

# Advantage

Age Scotland's magazine: winter 23, issue 65

 age Scotland

## Our amazing award winners

Announcing the recipients of  
the Age Scotland Awards 2023



**p4** Big Survey  
results

**p22** Physical activity  
in focus

**p28** Friendship service  
boosts connection

# Contents

- P6 The impact of dementia awareness training**
- P8 Services to Older People Award**
- P10 Campaigning and Influencing Award**
- P12 Patrick Brooks Award for Partnership Working**
- P14 Volunteer of the Year Award**
- P16 Inspiration Award**
- p18 Member Group of the Year Award**
- P20 Dalbeattie shedders carve awards trophies**
- P30 Donate this winter to support lonely older people**

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**Age Scotland is the national charity for older people. Our magazine, Advantage, provides information, inspiration and ideas to empower Scotland's older people and their friends, families and carers.**

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If you have news, events or issues that you would like Advantage to cover, please get in touch. We would also welcome ideas on how we might improve the magazine. To stop receiving Advantage, please get in touch with us on the details below.

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# Welcome to your autumn/winter edition of Advantage magazine!



Katherine Crawford, Chief Executive

It's my first edition as Age Scotland's CEO. It's been a privilege to join the organisation in its landmark 80th year and I'm delighted to continue working with our member groups, volunteers, staff and stakeholders to drive our important work forward.

In this edition, we're delighted to be spotlighting the worthy recipients of this year's Age Scotland awards (p8), and the unique story of how this year's trophies were created (p20). You can also find an overview of the findings of our second Big Survey, which aimed to get a more in-depth understanding of what later life in Scotland is really like (P4), dementia training dates (p6), how you can support our work (p30), plus much more from our services, member groups and partners.

We hope you enjoy reading this issue and, as always, we welcome your feedback. Please get in touch if you'd like to see your campaign or project featured in a future edition, we're always looking to highlight the great work going on across Scotland by and for older people!

A handwritten signature in dark ink that reads "Katherine M. Crawford". The signature is written in a cursive, flowing style.

Katherine Crawford,  
Chief Executive



# Our Big Survey: the results are in

In May this year, we launched our second ever Big Survey – a nationwide research questionnaire identifying the challenges people over 50 face in Scotland today which aims to give older people a voice. We are delighted that we received over 4,100 responses and that every local authority area in Scotland is represented. We would like to thank everybody who participated.

Our first edition of the survey took place in 2021, soon after the second national lockdown, and gave us eye-opening insight into the severe impact of the Covid-19 pandemic on the lives of older people. Two years later, the picture has evolved but we can clearly see that the effects of this virus and how it changed our society are still deeply felt by older people.

The results this time around provide powerful insight into the lives and experiences of Scotland's older people across a wide range of areas, including health and wellbeing, community and housing, transport, social security, the internet and digital technology, finances, planning for the future and older people in society.

The enormous value older people add to their communities in so many ways comes through loud and clear: as carers, through volunteering, in the workplace, as friends, through community groups and much more.



But sadly, many of the results make for difficult reading, highlighting just how far we have to go to make sure every older person in Scotland feels valued, and can enjoy later life.

Compared with two years ago, fewer people believe that life is getting better for older people and far greater numbers believe life is getting worse. Only 13% of respondents feel valued by society and two thirds do not feel valued. As the cost of living has soared, significantly more people have told us they are feeling financially squeezed – 41% of respondents in 2023, compared to 26% last time. A further 35% thought they would become squeezed in the next year. Energy, food and council tax were the bills of most concern to respondents.

Hearing from older people in their own words is invaluable to Age Scotland, helping to shape our policy work and set our priorities. The Big Survey provides powerful messages for decision makers and service providers about what is important and what needs to change.

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Visit **[age.scot/bigsurvey](https://age.scot/bigsurvey)** to read the full report. You can also request a copy by emailing **[policy@agescotland.org.uk](mailto:policy@agescotland.org.uk)** or phoning **0333 323 2400**.

# “Awareness training on dementia opened my eyes to the disease”



Sheanne Mulholland, Communications Officer (About Dementia)

## **After taking part in our awareness training on dementia, Communications Officer Sheanne Mulholland shared what she learned...**

Did you know that some people living with dementia can find it difficult to interpret patterned flooring or differentiate between colours - to the extent that they could see a dark mat on a carpet as a hole in the ground?

