

# About Advocacy

*The Scottish Independent Advocacy Alliance Magazine*

*Spring 2010*



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## Editorial

In this, the spring edition of *About Advocacy*, we focus on older people and try to relate policy to practice. Following the publication of *All Our Futures: Planning for a Scotland with an Ageing Population* in 2007, we are grateful to Shona Robison, Public Health Minister, for outlining how the Scottish Government has met the key objectives of this report.

This edition allows organisations working with older people the opportunity to tell you about the work they are doing, both at policy level and on the ground. Included are two articles on domestic violence — one from the perspective of older women and the other older LGBT people. Also, included, in time for the UK General Election, are manifesto priorities from Age Scotland. It's certainly interesting to see the variety of work that is taking place around the country, and refreshing to see policy, positively contributing to people's lives.

Vincent Finney  
Editor

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### Thank you:

The SIAA would like to thank all the individuals who have contributed to this newsletter.

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### Disclaimer:

The views expressed in this newsletter are those of the individual authors and should not be taken to represent those of the Scottish Independent Advocacy Alliance.

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# Age Scotland's manifesto priorities for the UK general election

by Claire Murray, Community and Campaigns Officer, Age Scotland  
(formerly Age Concern Scotland and Help the Aged in Scotland)

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*As a UK General Election approaches, the forecast demographic shift towards an older population is in the forefront of many people's minds. This so called 'demographic time bomb' raises a number of key issues voters would like to see addressed.*



Age Scotland is asking all political parties to commit to:

- Ending forced retirement by scrapping the Default Retirement Age (DRA);
- Re-linking the basic state pension to earnings by 2012 and increasing pensions gradually;
- Introducing an automatic system to pay older people their benefit entitlements;
- Retaining the essential features of Attendance Allowance;
- Providing greater support for unemployed people aged 50+ to return to work.

New research by Age UK shows that the use of the DRA has soared during the recession, with more than 100,000 people across Britain — including over 9,000 in Scotland — forced to retire on or after turning 65 last year. This figure is four times higher than the number we feared would be hit when the law was introduced in 2006. The figures

suggest employers have used forced retirement as a cheap and easy alternative to redundancy during the recession.

Allowing older people to continue working for as long as they are willing and able means that people are given the choice to provide for their

older age and eventual retirement in the way they think is best. It also means keeping knowledgeable and experienced people within the UK workforce at a time of economic uncertainty.

The threat of forced retirement hangs over thousands of workers. Across Britain, half a million workers over 60 work for employers who use the DRA and a quarter of a million workers aged 60 to 64 say they believe it is likely or certain that they will be forced to retire. One in four people aged 60 to 70 know a friend or colleague who has been made to retire at or after 65.

The DRA has stamped an expiry date on hundreds of thousands of older workers across the UK. It's the most disturbing example of that blight on the later lives of so many people: age discrimination.

Nine out of ten people in their 60s have told us they oppose forced retirement. We now want all political parties to commit to tackle this disrespect in later life.

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For more information see:  
[www.ageconcernandhelptheagedscotland.org.uk](http://www.ageconcernandhelptheagedscotland.org.uk)



## **All Our Futures** by Public Health Minister, Shona Robison

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*Scotland's older people make a huge contribution to their families and our communities. Many older people are the bedrock of voluntary organisations both nationally and locally, others are working and still more are caring for other frail family members and neighbours or grandchildren.*

For our part, the Scottish Government has continued to support a number of major policies specifically designed to help older people, including:

- Free Personal and Nursing Care, which ensures that anyone over 65 who needs help with personal care like showering or dressing will

receive it free of charge — no matter how much they may have in savings, or if they live in their own home or a care home.

- The National Concessionary Travel Scheme, which provides free Scotland-wide bus travel for older people.
- The Energy Assistance Package which came into effect in April 2009.
- The freeze on council tax, introduced first in 2008–09 and continued in 2009–10, which is of particular benefit to people on fixed incomes.

