

Norfolk Deaf Association provides a well established befriending service across Norfolk

This service offers support and companionship to young people and adults who experience any degree of hearing loss (from being profoundly deaf, BSL users or hard of hearing).

Service users are referred to us by the local authority, friends and relatives, hospitals, church groups, or may self-refer. They may be living in their own homes, sheltered housing, residential or nursing homes. They may be lonely, depressed or isolated but, whatever the reason, our aim is to enable a service user to overcome these problems. We do this by offering the very special support a volunteer-befriender can provide.

Befriending is a relationship between a trained volunteer (a befriender) and a service user (befriender) within a structured and supported programme

The aim of the service is to enhance the quality of a befriender's life by supporting and promoting their welfare and personal development.

Whilst supported by our befrienders the service users are able to:

- Express their concerns and feel listened to and understood
- Find companionship, friendship and practical support
- Develop self-help and coping skills
- Improve family relationships
- Reduce anxiety and stress levels
- Improve their self-esteem and confidence
- Reduce isolation and the sense of exclusion
- Become more able to cope with their lives outside the befriending service
- Increase their social activity
- Explore new skills and opportunities as a result of the changes encouraged and facilitated by the befriender

Do you have a relative or friend who you think could benefit from our befriending service?

If so, please contact the Befriending Co-ordinator at

Tel/minicom: 01603 404440

Email: befriending@norfolkdeaf.org.uk

Make a difference

Would you like to use your experience and develop your own skills to make a difference by supporting a person with hearing loss?

If you would like to join our busy team of volunteer-befrienders, we run a training course to prepare you for the role. The training provides new volunteers with a great opportunity to develop listening skills, to learn about hearing loss, confidentiality, boundaries, safeguarding and much more.

Support for volunteers

All volunteers enjoy excellent on-going training, regular group support sessions, individual supervision and paid expenses. All our befrienders are subject to Criminal Records Bureau checks.

Further information

Copies of all our policies are available on request. Detailed information for referrers, potential volunteers and people who could benefit from our services is also available. Please contact NDA for details of our services and for other information relating to the work of our charity.

