



Referral to the service

If you or someone you know would like to use this service then do contact us direct **07973656395** or **07760615342**
Email **carol.whitbourn@rethink.org**

You can also speak to your GP surgery about a referral or anyone who might currently support you.

You can self-refer by phone and email or via **hertfordsfrontline.org.uk**

This service is for people over 18 years old and who live in the East Herts district.
Please note this does not include Bishops Stortford or the surrounding villages.

If you have any questions about the befriending service, or would like to find out more about it contact us via



Rethink Mental Illness

07973656395



carol.whitbourn@rethink.org

**Rethink
Mental
Illness**

We are the charity for people severely affected by mental illness, no matter what they're going through.

For further information
on Rethink Mental Illness
Phone 0121 522 7007
Email **info@rethink.org**

rethink.org

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**Rethink
Mental
Illness**

Rethink companions

What is befriending
and how it works



What we do

"The social contact with the befriender and being treated as a person not an illness was the most useful aspect of the support."

About us

Our one-to-one befriending service matches people who have experienced a mental health challenge with a volunteer befriender.

A befriending partnership lasts for up to 12 weeks and aims to support people to return to activities or be involved more with their community. To do this we complete a strengths based assessment which helps to identify your personal goal.

A personal goal might seem small, but small steps can be an important part of a longer journey. We review progress with you and also think about what happens after the 12 weeks.

Contact with volunteers is always by pre-arranged appointment and supervised by Rethink staff. We have regular social groups and activities, see our what's on list.

Top tips for a successful partnership

Participation - you are an active participant in the service

Choice - you take part by choice, and we will always try to maximise choice - within the service's limits

Open minded - we will try to support you to try things and to consider new things

Equality - this means respecting you as who you are. We aim to 'be with' rather than 'do for'

Challenge - resilience grows when we overcome challenges. We try to support you in judging what works best

Fun - it can be easy to underestimate the importance of enjoying things. It's a real motivator.

A strengths based approach

This means thinking about who you are and what you like. Sometimes it's difficult to remember what makes us special and what we can do. We will try to help you consider this.

SMART goals are a way to think about what you might try to achieve and how to do it. A SMART goal is:

Specific **M**easurable **A**chievable
Realistic **T**ime limited

'I would like to thank all those who volunteer as befrienders. Your kindness and hard work are much appreciated' Charles Kennedy, politician and carer

