

Annual Impact Report

2021



 ageScotland

Age Scotland is the national charity for older people.

We work to improve the lives of everyone over the age of 50.

Our vision

Our vision is a Scotland which is the best place in the world to grow older.

Our mission

Our mission is to inspire, involve and empower older people in Scotland, and influence others, so that people can make the most of later life.

Our three strategic aims

Helping older people to be as well as they can be

Promoting a positive view of ageing and later life

Tackling loneliness and isolation

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Our activities

 **Campaigning and influencing**

 **Providing information, advice, and friendship**

 **Supporting and enabling older people's community groups**

 **Promoting age friendly workplaces and communities**

 **Delivering health and wellbeing programmes**

Our organisational outcomes

Our organisational outcomes describe the impact we have on the lives of older people in Scotland.

Older people are more able to influence change



Older people have improved health and wellbeing



Older people are more included in society



Older people feel more connected



Older people have increased independence



Older people are more secure



Older people face fewer inequalities



Introduction

We are proud of what we achieved as a charity in 2021, and despite the ongoing challenge of the Covid-19 pandemic, we were able to grow and develop our support to older people, their families and carers.

The new ways of working for staff, volunteers and member groups, introduced in March 2020, remained in place throughout 2021 as the pandemic continued to restrict activities and adversely impact older people across the country.

Many of our services, adapted in 2020, expanded this year to allow us to be there for older people in need of information, advice, support and friendship.

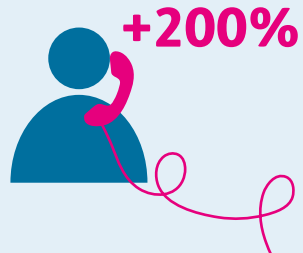


**Brian Sloan,
Chief Executive
Age Scotland**

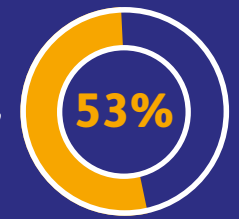


Our **helpline**, a lifeline during the first lockdown, continued to see **higher call volume...**

and our **friendship line** saw call numbers **more than double** as isolation and loneliness levels soared.



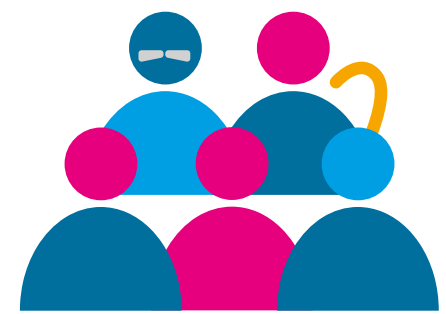
Age Scotland's Big Survey, conducted to capture older people's pandemic experience, found that **53%** of those who took part **felt lonelier since the start of the pandemic.**



The figure was a stark reminder that Age Scotland's work to keep older people connected is more vital than ever.

Although Covid-19 shaped much of our work in 2021, it was also a year of growth in other areas. New information and advice guides focused on inclusion and equality, were published online and in print, Comradeship Circles, bringing older veterans and their families together for a regular phone call, proved popular and Power Quiz, a new health and wellbeing resource to increase physical activity and keep the mind sharp, was launched.

In another challenging year, Age Scotland pulled together to deliver services and resources to improve the lives of older people and be there for them and their families during the pandemic and beyond.



Big Survey statistics: Older people in Scotland

We created The Big Survey with research firm Scotinform to capture experiences of older people in Scotland and find out more about the impact Covid-19 has had on their lives. It also explored many other areas of life including health and wellbeing, housing, ageism, the representation of older people, their financial challenges, and looking to the future.

This new and extensive national survey took the temperature of those over the age of 50 and provided a snapshot of what it's like to be an older person living in Scotland today.

3,562 people over the age of 50 completed the inaugural Big Survey - half of them filled it in online and half returned printed copies.