I certainly didn't until I participated in Age Scotland's Dementia Awareness training, and it made me realise how different and potentially scary the world can be for some people with the disease.

The online workshop opened my eyes to everyday occurrences like this which can be misinterpreted by people living with dementia. For example, mixer taps, doorways at right angles and modern/creative interpretations of essential signage, such as public toilets, can be extremely confusing.

It's well documented that some types of dementia - and there are more than 100 - can cause people to forget familiar people's names and faces. But I didn't realise that in some cases that could even go as far as people not recognising their own face in a mirror.

While this is upsetting, we shouldn't just respond to this information with pity. Instead, it's important to learn about these symptoms so that we can



Julie and Rachel from the training team regularly deliver workshops

understand and support people living with dementia.

The disease currently affects more than 93,000 people (although Age Scotland believes that figure is far greater) and most of us have some connection to dementia, whether in our own family or that of our friends.

By being aware of these symptoms we can put measures in place in our own environment to help people living with dementia. For example, very simple things like colour contrasting furnishings and additional lighting.

We can also adapt our communication style. Increasing eye contact, reducing hand movement and slowing our pace down can all help people living with dementia, as explored in the webinar through a fun activity.

Host Julie has created an extremely enjoyable interactive workshop, packed full of insight and information on how the brain is affected by dementia. In my session there were 18 participants, ranging from professionals and support workers to students and older people living within the community.

Anyone can join the free session, and special workshops can be offered for corporate events for a small fee.

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Find out more and browse the full list of training dates at **[age.scot/dementiatraining](https://age.scot/dementiatraining)**.



# Rural volunteer driver scheme wins Services to Older People Award

**The worthy winners of the Services to Older People Award are the Kinross-shire Volunteer Group and Rural Outreach Scheme.**

Established 40 years ago, the voluntary organisation provides a lifeline service to older people, those with disabilities and vulnerable members of the community by helping them get out and about and giving them a greater feeling of independence.

There are currently more than 360 clients registered with the service who live across Kinross-shire and Glenfarg. The service provides volunteer drivers to take people to hospital, podiatry and dental appointments. They also assist with shopping, visits to the hairdressers and attending social activities that reduce loneliness and isolation.

A reduction in public transport options across the area makes the door-to-door service all the more valuable to clients who don't have family or friends nearby and would otherwise struggle to attend appointments or events that can be many miles from home. The service doesn't stop at drop off. Drivers wait for the duration of the appointment and take their clients home again.

Demand for the service is increasing year on year. Centralisation of NHS services has meant some older people have to travel greater distances than in the past, making them more reliant on the drivers to get them to their appointments. As well as local trips, drivers regularly travel to Glasgow, Edinburgh, Dundee, Kirkcaldy and Perth.

Over the years, KVGROS has developed strong partnerships with key services in the area, including Loch Leven Health Centre, social work departments, community learning and development groups and local charities such as Broke Not Broken, Vision PK and Kinross Day Centre.



Back L-R: Stuart Purdy (Age Scotland Chair); Ena Bowen (service user representative); David Air (Group Chairman). Front: Norma Denwick, one of the group's founders.

The group, run by a management committee, has a team of 30 dedicated volunteer drivers who look after their clients with kindness and compassion. Testimonies from those who use the service demonstrate how much the service means to them. Not only does it provide them much-needed access to appointments, but it also gives them the opportunity for social engagement with the drivers during their journeys — something which they very much appreciate and look forward to.

This isn't the first award won by KVGROS. The group has been recognised by Age Scotland for the delivery of the service in the community and was previously awarded the Volunteer Friendly award by Volunteer Scotland.



# Long-term campaigner Diana Findley wins the Jess Barrow Campaigning and Influencing Award

**The winner of the Jess Barrow award for Campaigning and Influencing is the indefatigable Diana Findley.**

Diana has been campaigning to improve the lives of older people for 23 years and, aged 83, shows no signs of slowing down. She is well known in the Borders, where she is based. She is a tour de force, working tirelessly to ensure that older voices are heard at all levels of decision making.

Diana got her start as a campaigner 23 years ago when she read an article about Age Concern – as Age Scotland was formerly known – and decided to get in touch. She began carrying out promotional work for the newly established Age Scotland, served as a Board member for three years, and is now a valued ambassador for our charity.

