



Our Impact




Age Scotland is the national charity for older people.

We work to improve the lives of people over the age of 50 and promote their rights and interests. We want Scotland to be the best place in the world to grow older.

Together, we can make that happen.

Our strategic aims:

-  We help older people be as well as they can be
-  We promote positive views of ageing and later life
-  We tackle loneliness and isolation

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Our vision:

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

Our mission:

To inspire, involve and empower older people in Scotland, and influence others, so that people enjoy better later lives.

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Introduction

When I joined Age Scotland as Chief Executive in 2023, it was clear the charity was doing tremendous work at a time when older people across the country were facing some of the toughest challenges in decades. One of the challenges our 2023 Big Survey laid bare is the shocking impact the cost of living crisis is having on older people as they struggle with rising food costs and soaring energy bills.

As Scotland's national charity for older people, we have focused much of our work in 2023 on supporting older people through this difficult period with advice, information, friendship, benefits checks, financial planning, practical help, campaigning and influencing. Our helpline offers vital support around income maximisation and our community development work focuses on enabling and empowering community-based

activities, through the work of the member groups and offering connections and support in other ways too, for instance through the Unforgotten Forces consortium. All this work supports and empowers older people.

The past 12 months have seen an expansion in many areas of our work – the welcome return of Community Connecting, for example, a friendship service which helps reduce isolation and loneliness by connecting older people to groups and activities in their area. The height of the Covid-19 pandemic may be behind us, but its isolating effects are still being felt and a vital part of our work is tackling the chronic loneliness which afflicts so many older people.

We continue to deliver on our strategic aims and values, through our 2022-2025 'No Time To Lose' strategy, which sets out how we will address the

issues that older people have told us are most important to them. We do not speak for older people – our job is to amplify older voices to ensure they are heard by decision makers, community planners, politicians and the media.

This year was an opportunity to reflect on issues affecting older people over the past eight decades as we celebrated our 80th anniversary, and to look ahead to the next chapter. I am proud of what Age Scotland achieved in 2023 and look forward to working with colleagues and members to grow our impact responsibly on behalf of older people in the years to come.

“ We celebrated our 80th anniversary, and look ahead to the next chapter. ”

**Katherine Crawford,
Chief Executive**

80 Years of Age Scotland

This year we celebrated 80 years of pioneering work to help older people. The earliest incarnation of the charity held its first meeting in 1943 to address issues affecting older people, including lack of adequate housing, hidden poverty and loneliness. It is striking how many concerns are still relevant to Age Scotland's work today.

To mark our 80th birthday, we produced a special edition of Advantage Magazine and hosted a parliamentary reception at Holyrood, attended by more than 140 older people, MSPs, partners and our 2023 national award winners.

This anniversary was also recognised in the Scottish Parliament with a members' business debate led by Kenneth Gibson MSP, congratulating Age Scotland for its invaluable work in helping older people and promoting positive views of ageing.



Our ambitions

Campaign and influence

Influence policy and practice by amplifying the voices of older people

Provide information and advice

Grow our services to ensure older people know who to turn to and have access to impartial and reliable information and advice

Promote age-friendly workplaces and communities

Create more age-inclusive communities and working environments where older people are valued, and their needs are increasingly met

People and culture

Be the best employer we can, where staff and volunteers feel valued and respected

Friendship

Expand our friendship services to ensure all older people in Scotland have someone to talk to

Support and enable older people's communities

Build resilience, capacity and sustainability of older people's community groups across Scotland

Health and wellbeing

Improve health and wellbeing outcomes for older people

Fundraising, marketing and communications

Build our brand and boldly ask for support

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

Older people:

