

Hourglass (Safer Ageing)

Hourglass (formerly Action on Elder Abuse) is the only charity in England, Wales, Scotland and Northern Ireland working exclusively on the abuse of older people. They provide knowledge, expertise and support to thousands of people every year.

Hourglass offers support to victims and others who are concerned about or have witnessed abuse, neglect or financial exploitation.

They work to protect, and prevent, the abuse of vulnerable older adults and by doing so also protect other adults at risk of abuse.

Hourglass is a confidential Service.

Last updated: March 25, 2024

Telephone: 0208 835 9280

Website: <https://www.wearehourglass.org/>

Helpline: 0808 808 8141

Email: enquiries@wearehourglass.org

Twitter: https://twitter.com/wearehourglass_

Facebook: <https://www.facebook.com/wearehourglass>

Opening Hours: If you are worried for the welfare of an older person, you can call us for free on our 24/7 Helpline - 0808 808 8141 for confidential information, support and guidance.

Our Helpline is open 24/7 – including weekends and bank holidays.

Email, text and instant message options are currently only available during business hours, (Mon-Fri 9 to 5).

Mobile number for the text service 07860 052906

Knowledge Bank: <https://knowledgebank.wearehourglass.org/>

Chatbot: Hourglass Services | Hourglass ([wearehourglass.org](https://www.wearehourglass.org))

Email: helpline@wearehourglass.org

Your number remains confidential and there is no charge. Texts 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.

Cost: Free

Address:

Office 8, Unit 5, Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

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