

Hourglass

Safer Ageing. Stopping Abuse.

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Community Response Coordinator (Scotland and Northern Ireland), IDAA

Helpline- 0808 808 8141



Hourglass

Friday 13th

Unlucky for some...



Hourglass

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Hourglass is the only UK-wide charity dedicated to calling time on the harm, abuse and exploitation of older people, and promoting safer ageing for all.

We provide a free 24/7 helpline. It's an absolute lifeline for older people suffering from all forms of abuse and other concerned individuals.

Alongside this, we offer a free text service, and Instant Messaging service via our website.



Hourglass

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.

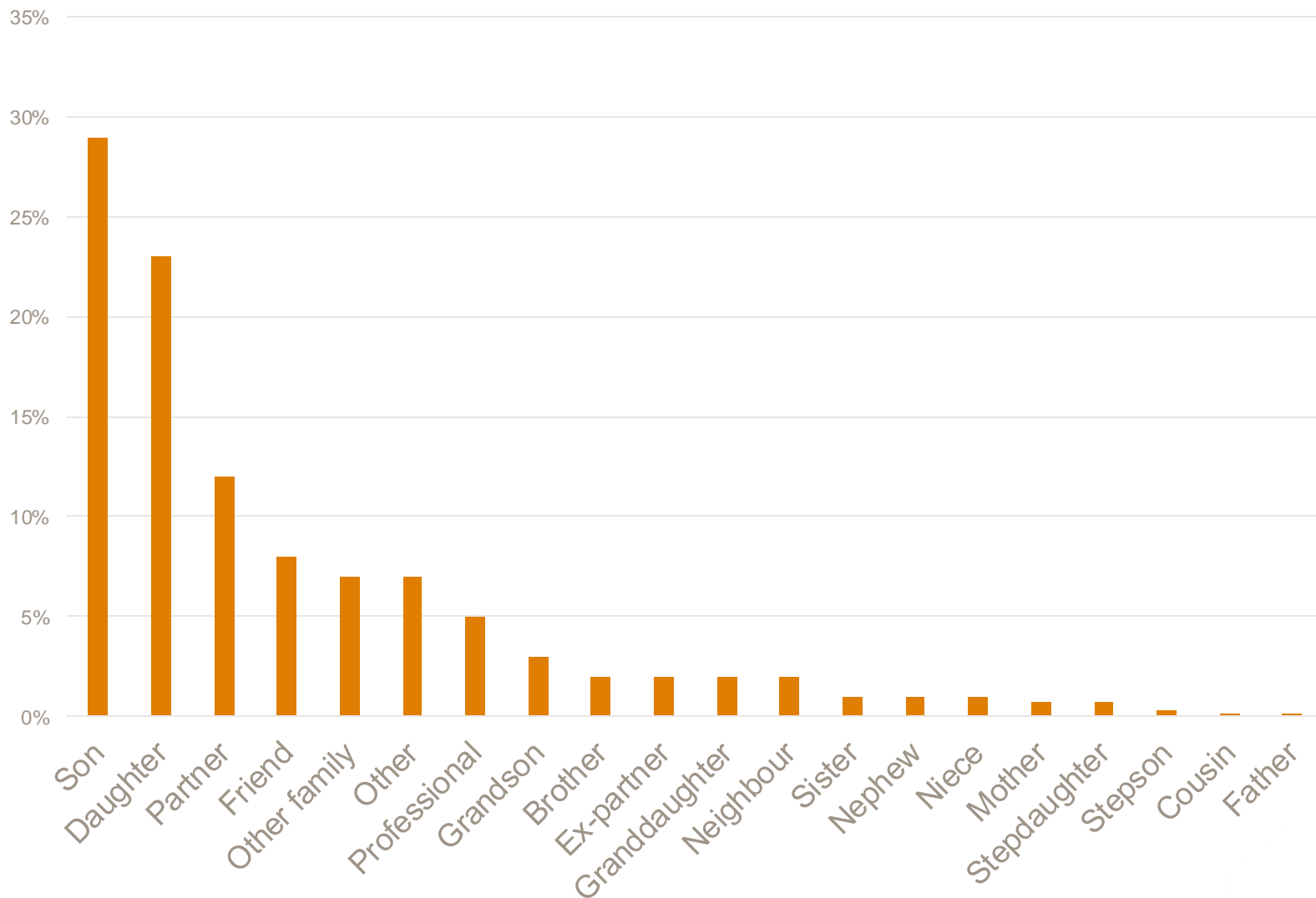


What we talk about when we talk about economic abuse of older people

- ▶ Power of Attorney abuse
- ▶ Stealing from the older person (money or property)
- ▶ Pressurising the older person into selling or signing over a house
- ▶ Predatory marriage
- ▶ Coercing the older person to change their will
- ▶ Blackmail/extortion (leveraging payment for helping, or using threats)

