



Directory of Befriending Services



Introduction

The Befriending Network was launched in November 2011 and aims to support and build capacity of organisations providing or wishing to establish, volunteer involving one to one befriending services.

The Network is made up of a number of different organisations working across Belfast and further afield who support people with many different needs, sensory impairment, disability, mental ill health and challenges that older age can bring. The Network aims to:

- Provide opportunity for organisations to network and share information
- Provide support and encouragement to organisations who wish to establish befriending schemes
- Raise awareness of Befriending and those organisations providing support
- Link with and signpost to other services that can provide support to organisations, volunteers and service users

Definitions of Befriending:

“A voluntary, mutually beneficial and purposeful relationship in which an individual gives time to support another to enable them to make changes in their life.”

Mentoring and Befriending Foundation

“Befriending offers supportive, reliable relationships through volunteer befrienders to people who would otherwise be socially isolated.”

Befriending Networks

This publication has been produced by Volunteer Now in collaboration with The Befriending Network. This directory is a tool for health professionals, organisations, families and individuals when looking for support services for vulnerable people in their community or care.

Many of these projects/schemes rely heavily on support provided by volunteers and therefore the organisations would welcome any enquiries from people interested in finding out more about ways in which they can become involved.

The Befriending Network meets quarterly and is co-ordinated by Volunteer Now through its Community Projects service supported by Belfast Health & Social Care Trust.

For further information please contact:

Volunteer Now

34 Shaftesbury Square

Belfast BT2 7DB

Tel: 028 9023 2020

Email: befriendingnetwork@volunteernow.co.uk

Please note this is not a definitive list of befriending services but those who have joined the Network or responded to questionnaires.

You can download a copy of this directory at:

<http://bit.ly/1bkUyeX>

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Action Ability Belfast USDT

Project Name: Action Ability Belfast

Where: Belfast

For: People with a disability who are socially isolated and would benefit from having visits and outings in the community

This is a one to one befriending service that is funded through several streams of Self Directed Support, such as; Direct Payments, Commissioned Trust Funding or the Carers Fund. Service users and/or carers then purchase our befriending services in a package that best suits them. The service is here to enable people to develop their independence, confidence and self esteem. It can also help support people into other activities in their community and to build their social networks. We are continuing to develop our befriending service to meet our growing area of need, within which we hope to expand our volunteer befriending basis.

Referral process: Referrals are accepted from any interested persons.

689 Springfield Road
Belfast
BT12 7FP

Tel: 028 9023 6677

Email: actionabilitybelfast@gmail.com

Web: www.actionabilitybelfast.com

Action on Hearing Loss

Project Name: In Touch

Where: Across Northern Ireland

For: Older people 55+ with hearing loss

The In Touch project is for deaf and hard of hearing people over 55 who are lonely and isolated due to communication barriers they face every day. Specially trained volunteers provide support through one to one befriending with clients in their own home and/or residential home. Hearing Health training may also be delivered to staff in residential homes.

Referral process: Referrals can only be accepted from other trusted service providers e.g. Health & Social Care Trust, Age NI, Care Homes. Please contact the co-ordinator before making a referral to check capacity and volunteer availability.

Harvester House
4-8 Adelaide Street
Belfast
BT2 8GA

Tel: 028 9023 9619

Email: outreachni@hearingloss.org.uk

Web: www.actiononhearingloss.org.uk

Age Concern Causeway

Project Name: SIGN Project
(Support, Information, Good Networks)

Where: Causeway Coast & Glens
For: People 55+

Age Concern Causeway is a user led, independent charity providing support and services to improve the quality of the life of older people across the Causeway Coast & Glens area. Befriending volunteers offer one to one support service to older people aiming to reduce social/geographical isolation or loneliness. Regular home visits to offer a listening ear and companionship or active befriending such as going for a coffee can help alleviate these issues. Age Concern Causeways other services include an Advice & Advocacy Service, Dementia Support Groups, Mealtime Companion projects and an Active Age Programme.

Referral process: We operate an open referral system though most referrals come from Health & Social Care Trusts and GPs.