are more able to influence change



have improved health and wellbeing



are more included in society



feel more connected



have increased independence



are more secure

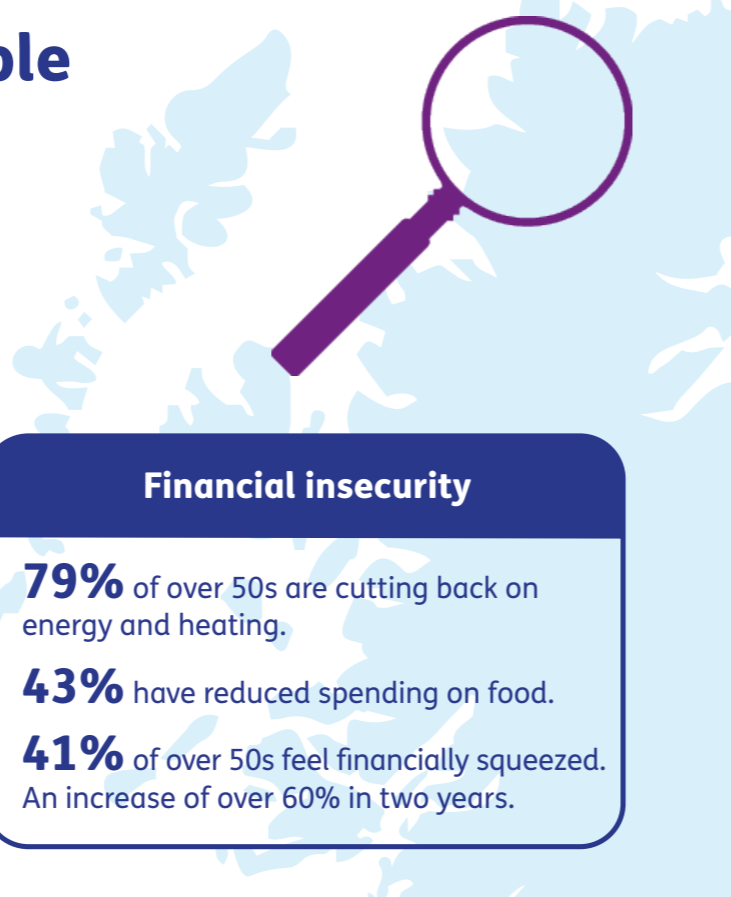


face fewer inequalities



Challenges for older people

Our research captured the views and experiences of thousands of older people in Scotland and tracked the challenges they face.



Loneliness and isolation

Nearly **200,000** older people are lonely all or most of the time.

Over **96,000** over 65s ate Christmas dinner alone.

58% of over 50s experience loneliness.

Financial insecurity

79% of over 50s are cutting back on energy and heating.

43% have reduced spending on food.

41% of over 50s feel financially squeezed. An increase of over 60% in two years.

Pensioner poverty and low income

150,000 pensioners – nearly 1 in 6 – live in relative poverty.

39% of pensioners live in fuel poverty, double that of two years ago.

Health and social care

81% are concerned about paying for social care.

16% of respondents had already paid for private health treatment due to lack of appointments and waiting times.

Older people in society

Just **3%** of respondents felt that it was easy for older people to have their voices heard by decision makers.

Only **13%** of older people feel they are valued for their contribution to society.

Looking ahead to retirement

54% of older people currently in employment do not think they will have enough saved for retirement.

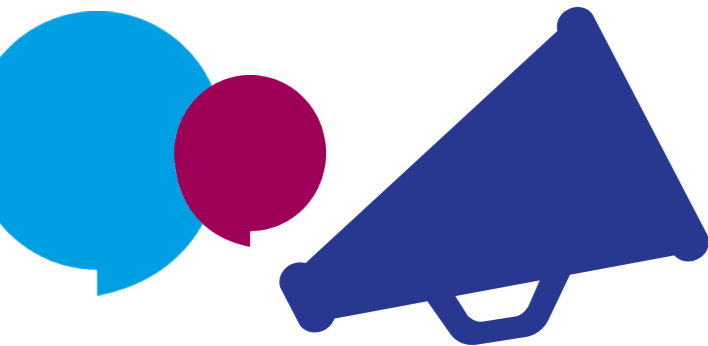
26% of people in their 50s have cut back on saving for retirement.

Campaigning

We want older people to influence and affect change, but so few feel that it is easy to have their voice heard by politicians and decision makers.

We stand with them and campaign together on the wide range of issues they identify, and influence those in power to take action.

We work in partnership with other organisations, the media and politicians to ensure our activities have the maximum impact.



Throughout 2023 we campaigned on numerous issues including:



- Reducing loneliness and isolation
- Increasing the number of local authority older people's champions
- Stronger government responsibility for older people
- Low income and poverty
- Support for rising energy costs
- Carers' rights
- Improving social security for older people
- Access to health and social care
- Strengthening human rights
- Digital exclusion
- Ageism

Campaign highlights

Tackling loneliness

Our national awareness campaign with the Sunday Post highlighted the impact of loneliness and the services we offer to support people.

Bring back a minister for older people

Working with 20 other charities and media, we called on the new First Minister to reinstate a dedicated ministerial role for older people which was downgraded in his government appointments.



A commissioner for older people

We began a joint campaign with more than 30 organisations and MSP Colin Smyth for the introduction of a Commissioner for Older People in Scotland who would act as an independent champion and strengthen their rights.

Older people:

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Research and gathering views of older people

In 2023, we continued to put older people's voices front and centre of our work to help policy makers understand their concerns, experiences and priorities, and to make meaningful change.

To do this we undertook face-to-face and online discussions, workshops, surveys and polling.

We published our 2023 Big Survey, a National Housing Survey, and a partnership report with the University of Stirling on making home adaptations work for older people.



Key areas we researched and engaged on include:

- Housing needs and issues
- Loneliness and isolation
- Digital access and exclusion
- Hate crime
- An Older People's Commissioner for Scotland
- Mental health in older people and access to support services
- Scotland's COVID-19 response and the impact on older people
- Poverty and low income
- Improving social security benefits for disabled older people
- Energy issues



Big Survey 2023

Our national survey of more than 4,100 over 50s captured their views and experiences of growing older in Scotland and tracks how lives have changed over the last two years. It explores a wide range of topics including health and wellbeing, the workplace, finances, health and care, social issues, transport, community and housing, using technology, social security, and planning for the future.

