



ANNUAL REPORT 2025/26

Annual Report and Financial Statements.

Annual Report 2025 - 2026
Annual Report of the Directors/Trustees & Financial Statements 2025/2026

Hourglass (Safer Ageing)

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Charity No. England & Wales: 1140543 Charity No. Scotland: SC046278 Company No. 07290092.



Welcome from the Chair of Trustees

Andrea Nicholas-Jones, Chair of Trustees

Welcome to Hourglass' Annual Report for 2025/26. It is a privilege to introduce this review of a year in which the charity has continued to grow in confidence, reach and impact, while remaining firmly focused on the older victim-survivors, families, professionals and communities who need us most.

The 2025/26 year has taken place against a difficult backdrop. Cost-of-living pressures have continued to affect older people directly, while also increasing pressure on families, carers and public services. Charitable giving has become more challenging, and the wider voluntary sector continues to operate in an uncertain environment. For Hourglass, this has meant meeting rising demand for specialist support whilst also protecting the charity's financial resilience and long-term sustainability.

Against that background, the achievements set out in this report are significant. During the year, Hourglass interacted more than 98,500 times with older victim-survivors, concerned others, professionals and members of the public. Our frontline services facilitated 23,702 contacts through calls, texts, emails, instant messaging and chatbot conversations, supported 8,385 new service-users, and assigned 28% more people to case work support than in 2024/25.

Behind each of those numbers is a person, a family, a professional trying to do the right thing, or an older victim-survivor looking for help at what may be one of the most frightening points in their life.

The data also shows why Hourglass is needed. Abuse in later life is still too often hidden in plain sight. In 85% of cases where location was known, the abuse took place in the victim-survivor's own home. Adult children remained the most reported alleged perpetrators, accounting for 38% of cases where the relationship was known. Domestic abuse, economic abuse, psychological abuse, physical abuse, neglect, sexual abuse and institutional abuse all appear across the report, often overlapping and creating complex circumstances for our frontline team to navigate. 80% of victim-survivors had a disability, underlining the connection between abuse, ageing, health, dependency, isolation and access to support.

As trustees, we are acutely aware that numbers alone cannot capture the courage it takes for an older person to seek help, or the skill required from those responding. This report demonstrates not only growing demand, but also real impact. 70% of service-users reported a positive impact after using our services, with many feeling more informed, more supported and confident about what to do next. Our casework outcomes also show improvements or sustained positive outcomes in areas including access to support, confidence, resilience, isolation, financial recovery and risk reduction.

This has also been a year of organisational development. A major milestone has been the embedding of a new frontline operating model, bringing the Helpline and Community Response functions into one integrated Frontline Service. This practical and important change strengthens resilience, improves consistency, supports better triage and case management, and helps ensure that the charity can respond more effectively to increasing complexity.

The Board welcomes these improvements because good governance is not separate from good service delivery. It is what enables it. Our role as trustees is to ensure that Hourglass remains focused on its charitable purpose, manages risk carefully, uses resources well, and continues to build the foundations required for sustainable impact.

Financially, the year has required careful stewardship. Total income reached £1,811,425, exceeding the year's target, although income was lower than the previous year. This report shows the importance of maintaining a balanced income base, with statutory funding, corporate partnerships, trusts and foundations, legacy giving and individual support all playing a role. We are grateful to all funders and partners who have chosen to stand with older victim-survivors, including the Home Office, Department of Justice Northern Ireland, Police and Crime Commissioners, the Churchill Foundation, Just Group and Anthony Gold.

Partnership has been a strong theme throughout the year. Hourglass has continued to build relationships across Parliament, the Senedd, Holyrood, Stormont, local authorities, Police and Crime Commissioners, safeguarding partnerships, health and social care organisations, financial services, the legal sector, community organisations and the wider ageing and

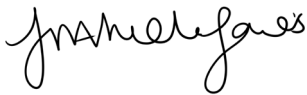
domestic abuse sectors. The Safer Ageing Summit in November 2025 was an important moment, bringing together voices from across the UK to discuss abuse in later life, safer ageing and the future of specialist support.

The Board is also encouraged by the development of the charity's external affairs work. The refreshed External Affairs Strategy, the growth of campaign-led influencing, and the emerging "Missing Chapter" campaign have helped sharpen Hourglass' voice. Our message is clear: abuse in later life must not be treated as a marginal safeguarding concern. It must be recognised within domestic abuse, criminal justice, health, social care, victim support, commissioning and public policy.

I want to thank my fellow trustees for their commitment and constructive challenge during the year. I also want to thank Richard, Veronica and Maggie for their energy, openness and determination, and every member of staff and volunteer for the compassion and professionalism they bring to this work. The charity's impact is built on their daily efforts, often in difficult and emotionally demanding circumstances.

Most of all, I want to acknowledge the older victim-survivors who contact Hourglass, and the families, friends and professionals who reach out on their behalf. Their experiences must continue to drive our work.

As we move into 2026/27, Hourglass will continue to strengthen its services, deepen its evidence base, build its partnerships, and press for a safer ageing society in which every older person can live free from abuse, harm, exploitation and neglect.

A handwritten signature in black ink, appearing to read 'Andrea Nicholas-Jones'.

Andrea Nicholas-Jones,
Chair, Hourglass.



Introduction from the Chief Executive Officer
Richard Robinson, CEO

This Annual Report tells the story of a demanding, important and ultimately positive year for Hourglass. It reflects what our staff, volunteers, trustees, supporters and partners have achieved during 2025/26, but it also tells us something more fundamental about the lives of older victim-survivors across the UK.

Abuse in later life remains hidden, complex and too often misunderstood. It is happening in homes, families, relationships, care settings and communities. It involves domestic abuse, coercive control, economic abuse, neglect, physical abuse, sexual abuse, institutional abuse, scams and exploitation. It is rarely simple, and it is never acceptable.

The clearest message from this year is that the need for Hourglass is growing as we interacted almost 100,000 times with older victim-survivors, concerned others, professionals and members of the public.

These are not abstract figures. They represent people looking for safety, answers, advocacy and someone who understands the particular dynamics of abuse in later life.

The pattern of abuse shown in this report should make everyone pause. In 85% of cases where the location was known, abuse took place in the victim-survivor's own home. Adult children were the most commonly reported alleged perpetrators, accounting for 38% of cases where the relationship was known. 79% of victim-survivors experienced domestic abuse and 43% experienced economic abuse. Almost one-third of victim-survivors were male. 80% of victim-survivors had a disability.

These findings challenge some of the assumptions still made about abuse, age, gender, family relationships, care and dependency.

They also reinforce why specialist support matters. Older victim-survivors often face barriers that are not always understood by mainstream systems. They may be afraid to act. They may be reluctant to criminalise an adult child, partner or family member. They may depend on the person harming them for care, housing, transport, finances or daily support. They may not recognise what is happening as abuse, particularly when it has built up gradually over many years. They may worry that asking for help will mean losing their home, their independence or control over what happens next.

Our job is to meet that complexity with patience, expertise and humanity.

This year, we have taken important steps to strengthen the way we do that. Following a strategic review, we embedded a new frontline operating model. That change was not about structure for its own sake. It was about creating a more resilient, consistent and sustainable service that can respond to increasing demand and increasingly complex cases.

We strengthened safeguarding escalation, onboarding and triage, referral processes, case management guidance, quality assurance, data collection, feedback processes and CRM systems. We introduced Language Line to improve accessibility. We also invested in supervision, reflection, training and workforce development.

The impact is visible in the outcomes. Among service-users with recorded helpline outcomes, 70% reported a positive impact after using our services. 92% of those felt more informed, 89% felt supported and listened to, and 81% felt more confident in how to proceed.

Our casework outcomes also show positive movement across confidence, resilience, access to support, isolation, financial recovery and risk reduction. That matters, because the purpose of Hourglass is not only to answer the phone. It is to help older people find safety, options, confidence and, wherever possible, a route forward.

The year has also been about reach. Through training, pop-up community events, webinars, presentations and our annual conference, we reached more than 4,790 attendees. Our Knowledge Bank had 69,900 active users over the six months from October 2025 to March 2026. We attended more than 110 meetings and consultation events to strengthen referral pathways, share expertise and advocate for older victim-survivors.

This wider work is vital, because the abuse of older people will not be addressed by a helpline alone. It requires professionals, commissioners, communities, public bodies and policymakers to recognise the issue and respond properly.

Our external affairs work has therefore been central to the year. We have strengthened Hourglass' position as the specialist voice on abuse in later life and moved towards a more strategic, campaign-led influencing model. We have contributed to policy discussions, consultations and parliamentary activity, including work on the Victims' Code, coercive and controlling behaviour guidance, the Domestic Abuse Act legislative review, CPS guidance on crimes against older people, Welsh Government activity and the Terminally Ill Adults Bill.

We have also worked to ensure that older victim-survivors are not left out of the national Violence Against Women and Girls (VAWG) agenda. The "Missing Chapter" campaign will continue to make that case clearly and firmly.

Financially, this has been a challenging but steady year. Total income reached £1,811,425, exceeding the target set for the year, though lower than the previous year. That performance reflects the strength of statutory support, corporate partnerships, legacy giving and continued work with trusts and foundations. The Churchill Foundation partnership, Just Group, Anthony Gold, Police and Crime Commissioners, the Home Office, Department of Justice Northern Ireland and many others have helped make our work possible.

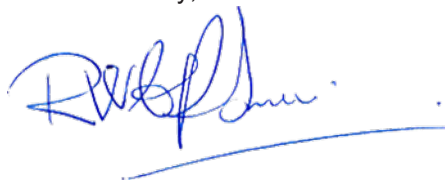
As we move forward, we will continue to strengthen fundraising, improve forecasting, grow sustainable income and align fundraising more closely with our strategic priorities and public campaigns.

I am deeply grateful to everyone who has contributed to this year's work. To our frontline staff, thank you for the professionalism, care and resilience you show every day. To colleagues across external affairs, fundraising, operations, finance, communications, volunteering and leadership, thank you for helping build a stronger organisation. To our volunteers, thank you for giving your time and energy so generously. To Andrea and Sarah and the full Board of Trustees, thank you for your guidance, support and challenge. We thank our Vice Presidents and Patrons for their continuing support. To our funders, partners and donors, thank you for believing that older victim-survivors deserve specialist support and a stronger voice.

The year ahead will not be easy. Demand is rising, funding remains competitive, and the systems around older victim-survivors still too often fail to see them. But Hourglass enters 2026/27 with clearer evidence, stronger services, deeper partnerships, a sharper public voice and a renewed determination to make abuse in later life better understood and no longer overlooked.

Our ambition remains straightforward: a safer ageing society, free from abuse. This report shows why that ambition matters, and why Hourglass will continue to pursue it with urgency, care and conviction.

Yours sincerely,



CEO – Hourglass.

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY

Reg. Office: Hourglass (Safer Ageing),
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Stour Valley Business Centre,
Brundon Lane, Sudbury Suffolk.
CO10 7GB.
Telephone: 020 8835 9280
www.wearehourglass.org
Email: enquiries@wearehourglass.org

Registered Charity No (England and Wales): 1140543 Registered Charity No (Scotland): SC046278 Company Reg No: 07290092

CURRENT NON-EXECUTIVE DIRECTORS/TRUSTEES

(Attendance at meetings 2025 / 2026)

Chair: Andrea Nicholas-Jones (Appointed Chair 18/07/2024) (4/5)

Vice Chair: Sarah Browne (Appointed Vice Chair 18/07/2024) (5/5)

Treasurer: Sarah Lock (Appointed Treasurer 18/07/2024) (3/5)

Andrea Nicholas-Jones (4/5); Dr Mary Harrington (5/5); Sarah Browne (5/5); Angel Clark (5/5); Laura Robinson (2/5); Dr Pragya Shukla (3/5); Dr Gary Jevons (3/5); Zemfira Knott (3/5); Daniel Bridges (5/5); Sarah Lock (3/5); Johanna Rachel Morgan (4/5); Anne Marie Winton (4/5); Ian Cranefield (3/5).

Appointments: Simon Stuttford (03/06/2025) (3/5)

HONORARY VICE PRESIDENTS:

Dr John Beer, David Congdon, Lesley McDowell, Ronnie Barnes and Caroline Cox

PATRONS:

The Baroness Ritchie of Downpatrick (Northern Ireland)
The Rt Hon. the Lord Foulkes of Cumnock (Scotland)
The Rt Hon. the Baroness Hughes of Stretford (England)
Baroness Gale of Blaenrhondda (Wales)

EXECUTIVE TEAM:

Richard Robinson	Chief Executive Officer
Veronica Gray	Director of Policy and Deputy Chief Executive Officer
Maggie Evans	Director of Frontline Services

AUDITOR:

Moore Green Chartered Accountants
22 Friars Street, Sudbury, Suffolk CO10 2AA

BANKERS:

CAF BANK Ltd.
25 Kings Hill Avenue Kings Hill West Malling
Kent ME19 4JQ

NatWest Bank
250 Bishopsgate
London
EC2

METRO BANK

1 Southampton Row, London WC1B 5HA

INVESTMENT BANKERS AND ADVISERS:

Rathbones
30 Gresham Street, London EC2V 7QN

STRUCTURE, GOVERNANCE AND MANAGEMENT

This is the annual report of the Directors who are Trustees of Hourglass (Safer Ageing). It is a charitable company, limited by guarantee, and incorporated as a company on 21st June 2010. The Charity was originally established in 1993.