3 Brook Street
Coleraine
BT52 1PW
Tel: 028 7035 7966
Email: info@accauseway.org

Alzheimer's Society

Project Name: Side by Side

Where: Belfast, East Antrim (Larne, Carrickfergus, Newtownabbey) and Mid Ulster (Cookstown, Maghera)
For: People living with dementia

Side by Side is a volunteer led service which aims to empower, enable and support people with dementia to live well with their condition. This could be through having the opportunity to remain active, try new things and retain hobbies and activities. Through accessing local services the Side by Side service helps to reduce stigma making sure that people with dementia feel confident and remain connected within their local community.

Referral process: Referrals can be accepted from Social Work teams, G.P's, carers and family members. We would also encourage self-referrals. Contact the local office for more information.

Unit 4, Balmoral Business Park, Boucher Crescent
Belfast, BT12 6HU
Tel: 028 9038 7787
Email: sidebysidebelfast@alzheimers.org.uk

Unit 8c, Room 3a, Kilroot Business Park
Larne Road, Carrickfergus, BT38 7PR
Tel: 028 9336 2940
Email: eastantrim@alzheimers.org.uk

Mitchell Hall, 36 Station Road,
Maghera, BT46 5BS
Tel: 07703 470746
Email: midulster@alzheimers.org.uk
Web: www.alzheimers.org.uk

Arthritis Care NI

Project Name: Staying Connected

Where: Northern Ireland wide

For: People living with arthritis and/or long term health conditions. This project will also work with older carers to help them manage their caring role.

Arthritis Care Befriending volunteers work one to one with older people with arthritis and/or long term health conditions to help them learn skills to manage their condition and support them to re-engage with community life. We can also facilitate group meetings with older people involved in the project and can provide group activities that would be of interest to the individuals in the group. Activities might include exercise classes, craft classes, bus trips, games, talks etc.

Referral process: Referrals accepted from individuals, carers and family members.

Unit 4
McCune Buildings
1 Shore Road
Belfast
BT15 3PG
Tel: 028 9078 2940
Email: nireland@arthritiscare.org.uk
Web: www.arthritiscare.org.uk

Belfast Central Mission

Project Name: Befriending Scheme

Where: Greater Belfast Area

For: Socially isolated, lonely older people

The Befriending Scheme aims to reduce social isolation or loneliness experienced by people who have little or no contact with family and friends. Volunteers will visit on a weekly basis to help reduce these feelings of isolation and loneliness and hopefully improve the quality of the older person's life.

Referral process: Referrals accepted from Social Services, GPs and other Referral Agencies.

Grosvenor House
5 Glengall Street
Belfast
BT12 5AD
Tel: 028 9024 1917
Email: jsewell@belfastcentralmission.org
Web: www.belfastcentralmission.org

British Red Cross

Project Name: Connected Communities

Where: Belfast Wide

For: Anyone aged 18+

Community connectors can provide up to 12 weeks of support to help people experiencing or at risk of loneliness or social isolation - from new parents to those with limited family connections, ill health or who have recently retired or been bereaved. Our staff will work with each person to agree goals they wish to achieve and provide practical and emotional support to help them achieve these goals and regain confidence and independence. The focus is on helping each person reconnect with their community, and typical activities include identifying groups relevant to a person's interests and attending initial sessions with them, support with transport to activities and companionship/befriending.

Referral process: We operate an open referral system including self-referrals via email or telephone.

British Red Cross
Sydenham Business Park
12 Heron Road
Belfast
Tel: 028 9073 5352
Mob: 07710711170
Email: Connectbelfast@redcross.org.uk

Cancer Lifeline

Project Name: Active Lives after Cancer

Where: North Belfast, Shankill and Newtownabbey

For: People aged 60+ affected by a cancer diagnosis and their family/carers

This project aims to support isolated people aged 60+ who have been affected by a cancer diagnosis and their family members/carers. The project is specifically targeted at those who are not currently accessing other support services. Services available are befriending visits, complementary therapies, counselling, group health & wellbeing events and annual get togethers. Transport to and from Cancer Lifeline is available for this project.

Referral process: Clients can self refer directly to the project. Referrals are also accepted from Social Workers within the Cancer Centre and other allied health professionals e.g. GPs and district nurses.