We know we also need to rise to the challenge of an ageing population in the years to come. Our strategy — *All Our Futures: Planning for a Scotland with an Ageing Population* — sets a vision for a future Scotland which values and benefits from the talents and experience of our older people.

*All Our Futures* underlines that older people are contributors to life in Scotland. It seeks to break down barriers between generations and aims to ensure services are in place so that people can live life to the full, as far as possible, as they grow older.

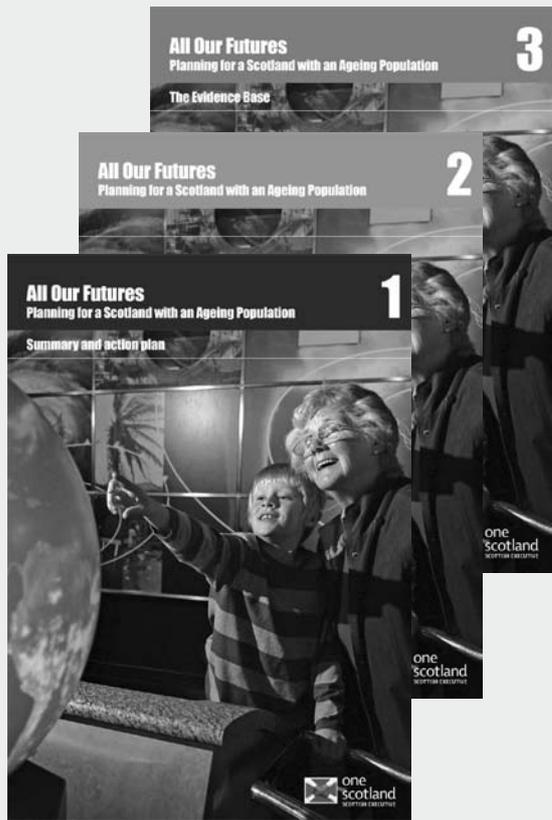
An extensive consultation and engagement process was behind *All Our Futures*. It identified six priority areas for action: improving opportunities and removing barriers; forging better links between the generations; improving and maintaining health and well being; improving care, support and protection for older people; developing housing, transport and planning services; offering learning opportunities throughout life.

Good progress is being made. Our *See the Person, Not the Age* campaign won considerable recognition — not least for its billboard ads. We have set up the Scottish Centre for Intergenerational Practice (see article on page 12) — which has now been operating for more than two years. The centre is working with public, private and voluntary sector organisations, as well as individuals and families, to gather and share best practice, provide information and support, and develop new opportunities for intergenerational working in communities.

We have also established the National Forum on Ageing. Its National Forum on Ageing Futures Group held an impressive first event last June at the Scottish Parliament. This was followed in November by its Ageing Research event in November. Seven stakeholder events were held across the country over a period of seven

months — after which we published a report summarising the main issues identified by the older people who attended.

Countless other organisations are contributing to this process. For example, in October last year the inaugural Scottish Older People's Assembly was held at the Scottish Parliament. It was organised by older people, for older people. Time has moved on and we are now working to ensure that the principles of *All Our Futures* are embedded in the Scottish Government's single purpose — for an economically successful Scotland from which all Scotland's population benefit, including older people.



For more information see:  
*All Our Futures: Planning for a Scotland with an Ageing Population* at:  
[www.scotland.gov.uk/Topics/People/Equality/18501/Experience](http://www.scotland.gov.uk/Topics/People/Equality/18501/Experience).

Our job is to promote equality  
to create a fairer Britain. We  
advise and guidance, working  
legislative framework and raise

## **Age Equality** by Deborah Cowan, Equality and Human Rights Commission

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*The Equality and Human Rights Commission was launched in October 2007, taking over the role and functions of the Commission for Racial Equality, the Disability Rights Commission and the Equal Opportunities Commission and assuming new responsibilities for age, religion and belief, sexual orientation and human rights.*

The Commission has carried out significant research, has published several reports and been involved in numerous initiatives that look at age equality.

