

## TOP 5 PRESENTING ISSUES



**DETERIORATION  
OF MOBILITY**



**SENSORY  
LOSS**



**MENTAL  
HEALTH**

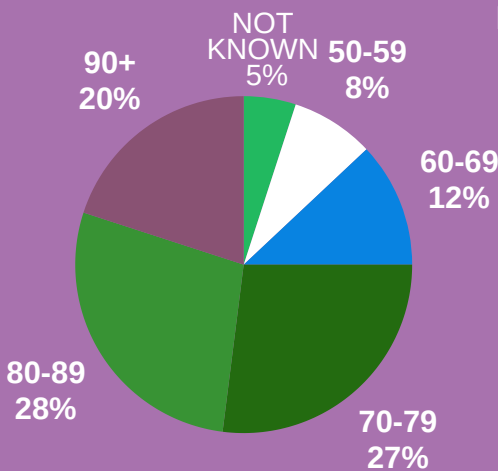


**DEMENTIA**



**BEREAVEMENT**

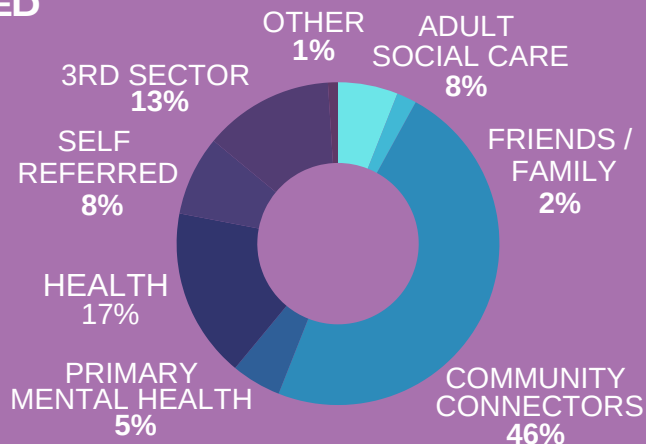
### AGE OF CLIENTS



### DIFFERENT TYPES OF BEFRIENDING OFFERED

- 1:1
- TELEPHONE
- SUPPORT TO ATTEND GROUPS
- ONLINE GROUPS
- VIDEO CALLS
- EMAILS
- LETTERS

### SOURCE OF REFERRALS



### GENDER OF CLIENTS

Female **68%**  
Male **32%**

**'Your service is tremendous. I've learned more from M than anyone else to be honest, she has changed my life really' - service user**

**196** NUMBER OF REFERRALS / NEW CLIENTS TO THE SERVICE

**15** CLIENTS WHO HAVE A DEMENTIA DIAGNOSIS

**'It's such a worthwhile thing to do, I started with PBS on placement but have decided to stay on as a permanent volunteer' - service volunteer**

**183** NUMBER OF KEEPING IN TOUCH CALLS MADE

**5** CLIENTS WHO ARE UNPAID CARERS  
**42** CLIENTS WHO HAVE UNPAID CARERS

**'Thank you for finding me this lovely friend, she is really lovely, she's just interested in me' - service user**

**106** VOLUNTEERS WHO ARE SUPPORTING THE SERVICE

**100% OF CLIENTS REPORTED FEELING LESS LONELY AS A RESULT OF PBS SUPPORT**



Llywodraeth Cymru  
Welsh Government

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



01597 828649



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



[pbs@pavo.org.uk](mailto:pbs@pavo.org.uk)