But her ambassadorship is far from the only role Diana holds. She currently sits on the Older People's Strategic Action Forum and the Scottish Borders Council's Borders Older People's Planning Partnership, which works to ensure that older people's needs and concerns are taken into consideration by the local authority.

Diana has been a member and trustee of the Scottish Older People's Assembly since its inception, and in 2018 took over as chairwoman. She has turned the organisation around, increased its membership and encouraged mutually beneficial working partnerships, including the drive to appoint local authority Older People's Champions across Scotland.



*Long-term campaigner Diana Findley wins the Campaigning and Influencing award.*

She co-founded the Borders Older People's Forum, giving older people an opportunity to network and share information about services, rights and entitlements. This desire to make sure older people are represented and informed is at the heart of Diana's activism. She also believes it is crucial in allowing older people to live longer, happier and healthier lives.

Her previous roles include chairwoman of the Scottish Better Government for Older People organisation and running Elder Voice in the Scottish Borders for 14 years – a post which involved sharing information, support and events for older people and producing a very popular newsletter keeping older people informed about their rights.

More recently, Diana has been volunteering at a local group for people living with dementia and their carers where she encourages social interaction, helps families find the support they need and makes an excellent cup of tea.



Elaine Meney (café owner); Katherine Crawford (Age Scotland CEO); Paul Coffey (club member)

## Popular veterans' breakfast club wins the Patrick Brooks Award for Partnership Working

**The Patrick Brooks Award for Partnership Working winner is the warm and welcoming Saltcoats Armed Forces and Veterans Breakfast Club.**

Formed in 2017 by a handful of veterans who decided to meet regularly at Saltcoats' Melbourne Café, the club has grown and now provides a much-needed place for a relaxed get-together and plenty of laughs.

Shortly after it was formed, the club registered with the National Armed Forces and Veterans Breakfast club network and became a member of Age Scotland's Veterans' Warm Welcome Community.

The club offers an informal atmosphere, with no hierarchy, forms to fill in or fees. Members simply turn up on a Monday morning for some easy-going banter and to enjoy a free first cup of tea, generously provided by the Melbourne Café. Some weeks there can be 40 people at breakfast, but most weeks around 20. The club's Facebook page has 80 followers.



*The breakfast club celebrate their award*

Many friendships have developed among veterans sitting around the café tables. Saltcoats has a significant number of ex-armed forces personnel living in the area, but feeling lonely and missing the comradeship of serving together is still all too common. This can lead to other issues, including alcohol and drug dependency, which makes the existence of places like the breakfast club so important as somewhere to talk openly with people who understand the reality of time spent in the armed forces.

The club also arranges activities for those who are interested, including a walking group (walks take place before breakfast club, so members can build up a healthy appetite), fishing trips and indoor bowls' sessions.

Some of the club members are living with disabilities and long-term health conditions, including cancer. To support them, the group arranges transport for hospital appointments, does shopping and makes home visits.

As well as welcoming guests from a number of veterans' charities to share information and available support, club members have volunteered at the town's food bank and helped prepare houses for homeless veterans.

Ask members of the breakfast club what it means to them, and the response says it all - a lifeline, a joy and an incentive to get out of bed. This club makes a huge difference to its members' lives.



# Betty Glen is Age Scotland's Volunteer of the Year

**The winner of the Age Scotland Volunteer of the Year is the popular and much-loved Betty Glen.**

Betty has been a volunteer at Polmont Age Concern for an impressive 53 years, starting when she was a young wife and mother. Her first role was lending a hand at a coffee evening before becoming a regular helper at the group's social activities. She went on to join the committee and served as president, a role she was told would be 'temporary' – but which Betty held for 49 years.

Under Betty's steady leadership, the committee helped the group evolve to meet the changing needs of the community. A public meeting was held to identify what older people wanted, and the result was weekly whist and domino sessions giving way to the Wednesday Club, established 30 years ago and which now has a membership of more than 100.

The club regularly caters for around 40 older people, providing tea and cakes and a varied programme of entertainment. Residents from a local care home are invited along too, and the staff have said how much the residents enjoy being part of a community activity.

Betty is described as the 'driving force' behind Polmont Age Concern, leading the way but never too busy to take her turn to provide the catering. As one club member said: "Nothing is too much trouble for Betty."