Making adaptations work for older people in Scotland

Our research with the University of Stirling highlighted older people's experiences of home adaptation services. The analysis of national surveys, focus groups and interviews with people over the age of 55, identified how the system could better support older people, and has contributed to the Scottish Government's review of these services.

A fairer Pension Age Disability Payment

Our policy paper called on the Scottish Government to enhance their plans for this soon-to-be devolved benefit for disabled people over State Pension age by including a mobility component. This was supported by a coalition of 15 other charities and included insights from older people.

Loneliness at Christmas

Our polling of people over the age of 65 highlighted that nearly 100,000 would eat Christmas dinner alone and feel more isolated than at any other time of the year. More than 128,000 said that Christmas is the hardest day of the year.

Older people:



Influencing change

Throughout the year we worked to share the views and experiences of older people in Scotland with politicians and policy makers at a national and local level.

We met with government ministers and officials, MSPs, and MPs on a wide range of issues - including the First Minister, the equalities minister, the housing minister, and energy ministers from the Scottish and UK governments.

We participated in a wide range of government and stakeholder groups including:

- The Scottish Government’s Older People’s Action Forum
- Action Group on Isolation and Loneliness
- Scottish Government Social Isolation and Loneliness Advisory Group
- Social Security
- Dementia
- Energy Consumers Network
- Serious Organised Crime Taskforce
- Care Home Visiting – Anne’s Law
- UK Older People’s Network
- Human Rights
- Digital Exclusion
- Accessible Housing



22 contributions to parliamentary, government and local authority policy consultations



2 appearances to give evidence at Scottish Parliament committee inquiries



8 parliamentary debate briefings



8 cost of living events hosted by politicians



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About Dementia

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

In 2023, we launched the Dementia Friendly Communities (DFCs) Network to provide peer support, collaboration and a community of learning and practice for all DFCs in Scotland.

We have contributed to the delivery plan for the new National Dementia Strategy following publication in May. We also participated in 9 parliamentary consultations including the new Human Rights Bill for Scotland, and the Covid-19 Inquiry.



“ Thank you for the wonderful news. The funding will change so many people’s lives in Argyll. Once we all come down from dancing on the ceiling, I will arrange an afternoon to celebrate ”

Louise Curtis, Forget Me Not Choir

199
new members joined the Dementia Friendly Communities Network since its launch in February.

29 out of 32
local authorities represented.

£384,945
awarded in grants.

Older people:

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Helpline

Our helpline is a vital source of information and advice to older people, their families, and carers across Scotland.

With an increasing number of older people feeling financially squeezed by the cost-of-living crisis, raising awareness of social security support was a vital part of our work and advisers identified a record-breaking amount of client financial gain. We also began distributing food and energy vouchers to callers most in need over the winter thanks to a new £50,000 partnership with SGN.

As well as offering information and advice over the phone, our team took part in events across Scotland to promote the work of the helpline and support older people.



659

benefit checks completed



2,537

online benefit calculator checks



29,943

calls handled



£1,577,341

in total financial gain

Most common call types:

- Benefits and income maximisation
- Access to social care
- Energy issues
- Residential care funding
- Housing



£2,394

Average financial gain for older people

The friendly voice over the phone gave me reassurance.

Age Scotland is fantastic. I am so happy there is such an organisation that helps.

Your advice has been lifechanging.

Older people:



Information publications

We produced, updated and distributed 70 different free print and digital guides on later life to support older people, their families and carers.

We also supplied a variety of additional support materials including thermometer cards and an Age Scotland 2024 calendar full of useful hints and tips.

Our new Building Resilience guide was developed and aims to help older people be more resilient in the face of the unexpected, covering everything from what to do in a power cut, flood or other emergency, accessing care and benefits, planning for the future, avoiding scams, home safety, staying as well as you can be physically and mentally, and tackling loneliness and isolation.



85,657
paper guides
distributed



24,214
guides downloaded
from the website



10,000
copies of our 2024 calendar sent to older people

Top 5 paper publications:

- Living well with early-stage dementia
- Caring for someone with early-stage dementia
- Avoiding scams
- Worried about slips, trips and falls?
- Attendance Allowance

Top 5 downloads:

- Care home funding
- Attendance Allowance
- Care and support at home: assessment and funding
- Benefit check guide
- A guide to Power of Attorney in Scotland

We are always signposting people to your guides because they are so clear and useful.

CPAG welfare rights adviser

The guides are an excellent educational resource to give to patients to reinforce information discussed during assessment.

Health professional

Older people:

have improved health and wellbeing 

have increased independence 

are more secure 

face fewer inequalities 

Energy and benefit workshops

We delivered free workshops to hundreds of older people across Scotland and those who support them, with sessions taking place both online and in person.

