



Referral received by email or fax to Time to Talk Befriending via referrals@tttb.org.uk

Within 2 weeks

(please kindly bear with us if we don't quite meet these timeframes during this busy time)

Telephone assessment to potential scheme member made

Signposting offered for our own food / supply packages and homecooked meal outreach or to external organisations

Referrer updated

Within 2 – 5 weeks

(please kindly bear with us if we don't quite meet these timeframes during this busy time)

Phone call to discuss a potential match with a volunteer based on interests

If in agreement, telephone befriending commences weekly or fortnightly

6 weeks after the telephone befriending commences (and yearly thereafter)

Telephone review is undertaken to check how things are progressing