Overview

66%
of respondents
were women

71%
were retired

19%
were in full
or part time
employment or
self-employed



Covid-19

15%
of those who took part
had been advised to
shield during lockdowns

68%
felt that not being able to
see friends and family was
an issue during lockdown

90%
of respondents kept in
touch with other people
by phone

46%
said they had received
offers of help from
neighbours



Loneliness

55%
said they felt
lonely some of
the time

8%
said they felt
lonely most of
the time

53%
said the
Covid-19
pandemic had
made them feel
more lonely



Energy bills

67%
said lockdown
resulted in
higher home
energy bills

38%
took measures
to use less
energy as a
result of higher
bills

26%
said they felt
financially
squeezed by
bills including
energy and
council tax



Health and Wellbeing

64%
were less active
due to Covid-19
restrictions

95%
were aware
of the effects
prolonged sitting
could have on
their health

34%
said their
mental
health had
deteriorated
in the past five
years



Lifestyle

89%
of those who
took part had
access to the
internet at
home

83%
of those who
use public
transport said
they were more
cautious about
using it since
lockdown

24%
had a caring role
for someone in
their family

Helpline

Our helpline received a high volume of calls throughout 2021 as the Covid-19 pandemic continued to impact older people.

While call numbers fell from the record surge in 2020, they remained significantly higher than pre-pandemic levels, with call handlers providing older people with information, advice, support and friendship.

Our helpline team also identified more than half a million pounds in unclaimed benefits for older people, helped by our Check In, Cash Out campaign.

27,237

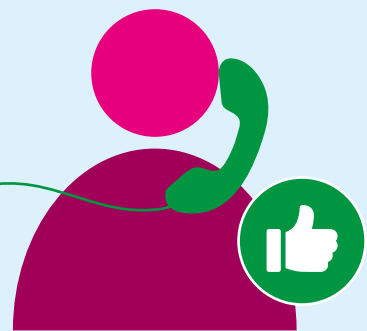
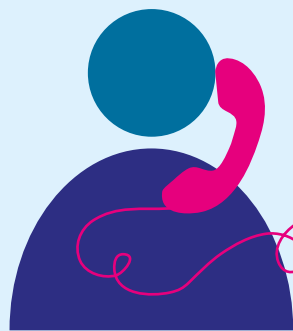
calls in total

19,569 ←

inbound

7,668 →

outbound



452
benefits checks
carried out

99%
of callers would
recommend the
helpline

“

You have been a
breath of fresh air –
you have made my
day!

Helpline caller”

“

The helpline has been
really supportive. I don't
know what I would have
done without it

Helpline caller”

“

Thank you for
hearing me and for
paying attention

Helpline caller”

Organisational outcomes:

Older people
feel more
connected



Older
people have
increased
independence



Older people
are more
included in
society



Older people
face fewer
inequalities



Friendship line

Since its launch in May 2020, the Age Scotland friendship line has become a lifeline for many older people who felt alone and wanted someone to chat to.

In the past year the number of friendship calls more than doubled, as prolonged isolation and loneliness took its toll on older people.

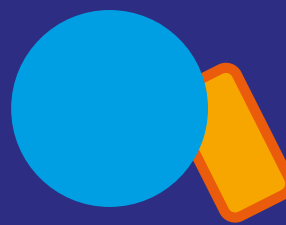
2,763

outbound friendship calls
(up 157% from 2020)



666

inbound calls



“
It's been great to get calls from Age Scotland. I always feel better after getting a call
”
Friendship line caller

“
Have a very good Christmas because you have helped me to have one too
”
Friendship line caller

“
Age Scotland is a wonderful organisation where everyone is nice and friendly
”
Friendship line caller

Older people feel more connected



Information and advice

Our information team continued to produce and distribute free print and digital guides to support older people, their families and carers throughout 2021.

Along with up-to-date information on benefits, housing, care, dementia, veterans' issues and legal and family issues, the team produced a new guide on the Rights of LGBT+ older people in Scotland and Lifebook, a vital tool for gathering information safely in one place. The team also published the popular Age Scotland calendar and delivered 34 new social security workshops to 207 people.

73
guides produced

46,641
guides distributed



“ Thank you for the calendar, I found it really useful ”
Client

“ The information leaflets produced by Age Scotland are always useful and informative ”
Client

“ Throughout 45 years of my working life I had no need to call upon the government benefits system so I had no knowledge of what might be available now that my age and health requires assistance. Thank you for all your hard work in providing such really useful information ”
Client

Organisational outcomes:

Older people have improved health and wellbeing

Older people have increased independence

Older people are more included in society

Older people are more secure

Veterans

Our veterans' team expanded their work with older veterans across Scotland to raise awareness, deliver training and extend the hand of friendship during a second year of challenging pandemic restrictions.

Comradeship Call Circles, bringing together older veterans and their families for a regular phone chat, flourished in 2021.



