

## Contact us

There are several ways you can contact us to find out about all the services Age UK York can offer.

### Information and Advice

**01904 634061**

**(Mon - Fri, 9.30 am - 3 pm)**

**firstcall@ageukyork.org.uk**

### Office

**01904 627995**

**ageukyork@ageukyork.org.uk**

**Or you can visit our website:**

**www.ageukyork.org.uk**

**Age UK York  
St. Edmund's  
House  
Margaret Street  
York  
YO10 4UX**



Registered Charity No: 1118346

Registered Company No: 6006449

## Other Services

Age UK York offers a range of services for older people. Our services include:

- Information and Advice
- Money and Benefits Advice
- Befriending Service
- Carer Respite Service
- Day Clubs
- Home from Hospital services
- Cleaning service
- Wills and Power of Attorney
- Home care agency
- Trusted Trader Directory
- Out and About

Age UK York Befriending and Good Neighbours Scheme is supported by the City of York Council and the Vale of York CCG.



**NHS**  
Vale of York  
Clinical Commissioning Group



## Befriending Scheme

One to one friendship and support for older people living alone in the community



## What do we do?

We match older people with a suitable volunteer who will make regular social visits.

## Who are our befrienders?

Our befrienders are all volunteers who have offered their time to Age UK York.

They all have a Disclosure and Barring Service check and references are always checked.

They have volunteered to make a difference to the life of an older person and are willing to make an on-going commitment.

**"My visitor is always cheerful and chatty, and I look forward to her visits."**

## Who is this service for?

The service is aimed at older people living alone who have very few or no social visitors.

Many older people have benefitted from an improved quality of life and increased social contact.

**"It's a pleasure to have him coming, I am not isolated anymore"**

## How does it work?

We visit you to find out more about you. Then we match you to a befriender who lives nearby and has similar interests. We'll introduce you to each other, and then support you throughout the friendship.

## Is there a charge?

There is no charge for this service.

## What support can the befriender give?

This will depend on the interests of the older person and the befriender. It could be any activity they want to do such as:

- Having tea and a chat
- Playing games
- Assisting with small practical tasks such as letter writing

Befrienders are not allowed to become involved in personal care, domestic tasks, administering medication, financial / legal matters or to offer formal advice.

## Contact the team



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**[ageukyork@ageukyork.org.uk](mailto:ageukyork@ageukyork.org.uk)**