

Befriending Service

Criteria

Older people referred to the Befriending Service must meet the following criteria:

- Be over the age of 60.
- Live within the City of York Council boundary.
- In most cases, priority is given to those living in their own home.
- Have few visitors or limited social contact.
- Want to have regular contact and build a friendship with a befriending volunteer via home visits or telephone calls.
- Be able to understand the parameters of the Befriending Service, i.e., it is for companionship/friendship and not to become involved in taking to appointments/outings, personal care, domestic tasks, financial/legal matters, offer formal advice and/or administering/organising medication.
- Have the desire and mental capacity to form a relationship with the befriending volunteer.
- To recognise face to face or over the phone the befriending volunteer.
- Be able to contact the Age UK York office by telephone/text/email to re-arrange booked visits or telephone calls.
- Unable to accept referrals for those experiencing mental health issues or dementia/memory loss diagnosis.