



Norfolk Factsheet 10

Norfolk Befriending

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For details of all Age UK factsheets, go to www.ageuknorfolk.org.uk

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

This factsheet provides contact information for a number of befriending schemes which operate throughout the Norfolk area.

Befriending Schemes Age UK & Age Concern in Norfolk:

Befriending schemes offer an important service to older people who, due to location or other reasons, are particularly isolated. Volunteers either visit an individual or keep in contact via the telephone.

Age Concern North Norfolk:

Befriending Service:

This chargeable service has a dedicated team of volunteers which provides befriending opportunities for older people who may be lonely or socially isolated. For information, go to www.ageconcernnorthnorfolk.co.uk/befriending (online contact form) or contact:

Age Concern North Norfolk
35 Cremer Street
SHERINGHAM, Norfolk, NR26 8DZ
Tel: 01263 823126
Email: ageuknn.gm@xlninternet.co.uk

Age Concern Great Yarmouth:

Befriending Service:

Age Concern Great Yarmouth offers a face-to-face or telephone befriending service which is supported by a team of dedicated volunteers who give their time to visit or telephone older people who are lonely or isolated. They aim to offer regular contact, acting as a link to a wide range of information services and additional support and can offer weekly visits if required.

For information, go to www.acgy.org.uk/befriending (online contact form) or contact:

Age Concern Great Yarmouth
Acorn Centre
8-9 Regent Street
GREAT YARMOUTH, NR30 1RN
Tel: 01493 262052
Email: info@acgy.org.uk

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 www.ageuk.org.uk/norfolk/information_advice_services/telephone_befriending/ or contact the service co-ordinator on 01603 785223 or by email befriending@ageuknorfolk.org.uk

Home Help:

Age UK Norfolk's Home Help service is a paid for service, providing companionship and support to older people.

The service offers face-to-face befriending and personal assistance for people who feel isolated and lonely, or maybe just need a little extra company and conversation.

Our Home Help SupportGivers provide regular friendship and support in your home and can accompany you on trips out.

All of our SupportGivers are fully trained, dementia aware, insured and police checked.

For information, go to www.homesupportandcare.co.uk or call 0303 3000 128.

Pabulum Dementia Cafes:

This project is working to improve the lives and well-being of people with dementia and their carers. It provides reminiscent based, person-centred support in a relaxed, café-style setting. Age UK Norfolk operate four cafes, at Costessey, Diss, Horstead and Norwich.

For information, go to www.ageuk.org.uk/norfolk/information_advice_services/dementia-services (online contact form) or contact Diane Collins on 01603 785228 or by email diane.collins@ageuknorfolk.org.uk

Clubs and Groups:

Age UK Norfolk holds a comprehensive database of clubs and groups throughout the area.

To find out about clubs and groups in your area, contact the advice line on 0300 5001217 or email advice@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 www.ageuk/Norwich/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, contact Barbara Lock (Befriending Service Co-ordinator) as below:

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.gtyarmouthminster.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 dereham-cancercare.co.uk 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 (befriended) within a structured and supervised programme.

This service offers support and friendship to members of the community who experience any degree of hearing loss (from being profoundly deaf, BSL users or hard of hearing) as well as being affected by issues such as loneliness, isolation, mental health issues or disability. They are referred by Social Services, friends and relatives, hospitals, church groups, or may self-refer. The service users may be living in their own homes, sheltered housing or residential or nursing homes. They may be lonely, depressed or isolated but, whatever the reason, their aim is to enable a service user to overcome these problems. Norfolk Deaf Association do this by offering the very special support a volunteer/befriender can provide.

For information, go to www.norfolkdeaf.org.uk/en-us/services/befriendingservice (you can download a Befriending Service Referral Application Form) or contact Pam Spicer at the Norfolk Deaf Association:

120 Thorpe Road
NORWICH . NR1 1RT

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 www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/home-library

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

Rethink Befriending Norfolk:

This is a befriending service for people with a diagnosed mental illness and who are socially isolated because of it (excluding people with organic brain disorders such as Dementia or Alzheimer's). Access to a personalised budget is required in order to purchase one-to-one befriending. Rethink provide one-to-one-befriending with a trained volunteer in a supported partnership; personal befriending workers to assist you in gaining confidence in social settings; telephone befriending/support.

People can either self-refer or ask their GP, or other mental health service that they are involved with, to make the referral.

For information, go to www.rethink.org (online contact form) or call their national helpline on **0300 5000927** or email info@rethink.org. For local information and service charges, contact:

Rethink Mental Illness
Suite 204 Sackville Place
44-48 Magdalen Street
NORWICH. NR3 1JU

Tel: 01603 768356

Email: norfolkpersonalisation@rethink.org

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**
[www.greatyarmouthsamaritans](http://www.greatyarmouthsamaritans.org)

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**
www.samaritans.org/branches/samaritans-lowestoft-and-waveney

19 St.Stephen's Square, **NORWICH**. NR1 3SS. Tel: **01603 611311**
www.samaritans.org/branches/norwich-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 Intergrated Care Co-ordinators via health professionals .

For information, go to www.voluntarynorfolk.org.uk (online contact form). 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.

For information, call Natalie Hickman (their MHBS Co-ordinator) on **01263 519454** or email natalie.hickman@voluntarynorfolk.org.uk or contact her at Merchants Place, 16 Church Street, CROMER. NR27 9ES.

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

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

300 St Faith's Road

Old Catton

Norwich

NR6 7BJ

Telephone: 01603 787 111



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