## TOP 5 PRESENTING ISSUES



**DETERIORATION OF MOBILITY**



**SENSORY LOSS**



**MENTAL HEALTH**

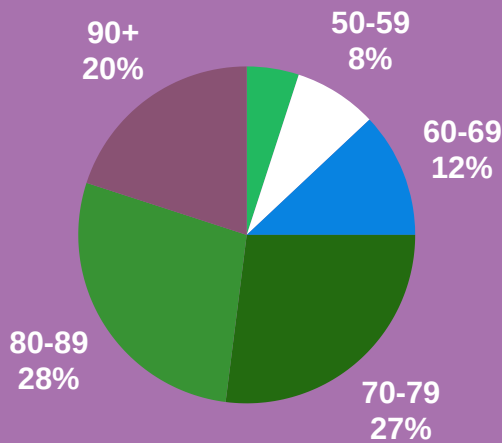


**DEMENTIA**



**BEREAVEMENT**

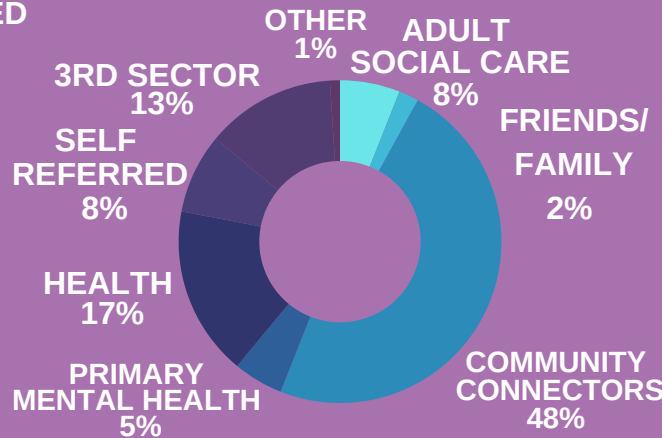
### AGE OF CLIENTS



### DIFFERENT TYPES OF BEFRIENDING OFFERED

- 1:1
- TELEPHONE
- SUPPORT TO ATTEND GROUPS
- ONLINE GROUPS
- VIDEO CALLS
- EMAILS
- LETTERS

### SOURCE OF REFERRALS



### GENDER OF CLIENTS

Female **68%**  
Male **32%**



'Your service is tremendous. I've learned more from M than anyone else to be honest, she has changed my life really' - service user

**196** NUMBER OF REFERRALS / NEW CLIENTS TO THE SERVICE

**15** CLIENTS WHO HAVE A DEMENTIA DIAGNOSIS

'It's such a worthwhile thing to do, I started with PBS on placement but have decided to stay on as a permanent volunteer' - service volunteer

**183** NUMBER OF KEEPING IN TOUCH CALLS MADE

**5** CLIENTS WHO ARE UNPAID CARERS  
**42** CLIENTS WHO HAVE UNPAID CARERS

'Thank you for finding me this lovely friend, she is really lovely, she's just interested in me' - service user

**106** VOLUNTEERS WHO ARE SUPPORTING THE SERVICE

100% OF CLIENTS REPORTED FEELING LESS LONELY AS A RESULT OF PBS SUPPORT



Llywodraeth Cymru  
Welsh Government

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



01597 828649



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



[pbs@pavo.org.uk](mailto:pbs@pavo.org.uk)

## TOP 5 PRESENTING ISSUES



**DETERIORATION  
OF MOBILITY**



**SENSORY  
LOSS**



**MENTAL  
HEALTH**

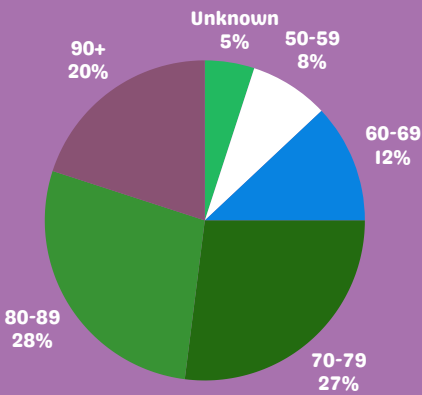


**DEMENTIA**



**BEREAVEMENT**

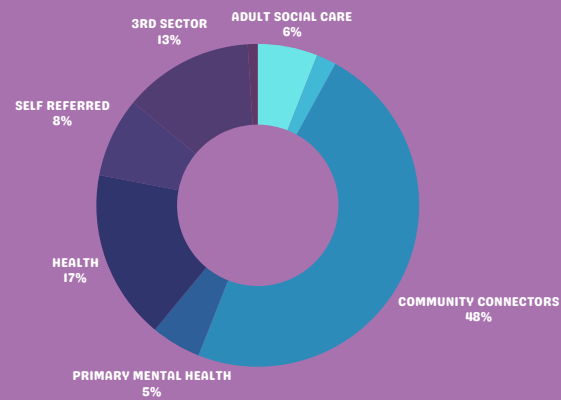
### AGE OF CLIENTS



### DIFFERENT TYPES OF BEFRIENDING OFFERED

- 1:1
- TELEPHONE
- SUPPORT TO ATTEND GROUPS
- ONLINE GROUPS
- VIDEO CALLS
- EMAILS
- LETTERS

### WHERE OUR REFERRALS COME FROM



### GENDER OF CLIENTS

**Female 68%**  
**Male 32%**



*'Your service is tremendous. I've learned more from M than anyone else to be honest, she has changed my life really' - service user*

