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

Definition of Befriending:

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

The results of befriending can be very significant. Befriending often provides people with a new direction in life, opens up a range of activities and leads to increased self-esteem and self-confidence. Befriending can also reduce the burden on other services which people may use inappropriately as they seek social contact.

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 Team supported by Belfast Health & Social Care Trust.

For further information please contact:
Volunteer Now
Skainos Centre
239 Newtownards Road
Belfast
BT4 1AF
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.

Information correct at time of print, November 2019. 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.

Springfield Learning Centre
200 Springfield Road
Belfast
BT12 7DB
Tel: 028 9023 6677
Email: actionabilitybelfast@gmail.com
Web: www.actionabilitybelfast.com
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 G.P’s.

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, Southern Trust Areas, Fermanagh & Omagh Area

**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.

**Belfast**
Tel: 028 9066 4100
Email: sidebysidebelfast@alzheimers.org.uk

**East Antrim**
Tel: 028 9336 2940
Email: eastantrim@alzheimers.org.uk

**South Eastern Area**
Tel: 07889 201667

**Southern Trust Area**
Tel: 028 3025 2746

**Fermanagh & Omagh Area**
Tel: 028 6634 4073
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
Cancer Lifeline

**Project Name:** Cancer Lifeline

**Where:** North Belfast, Shankill and Newtownabbey

**For:** People affected by a cancer diagnosis and their family members/carers.

This project aims to support people affected by a cancer diagnosis including the person diagnosed, family members and carers. Services include: counselling, complementary therapies, benefits advice, female support group (male support group starting 2020), bereavement group, nutrition, fatigue, well-being programmes including yoga, relaxation and walking group, peer support and linking clients into support services in community, voluntary and statutory services.

**Referral Process:** Clients can self-refer directly to the organisation. Referrals are also accepted from voluntary, community and statutory organisations.

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 65+

CLARE staff and volunteers work in partnership with older people to help maintain independence, reduce social isolation and achieve the best health and wellbeing possible. 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. Referrals are accepted from individuals, community and voluntary organisation’s and others identifying isolated individuals.

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.

Ivy Cottage  
9 Main Street  
Donaghmore  
Co. Tyrone  
BT70 3ES  
Tel: 028 8776 9251  
Mob: 07843 478433  
Web: www.youcanhelp.org
Crossroads Care NI

**Project Name:** In Your Prime

**Where:** Belfast and North Down  
**For:** People aged 65+ at risk of feeling lonely and socially 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.

432 Upper Newtownards Road  
Belfast  
BT4 3GY  
Tel: 028 9181 4363  
Email: iyp@crossroadscare.co.uk  
Web: www.crossroadscare.co.uk
Deafblind NI

Where: NI Wide
For: People who have a dual sight and hearing loss, which is affecting their ability to communicate with others, access services and to be as mobile as they used to be.

The project aims to improve member’s quality of life by reducing isolation and/or loneliness they may be enduring through:

- Home & social befriender: volunteers visit Deafblind members at home or assist them to continue their social activities in the community
- E-Befrienders: volunteers communicate with Deafblind members via email
- Tele-Befrienders: volunteers communicate with Deafblind members via regular phone calls (text and/or Skype also available)

Volunteers offer support and friendship through regular contact, working to reduce feelings of isolation and/or loneliness and increasing confidence and well being. More information can be found at http://www.deafblind.org.uk

Referral process: Referrals accepted from Social Services and voluntary sector organisations, self-referrals are also welcome. Ideally, contact us before sending referral as project may be subject to capacity constraints.

Tel: 07876 881012
Email: paula.meenan@deafblind.org.uk
Web: www.deafblind.org.uk
DePaul

Project Name: Befriending
Where: Belfast
For: Current users of DePaul’s Housing First Service

Volunteers meet with service users in the community in order to reduce isolation, which can often lead to a re-lapse in homelessness by encouraging social interaction and engagement. Activities can include meeting for coffee, cinema trips and other suitable social activities lasting 1-3 hours per week.

Referral process: N/A Must be current users of DePaul’s Housing First Service

449 Antrim Road
Belfast
BT15 3BJ
Tel: 028 9064 7755
Email: depaulni@depaulcharity.net
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

254 – 256 Ballysillan Road
Belfast
BT14 6RA
Tel: 028 9071 9200
Email: goodmorningnorthbelfast@outlook.com
Web: www.goodmorningni.org
Good Morning West Belfast

Project Name: Ardcomm Elderly Services

Where: Greater Belfast
For: Older and vulnerable adults

Services provided:

- Good Morning West Belfast (telephone support)
- Befriending (home visits)
- Information Days
- Social Events.

