

The Befriending Scheme

High Peak, Derbyshire Dales, and Glossop



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The Befriending Scheme provides social support and companionship to older people living in the community who are isolated, vulnerable or lonely.

Also provides a specialist befriending service to support people in the early stages of dementia. For some older people who live alone or are housebound it can be days before they speak to another person. A regular befriending visit gives you an opportunity to have a chat, express worries or concerns, share a joke, or reminisce with someone who is happy to listen and talk.

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“Unfortunately I don’t live near my mother, but knowing that she will be visited once a week gives me peace of mind”

What does a befriender do?

A befriender visits you on a regular basis at mutually convenient times – and is generally a weekly visit.

A home visit often includes a cup of tea and a biscuit and somewhere comfortable to sit and chat. They can reminisce over old photographs, play a board or card game, or just sit and share news and family experiences. Your befriender can be a great link to the outside world and help you access other services. A befriender does not help with personal care or offer counselling or guidance but they can help you access these services if you need them.

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“I enjoy a good natter with my befriender and he keeps me updated to all that’s happening in the community”



“I was experiencing social anxiety which prevented me from leaving the house. I now have a volunteer befriender, who is very kind, patient, and understanding. She has helped me to regain my confidence and I am now able to leave the house on my own”

What does a befriender cost?

We run our service as a social enterprise. The charge covers the cost of volunteer’s expenses and running the service. Basic package starts at £8 per visit.

Befriending + service provides trips out and activities, and can be tailored to your individual preferences, and a Telephone Careline with regular phone contact for a friendly chat.

Why choose befriending?

Befriending can make the difference between just managing and living. The service is flexible and can be used to complement other services such as day services or home care services. Befriending can offer relief to family carers and peace of mind to family living away.

Safeguarding adults

Abuse causes harm or distress to an older person. It is a violation of an individual's human rights. Abuse can happen anywhere. If you need help please talk to someone. Help is available from:

Call [Derbyshire](tel:01629533190) on **01629 533190** (24 hours a day, 7 days a week) or [Derby](tel:01332640777) on **01332 640777**. In an emergency, always dial 999.

Compliments or complaints

We believe you deserve the best possible service. Feedback helps us to know when we get it right and if we get it wrong. Please contact the Befriending Co-ordinator in Hope or the Chief Executive in Heanor if you have any complaints or compliments.

Want to help?

You can help [Age UK Derby and Derbyshire](#) by:

- Giving your time and skills as a volunteer
- Supporting our shops with donations and sales
- Donating money or in kind support
- Promoting our work and services
- Encouraging older people to use Age UK Derby and Derbyshire
- Giving us feedback

Some of our services, are funded by our local income generation. If you would like to make a donation please use a donation tin at any of our venues; donate online via www.ageuk.org.uk/derbyandderbyshire/donate or make cheques payable to 'Age UK Derby and Derbyshire' and send to 29a Market Place, Heanor, Derbyshire, DE75 7EG.

Contact us

If you would like to find out more about the Befriending Scheme, or would like to become a volunteer:

The Befriending Service, c/o Caroline Court Day Centre, Marsh Avenue, Hope, Hope Valley, Derbyshire, S33 6RX

[E befriending@ageukderbyandderbyshire.org.uk](mailto:E.befriending@ageukderbyandderbyshire.org.uk)

T 01433 620263

W www.ageuk.org.uk/derbyandderbyshire/befriending

If you require this leaflet in another format please contact us.



About us

Age UK Derby and Derbyshire. Registered in England and Wales.

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