259

Comradeship Call Circles

96

people took part in Comradeship Call Circles



“ I joined the circle some time ago. I look forward to our Tuesday meeting where the conversation is very informal, informative and cheery. Long may it continue ”

Comradeship circle participant

Organisational outcomes:

Older people feel more connected



Older people have improved health and wellbeing



Older people are more included in society



Health and wellbeing

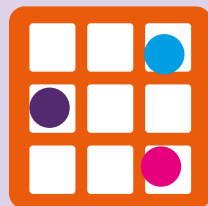
Another year of pandemic living has had an adverse impact on the health and wellbeing of many older people.

A new resource, Power Quiz, was launched in 2021 to support older people to be more physically active, while giving their brain a workout at the same time. Covid-19 restrictions have meant fewer opportunities to deliver Power Quiz in person, but feedback from the groups who have taken part has been positive.

Free train the trainer sessions have also been offered online and in person to equip community groups to run fun, active sessions of Power Quiz and Body Boosting Bingo.

238

older people have done a Body Boosting Bingo or Power Quiz session



40

people have been trained to deliver Body Boosting Bingo or Power Quiz

100%

of participants said they would recommend the training



Organisational outcomes:

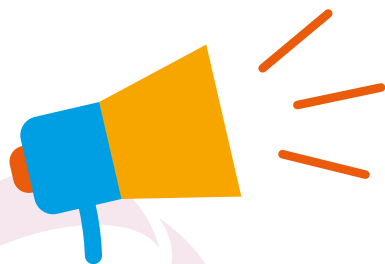
Older people feel more connected

Older people have improved health and wellbeing

Older people have increased independence

Campaigning for older people

Through our policy and campaigns work we highlight the issues that older people tell us are important to them. We want older people's voices to be heard so they can influence and effect change.



Throughout 2021 we campaigned on numerous issues including:

- Local authority Older People's Champions**
- Pensioner poverty**
- Energy bills**
- EU Settlement Scheme**
- Changes to fire and smoke alarm rules**
- Do not attempt resuscitation orders**
- Human rights of older people**
- Social care**

Campaign highlights

Check in, Cash out:

Increasing older people's awareness of social security entitlements and highlighting scale of pensioner poverty to decision makers

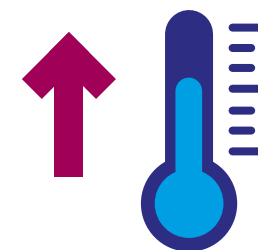


Older People's Champions:

Working with the Scottish Older People's Assembly to ensure every Scottish local authority appoints a Councillor as Older People's Champion to ensure local decision-making meets the needs of older people

Turn up the Heat:

Calling for the Scottish Government to provide a £50 payment to older people in receipt of council tax reduction so they can meet rising energy costs



Organisational outcomes:

Older people are more able to influence change 

Older people are more included in society 

Older people face fewer inequalities 

Research and gathering the views of older people



As Scotland's national charity for older people, it's vital that we listen to their views, and understand their concerns and priorities. We worked on a wide range of issues linked to the Covid-19 pandemic and those identified by older people themselves.

Big Survey: 3,562 people over 50 told us what it is like to be an older person in Scotland today and about the impact of Covid-19 on their lives

Housing needs of older people: Our focus group research highlighted the need to increase the availability of accessible and adaptable homes

Falls treatment pathways: To inform the Scottish Ambulance Service's falls strategy, we asked older people about how they would like to be treated if they have a fall at home

National Care Service: We surveyed older people about their needs and expectations for a National Care Service and discussed the matter directly with members of the Scottish Ethnic Minority Older People's Forum to inform our response to the Scottish Government's proposals

Mental health: Along with The ALLIANCE, See Me and Vox, we gathered insights about older people's experiences of mental health issues

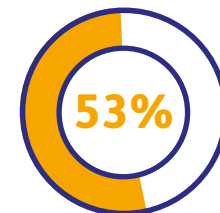
Lockdown anniversary: We marked the anniversary of the first Covid-19 lockdown by publishing three papers looking at loneliness, DNACPR and housing and communities

Loneliness research: We commissioned research with Age UK to highlight the scale of loneliness over the festive season

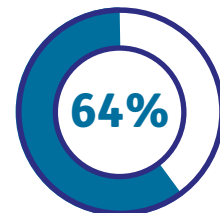
DNACPR decisions: We hosted a roundtable discussion with a range of other charities and partners to get a fuller picture of how DNACPR decisions had impacted older and disabled people in Scotland