Companies House registered our new Memorandum and Articles on 08/10/2020 and our name Hourglass (Safer Ageing) was accepted on 23/12/2020.

The Charity Commission of England and Wales registered our new Memorandum and Articles on 23/12/2020 and our name Hourglass (Safer Ageing) was accepted on 13/02/2021.

The Scottish Charity Regulator (OSCR) accepted our new articles and name change on 25/02/2021.

INTRODUCTION

The report and financial statements cover the year ended 31 March 2026. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

DIRECTOR/TRUSTEE STRUCTURE:

The Company constitutional document provides for a maximum of twenty Directors/Trustees. The Board of Directors has established one Director/Trustee from each of England, Scotland, Wales and Northern Ireland as well as representation from a range of sector specific skills and specialisms.

The Board maintains a skills audit of Non-Executive Directors/Trustees and uses this to advertise for, or directly recruit, suitable new members. Additionally, the Board appoints advisors, who can attend but not vote at Board meetings. At each Annual General Meeting Directors/Trustees who have served three years retire from office and may stand for re-election for a maximum of one further three-year term.

Each new Trustee receives an induction pack that includes all necessary documentation and information and is supported in their first year by contact with the Board Chair. The Board meets up to six times per year, with plans for National Councils in England, Northern Ireland, Scotland and Wales, once constituted, to meet in between those Board meetings (with the CEO) and sub-groups additionally meet to address specific issues.

STAFF PAY

The Board reviews the pay of all staff and considers information derived from bodies such as ACEVO, NCVO and published data to benchmark salaries.

DECISION MAKING

Responsibility for the management of day-to-day operations is delegated to the Chief Executive Officer. The Directors/Trustees are responsible for deciding the strategic direction of the charity, the budget, establishing policy, business planning and ensuring ongoing financial stability. The Chief Executive Officer is responsible for ensuring that activities are in keeping with the strategic plan, any legislative requirements, charity policy and the stated objectives of the charity. Within those parameters the Chief Executive Officer acts as appropriate and liaises with Directors/Trustees as necessary. This includes financial decisions, media activity, social policy development, and service delivery.

RISK MANAGEMENT

The Board annually reviews the risks to the charity, using an assessment matrix to ensure all key areas are identified, including how the charity may reduce the impact of any identified risks.

FUNDRAISING

The Chief Executive has overall responsibility for approving fundraising activities, in accordance with the strategy agreed by the Trustee Board. Regular reports are supplied to the Board on fundraising, and changes of policy must be approved by the Board before implementation. No complaints have been received by the charity about its fundraising activities.

The charity does not purchase or sell information in order to pursue fundraising activities, and it has established a robust privacy policy in order to ensure the protection of vulnerable people and others from unreasonable intrusion on their privacy, to ensure strong data protection governance and to avoid undue pressure to give to charitable funds.

CHARITABLE OBJECTIVES

Hourglass is a specialist organisation that focuses exclusively on the abuse of older people. We do not undertake more generic work but instead concentrate on situations where an older person has been or is at risk of being abused by someone they should have been able to trust. Our definition of abuse:

‘The abuse of older people is 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.’

Our charitable objectives are to promote the relief of elderly people and prevent elder abuse through raising awareness, education, research and the dissemination of information and we do this across the United Kingdom. Our Directors/Trustees periodically review our objectives and activities to ensure they continue to reflect our aims. The governing documents of the company are the Memorandum and Articles of Association.

The Directors/Trustees have paid due regard to the public benefit guidance published in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. In setting objectives and activities, the Directors/Trustees have considered the public benefit of the Charity's work. Hourglass is committed to enabling as many vulnerable older people as possible to benefit from our work in preventing and challenging elder abuse. This also benefits other adults who may be at risk of abuse.

VISION AND MISSION

We are the UK's only charity dedicated to combating the abuse of older people. During 2019 we revised our focus and aims whilst continuing to work towards the prevention of abuse and neglect whilst supporting those when abuse has occurred.

OUR VISION

The charity will support the creation of a society that truly values older people - where those at risk can live free from abuse perpetrated by those in whom they have an expectation of trust. When abuse occurs, we seek an environment in which it can be identified and addressed.

OUR MISSION

We undertake to:

- Influence the actions of those in a position to effect societal change for the benefit of vulnerable older people
- Challenge, confront and highlight abuse of older people in all its forms
- Create a comprehensive support system for victims of abuse and their families
- Work in partnership with others to achieve these objectives
- Become wholly sustainable and self-supporting so that we can focus on the vital work we do

OUR AIMS

The charity aims to:

- Prevent and challenge the abuse, harm and exploitation of older people
- Encourage timely and effective intervention to protect victims when abuse occurs
- Increase awareness of abuse at both an individual and societal level, particularly among those working with or having a responsibility for older people
- Raise the profile of abuse of older people, making it as socially unacceptable as child abuse or cruelty to animals
- Encourage the empowerment of older people through professional and peer support

OUR KEY MESSAGES

1. We will end the harm, abuse and exploitation of older people
2. We will work to improve the criminal justice response to crimes against older people
3. We believe in tougher sanctions for those who harm or abuse older people
4. We will make the abuse of older people as socially unacceptable as child or animal abuse
5. We believe that older people deserve to be safe within any relationship where there is an expectation of trust
6. We will work to improve the statutory response to safeguarding older people experiencing or at risk of abuse.

Hourglass is committed to enabling as many vulnerable older people as possible to benefit from our work in preventing and challenging abuse. This also benefits other adults who may be at risk of abuse.

OUR SEVEN KEY STRATEGIC THEMES AND AIMS

1. **INFLUENCE:** Leading on influencing, advocacy and lobbying
2. **GIVING:** Diversifying the way people and organisations give to the charity
3. **TRANSFORM:** Building impactful and transformational programming and services
4. **MONITOR:** Ensuring a high performance and cost-effective charity
5. **INNOVATE:** Delivering a business-minded and entrepreneurial organisation
6. **PEOPLE:** Establishing a healthy and people-focused charity
7. **REACH:** Broaden the charity's audience and communicate with them effectively

OUR VALUES

Passion, care & compassion

Courage to care. Our passion to make a difference is born out of difficult personal stories. So, we listen, support and help. These stories are the driving force that makes us go above and beyond. We care for ourselves and each other, which also helps us care for others – across nations and teams, with an encouraging and helpful attitude that delivers positive outcomes.

Investing & being invested

Investing and invested. We're building a sustainable legacy, based on shared progress and engagement, making individual and collective commitments to each other's wellbeing, development, and diversity. We build strong, resilient, and inclusive connections across our nations, teams and stakeholders that support our purpose and vision for safer ageing.

Experience & expertise

Experience and expertise shared. We believe in building leading knowledge from multiple perspectives. This creates a deeper understanding of the issues and makes us an accessible, go-to organisation with real influence.

Honesty & transparency

Honesty matters. Our actions and communications are accurate and transparent. We know our strengths and limitations so when we need help, we ask for it. This builds trust in each other, as well as in our ability to achieve our goals.

Confidence & determination

Deliver with confident determination. We're not afraid to speak out and we don't let go easily. This means we follow through and work hard to overcome all our challenges. Our data is robust and comprehensive which gives us the confidence to carry out our roles and deliver a service with the quality that people want and value that supports our purpose and vision for safer ageing.

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What does Hourglass do?

Statistical Analysis of 2025/26 Frontline Service Data

Demand for Specialist Support Continues to Rise

Hourglass' 2025/26 frontline data underlines a growth in demand for specialist support for older victim-survivors of abuse. Over the year, Hourglass interacted more than 98,500 times with older victim-survivors, concerned others, professionals and members of the public. This included 23,702 frontline contacts through calls, texts, emails, instant messaging and chatbot conversations.

In total, Hourglass supported 8,385 new service-users through its helpline, online services and casework. Of these, 30% were victim-survivors, while 70% were concerned others or professionals seeking advice and support.

The most significant increase was in ongoing specialist case work support, seeing a 28% rise in service users accessing support across the UK.

Abuse Remains Hidden in the Home

The data reinforces the hidden nature of abuse in later life. In 85% of cases where the location was known, abuse took place in the victim-survivor's own home. This underlines the reality that, for many older people, the place that should feel safest is where abuse, harm, control or exploitation is occurring.

Adult children remained the most commonly reported alleged perpetrators, accounting for 38% of cases where the relationship was known. Current or former intimate partners accounted for 26%. This highlights the distinct dynamics of abuse in later life, where victim-survivors may be harmed by people they love, trust or depend upon.

Abuse is Complex and Overlapping

Domestic abuse was the most commonly reported form of abuse, experienced by 79% of victim-survivors where the relevant data was known. Economic abuse was also highly prevalent, affecting 43% of victim-survivors. Psychological abuse, physical abuse, neglect, institutional abuse, sexual abuse and self-neglect were also recorded.

Many victim-survivors experienced more than one form of abuse at the same time, showing the need for responses that understand complexity rather than treating incidents in isolation.

Older Victim-Survivors Face Significant Barriers

The data shows that older victim-survivors often face additional barriers to seeking help. In 71% of contacts where barriers were recorded, at least one barrier was identified. These included fear of acting, reluctance to criminalise a perpetrator, difficulty recognising abusive behaviour, lack of capacity to engage, and exhausted options among concerned others.

Disability was also a major factor. In 80% of cases where disability status was known, the victim-survivor had a disability, including frailty, physical disability, neurological conditions such as dementia, mental health impairment and progressive illness.

Specialist Support Makes a Difference

The impact data shows the value of Hourglass' specialist response. Among service-users with recorded helpline outcomes, 70% had a positive impact after using the service. Of those, 92% felt more informed, 89% felt supported or listened to, and 81% felt more confident about what to do next.

Casework outcomes were also strong, with positive results recorded across access to support, confidence, resilience, reduced isolation, financial recovery and risk reduction.

Building Awareness and Partnerships

Alongside frontline support, Hourglass reached more than 4,790 people through training, presentations, webinars, pop-ups and the Safer Ageing Summit. The Knowledge Bank recorded 69,900 active users over six months, and the charity attended more than 110 meetings and consultations to strengthen partnerships and advocate for older victim-survivors.

Overall, the 2025/26 data demonstrates both rising demand and clear impact. It confirms the need for specialist, age-aware support and reinforces Hourglass' role in creating a safer ageing society.

Performance and Activity Summary

Contact Points

In 2025/26, our frontline facilitated 23,702 phone calls, texts, emails, instant and chatbot messages across casework and our helpline service.

Through Frontline Service Entry Points, we responded 16,241 times, to:

- 13,018 calls (including call backs)
- 1,513 emails
- 986 Chatbot conversations
- 538 instant messages
- 186 texts

Knowledge Bank Users

This data covers 6 months (October 2025 – March 2026).

- 69,900 Active Users

Number of People Supported

We supported 8,385 new service-users through our helpline, online services, and casework.

- In 30% of cases, the service-user is the victim-survivor (2,478 cases)
- In 70% of cases, the service-user is a concerned other or professional (5,907 cases)

Casework

In the last year, we saw a 28% increase in demand from the previous year.

This increase reflects growing awareness of Hourglass services, increased Frontline Service Officers in new areas of the UK, stronger referral pathways, and continuing to uncover the unmet needs of older victim-survivors.

Conference

165 people attended the 2025 Safer Ageing Summit.

- 39% of attendees worked in the Charity Sector
- 16% of attendees were Health and Social Care professionals
- Other sectors represented included, criminal justice, housing and local authorities

Meetings

We attended over 110 meetings and consultations to strengthen referral pathways, share expert knowledge, and advocate for the experiences of older victim-survivors.

Webinars

Across the year, 577 people attended one of our webinars and we gained a further 6,512 webinar views on YouTube in the past year.

Resources Distributed

We distributed 2,118 resources over the last financial year (leaflets, posters, booklets, pens, mugs, tote bags).

Impact

Helpline – Soft Outcomes

Soft outcomes refer only to Helpline cases and do not include victim-survivors who received casework support.

Of service-users with a recorded impact:

- 92% felt more informed.
- 89% felt supported and/or listened to.
- 81% felt more confident in how to proceed.

Of victim-survivors with a recorded impact:

- 91% felt more informed.
- 90% felt supported and/or listened to.
- 78% felt more confident in how to proceed.

