

# Loneliness Support Toolkit



For community  
leaders,  
volunteers &  
individuals



**STOCKPORT**  
METROPOLITAN BOROUGH COUNCIL

**Sector<sup>3</sup>**  
STOCKPORT IN SYNERGY

**ONESTOCKPORT**

# About loneliness

Loneliness can affect us at any age and stage of our lives. When we have not experienced positive relationships for a long time, it can be hard to find the confidence as well as the opportunities to connect with those around us. Professionals have a key role in helping to identify people who may be suffering from being isolated, and sometimes psychological therapies may be needed, but many people can find their own way out of loneliness. Either way, in the longer term it is only within our communities, whether of place or of shared interests, that people can build new friendships.

We all have a role to play in creating the kind of communities that welcome and support people to join in with whatever we are doing, and this document provides a brief guide to how we can reach out and support each other. It is intended for everyone – professionals, volunteers, families and friends.



## Terminology

In recent years a lot of work has been undertaken to help us understand loneliness and the resources listed at the end of this document are well worth looking up. While there should be no shame in admitting to feeling lonely, people often see it as a personal failure and may find the label itself makes them feel more excluded. Specialist support agencies recommend using the term 'social isolation' when talking to someone about this issue.

# Tips to ease loneliness

## **Smile and wave**

Taking the time to smile at your neighbour or wave at someone on the street can really brighten someone's day.

## **Stop and say hello**

Sharing a quick, simple greeting is a great way to make a connection and can only take a couple of minutes.

## **Ask someone how they really are**

If you have five minutes or more, take the time to ask someone how they really are.

## **Have a chat**

A quick chat can mean a lot to someone. If you are stuck on what topic to pick to make a conversation, the weather is always a good place to start!

## **Volunteering**

Volunteering is a great way of connecting with people who share common interests and passions.

## **Ask someone how they are**

Call an old friend for a chat or check up on a family member. If you know someone who's living alone, take the time to check-in with them.



# Tips for looking after yourself

## **Zoom quiz**

Get your friends and family together for a virtual pub quiz, truth or lie, guess the intro or even Stars in their Eyes.

## **Organise a whatsapp group for your street**

A great way to feel a part of your community, make new friends, help out and be helped out by your neighbours.

## **Cooking together**

Some friends and families are choosing recipes, sharing them and then cooking the same food at the same time whilst talking virtually.

## **Become a befriender**

Meet new people and help reduce loneliness for others by volunteering as a befriender.

## **Organise virtual tea breaks**

Scheduling a virtual tea break during the work day or 'visit to the pub' after work will help to ensure you maintain some social interaction.



# Tips for organisations and community leaders

**Reach out to others not involved in community activities**

**Tailor interventions based on the needs of the person**

**Ensure groups and activities are welcoming and open to all**

**Practical, flexible and low level support is often most effective**

**Ensure community assets are used to their full potential**

**Make every contact and conversation count**

**Talk about loneliness. Normalise asking for help**



# Support Services available in Stockport

Organisation

Details

Contact

## For Older People

<p><b>Stockport Council Coronavirus helpline</b></p>	<p>Support for people affected by Covid and the restrictions in place, including social contact.</p> <p><b>Lines open Mon - Thurs 9am to 5pm. Fri - 9am to 4:30pm</b></p>	<p>0161 217 6046 <a href="http://www.stockport.gov.uk/coronavirus-help-vulnerable-people">www.stockport.gov.uk/coronavirus-help-vulnerable-people</a></p>
<p><b>Age UK Stockport</b></p>	<p>Information advice and individual support – practical, social, and emotional.</p> <p><b>Lines open Mon-Fri 9am to 5pm. Closed Bank Holidays</b></p>	<p>0161 480 1211 <a href="http://www.ageuk.org.uk/stockport">www.ageuk.org.uk/stockport</a></p>
<p><b>Stockport College</b></p>	<p>The community care letter exchange scheme connecting isolated older people with students</p>	<p>michelle.mclaughlin@tcg.ac.uk</p>
<p><b>The Wellbeing and Independence Network (WIN) - AGE UK</b></p>	<p>Age UK Stockport deliver WIN at Home, enabling people to continue living in their own homes, independently and safely.</p> <p><b>Lines open Mon-Fri 9am to 5pm. Closed Bank Holidays</b></p>	<p>0161 480 1211 <a href="http://www.winstockport.co.uk">www.winstockport.co.uk</a></p>

