

Community befriending and support service

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

Age UK York

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Making more of life in York

If you would like a copy of our Compliments, Complaints and Comments Procedure leaflet, please contact us.

Age UK York believes in equal opportunities for all its clients, volunteers and staff. We all deserve the best attention from each other; rudeness and intolerance will not be accepted.

Age UK York is a trading name of Age Concern York which is a registered charity (1118346) and company limited by guarantee. Registered in England and Wales number 6006449. Registered office: Norman Collinson House, 70 Walmgate, York YO1 9TL. ID10849 10/11



The befriending service involves matching older people who live alone with a volunteer befriender who will visit them at home for about an hour a week.

What are the benefits of having a befriender?

Through the friendship and support offered by the volunteer befriender, many older people have benefited from an improved quality of life and increased social contact.

Who is eligible for the service?

Older people over 60, living alone who have very few or no social visitors.



Who are our befrienders?

Volunteer befrienders are members of the public who have offered their time to Age UK York. People of all ages from all walks of life become befrienders. What they have in common is a liking and respect for older people and a willingness to make a long term commitment. Befrienders are carefully selected and trained by the Befriending Team. References are always taken up and volunteers are cleared through the Criminal Records Bureau. All befrienders are supported by Age UK York staff.

How does this service work?

We try to make sure that the befriender lives near to the older person and that they have similar interests.

Befrienders are introduced to the older person by the organiser, who will continue to monitor the friendship.

What support can the befriender give?

This will depend on the interests of the older person and the befriender. As in all friendships both people come to an agreement as to what activities they want to do, e.g. having tea and a chat, or assisting with small practical tasks such as letter writing or playing games. Occasional trips out to the park, shops or for coffee can sometimes be a welcomed option.

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

How much does this service cost?

Age UK York does not charge for arranging and supporting befriending friendships.

What happens next?

As soon as a suitable befriender is identified, we will contact you to arrange an introductory meeting. In some areas there may be a delay.

For more information, or to request a visit from a befriender, please call us on

01904 627995 or 621020