44 Alliance Avenue
Belfast
BT14 7PJ
Tel: 028 9035 1999
Email: info@cancerlifeline.info
Web: www.cancerlifeline.info

CLARE (CREATIVE LOCAL ACTION RESPONSES AND ENGAGEMENT)

Project Name: CLARE CIC

Where: North Belfast

For: Isolated older people 55+

CLARE currently engages with isolated older people in North Belfast, working preventatively and in co-production to encourage good physical and mental health and make real connections to suitable services and address loneliness. CLARE encourages volunteering, recognising the potential of people within their communities to help each other and improve lives.

Referral process: The older person agrees to being referred and is experiencing isolation due to lack of support networks. The current catchment area is North Belfast, excluding Shankill; referrals are accepted from individuals, community and voluntary organisation's and others identifying isolated individuals.

166-180 Mount Vernon Park

Belfast

BT15 4BJ

Tel: 028 9077 4185

Email: m.wylie@clare-cic.org

Web: www.clare-cic.org

Community & Voluntary Services

Project Name: Good Morning Neighbour

Where: Armagh & Dungannon

For: Older people and vulnerable adults

The Good Morning Neighbour volunteers visit people in their own homes hoping to reduce feelings of isolation, loneliness and fear also they can provide support to emergency medical appointments when no other service is available. Volunteers will also carry out some tasks around the persons home where the service user is thought to be at risk, checking fire and other alarms, taking out bins, changing light bulbs etc.

Referral process: Referrals accepted from family and friends also health care professionals, PSNI, PCSP, Victim Support and other agencies.

Western House Community Hub

3 Dungannon Road

Coalisland

Co. Tyrone

BT71 4HP

Tel: 028 8774 7377

Email: youcanhelp@live.co.uk

Web: www.youcanhelp.org

Crossroads Care NI

Project Name: In Your Prime

Where: Belfast and North Down

For: People aged 65+ who live alone and are at risk of feeling isolated

Crossroads offers a free service to people age 65 and over living alone who are feeling isolated and lonely. The service is run by local volunteers who will visit for a cuppa and a chat each week.

Referral process: To refer an individual to the project you can contact one of the In Your Prime team for a referral form, or alternatively visit our website. We also accept self referrals.

7 Regent Street
Newtownards
BT23 4AB

Tel: 028 9181 4363

Email: iyp@crossroadscare.co.uk

Web: www.crossroadscare.co.uk

Deafblind NI

Where: Belfast, Newtownabbey, Lisburn, Craigavon, Newry and Mourne & Causeway (Coleraine)

For: People who have a dual sight and hearing loss, which is affecting their ability to communicate with others, access services and move about as they used to

The project aims to improve member's quality of life by reducing isolation/loneliness they endure through:

- Home Befrienders, volunteers visit Deafblind members at home
- E-Befrienders, volunteers communicate with Deafblind members via email
- Tele-Befriending, volunteers communicate with Deafblind members via regular phone calls

Volunteers offer support and friendship through regular contact working to reduce feelings of isolation/loneliness and increasing confidence and well being. More information can be found at <http://tinyurl.com/oqhbanq>

Referral process: Referrals accepted from Social Services and voluntary sector organisations, self referrals are also welcome. Contact us before sending referral as project may be closed to new referrals due to capacity constraints.

Tel: 07876 881012

Email: paula.meenan@deafblind.org.uk

Web: www.deafblind.org.uk

Good Morning Antrim

Project Name: Good Morning Antrim

Where: Antrim, Randalstown, Toome, Crumlin, Parkgate and Templepatrick

For: Members of the community who are feeling vulnerable or isolated for any reason including experiencing physical or mental health difficulties

Good Morning Antrim offers telephone support, befriending and alert service. Recipients are contacted by telephone on agreed weekdays at a pre-arranged time. The call will consider three main points.

- A friendly chat about health and wellbeing
- Provide information on services in the area and forthcoming events
- Listen to any concerns, assist to resolve and with permission pass these on to relevant agencies/individuals

Referral process: Anyone can refer including self by telephone or email.

1-5 Somerset Park
Antrim
BT41 2JB

Tel: 028 9446 4619

Email: goodmorningantrim@familycaringcentre.co.uk

Good Morning North Belfast

Project Name: Good Morning North Belfast

Where: Greater Belfast

For: Vulnerable adults, people suffering from dementia, a mental health illness, a physical disability and older people

Good Morning North Belfast operate a telephone support and befriending service to vulnerable adults and the elderly. We can offer daily reminders, support and sign posting to other local community groups and advice centres. The Good Morning North Belfast team can offer a call 7 days a week, 365 days a year.

