

Case Study- Lin



Lin finished work in 2012 in order to care for her husband.

Her background is in customer services within financial services. When the Covid19 pandemic started in 2020, Lin was hearing lots of stories on the news about a significant number of people who were feeling increasingly lonely and isolated due to the lockdown situation and not being able to see people face to face. Having spare time on her hands and being alone, Lin decided that she would like to do something to help by using her skills and experience of talking to people. Lin started by becoming a volunteer for NHS responders. This then lead on to becoming a telephone befriender for several charities including Age UK Lindsey.

Lin was on her own and beginning to feel lonely herself. Hearing stories about others feeling lonely and isolated, and the impact this was having on their wellbeing and mental health, made her want to do something to help. Finishing work in 2012 and being in lockdown meant that Lin had more spare time. She wanted to use this time to give people company over the phone and to make a real difference to their overall wellbeing. This would also be beneficial to Lin too, having someone to chat to every week.



TED is funded by The National Lottery Community Fund and is managed by YMCA Lincolnshire

Lin was put into contact with a member of the Age UK Lindsey befriending team in the North Lincolnshire area. She was matched up with a client and began making wellbeing calls every week. Later on, Lin was contacted by a Senior Befriender at Age UK Lindsey to see if she would like to befriend another lady in her local area. Lin began making weekly calls to her too. The Senior Befriender kept in contact to make sure everything was going well.

Lin very much enjoys making weekly befriending calls to clients and has built up good relationships with them. Lin says it's great to know that she is making a positive difference to people's lives as well as her own.

Lin enjoys the telephone befriending so much that when a job opportunity arose for the role of Befriending Coordinator at Age UK Lindsey, she applied. Her application was successful and she started the role in February 2021. Lin says that she is working with a great, supportive team. Also, it is good to know she is contributing to making a real difference to older people's lives. Lin's own life is different now too, as she has a focus and more fulfillment. As well as the new job role, Lin still continues to make her befriending calls too.

"I firmly believe that befriending makes a huge difference to people's lives and their overall wellbeing.

Carrying out my roles of Befriending coordinator and volunteer befriender has made a positive difference to my life and the lives of people in the local community."



About East Lindsey



T.E.D.

Ageing Better
in East Lindsey

East Lindsey is a large, sparsely populated district within the county of Lincolnshire, which includes the popular coastal seaside towns of Skegness and Mablethorpe.

East Lindsey has a higher than average ageing population with 29% of people aged 65 and over. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections in the region. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

The overarching aims of the TED Programme are to:

- Reduce social isolation and loneliness
- Help older people to become better connected with volunteering, social, leisure and health improving activities
- Provide opportunities for older people to influence the design, delivery and evaluation of both the services and businesses available to them

We currently have over 1800 registered TED members, and over 100 businesses across East Lindsey hold an Age-friendly Business Award.

Further information...

To find out more about TED or to get involved visit our website www.tedineastlindsey.co.uk or start a conversation and share your views online: Twitter: [@ted_EastLindsey](https://twitter.com/ted_EastLindsey)



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