Big Survey

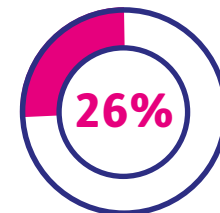
The Big Survey provided a snapshot of what it is like to be an older person living in Scotland:



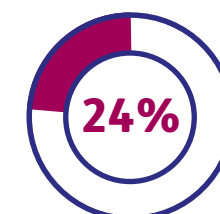
53% of respondents said the pandemic has made them lonelier



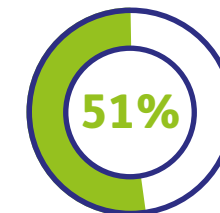
64% reported being less active due to Covid-19 restrictions



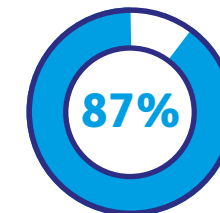
26% felt financially squeezed by their bills



24% had a caring role for someone in their family



51% don't feel that older people are valued by society



87% of respondents said they or someone they know has been the target of a scam

The findings will be used to shape Age Scotland's services and influence decision makers so everyone can love later life.

Organisational outcomes:

Older people are more able to influence change



Older people are more included in society



Older people face fewer inequalities



Influencing change

Throughout 2021 we continued to shape and direct policy by amplifying the voices of older people at a local and national level.

Our policy team worked to influence change on many issues including adult social care, tackling poverty, access to cash, human rights and equalities and Covid-19 recovery.

We launched our Scottish Parliament election asks document Action for Older People which had 5 keys areas for change:

-  Establish the role of an Older People's Commissioner for Scotland
-  Reform social care and establish a National Care Service
-  Tackle loneliness and social isolation
-  End pensioner poverty
-  Build more accessible, affordable, energy efficient homes suitable for older people

The Hate Crime and Public Order (Scotland) Bill was debated in the Scottish Parliament in early 2021 and became law. We had successfully pushed for the inclusion of a statutory aggravation based on age to ensure further protections for older people.

16 contributions to parliamentary and government consultations

Including the National Care Service, Anne's Law, the independent public inquiry into coronavirus

3 appearances at Scottish parliamentary committees

Finance and Public Administration; Equalities, Human Rights and Civil Justice twice

7 parliamentary debate briefings

Including Independent Review of Adult Social Care; Mental Health; Men's Sheds; Tackling Poverty and Building a Fairer Country; Mitigating, Tackling and Responding to the Skills Impact of Brexit; Keeping the Lifeline - A Call to Cancel the Cut to Universal Credit; Covid-19 - preparing for winter and pathways to recovery

Covid-19 helpline adviser briefings

We supported our helpline advisers by producing and updating a large number of Covid-19 briefing documents to allow them to respond to enquiries about the ever-changing national restrictions.

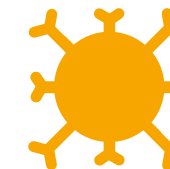
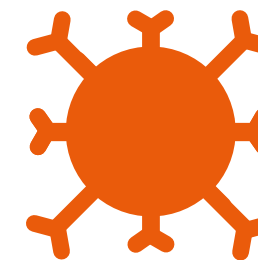
In total we produced:

45

Covid-19 update briefings

5

single briefings



Organisational outcomes:

Older people are more able to influence change



Older people are more included in society



Older people face fewer inequalities



Older people are more secure



Media impact

Age Scotland continued to amplify the voices of Scotland's older people in the media throughout 2021.

We regularly commented on issues affecting older people, while also sourcing and distributing news stories promoting older people's achievements, the work of our member groups and working proactively with journalists to challenge negative stereotypes about ageing in the media.

In what was another challenging year for older people, we were regularly interviewed by broadcast media channels and programmes including BBC Radio Scotland, BBC Reporting Scotland, STV News, and regional radio stations. Our work and commentary were also featured extensively in national, regional and local print media across Scotland.

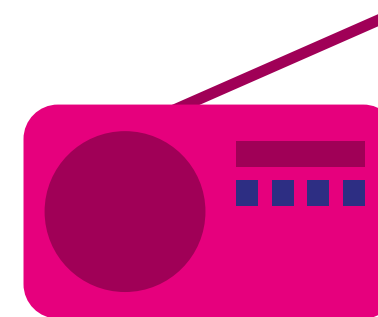
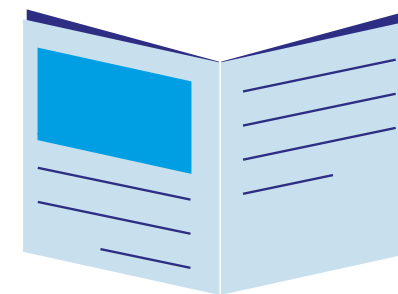


