



**Hourglass**

Safer ageing · Stopping abuse  
England

**WE'RE CALLING TIME ON  
THE HARM, ABUSE AND  
EXPLOITATION OF OLDER  
PEOPLE IN THE UK.**

**THIS IS OUR MANIFESTO.**



England

**Hourglass**

[www.wearehouglass.org](http://www.wearehouglass.org)

**We are Hourglass-  
the voice for older people at risk.**

**We are committed to an urgent public  
review of the abuse of older people, and  
to ending the abuse, harm and  
exploitation of older people.**

**We are striving to create an  
environment where safer ageing is  
guaranteed for all.**



**Every year, more than a million older people are physically, emotionally, financially or sexually abused in the UK. This is a truly damning indictment of how our society views and values older people. Sadly, the abuse of older people is not a new issue, but one that has now reached a critical threshold that can no longer be ignored, nor tolerated.**

Time is running out for the very people whose remaining years are so precious. Someone has to take a stand and fight for those whose voices are so often ignored or stifled.

***“We are Hourglass – the only UK-wide charity that’s calling time on the harm, abuse and exploitation of older people”.***

Driven by our values, we’re invested in - and investing in - making a difference. It takes honesty to face up to these challenging issues. It takes a special kind of courage to bear witness to the heart-breaking stories of abuse and neglect we hear every single day. And it takes a dedicated team with nearly 30-years of experience and unique expertise to fight for our most vulnerable, day in and day out.

This will not be an easy journey. Yet with your support, we will work tirelessly to influence, challenge and educate; listen, advise and support; and will commit to working in partnership to deliver positive change for vulnerable older people and all those affected throughout the UK. We will create an environment where safer ageing is guaranteed for all.

Now is the time to join us on this journey to end the abuse, harm and exploitation of older people. In doing so, you are helping us build the fairer and safer society that we all want and deserve.



Richard Robinson  
CEO

## Definitions

### The Abuse of Older People

A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.



### Safer Ageing

Older people face physical and attitudinal barriers that create circumstances of actual or presumed age-related vulnerability – an environment which puts older adults at risk. Our campaign for safer ageing seeks to remove these barriers to empower older people to age securely and live free from abuse.



## These are our aims

**Hourglass will campaign and advocate tirelessly to put the abuse of older people and the urgent need for a safer ageing agenda at the fore of all strategic thinking on exploitation, abuse and neglect.**

**We will tackle financial abuse of older people, working within the financial and third sectors to share knowledge, good practice and expertise to better understand and prevent exploitation.**

**We will seek to raise the profile of the risks associated with ageing by commissioning in-depth research that highlights the voices and stories of those we support. We will demand greater transparency and access to data concerning adult safeguarding and crimes against older people – across all societal groups.**

**We will collaborate with other frontline organisations to develop a robust knowledge bank, such that all our work is sensitive to the diversity amongst the older people we support.**

**We will take these insights, alongside our expert network of influencers, patrons and practitioners, to the heart of decision-making and illuminate the seriousness of abuse of older people.**

**We seek to establish authority as the leading expert on the abuse, harm and exploitation of older people. Hourglass is the first port of call for media and policy shaping.**

## In England



Hourglass believes in the urgent need for a designated Commissioner for Older People to spearhead a government strategy on tackling the abuse of older people.

We will use the breadth of our experience supporting older victims to inform collaborative and targeted intervention on the passage of the Domestic Abuse Bill.

We will work towards uniformity across police constabularies over the recording of and access to data concerning crimes against older people.

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## How Hourglass can support you

**Hourglass is the only UK-wide charity dedicated to stopping the harm, abuse and exploitation of older people and promote safer ageing.**

The Hourglass confidential helpline provides information and support to anyone concerned about harm, abuse or exploitation of an older person. This might include physical, financial, psychological, sexual or neglect.

The helpline is available in England, Wales, Scotland and Northern Ireland to provide a tailored service to callers from across the UK. Our trained Information Officers can provide information, advice and support and put you in touch with appropriate local agencies.

## Our Helpline is available from 9am to 5pm every Monday to Friday, offering:

- support for older people who have experienced, or are at risk of, any kind of harm, abuse or exploitation.
- support for anyone concerned about an older person, e.g family, friends, neighbours, carers or health professionals, etc.
- information and advice relating to safer ageing and prevention.

**The Hourglass helpline is entirely confidential, free to call from a landline or mobile, and the number won't appear on the phone bill.**

# 0808 808 8141

**Talking to us will cost you nothing. Not talking could cost you a lot.**





# Hourglass

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Office: 020 8835 9280

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Hourglass is the working name of Action on Elder Abuse.  
A charity registered in England and Wales Reg. No. 1140543 and also in Scotland Reg. No. SC046278. Action on Elder Abuse is also registered as a company  
limited by guarantee in England and Wales Reg. No. 07290092