



THERE IS NO NEED TO BE LONELY

information ■ friendship ■ advice

Charity no. 1147330 England & Wales
SC044467 Scotland.

The Silver Line is the UK's only free and confidential helpline for lonely older people that is open 24 hours a day, every day of the year.

Dame Esther Rantzen DBE
Founder and President
The Silver Line



“When you wake in the night, you can’t call your family, but you can always call The Silver Line!”

John, Silver Line Helpline caller

 thesilverlineuk
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www.thesilverline.org.uk



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ABOUT THE SILVER LINE

The brainchild of ChildLine founder and veteran journalist Dame Esther Rantzen, The Silver Line supports older people over the age of 55 who may feel lonely or isolated via our national 24/7 helpline and befriending services. Most 'Silver Liners' (as those we support call themselves) are over 70, and the majority live alone.

Since launching in November 2013, the number of calls to our helpline has risen every year – predicted to break through the 2 million mark by the end of 2017 – and we have brought together thousands more people through our volunteer-led telephone and letter-writing friendships schemes.

“It’s so comforting to know you’re not alone”

Rose, Silver Line Helpline caller



THE SILVER LINE HELPLINE

The Silver Line is the only national, free and confidential helpline dedicated to older people which is open every day and night of the year (and crucially overnight and weekends when other services are shut). We offer callers information, friendship and advice – or just someone to chat to.

Our helpline team can also direct people to groups and services in their local area that might be of interest or benefit to them.

SILVER LINE FRIENDS

For those wanting more personalised, one-to-one contact, we also offer telephone and letter-writing friendship services which are free to both the Silver Liner and volunteer. The Silver Liner is carefully matched with one of our volunteer Silver Line Friends based on mutual interests, for a regular call or exchange of letters.

Telephone Friends: for older people who enjoy talking on the phone we arrange a weekly 30-minute call, at the same time and day each week, from a Silver Line Telephone Friend to catch up on news and have a general chat.

Silver Letters: for older people who would like a pen pal, either because they may have a hearing impairment or just like writing. They and their Silver Line Friend write to each other a couple of times a month – exchanges of poetry and photos are also popular.

These services are not mutually exclusive – indeed, many of the older people we support ring the helpline as well as exchanging letters and/or receiving a weekly call. To find out more about our Silver Line Friends service, please visit: www.thesilverline.org.uk.

ADDITIONAL SERVICES

Silver Circles: bring together older people with common interests on a weekly group call (for about an hour) – akin to a virtual coffee morning – offering the opportunity to socialise in a group and extend their friendship circle.

Silver Connects: our team of volunteers provide extra support for older people who need more pro-active assistance with accessing local services – for example, organising transport to their nearest lunch club that the helpline has signposted them to, arranging for social services to visit them, or helping resolve their housing situation with their local authority.

PLEASE GET INVOLVED

Fundraising

The Silver Line is a charity – we rely entirely on voluntary donations to help us run the helpline, pay for training and cover the cost of all calls. Our website lists many fundraising opportunities throughout the year – even with just a few minutes to spare, you can make a big difference.

To find out more, please visit: www.thesilverline.org.uk/fundraise.

Volunteering

We are supported by thousands of volunteers who help us deliver the services we offer. Becoming a volunteer is simple and training can be completed over the telephone.

For a full list of volunteer opportunities, please visit our website: www.thesilverline.org.uk/get-involved/volunteering and complete the online application form or call us on **020 7224 2020** during office hours.

Spread the word...

There are millions of older people who feel lonely or live alone – and we want to reach and support as many of them as we can, particularly those who are isolated and vulnerable. Whether it's putting up one of our posters, handing somebody one of our leaflets or just telling family and friends who might benefit (directly or indirectly) about what we do – every little thing counts to help to raise awareness of our services.

To request resources or download, please visit: www.thesilverline.org.uk.

SUPPORT OUR HELPLINE

Donate **ONLINE** | Visit: www.thesilverline.org.uk/donate

Donate by **PHONE** | Call: **020 7224 2020**

Donate by **TEXT** | Text: **ALONE** to **70555** to make a £5 donation*

* plus standard rate text (age 18+, UK mobiles only).

The Silver Line is registered in England & Wales (charity no. 1147330 and company no. 08000807). Scotland (charity no. SC044467).
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