Referral process: Call 028 9071 9200

96-98 Sunningdale Gardens
Belfast
BT14 6SL

Tel: 028 9071 9200

Email: goodmorningnorthbelfast@outlook.com

Web: www.goodmorningni.org

Good Morning West Belfast

Project Name: Good Morning West Belfast

Where: Greater Belfast

For: Older and vulnerable adults

This service is currently offered to existing clients who benefit from the telephone support service. We have also delivered the service to new referrals who have been referred for telephone support but at assessment stage befriending support maybe required as well. The service offers six sessions delivered by our staff and volunteers who have been trained appropriately and delivered in the client's home.

Referral process: Self referrals accepted as well as referrals from Social Services.

61-63 Ardmonagh Gardens

Belfast

BT11 8DX

Tel: 028 9024 5943 (ext. 7)

Email: info@ardmonagh.org

Web: www.goodmorningni.org

Guide Dogs NI

Project Name: My Guide

Where: Throughout Northern Ireland

For: Adults living with sight loss

My Guide is a service provided by Guide Dogs to support people with sight loss get out and about, to do the things they want to do. The My Guide service is all about getting blind and partially sighted people out and about in their community, on their own terms. My Guide matches a person with sight loss with a trained volunteer for 2-3 hours a week to improve their confidence and support them to build links in their community.

Referral process: Clients can self refer, be referred by health professionals or those working in the voluntary and community sector.

Unit 17

18 Heron Road

Belfast

BT3 9LE

Tel: 0345 143 0193

Email: myguideni@guidedogs.org.uk

Web: www.guidedogs.org.uk/myguide

Leonard Cheshire Disability

Where: Belfast and Northern Ireland wide

For: This service is for people using Leonard Cheshire Disability's supported living services across Northern Ireland

Befriending volunteers work on a one to one with people who use our services to support these individuals to pursue activities both at home and in their local community, whether socialising, shopping, going to the theatre or having a chat on a regular basis.

Referral process: N/A. Individuals must be someone who uses Leonard Cheshire Disability Services.

5 Boucher Plaza
4-6 Boucher Road
Belfast
BT12 6HR

Tel: 028 9024 6247 or 077 3832 9197

Email: aine.gilchrist@leonardcheshire.org

Web: www.leonardcheshire.org

Lighthouse “Beacon of Hope”

Where: Belfast

For: People who have experienced self harm or have been bereaved through suicide

This project aims to provide social and emotional support to those isolated or marginalised through suicidal ideation or suicide bereavement. Through befriending we wish to establish supportive relationships to vulnerable people who find living in their community difficult and give them the opportunity to enhance their quality of life and re-integrate themselves back into their community.

Referral process: Through GP, Social Worker or other health care workers or any other relevant person including friends and family. Self referrals are also accepted. All referrals will be reviewed by the project co-ordinator.

187 Duncairn Gardens
Belfast
BT15 2GF

Tel: 028 9075 5070

Email: victoria@lighthousecharity.com

Web: www.lighthousecharity.com

Loughshore Care Partnership

Project Name: Befriending

Where: South Lough Neagh Area and Craigavon Area

For: People over 65

Loughshore Befriending service supports isolated older rural people, alleviating loneliness by engaging the goodwill of local volunteers who spend an hour or two each week visiting their befriender. Befriending volunteers visit befriendeds in the befriendeds home and where possible and if desired they can go shopping, out for lunch or take part in local activities.

Referral process: Referrals accepted from self, family, friends, neighbours, Social Services and GPs.

1 Maghery Business Centre
Maghery Road
Dungannon
BT71 6PA

Tel: 028 3885 1911

Email: befriendinginitiative@live.co.uk

Macmillan Cancer Support

Project Name: Macmillan Community Helpers

Where: Belfast, East Antrim, North Antrim, South Eastern and Southern Health & Social Care Trust areas

For: People affected by cancer

Volunteers visit people affected by cancer at home and provide regular support with tasks such as shopping, running errands and general housework. If preferred the volunteer can take the individual for a cup of tea and a chat.

Referral process: A service request form must be completed and a satisfactory risk assessment must be completed prior to service being offered.

This is a growing service - please contact Macmillan to find out if the service is available in your area.