After all her years with the group, Betty is a respected source of information and advice. She gets calls every day with questions or sometimes someone just wanting a chat. Betty herself has said: "I think we just look after the welfare of the older people and let them know we are here for them."



*Betty Glen receives her Volunteer of the Year award*

Betty's concern and care for others is clear, and in return she is held in high regard for her dedicated service to the Polmont group. Her fellow committee members decided to nominate Betty for Volunteer of the Year in recognition of all her years of service – but kept it a secret from her.

Due to recent ill-health, there is a suggestion Betty may stand down this year. But her commitment to the group remains strong. She works as hard as ever and continues to provide companionship and support to older people. As one club member said: "Betty makes lives a bit brighter."



Scottish Asian Ekta Group receives award from our CEO, Katherine Crawford

## Support network for older Scottish Asian women wins Inspiration Award

**The Scottish Asian Ekta Group, which offers a valuable service for older Asian women, has won this year's Age Scotland Inspiration Award.**

Founded in 2000 by Adarsh Khullar, who is currently chairwoman, the Glasgow-based group is a support network for older, single Asian women, including those who have been widowed or divorced. It offers a safe and nurturing environment where the women can gain knowledge, find solace and openly share their experiences.

In the early days, the group faced opposition from some within the Asian community but worked to overcome that and have gone from strength to strength over the past 23 years. Women have now embraced the ethos of the group to live free from judgement and stigma in their communities.

Activities undertaken by the group revolve around physical and mental wellbeing and equipping members with information and support most relevant to them in their later life. There are ongoing activities and information sessions organised by the committee, as well as outdoor walking, regular yoga sessions, singing and dancing.



*Adarsh Khullar, Founder and Chairwoman of Scottish Asian Ekta Group*

The committee organises four events a year to celebrate different festivals to ensure it is inclusive of all cultures – Eid, Baisakhi, Diwali, and Christmas. Information sessions have been organised, inviting other organisations working with older people to attend, and forging partnerships with them.

The sessions provide women with important information about their rights and what services are available to them. Subjects have ranged from health and wellbeing, social security, benefits, power of attorney, making a Will and dementia.

For single, ethnic minority older people, these empowering sessions help build up self-confidence and strengthen social connections.

A daughter of one of the members explained how the group had helped her mother. She said: “My mother has been a widow for more than 20 years and suffers from depression among other illnesses. It has been quite a difficult few years and when she heard about this group of ladies, she began to attend the meetings.

“My mother feels so loved by all the ladies in the group and has found immense support. I have seen a great change in her health as well as her emotional state. She has become happier, and looks forward to going to the group. I, as a daughter, was worried for my mother’s health and state of mind and to see her so happy makes me relieved.”



# Haydays in Fife is Age Scotland's Member Group of the Year

**This year's Age Scotland Member Group of the Year is the hugely popular Haydays, a community organisation for older people which stretches from Fife to Dundee.**

Haydays is run by its 164 members, offering a busy schedule of educational, creative and active events for over 50s. Activities have included dancing, a Midsummer picnic, computer classes and an upcoming ukulele band.

The group, which meets in St Andrew's Town Hall, also allows older people to revisit an old hobby or develop a new skill, thanks to a host of self-employed tutors. For those who just want to relax and have a blether, there's a café with coffee, tea and home baking. Many new friendships have been forged at the classes and in the café, and regulars enjoy the social interaction which helps reduce loneliness and isolation.

It hasn't always been plain sailing for the group. Haydays used to meet in the Byre Theatre in St Andrews, but when it closed down suddenly in 2014, the group found themselves homeless. However, the members were determined this was not the end. They held a meeting at a local community centre and asked everyone who wanted Haydays to continue to bring £25 to start the ball rolling. More than 125 people showed up. They formed a committee, opened a bank account and within two weeks Haydays was back up and running.

The Covid pandemic was another blow for the group, as classes and events came to an abrupt halt. Like many other organisations, Haydays' members learned to love Zoom, but the challenges of using technology also inspired a new class called Click and Connect. The class teaches basic computer skills for older people, and continues today.



Katherine Crawford and Stuart Purdy present the award

The group was back in person as soon as the guidelines allowed, and quickly got back up to pre-pandemic numbers. A full timetable of events and classes is now running every Tuesday during school term time.

Among the highlights enjoyed by Haydays' members has been the 2022 Christmas party, where hampers were filled with goodies then raffled. The group raised £500 in total for charity, including a local food bank.