We highlighted issues including:

- ∞ The continuing impact of Covid-19 on older people and creating a post lockdown plan
- ∞ Commentary surrounding vaccine rollout and take-up
- ∞ Calls for investigation into Scotland's handling of the pandemic
- ∞ Ongoing concerns over the use of DNACPR orders
- ∞ Rising bills, cost of living and the importance of tackling pensioner poverty
- ∞ Supporting older workers and promoting age-friendly workplaces as the furlough scheme ended and beyond
- ∞ Maintaining access to cash and banking services on Scotland's high streets
- ∞ Efforts of volunteers and fundraisers across Scotland
- ∞ Support needed during periods of extreme weather

Some key highlights in our media activity were:

- ∞ STV coverage on Age Scotland's Big Survey findings regarding older people feeling valued for their contribution to society
- ∞ Sunday Post piece on launch of new LGBTQ+ veterans' guide
- ∞ BBC Radio Scotland and Reporting Scotland features on functional decline in older people and the impact of Covid-19 on mental health
- ∞ National press story and STV News piece featuring former children's TV presenter Glen Michael, speaking openly about his own experiences of loneliness and isolation and encouraging others to call the Age Scotland friendship line
- ∞ Festive campaigns across national media encouraging people to reach out and highlighting the important role of older people's groups at Christmas
- ∞ Nationwide plea to tackle loneliness and look out for older neighbours in communities following the discovery of an older woman's body which lay undiscovered for years



Older people are more able to influence change



Older people are more included in society



Older people face fewer inequalities



About Dementia

Age Scotland's forum for people living with dementia, their families and unpaid carers continued working to bring about change and improvement in policy and practice.

The team held online and in person sub forum meetings, policy engagement events, a Carers' Question Time event and met with Kevin Stewart, the Scottish Government minister for mental wellbeing and social care.



Held
31
sub forum meetings



Produced
7
consultations and policy responses



Published
3
reports and publications

“
Age Scotland has provided me with a number of excellent opportunities, which have given me, as a person living with dementia, a feeling of self-worth, has helped restore my confidence and has allowed me to feel as if I am contributing to society”
About Dementia member living with dementia, response to LCT Legacy news August 2021

“
I've felt listened to. You can have a good discussion, have an argument even. They are okay with me having a bit of passion”
Evaluation interview with About Dementia member living with dementia, April 2021

Organisational outcomes:

Older people are more able to influence change 

Older people have increased independence 

Older people are more included in society 

Older people face fewer inequalities 

National conference

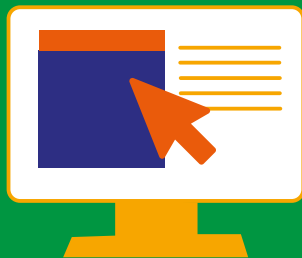
Plans for an in-person national conference, with the theme of resilience and recovery, had to be cancelled because of Covid-19. The event was quickly switched to online where attendees heard from Professor Jason Leitch, Scotland's national clinical director, about the health impact of Covid-19, and were invited to take part in virtual workshops.

Instead of an awards ceremony, which didn't feel appropriate in light of the pandemic, the conference opened with a series of moving films documenting the experiences and challenges faced by six Age Scotland member groups throughout the Covid-19 pandemic and their hopes for a brighter future.



Professor Jason Leitch, Scotland's national clinical director spoke at our national conference

158
delegates took part online



Older people feel more connected



Older people have improved health and wellbeing



Older people are more included in society



“
As always Age Scotland delivers a thought provoking and inspiring conference”
Conference attendee

“
Great platform for discussion on the current and emerging issues affecting older peoples' quality of life”
Conference attendee

“
There are so many older people making huge differences in their communities. We need to shout about this and challenge the perception that older people are a drain on resources”
Conference attendee

Community development

Once again in-person gatherings were severely curtailed in 2021, with most community events held online and regular contact maintained by phone, email or post with information and newsletters. A highlight of the year was a new summer partnership with Edinburgh Zoo which gave complementary tickets to older people's groups from Edinburgh and the Lothians. Dozens of older people enjoyed the opportunity to see the animals in a safe and social environment.

The 2021 grants programme for resilience and recovery offered valuable support for struggling community groups in a challenging year but still a few long-standing groups were forced to close during 2021. To keep spirits up during the winter lockdown, a series of fun activity packs were distributed to older people, including Burns in a Bag and Spring Fling.