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<b>General</b>		
<p><b>Mind Stockport - Isolation and Social Engagement Service</b></p>	<p>Individually tailored support for 16+ year olds experiencing loneliness or other mental health &amp; wellbeing needs. Lines open Mon &amp; Wed 9.30am to 1pm, Tues &amp; Thur 9.30am to 4.30pm</p>	<p>0161 475 6229  <a href="mailto:info@stockportmind.org.uk">info@stockportmind.org.uk</a>  <a href="http://www.stockportmind.org.uk/isolation-social-engagement-service/">www.stockportmind.org.uk/isolation-social-engagement-service/</a></p>
<p><b>The Wellbeing and Independence Network (WIN) - Pure Innovations</b></p>	<p>Pure Innovations deliver WIN In the Community supporting people to take part in a wide variety of social, civic, leisure, learning, work, or volunteering opportunities  <b>Lines open Mon - Fri 9am to 5pm</b></p>	<p>0161 804 4416  <a href="http://www.winstockport.co.uk">www.winstockport.co.uk</a></p>
<p><b>Wellbeing &amp; Self Care Team</b></p>	<p>GP Practice-based Self Care Coordinators offer 1-2-1 and group work to support people who are experiencing loneliness and social isolation</p>	<p>People can self-refer via their GP's receptionist.  <a href="http://www.viaductcare.org.uk/our-services/wellbeing-and-self-care-service">www.viaductcare.org.uk/our-services/wellbeing-and-self-care-service</a></p>

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## Specialist

<p><b>Signpost for Carers Stockport</b></p>	<p>Information and support for unwaged carers in Stockport, including online groups and young carer's support. <b>Lines open Mon-Fri 8am to 4pm</b></p>	<p>0161 442 0442 or 0161 947 4690 for Young Carers Team <a href="http://www.signpostforcarers.org.uk">www.signpostforcarers.org.uk</a></p>
<p><b>Stockport User Friendly Fellowship (STUFF)</b></p>	<p>Providing support for people in the Stockport area suffering and recovering from a range of mental health/alcohol problems</p>	<p>07845 928227</p>
<p><b>Forward LGBT+ Stockport</b></p>	<p>Helpline - For social contact, validation, emergency food parcels, friendly ear. <b>Lines open Mon - Fri 9am - 5pm</b></p>	<p>07719 103201 <a href="http://www.forwardlgbt.org.uk">www.forwardlgbt.org.uk</a></p>
<p><b>Ebony and Ivory Community Organisation</b></p>	<p>Activity learning group for African and Caribbean young people and their families</p>	<p>0161 477 1914</p>



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## Life support

### **The Prevention Alliance**

Support with all aspects of wellbeing including loneliness, relationship issues, housing, benefits and finding employment.  
**Lines open Mon-Thur 9am to 5pm & Fri 9am to 4.30pm**

0161 474 1042  
For people with hearing loss, by text: 07539 468560  
info@stockporttpa.co.uk  
<https://stockporttpa.co.uk>

### **The Wellbeing and Independence Network (WIN) Community Transport**

Stockport Car Scheme deliver WIN Community Transport - providing journeys for adults who struggle to use public transport.  
**Lines open Mon - Thurs 9am to 4.30pm. Fri 9am to 4pm**

0161 476 281  
info@stockportcarscheme.org.uk  
[www.winstockport.co.uk](http://www.winstockport.co.uk)