Haydays' motto is 'You don't stop playing when you get old; you get old when you stop playing' and the members embrace that. They say the group is more than an organisation – it's a way of life.



Age Scotland's Fiona Cross visits the shed

One of the trophies

## Dalbeattie shedders carve award trophies from fallen beech tree

**The winners of this year's awards have received trophies that are extra special. The beautiful wooden awards were hand-carved from a fallen beech tree by the talented Rolf Buwert, with help from some of his friends at the Dalbeattie Men's Shed in Dumfries and Galloway.**

The idea came from the shed secretary, Geoff Allison, who asked Rolf if he'd be interested in making the trophies as he had enjoyed recent success carving a trophy for the UK Men's Shed of the Year.

Geoff produced a drawing of what he thought the trophy should look like and Rolf, who was also receiving treatment for prostate cancer, set about trying to create a prototype using different materials, none of which bent into the shapes he wanted.

Eventually, Rolf turned to the remains of a fallen beech tree that he acquired in 2014 when he worked nearby at Drumlanrig Castle. The giant tree had fallen into the adventure playground during a storm.



Remains of the beech tree | woodworking at the shed | other items Rolf carved from the tree

Wood from the tree had been cut into planks, air dried by Rolf in his father's garage. After his father died, Rolf kept the wood in a neighbour's garage and then finally his own garage. Following this, he started working as a self-employed wood turner, using pieces of beech wood to create products, including mugs, chopping boards and napkin rings.

On each item, Rolf stamped the location or map reference where the timber fell and the stump remains. The Age Scotland trophies have their own unique mark, and they are stamped with 55.272-3.806.

"My trophy design was inspired by the Scottish targe shield and medal," says Rolf. "Geoff printed the central disc and I used my router/carver to engrave the specific titles on the rim."

Other shedders played their part too – making the plywood stands for the trophies to rest on. Rolf also made wooden pegs to hold the two parts together, using ash wood from his own little forest near his home.

Rolf says he enjoyed making the trophies, despite his self-imposed rule of never making more than two of the same thing.

The results are well worth the effort – unique carved wooden trophies that will be treasured by the proud winners of the 2023 Age Scotland Awards.

# Physical activity in focus

**We all know there are big gains to be had from moving more, and more often — from better physical health to sharper thinking skills and improved mental wellbeing. However, simply knowing the benefits may not be enough to prompt us to put advice into action.**

Having a clear understanding of what physical activity is can help it seem less daunting. Any bodily movement produced by skeletal muscles, such as the arms and the legs, that uses up energy, is classed as physical activity. It's not just sports and workouts that count as moving, which makes the physical activity advice from the UK's Chief Medical Officers more achievable. For example, if your typical day includes three brisk ten-minute walks, perhaps to the shops, or to see friends, you'll have already met their daunting-sounding weekly minimum of '150 minutes of moderately intense aerobic exercise.' Gardening and some kinds of housework are examples of other everyday activities that also count. You may be closer to meeting the public health advice than you thought.

If you've been mostly inactive for a while, that can still feel like a lot. But any physical activity is better than none. Research has found that short bouts of movement throughout the day that break up our sitting time are great for health, particularly heart health. And for most people, the best route to a healthy lifestyle is to make very slight changes in routine that become habits you can build on. Small and regular works - over time.

Having a disability or long-term health conditions can be a barrier, particularly if someone has lost confidence or is worried physical activity might make things worse. Yet research indicates physical activity is good or better than treatment with drugs for many conditions, such as type 2 diabetes and lower back pain, and has a much lower risk of any harm.



*Gardening is a great form of everyday exercise*

As we age, developing strength and balance becomes vital for everyone, not for vanity, but for being happy and staying independent. For older adults, the World Health Organisation advises strength building activities twice weekly, and balance activities three times weekly. If that seems like a lot to fit in, look for fun activities that boost strength, balance, and aerobic fitness together like dancing or gardening.

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## Find out more!

Ask about what's on offer at your local sports or community centre, or contact the Age Scotland Helpline on **0800 12 44 222** for more information and to request a free guide to keeping active in later life.