12

in-person meetings with groups



75

older people and their carers visited Edinburgh Zoo



“ It was great to see everyone enjoying themselves as a social event, after the last year ”

Age Scotland member

“ The animals were great, lots to see and do, refreshments available, lots of choice ”

Age Scotland member

“ A good way to start people's slow move out of lockdown and isolation ”

Age Scotland member

“ What a lovely gift, the book has made me laugh out loud ”

Age Scotland member

“ Thank you for sending us these wonderful and thoughtful bags. It certainly brought some sunshine to a dreich January ”

Age Scotland member

Organisational outcomes:

Older people feel more connected



Older people have improved health and wellbeing



Older people are more included in society



Men's Sheds

Despite the challenging circumstances, three new Men's Sheds were established across Scotland in 2021. Sheddens continued to adopt innovative ways to stay in touch and support their local communities.

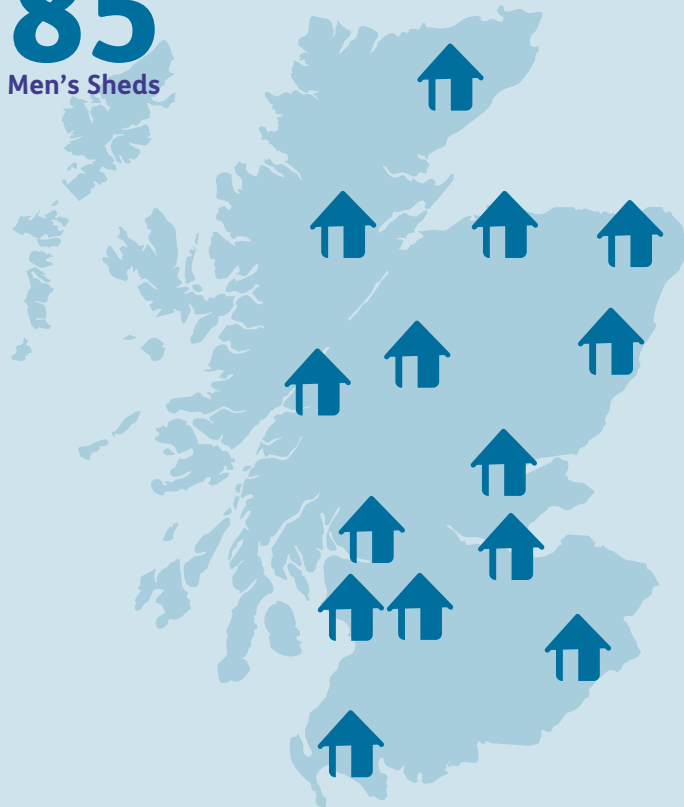
The year saw a mixture of in-person and online shed gatherings.

In June a new film and website was launched, to tell the story of Scotland's men's sheds and highlight the impact they have on people and their communities.

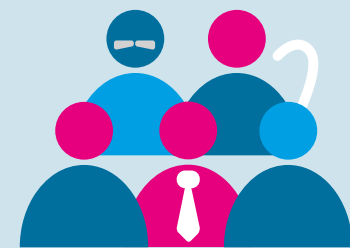
Age Scotland worked with

85

Men's Sheds



Support was given to get **3** new sheds started



200 older people benefitted from Men's Shed grants

“
Lovely to see what shedders do for their local community
”
Age Scotland member

“
Fantastic advertisement for all sheds
”
Age Scotland member

Organisational outcomes:

Older people feel more connected

Older people have improved health and wellbeing

Older people are more included in society

Dementia training

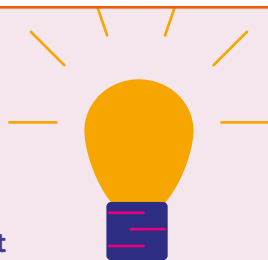
Age Scotland's dementia training programme grew in 2021 with the introduction of three new topics to raise awareness and support people living with dementia.

Trainings continued to be delivered online and included vital input from people with lived experience.

The team also hosted the first national dementia learning event in November which included 21 workshops and was attended by 120 people.