Casework – Distance Travelled Tool

The Distance Travelled Tool measures the victim-survivor's journey with Hourglass, recording their experiences through outcomes designed to monitor their wellbeing and experiences. 99% of service users reported a positive impact when dealing with the issue and ability to access support while 96% reported increased resilience and wellbeing, and 100% reported positive financial recovery and risk reduction.

Enquiry Insights

Abuse Types

Behind every case was a complex situation of abuse.

- 79% of victim-survivors experienced domestic abuse.
- Nearly half of victim-survivors experienced economic abuse (43%).

Domestic abuse remained the most commonly reported abuse type experienced by older victim-survivors. Economic abuse was also highly prevalent, impacting almost half of victim-survivors. Many victim-survivors experienced multiple forms of abuse simultaneously, demonstrating the complex and overlapping nature of abuse in older age.

Abuse Location

In 85% of cases, the abuse took place in the victim-survivor's own home, highlighting the hidden nature of abuse in later life.

- Own Home: 85%
- Care Home: 6%
- Hospital: 2%
- Sheltered Housing: 1%
- In the street: 1%
- Nursing Home: 1%
- Mental Health Hospital: <1%
- Homeless: <1%
- Refuge: <1%
- Hospice: <1%
- Somewhere Else: 4%

Alleged Perpetrator Relationship to Victim-Survivor

38% of victim-survivors had been subjected to abuse by their adult child. This reflects a distinctive feature of abuse in later life, where victim-survivors may be harmed by those they trust and are dependent on. The intersection between dependence and abuse often creates additional emotional and practical barriers to seeking help.

- Adult Child: 38%
- Current or Former Intimate Partner: 26%
- Professional: 7%
- Friend: 6%
- Other family: 5%
- Other: 5%
- Sibling: 4%
- Grandchild: 3%
- Neighbour: 3%
- Parent: 2%
- Child in law: <1%
- Parent in law: <1%

Victim-Survivor Demographics

Victim-Survivor Gender

Whilst women represented the majority of victim-survivors, almost one-third were male. This demonstrates that abuse in later life affects people of all genders and highlights the need for inclusive support services.

- Female: 69%
- Male: 31%
- Non-binary: <1%
- Other: <1%
- Transgender: <1%

Victim-Survivor Age

Abuse was reported across all age groups, with the highest proportion of victim-survivors aged between 75 and 89.

- 60-64 years old: 13%
- 65-69 years old: 12%
- 70-74 years old: 14%
- 75-79 years old: 16%
- 80-84 years old: 18%
- 85-89 years old: 15%
- 90-94 years old: 9%
- 95-99 years old: 3%
- 100+: <1%

Victim-Survivor Sexual Orientation

The majority of victim-survivors supported by Hourglass identified as heterosexual.

- Heterosexual: 97%
- Homosexual (Gay/Lesbian): 1%
- Bisexual: 1%
- Other: 1%

Victim-Survivor Ethnicity

The majority (91%) of victim-survivors supported by Hourglass identified as white.

Victim-Survivor Disabilities

In 80% of cases, the victim-survivor had a disability, underlining the additional vulnerability faced by many older people experiencing abuse. These findings demonstrate the need for intersectional, specialist services that understand the relationship between abuse, ageing, disability, and dependency.

- Frailty: 30%
- Physical Disability: 30%
- Neurological Condition (i.e. Dementia): 22%
- Mental Health Impairment: 11%
- Progressive Illness: 9%
- Organ Specific: 5%
- Visual Impairment: 5%
- Hearing Impairment: 4%
- Learning Difficulties: 2%
- Learning Disabilities: 2%
- Sensory Impairment: 2%

- Other: 4%
- None: 20%

Barriers to Seeking Help

A barrier to seeking help was reported in 71% of victim-survivor contacts, this reinforces the importance of specialist services that recognise and support older victim-survivors needs and unique experiences of abuse, almost one quarter (23%) reporting they were afraid to act, and over one fifth (22%) reluctant to criminalise the alleged perpetrator.

The majority of alleged perpetrators were male; however, 40% were female. This reflects the diverse and unique nature of abuse in later life, highlighting the importance of understanding the abuse of older people and expanding traditional assumptions about perpetrator characteristics.

Wales

- We attended 3 conferences in Wales
- We set up numerous (9) meetings with organisations in Wales, including with: Gwent Police, North Wales Police, South Wales Police, Newport Council, Wales Adult Social Care, Age Cymru, Duffryn Community Centre
- We delivered 6 presentations to organisations, such as: Duffryn Community Centre and the Ageing Well Swansea Community Event. Over 258 people attended these presentations.
- We delivered 9 Pop-Ups in Powys, Caerphilly, Caernarfon, Llanelli, and Aberystwyth, reaching approximately 514 people.
- We delivered 1 training session to Adult Social Care on Economic Abuse in Later Life.

Scotland

Activities

- We delivered 5 presentations to a diverse range of attendees in Scotland, including: Local Authorities, MSPs, Civil Servants, Church of Scotland, NHS, Methil Carers Group, Edinburgh Adult Protection Committee, Change Mental Health (Fife and Methil) to over 89 attendees.
- We delivered 3 Pop-Ups in Coatbridge, Inverness, Alloa reaching over 108 attendees.
- We contributed to numerous (6) working groups in Scotland, including: Older People's Strategic Action Forum; Scottish Adult Protection Day; NHS 24: Mental Health and Learning Disabilities; Fife Centre for Equalities; Cross Party Group on Older People, Age and Ageing.
- We also advised Police Scotland during steering meetings with the Chief Inspector for the National Rape and Sexual Crime Unit to develop trauma-informed approaches for adults over 60.

Northern Ireland

Activities

- 1 training session to AIB Personal Banking
- 6 presentations delivered to over 339 attendees
- 6 Pop-Ups, reaching approximately 360 people
- Over 3 consultations attended

Organisations worked with include:

- Helplines Northern Ireland Partnership
- Causeway Coast and Glens Borough Council
- Age Friendly Officers Northern Ireland
- Nexus

- Housing Associations
- PSNI
- Northern Ireland Ambulance service
- AIB Personal Banking
- Irish League of Credit Unions
- Mid Ulster District Council
- Just Group
- Richmount Rural Community Association
- Department of Justice NI
- Assist NI

External Affairs – England and Wales

Over the past year, External Affairs in England and Wales has focused on strengthening Hourglass' position as *the* specialist national voice on the abuse of older people, ensuring that older victim-survivors are more visible in policy, commissioning, public debate and political decision-making.

A central aim has been to move the organisation from reactive policy engagement to a more strategic, campaign-led influencing model. This has included the completion and implementation of a refreshed External Affairs Strategy, the development of a clearer stakeholder map, and a stronger focus on using Hourglass' frontline evidence to influence government, Parliament, the Senedd, local authorities, Police and Crime Commissioners, safeguarding partnerships and wider sector partners.

A major strand of work has been Hourglass' engagement with the Government's Violence Against Women and Girls agenda. Throughout the year, we contributed to Home Office and Ministry of Justice policy discussions, responded to Select Committee activity, and raised concerns that older victim-survivors remain too often overlooked in mainstream VAWG responses. Following publication of the VAWG Strategy, this work developed into the "Missing Chapter" campaign: an organisation-wide advocacy programme arguing for the needs and experiences of older victim-survivors to be properly recognised in national policy, commissioning frameworks and practice.

This work has highlighted the distinctive dynamics of abuse in later life, including abuse perpetrated by adult children and other family members, coercive control linked to health, care, housing and finances, and persistent gaps in data and prevalence evidence. External Affairs also began work with wider ageing sector organisations to challenge the absence of older victim-survivor representation within VAWG governance structures.

The year has seen significant policy and consultation activity. Hourglass has submitted evidence and responses on the new Victims' Code, coercive and controlling behaviour guidance, the Domestic Abuse Act 2021 legislative review, the CPS guidance on crimes against older people, the Welsh Government's National Action Plan update, and work led by the Older People's Commissioner for Wales. Across these areas, our consistent message has been that abuse in later life cannot be treated as a marginal safeguarding issue, but must be recognised within domestic abuse, criminal justice, health, social care and victim support systems.

External Affairs has also supported parliamentary and legislative engagement on key issues affecting older people. This included detailed work on the Terminally Ill Adults Bill, where safeguarding concerns were identified and amendments were drafted, briefed and tabled by supportive peers. We have also strengthened parliamentary relationships, secured written questions, briefed stakeholders and increased references to Hourglass in Westminster and the Senedd.

A major organisational highlight was the Safer Ageing Summit, held virtually in November 2025. External Affairs played a central role in shaping the summit's narrative, securing speakers, preparing briefs and helping position the event as a key moment for discussion on safer ageing, abuse in later life and the future of specialist support. The summit helped consolidate Hourglass' role as a convener of expert voices and a platform for policy debate across the four nations.

In England and Wales, we have prioritised commissioning and service visibility. A substantial outreach project contacted Police and Crime Commissioners and Local Authority Chief Executives to promote Hourglass' improved training offer and highlight new IDVA/ISVA guidance. This work aimed to build awareness of commissioning responsibilities, generate training opportunities and support the long-term sustainability of specialist provision for older victim-survivors. Engagement with PCC offices, safeguarding partnerships, VAWDASV leads and local authorities has continued throughout the year.

Communications and thought leadership have supported this influencing work. External Affairs contributed blogs, statements and social media content on issues including sexual abuse in later life, economic abuse, scams, care home evictions, International Older Persons Day, International Men's Day, the UK Budget, ageism and domestic abuse. This work has helped develop a clearer public narrative around abuse in later life, particularly the role of ageism in making older victim-survivors less visible and less likely to receive appropriate support.

External Affairs has also worked to strengthen Hourglass' credibility with specialist sectors. This included speaking engagements and presentations on economic abuse, including to HCR Law, PIMFA and to UK Finance and the Money

Advice Trust's Vulnerability Academy, reaching senior vulnerability and safeguarding leads in major UK banks. Further conference and workshop opportunities have been secured, including with safeguarding partners.

In Wales, External Affairs has maintained engagement with the Older People's Commissioner for Wales, Welsh Government activity and Senedd stakeholders. This has included responding to the Commissioner's strategy and work on poverty, monitoring the Welsh Government's annual reporting on the abuse of older people, and supporting the development of Hourglass' operational presence in Wales alongside frontline colleagues.

Overall, the year has been one of consolidation, growth and sharper strategic focus. External Affairs has strengthened Hourglass' policy influence, improved its visibility across Parliament, the Senedd and key stakeholder networks, and laid the groundwork for major advocacy campaigns in 2026. The priority for the year ahead will be to convert this increased profile into tangible change: stronger recognition of older victim-survivors in national strategies, improved commissioning standards, better data, sustainable funding for specialist services, and a safer ageing society free from abuse.

External Affairs – Northern Ireland and Scotland

Over the past year, External Affairs activity in Northern Ireland and Scotland has focused on strengthening Hourglass' profile as the specialist voice on the abuse of older people, building new relationships with political leaders, statutory agencies and third sector organisations, and ensuring the needs of older victim-survivors are reflected in emerging policy and legislative reform. With significant political and legislative developments taking place across both nations, the year has provided important opportunities to establish Hourglass as a trusted and influential stakeholder.

In Northern Ireland, the principal focus has been the Adult Protection Bill, representing the most significant reform of adult safeguarding legislation in a generation. Hourglass has engaged extensively throughout the Bill's development, providing oral evidence to the Assembly's Health Committee and submitting detailed recommendations to strengthen the legislation. While welcoming provisions including enhanced investigative powers, independent advocacy and the creation of an Adult Protection Board, Hourglass argued that the Bill should place a stronger emphasis on prevention, explicitly recognise older people, broaden the definition of harm to reflect coercion and exploitation, and strengthen mechanisms for accountability and shared learning. This work has positioned the organisation as an important contributor to safeguarding reform in Northern Ireland and reinforced our role as a specialist advocate for older victim-survivors.

Alongside legislative engagement, considerable work has been undertaken to build Hourglass' political and stakeholder profile across Northern Ireland. Relationships have been established with Members of the Legislative Assembly from across the political spectrum, alongside the Department of Health, the Northern Ireland Housing Executive, Dementia NI, Age Friendly networks, local councils and a wide range of voluntary sector organisations. This engagement has increased awareness of Hourglass' specialist expertise while creating opportunities to influence future policy development and improve referral pathways for older victim-survivors.

Community engagement has also been a significant priority. Through conferences, awareness events, exhibitions and Age Friendly initiatives, Hourglass has continued to raise awareness of abuse in later life amongst professionals and communities, while promoting the Hourglass Helpline and specialist support services. Complementing this work, a longer-term engagement strategy has been developed to increase public recognition of Hourglass across Northern Ireland, strengthen professional understanding of abuse in later life, and improve access to specialist advice and support.

