



**The Silver Line**

helpline for older people

**0800 4 70 80 90**

# Here to listen

The Silver Line Helpline is a free, confidential helpline for older people, available 24 hours a day, 7 days a week. **If you need to talk, we're here to listen.**



## Someone to talk to, day or night

**The Silver Line Helpline is a telephone service just for older people. We're open 24 hours a day, 7 days a week, 365 days a year.**

Our friendly, caring team are ready to answer your call and help you in any way that we can.

Some people call us for a chat, or to tell us about their day - some call just to say good morning or good night to someone.

Others call for information, to get support with something, or to share a concern or worry.

"I've not spoken to anybody at The Silver Line that I haven't felt has been listening or engaging. It has been invaluable to me."

**Rachel, 62**



**Whatever you need, we're always here for you.**

## How we can help

**Our specially trained team can:**

- offer conversation and friendship
- provide information and support
- link callers up with local groups and services
- refer people to receive regular friendship calls
- protect and support older people who are suffering abuse and neglect.

### **Calls are always free**

It's always free to call us, whether from a landline or a mobile phone. All costs of calls to the Helpline are covered by Age UK, thanks to the generosity of our supporters.

### **Calls are always confidential**

Callers can speak freely - they can trust us to respect their privacy. We only record calls for training, supervision and safeguarding purposes.

"A lot of callers have told me that The Silver Line is like extended family and that's fantastic to hear. It's a two-way thing though, for those who enjoy answering calls and for those who love calling - it's a win-win!"

**Helen, a volunteer for The Silver Line Helpline.**



**Anyone over the age of 55 can call us, anytime.**



**Call us free on 0800 4 70 80 90  
(24 hours a day, 365 days a year)**



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## Get in touch

### Want to talk?

We're ready to listen.

**0800 4 70 80 90**

Call us anytime, day or night. We're always open.

You can find out more about The Silver Line on our website

**[www.thesilverline.org.uk](http://www.thesilverline.org.uk)**

### Other services you might find useful

Age UK runs a range of services for older people:

#### Age UK Advice Line

The Age UK Advice Line is a free, confidential national phone service, helping you get reliable, up-to-date information and advice on everything from benefits to bereavement.

**0800 169 65 65**  
(8am-7pm,  
365 days a year).

#### Telephone Friendship Service

If you're missing the joy of regular conversation, this service matches over-60s with a friendly volunteer for a weekly chat. To find out more, visit **[www.ageuk.org/telephone-friendship](http://www.ageuk.org/telephone-friendship)**, call **0800 434 6105**, or ask a member of The Silver Line Helpline team.

#### Your local Age UK

Local Age UKs offer services and support in the community. There are more than 120 local Age UKs across England, as well as Age Scotland, Age NI and Age Cymru. To find your local Age UK, visit **[www.ageuk.org.uk/inyourarea](http://www.ageuk.org.uk/inyourarea)**