120

people attended the first national dementia learning event

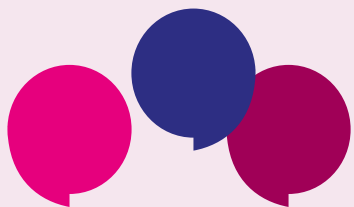


184

training sessions were delivered

1,815

people were trained



3

new topics were added to the trainings

Older people feel more connected



Older people are more secure



Older people have increased independence



Older people are more included in society



“

I learned good valuable ideas for making the home more suitable. It was really useful to hear from participants who themselves were living with dementia

”

Participant, inclusion training

“

Being given opportunities and a voice is priceless and I can't thank Age Scotland enough for that

”

Gerald King, Fife STAND group

“

I am at the start of having to call in outside help and knowing where and how to go about it is essential for me

”

Participant, Carers rights training

Age inclusive workshops

Virtual workshops have proved popular with clients. Alongside a focus on pre-retirement planning, Age Scotland now offers workshops on unconscious bias and age inclusion for managers.

Workshop numbers have now returned to pre-pandemic levels.



91
workshops held

3,698
people took part – a rise of
180%
from 2020

454
people participated in Planning
for your Future workshops



Organisational outcomes:

Older people are more secure

Older people face fewer inequalities

Older people are more included in society

Volunteering with Age Scotland

We are incredibly proud and grateful for the amazing contribution our volunteers made in 2021. Their work has a considerable impact on the lives of older people. With the expansion of our friendship line, we have developed more opportunities for volunteering this year.

While 2021 was predominantly still home-based working for the charity, there were nevertheless opportunities for in-person activities and we were delighted to build on our corporate relationships and have the support of volunteers from Sky Cares.

Volunteering opportunities include:

Working in our Broxburn shop

Supporting our friendship line calls to older people

Facilitating workshops

Helping to raise funds

Organising fundraising events



Walking Football volunteers
November 2021

Retail

This year has been a busy one for our shop in Broxburn, starting with an unprecedented number of stock donations arriving in those first few months.

We are immensely grateful to our team of volunteers and staff whose dedication and hard work has been essential to the continued success of the shop. They have firmly established the shop at the heart of the community in the West Lothian town.



Raising funds

Despite facing fundraising challenges as we emerged from various lockdowns, we continued to receive wonderful support from caring individuals, companies, trusts and the Scottish Government.

'There's no vaccination for loneliness' was the theme of our campaign in the Spring, reminding everyone how vital our helpline was for isolated older people. With the lockdowns behind us, we focussed on activity-based fundraisers with our Spring into Action campaign in May and a successful Walking Football tournament in November.

Once again, we have been touched by the generosity and commitment of people across the nation who donated, ran, cycled and even 'held their wheesht' towards raising funds for Age Scotland this year. We simply could not do it without you.



Shaun Payne asked for donations instead of gifts for his birthday and raised

£500

“Age Scotland are working tirelessly on combating loneliness. I see this a real need and something we should all focus on in this current climate. Giving up my birthday seems like no hassle at all.”

- Shaun Payne



Walking Football Scotland raised

£4,000

“Having carried out some voluntary work for Care and Repair, I became acutely aware of how difficult it is to be on your own in later life. Age Scotland is at the forefront of tackling loneliness in later life. Our Walking Football club brings together older people, men in particular and gives them support in their fitness, camaraderie, social support and mental health, while being fun to participate in. By hosting our Walking Football Charity event it seemed a great way of highlighting the benefits of the sport while supporting a charity that fitted with our demographic. Carry on the good work!”