In Scotland, activity has focused on laying the foundations for greater policy influence ahead of the 2026 Scottish Parliament election. Recognising the opportunity presented by the forthcoming election, Hourglass developed a series of manifesto priorities designed to improve recognition and protection of older victim-survivors within Scottish law and public policy. These included calls to review the Domestic Abuse (Scotland) Act to better reflect abuse perpetrated by family members and carers, introduce Willie's Law alongside a dedicated Economic Abuse Strategy, and improve the identification and recording of crimes against older people across Scotland's criminal justice system. These proposals have been shared with political parties and policy teams to inform manifesto development and future legislative priorities.

External Affairs has also continued to monitor wider legislative developments in Scotland, including reforms to adult social care, the Adults with Incapacity framework and assisted dying legislation, identifying opportunities to ensure the experiences of older people remain visible within future policy discussions. This has included continued advocacy around Willie's Law and the need for stronger safeguards against economic abuse, alongside ongoing efforts to identify new parliamentary champions following changes to previous political sponsorship.

Across both nations, considerable effort has been invested in building the relationships and infrastructure needed for long-term influence. Stakeholder mapping has been expanded significantly, bringing together elected representatives, government departments, safeguarding leads, Age Friendly networks, professional bodies and voluntary organisations. This work has established stronger foundations for future campaigning while ensuring Hourglass is increasingly recognised as the leading specialist organisation on the abuse of older people throughout Scotland and Northern Ireland.

Overall, the year has been one of growth and strategic positioning. Significant progress has been made in establishing Hourglass' presence across both nations, influencing major safeguarding reforms and creating new opportunities to shape public policy. The priority for the year ahead will be to build on these foundations by deepening parliamentary engagement, strengthening strategic partnerships, influencing the implementation of key legislation, and continuing to ensure that older victim-survivors are recognised within safeguarding, criminal justice and wider public policy across Northern Ireland and Scotland.

Research and Policy

Over the past year four policy briefs were completed and published, one structured around ageism and its links to abuse, another focused on ideas of trauma, and post abuse traumatic effects, LGBTQ+ older victim survivors of abuse, and finally one on femicide in light of the number of femicide cases in NI.

The team supported the delivery of all webinars including sourcing panellists, writing briefs and participating in the events.

In response to an enquiry from a journalist, the team created a short narrative brief focused on the abuse of older people in South Asian communities.

Following a request, the team met a group from the Czech sexual education organisation Freya. This in-depth meeting covered a wide array of topics related to the sexual abuse of older people, barriers, practitioner understanding, trends, perpetrators, and policy ideas. The team also had a meeting with a representative from Elder Abuse Action Australia to discuss international approaches to intervention and prevention of the abuse of older people, and to exchange policy approaches and ideas.

The team attended a MOPAC launch event for the Comprehensive Review and Adult-Child to Parent Abuse reports. During this event, the team raised the need for a separate London-wide strategy focused on older victim-survivors of abuse. The team also participated in a research interview for a Northern Ireland study on the extent of Domestic, Sexual and Gender Based Violence (DSGBV) services for male victims. The team collaborated with academics from Exeter University on the development of a joint PHD project between Hourglass and Exeter Uni. In addition, Hourglass was contacted by academics from University College London (UCL) to explore the possibility of a joint project based on neglect and dementia and which will be supported through data sharing by Hourglass. The team also supported a group of medical students from Plymouth University as part of their Creative Approaches to Advocacy in Wellbeing (CAW) focused around the creation of an informative pamphlet on the abuse of older people. Over the course of three meetings with the group, the team provided key information about the abuse of older people, and design and logistics support.

Related to the Safer Ageing Summit in November 2025, the team were fully involved in every aspect of planning, including creating the conference structure, identifying and contacting potential speakers, and creating panel sessions. The team participated in assisting colleagues from fundraising and operations in the development of a pan-London fundraising bid focused on IDVA provision. As well as this, the team contributed to the hiring of a new information officer through the development of a job description, and by sifting through CVs and cover letters.

The team maintain strong relationships with the Ministry of Justice, as well as attending regular meetings with the Wokingham Domestic Abuse Partnership Board and the Victim and Witness Stakeholder Engagement Group, the Abuse Action Group in Wales, and the Domestic Abuse Commissioner's Monthly Sector Call.

The team developed a qualitative long form interview focused research study based on older victim-survivor's ideas of trauma months and years post abuse, barriers to support, and best practice in support options for older victim-survivors. Potential interviewees were recognised and contacted, ethical issues were identified and resolved, and a consent/research explanation form was developed. The team have started to meet victim-survivors and commence one – to – one interviews. The team also collected and collated data regarding older men and domestic homicide reviews as part of an additional research project.

The team built on 2024 election manifesto work by creating a document comparing and analysing Labour, Welsh Labour, and SNP manifesto commitments, how they linked to Hourglass asks in our manifesto, and what changes had occurred/what had been achieved after a year in government. The team also put forward amendments and additions focused on the need to support older victim-survivors of abuse to the Age Alliance Manifesto.

The team met with the first and second supervisors of the Hourglass PHD programme to explore and discuss the parameters of the project, shortlist prospective applicants, and prepare for interviews.

The team met with representatives from Equality Collab's, recent authors of a MOPAC funded report on Adult Child to Parent Abuse, to talk through collaborative research opportunities and the need to centre older victim-survivors more within conversations about Adult Child to Parent Abuse. The team also met with academics from Birmingham City University to discuss Hourglass collaboration around a project focused on police ideas of older vulnerability and whether this affects access to justice for older victim-survivors.

The team attended an event delivered by Lancaster University focused on the effects of jury opinions on sexual abuse cases. The team also attended a workshop at the Kent PCC regarding victim survivor's journeys through the criminal justice system and ideas of best practice. The team contributed to an event run by the King's Fund and linked to Baroness Casey's review of Social Care. This event sought to identify potential issues around social care and policy solutions. Meetings were also held with the Met Police, attending their annual conference on VAWG, and a workshop on changes to the domestic abuse data run by the ONS. The team additionally attended a Home Office and Ministry of Justice update meetings outlining plans for the joint communication strategy alongside the wider VAWG Strategy.

The team participated in overseeing and providing feedback on therapeutic domestic abuse simulation training for healthcare professionals, run by City St George's University Hospital, which included a presentation to doctors about the issues that older victim-survivors face. The team additionally joined the Protecting Older people from financial fraud using innovative solutions: The PILLAR network.

The team also contributed to an MA project run by an academic from Bournemouth University on the abuse of older women, participating in an interview format and discussing barriers that older women face when accessing support.

The research team supported an ongoing HMCSI inspection into the CPS handling of crimes against older people, this included both interviews and providing written comments/asks in relation to the CPS's Policy Guidance on prosecuting crimes against older people. The team developed a response to the NI Adult Protection Bill call for evidence, as well as began work on the Hourglass response to the consultation on the revised Code of Practice for the Mental Health (Northern Ireland) Order 1986.

In response to the release of the Homelessness monitor for England, the team began preparatory work on a wider homelessness and rough sleeping project – to ascertain, if possible, the number of older victim-survivors of abuse who are homeless or on the streets.

The research team developed a number of blogs, one focused on scams and fraud linked to a news report from Northern Ireland, and one centred on the experiences of older male victims for Supporting Male Victims of Domestic Abuse Day 2025. In light of the recent release of the Male Health Strategy, the team began research collection on the effects of dementia and suicide on older male victim-survivors.

The team attended specific events and workshops, including MOPAC's DASA commissioning workshop, PILLAR fraud and scam update meeting, OPC Wales roundtable on sexual abuse and violence, and MOJ external affairs meetings. The team represented Hourglass at a New Pathways Award Ceremony in Cardiff, accepting a highly commended award for work on sexual abuse prevention.

Prior to the release of the VAWG strategy for England and Wales, the team attended a number of Home Office and MOJ VAWG campaign update sessions, which outlined communication and campaigning strands running alongside the VAWG strategy. In early December, the team with external affairs colleagues, also developed an overarching evidence and considerations report for the attention of policymakers working on the strategy. Following the launch of the strategy, the team worked on the development of "the missing chapter" a piece of work outlining the needs of older victim survivors, missing in the VAWG strategy in its current form. Additionally, the team developed a piece of work outlining the need for long term investment in a specialist helpline and organisation to support older people.

The team supported colleagues speaking at the NI Health Committee with the development of a briefing outlining Hourglass asks for the Adult Protection Bill (NI). The team also created a report for frontline staff outlining "Tech abuse" and the ways in which older people can be victimised by perpetrators through technological devices and tools. On research matters, the team met with an academic from Exeter University to discuss Hourglass support for a project revolving around older victim-survivors "ideas of safety." The team also engaged in preliminary discussions with a separate Exeter University Academic regarding field and interview work with victim-survivors sharing stories of LPA abuse. In relation to the 2024 project "The Economics of Abuse," the team were contacted by a research group in Czechia seeking to replicate the research in their own county and began communication to outline questions and ideas.

On a consultation basis, the team began work on a Belfast Trust consultation concerning Body Worn Cameras in care and nursing homes, as well as preparatory work for the consultation on the new Victims Code.

The team finished the field work element on the long form qualitative trauma research project, participating in more 1-1 interviews with victim-survivors across the South East of England and transcribing these – the final report writing phase is in progress.

The team responded to a Home Office post-legislative scrutiny review of the Domestic Abuse Act 2021, developed a piece of work which reflected on how elements of the Act had been implemented, and their impact for older victim-survivors. Following this, the team crafted a written response to a House of Lords call for evidence on a separate post legislative review of the Domestic Abuse Act 2021. Linked to this, the team developed a brief for the CEO's appearance before a House of Lords oral evidence committee again focused on the Domestic Abuse Act 2021. Following the release of age disaggregated met police data, the team began work on a short project investigating London DA crime outcomes for older women since 2020.

Following previous engagement and collaboration with HMCPSI regarding their inspection of how the CPS handles crimes against older people, the team met representatives prior to the release of the inspectorate report and talked through findings, as well as supported awareness and media sharing following the report launch. The team joined a roundtable focused on "The Great Wealth Transfer" and raised pertinent issues around economic abuse amongst older victim-survivors. The team participated in a research study run by Ulster University and outlined how older victim-survivors of abuse perceived police and the criminal justice system in Northern Ireland. The team additionally contributed to a meeting focused on an MOJ project to improve the accessibility and reach of information about Legal Aid.

Partnerships

Hourglass colleagues continue to work with key stakeholders throughout the UK to advocate for ending the abuse of older people. Strategic engagement meetings are focussed on knowledge sharing and identifying potential areas of collaboration.

We explore a range of issues including but not limited to, best practice, joint funding opportunities, training opportunities, and policy developments. We consider how our organisations can support each other through joint communications and fostering a culture of peer support. This engagement enables development of strategic responses to the shared challenges of our sector. Increased communication supports avoidance of duplication and will encourage further development of holistic and varied services for Victim-Survivors.

Stakeholder meetings have been held with:

- Advance
- Berkshire Women's Aid
- Dewis Choice
- PEGS
- Karma Nirvana
- Mankind Initiative
- Stay Safe East
- Surviving Economic Abuse (SEA)
- Victim Support
- Victim Support NI
- Rape Crisis (England and Wales)
- Rape Crisis NI
- Nexus NI

- Age UK

Meetings have been beneficial with outcomes including joint funding bids submitted, training places offered, collaborative discussions and opportunities created for future working together. Whilst joint funding bids to Thames Valley Police and East Sussex Council were not successful, learnings taken from the process will be utilised for future bids. Ongoing engagement will continue with existing stakeholders and we will be reaching out other stakeholders in the sector over the coming months.