Our benefit workshops, funded through our partnership with SGN, include:

- Benefits for people over State Pension age
- The Attendance Allowance application
- Devolved benefits and older people

Our energy workshop programme is helping older people across Scotland to stay safe and warm at home.

A new **“Electric cars”** workshops was developed to cut through the jargon and enable older people to confidently decide if moving to greener transport is right for them.

The new **“Future energy and heating options”** session aims to share better understanding of what the future of powering and heating our homes will look like.



This session gave me lots of useful information about how to stay warm, well and safe - an hour and a half well spent!

Energy workshop attendee

Great mixture of information, advice and motivation to take follow up action.

Energy workshop attendee

25
benefits workshops

218
benefit workshop attendees



48
energy workshops

671
energy workshop attendees

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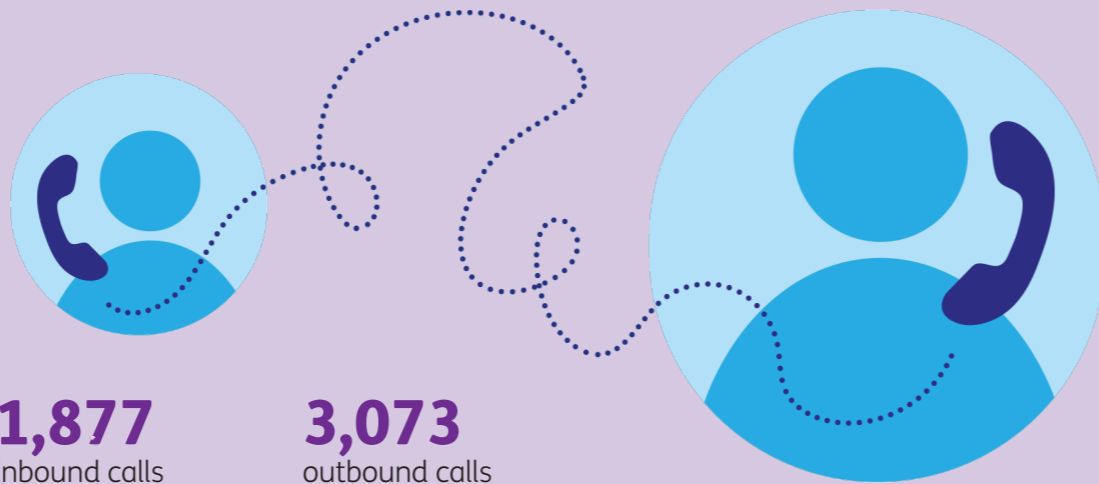
face fewer inequalities 

Friendship Line

Our Friendship Line continued to go from strength to strength, providing a friendly listening ear to older people struggling with feelings of loneliness and isolation.

For those who find it difficult to tell loved ones how they are feeling, or who don't have anyone else to turn to, our experienced advisers and volunteers are available to listen and have a blether. It's free to call and callers do not need a particular reason to pick up the phone to us. We also provide an option for lonely older people to receive regular weekly friendship calls.

We hear first-hand of the positive impact our calls have on those who receive them – proof that a friendly chat can make all the difference.



95%
said they were satisfied or very satisfied with the Friendship Line service



99%
said that with the friendship service we offer, they know that someone is there to listen



100%
would recommend the Friendship Line to a friend.



100%
said they feel less lonely because of our friendship line.

I have nobody in my family left so it helps me so much.

You can speak to them about anything - it helps me because I was lonely and now I've got this.

Older people:

have improved health and wellbeing 

are more included in society 

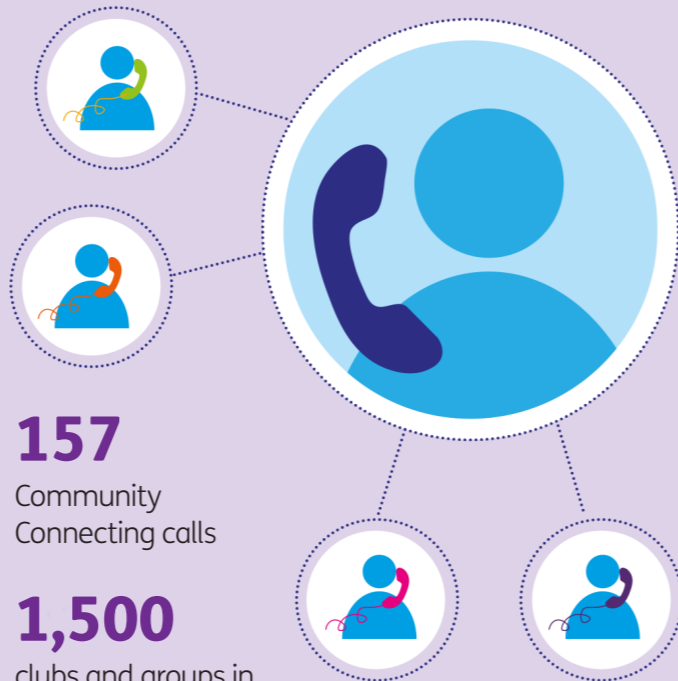
feel more connected 

Community Connecting and Comradeship Circles

Our Community Connecting service, which helps older people join and engage with local groups and activities which are of interest to them, returned to operation in June following a long pause linked to the Covid-19 restrictions.