Ardcomm Elderly Services’ overriding priority is to tackle social isolation and loneliness through telephone call support and home visit befriending services including some group befriending activities for those ages 60+ across our catchment area.

Referral Process: Service users are referred to our service through a number of avenues including self referrals, families, GP’s, statutory agencies and community sector.

61- 63 Ardmonagh Gardens
Belfast
BT11 8DX
Tel: 028 9024 5943 (ext. 7)
Email: maryellen.campbell@ardmonagh.org
Web: www.ardmonagh.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: 03451 430193  
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’s 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 Services.

10-12 Derryvolgie Ave  
Belfast  
BT9 6FL  
Tel: 07904 084037  
Email: volunteeringni@leonardcheshire.org  
Web: www.leonardcheshire.org
Macmillan Cancer Support

**Project Name:** Macmillan Community Helpers

**Where:** Belfast, North Down & Ards, Lisburn and South Down, Northern & Southern Health & Social Care Trust areas.

**For:** People affected by cancer

Volunteers visit people affected by cancer at home and provide emotional and practical support. Support can include: light housework, shopping or running errands, having a chat and a cup of tea and signposting to other relevant services.

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

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: 01904 651700
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
Omagh Volunteer Centre & Strabane Community Project

Project Name: B-Friend Hub Project

Where: Omagh, Strabane & Fermanagh
For: Older people living in the areas of Omagh, Strabane and Fermanagh who are experiencing loneliness or social isolation.

Phone Befriending – The B-Friend Hub Project is a free telephone befriending service through the following services: Good Morning Omagh, Good Morning Strabane and Fermanagh Calling. The call provides a friendly chat, information on events and services in each area and signposting to relevant services/organisations if requested.

Home Visit Befriending – The B-Friend Hub Project provides a free home visit befriending service to older people in their own home. The service is delivered by trained volunteers who will offer support and friendship through a weekly visit.

Referral process: Referral accepted from social services, healthcare providers, family members and self-referrals. A risk assessment will be completed prior to the service being offered.

B-Friend Hub Omagh
Tel: 028 8224 0772
Email: jo@thebefriendhub.org

B-Friend Hub Strabane
Tel: 028 7188 3102
Email: micky@thebefriendhub.org

B-Friend Hub Fermanagh
Tel: 028 6698 0027
Email: rita@thebefriendhub.org
Praxis Care

**Project Name:** Praxis Care Befriending Scheme

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

**For:** Adults who feel socially isolated as a result of their mental ill health.

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 Befriendee.

**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: jeannettedinsmore@praxiscare.org.uk

**Magherafelt**
Tel: 028 7963 4488
Email: josephinemacoscar@praxiscare.org.uk

**Portadown**
Tel: 028 3833 1196
Email: lillianturkington@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: 07808 644970
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.

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 Social Groups – ‘First Wednesday Film Night’ and ‘Qulture Club’

**Where:** The social groups are open to LGBT+ people across Northern Ireland, it is a Belfast-based program and most events occur within Belfast.

**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 persons permission. All participants will need to meet with a member of staff for a Health and Wellbeing Consultation.

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
Versus Arthritis

**Project Name:** One to One Outreach

**Where:** Northern Ireland wide
**For:** People living with arthritis and/or long term health conditions.

Versus Arthritis outreach volunteers work one to one with 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. Service is delivered as weekly phone calls or face to face visits depending on the needs of the beneficiary. The service runs for a maximum of 6 sessions. Beneficiaries are supported by volunteers in understanding how to reduce the impact of the symptom or pain cycle through use of self-management tools.

**Referral process:** Referrals accepted from individuals, health and social care professionals, community or voluntary services.

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

Project Name: Befriending Scheme

Where: Belfast
For: Socially isolated and/or lonely older people 65+ 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 are 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 isolation and/or loneliness and low moods and increase happiness and general well-being.

Referral process: Referrals are accepted from social workers and social care co-ordinators within the Belfast Health & Social Care Trust. Contact should be made with the scheme co-ordinator before submitting a request.

Skainos Centre
239 Newtownards Road
Belfast
BT4 1AF
Tel: 028 9023 2020
Email: info@volunteernow.co.uk
Web: www.volunteernow.co.uk