The Commission's recent report on social care reform in England, *From Safety Net to Springboard*, set out a vision for the reform of care and support based on equality and human rights. The report included a number of proposals on the key actions that we believe are necessary to make this vision a reality. Subsequently, the

Commission's three-year strategic plan includes a programme of work focused on the role of health and social care and related public services in securing life chances and access to supports that promote dignity, respect and fairness.

In Scotland this work is being taken forward in partnership with the Independent Living Movement, who the Commission is supporting through its work with the Independent Living in Scotland Project. Working together, Scottish Government, COSLA, and disabled people have determined that advocacy is one of the key priorities which needs to be advanced if Independent Living for disabled people is to become a reality.

The Commission, together with Age Concern and Help the Aged, joined forces in 2009 to explore inequality throughout people's lives and

ty and human rights, and  
do this by providing  
g to implement an effective  
sing awareness of your rights.

*Mission statement from The Equality and Human Rights Commission homepage.*



how it may lead to disadvantage in later life. We commissioned research and published our *Just Ageing* report, which explored issues such as the implications of longer lives on equality and how an ageing population needs to be addressed in terms of equality.

Another publication, *Working Better — The over 50s, the new work generation*, looks at the work aspirations of the over 50s, drawing on new research and containing recommendations and practical solutions for government and employers on better ways of working for the over 50s. These include the quality and flexibility of jobs, retirement and pension policies and attitudes and assumptions about the older generation.

The Commission was also consulted by The Government Equalities Office with regards to exceptions to the Equality Bill's ban on age

discrimination in services and public functions. We examined in detail possible exceptions to the ban on age discrimination in health and social care, financial services, as well as other age-based rules that give rise to concessions and benefits for older or younger people. We also argued that the Equality Bill should be used as an opportunity to abandon the national default retirement age of 65. The Commission is committed to ensuring fairness for all and making better use of a talented and experienced workforce, whose age is immaterial.

For more information see:  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com).



## Out of Sight Out of Mind: domestic abuse in the lesbian, gay, bisexual and transgender communities

by Pamela Clocherty from  
Scotland's LGBT domestic  
abuse project

In 2007 the LGBT Domestic Abuse Project was set up to raise awareness of domestic abuse in lesbian, gay, bisexual and transgender relationships. Following research *Comparing Domestic Abuse in Same Sex and Heterosexual Relationships*<sup>1</sup> it was found that approximately one in four LGBT people may experience domestic abuse and it was time to do something about it.

It is a myth that domestic abuse only occurs to heterosexual women. LGBT people can experience a range of abusive behaviours from hitting, kicking or being threatened with violence to rape and sexual assault. They may also experience emotional abuse such as name calling and having their spending controlled. For many LGBT people, the threat of being 'outed' to family, friends or colleagues is a very real fear, a tool which an abuser would use to their advantage. They may also be subject to homophobic abuse, having their sexual orientation or gender identity used against them.

Domestic abuse can occur in any relationship, young or old, from any social sphere. Older LGBT people experiencing domestic abuse may find it more difficult to seek help as they may still believe that they are likely to get a homophobic response from service providers or the Police.

There are many services that can help LGBT people experiencing domestic abuse. The Police will respond to incidents of domestic abuse regardless of sexual orientation or gender identity. Housing organisations have a duty to provide any individual with emergency accommodation if fleeing domestic abuse and the Scottish Domestic Abuse Helpline offer a service to individuals experiencing domestic abuse, including LGBT people.

For more information on LGBT domestic abuse and where to get help visit: [www.lgbtdomesticabuse.org.uk](http://www.lgbtdomesticabuse.org.uk).

<sup>1</sup> *Comparing Domestic Abuse in Heterosexual and Same Sex Relationships*, Donovan, Hester, Holmes & McCarry, Sunderland University, 2006.

