



Dec 2025



## CRITERIA FOR REFERRALS

The person being referred must be involved in the decision to apply for our service and the level of support needed. That the referral form is completed with their knowledge and full consent.

### **To be eligible for referral for any of our service/support, you or the person you are referring must meet all the following criteria**

- All referrals must be over 18 years of age.
- Able and willing to engage in a meaningful relationship, friendship, or activity
- Live in the London Borough of Sutton

### **Additional criteria for each type of service/support provided**

**Befriending (telephone or in person)** – Aims to enhance the quality of life and wellbeing of lonely isolated, vulnerable people to reduce social isolation through the support of an individual volunteer who will contact them on a 1:1 basis. Either on the telephone, in client's own home or in a community setting. The volunteer will provide emotional support and stimulation to maintain independence at home for as long as possible.

Additional criteria for this service

- Be isolated and/or lonely and have little or no social contact with others.
- Live in their own homes or sheltered/supported accommodation. We are unable to accept referrals for people living in care homes.
- Be elderly or have a support need such as a physical disability, learning disability or low-level mental health issue (please see note below on "What referrals we cannot accept").
- Are not receiving befriending support from other groups or organisations





- Priority will be given to those who live alone and have no social contact with others.

**Group activities** – Aims to bring people together so they can socialise, meet new people, connect with the community and have fun while engaging in activities. To support health and wellbeing and have an improved quality of life for longer.

Additional criteria for this service

- People must be able to travel to the activity independently, be fit and able to undertake the activity at their own risk or after seeking medical advice, if appropriate; (if they need support, please contact us to discuss support)

### **Safety/Risks**

It is essential to provide a safe and secure environment for both our volunteers and staff, therefore we ask that all health issues and risks which could impact upon this are shared at the time of referral.

### **Waiting List**

There is great demand for our 1:1 service's and there will be a waiting time for most people to be matched with a suitable volunteer. We cannot guarantee that a suitable volunteer will be found, but we will aim to find someone as quickly as practical.

### **Referrals we cannot accept**

Please note that we **do not** provide transport to appointments, respite care, shopping service, personal care, support with correspondence or specialised legal, financial, or other advice.

Our service is not suitable for urgent crisis support or for people with high-level or complex mental health needs or addictions.





Volunteer Centre  
Sutton

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We regret that we are unable to work with anyone whose health or dementia makes them unable to build a meaningful relationship over time with a volunteer.

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