The service works to ensure as many older people as possible across Scotland have the opportunity to stay connected to others and build relationships in their local community, reducing levels of loneliness and isolation.

Comradeship Circle calls offered regular group camaraderie over the phone for older veterans and their dependants. The funding for this work ended in 2023, but we remain committed to providing support for older veterans' communities in many other ways.



157
Community Connecting calls

1,500
clubs and groups in the Community Connecting Database

118
Comradeship Circles calls

I was going through a bleak period and it came at the right time, I'm a lot more confident and competent. I feel a lot better in myself.



Older people:

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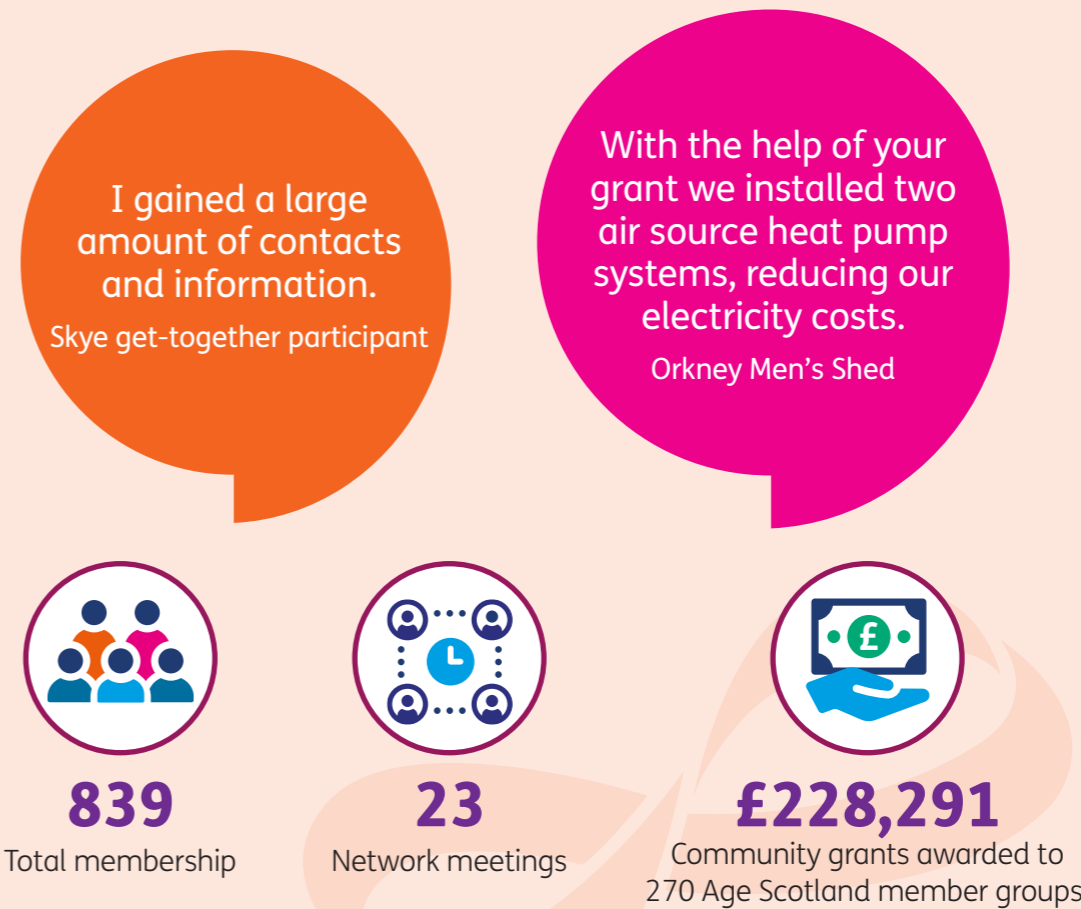
Community Development

We supported more than 500 older people's groups and organisations across Scotland, and delivered two major grants programmes to help our members keep their doors open and rebuild their vital services, activities and support for older people following the Covid-19 pandemic. Every local authority area benefited from the grants programme including those in eleven island communities.

Our community development team travelled the country providing tailored support to member groups and potential member groups, delivering talks, offering information and advice, signposting and connecting them with other parts of the charity.

A diverse programme of local network meetings were organised in different parts of Scotland to bring members together.

We were also pleased to continue supporting the Men's Sheds networks in Dumfries & Galloway and Highland, the African and Caribbean Elders in Scotland, and to work with the Polish Societies in Aberdeen, Glasgow and Edinburgh to hold the first national Polish Older People's Network Meeting in October.