Communications and Campaigns

Four key campaigns were delivered this year as follows:

World Elder Abuse Awareness Day – June 2025
Title: ‘Let’s’ Talk: Growing the Conversation’

Oasis Campaign – July-September 2025
Title: ‘Oasis Tour’ campaign

Hourglass Conference – October - November 2025
Title: ‘The Safer Ageing Summit’

Christmas – December 2025
Title: ‘Holidays are coming’

External communications maintained momentum and seen significant reach:

Metric	Result
Newsletters Sent	34
Emails Sent	147,223
Opens	95,431
Opened (single opens)	53,715
Email Clicked	11,606
Total Clicks	112,992
Email Click Rate	801%
Open Rate	37.3%
Total Subscribers	6,613

Social Media continued to perform well:

Metric	Result
Posts	2,636
Impressions	420,402
Page and Profile Reach (Excluding X/Twitter)	437,323
Reach (Excluding X/Twitter)	329,388
Average Post Engagement Rate	6.30%

Comments & Replies	481
Shares	1,528
New Followers	1,456
Total Followers	20,598

Facebook

Metric	Result
Posts	
Total	1,347
Reach	85,344
Impressions	183,309
Clicks	3,773
Likes & Reactions	2,378
Comments	242
Average Post Engagement	3.21%
Page	
Reach	101,953
Impressions	247,210
Engagement	7,520
Reactions	1,899
Shares	502
New Followers	341
Total Followers	11,121

Age	Percentage	Difference (2025-2026)
18-24	0.3%	0%
25-34	4.5%	- 0.7%
35-44	12.9%	-1.1%
45-54	27.1%	-0.3%
55-64	25%	+1.2%
65+	29.2%	-0.1%

X (formerly Twitter)

Metric	Result
Tweets	348
Post Impressions	38,418
Post Engagement	1,983
Post Engagement Rate	5.39%
Post Likes	638
Post Retweets	412
Post Link Clicks	166
Post Hashtag Clicks	50
Mentions	170
Post Replies	33
New Followers	-143
Total Follows	5,314

Instagram

Metric	Result
Posts	481
Post Engagement	1,433
Post Reach	32,104
Post Impressions	55,682

Profile Engagement	936
Profile Impressions	56,605
Profile Reach	25,549
Profile Visits	56,605
New Followers	211

LinkedIn

Metric	Result
Posts	379
Post Comments	153
Post Impressions	131,104
Post Reach	86,333
Post Engagement Rate	7.97%
Profile Impressions	133,508
Profile Reach	77,215
New Followers	1,010

YouTube

Metric	Result
Impressions	68,412
Views	6,512
Page Shares	150
Watch Time (Hours)	636
Subscribers Gained	+33
Impressions CTR	2.4%
Avg. View Duration (minutes)	6:03

TikTok

Metric	Result
Profile Views	58
Video Views	10,162
Reach	7,223
Shares & Reposts	1
Likes	94
Comments	2
New Followers	+5

Website

Events	Result
Page View	78,086
Session Start	55,755
User Engagement	55,070
First Visit	48,253
Scroll	10,130
Click	1,663
File Download	1,826
Event Count (Total)	251,648
Event Count per User	67,976

Pages	Views	Users	View Per User	Avg. Engagement Time
Landing Page	30,304	27,913	1.09	13s
Hourglass Services	12,031	11,108	1.08	27s
Psychological Abuse	9,095	8,751	1.04	25s
Abuse	6,641	6,165	1.08	18s
Who We Are	5,146	5,146	1.05	32s
Financial Abuse	2,887	2,687	1.07	36s
Domestic Abuse	2,319	2,155	1.08	26s
How Hourglass Helps	1,389	1,319	1.05	20s
Get Involved	1,378	1,233	1.12	11s
Hourglass Conference 2025	1,023	920	1.11	22s
What to do About Abuse	763	726	1.05	48s
What We Stand	515	493	1.04	34s
Policy	495	404	1.23	20s
Neglect	469	443	1.06	29s
Take Oath	440	402	1.09	7s
Hourglass Manifesto 2024	432	405	1.07	28s
Oath	417	409	1.02	12s
Why Does Abuse Happen	362	350	1.03	51s
Resources	331	290	1.14	24s
Sexual Abuse	331	315	1.05	40s
Research	280	262	1.07	15s
Gifts Wills	232	240	0.97	7s
Raise A Cup	194	158	1.23	17s
Physical Abuse	183	179	1.02	40s

Traffic Acquisition	Users	Event Count
Organic Search	22,395	93,267
Direct	38,950	129,487
Referral	6,148	25,919
Organic Search	521	1,844
Email	241	957

Google Ad Grant

Metric	Result
Total Clicks	1,002
Impressions	7,744
Average CTR	12.94%
Average CPC	\$2.97
Total Cost	\$2,979.40
Total Conversion Rate	99.30%

Webinars

Six webinars were held in this period covering topics including:

- Safer Independent Ageing Webinar: Hourglass and the Churchill Foundation
- Debt and Coerced Debt: Impacts and Solutions
- World Elder Abuse Awareness Day 2025: Growing the Conversation
- We are Hourglass
- The Links with Ageism and Abuse: Northern Ireland
- Domestic Homicides and Suicides in Later Life: Learning the lessons

A total of 1,155 people booked onto these webinars. Webinars are recorded and added to the Hourglass YouTube channel and Knowledge Bank. This garnered an additional 1,078 views, giving a total webinar audience of 2,233.

Training

Three training sessions were held in this period covering topics including:

- Domestic Abuse in Later Life
- Domestic Abuse Related Deaths in Later Life
- Domestic Homicides and Suicides in Later Life: Learning the lessons

A total of 51 people booked onto these training sessions.

FUNDRAISING OVERVIEW OF THE YEAR (2025/26).

Despite a challenging external environment – including ongoing cost-of-living pressures and a general decline in charitable giving across the UK – Hourglass delivered a strong income generation performance in 2025/26. Total income reached £1,811,425, exceeding the target of £1,745,555, although representing a 12% decrease compared to the previous year (£2,053,096).

This performance reflects the continued success of established corporate partnerships and legacy fundraising, alongside a stable base of statutory funding from the Home Office and Police and Crime Commissioners (PCCs). Continued focus on the Trusts and Foundations programme has further supported income diversification. As a result, Hourglass enters 2026/27 with a positive outlook for growth while maintaining core delivery.

A stable Income Generation Team, with the addition of a new Fundraising Campaigns Officer, will provide Hourglass with the tools to maintain its key performance in existing fundraising streams as well as giving the opportunity to explore other key areas of development including campaigns fundraising, individual giving, events and digital fundraising.

Key highlights for 2025/26 include:

- Continued success in statutory funding, with Home Office, Department of Justice Northern Ireland (DoJ NI), and PCC funding exceeding targets
- Strong corporate fundraising performance, driven by partnerships with the Churchill Foundation, Anthony Gold, and Just Group
- A significant legacy gift contributing to overall income
- Ongoing diversification of income streams to reduce long-term financial risk

Overall, fundraising performance remained stable, with clear learning points and opportunities identified for the year ahead. A robust and innovative three-year fundraising strategy, closely aligned to the organisation's overall strategy, will provide a strong platform into 2026/27 and beyond.

Corporate Engagement & Partnerships

Corporate fundraising remains a key income stream for Hourglass, generating £291,178 during the year. This performance was largely driven by three key partnerships: the Churchill Foundation, Just Group, and Anthony Gold.

Churchill

The partnership with the Churchill Foundation, Churchill Retirement, and Churchill Independent Living launched in February 2025 and includes a £400,000 pledge over three years. Key highlights include participation in the Foundation's tenth anniversary Clay Pigeon Shooting Challenge and charity auction in June 2025, held at Ashcombe Estate in Dorset, which brought together around 150 guests and raised vital funds.

In addition, over 60 Churchill retirement lodges committed to hosting Hourglass "Raise a Cup" events in May 2026. As the partnership enters its second full year, effective stewardship will be critical to maximise its long-term value and align with the Foundation's commitment to supporting older people.

Just Group

Our successful three-year partnership with Just Group enters its final year as we moved into 2026. In 2025 Just raised an inspiring £73,394 to support our work. Teams from across the Just business competed to raise the most money and joined together in their flagship charity fundraising event, Just Oarsome, for the second year running. Teams from every part of their business – plus a team from Hourglass - did battle with each other in an epic Dragon Boat Race in London.

Trusts and Foundations

Despite securing 49 grants income from Trusts and Foundation fell below target, raising £185,691 against our target of £280,000. However, this income stream remains a key area for development as we enter 2026/27. Expanding and strengthening the pipeline; improving forward planning and early engagement; enhancing bid quality and targeting and reviewing internal capacity and prioritisation will help us build our income from Trusts and Foundations.

Legacy Giving

Significant legacy income of £118,864 shows the huge potential of this income stream. Legacy income continues to demonstrate significant long-term potential but remains inherently unpredictable due to the timing of realised gifts.

The Year Ahead

2025/26 highlighted several key risks including increased competition across all voluntary income streams; internal capacity gaps impacting delivery and planning and wider economic pressures affecting donor behaviour. With this at the forefront of our minds we must ensure a strong fundraising strategy, closely aligned to the organisation's overall strategy, is developed and implemented to full effect.

Priorities for 2026/27 include expanding trust and foundation pipelines; increase engagement with National Lottery and community funding; growing regular giving and improve donor retention and strengthening and developing corporate partnerships. It is also crucially important to improve data, forecasting, and impact measurement as well as aligning fundraising with policy and awareness campaigns, including World Elder Abuse Awareness Day and Safer Ageing Week

A revised fundraising strategy will support delivery of these priorities and enable sustainable growth.

Supporters 2025/26

Alexander Moncur Trust

Anthony Gold Solicitors

Arm Cambridge Community Fund via Cambridgeshire Community Foundation

Baron Davenport's Charity

Bedfordshire Police and Crime Commissioner - Grassroots Innovation Fund

Chalk Cliff Trust

Churchill Foundation

Clifford Chance Foundation

Communities Mental Health and Wellbeing Fund for Adults through Fife Voluntary Action and Scottish Government

David & Ruth Lewis Family Charitable Trust

Department of Justice Northern Ireland - Domestic and Sexual Abuse Strategy Small Grant Scheme

East of England Co-Op (Great Cornard)

East Sussex County Council - Domestic Abuse Small Grant Fund

Eleanor Rathbone Charitable Trust

Ernest Kleinwort Charitable Trust

Florence Cohen Charitable Trust

Gowling WLG (UK) Charitable Trust

Greater Manchester Combined Authority

Just Group Plc

L. & R. Gilley Charitable Trust

Marsh Charitable Trust

Mayor's Office for Policing and Crime (MOPAC)

Mrs A Lacy Tate Trust

Nancie Massey Charitable Trust

National Lottery Community Fund: Improving Lives Scotland

National Lottery Community Fund: People and Places Wales

National Lottery Community Fund: Reaching Communities England

Office of the Police and Crime Commissioner for Kent

Office of the Police and Crime Commissioner for Surrey

Office of the Police and Crime Commissioner for Thames Valley
Office of the Sussex Police and Crime Commissioner
Pargiter Trust Grantmaking Programme via Suffolk Community Foundation
Salix Trust (Community Safety), Leeze Charitable Fund (Community Safety), Nicki Alvey Bazlinton Trust and Yellow Car
Charitable Fund via Essex Community Foundation
Simon Gibson Charitable Trust
Souter Charitable Trust
Stafford Trust
Sudbury Town Council Community Grant
The Annie Ramsay McLean Trust for the Elderly
The Annie Tranmer Charitable Trust
The Bassil Shippam and Alsford Trust
The Charles & Elsie Sykes Trust
The David Family Foundation
The de Brye Charitable Trust
The Dentons UK & Middle East LLP Charitable Trust
The Ericson Trust
The Eveson Trust
The Fitton Trust
The Gilbert and Eileen Edgar Foundation
The Hugh Fraser Foundation
The J. & J.R. Wilson Trust
The Jenour Foundation
The Leslie Mary Carter Charitable Trust
The Maud Elkington Charitable Trust
The Pamela Barlow Charitable Trust
The Paul Bassham Charitable Trust
The Pilkington Charitable Trust
The R J Larg Family Trust
The Roger and Jean Jefcoate Trust
The Rope Trust
The Sir James Roll Charitable Trust
The Sylvia Aitken Charitable Trust
The Tula Trust Limited
The Home Office
The Walker-Shoolbraid Charitable Trust
The Walter Guinness Charitable Trust
The Westwood Charitable Trust
Thomas Stanley Shipman Charitable Trust
Walter Craig Charitable Trust
Walter Scott Giving Group
Wokingham Borough Council Community Safety Partnership
Yorkshire Building Society Charitable Foundation

FRONTLINE SERVICES

Supporting Older Victim-Survivors Across the Four Nations

Annual Review 2025/26

Every day, older people across the United Kingdom experience abuse, harm, neglect and exploitation. For many, the abuse remains hidden. Some have lived with abuse for years, sometimes decades, while others experience abuse for the first time in later life, often at a point when poor health, disability, caring responsibilities or increasing dependence on others can make seeking help feel impossible.

At Hourglass, we know that abuse in later life takes many forms. It may involve domestic abuse, coercive and controlling behaviour, economic abuse, physical abuse, sexual violence, neglect, scams and fraud, or abuse perpetrated by an adult child, family member, partner or person in a position of trust.

Older victim-survivors often face additional barriers when seeking support. Many fear losing their home, their independence, their family relationships or the support they rely upon. Others believe that services are not designed for people their age or worry that they will not be believed.

Too often, abuse affecting older people remains hidden and misunderstood.

At Hourglass, we believe every older person deserves to live a life free from abuse, harm and exploitation.

Throughout 2025/26, our Frontline Services have continued to provide specialist advice, advocacy and support to older victim-survivors across England, Wales, Scotland and Northern Ireland.

This year has been one of growth, transformation and increasing impact.

We have strengthened our services, invested in our people, expanded our partnerships, increased our national influence and continued to ensure that older victim-survivors remain visible.

A Year of Growth and Transformation

This year marked an important milestone in the development of Hourglass Frontline Services.

Following a strategic review of our services, we successfully embedded a new operating model, bringing together our Helpline and Community Response services into one integrated Frontline Service.

