

# The Silver Line

helpline for older people

0800 4 70 80 90

No question too big  
No problem too small  
No need to be alone

**information • friendship • advice**

**free, confidential and open 24 hours**

**0800 4 70 80 90**

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

The Silver Line is a registered charity in the UK.

Registered Charity No. 1147330 | Company No. 8000807



LOTTERY FUNDED

# What is The Silver Line?

**The Silver Line is the confidential, free helpline for older people, open every day and night of the year.**

The statistics about older people and loneliness are frightening. More than half of all 75 year olds in the UK live alone and one in ten suffers “intense” loneliness but is reluctant to ask for help.

In a poll conducted to mark the national launch of **The Silver Line** on 25 November 2013, 9 out of 10 older people told researchers that “a chat on the phone” is the most helpful solution when they feel lonely but 1 in 4 older people say they never or rarely have someone to chat to on the phone.

But now there is a simple, free way to get information, friendship and advice by calling **0800 4 70 80 90** at any time (mobile charges may apply). From a mobile call **0300 4 70 80 90**.

## What We Do

- We offer information, friendship and advice
- We signpost callers to the many, varied groups and services that exist in their communities
- We protect and support those who are suffering abuse and neglect

## Who Is The Silver Line For?

The Silver Line is a helpline for older people – the Silver Generation. We have no strict age limits but most people we speak to are over 65. *So, if you think it's for you, it is for you.*

## How Does It Work?

When callers ring our freephone number **0800 4 70 80 90** any time of day or night, our helpline staff will be happy to offer information or simply have a chat.

*“When I get off the phone I feel like I belong to the human race”*

## Silver Line Friends

If callers would like to be put in touch with **Silver Line Friends**, they can receive a regular weekly friendship call. Or they may like to join a Silver Circle and take part in a regular group call on subjects that interest them. Silver Line Friends are volunteers who have contacted **The Silver Line** because they enjoy talking to older people. They are vetted and trained, and work in pairs or safeguarding and support.

## Are All Calls Free?

The **Silver Line Helpline** is free to callers. Calls made by our Silver Line Friends are paid for by the charity. We rely on charitable donations from organisations and individuals who care about the welfare and safety of older people to fund this vital new service.

*“I haven't spoken to anyone all day, so I just wanted to say goodnight”*

## Are Calls Confidential?

**The Silver Line** is a confidential helpline. Callers are free to express their feelings and describe their lives honestly, and can trust us to respect their privacy. With the callers' permission, in cases of abuse or neglect, we will involve specialist safeguarding organisations such as Action on Elder Abuse or Social Services.

✓ All calls are free   ✓ All calls are confidential   ✓ If you think it's for you, it is for you

# Get in Touch

## Volunteer as a Silver Line Friend

You will be asked to fill out an application form and will be contacted by a member of the **Silver Line** team. Training is provided and once you feel ready to make regular befriending calls, you will be matched with another volunteer so that you can work together from a location of your choice. It might be your home or one of our **Silver Line** hubs.

**Silver Line Friends** work in pairs for safeguarding and support and use a simple system that means you are not charged for the cost of the calls you make to older people. If this is of interest to you, please contact [volunteering@thesilverline.org.uk](mailto:volunteering@thesilverline.org.uk)

## Volunteer in other ways

The **Silver Line Helpline** is a new charity and there are lots of volunteering opportunities for people with fundraising, administration or research skills. If this is of interest to you, please let us know how you would like to help The Silver Line by contacting: [volunteering@thesilverline.org.uk](mailto:volunteering@thesilverline.org.uk)

## Donate

The Silver Line Helpline is free to callers and befrienders but the cost of telephone calls, of running the helpline 24/7, of volunteer recruitment and training is met by the charity and depends on the vision and generosity of supporters.

- **£5 will pay for a call with an older person who may not have spoken to another human being all week**
- **£50 will pay to recruit and train a volunteer to become a Silver Line Friend**
- **£100 will pay for one caller to be befriended for one year**
- **£250 will pay for one caller to be supported by the helpline and their own Silver Line Friend for one year**

You can give to The Silver Line in a number of ways.

### **By Phone:**

Call: **020 7224 2748** during office hours.

### **By Post:**

Cheques should be made payable to "The Silver Line Helpline" and sent to: The Silver Line, Minerva House, 42 Wigmore Street, London, W1U 2RY

### **Online:**

Online donations can be made via BT MyDonate:  
[www.mydonate.bt.com/charities/thesilverlinehelpline](http://www.mydonate.bt.com/charities/thesilverlinehelpline)

### **By Text**

Text 70500 Silver10 to give £10. If you'd rather give a different amount text Silver followed by the amount you want to give in whole pounds and without a £ sign, so £2 is Silver2

### **By Bank**

Barclays: s/c **20-71-82** a/c **00974692**

## Who Runs The Silver Line?

The Founder of The Silver Line is **Esther Rantzen CBE** and the Board of Trustees includes experts in older people's health care, housing, law, education, fundraising and business The Chief Executive is **Sophie Andrews**.



**Esther  
Rantzen CBE**



**Sophie  
Andrews**

## A Caller's Story

Dorothy is 84. She says "It's knowing that there is always somebody there who cares that I find so welcoming."

Her husband died after 58 years of marriage. With no children and her only surviving brother living abroad, Dorothy has no family around her. She's led a long and fascinating life but has no one to talk to.

She worked as a civil servant and keeps her brain active by doing cryptic crosswords, a skill she is teaching her Silver Line Friend who phones her once a week.

Sometimes, when the loneliness hits, she will "have a little weep. It's a feeling of being abandoned." she says. "The hardest thing is eating alone and the flat, dead nights... there is nothing worse than trying to eat a meal on your own in my opinion. It seems to bring it home to you."

About her Silver Line Friend, she says "It's lovely. I so look forward to her call. I love talking to people. I'm interested in people."

Dorothy thinks older people find it hard to admit to loneliness because "ours was a very self-sufficient generation."

For donations call **020 7224 2748** (9am-5pm)

For volunteer enquiries, contact;  
[volunteering@thesilverline.org.uk](mailto:volunteering@thesilverline.org.uk)

 [facebook.com/thesilverlineuk](https://www.facebook.com/thesilverlineuk)

 [@TheSilverLineUK](https://twitter.com/TheSilverLineUK)

To find out more please visit our website:

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

