



# Here to chat

Age UK's Silver Line Helpline offers friendly chats and conversation for older people via our free and confidential phone line.

**We're here 24 hours a day, 7 days a week.**

# Someone to talk to day or night

**The Silver Line Helpline is a telephone service just for older people. People call to say good morning or good night. People call us to exchange a brief, friendly word, to share memories and to enjoy an enriching conversation.**

The kind of call we offer depends very much on what you might want or need when you pick up the phone to talk to us.

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

“The Silver Line was always there for me, day or night, and I was so grateful to have someone to talk to - especially when I was alone and wasn’t feeling too good. It’s so nice to know that there is always someone there to listen.”

**Betty, 73, who calls The Silver Line Helpline when she needs to talk**



# How we can help

## **Calls are always free**

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

## **Calls are always confidential**

Calls are always confidential, unless there is risk to yourself or to others. We record calls but only for training, fundraising 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, who volunteers on The Silver Line Helpline**



## **Want to Volunteer?**

The Silver Line Helpline offers a flexible, home based volunteering opportunity for those interested in joining our dedicated team.



Scan the QR code to find out more



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



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# Get in touch

**Whether you're feeling lonely, need some support or just want to chat, our friendly team is ready to answer your call. 0800 4 70 80 90**

The Silver Line Helpline offers friendly chats and conversation. We do not offer any form of emergency service, counselling or specialist mental health support.

You can find out more about the Silver Line Helpline, and get information on a wide range of topics, on our website.

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

## Other services you might find useful

### **The 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).

### **Age UK's Telephone Friendship Service**

If you're missing the joys of regular conversation, this service matches over-60s with a friendly volunteer for a weekly chat.

Visit **[www.ageuk.org/telephone-friendship](http://www.ageuk.org/telephone-friendship)** or call the team on **0800 434 6105**.

### **Your local Age UK**

Local Age UKs offer services and support in the community. There are more than 115 local Age UKs across England, as well as Age Scotland, Age NI and Age Cymru.

Visit **[www.ageuk.org.uk/inyourarea](http://www.ageuk.org.uk/inyourarea)**