

WHERE TO FIND US

The Befriending Service Co-ordinator,
Julie Duffy, can be contacted at the address
and telephone number below, also on:

Mobile: 07916 669847 or

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The St John's Community Centre Manager,
Jacqueline Brakenberry, can be contacted at:

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Shute Road
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www.saintjohnscentre.org.uk

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RICHMONDSHIRE COMMUNITY BEFRIENDING SERVICE

SERVICE USER GUIDE

St John's Centre, Shute Road,
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Richmondshire Community Befriending Service

What is the Befriending Service?

The Befriending Service is a visiting scheme which provides social support and companionship to older people who live alone and are isolated due to age, illness, disability or geographic location.

The Befriending Service is managed by St John's Community Centre, a local charity with over 20 years experience in providing services for older people.

How can we help you?

We will match you to a suitable volunteer who will visit you regularly, usually once a week for about an hour to help reduce loneliness. Where appropriate, volunteers can take clients out to assist with shopping, enjoy social events in the community or visit a local café together.

Volunteers cannot help with practical tasks such as cleaning or gardening nor can they help with medication, personal care, financial or legal matters or respite sitting.

How does it work?

Our Befriending Service co-ordinator will visit you at home by appointment to discuss the needs and preferences. Our volunteers are people of all ages and from all walks of life, so we're sure there will be someone who will suit you! All our volunteers have to supply references and undergo a Criminal Records Bureau Disclose (police check) before they are placed with clients.

How much does it cost?

There is no charge to you for the service. However, if you go out with your volunteer you are responsible for payment of your expenses such as the cost of your refreshments or shopping. You are not expected to pay for your volunteers expenses.

When will my volunteer visit?

We will try to match you with a suitable volunteer as quickly as possible, however depending on your requirements and the availability of volunteers in your area, this could take a few weeks. The Befriending Service co-ordinator will bring the volunteer to your home for the first visit, after which your volunteer will contact you directly to arrange subsequent visits. Visits should take place at a time and day that is agreeable to you both.

What if I'm not happy with the arrangements?

It is very important to us that you are happy with your visiting arrangements. If you are unhappy with any aspect of our service please contact us and we will do our best to put things right.