- Alan McDonald
from Walking Football

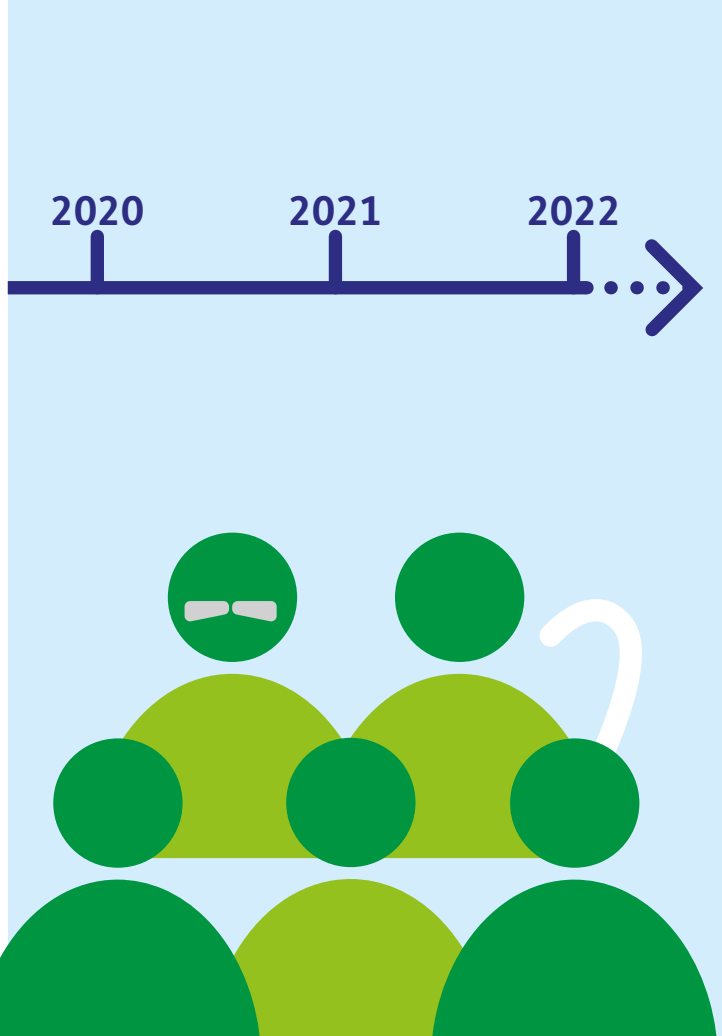


Looking ahead

We remain committed to ensuring that Scotland becomes the best place in the world to grow older. But we can't do that alone. It is only with the support of our teams, volunteers, members, supporters, funders and partners that we can continue to tackle the challenges and inequalities that our older people face. Together we can make a difference.

Covid-19 has had a devastating impact on older people in Scotland and while there are signs that we are nearing the end of the pandemic, we know that the impact on older people's health and wellbeing is far from over and will be felt for years to come.

We have been able to support thousands of people in later life but there are many more who still desperately need our help. We are more determined than ever to be there for those older people most in need.



During 2022 and beyond we will:

- Campaign and influence others to ensure the needs of older people are increasingly met
- Raise the profile of our free confidential national helpline and grow our information and advice services
- Expand our friendship line to tackle increasing levels of loneliness and isolation
- Support and enable older people's community groups to recover from the impact of Covid-19
- Continue our work with communities and workplaces to make them more age-friendly
- Develop the concept of older people's sports and social clubs across Scotland by working in partnership
- Continue to support people living with dementia and their carers
- Champion diversity and inclusion in all that we do
- Embrace technology

Everything we do will be underpinned by our values:

- empowering**
- inclusive**
- inspiring**
- integrity**

Growing older is the future we all face, let's work together and make it a better one.

Our trustees

We are supported in our work by dedicated trustees. We are very lucky to be able to draw on their advice and expertise and we thank them for their commitment to the charity and older people across Scotland.

Our charity board:

Prof. Marion McMurdo
Interim Chair

Robert Hare
Treasurer

Pennie Taylor

Prof. Brendan McCormack

Kenneth Nicholson

Alison Harrington

Graham Reece

Faith Jayne

Prof. Lesley Sawers
OBE

Kate Smith

The charity is also supported by our Finance and Risk Committee, Members Services Committee and the Age Scotland Enterprises Board.

Our grateful thanks to the members of these committees for their hard work.

 **ageScotland**

How to get involved



Volunteer

From volunteering on our friendship line to helping out in our shop, there are lots of ways to get involved.

www.age.scot/volunteer



Fundraise

Help raise vital funds to support our work. Participants can take part in all kinds of challenges such as our Big Wheesht, the Edinburgh Marathon, knitting small hats for the Big Knit and much more.

www.age.scot/fundraise



Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

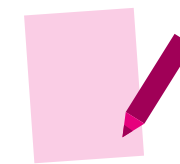
Sign up today at
www.age.scot/roundup



Make a donation

No matter how small or large, donations make a massive difference. You can call us or donate on our website at

www.age.scot/donate



Leave a gift in your Will

Please leave a gift in your Will to Age Scotland. Find out about setting up a free Will at

www.age.scot/FreeWills



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Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.

Contact us



Call us

Helpline: 0800 12 44 222
Friendship line: 0800 12 44 222
Headquarters: 0330 323 2400



Look us up

Website:
www.agescotland.org.uk



Email us

info@agescotland.org.uk



Write to us

Age Scotland,
Causewayside House,
160 Causewayside,
Edinburgh, EH9 1PR

Let's make
Scotland the
best place in
the world to
grow older.

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