# National Support Services

Organisation

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Contact

## For Older People

<p><b>Independent Age Befriending over 60's</b></p>	<p>Call service led by volunteers Lines open Mon - Fri 8:30am to 6:30pm</p>	<p>0800 319 6789 charity@independentage.org <a href="http://www.independentage.org/get-support/receive-regular-visits">www.independentage.org/get-support/receive-regular-visits</a></p>
<p><b>Reengage - over 75s</b></p>	<p>Telephone befriending service for older people Online referral for regular calls</p>	<p>0800 716543 info@reengage.org.uk <a href="http://www.reengage.org.uk/about-us/">www.reengage.org.uk/about-us/</a></p>
<p><b>Age UK Helpline</b></p>	<p>Free, confidential up to date information and help to access advice needed <b>Lines open 8am-7pm, 365 days a year</b></p>	<p>0800 678 1602</p>
<p><b>Mirthy Talks</b></p>	<p>They have public talks every Thurs with a live Q&amp;A: you can ask the speaker questions and interact with fellow attendees using the chat function</p>	<p><a href="https://www.facebook.com/mirthycommunitygroup">Facebook Mirthy community group.</a> <a href="https://mirthy.co.uk/">https://mirthy.co.uk/</a></p>
<p><b>Silverline</b></p>	<p>Free confidential helpline providing information, friendship and advice to older people. <b>Lines open 24 hours a day, 365 days a year</b></p>	<p>0800 470 8090 <a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a></p>

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## For Young People

<p><b>Kooth</b></p>	<p>Online mental health support for young people Website always online</p>	<p><a href="http://www.kooth.com">www.kooth.com</a></p>
<p><b>The Mix</b></p>	<p>Offers support for anyone aged 13 to 25 with any sort of challenge – from mental health to money, break-ups to drugs, finding a job to homelessness. <b>Lines open 24 hours a day, seven days week</b></p>	<p>0808 808 4994 Text THEMIX to 85258 <a href="http://www.themix.org.uk">www.themix.org.uk</a> (includes online chat)</p>

## General

<p><b>Chit Chat Britain</b></p>	<p>Chat with a volunteer for up to 20 minutes. <b>Lines open 9am to 9pm</b></p>	<p>0800 001 4455 Freephone number</p>
<p><b>Mind</b></p>	<p>Offers callers confidential advice on mental health concerns. <b>Lines open Mon - Fri 9am to 6pm (except for bank holidays)</b></p>	<p>0300 123 3393 <a href="http://www.mind.org.uk">www.mind.org.uk</a></p>
<p><b>The Samaritans</b></p>	<p>Support line for anyone struggling with their mental health. <b>Lines open 24 hours a day, 365 days a year</b></p>	<p>116 123 <a href="http://www.samaritans.org">www.samaritans.org</a></p>

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<b>MUSH</b>	Connecting mothers of young children	<a href="https://letsmush.com">https://letsmush.com</a>
<b>British Red Cross</b>	Coronavirus support hotline Lines open everyday 10am-6pm	0808 196 3651 <a href="http://www.redcross.org.uk/get-help/get-help-with-loneliness">www.redcross.org.uk/get-help/get-help-with-loneliness</a>
<b>WAY: Widowed and Young</b>	A peer-to-peer support network for anyone who's lost a partner before their 51st birthday	<a href="http://www.widowedandyoung.org.uk">www.widowedandyoung.org.uk</a>

# Useful Online Resources

## Be More Us

This website has lots of videos and resources to help you connect, to help others and/or to help yourself

<https://bemoreus.org.uk>

## Campaign to End Loneliness

They share research, evidence and knowledge with other organisations and the public

[www.campaigntoendloneliness.org](http://www.campaigntoendloneliness.org)

## What Works Wellbeing

Develops and shares robust and accessible wellbeing evidence to improve decision making

<https://whatworkswellbeing.org>

## Joseph Rowntree Foundation

A set of resources to help people take a closer look at – and to reduce – loneliness

[www.jrf.org.uk/report/loneliness-resource-pack](http://www.jrf.org.uk/report/loneliness-resource-pack)

## Befriending Networks

A collection of resources for befriending

[www.befriending.co.uk/resources](http://www.befriending.co.uk/resources)

## Jo Fox Foundation Connection Coalition

A network of orgs with the same belief - to build a better future by building strong relationships and connected communities

[www.connectioncoalition.org.uk](http://www.connectioncoalition.org.uk)

## Volunteering

In Stockport we have hundreds of different community and voluntary organisations operating and you can find out about them via the [Stockport Local Directory](#). For volunteering opportunities contact the volunteer hub at [Healthwatch Stockport](#) or visit [Stockport Jobs Match](#) to search for voluntary opportunities.

## Looking for paid work

Being out of work can be a lonely experience as we may lose our social networks that went with our work. [Stockport Jobs Match](#) website is the place to look for paid employment and information and advice on job hunting, to help you make new connections.

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