

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



**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.



Hourglass
Safer ageing · Stopping abuse