# “Ye just hae to dae it yoursel”<sup>1</sup>: Older Women and Domestic Abuse in Scotland<sup>1</sup>

by Dr. Marsha Scott (joint) author of “And for 39 years I just got on with it”: Older women and Domestic Violence in Scotland

*Older women, like younger women, experience domestic abuse in large numbers and suffer significant physical, emotional and social consequences. However, thanks to stereotypical attitudes about women and aging, these older women have been virtually invisible in policy and service provision. In addition, conflation of ‘elder abuse’ and ‘domestic abuse’ means that older women experiencing domestic abuse are marginalised and offered few or inappropriate services.*

Older women face serious barriers to accessing support and are rarely offered appropriate services when they manage to enter the service system. This article’s title is taken from a quote from a 53-year-old woman who walked with a Zimmer frame, who was asked who had helped her. Her answer: “That last time, I told myself: You just hae to dae it yoursel!”

Appropriate policy and service design and delivery must recognise that women experiencing domestic abuse are no more a homogenous group than any other group of women; attention to the following will improve responses to older women:

- Older women experiencing abuse have essentially the same needs as younger women, e.g., safety, security, health care, social and familial ties, but may require services delivered in different ways than those designed for younger women.
- Older women are more likely to have experienced long-term trauma, are more likely to currently live with an abuser and are more likely to remain within the relationship than younger women.

- The usual barriers to support and reasons why women stay in or return to abusive relationships are magnified for older women.
- The familiar notion of ‘older’ women as vulnerable to abuse because of their frailty and reliance on carers is not supported by research. Instead, women are often abused by men they cared for. Issues of dependence for women are complex and reflect their lack of financial independence and additional caring responsibilities.



<sup>1</sup> Material in this article is taken from two works: M. Scott, L. McKie, S. Morton, E. Seddon, and F. Wasoff (2004): *And for 39 years I just got on with it: Older women and Domestic Violence in Scotland*. <http://www.healthscotland.com/documents/229.aspx> and M. Scott (2008) *Updating Older women and domestic violence in Scotland: A fresh look at the literature*, Centre for Research on Families and Relationships, Edinburgh.

## *They put up with it — what else can they do? Mistreatment of black and minority ethnic older people and the service response.<sup>1</sup>*

*by Vincent Finney, Elder Abuse Development Officer, SIAA*

*“older people’s issues  
need to be part of  
training focused  
on race”*

The University of Stirling has recently completed research into mistreatment of black and minority ethnic older people. The aim of the research was to examine how cultural diversity affects people’s understandings of mistreatment of older people and to identify how to improve services for older people who are mistreated, their carers and families.

The research identified understandings of mistreatment of older people across a broad range of black and minority ethnic (BME) communities; explored the implications of these understandings for appropriate prevention and support; examined good quality service delivery relevant to addressing elder abuse in BME communities; and produced principles of good practice for service professionals and voluntary groups encountering elder abuse in BME communities.

The study found that mistreatment cases should be considered as involving the whole person, within their family and community context and that mistreatment within services has to be addressed. There is a need to develop appropriate outreach work, and service developments need to be aware that mistreatment may not be the ‘up-front’ issue for clients from BME communities. Improved ‘diversity sensitive’ support for carers and families could prevent mistreatment from developing and non-BME service providers need to be alert to the needs of older BME people service users. Training needs to ensure that BME issues are integral to discussion of adult protection, and older people’s issues need to be part of training focused on race.

You can view the full report on the website of Age Scotland at:  
[www.ageconcernscotland.org.uk](http://www.ageconcernscotland.org.uk).

<sup>1</sup> Alison Bowes, Ghizala Avan and Sherry Macintosh: *They put up with it — what else can they do? Mistreatment of black and minority ethnic older people and the service response*. Department of Applied Social Science, University of Stirling. The text for this article is taken from the research summary.

# Helping older BME people to a better quality of life

by Rohini Sharma, Older People Services Development Project, Equal Opportunities Programme, Trust, Hanover (Scotland) and Bield Housing Associations

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*A unique scheme in Scotland, the Older People's Services Development Project, is achieving major success in helping older people from black and minority ethnic (BME) backgrounds to gain access to basic benefits and entitlements which can change their lives for the better.*

Many older BME people face considerable hurdles in accessing information about entitlements such as pension benefits or Disability Living Allowances, in many cases because of problems with understanding English or literacy issues.