I gained a large amount of contacts and information.
Skye get-together participant

With the help of your grant we installed two air source heat pump systems, reducing our electricity costs.
Orkney Men's Shed

839
Total membership

23
Network meetings

£228,291
Community grants awarded to 270 Age Scotland member groups.

Older people:

- have improved health and wellbeing 
- are more included in society 
- feel more connected 

Veterans

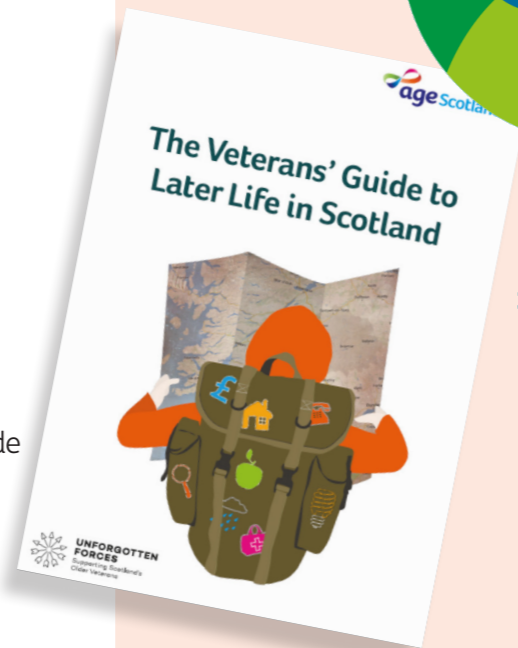
We continued as lead partner of the Unforgotten Forces consortium, which brings together Armed Forces and civilian charities to deliver high quality support that boosts the health and wellbeing of veterans over the age of 60 in Scotland.

The partnership supported nearly 8,000 veterans in 2023, and 2,700 received help from more than one partner organisation.

We distributed over 3,000 Age Scotland information guides for veterans and had over 1,000 subscribers to our magazine.

We continued to run conferences and workshops to enable professionals and volunteers supporting older veterans to learn and connect with each other, and updated them with monthly bulletins throughout the year.

The Scottish Government confirmed that it would provide £950,000 to fund the Unforgotten Forces consortium, at an increased level for a further three years.



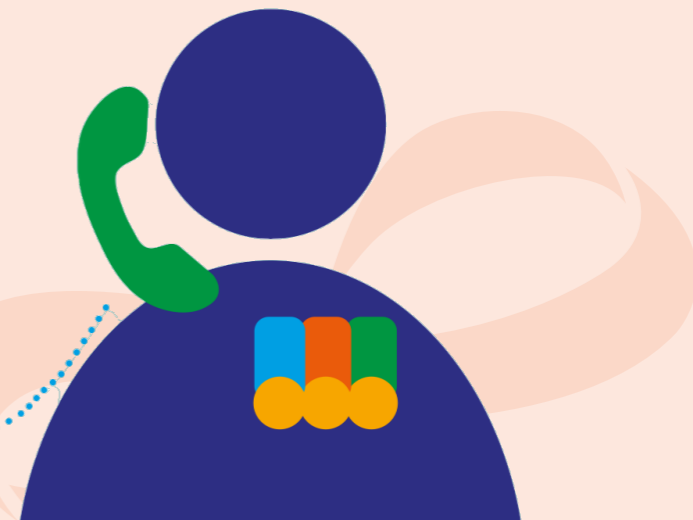
3,000
veterans related
information guides
distributed

17
Unforgotten Forces
consortium members



7,800
veterans supported
by Unforgotten Forces
members.

32,000
incidents of support.



Older people:

have
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are
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face fewer
inequalities 

Diversity and Inclusion

We continued to host and support the Scottish Ethnic Minority Older People Forum, a group which works to influence policy change and which challenges inequality and discrimination faced by ethnic minority older people, including the impact of loneliness and barriers to accessing information and services.

The work of the LGBTQ+ Scottish Older People's Network provided a platform to amplify the voices and uphold the rights of the older LGBTQ+ community, with members attending network meetings as well as Pride events in Arran, Oban and Inverness.

Our Diversity and Inclusion training sessions delivered increased knowledge and understanding of equality legislation, unconscious bias, and how discrimination occurs.

Through partnerships with organisations including Edinburgh Zoo, Playlist for Life and Fighting with Pride, we worked to raise awareness of our work among older people from ethnic minorities and the older LGBTQ+ community, and to develop our services to meet the needs of these communities.



Please pass on my sincere thanks to the Age Scotland team for helping to make our day at Arran Pride even more special.

Feedback from Arran Pride event

5 LGBTQ+ Scottish Older People's Network meetings.

3 Pride events in Arran, Oban and the highlands.

3 Bilingual (Punjabi and Urdu) dementia sessions delivered to 74 People.

Older people:

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Awards

This year our award winners were presented with their trophies in local ceremonies across the country and again all together in November at our reception at the Scottish Parliament.

The winners of this year's awards received extra special trophies that were hand carved from a fallen beech tree by the talented Rolf Buwert, with help from his friends and fellow shedders at the Dalbeattie Men's Shed in Dumfries and Galloway.

