

Types of befriending:

- Telephone Befriending
- Standard Befriending – a visit to your home
- Befriending+ Service - tailored befriending, for example visits out

Guide to and reason for costs:

- We run our service on a social enterprise basis and as such it is not for profit.
- Without a charge our Befriending Service cannot continue to operate. The charge goes towards the costs of volunteer mileage and service expenses.

Telephone Befriending:

- £2.50 per weekly call

Standard Befriending:

- £8 for a visit to your home (usually approx. 1 hour)
- Can be for companionship and a chat or to share a game of scrabble, cards, etc.



Befriending + Service:

- £12 for a visit out (usually approx. 2 hours)
- Covers mileage up to 12 miles round trip with additional mileage extra for longer trips
- Can be used for activities like visiting coffee shops, museums, garden centres, or shopping, etc.
- Entry fees/refreshments not included.



If a set monthly donation to the Befriending Service would be preferable than per visit or per phone call charges, please contact the Befriending Office to discuss this possibility

Benefits of Befriending:

- Those experiencing loneliness and isolation develop personal friendships and positive relationships
- They are able to share worries and concerns and reduce mental distress and anxiety
- People have fun and social interaction, enabling them to maintain social skills and reduce demands on family carers
- Isolated and vulnerable people receive regular supportive monitoring and developing situations are monitored and appropriate intervention requested
- Extra support for carers and peace of mind for family members

If you require further information please contact 01433 620263

befriending@ageukdd.org.uk

Please see over the page for FAQs

Frequently Asked Questions about charges for our Befriending Service

- Why is there a charge for your Befriending Service?
We have charges for our Befriending Service to enable the service to be sustainable and as self-sufficient as possible; it is run on a social enterprise basis and as such is not for profit. All incomes go towards covering as much of volunteer expenses and service administration costs as possible.
- Why is there a charge to service users if Befrienders are volunteers?
Even services delivered by volunteers cost money. For example, our volunteers are entitled to reclaim travel expenses and they receive full training and regular support from paid staff; the service must be well-managed and meet quality standards; to reach out to people who need support from us or to those who want to volunteer with us, we must promote the service. Our charges go towards the costs of every aspect of running the service.
- What if my Befriender walks to my house and therefore doesn't claim travel expenses, will my Befriending visit be free of charge?
Unfortunately that is not how our service operates. Some volunteers very generously do not claim mileage expenses, or have no cost involved in visiting their Befriender. Other volunteers do reclaim the cost of their travel; some have short distances to travel which may cost a bit less than a per visit service user charge, others travel further distances which cost more than a per visit service user charge. By charging the same amount per visit to all service users, we are more likely to be able to cover all volunteer mileage expenses across the whole service and its large geographic range, enabling us to be a sustainable service and enabling us to support more people throughout the High Peak and north Derbyshire Dales.
- Why does your Befriending Service charge when other Befriending Services are free?
Different services are funded via different funding avenues. We do not know the ins and outs of the funding of other Befriending Services but if they do not charge service users, the implication is that their funding incomes are sufficient enough to enable them to cover their operating costs without those charges.
- I don't like the idea of someone being charged to have someone visit them for a chat and a cup of tea. Why can your Befriending Service not be free to use?
In the past our Befriending Service was free to all service users but it was limited in the number of people it could support due to limited available funds to run the service. Bringing in a charge has enabled the service to support more people across a larger geographic area of Derbyshire.
- I would like to be Befriending Service User but am worried I cannot afford the charges.
We do not want the charges to be an obstacle for anyone using our service. We will work with everyone referred to our service to try to enable them to join the service without the charges being a cause for concern for them.
- I know someone who would like to volunteer with your service but the charge to service users puts them off.
We understand this is an emotive subject and understand many people feel strongly about a service such as ours having a charge for those who use it. We hope that with the explanations above it gives an understanding of why we do have a charge. We do discuss this with all service users and work with them to ensure the charges are not a worry for them, as that would be contrary to the positive benefits our service provides them with.

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