses to name but a few. Here we encourage people to get out of the house, socialise and get some fresh air, where they share feelings and make friends. This scheme provides activities which foster mindfulness, helping to develop resilience of body and mind.

Further details available from our Buddy Co-ordinator.

<mailto:buddycoordinator@fnf-bpm.org.uk>

Buddy telephone number: 07593 819930

Helpline telephone number: 0333 050 6815