The aim of this transformation was simple: to create a stronger, more resilient and sustainable service that could better respond to increasing demand and the growing complexity of abuse experienced by older people.

The new model has enabled us to:

- create one unified Frontline Service across the four nations;
- improve consistency and quality of support;
- strengthen leadership and operational resilience;
- increase opportunities for collaboration and knowledge sharing;
- create greater flexibility in how support is delivered;
- ensure we can continue responding to changing need and future demand.

The new structure included three Frontline Service Leads providing support across all four nations, alongside a dedicated High-Risk Caseworker and more Frontline Service Officers supporting triage, onboarding and casework.

This transformation has also enabled us to broaden our reach, supporting older people not only in areas where we held commissioned contracts but also more widely across the United Kingdom.

Throughout this period, Frontline Services has continued to support older victim-survivors whilst responding to increasing referrals, increasing complexity of need, and safeguarding concerns. Despite these challenges, significant progress has

been achieved across quality assurance, safeguarding, workforce development, operational oversight, impact measurement and service resilience.

These achievements reflect the commitment, professionalism and adaptability of our staff and volunteers.

Building a Stronger and More Resilient Service

Alongside the restructure, significant work has been undertaken to strengthen quality, governance and service delivery.

Throughout the year we introduced:

- enhanced safeguarding escalation processes;
- improved onboarding and triage systems;
- a new referral process;
- updated case management guidance;
- new workplans and reflection tools;
- enhanced quality assurance frameworks;
- additional CRM developments;
- improved recording and data collection processes;
- new testimonial and feedback processes;
- enhanced guidance on safeguarding concerns and information sharing.

Significant progress has also been made in relation to quality assurance.

The introduction of a competency-based quality assurance toolkit has strengthened our ability to assess call handling, email responses, case recording and data quality, helping identify areas of strong practice and opportunities for further development. Enhanced quality monitoring, more reflective supervision and compliance reviews are now embedded across Frontline Services.

This year also saw the introduction of Language Line, helping improve accessibility and ensuring that older people whose first language is not English are able to access support more easily. While there remains further work to do, strong foundations have now been established which will support continued improvement and future growth across Frontline Services.

Investing in Our People

Supporting older people affected by abuse requires highly skilled, knowledgeable and compassionate staff.

The complexity of many of the situations we encounter means that our workforce must have specialist expertise across domestic abuse, safeguarding, trauma, coercive control, economic abuse, mental health and the additional barriers faced by older victim-survivors.

Throughout the year we have continued to invest significantly in learning and development.

Training undertaken by staff has included:

- safeguarding legislation and risk management;
- professional curiosity;
- domestic abuse in the workplace;
- sexual harassment in the workplace;
- substance addiction;
- modern slavery;
- trauma-informed practice;
- suicide awareness;
- economic abuse;
- legal aid;
- stalking awareness;
- intersectional justice;
- male survivors of sexual abuse;
- technology-facilitated abuse.
- Professional boundaries

Significant progress has also been made in relation to professional qualifications.

Full-time caseworkers are now either accredited Independent Domestic Violence Advisers (IDVAs), accredited Independent Sexual Violence Advisers (ISVAs), progressing through Older Person Violence Adviser pathways or undertaking specialist training. Two Frontline Leads have achieved OCNLR Level 3 Diplomas in Domestic Abuse Prevention and Early Intervention, with additional staff progressing towards completion.

Our ambition remains to build one of the most highly skilled and knowledgeable specialist workforces supporting older victim-survivors anywhere in the United Kingdom.

Throughout the year, the Director of Frontline Services has represented Hourglass at numerous strategic meetings, forums, consultations and research projects to ensure that the voices and experiences of older victim-survivors are heard.

This work has included:

- Participation in Domestic Abuse Related Death Reviews across England
- Practice Briefs for practitioners and Hourglass Staff
- Participation in Home Office workshops and consultations.
- Supporting the CPS Victim Transformation Programme.
- Working with universities and research partners.
- Delivering presentations and keynote sessions.
- Supporting police services, local authorities and safeguarding partnerships with guidance on good practice when supporting older victims

Highlights across the nations:

Advantage of Ageing Awards – London

Hourglass won the Pro Ageing Organisation Award, reflecting our national leadership in championing the rights and safety of older people. Our Director of Frontline Services attended alongside Trustee Jo Jacobius, celebrating creativity, diversity, and pride in ageing.

New Pathways Awards – Wales

We were finalists for the Team Award for Excellence in Sexual Violence Support, although we did not win, we were honoured to receive a Highly Commended plaque.

England

England has continued to be an area of significant growth and influence for Frontline Services.

Throughout the year we delivered forty presentations, reached more than 1,260 people, delivered training to hundreds of professionals and attended meetings and consultations.

We attended over 110 meetings and consultations to strengthen partnership work and advocate for older victim-survivors.

Our work has involved close partnership working with police services, local authorities, safeguarding boards, health services, housing providers and community organisations.

Some of the organisations we have worked with across frontline throughout the year;

- PCC Sussex, PCC Surrey, PCC Thames Valley, PCC Kent, Greater Manchester Combined Authority, Manchester City Council, East Riding of Yorkshire Council, Lambeth Council, Lewisham Council, Greenwich Council, Alzheimer's Society, Victim Support, Respect, Refuge, PayPlan, Care Rights UK, Community Southwark, Wokingham Domestic Abuse Partnership, East and West Sussex Council, Age UK, Switchboard for Older LGBTQ+, Safe in Sussex partnership, Galop, Crown Prosecution Service and Hersana CIC.

Throughout the year we delivered presentations and awareness sessions to police officers, safeguarding professionals, housing providers, healthcare organisations and community groups, helping improve understanding of abuse affecting older people and strengthen local responses to older victim-survivors.

- Ealing Council – MARAC Conference to speak on Hourglass, Domestic Abuse and Professional curiosity. The event was attended by AS Teams, IDVA's, Mental Health, Police and support services across Ealing.
- AWWP Directorate DA Awareness Session (Surrey County Council): Presentation to 200 attendees, with positive feedback on structure, clarity, and use of case examples.
- VAWG Alliance Buckinghamshire – 'Breaking the Silence, Building Solutions' (180 attendees): Presentation described as powerful and inspiring.
- Presentation on our services and older people delivered to the High Sheriff of Buckinghamshire, HM Lord-Lieutenant Lady Howe, Labour MP Laura Kyrke-Smith for Aylesbury, councillors and social prescribers.
- DA Champions Culture and Diversity CPD Day – Sussex Police. Hourglass presented on abuse of older people, spotting the signs, barriers to support and Hourglass services. (98 attendees)
- DHR Network (AAFDA): Presented on learning from Domestic Abuse Related Death Reviews involving older people to (36 professionals who work on Domestic Abuse review panels)

Some of the forums and groups representing older people experiences we attended contributing to strategies, good practice and guidance on the harm of older people.

- The Buckinghamshire Safer Ageing Partnership (BSAP) Steering Group to provide strategic guidance for the county on safer ageing and older people.

- Two of our IDVA's also attended a reception to honour and thank them for the work they do supporting victims as Independent Domestic Violence Advisers (IDVAs) and Independent Sexual Violence Advisers (ISVAs). Our IDVA's were both interviewed at the reception on the work we do and the barriers older people face.
- West Sussex MARAC Quality Auditing Group- contributing learning from DARRs and representing older victims' needs in multi-agency safeguarding improvements
- VAWG Helplines Group - The VAWG Helpline Alliance brings together specialist organisations with expertise across different forms of violence against women and girls, ensuring that victim-survivors can access the most appropriate support for their individual needs. We have shared knowledge, expertise and learning on the abuse and harm of older
- Older People's Forum- A round table discussion hosted by Councillor Teresa Murray to make Medway a more Age Friendly place. The round table consisted of organisations that directly support older people within Medway and a number of older people from the community. - 'Your comments were insightful and helpful' Councillor Teresa Murray.

Greater Manchester:

One of the most significant developments this year has been the successful launch and development of our Greater Manchester service.

For many years, there has been limited specialist support available specifically for older people experiencing domestic abuse within Greater Manchester. Through extensive partnership working and engagement with local services, Hourglass has been able to begin addressing this gap and ensure that older victim-survivors have access to specialist support that understands the complexities of abuse in later life.

Since launching the service, the team has:

- Attended multi-agency meetings and conferences across the region.
- Established relationships with over forty organisations.
- Developed new referral pathways.
- Delivered presentations and awareness sessions to professionals and community groups.
- Increased awareness of the experiences of older victim-survivors across Greater Manchester.

We have worked alongside:

- Trafford Older People's Network
- Greater Manchester Older People's Network
- Salford Adult Social Care
- Trafford Domestic Abuse Service
- Housing providers
- Health services
- Community and voluntary organisations

A key focus of this work has been ensuring that professionals understand that older people experience domestic abuse too and that age should never be a barrier to receiving support.

The service has already begun building strong foundations for future growth and has been warmly welcomed by partners, many of whom have spoken positively about the importance of having a specialist service for older people.

Wales:

Throughout Wales, our teams have continued to strengthen partnerships, raise awareness and improve understanding of abuse in later life. Our work has focused on ensuring that older people remain visible within domestic abuse and safeguarding responses and that communities understand that abuse can happen at any age.

Throughout the year, we:

- Delivered presentations and awareness sessions to professionals and community groups.
- Delivered nine community pop-up and engagement events.
- Participated in national conferences, safeguarding events and community roadshows.
- Increased awareness of economic abuse affecting older people.
- Strengthened relationships with organisations across Wales.
- Developed and strengthened referral pathways with statutory and voluntary sector partners.
- Distributed information, resources, leaflets and referral forms to professionals and community organisations across Wales.
- Increased awareness of the specialist support available to older victim-survivors.
- Promoted volunteering opportunities and increased community engagement with Hourglass services.

Some of the organisations we presented to and met with included:

- Age Cymru
- Age Alliance Wales
- Gwent Police
- South Wales Police
- North Wales Police
- Dyfed Powys Police
- Police and Crime Commissioner Offices across Wales
- Newport City Council
- Vale of Glamorgan Council
- Ceredigion County Council
- Adult Social Care Services
- Citizens Advice Wales
- Victim Support
- Swansea Ageing Well Network
- Department for Work and Pensions
- Hywel Dda University Health Board
- NHS Wales
- CAVO Cymru
- Jobcentre Plus
- Duffryn Community Centre
- Community and Voluntary Organisations across Wales.

Community engagement activities took place across Aberystwyth, Cardiff, Caernarfon, Llanelli, Caerphilly, Powys, Newport, Penarth, Barry and Swansea, ensuring that we reached older people and professionals in both urban and rural communities.

Highlights from the year included:

- Age Alliance Wales Roadshows in Caerphilly and Newtown.
- Age Cymru Roadshows in Aberystwyth and Llanelli.
- The National Conference hosted by the Older People's Commissioner for Wales.
- Cardiff and Vale Safeguarding Board Conference.
- Citizens Advice Wales Conference at the Senedd.
- Domestic Abuse Conferences attended by professionals from across the sector.
- Swansea Ageing Well community events.
- Health and Wellbeing events in Newport.
- Over-50s community events in Penarth.
- Chatty Café sessions supporting older residents in Newport.
- Carers and Community Support Forums.
- Volunteer recruitment and community engagement events.

These events provided opportunities to speak directly with older people, families and professionals about abuse in later life, challenge misconceptions and raise awareness of the support available through Hourglass. Through our community engagement activities, we distributed information and resources to community centres, independent living schemes, health settings, job centres and local organisations, helping to ensure that older people and those supporting them know where to seek help.

Building Referral Pathways Across Wales

Throughout the year we invested significant time in developing relationships with statutory and voluntary sector partners to improve access to support for older victim-survivors.

We met with safeguarding leads, community safety teams, police representatives, health professionals and third sector organisations to raise awareness of abuse in later life and strengthen referral pathways into Hourglass. This included meetings with police safeguarding teams, Police and Crime Commissioner offices, Victim Support, local authority community safety teams and adult social care services.

This work has resulted in organisations sharing our information and referral forms with colleagues and wider networks, increasing awareness of the specialist support available to older people experiencing abuse and creating new opportunities for earlier intervention and support.

Working with Police and Criminal Justice Partners

The Wales team continued to develop strong relationships with police forces and safeguarding teams across Wales, including Gwent Police, South Wales Police, North Wales Police and Dyfed Powys Police.

Meetings focused on improving understanding of abuse in later life, discussing referral mechanisms and ensuring that older victim-survivors are recognised within wider domestic abuse and safeguarding responses. Sharing Hourglass information with adult safeguarding teams and wider partnership networks, helping to strengthen opportunities for earlier identification and support.

The team also engaged with Police and Crime Commissioner offices to raise awareness of the experiences of older victim-survivors and to explore opportunities for future partnership working and service development.