The Management Committee in 1984 | Gerry Healy, committee member 1968-2023

## Remembering the legacy of St Mungo's Old Folks Club

**By Gerry Healy, Committee Member 1968-2023**

St Mungo's Old Folks Club opened during Old Folks Week 1963 in Townhead, Glasgow. The building consisted of three parochial halls built in 1858 – lower (clubroom), middle (activities) and top (dining area with a capacity of 200).

The idea came from Father John Griffin, a priest at St Mungo's church. He saw the need for somewhere for food, fun, companionship and activities for the large older population.

He put together a formidable committee under the chairmanship of Professor Ferguson Anderson, the world's first professor of geriatric medicine. Both men were forward-thinking in the field of care for older people in the community. On the first day, over 200 older people queued for a three-course lunch.

In the early 70s, the building was extended. Bridie Connell, MBE and Scotswoman of the Year, was appointed convenor. Under her guidance, St Mungo's grew. Financial support came from Strathclyde Regional Council for activities and health. There was a drama group and a ballroom dancing



The Meals on Wheels van outside the club | The club in 1979

team, as well as day trips, holidays and fundraising activities. Membership grew to 800. The centre was open to everyone, with a monthly ecumenical service available for those who wished to attend.

The model was ideal. Fr John worked for Scottish Old Peoples Welfare for a year, travelling across Scotland, rolling out the idea. Ferguson Anderson brought staff from the World Health Organisation to see 'the wee club'.

St Mungo's relied on fundraising and the acquiring of grants and donations. They made a little go a long way, thanks to their 150 volunteers. Schools and colleges were encouraged to become involved, and the NHS used the centre as part of community training. In addition, valuable support was given by Age Scotland. The model rolled on, but times changed, Townhead was changing from residential to student flats.

The financial crisis of 2008 had a massive impact on charity funding. Life moved on but with little room for development. Local authority budgets were squeezed. Then the Covid pandemic hit. The centre was forced to close which was a real blow. The main element of funding came from Glasgow City Council grants, and in 2020, St Mungo's and five other older people's groups didn't receive funding. Thus, the centre never reopened its doors.

It was the beacon in the field of support for older people in community care. I was proud to be involved.

# Improving customer service for older people



**Research highlights that 1.3m people in the UK aged 65 and over have experienced bad customer service, or have been treated badly, purely because of their age.**

A survey by the Institute of Customer Service also found that many over 65s were reluctant to complain about bad customer service. Interestingly, it found that only half (47%) of those over 65 who had been treated badly said they had lodged a complaint, but three quarters (76%) had told friends and family about their experience. They won't tell the people responsible - they'll just tell everyone else!

By 2040, it is estimated that older people will account for 63p of every pound spent in the UK economy. The top three growing sectors are recreation and culture, transport, and household goods and services. This represents a significant commercial opportunity, yet it's clear that there is some way to go to ensure older people are fully satisfied with the customer service they receive.

In order to change the customer service experience for older people for the better, Age Scotland will soon launch a new workshop for those working in the customer service industry.



Older customers can bring a wealth of opportunities to businesses, but many may face barriers when accessing services. Launching in January 2024, we hope this new 3-hour Age Friendly Customer Service workshop will help businesses understand these opportunities and how to break down potential barriers, as well as develop new communications strategies with the aim of making interactions, systems and processes more age inclusive.

## Find out more!

If you know of any businesses for whom this may be of interest, please direct them towards our Age Friendly Customer Service workshop offering via [workshops@agescotland.org.uk](mailto:workshops@agescotland.org.uk).

From unconscious bias to pre-retirement planning and dementia, our workshops allow organisations to accelerate age inclusion within their Diversity and Inclusion programmes.

To find out about our other Age Inclusive Workplace workshops visit [age.scot/workplace-workshops](https://age.scot/workplace-workshops).



# Boosting

# connections

# through friendship

# and community

Our friendship line in action

**With over 28,000 calls received by our helpline and friendship line each year, our services are a lifeline for many older people in need of advice, support, or just a friendly listening ear – none more so than the 58% of over 50s in Scotland who feel lonely all or most of the time.**

For those who have no one else to turn to, or who find it difficult to tell loved ones how they feel, our experienced advisers are on hand to listen and have a blether. It's free to call on **0800 12 44 222**, Monday to Friday, 9am-5pm, and you don't need a particular reason to pick up the phone.