**196** NUMBER OF REFERRALS / NEW CLIENTS TO THE SERVICE

**15** CLIENTS WHO HAVE A DEMENTIA DIAGNOSIS

*'It's such a worthwhile thing to do, I started with PBS on placement but have decided to stay on as a permanent volunteer' - service volunteer*

**183** NUMBER OF KEEPING IN TOUCH CALLS MADE

**5** CLIENTS WHO ARE UNPAID CARERS  
**42** CLIENTS WHO HAVE UNPAID CARERS

*'Thank you for finding me this lovely friend, she is really lovely, she's just interested in me' - service user*

**106** VOLUNTEERS WHO ARE SUPPORTING THE SERVICE

**100% OF CLIENTS REPORTED FEELING LESS LONELY AS A RESULT OF PBS SUPPORT**



Llywodraeth Cymru  
Welsh Government

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



01597 828649



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

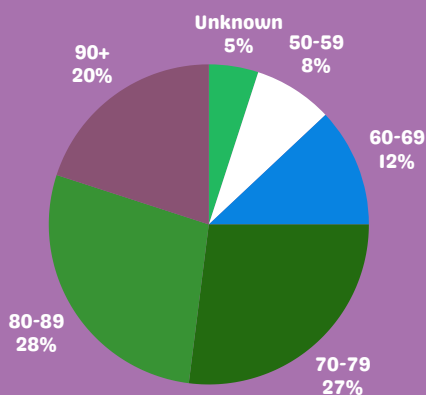


[pbs@pavo.org.uk](mailto:pbs@pavo.org.uk)

## TOP 5 PRESENTING ISSUES



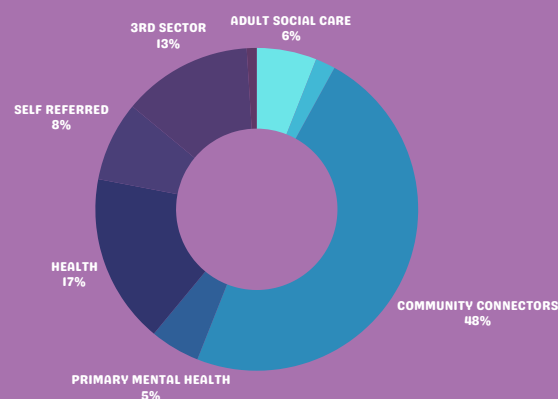
### AGE OF CLIENTS



### DIFFERENT TYPES OF BEFRIENDING OFFERED

- I:I
- TELEPHONE
- SUPPORT TO ATTEND GROUPS
- ONLINE GROUPS
- VIDEO CALLS
- EMAILS
- LETTERS

### WHERE OUR REFERRALS COME FROM



### GENDER OF CLIENTS

Female **68%**  
Male **32%**



*'Your service is tremendous. I've learned more from M than anyone else to be honest, she has changed my life really' - service user*

**196** NUMBER OF REFERRALS / NEW CLIENTS TO THE SERVICE

**15** CLIENTS WHO HAVE A DEMENTIA DIAGNOSIS

*'It's such a worthwhile thing to do, I started with PBS on placement but have decided to stay on as a permanent volunteer' - service volunteer*

**183** NUMBER OF KEEPING IN TOUCH CALLS MADE

**5** CLIENTS WHO ARE UNPAID CARERS  
**42** CLIENTS WHO HAVE UNPAID CARERS

*"Thank you for finding me this lovely friend, she is really lovely, she's just interested in me" - service user*