Working Alongside Health and Community Organisations

Throughout the year we strengthened relationships with health services and community organisations across Wales, including Age Cymru, Age Alliance Wales, NHS Wales and Hywel Dda University Health Board.

Through these partnerships we increased opportunities to raise awareness of abuse in later life, share learning and improve pathways into specialist support. Information and resources were shared with community organisations, independent living schemes and local networks to increase awareness of abuse in later life and the support available through Hourglass.

Our engagement with the Department for Work and Pensions resulted in Hourglass being added to its Resource Index Tool, increasing the visibility of our services and enabling vulnerable older people accessing support through government services to be signposted to specialist support.

Through our engagement with CAVO Cymru and other community organisations, we also promoted volunteering opportunities and strengthened links with community networks, helping to further extend our reach across Wales.

Raising Awareness and Building Professional Understanding

Alongside direct engagement work, the Wales team continued to develop specialist knowledge through a wide range of professional training opportunities covering:

- Economic abuse in later life.
- Domestic abuse and dementia.
- Technology-facilitated abuse.
- Coercive and controlling behaviour.
- Domestic abuse within rural communities.
- LGBTQ+ experiences of abuse.
- Abuse affecting people with sensory impairments.
- Self-neglect and safeguarding.
- Male victimisation and suicide.
- Sexual violence affecting older people.

This investment in learning has strengthened our ability to recognise and respond to the complex and often hidden experiences of abuse in later life and supports our ongoing work to share knowledge and expertise with professionals across Wales.

We also delivered awareness sessions and presentations to professionals across Wales on the barriers faced by older victim-survivors and the impact of economic abuse in later life. These sessions increased understanding of the unique experiences of older people and promoted the importance of recognising abuse, responding appropriately and making timely referrals to specialist services.

Economic Abuse in Later Life

We have continued to highlight the devastating impact that economic abuse can have, particularly where older people have experienced years of coercive control, financial dependence or exploitation by family members.

Through presentations, conferences, community events and partnership meetings, we have increased professional understanding of the hidden nature of economic abuse and the significant impact it can have on an older person's independence, wellbeing and safety.

Ensuring Older Victims Remain Visible

Our work in Wales has focused not only on responding to abuse but also on creating sustainable networks that improve recognition, referral and support for older victim-survivors.

By working alongside police, local authorities, health services, community organisations, safeguarding partnerships and national organisations, we continue to ensure that the experiences of older people remain visible within safeguarding and

domestic abuse responses across Wales and that communities can support, understand, report and recognise abuse and harm.

Scotland

Throughout the year, our work in Scotland has focused on increasing awareness of abuse in later life, strengthening strategic partnerships and ensuring that older people remain visible within adult protection, health and community conversations.

We have continued to work alongside a wide range of partners and stakeholders, including Police Scotland, NHS 24, the Church of Scotland, Edinburgh Adult Protection Committee, Change Mental Health, Fife Centre for Equalities, the Older People's Strategic Action Forum and the Cross-Party Group on Older People, Age and Ageing.

These relationships have been instrumental in raising awareness of abuse, harm and exploitation affecting older people and ensuring that the experiences of older victim-survivors are considered within wider discussions around Adult Support and Protection, healthy ageing and service provision. Through this partnership working, we have been able to share our specialist knowledge and expertise, helping professionals and organisations to better recognise abuse in later life and understand the barriers older people may face in accessing support.

Throughout the year, we delivered presentations and awareness sessions to local authorities, health services, carers' organisations, community groups and professionals across Scotland. These activities have provided valuable opportunities to increase understanding of abuse in later life, promote referral pathways into specialist support and ensure that older people experiencing abuse are recognised and responded to appropriately.

Highlights of this work included a pop-up event at North Lanarkshire Health and Social Care Partnership's Coatbridge Locality Summer Fayre, where we engaged directly with older local residents, carers and service providers. This event enabled us to raise awareness of abuse in later life, share information about Hourglass services and promote access to specialist support.

We also engaged with the Methil Carers Group in Fife, providing information and raising awareness among carers and those supporting older people in their communities. Through our participation in the Fife Equalities Forum, we shared information about Hourglass services and promoted our upcoming conference, further strengthening awareness of abuse in later life and the support available.

A presentation to the Edinburgh Adult Protection Committee provided an important opportunity to discuss Adult Support and Protection and highlight the specific challenges and risks faced by older victim-survivors. We also contributed to Adult Support and Protection Awareness Day, delivering an online presentation to 100 professionals from across Scotland. This session increased understanding of abuse in later life, encouraged professionals to consider the unique needs of older people within their practice and reinforced the importance of specialist support.

We were also pleased to attend Lornshill Academy's Youth and Philanthropy Initiative event in Clackmannanshire, where we held an information stall to raise awareness of abuse in later life and the work of Hourglass. Engaging with younger people and communities is an important part of creating greater understanding of the issues affecting older people and helping to challenge ageist assumptions and stereotypes.

Throughout the year, we have continued to engage in important conversations around Adult Support and Protection, healthy ageing and the experiences of older victim-survivors. This work has helped increase understanding of the unique experiences and barriers faced by older victim-survivors, including ageism, dependency, disability, ill health, social isolation and family dynamics. It has also contributed to wider discussions about improving responses to abuse and ensuring that older people remain visible within policy and practice.

The impact of this work can also be seen through the strengthening of referral pathways and relationships with local partners. During the year, we received casework referrals from Fife Council, Fife Women's Aid and Chest Heart and Stroke Scotland, demonstrating increased awareness of our services and improved recognition of older people who may benefit from specialist support.

Demand for specialist information and support in Scotland remains significant. Over 1,551 active users accessed our Scotland-specific webpages seeking information, advice and support. These figures demonstrate the importance of providing accessible, country-specific information and highlight the growing need for specialist services for older people affected by abuse, harm and exploitation.

Collectively, this work has increased awareness, strengthened partnerships and improved understanding of abuse in later life across Scotland. It has also helped ensure that older victim-survivors are increasingly visible within adult protection, health and support systems and that more professionals, communities and individuals know where to turn for help.

Northern Ireland

This year has been one of significant growth and development for Frontline Services in Northern Ireland. Throughout the year, we strengthened our relationships with statutory, voluntary and community sector partners and increased awareness of abuse affecting older people across communities.

We worked alongside a broad range of organisations and agencies, including PSNI, the Department of Justice Northern Ireland, Nexus, Assist NI, Helplines Northern Ireland, housing associations, the Irish League of Credit Unions, Mid Ulster District Council, Northern Ireland Ambulance Service, Age Friendly Officers and Causeway Coast and Glens Borough Council.

These relationships have enabled us to raise awareness of abuse in later life, increase understanding of the experiences of older victim-survivors and strengthen pathways into specialist support. Through partnership working, we have continued to advocate for older people to be recognised within domestic abuse, adult protection, safeguarding and protection, and community safety responses. We have also ensured that their voices and experiences remain visible within wider strategic discussions.

The team participated in a number of events and conferences throughout the year, each providing valuable opportunities to engage with professionals, communities and partner organisations and to promote the specialist support available through Hourglass.

This included participation in the Belfast City Hall Safe, Well and Connected Event, the CVOC NI Victim Summit, the Nexus NI Conference – Unmasking Sexual Abuse, and the Men's Advisory Project NI Conference. Through these events, we were able to increase awareness of abuse in later life, strengthen professional relationships and ensure that the experiences of older victim-survivors were represented within wider discussions on victim support and violence against women and girls.

We also delivered community engagement and awareness activities across Northern Ireland. This included a stall at Age Friendly NI's Causeway Coast and Glens Services Club event in Limavady, a presentation at Magherafelt Volunteer Centre and a stall at a multi-agency Domestic Abuse Community event in Donaghadee. These opportunities enabled us to engage directly with local communities, share information about abuse in later life and ensure that older people, families and professionals know where they can access specialist support.

Partnership working with statutory agencies has also continued to strengthen. Belfast Area Domestic and Sexual Violence and Abuse Partnership held an awareness session on the impact of domestic abuse on older people, helping to improve understanding of the additional barrier's older victim-survivors may face and reinforcing the importance of specialist responses.

PSNI also hosted a full-day Reference, Engagement and Listening (REaL) event with stakeholders from across Northern Ireland focusing on the victim journey. Our participation ensured that the experiences of older victims were included within these important discussions and helped advocate for services and responses that better reflect the needs of older people.

We also attended the Housing Executive Community Conference 2025 at Armagh City Hotel and engaged with Richmount Elders and Richmount Rural Community Association in Portadown. These activities helped us strengthen our links with housing providers and community organisations and increased awareness of the different forms of abuse and exploitation that can affect older people.

The team also delivered an Hourglass webinar on the links between ageism and abuse in Northern Ireland. This session helped professionals understand how ageist attitudes and assumptions can contribute to abuse being minimised, overlooked or misunderstood and reinforced the importance of recognising older people as victim-survivors in their own right.

A key priority throughout the year has been ensuring that older victim-survivors are visible within domestic abuse, adult protection, safeguarding and protection, and community safety conversations and that professionals understand the barriers older people may face in accessing support. Through our work, we have continued to challenge assumptions, increase awareness and advocate for improved responses to abuse in later life.

Demand for specialist information and support in Northern Ireland is also evident. Over 1,210 active users accessed our Northern Ireland-specific webpages seeking information, advice and support. These figures demonstrate the importance of having accessible, specialist resources and highlight the growing need for support for older victim-survivors, their families and the professionals supporting them.

Our work in Northern Ireland has strengthened our presence, increased awareness of abuse in later life and improved understanding of the experiences and needs of older victim-survivors. Through partnership working, community engagement and professional awareness raising, we are helping to ensure that older people affected by abuse, harm and exploitation are increasingly recognised, heard and supported.

Professional Feedback

"A fantastic session that challenged assumptions and increased understanding."

"The information provided will directly influence our practice."

"It was really eye-opening to hear about the range of support offered by Hourglass."

"Excellent engagement and concise, accessible explanations."

"Very engaging and thought-provoking."

"The presentation was informative and gave us a much better understanding of abuse in later life."

"Powerful and inspiring."

"This session has changed the way I think about abuse affecting older people."

"Thank you for ensuring older people remain visible within safeguarding and domestic abuse discussions."

"Really informative session—helped me better understand the complexities of domestic abuse in older adults."

"The training was engaging and practical, with clear guidance I can apply in my role."

"The feedback from the advisors was really positive and we all really benefitted from hearing all you had to say."

"You really helped clarify what constitutes abuse."

"Positive feedback on the structure, clarity and use of case examples."

"The presentation was excellent and highlighted issues many of us had never considered before."

"Thank you so much for giving your presentations today and being so open and honest in the discussions, we have had nothing but positive feedback about how useful your insights were"

Building a Community of Volunteers

This year has marked an exciting period of growth and development for volunteering at Hourglass.

Over the past year, we have built and strengthened our volunteer programme, creating new opportunities for people to use their skills, experience and compassion to support older people affected by abuse, harm and exploitation.

Significant work has been undertaken to create a sustainable and rewarding programme, including:

- Developing new recruitment and onboarding processes.
- Creating volunteer induction and training programmes.
- Producing volunteer guidance and resources.
- Introducing supervision and support arrangements.
- Strengthening volunteer wellbeing initiatives.
- Building relationships with volunteer centres and universities.
- Increasing opportunities for volunteers to support community engagement and awareness activities.

As of March 2026, we had nineteen new active volunteers supporting the work of Hourglass.

During the year we also received 244 volunteering enquiries, demonstrating the growing interest in supporting older people and the work of the charity.

We have been supported by our community events volunteers to attend a range of community-based events, fairs and festivals across the UK, including Brighton, Hastings and Sussex

We continue to work with several Universities to engage with the student body about our volunteering opportunities and had targeted recruitment campaigns to run alongside volunteering fairs. Earlier this year, we were invited to present at the University of Brighton Student Volunteering Week Webinar – February 2026.

We have delivered a range of activities to date, to ensure that our volunteers feel supported and valued in their roles:

- 1- 2 - 1 check in and catch-up sessions between the Volunteer Coordinator and Volunteers = 48 meetings
- Refresher / top up volunteer training – including - Data Protection; Using Our Systems; External Learning Opportunities = 17 sessions

Debbie

When I first joined the charity, I was excited. I also completely understood why the onboarding process needed to be thorough — safeguarding and proper preparation matter — but it did feel a little slow at times. Even so, I appreciated that the organisation prioritised doing things correctly rather than rushing me through. The initial training was helpful and reassuring,

I volunteer because I want to make a meaningful difference to older people who have experienced harm, neglect, exploitation, or abuse. The cause is personally important to me, and I value being able to use my free time in a way that feels compassionate and purposeful. I also hope the role will support my own wellbeing by giving me a renewed sense of direction and fulfilment.

Kelvin

As a Community Events, Fairs, and Pop Ups Volunteer, my experience has been lively, varied, and genuinely enjoyable. I love being out in the community, meeting people from all walks of life, and representing the charity at events that bring local groups together. Every event feels different — some are buzzing and energetic, others more relaxed — but all of them feel meaningful.