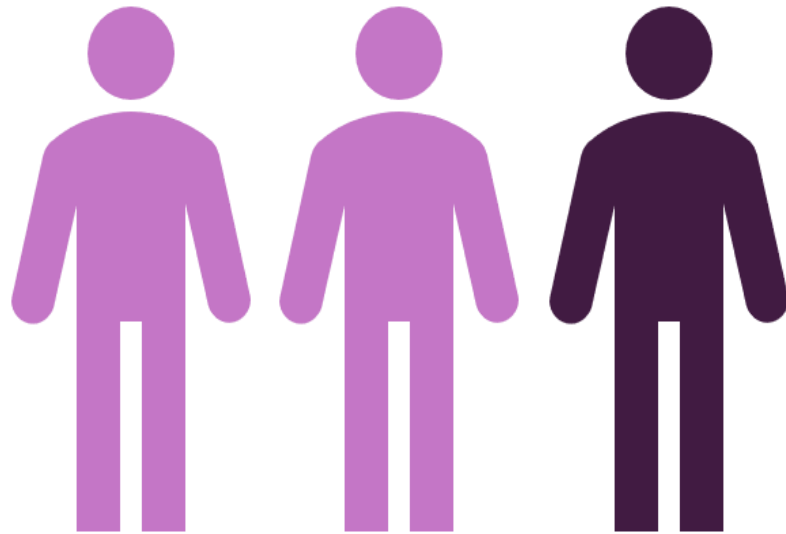
Perpetrator relationship to victim

Hourglass Service User Data



1 in 3 people

did not see taking money from an older relatives' bank account or taking precious items from their home as abuse



Barriers to Seeking Support

Victim does not see harm as 'abuse'

Reliance on perpetrator for care

Feelings of guilt and shame

Services are unable to meet victim's accessibility needs

Reluctance to criminalise family members

Victim lacks capacity or has fluctuating capacity

Uncertainty over who to contact

Inability to access services due to disability

Fear of repercussions

Victim cares for the perpetrator

Loss of faith in services

Lack of digital literacy/confidence

Fears over not being believed

Victim feels they have exhausted all their options

Victim is asset rich but cash poor

Lack of confidence

What people report to us

- “He said I’m old, so I don’t need the money...”
- “He used to visit and take the dog out for a walk because I’m not good on my feet. After a few months, as I noticed my money was going missing, I realised he had been taking my card from my purse and getting money from the cashpoint while walking the dog...”
- “She got me to sign the house over to her when my husband died. I live in a granny flat extension, but I’m not allowed in to the house anymore... I wish I had never done it.”
- “My son takes me shopping, but I have to pay him for petrol... and for his shopping. He also takes me to the bank, because the local one closed, so it’s 20 miles away. He charges me for that too. And I had to pay for his latest car.”



Hourglass Services



Hourglass

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National – Helpline + Online

Helpline

- 24/7 telephone helpline service
- Instant messenger and text service
- Email

Website

- Policy and research
- Regional updates
- Information and advice

Knowledge bank

- Regional specific information
- Signposting
- Law and legislation
- Webinars

Local – Community Response

Casework

- 1-1 support with a dedicated worker
- Advocacy and tailored advice
- Region specific expertise