**106** VOLUNTEERS WHO ARE SUPPORTING THE SERVICE

**100% OF CLIENTS REPORTED FEELING LESS LONELY AS A RESULT OF PBS SUPPORT**



Llywodraeth Cymru  
Welsh Government

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



01597 828649



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



[pbs@pavo.org.uk](mailto:pbs@pavo.org.uk)

## TOP 5 PRESENTING ISSUES



**DETERIORATION  
OF MOBILITY**



**SENSORY  
LOSS**



**MENTAL  
HEALTH**

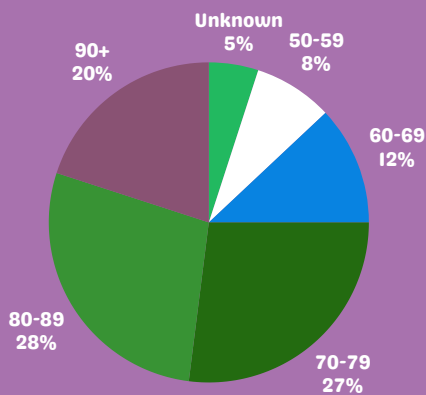


**DEMENTIA**



**BEREAVEMENT**

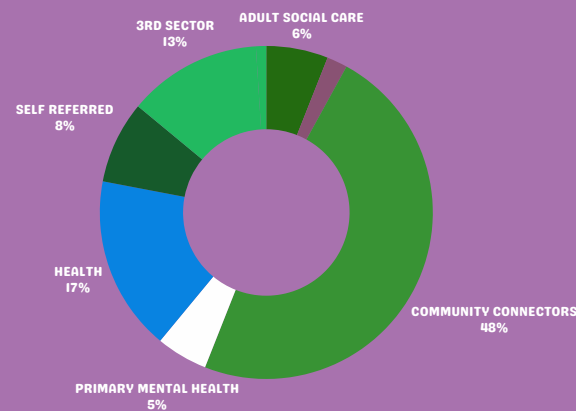
### AGE OF CLIENTS



### DIFFERENT TYPES OF BEFRIENDING OFFERED

- I:I
- TELEPHONE
- SUPPORT TO ATTEND GROUPS
- ONLINE GROUPS
- VIDEO CALLS
- EMAILS
- LETTERS

### WHERE OUR REFERRALS COME FROM



### GENDER OF CLIENTS

**Female 68%**  
**Male 32%**



**CLIENTS WHO  
HAVE A  
DEMENTIA  
DIAGNOSIS**

**15**

**NUMBER OF  
REFERRALS /  
NEW CLIENTS TO  
THE SERVICE**

**196**

**5** CLIENTS WHO ARE  
UNPAID CARERS  
**42** CLIENTS WHO HAVE  
UNPAID CARERS

**183** NUMBER OF  
KEEPING IN  
TOUCH CALLS  
MADE

**106** VOLUNTEERS  
WHO ARE  
SUPPORTING  
THE SERVICE

*"Thank you for finding me this lovely friend, she is really lovely, she's just interested in me" - service user*

*"It's such a worthwhile thing to do, I started with PBS on placement but have decided to stay on as a permanent volunteer" - service volunteer*

*"Your service is tremendous. I've learned more from M than anyone else to be honest, she has changed my life really" - service user*

**100% OF CLIENTS REPORTED FEELING LESS LONELY AS A RESULT OF PBS SUPPORT**



Llywodraeth Cymru  
Welsh Government

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



01597 828649



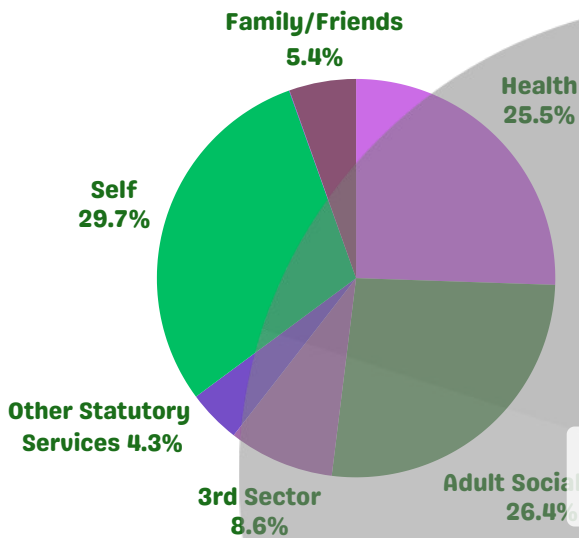
[www.pavo.org.uk](http://www.pavo.org.uk)



