

Have you experienced ageism? Help and Support

If you have experienced ageism the Age Proud Leeds campaign is interested in hearing your story. Please get in touch with the Friendly Communities team:

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Our work is guided by the Age Friendly Steering Group which involves local older people so you could join others to help us change things in Leeds.

General Suggestions

If you have experienced ageism, contact the person, organisation or business, and tell them what happened, in what way it was ageist and what you want them to do about it. If it is to do with the way something is worded, such as on a flyer or online, you could suggest an alternative more positive wording. If it is to do with the way you have been treated, you could use their complaints procedure (if they have one). Look at [Challenging Ageism – Top Tips and Ageism and Ageing in the UK](#) in our Resources List for more ideas about how to tackle ageism.

The Equality Act

[Age UK](#) has information about [ageism](#) and how the [Equality Act](#) can be used, as age discrimination is against the law in almost all cases. If you think you may have a legal case about age discrimination, contact the [Equality Advisory & Support Service](#) 0808 800 0082 Monday to Friday, 9 am to 7 pm Saturday, 10 am to 2 pm. [The Equality and Human Right Commission](#) website also has a lot of information about discrimination and human rights.

Are you safe?

If someone is bullying you, or if you feel unsafe you can get support from:

Leeds Safeguarding Adults Board

Social Care: 0113 222 4401

Out of hours: 07712 106 378

If you are experiencing domestic abuse Leeds Domestic Violence Service offers support to everyone:

24 Hour Helpline 0113 246 0401

If you are worried about the safety of a child or young person contact:

Leeds Safeguarding Children Partnership

If you have experienced a Hate Crime contact Stop Hate UK or in person at a community location, you can contact the police directly to report it or use one of these other ways to tell someone what has happened.

Use 999 if you are in danger now or 101 if you are safe but you want to talk to the police.

Ageism at Work

If you have experienced ageism at work and you are a member of a Trade Union, talk to your representative or shop steward. This [Age UK Guide](#) also has useful information about sources of support if you are not in a trade union. [ACAS](#) can also help with advice about age discrimination in the workplace. You can ask for advice online or use their helpline number 0300 123 1100, Monday to Friday 8 am – 6 pm.

Health

If you think that you are not being offered appropriate treatment because you are older, for example, someone may have said you have to put up with your symptoms because of your age, [Healthwatch](#) can help you to get better medical help and/or make a complaint. If you have a learning disability, mental health issues, are Deaf, speak English as a second language, or are living with dementia, [Advonet](#) may be able to help with talking to a professional. If you want to get more involved in influencing local health and social care services [Leeds Involving People](#) has lots of opportunities to have your say.

Helplines (all offer free and confidential information and support)

Action on Elder Abuse

080 8808 8141

Monday to Friday, 9 am to 5 pm

Silver Line

0800 4 70 80 90

24 hours a day, every day of the year

Age UK Advice Line

0800 169 2081

8 am - 7 pm, every day of the year

National Dementia Helpline

0300 222 1122 (Alzheimer's Society)

Monday to Wednesday 9 am — 8 pm, Thursday and Friday 9 am — 5 pm,
Saturday and Sunday 10 am — 4 pm

Support Line

01708 765200 (offers support to anyone who is a survivor of abuse)

Tuesdays, Wednesdays and Thursdays from 6 pm to 8 pm

Stop Hate UK

0800 138 1625

24 hours a day, every day of the year

The Helplines Partnership has a list of all the Helplines that can provide support.