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**Themes:** Befriending and Loneliness, Mental Health

**Aimed at:** Adults 18+, Older Adults 65+

The Silver Line is a Helpline for people aged 55 and over.

Since our national launch in November 2013, The Silver Line Helpline has received over 2.5 million calls. Over two-thirds of these calls were made overnight or at weekends when no other helpline is available for older people who may be lonely, isolated or confused.

The Silver Line provides three functions to support older people:

- a 24-hour helpline which is available 365 days a year and offers information, signposting, advice, and a place to talk

- a befriending service to combat loneliness

- a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm

We now receive around 10,500 calls every week from older people the all over UK, with 53% of callers saying they have literally no-one else to speak to. Over 3,000 volunteer Silver Line Friends are making regular weekly friendship calls to older people, and our Silver Circles offer friendship for older people with shared interests through the chance to socialise by phone in a small group.

We rely entirely on voluntary donations to cover the cost of all Silver Line services, and are extremely grateful to all those who have helped us to support thousands of older people, many of whom refer to us as “a lifeline”.

## SILVER CONNECTS

The Silver Connects Service offers older people a helping hand to navigate difficult situations and to connect with organisations and services in their local area. We support people with a wide range of issues including accessing benefits, health and social care issues, help with housing, and accessing social clubs and events. We can provide information and signposting through to contacting services on their behalf.

The service is entirely directed by the older person seeking help. We work under their instruction to contact organisations and services to work towards their identified outcome. Support is provided by both staff and our team of award winning volunteers (pictured winning the Community Team of the Year Award at the University of Central Lancashire Volunteering and Community Leadership Awards).

Access to the service is through referral from the Silver Line Helpline or Age UK Advice Line – the staff and volunteers there can assess the type of support needed and whether Silver Connects is best placed to help. So if you know of an older person in need of support, contact us by one of the following methods:

Call the Silver Line Helpline – 0800 4 708090

Call the Age UK Advice Line – 0800 169 6565

Email us using the Contact Enquiry Form on the Age UK website

**Area:** Bassetlaw, Bolsover

### Contact Details

Tavis House

Tavistock Square

WC1H 9NA

[info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

0800 470 80 90

<https://www.thesilverline.org.uk/>

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