There are also cultural and attitudinal barriers which can make communication between older BME people and service providers fraught experiences which risk ending in misconception or misunderstanding. As a result, older BME people are disproportionately excluded from services which they are not only in desperate need of, but to which they are fully entitled.

The Older People's Services Development Project, which is managed by the joint venture Equal Opportunities Programme backed by Trust, Hanover and Bield housing associations and funded by the Lottery, addresses these issues in a highly practical way.

In two years the Project has conducted benefits entitlement checks for over 450 older BME people of which more than 200 have obtained benefits and services for the first time as a result. In total, the value of benefits and services accessed as a result of the project is almost £400,000.

Rohini Sharma Joshi who heads the Equal Opportunities Programme says: "Our programme makes a huge positive difference to the quality of people's lives — whether it is having enough money to eat, being able to keep warm, or to get



help with getting out and about. We strongly encourage referrals from independent advocates who are aware of more people in need of our services."

Mrs Kwok from Edinburgh has been helped by the project. She said: "Before I received the right benefits I was always worried about paying my bills and there was never enough money to live on. Now that I receive the benefits that I am entitled to I can buy the things I need, visit my grandchildren and enjoy a social life."

If you come across any BME older people who can benefit from our services please contact Equal Opportunities Programme and we will be pleased to assist.

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For more information contact the Older People Services Coordinators:  
Neeru Bhatnagar [neerub@trustha.org.uk](mailto:neerub@trustha.org.uk)  
0131 444 4952 or Anthony Li Chu  
[lchu@trustha.org.uk](mailto:lchu@trustha.org.uk) 0131 444 4941.

# The Scottish Centre for Intergenerational Practice

by Jane Stevenson, National Development Officer, Generations Working Together

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*The Scottish Centre for Intergenerational Practice provides support to individuals, organisations and businesses involved in developing or providing intergenerational learning. The Centre, otherwise known as Generations Working Together, conducts research, provides information, commissions projects, delivers support and encourages involvement to benefit all of Scotland's generations, by working, learning, volunteering and living together.*

Generations Working Together works in close partnership with Scottish Government to support the delivery of the strategy outlined in *All our Futures: Planning for a Scotland with an Ageing Population (2007)*.

Generations Working Together has a large network of members served by local development partnerships located across the country, providing local support and intervention in intergenerational learning. The network partners are also responsible for other aspects intergenerational working, training practitioners and identifying new areas of working and potential partners in their area.

An example of intergenerational learning in the Lothians area is the Intergenerational Kitchen project:

The idea for an intergenerational kitchen arose from findings and participant feedback from the COPA project — Recipe for Life — which explored supports and barriers to eating well for house-bound older people who lived alone. The project was undertaken to explore snack ideas with a care home, lunch club and two high schools in East Lothian (Fa'side Lodge, The Hollies, Musselburgh Grammar and Ross High School).



The project provided a platform to involve older and younger groups in activities around food, supporting older people to maintain an interest in food and to share their knowledge and skills with younger people, whilst raising awareness of nutrition in later life. The project culminated in an afternoon tea bringing project participants together to share conversation and enjoy food prepared by the pupils. A snack recipe booklet was developed from the work of the project. This is just one of the many fantastic examples of intergenerational learning and how it works in the local community.

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For more information on Generations Working Together see their website at: [www.scotcip.org.uk](http://www.scotcip.org.uk) or contact [jane.stevenson@strath.ac.uk](mailto:jane.stevenson@strath.ac.uk).

# Contact the Elderly — “anyone for tea?”

by Morna O'May, East Scotland Development Officer,  
Contact the Elderly

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Contact the Elderly is a small national charity which recruits volunteer hosts and drivers to arrange monthly Sunday afternoon tea parties for small groups of elderly people (aged 75+) who live alone and are isolated.