5a Stirling House
Castlereagh Business Park
478 Castlereagh Road
Belfast
BT5 6BQ

Tel: 028 9070 8610

Email: dvsni@macmillan.org.uk

Web: www.macmillan.org.uk

Marie Curie

Project Name: Marie Curie Helper Service

Where: Northern Ireland wide

For: People who are considered to be in the last 12 months of life as a result of either a cancer diagnosis or another life limiting illness such as Pulmonary Heart Disease, Heart Failure or Motor Neurone Disease

The Marie Curie Helper service is provided by trained volunteers who offer one to one support to people with terminal illness (cancer and other illnesses), completely free of charge. This support may continue to their carers and families after bereavement. Volunteers support people in their homes, offering a few hours of their time each week to provide a listening ear and companionship; giving families and carers a short break from their caring role; offering practical support such as accompanying individuals to appointments or simply going out for coffee; or sourcing information on other available support. A Marie Curie Helper does not provide any nursing or medical care or advice.

Referral process: People may refer into the Helper service directly by calling the Helper office on 028 9088 2078.

1a Kensington Road
Belfast
BT5 6NF

Tel: 028 9088 2078

Email: nihelper@mariecurie.org.uk

Web: www.mariecurie.org.uk/helpervolunteer

Praxis Care

Project Name: Praxis Care Befriending Scheme

Where: Antrim, Belfast, Coleraine, Londonderry, Magherafelt and Portadown

For: Adults who feel socially isolated as a result of their mental ill health (a service for adults with a learning disability is available in Londonderry)

Praxis Care Befriending offers one to one support to individuals who feel lonely or isolated as a result of their mental ill health. Befriending volunteers visit regularly to go out for coffee, out for a walk etc. to help increase the socialisation of their Befriender.

Referral process: Referrals can be received from Community Mental Health Teams, for example from Social Worker or Community Psychiatric Nurse (CPN). Please contact befriending co-ordinator at the address below, for up to date information on availability of the service.

Antrim & Belfast

Tel: 028 9442 8321

Email: susanbrewer@praxiscare.org.uk

Coleraine

Tel: 028 7035 2292

Email: jeanetedinsmore@praxiscare.org.uk

Londonderry

Tel: 028 7130 8020

Email: BefriendingDerry@praxiscare.org.uk

Magherafelt

Tel: 028 7963 4488

Email: josephinemacscar@praxiscare.org.uk

Portadown

Tel: 028 3833 1196

Email: lillianurkington@praxiscare.org.uk

Web: www.praxiscare.org.uk

Quaker Service

Project Name: Quaker Connections

Where: HMP Maghaberry, HMP Magilligan & Hydebank Wood College

For: Isolated inmates

Befrienders are matched with and regularly visit prisoners (through the normal visiting system) who presently receive few or no visits from family and friends. Providing a connection to society not only encourages inmates to make a positive change while in prison but is also known to be a significant factor in reducing re-offending.

Referral process: Anyone can refer, usually an officer, chaplain or family member.

HMP Maghaberry
Ballinderry Upper
Lisburn

BT28 2PT

Tel: 078 0864 4970

Email: volunteer@quakerservice.com

Web: www.quakerservice.com

Redeeming Our Communities Northern Ireland (ROCNI)

Project Name: ROC Care Rathcoole

Where: Rathcoole, Newtownabbey

For: Socially isolated older people and those housebound through health or disability

ROC Care Rathcoole offers a befriender volunteer to visit or phone once a week to someone who has been identified as socially isolated/lonely. The aim of the befriending scheme is to improve health and wellbeing of those who face each day on their own. Regular social contact and friendly conversation provides clients with a connection to the outside world as well as access to services and support within the community. ROC Care Rathcoole also organises special social events, enabling clients to develop confidence in attending social gatherings, being outside the home and engaging with others.

Referral process: Referrals can only be made by agencies, health care professionals and church leaders. Due to limited capacity and resources we can only accept referrals for those who are: resident within Rathcoole, Newtownabbey, 60+ or housebound with health problem/disability AND identified as socially isolated.

