



## Who we help

We help isolated and lonely people, particularly older people, from any ethnic background, living in the local area. We particularly target those who are housebound or frail with mobility problems which make it difficult for them to get out and about. Every year we support over 400 isolated and vulnerable older people, including people with dementia.

“I feel happy when you come.”



## Contact us

To refer someone to us, a referral form should be filled in with as much detail as possible, either by the client or someone who has the client's consent. When we receive this form we will contact the client to arrange an initial assessment and you will be updated after that. Please contact us for a referral form or if you have any queries.

Project Co-ordinator  
 Tower Hamlets Friends & Neighbours  
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 London  
 E2 9PL

**020 8983 7979**

Project Co-ordinator:  
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**www.thfn.org.uk**

Company number 04657449.  
 Registered charity 1099403.  
 A charitable company limited by guarantee.  
 Registered in London.

“I feel that I'm not alone – you break the loneliness.”

improving lives  
**THFN**  
 through befriending services



“Great to be able to get out into the community.”

“I enjoy the company, the friendship.”



We can help

visit **www.thfn.org.uk**



DL\_REFERRERS\_06.2011 Design: www.mammalcreate.co.uk

**www.thfn.org.uk**



"If I need any help I know that I will get it from THFN."

## What we do



## About THFN

Tower Hamlets Friends & Neighbours is an independent charity with over 60 years' experience of working in Tower Hamlets. We have an experienced, trained and reliable team of befriending workers and volunteers. As well as English, we have befrienders who speak Sylheti, Bengali, Hindi and Somali. All members of our team are fully CRB checked.

**We can arrange for a befriending worker or volunteer to visit a client at home on a regular basis (day and time to be agreed with the client). These visits give social contact, companionship and help with practical tasks.**

**We also offer extra phone support, particularly at times of crisis.**

Additionally we provide :

- Information about other services and organisations which can offer further support for the client, eg on financial and housing issues, benefits, leisure opportunities
- Support with accessing health and care services, eg dealing with correspondence, making phone calls, escorting people to appointments
- Advocacy and enabling self-advocacy: support with problems that arise, eg helping people to understand the issues and how to deal with them, helping with complaints

- Choice and involvement with our services and a voice on wider issues and services in the local area
- Escorted group and one-to-one outings and events to a range of different venues, eg shops, parks, museums, the seaside, social events
- Activities in the home, eg reflexology/ foot massage, seated exercise, crafts, reminiscence.

We do **not** offer respite care, personal care or specialised legal, financial or other advice.

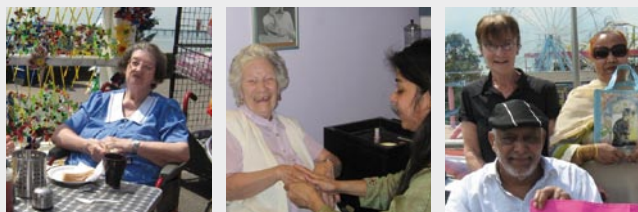
**All the befriending services which are provided by our staff team and volunteers are FREE to the people who use them. We do make a small charge for group outings towards the cost of the driver and minibus.**

Our escorted group and one-to-one outings are only available to people receiving our befriending service.

"It's good to get out and meet others."



Find out more about us on our website [www.thfn.org.uk](http://www.thfn.org.uk)



"I can read English, but don't understand it all. When you come you explain it to me and then I can understand fully."