Elderly members are collected from their own home by volunteer drivers, and are taken to a volunteer host's home, where they join a small group for tea and a chat. The group is warmly welcomed by a different host each month. They will enjoy something that most of us take for granted — a cup of tea, a slice of cake and a chat in a friend's house.

A warm welcome, a family home, meeting friends old and new, brings companionship to our elderly members and a vital link to their community.

*“I look forward to it every month. It's difficult for me to get out because I don't see very well. I get picked up and taken to meet the nicest people and have a delicious tea. What could be better than that?”*  
— Ivy, 96

We give those who have become isolated some regular companionship and something to look forward to — a real lifeline for people who spend day after day on their own with nobody to talk to.

There are approximately 60 groups in Scotland from the Borders to the Highlands, each consisting of about 6–8 older people, 3–4 volunteer drivers and up to 12 hosts. The concept is simple but effective:

*“You have no idea what it means to me. I'm beginning to feel human again. Contact the Elderly is easily the best organisation I know of for lonely people such as myself. For a small group of people to meet in someone's home...it makes me feel as if I belong to a family. I've lived alone for over 40 years and miss all my friends and relatives so much. Bless you all for your kindness and thought for those who are all alone.”*  
— Peggy, 81, elderly member of Contact the Elderly



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To find out more contact: Morna O'May, East Scotland Development Officer, 01786 871264 or email [morna.o'may@contact-the-elderly.org.uk](mailto:morna.o'may@contact-the-elderly.org.uk) or check out our website [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk).

# Age Scotland in the Community

by Kay Hutcheson, Director of Charity and Community Development Services, Age Scotland  
(formerly Age Concern Scotland and Help the Aged in Scotland)

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*Age Scotland will be launching in April with a new look Charity and Community Services Division. This Division will be working closely with groups across Scotland whose members are older or who work with and for older people.*



The Division aims:

- To build strong, sustainable groups.
- To increase involvement in decision making affecting older people.
- To provide opportunities to influence and participate in the new charity.
- To provide information for older people and organisations providing information for older people.

Getting local information out to older people in their own area can be life changing. To do this, our CCS staff will deliver talks to a wide range of older people's groups, set up stands at local community events and work in partnership with other statutory and voluntary sector organisations to increase access to high quality, relevant information. The team will also raise awareness of the Scottish Helpline for Older people (SHOP) which is managed by Age Scotland on behalf of the Scottish Government.

The team has two Charity and Community Services Managers (CCSM), one covering the North and East of Scotland and the other covering the South and West. There will be two Development Officers in each region — all of whom will be home-based — and three office-based Resource Workers.

The location of Development Officers relates to the four regional areas identified by Age Scotland in order to ensure a greater link between the

needs of older people and groups at local level and the activities and priorities of the charity at local and national level.

Key elements of the regional structure include the hosting of regional Assembly meetings which will allow groups and partner agencies to share ideas, ask questions and feed back to Age Scotland about our performance and priorities. We have also introduced regional Trustees on the Board of the charity, a move which will strengthen our commitment to ensuring that the charity reflects the needs of older people throughout Scotland.

The Development Officers will also be able to help local groups apply to the new charity's grants pot of £150,000 for the year 2010/11. Over sixty groups were awarded grants in 2009/10.

The new look team at Age Scotland aims to work from the grassroots with older people to get them involved in the decisions that affect them and to support groups to enable them to continue providing their much needed services all across Scotland.

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For more information see:  
[www.ageconcernandhelptheagedscotland.org.uk](http://www.ageconcernandhelptheagedscotland.org.uk)

# Organisation Profile

## *The Scottish Helpline for Older People*

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### **1. What is SHOP?**

The Scottish Helpline for Older People (SHOP) is a national helpline that helps older people and those who care for or work with older people to find an answer, fast. We have a trained team of paid staff and volunteers who specialise in answering enquiries from or about older people. We receive questions on a range of subjects, including community care, tax, pensions, benefits and provide free, confidential information on these and many other subjects.

