



# 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.

**Please contact organisations directly for up to date information about their service**

**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](mailto: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. We have ramped up our telephone befriending service for anyone self-isolating who wants some regular contact for a muddle, natter and to keep connected.

If you would like a call from Age UK Norwich, call us on 01603 496325 or email us at [enquires@ageuknorwich.org.uk](mailto:enquires@ageuknorwich.org.uk)

We'll also help you with basic IT queries, such as how to send an email, get news, or to search on the internet – to help you keep in touch with your family and friends over the coming weeks.

It is free of charge, so don't be shy and reach out – we'll be there

For information, go to <https://www.ageuk.org.uk/norwich/our-services/independent-living/telephone-befriending-service/>

Age UK Norwich

60 London Street

NORWICH. NR2 1JX

Tel: 01603 496333

## **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: 07393981295 or 07393981290

Email: [befriendingageconcernswaffham@outlook.com](mailto:befriendingageconcernswaffham@outlook.com)

## **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.gtyarmouthminster.org](http://www.gtyarmouthminster.org)

or contact:

The Rectory

Town Wall Road

GREAT YARMOUTH. NR30 1DJ

[office@gtyarmouthminster.org](mailto:office@gtyarmouthminster.org)

**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.co.uk](http://www.aylshamcaretrust.co.uk) or, if you feel you are in need of some help, contact:

Aylsham and District Care Trust  
St. Michael's Avenue  
AYLSHAM.  
NR11 6YA  
Tel: 01263 733385

Email: [reception@aylshamcaretrust.com](mailto:reception@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 Care Care  
Unit B, Baldings Yard  
Cowper Road  
Dereham  
Norfolk.  
NR19 2DA.

For further information contact our Centre on 01362 851439 or Janet at Our Charity Office on 01362 698527.

Email: [jan@dcc.ndo.co.uk](mailto: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/](https://www.norfolkdeaf.org.uk/services/our_services/)

(A befriending Service Referral Application Form can be downloaded)

Norfolk Deaf Association (NDA)  
14 Meridian Way  
Meridian Business Park  
Norwich  
NR7 0TA

Tel: 01603 404440

Email: [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk)

### **Cromer Cares.**

Cromer Cares has established a Community (Telephone) Befriending Service to support local residents who are feeling isolated and vulnerable during the current crisis. At present, A total of 38 volunteers from the community have put themselves forward and, to date, half this number have been allocated to make regular telephone contact with individuals who have either self-referred, or been referred by relatives, neighbours or local organisations. If you live in Cromer or the surrounding villages, and would like to be contacted by a befriender, call Cromer Cares on 01263 512254 or 07789625033. Alternatively, if you are concerned about an individual and would like to speak to someone, in confidence, about that person benefiting from the scheme, call the above numbers.

Once a volunteer has been matched with someone needing support, he/she is encouraged to keep in regular contact to report progress via phone or by email [communitybefriending@gmail.com](mailto:communitybefriending@gmail.com).

### **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](mailto:Norfolkhub@royalvoluntaryservice.org.uk)

***(This service has been temporarily suspended during the COVID lock down)***

### **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 <https://www.samaritans.org/> or call their National Helpline on 116 123 or email [jo@samaritans.org](mailto: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:

***(Face to face services have been suspended during the Covid lock down)***

62 North Quay, Great Yarmouth, NR30 1JB. Tel: 0330 094 5717

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

14 Beach Road, Lowestoft, NR32 1EA. Tel: 0330 094 5717

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

19 St. Stephen's Square, Norwich. NR1 3SS. Tel: 0330 094 5717

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

26 Queen Street, King's Lynn, Norfolk, PE30 1HT Tel: 0330 094 5717

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

### **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. 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](http://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

Kings Lynn.

PE30 1HX

Tel: 01553 763500

Email: [info@wnbefriending.org.uk](mailto:info@wnbefriending.org.uk)

### **Reengage:**

Our call companion's idea is very simple: a volunteer call companion calls the same older person between two and four times a month at a mutually agreed time for an informal chat. Calls will last for around 30 minutes. Just like our social gatherings, the call companions programme is aimed at people who are 75 or older, living alone or in sheltered housing with little or no contact with family or friends, and struggle to leave their house in normal times.

<https://www.reengage.org.uk/join-a-group/>

Address: 2 Grosvenor Gardens, London, SW1W 0DH  
Freephone: 0800 716543 or office phone 020 7240 0630

### **Silverline:**

Telephone service open every day and night. We also offer telephone friendship where we match volunteers with older people based on their interests, facilitated group calls, and help to connect people with local services in their area.

The Silver Line is the only confidential, free helpline for older people across the UK open every day and night of the year. Our specially trained helpline team can

- offer information, friendship and advice .
- link callers to local groups and services.
- offer regular friendship calls.
- protect and support older people who are suffering abuse and neglect.

Helpline: 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

<https://www.thetford-dementia-support-group.org/>

07724175827

***(TADDS Group isn't meeting at the moment due to the Corona Virus If you need help or support, please go to the contact page and make contact with us, we are still here, still willing to help you).***



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.