

Age UK Norfolk's Telephone Befriending is a free service for people aged 60 and over who enjoy a regular chat on the telephone. Volunteers make a weekly call from their own home with the purpose of helping alleviate loneliness and anxiety with friendly light conversation.

Whilst our volunteers are carefully selected and trained, they are not counsellors and therefore unable to deal with complex conversations or needs. They do not provide any medical advice or face to face befriending.

Please fully complete the form below. All information supplied will be treated as confidential.

Referrer's Details			
Name:		Email:	
Telephone:		Mobile:	
Organisation/ Relationship:		Job Title:	

Please consider suitability for Telephone Befriending	Comment:
Do they have hearing loss which could make a conversation on the telephone difficult to clearly hear?	
Do they have high level mental health needs or are they receiving treatment or clinical support?	
Do they experience extreme mood swings or personality changes that could make the call challenging for a volunteer?	
Do they have a history of aggression, inappropriate conversation or threatening behaviour?	
Do they have dementia or issues with memory loss? We would not wish calls to cause any distress.	
Do they have a drug or alcohol problem and are still receiving treatment?	

If the answer is 'yes' to any of the above, the individual may not be suitable for the service Age UK Norfolk offers. If you are unsure, please telephone 01603 785 223 to discuss in confidence.

Details of person requiring service			
First name:		Surname:	
Telephone:		Mobile:	

Address:			
Postcode:		Date of birth:	

Please give reason for referral and supply any further details that may help Age UK Norfolk provide the Telephone Befriending Service to the person you are referring.

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Consent

Does the person consent to the referral?

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We are unable accept referrals unless permission to refer and pass on information has been given by the person you are referring.

Referrer signature:		Date:	
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Please send completed form to: befriending@ageuknorfolk.org.uk

Or post to: Telephone Befriending Service, Age UK Norfolk, 300 St Faiths Road, Norwich NR6 7BJ

Contact details

Telephone Befriending Service: 01603 785 223 or email: befriending@ageuknorfolk.org.uk

Privacy notice

At Age UK Norfolk, we're committed to protecting and respecting your privacy. Our Privacy Policy explains how we use and manage your data. You can access this via our website:

www.ageuk.org.uk/norfolk/privacy-policy. We also have a Privacy Statement for our Telephone Befriending Service. Please ask if you would like a paper copy of either of these documents.