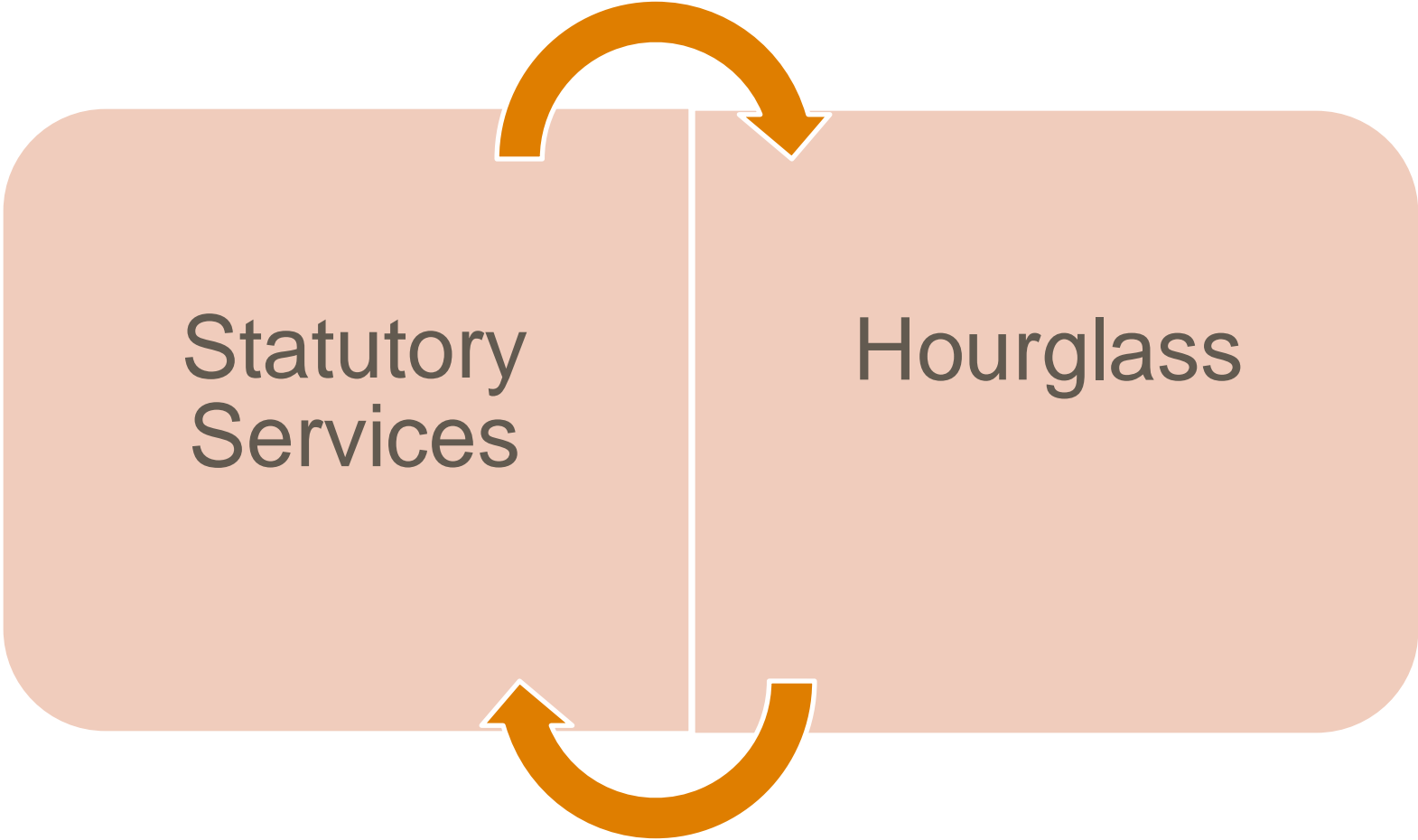
IDVA

- Independent domestic violence advocacy/advice
- Safety planning
- Risk assessment
- Client led support