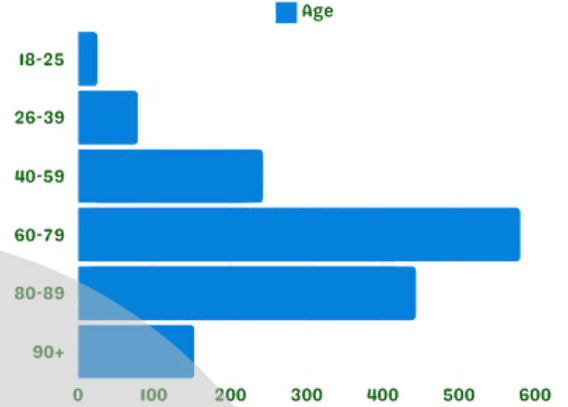
[pbs@pavo.org.uk](mailto:pbs@pavo.org.uk)

**FROM APRIL 2023 TO MARCH 2024,  
WE RECEIVED 2646 REFERRALS FOR  
INFORMATION, ADVICE OR ASSISTANCE**

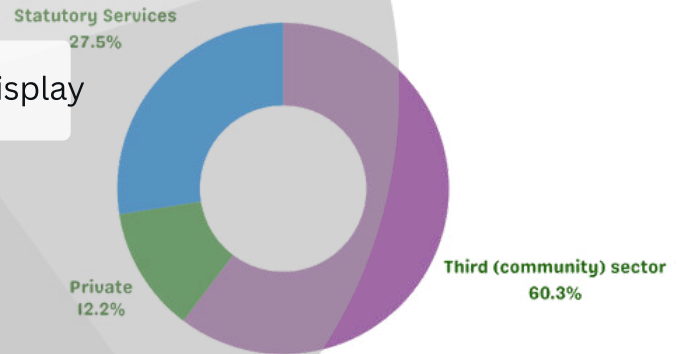
### Our referrals came from:



The Community Connector Service is open to all residents of Powys aged 18+



**WE MADE 2880 REFERRALS/SIGNPOSTS  
TO OTHER ORGANISATIONS.  
1736 OF THESE WERE MADE TO  
COMMUNITY-BASED ACTIVITIES /  
THIRD SECTOR ORGANISATIONS.**



No data to display

### THE TOP 5 PRESENTING ISSUES TO THE COMMUNITY CONNECTOR SERVICE WERE:

- SOCIAL ISOLATION/LONELINESS**
- PRACTICAL SUPPORT (INCLUDING CLEANING/GARDENING)**
- SUPPORT AS AN UNPAID CARER**
- FINANCIAL SUPPORT/ INFORMATION**
- TRANSPORT**

**100% OF INDIVIDUALS WHO ACCESSED THE  
SERVICE FELT THAT  
THE LOCAL COMMUNITY CONNECTOR HAD  
TREATED THEM WITH DIGNITY AND RESPECT.**

**“THE COMMUNITY CONNECTOR MADE ME FEEL LESS  
ALONE. KNOWING THAT THERE IS SUPPORT AVAILABLE,  
MAKES ME FEEL LESS LONELY AND ISOLATED” -  
SERVICE USER**

**“WHATEVER THE ENQUIRY, THE COMMUNITY  
CONNECTOR WILL ENDEAVOUR TO FIND THE SOLUTIONS” -  
HEALTH PROFESSIONAL**

**WE FACILITATED 44 LOCALITY NETWORK MEETINGS  
THAT WERE ATTENDED BY 561 INDIVIDUALS,  
COMMUNITY GROUPS, THIRD SECTOR, AND PARTNER  
ORGANISATIONS TO ADDRESS LOCAL ISSUES AND  
FIND SOLUTIONS.**



Llywodraeth Cymru  
Welsh Government

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care



01597 828649



www.pavo.org.uk



community.connectors@pavo.org.uk