



Norfolk Factsheet 10

Norfolk Befriending

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For details of all Age UK Factsheets, go to

<https://www.ageuk.org.uk/norfolk/>

If you would like Age UK Norfolk to search any of the websites listed in this factsheet on your behalf, please contact the advice line on 0300 500 1217.

Age UK Norfolk: Telephone Befriending Service

Age UK Norfolk offers a free service via the telephone with volunteers calling people at home on a regular basis. The aim of the service is to provide emotional support, mental stimulation, entertainment and friendship.

For information, go to

<https://www.ageuk.org.uk/norfolk/our-services/telephone-befriending/>

or contact the service co-ordinator on 01603 785223 or by email befriending@ageuknorfolk.org.uk

Age UK Norwich: Befriending Services

Age UK Norwich has a long-established Befriending service for people living in the City, through which they can offer friendship, advice and advocacy to people in the comfort and security of their own homes. Their volunteer befrienders agree to visit a person regularly. For information, go to <https://www.ageuk.org.uk/norwich/our-services/befriending/>

or contact their Information and Advice team:

Age UK Norwich
60 London Street
NORWICH. NR2 1JX

Tel: 01603 496333

Email: enquiries@ageuknorwich.org.uk

Age Concern Swaffham & District Befriending Service

‘Aiming to improve the quality of life for older people who are lonely and isolated’.

The Service aims to reduce social isolation and loneliness by offering regular one-to-one befriending to older clients in their own homes and seeks to increase their self-confidence and encourage integration within the local community. For information you can visit their website:

<http://www.swaffhamsupportservices.co.uk/community/age-concern-swaffham-support-services-15077/home>

or contact them directly:

Age Concern Swaffham & District
The Community Centre

Campingland
SWAFFHAM. PE37 7RB
Tel: 07412 775574
Email: Befriendingageconcernswaffham@org.uk

Other Befriending Schemes:

Anglican Church Great Yarmouth:

A small core of trained personnel with a large, committed group of helpers specialising in bereavement counselling, offer long term befriending. For information, go to www.qtyarmouthminster.org

or contact:

The Rectory
Town Wall Road
GREAT YARMOUTH. NR30 1DJ
Tel: 01493 842915
Email: gyteamrector@btinternet.com

Aylsham Care Trust (ACT):

ACT provides a range of services to older people in and around Aylsham. They provide help, counselling, transport and opportunities to enjoy social events, particularly for those who would otherwise be isolated, lonely or too frail to attend without help.

ACT is a registered charity and its work is undertaken almost entirely by volunteers. Their 'Personal Assistance in Care' service includes friendly, voluntary visitors offering companionship, support and pastoral care (personal care is not provided). For information, go to www.aylshamcaretrust or, if you feel you are in need of some help, contact:

The ACT Centre
St. Michael's Avenue
AYLSHAM. NR11 6YA
Tel: 01263 733385 (ext 218)
Email: jess@aylshamcaretrust.com

Dereham Cancer Care:

Provides professional counselling services including befriending to anyone with cancer, their relatives and carers. For information, go to <http://www.dereham-cancercare.co.uk/html/supportandInfo.html>

or contact:

Dereham Cancer Care

Hillcrest, Scarning

DEREHAM. NR19 2PU

Tel: 01362 851439

Email: jan@dcc.ndo.co.uk

Norfolk Deaf Association (NDA) – Befriending Service:

The NDA Befriending Service is staffed by volunteers, (many of whom are bi-lingual in BSL and English). Befriending is a relationship between a trained volunteer (a befriender) and a service user (befriender) within a structured and supervised programme.

The NDA Befriending service provides emotional support to individuals who have become isolated owing to their hearing loss, or anyone who thinks their emotional wellbeing would be improved by the one-to-one support offered by the service. Befriending works by supporting the individual in coming to terms with hearing loss and finding the confidence to venture out and socialize. Your aim might be as simple being able to go to the shops, or to travel on a bus and your befriender will support you in that activity. All befriending volunteers are trained and adhere to a strict set of ethical boundaries.

For information, go to https://www.norfolkdeaf.org.uk/services/our_services/

(you can download a Befriending Service Referral Application Form) or contact Pam Spicer at the Norfolk Deaf Association:

Norfolk Deaf Association (NDA)

14 Meridian Way

Meridian Business Park

Norwich

NR7 0TA

Tel: 01603 404440

Email: befriending@norfolkdeaf.org.uk

Norfolk Home, Residential & Sheltered Library Service:

The Royal Voluntary Service and Norfolk County Council's Home Library Service provides books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility. The service is designed for people who are unable to get out of the home (whether permanently or temporarily) if their mobility is severely restricted due to ill health or a disability, or if they are a full time Carer without anyone to visit the library for them.