ROCNI, The Vine Centre

193 Crumlin Road

Belfast

BT14 7AA

Tel: 028 9035 1020

Email: roccarerathcoole@roc.uk.com

Web: www.roc.uk.com

South Eastern Health & Social Care Trust

Project Name: Caring Communities Safe & Well

Where: South Eastern Health & Social Care Trust area

For: People 65+ who are feeling lonely and are socially isolated, including people in the early stages of dementia

Caring Communities Safe and Well aims to help people tackle the issues of social isolation and loneliness by offering information, advice, support, access to services and volunteer befriending that will help promote safe, healthier independent living. A dedicated Caring Community Officer will provide assessment and where an older person is feeling lonely and socially isolated, with little or no contact with family, friends or neighbours a Volunteer Befriender will be offered to visit on a weekly basis or provide support to attend local activities.

Referral process: Anyone can refer including self-referrals by telephone or email.

Health Development Department
Ballynahinch Community Services
45-47 Main Street
Ballynahinch
BT24 8DN
Tel: 028 9756 6934
Email: safeandwell@setrust.hscni.net

The Rainbow Project

Project Name: LGB&T Befriending Service

Where: Primarily for people located in the Southern Health & Social Care Trust but also open to anyone across Northern Ireland

For: Anyone who identifies as Lesbian, Gay, Bisexual and/or Transgender (LGB&T)

This service is to reduce social isolation for people who identify as LGB&T. The service offers a social experience for people; to give them the opportunity to meet other LGB&T people through LGB&T and non-LGB&T services to build up their social connections.

Referral process: Self referral and referral through another organisation/service with person permission. This can be done through phone or email or internal referral forms from partner agencies.

Belfast LGBT Centre
Cathedral House
23-31 Waring Street
Belfast
BT1 2DX
Tel: 028 9031 9030
Email: info@rainbow-project.org
Web: www.rainbow-project.org

The Salvation Army, Bangor

Project Name: The Salvation Army Bangor Befriending Service

Where: Bangor area (Bangor, Groomsport, Conlig and Crawfordsburn)

For: Members of the community who are lonely or isolated

Visiting service providing caring, supportive companionship, sharing interests, offering a listening ear, support and encouragement, signposting to other services and pastoral support as appropriate. Should demand necessitate a waiting list will be in operation. Our service is free.

Referral process: Self-referral or by others including agencies.

Bangor Salvation Army
Crosby Street
Bangor
BT20 5EE

Tel: 028 9127 5100

Email: kelly.young@salvationarmy.org.uk

Web: www.salvationarmy.org.uk/ire/bangor

The Salvation Army, Newry

Project Name: Home Call

Where: We presently cover the Newry, Bessbrook, Rathfriland areas of the Newry, Mourne & Down council area

For: Elderly, vulnerable and lonely seniors, who are couples, individuals or carers

We offer befriending support consisting of pastoral, practical and emotional support for the target group. Our time commitment to each call is dependent upon the person/people concerned and their individual needs. This befriending service is free as part of our community ministry programme.

Referral process: Self referrals accepted or any other recognised agency.

12 Margaret Street
Newry
Co. Down
BT34 1DF

Tel: 028 3026 3537

Email: newry@salvationarmy.org.uk

Volunteer Now

Project Name: Befriending Scheme

Where: Belfast

For: Socially isolated, lonely older people living in their own homes

The Befriending Scheme aims to reduce social isolation or loneliness experienced by older people, living in their own homes who have little contact with family and friends and unable to attend day centres or other social groups due to older age and age related illnesses. With regular home visits from a volunteer befriender we hope to reduce these feelings of loneliness and low moods and increase happiness and general well-being.

Referral process: Referrals are accepted from Social Workers within the Belfast Health & Social Care Trust.

Contact needs to be made with the scheme co-ordinator before submitting a request as referrals may be closed due to capacity restraints.

34 Shaftesbury Square

Belfast

BT2 7DB

Tel: 028 9023 2020

Email: info@volunteernow.co.uk

Web: www.volunteernow.co.uk

VOLUNTEER NOW

connect · build · change



Belfast Health and
Social Care Trust

T: 028 9023 2020

E: info@volunteernow.co.uk

W: www.volunteernow.co.uk

Volunteer Now delivers services across Northern Ireland. We have offices in Belfast, Broughshane, Enniskillen and Newry. Registered office: 34 Shaftesbury Square, Belfast, BT2 7DB. Charity Registration No. NIC101309. Company Limited by Guarantee No. N1602399. Registered in Northern Ireland.



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