Our congratulations to the very worthy winners and grateful thanks for their work to improve the lives of older people in their community.



The 2023 Age Scotland Awards



Services for older people - **Kinross-shire Volunteer Group and Rural Outreach Scheme**



Jess Barrow Award for Campaigning and Influencing - **Diana Findlay**



Patrick Brooks Award for Best Working Partnership - **Saltcoats Armed Forces and Veterans Breakfast Club and the Melbourne Café**



Volunteer of the Year - **Betty Glen of Polmont Age Concern**



Inspiration Award - **The South Asian Ekta Group**



Member Group of the Year - **Haydays**

Older people:



Age-Inclusive workplaces

We created new offerings to support older workers and to respond to changing workforce demographics. These complemented our popular existing workshops which focus on retirement, health and wellbeing, dementia and inclusion. We also started developing innovative products on the menopause and recruitment.

We have identified eleven priorities for an 'Age Inclusive Workplace' which is at the heart of our service offering and have built relationships with a range of partner organisations on issues such as carers' rights, flexible working, equalities compliance and age-related data to ensure that we have a solution or signpost in place for each of these priority areas.



Working with our partners VR-EP, we sold new licenses for our virtual reality dementia experience and worked with Queen Margaret University to develop a new VR environment for paramedic students.

We completed a project with Skills Development Scotland to run 15 Age Friendly Customer Services workshops to people in the tourism industry. All attendees said they would recommend the workshop, which will be launched to a wider audience in 2024.



182

workplace workshops



770

people impacted via our Age Inclusive Matrix



98%

of Planning for Your Future workshop attendees feel better prepared for retirement.



1,972

people took part



96%

of workshop attendees said their knowledge and understanding of Age Inclusion had improved

Extremely informative, so useful and extremely engaging.

Planning For Your Future attendee from Glasgow Clyde College

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Dementia Training

We have continued to raise awareness of dementia through a broad range of workshops for individuals, community groups and workplaces.

Alongside our open online workshop offering, we have delivered workshops to community groups in person and digitally.

We regularly run workshops for unpaid carers of people living with dementia, working in partnership with carer organisations.

2023 saw the introduction of a new workshop for unpaid carers focusing on residential care costs.

Our dementia training community continues to grow, with 1,100 people now signed up to our quarterly newsletter.



190 workshops delivered

1,767 people attended the workshops

72 organisations received dementia training

204 sign ups to the self-study platform

I thoroughly enjoyed the interaction with the other participants and the course trainer. I learned a lot.

Dementia and the home environment workshop participant

Very, very informative in informal and positive surroundings.

Dementia Awareness workshop participant

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Health and wellbeing

We work to support older people to be as well as they can through activities, resources, campaigns and partnerships to promote healthy ageing.

This year we launched the Wellbeing Flower, a resource for older people's groups and services, met high demand for our strength and balance activities, partnered with the Open University to deliver a healthy ageing pledge campaign and delivered workshops across the country on what older people can do to support themselves and one another to be well.

Subscriptions to our Wellbeing in Later Life email bulletin grew and we continued our series of Research Café seminars for our staff, volunteers, and partners, to improve our understanding of the evidence-base for healthy ageing, and to inform our future practice.

1,124 people took part in Body Boosting Bingo or Power Quiz

76 people were trained to deliver Body Boosting Bingo or Power Quiz

35 people trained to use the Wellbeing Flower

22 members of our Expert Friends Panel



I love the Wellbeing in Later Life bulletin. I printed out copies of the tools for good mental health for my group.

Fun, entertaining and educational. I had a great time.

I would absolutely recommend the Wellbeing Flower. We were able to look at our centre from outside in, instead of being in a bubble and just 'doing'.

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Media impact

We continued to be the leading voice of older people's issues in the Scottish media throughout 2023.

We were regular contributors to programmes on BBC Radio Scotland, BBC Reporting Scotland and STV News, as well as achieving frequent print and broadcast media coverage in local and national titles.

We shared the work of our member groups and regularly issued comments and press releases on current affairs affecting the older population both proactively and reactively.

We highlighted issues including:

- The ongoing impact of the cost-of-living crisis, including the number of older people cutting back on heating their homes, buying food, and socialising.
- Access to health and social care, including availability of GP appointments, rising pressures to pay for private treatment, care home availability, and social care waiting times.
- Spiralling levels of fuel poverty among pensioners.
- The lack of confidence older people have in politicians and having their views heard.



Some key highlights in our media activity were:

- The impact of loneliness and isolation affecting older people at Christmas.
- Supporting older people during periods of extreme weather such as Storm Babet.
- Celebrating the success of our 2023 award winners.
- Efforts to introduce a Commissioner for Older People in Scotland.
- Coordination of the Scottish launch of The Big Help Out – one of the centrepieces of the King's Coronation celebrations.
- A launch event for our new cost-of-living guide at Edinburgh New Town Cooking School.