The Home Library Service also operates a special mobile library service that calls at sheltered accommodation, hospitals and residential homes. For information, go to

<https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/%20home-library>

or call the Home Library Service on 01603 397998 or email Norfolkhub@royalvoluntaryservice.org.uk

The Samaritans:

Samaritans is a member of 'Befrienders Worldwide' providing confidential listening and befriending services by telephone, email, letter and face-to-face in most branches for people in an emotional crisis.

For information, go to their national website www.samaritans.org.uk or call their National Helpline on 08457 909090 or email jo@samaritans.org.

Local offices are open to receive callers – for information and details of their opening hours, check their local website or call their local number:

62 North Quay, GREAT YARMOUTH. NR30 1JB. Tel: 01493 842800

<https://www.samaritans.org/branches/samaritans-great-yarmouth>

26 Queen Street, KING'S LYNN. PE30 1HT. Tel: 01553 761616

www.samaritans.org/branches/kings-lynn-samaritans

14 Beach Road, LOWESTOFT. NR32 1EA. Tel: 01502 500800

<https://www.samaritans.org/branches/samaritans-lowestoft-and-waveney>

19 St. Stephen's Square, NORWICH. NR1 3SS. Tel: 01603 611311

<https://www.samaritans.org/branches/norwich-samaritans>

26 Queen Street, King's Lynn, Norfolk, PE30 1HT

<https://www.samaritans.org/branches/kings-lynn-samaritans>

Voluntary Norfolk Befriending Service:

Voluntary Norfolk's Befriending Service volunteers are fully trained to provide support involving visits to clients in their own homes; VN has a network of co-ordinators throughout Norfolk who can assist in finding befriending volunteers to be partnered with someone in their local community who is socially or physically isolated. This is a free service and referrals are required from Integrated Care Co-ordinators via health professionals.

For information, go to www.voluntarynorfolk.org.uk

If you have any queries about this befriending service and would like contact details for your local Community Volunteer Co-ordinator, contact:

Voluntary Norfolk Head Office
St. Clements House,
2-16 Colegate,
NORWICH. NR3 1BQ.

Tel: 01603 614474

Email: admin@voluntarynorfolk.org.uk

Voluntary Norfolk Mental Health Befriending Service:

This service supports people with long-term mental health problems, enabling them to achieve greater independence and confidence, improved social contact and a better quality of life. Volunteer befrienders give an hour or two each week, to share ordinary social contact with people who have become isolated in this way. All volunteers are DBS checked and have appropriate training.

To access the service, either for themselves or for a friend or family member, should in the first instance contact their GP or a health professional that they see regularly in order to discuss their needs. Referrals can be made via social care teams, self-referral, GP's, housing authorities and some other voluntary sectors.

Tel: 01603 614474

Email: admin@voluntarynorfolk.org.uk

West Norfolk Befriending:

This is a local registered charity supporting local older people who are socially isolated. Many of their clients have sensory or physical disabilities or are unpaid carers.

West Norfolk Befriending aims to reduce social isolation by matching isolated older people with a DBS checked, inducted, trained and supported volunteer befriender who will visit them on a regular basis – usually fortnightly. In addition to offering regular visits, such contact also helps clients maintain their independence, quality of life and helps to identify risks to health and environment. Where possible, we facilitate re-integration into community life. Quite frequently we become a signposting service to other services.

The outcomes that West Norfolk Befriending works to are: to reduce social isolation; improve quality of life; maintain independence; improve mental and physical wellbeing.

For information, go to www.wnbefriending.org.uk

(online contact form for enquiries or to apply to volunteer) or contact their Befriending Office (Mon-Fri 9am to 4pm – answerphone when not available):

12 Thoresby College
Queen Street
KING'S LYNN. PE30 1HX

Tel: 01553 763500

Email: info@wnbefriending.org.uk

Contact the Elderly

National charity which tackle acute loneliness for those over 75 who live alone and have limited support from family and friends. Each month on a Sunday afternoon our volunteer drivers use their cars to take one or two older people to afternoon tea in the volunteer's hosts home.

Norfolk contact: Alex Berwick 07949706918 Alexandra.berwick@contact-the-elderly.org.uk

<https://www.contact-the-elderly.org.uk/about-us/locations>

Silverline:

Telephone service open every day and night. We also offer telephone friendship where we match volunteers with older people based on their interests and facilitated group calls.

0800 4708090 <https://www.thesilverline.org.uk/>

TADDS

A face to face befriending service for people living with a dementia and their carer, providing a regular befriended for a couple of hours a month, who can see the person living with dementia within their own home or help them engage in activities within their local community.

All befrienders are trained to work with someone with a dementia and are also DBS checked.

Service is currently only available to people living in Thetford

07724175827

Age UK Norfolk has been in existence since 1947

The mission of the charity is
“To support older people in Norfolk to enjoy the opportunities and meet the
challenges of later life”.

Age UK Norfolk Head Office
Henderson Business centre

51 Ivy Road

Norwich

NR5 8BF



Telephone: 01603 787 111

We hold the Advice Quality Standard which provides you with assurance that we
have met certain criteria that demonstrates a commitment to quality.