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| **ELFT Befriending Service Referral Policy** |
| When referring to the Befriending service, please consider any reasonable adjustments which may help Service Users access the Service. Anybody referred should be able to freely engage in conversation. |
| Service boundaries |
| 1. The Befriending Service is not a clinical, counselling, or crisis service.
2. Referral terms are for a three- or six-month period, at the discretion of the referring Clinician.
3. We cover all ELFT boroughs and services (mental health, community health and primary care).
4. Calls can be set up between 9am to 9pm, Monday to Sunday.
5. Service Users will speak with the same Befriender each week.
6. Anything discussed during the calls is completely confidential.
7. We will escalate any clinical or safeguarding concerns to the named Responsible Clinician. (The Befriendee will be made aware of this at screening)
8. All calls are outgoing from a private number.
9. We operate remotely and do not facilitate any face-to-face meetings.
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| Typical interaction |
| 1. Referral Form received via email
2. Service User is contacted to screen their contact preferences
3. Service User is allocated to a Befriender
4. Lett/email is sent to Service User outlining call schedule and name of their Befriender
5. Calls begin
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| details OF referring clinician |
| **All referrals must have the name and email address of a Responsible Clinician, who we can escalate any clinical concerns to. The referral may not be accepted if this information is not provided. (This can be a GP if the Service User is in Primary care)**  |
| **SERVICE CONTACT DETAILS** |
| Service Line: 0207 655 4019Out of hours: 07557 172803Email: ELFT.Befriendingservice@NHS.netWebsite: https://www.elft.nhs.uk/get-involved/befriending-service |