What We Do

*The Silver Line operates the only confidential, free helpline for older people across the UK that’s open 24 hours a day, seven days a week.*

**The helpline number is: 0800 4 70 80 90.**

We also offer telephone and letter friendship schemes where we match volunteers with older people based on their interests; facilitated group calls; and help to connect people with local services in their area.

**The Silver Line Helpline**The Silver Line is the only confidential, free helpline for older people across the UK open every day and night of the year. Our specially-trained helpline team:

* Offer information, friendship and advice.
* Link callers to local groups and services.
* Offer regular friendship calls.
* Protect and support older people who are suffering abuse and neglect

68% of calls to the helpline are made at night and weekends.

**Who can call the helpline**  
The Silver Line is a helpline for older people.

We have no strict age limits but the people we speak to are over 55. So, if you think it’s for you, it’s for you.

**All helpline calls are free**  
The Silver Line Helpline is free to callers.

All costs of calls are covered by The Silver Line. We rely entirely on donations from organisations and people who care about the welfare and safety of older people. Find out more about how to support The Silver line [here](https://www.thesilverline.org.uk/fundraise/).

**All helpline calls are 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.

In cases of abuse or neglect, with the callers’ permission, we will involve specialist safeguarding organisations such as Action on Elder Abuse or the appropriate social services team.

To find out more about our Blackpool based helpline hub, please click [here](https://www.thesilverline.org.uk/what-we-do/growing-the-silver-line-helpline/)

**Silver Line Telephone Friends**  
If callers would like to be put in touch with a Silver Line Friend, they can enjoy a regular weekly friendship telephone call. Silver Line Friends are volunteers who have contacted The Silver Line because they enjoy talking to older people.

Calls are free for both parties, as costs are covered by The Silver Line through [donations](https://www.thesilverline.org.uk/donate/).

We match the older person to like-minded volunteers, based on their interests and preferences. It is not a counselling service and Silver Line Friends will not meet, or know the telephone numbers of the people they speak to.

**Silver Letters**  
Telephone friendship schemes are not suitable for everyone. We created the Silver Letters scheme for people who are hearing impaired, and would like a Silver Line Friend, as well as those who just prefer the written word.

Silver Letters are a regular exchange of correspondence between an older person and a Silver Line Friend. All postage is free for both parties, and sent via our mail centre, so costs are covered by The Silver Line. It is not a counselling service and Silver Line Friends will not meet or know the address of the people they write to.

**Silver Circles**Silver Circles are facilitated group telephone calls where people with shared interests can discuss topics that interest them with a wider group. This is enjoyed by people who would like to speak with more than one person at a time.

Calls are free for people taking part, as costs are covered by The Silver Line.

**Silver Connects**  
The Silver Connects team provides older people with more intensive support, advice, and help with connecting to local services. Since launching in November 2015, the team has worked on issues ranging from housing and health issues, to finding lunch clubs and even financial concerns.

Find out about more about volunteering opportunities with The Silver Line [here](https://www.thesilverline.org.uk/get-involved/volunteering/).