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Raising funds

We are hugely grateful to our supporters who took part in our charity fundraising events such as the Edinburgh Marathon Festival, Zipline the Clyde and the Forth Rail Bridge Abseil.

We launched a new in-memory tribute page and were touched by the special donations we received from individuals in memory of loved ones.

We continued to receive support from individuals through our public appeals including our Christmas appeal which, as well as raising funds, also helped promote awareness of loneliness and the challenges older people on low incomes face at Christmas and throughout the year.

For the first time supporters were able to donate by purchasing a 'friendship call' for an older person as a virtual gift.

Gifts in Wills continued to make a huge contribution to our income, and we are very grateful to those who chose to leave a lasting legacy in this way.



I chose to run the Supernova 5k to raise money for Age Scotland because I want to help older people, so they don't feel lonely.

Orla-Rose, aged 8.



We chose to run for Age Scotland as we believe it is an invaluable charity and close to our hearts to support older people and their families who are especially vulnerable to loneliness.

NHS workers running in the Edinburgh Marathon Festival

Partnerships

Our strategic partnerships, new and existing, continued to develop and strengthen throughout the year.

We began new relationships with the National Lottery Community Fund which, along with our existing partnership with SGN, allowed us to deliver more income maximisation conversations on our helpline, increasing the finances of older people struggling with the cost of living.

We also began a three-year partnership with the King Charles III Charitable Fund which supports our vital information and advice work.

Existing partnerships such as SGN, BNP Paribas, Sky Cares, Amazon and Scottish Water have strengthened, allowing us to fund vital projects.



Our partnership with SGN won the Award for ‘Best Partner Relationship – Corporate’ at the prestigious Scottish Institute of Fundraising awards ceremony in September.

We ended the year with two Christmas partnerships. Aldi Scotland’s Festive Friends campaign enabled us to distribute jokes and poems from younger people to our member groups spreading some much-needed festive cheer. We were also delighted to partner with Irn Bru and be the recipients of sales from their limited edition festive trousers.



“ Our partnership is truly unique as older people across Scotland are benefitting from a trusted, caring, and passionate organisation who are helping them stay safe, warm, and well in their homes. ”

SGN

“ This was a fantastic partnership which provided a wonderful opportunity to light up someone’s day through the words of children and young people. Age Scotland does excellent work. ”

Aldi Scotland

“ We are so pleased to be supporting Age Scotland through our strategic partner programme and they impressed us with their approach to ensuring the voices of the communities they serve are at the centre of their work and strategy. ”

King Charles III Charitable Fund

People and Culture

We are incredibly grateful to the amazing contribution of our volunteers to our work in 2023.

This valuable support from members of the public and corporate partners has meant that our services have grown and helped more older people.

Our corporate partners at SGN, Sky Cares, Amazon, Scottish Water, BNP Paribas and ESD have shown fantastic support and created opportunities for their staff to volunteer and have an impactful role in our work.

You can find out more about volunteering opportunities to support older people at www.age.scot/volunteer

Volunteers supported us by:

- Making calls on our Friendship Line and Community Connecting service
- Facilitating workshops and supporting administration
- Raising funds and organising events
- Supporting our helpline, information and advice service
- Working in our retail shop



Retail

After a long presence in Broxburn, we took the difficult decision to end retail operations at our charity shop in August 2023.

Broxburn was our only retail shop for several years and while colleagues were providing an excellent service, operating a single shop was unfortunately not viable in the long term.

We are pleased to have worked with HomeAid West Lothian to ensure that Broxburn will continue to have an active charity retail unit on its Main Street, with former shop staff and volunteers welcomed to work with them.



Older people:

- have improved health and wellbeing 
- are more included in society 
- feel more connected 
- are more secure 
- face fewer inequalities 

Our Trustees

We are very lucky to be able to draw on the advice and expertise of a talented group of charity trustees. Along with our charity board, we are also supported by our Finance and Risk Committee, People and Culture Committee and Income Generation Committee.

We are grateful to them for their commitment to the charity and older people across Scotland.

Our charity board:

- Stuart Purdy - Chair
- Martin Ambrose – Treasurer and Chair of Audit and Risk Committee
- Naseem Anwar
- Allan Johnstone
- Glen Johnstone
- Elaine Maddison
- Penelope Blackwell
- Alan Gardiner
- Gavin MacGregor

How to get involved and support Age Scotland



Volunteer

From volunteering on our friendship line to helping out with collection cans, there are lots of ways to get involved.

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.

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:

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:

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:

age.scot/FreeWills



Connect with 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.

 [AgeScotland](https://www.facebook.com/age.scot)

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

 [@age_scotland](https://www.instagram.com/age_scotland)

 [AgeScotland](https://www.youtube.com/agescotland)

 [Age Scotland](https://www.linkedin.com/company/agescotland)

Contact us



Helpline and Friendship line:
0800 12 44 222

Headquarters: 0333 323 2400



agescotland.org.uk



info@agescotland.org.uk



Write to us

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