### **2. What do you do if a caller needs more information?**

We try to provide a holistic service, and have access to a wide range of information from a variety of reliable sources, including our own databases, Factsheets and other literature. We also subscribe to Advisernet, which is the information database used by the Citizen's Advice Bureau. Where a caller requires more specialist information or support we are able to signpost them to the appropriate organisation.

### **3. What if a caller is deaf / hard of hearing and is the service available in languages other than English?**

Callers with hearing difficulties can contact us via textphone on **0845 226 5851**. We also provide a free telephone-based translation service that covers most languages.

### **4. There are lots of helplines, why does there need to be one dedicated to older people?**

In line with the growing ageing population, there is a growing demand for our Helpline, which is the only Helpline that provides information on a full range of subjects, specifically for older people

across the whole of Scotland. The demand already exists and we are intending to extend our opening hours within the next few months to help us cope with increasing demand. At present, our youngest volunteer is aged 70, so the people answering the telephones really do understand the issues faced by older people.

### **5. If a caller is experiencing elder abuse or knows someone who is, can they contact SHOP?**

Yes, people can call SHOP in confidence for information on dealing with elder abuse. All of the staff and volunteers who handle calls have received comprehensive training on this matter and are able to assist.



Scottish helpline  
for older people

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The Scottish Helpline for Older People is open Monday to Friday 10.00 am until 4.00pm, on **0845 125 9732** (local rates apply) or by textphone on **0845 226 5851**.

# ELDER ABUSE HELPLINE NETWORK



*Financial Physical Emotional Psychological  
Sexual Institutional Abuse.*

This is a network of established, professional helplines coming together to share expertise, knowledge and training with staff and volunteers for the benefit of elderly people vulnerable to different types of abuse.

## Network members and their contact details



**Alzheimer Scotland**  
**0808 808 3000** (24 Hours)  
Confidential information & support for people with dementia, their families and carers.



**Citizens Advice Direct**  
**0844 848 9600** (Mon-Fri 9am-8pm / Sat 10am-2am)  
Confidential helpline service offering information on a range of issues.



**Capability Scotland Adviceline**  
**0131 313 5510** (Mon-Fri 9am-5pm)  
Information on Capability Scotland Services, specialist advice on Cerebral Palsy, general advice on disability issues.



**Depression Alliance Scotland**  
**0845 123 23 20** (10am-2pm Mon, Tues, Thurs, Fri)  
Confidential information, support and understanding for people affected by Depression, their friends and families



**Rape Crisis Scotland**  
**08088 01 03 02** (6pm-12am 7 nights)  
Information and support for those who have been affected by sexual violence.



**Samaritans**  
**0845 7 90 90 90** (24 Hours)  
Confidential telephone support for those experiencing feelings of distress, despair or thoughts of suicide.



**Scottish Domestic Abuse Helpline**  
**0800 027 1234** (24 Hours)  
Telephone information and support for anyone affected by domestic abuse.



**Scottish Helpline for Older People**  
**0845 125 9732** (Mon-Fri 10am-4pm)  
Confidential information on a wide range of issues affecting older people.



**Scottish Association for Mental Health**  
**0141 568 7000** (Mon-Fri 2-4.30pm)  
Information line for enquiries specifically relating to mental health issues.



**Telephone Helplines Association**  
**0845 120 3767** (Mon-Fri 9.30am-5pm)  
Main source of specialist information relating to the setting up and running of non-profit helplines in the UK & Ireland.



**Victim Support Scotland**  
**0845 60 39 213** (8.30am-4.30pm Mon-Fri)  
Free, confidential, information, advice and support for those affected by crime.



**Scottish Network for Families Affected by Drugs**  
**08080 10 10 11** (5-11pm 7 nights)  
Out of hours crisis line providing support and information to families who have been affected by another's drug use.



**West of Scotland Seniors Forum**  
**Are you cold?**  
**0800 107 2609 or 0141 551 0595**  
(9am-5pm Mon-Fri)  
Campaigning for, and raising awareness of, issues affecting older people.

The network is funded by Comic Relief

**COMIC  
RELIEF**