We're committed to being there for every older person who needs us and we're delighted that 91% of our service users say it makes them feel more happy or content, while 100% say it helps them feel less alone. Service users have described the impact the friendship calls have had in their lives:

“

**I lost my husband three years ago. Making the call to you was the best thing I've ever done. You get to know people over time. A lifeline for me.”**

“

**The service has been wonderful. I'm on my own, my family lives all over the country, and I don't know where I would be without the friendship service.”**



“

**This service gave me hope, and they listen to you - they don't judge you.”**

“

**I'm glad Age Scotland is there as it makes the world seem like a slightly less hostile place for older people.”**

As well as our free Friendship Line, our Community Connecting service helps link older people to social opportunities in their local community. From befriending to interest groups, further learning to health and wellbeing classes – the possibilities are endless.

## Get involved!

We're looking to boost our database of groups and services, and our volunteer numbers. If you are part of an organisation and would like us to refer potential new members your way, please get in touch by emailing **helpline@agescotland.org.uk**. To find out what groups and services are available near you, give us a call on **0800 12 44 222**.

If you'd like to volunteer with us, we'd love to hear from you. Volunteers can get involved from anywhere in the UK, all we ask that you have an internet-capable device and a strong Wi-Fi connection. Contact **volunteering@agescotland.org.uk** for more information.

**This winter  
many older people  
in Scotland  
are struggling**



As the days grow shorter and the nights darker, thousands of older people in Scotland are struggling. An increasing number of older people are facing the agonising choice between staying warm or eating adequately.

Every week, we answer hundreds of calls to our helpline from older people who are struggling with the rising cost of living and seeking urgent advice. We also receive calls from older people who are desperately lonely and just want to talk to someone.

Together, we can be there for older people who need us most.

With donations from kind-hearted people like you, we can continue our fight to support older people, end loneliness, and be there for people who have no one else to turn to in later life.

Just £5 enables us to provide a friendship call to a lonely older person in need, giving them someone to talk to when they are feeling desperately lonely or worried about the days ahead.

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**Now more than ever, older people need your help. Please donate today.**

Visit **[www.age.scot/alone-winter](http://www.age.scot/alone-winter)** to donate online. You can also call **03330 15 14 60** or complete the form opposite and send it to us at FREEPOST RSBS-KEHC-GBBC, Edinburgh EH9 1PR. Thank you for your support!

# Can you support our work?

**Your donation could make a real difference to the lives of older people in Scotland.**

Title ..... Initials ..... Surname .....

Address: .....

..... Postcode: .....

By providing us with your telephone number and email address you are consenting to us contacting you via phone, text and email: Phone ..... Email .....

**I would like to make a donation of:** £10 ☐ £20 ☐ £50 ☐ or £ ..... ☐

by ☐ **Cheque** (made payable to: Age Scotland)

☐ **Card payment** (MasterCard ☐ Visa ☐ CAF ☐ CharityCard ☐)

Card number:  /  /  /

Security code:  Valid from:  /  Expiry date:  /

**I would like to make my donation worth 25% more**

*giftaid it*

☐ **Yes, I want** Age Scotland\* and its partner charities to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

☐ **No, I am not** a UK taxpayer, and/or I do not wish to Gift Aid my donations.

**Date:** .....

**Keeping in touch with you**

**We\* would like** to keep in touch with you and provide you with updates on our work and how you can support us. We will never sell your data and we promise to keep your details safe and secure. You can change your mind at any time by phoning 0333 32 32 400 or writing to us. For further details on how your data is used and stored visit [www.agescotland.org.uk](http://www.agescotland.org.uk)

☐ **I do not** wish to receive communications by post

\*Age Scotland is part of the Age UK Network, which includes its charitable and trading subsidiaries and national partners (Age UK, Age Cymru and Age NI). Age Scotland is an independent charity dedicated to improving the lives of older people in Scotland, within a charitable company limited by guarantee and registered in Scotland. Reg No: 153343 Charity No: SC010100. Registered Office: Causewayside House, 160 Causewayside, Edinburgh EH9 1PR.



# Give a gift that makes a difference.



From  
**£5**

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Each gift will help fund friendship calls to older people in Scotland and comes with a personalised certificate.

## You can choose from:

- a digital download for you to personalise and send by email or print at home.
- a personalised and printed version sent directly to you or your loved one in the post.

To find out more visit [www.age.scot/virtualgifts](http://www.age.scot/virtualgifts) or scan the QR code.