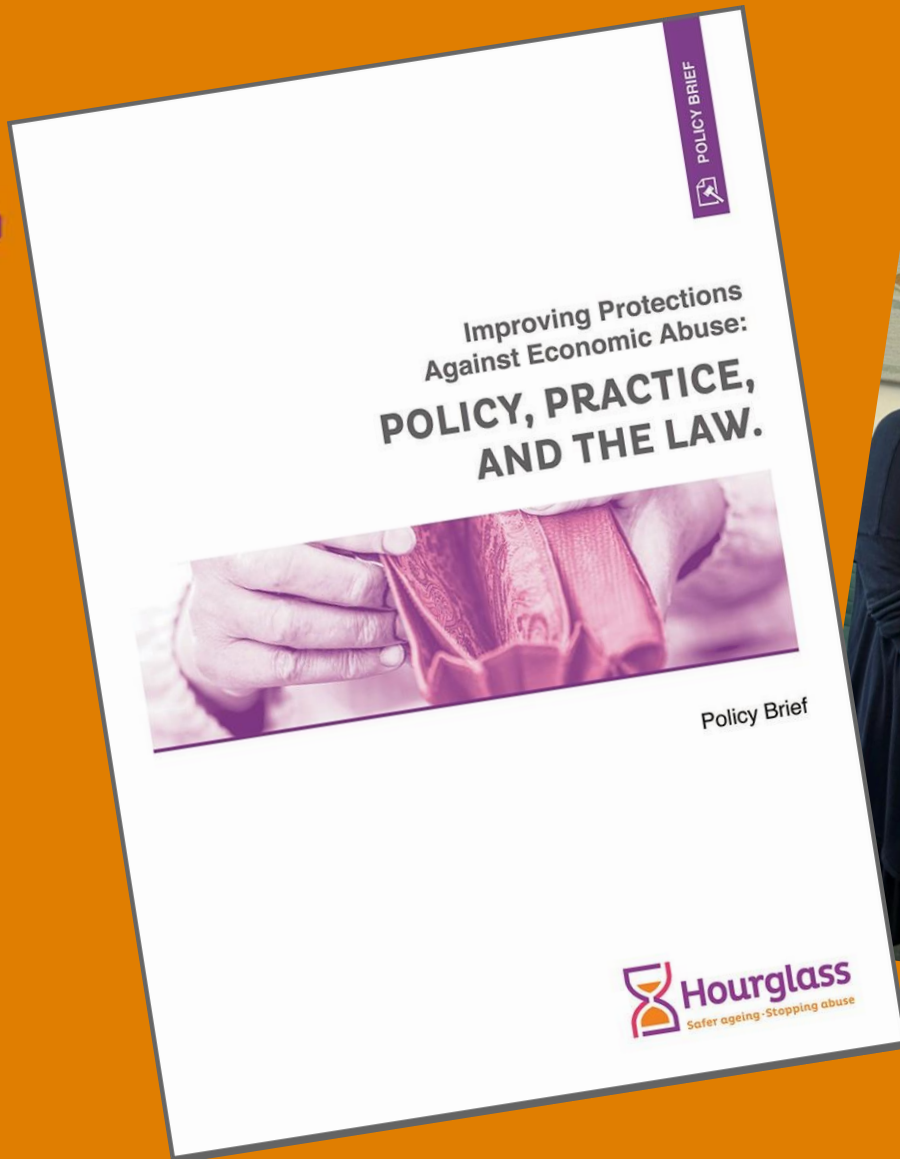
Safer Ageing Service

- Clients are matched with an Hourglass volunteer
- Befriending and practical advice
- Reducing the risk of abuse

Working Together



Policy and campaigning





**SCAN TO
TAKE THE
OATH**

**TAKING THE OATH SHOWS YOU ARE PREPARED TO
HELP OLDER VICTIMS OF ABUSE WHEN THEY NEED US MOST.**

There are over **two and a half million reasons** why we should all take the OATH. Because that's how many older people suffer abuse, harm, exploitation and neglect every year. OATH is about creating a voice so loud that it cannot be ignored any longer.

Your signature makes that voice louder. Your signature shows you are prepared to have your voice heard. Taking the OATH shows you are prepared to help older victims of abuse when they need us most.

Find out more at www.wearehourglass.org/take-oath.



**1 in 5 older people
are abused in the
UK every year.**

**SAFER
AGEING**

**Hourglass is the only charity in
the UK dedicated to calling time
on the harm and abuse of older
people and we are here to help.**

HOW TO GET IN TOUCH



Call our 24/7 helpline
0808 808 8141



Text message our helpline
07860 052906



Email us

helpline@wearehourglass.org



Talk to us live on our **INSTANT MESSENGER** at
www.wearehourglass.org



Get information from our **CHATBOT** at
www.wearehourglass.org



Get information from our **KNOWLEDGE BANK**
knowledgebank.wearehourglass.org

Our helpline is entirely confidential and free to call from a landline or mobile. The number will not appear on your phone bill. Our lines are open 24/7 – including evenings and weekends and bank holidays. You can also interact with us via our Chat Bot and Instant Message or get useful information from our Knowledge Bank. Find out how to get in touch 24/7 www.wearehourglass.org/hourglass-services.

Email, text and instant message options are currently only available during business hours.

Text messages from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

Please email us at enquiries@wearehourglass.org for more details and sign up to our newsletter to get regular updates.

Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07290092.



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