Being part of these activities helps me feel connected, not just to the charity but to the wider community. I enjoy raising awareness of the support available to older people, especially those who may be struggling or unsure where to turn.

I want to make a positive difference to older people affected by harm, neglect, exploitation, and abuse. At the same time, I'm keen to continue developing my skills — especially communication, administration, and community engagement. I volunteer because it gives me purpose, direction, and genuine enjoyment.

Gaenor

I've found my volunteer role to be one of the most rewarding learning experiences I've had. When I first started using the CRM database, I felt a bit overwhelmed. But as time went on, I grew more confident and even discovered that I genuinely enjoy organisational tasks. I've realised I have a natural interest in detail oriented, people focused work.

What means the most to me is knowing that my efforts support others in a meaningful way. Even when I'm doing administrative tasks, I understand the human impact behind them. Learning new systems and processes has had its challenges, but those moments have helped me build resilience and confidence. The role has been a positive blend of personal growth and purposeful contribution.

Tori

My volunteer experience has been both educational and uplifting. From the moment I joined, I felt welcomed and supported. The team has been warm, attentive, and genuinely invested in the wellbeing of volunteers. Regular check ins and thoughtful communication have helped me feel valued and included.

Being part of such a supportive environment has been one of the most rewarding aspects of my experience.

Jesca

I have found the volunteer role really rewarding so far. I've especially enjoyed being able to support people directly, as it gives me a sense of purpose and reminds me why I wanted to volunteer in the first place. It has also helped me build my confidence, particularly in how I communicate with others. I feel like I'm getting better at listening, responding thoughtfully, and adapting to different situations.

Ciara

I have helped with research and reaching out to organisations. The team is wonderful and very helpful at Hourglass and any questions I have get answered straight away. Very chilled, easy going and friendly atmosphere.

What People Told Us:

Older Victim-Survivors

"I feel better having told you and being believed."

"Thank you for your fast response, it means a lot to me."

"I am so grateful, you made such a difference to us by advising us to report to police."

"Thank you for your help, you're doing a fantastic job."

"You've been fabulous."

"You have been fantastic and confirmed we have done everything by the book."

"You had been amazing and made my day."

"Thank you for being an organisation that allows me to remain anonymous and confidential."

"You really are a lifeline."

"I honestly do not know what I would have done without your support."

"I finally felt listened to."

"You have inspired me to develop the courage to apply for a Non-Molestation Order."

"You have been the support I needed during this very difficult time."

"Your kindness and compassion have meant the world to me."

"I did not think anyone would believe me because of my age."

"Without you I would not be here, I felt I wanted to give up before you picked up the phone and called me. You are the first person who has listened and I have never felt judged. I genuinely do not think I would have had the strength to do this alone"

"Thank you, you know I do not know where I would be without you. In all of this mess you have been the one constant support, and I would not have managed without you."

"You know, I don't think without you I would have made it out of all of this alive. You made me feel like someone cared, and there was hope for things to be better than they were. I do believe you helped to save my life"

"I have really appreciated your calls - I have found myself looking forward to them. Having someone neutral and someone who understands me and what I have been through is so welcome. I am also comforted that you are so informed about LGBTQ+ culture as it allows me to talk openly about my experience without fear of judgement"

Looking Ahead

As we move forward, we remain committed to continuing to strengthen our frontline services, investing in our workforce and volunteers, developing more partnerships and ensuring that older victim-survivors continue to be heard, believed and supported.

Together with our staff, volunteers, partners and supporters, we will continue working towards a future where every older person can live a life free from abuse, harm and exploitation.



Andrea Nicholas-Jones
Chair of Trustees

FINANCIAL REVIEW

1. Financial Position

Total income for the year amounted to £1,811,425 (2024/25: 2,053,096) a reduction of 12% from the previous year. Total expenditure amounted to £1,673,750 (2024/25: £1,446,920) which is an increase of £226,830 on the previous year. The charity achieved a net surplus of £171,297 (2024/25 surplus of £608,700), details of which are shown in the Statement of Financial Activities.

2. Reserves Policy

The revised reserves policy was to hold unrestricted funds to meet all staffing obligations for three months. This was to ensure that the charity could overcome any unexpected loss of income and give time for recovery plans to be effective. Annual staff costs during the year were £1,272,353 and we therefore required a minimum of £318,088 to meet all staffing obligations over a three - month period. We therefore had this target to maintain against unrestricted funds. At the year end, total reserves amounted to £1,377,632 (2024/25: 1,206,335), £89,279 of which were restricted (2024/2025: £77,017). Free reserves (unrestricted funds excluding the net book value of unrestricted fixed assets) stood at £1,288,353 (2024/25: £1,129,318), which was sufficient to meet the charity's revised reserve policy as stated above.

3. Statement of Directors/Trustees' responsibilities

The Directors/Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Directors/Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources of the charitable company for that period. In preparing these financial statements, the Directors/Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the financial basis unless it is inappropriate to presume that the charitable company will continue in business.

The Directors/Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Directors/Trustees are responsible for the

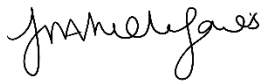
maintenance and integrity of the charitable company and financial information included on the charitable company's website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditor

Each of the Director/trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Approved and signed on behalf of the Directors/Trustees by:

A handwritten signature in black ink, appearing to read 'Andrea Nicholas-Jones', written in a cursive style.

Andrea Nicholas-Jones,
Chair, Hourglass (Safer Ageing)
Dated: 15 July 2026

AUDITOR'S UNQUALIFIED OPINION

Opinion

We have audited the financial statements of Hourglass (Safer Ageing) (the 'charitable company') for the year ended 31 March 2026 which comprise the statement of financial activities, balance sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2026, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed to act as auditors under section 44(1) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatements in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included obtaining an understanding of the legal and regulatory frameworks applicable to the charitable company and the sector in which they operate. We determined that the most significant laws and regulations were Companies Act 2006, Charities Act 2011, Charities Accounts (Scotland) Regulations 2006 (as amended) and Charities and Trustee Investment (Scotland) Act 2005.

We assessed and concluded that the charitable company's key area was in relation to its income generation from grants and donations. In assessing the completeness and accuracy of this we designed audit tests to verify the income included and the cut off procedures followed by management. Our tests included enquiries of management.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud might occur. Audit procedures by the engagement team included identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud; understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process; challenging assumptions and judgements made by management in its significant accounting estimates; identifying and testing unusual value entries, in particular any entries posted with unusual account combinations; and assessing the extent of compliance with the relevant laws and regulations. The size of the charitable company and volume of transactions indicated a low level of material risk overall.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and

whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing

of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

A handwritten signature in dark ink, consisting of a large 'V' followed by a series of horizontal strokes.

.....
Vincent Chandler FCA FCCA (Senior Statutory Auditor)

For and on behalf of Moore Green

Chartered accountants and statutory auditor 22 Friars Street

Sudbury Suffolk CO10 2AA

Date: 28 July 2026

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)

For the year ended 31 March 2026

		2026			2025		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Note	£	£	£	£	£	£
Income from:							
Donations and legacies	2	540,942	1,246,738	1,787,680	890,689	1,153,560	2,044,250
Charitable activities	3	13,723	0	13,723	1,064	(1,250)	(186)
Investments - dividend and Interest		10,022	0	10,022	9,033	0	9,033
Total income		564,687	1,246,738	1,811,425	900,786	1,152,310	2,053,096
Expenditure on:							
Raising funds	4	95,480		95,480	89,218	674	89,892
Charitable activities							
Helpline		0	581,498	581,498	0	444,064	444,064
Social policy development		154,061		154,061	155,570	73,104	228,674
Media promotion		55,010	221	55,231	38,118	62,628	100,746
Programmes and projects		133,927	653,553	787,480		583,544	583,544
Total expenditure	4	438,478	1,235,272	1,673,750	282,906	1,164,014	1,446,920
Net income/(expenditure) before net gains / (losses) on investments		126,209	11,466	137,675	617,880	(11,703)	606,177
Net gains/ (losses) on investments	11	33,622	0	33,622	2,523	0	2,523
Net income / (expenditure) for the year		159,831	11,466	171,297	620,403	(11,703)	608,700
Transfers between funds		(796)	796	0			0
Net movement in funds		159,035	12,262	171,297	620,403	(11,703)	608,700
Reconciliation of funds:							
Total funds brought forward		1,129,318	77,017	1,206,335	508,915	88,720	597,635
Total funds carried forward	16	1,288,353	89,279	1,377,632	1,129,318	77,017	1,206,335

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

The unrestricted fund includes £600,000 of designated funds for charitable purposes and future development.

BALANCE SHEET

As at 31 March 2026

		2026		2025	
	Note	£	£	£	£
Fixed assets:					
Investments	11		388,274		289,775
			<u>388,274</u>		<u>289,775</u>
Current assets:					
Debtors	12	268,608		244,673	
Investments	11	26,273		5,735	
Cash at bank and in hand		825,198		717,065	
		<u>1,120,079</u>		<u>967,473</u>	
Liabilities:					
Creditors: amounts falling due within one year	13	130,721		50,913	
		<u></u>		<u></u>	
Net current assets / (liabilities)			989,358		916,560
			<u>1,377,632</u>		<u>1,206,335</u>
Total net assets / (liabilities)	15		<u>89,279</u>		<u>77,017</u>
The funds of the charity:					
Restricted income funds	16				
Unrestricted income funds:		1,288,353		1,129,318	
General funds					
		<u></u>		<u></u>	
Total unrestricted funds			1,288,353		1,129,318
			<u>1,377,632</u>		<u>1,206,335</u>
Total charity funds			<u></u>		<u></u>

Approved by the trustees on 15 July 2026

and signed on their behalf by



Sarah Lock - Treasurer

STATEMENT OF CASH FLOWS

For the year ended 31 March 2026

	Note	£	2026 £	£	2025 £
Net income / (expenditure) for the reporting period			171,297		608,700
Depreciation charges			-		-
(Gains)/losses on investments	11		(33,622)		(2,523)
Dividends, interest and rent from investments			(10,022)		(9,033)
(Increase)/decrease in cash held in investments			(20,538)		11
(Increase)/decrease in debtors	12		(23,935)		(31,856)
Increase/(decrease) in creditors	13		79,808		(17,208)
Net cash from/(used in) operating activities			<u>162,989</u>		<u>548,091</u>
Cash flows from investing activities:					
Dividends, interest and rents from investments		10,022		9,032	
Proceeds from sale of investments	11	33,437		83,596	
Net purchase of investments	11	(98,315)		(10,074)	
Net cash provided by / (used in) investing activities			<u>(54,856)</u>		<u>82,554</u>
Change in cash and cash equivalents in the year			<u>108,133</u>		<u>630,645</u>
Cash and cash equivalents at the beginning of the year			717,065		86,420
Cash and cash equivalents at the end of the year			<u>825,198</u>		<u>717,065</u>
Analysis of cash and cash equivalents					
			At 31 March		At 31 March
			2026		2025
			£		£
Cash in hand and at bank			825,198		717,065
Total cash and cash equivalents			<u>825,198</u>		<u>717,065</u>

Notes to the Financial Statements

1 ACCOUNTING POLICIES

a) Company information

Hourglass (Safer Ageing) is a charitable company limited by guarantee registered in England with registration number 0720092. Its registered office address is Office 8 Unit 5 Stour Valley Business Centre, Brundon Lane, Sudbury, Suffolk, England.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The accounts are presented in GBP rounded to £1, which is the functional currency of the charity.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. At the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the charitable company continues to adopt the going concern basis of accounting in preparing the financial statements.

e) Income

Income, including from Government and other grants, whether 'capital' or 'income', is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income for programmes spanning two or more accounting periods is allocated over the period to which it relates in order to more accurately recognise the performance conditions associated with this income.

Income received in advance of delivery of a specified service is deferred until the criteria for income recognition is met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

f) Interest receivable

Interest on funds held on deposit is included when receivable.

g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure relating to those specific purposes is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

- Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of programmes and delivering related services undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity (support costs), comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of brochures and marketing materials occupied by each activity.

- | | |
|-------------------------------|-----|
| • Cost of raising funds | 6% |
| • Helpline | 35% |
| • Social policy development | 9% |
| • Media promotion and website | 3% |
| • Programmes and projects | 47% |

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Governance costs, which are considered a category of support costs, are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity’s activities.

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Equipment 3 years

k) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing

quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

l) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Financial assets

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Financial Liabilities

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

n) Pensions

The charity contributes towards the employees' personal pension schemes. The cost of the contribution is charged to the statement of financial activities on an accruals basis.

o) Significant accounting policies

In the application of the company's accounting policies, the charity is required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an on-going basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the financial statements in a future period.

2 Income from donations and legacies

	2026			2025 total
	Unrestricted £	Restricted £	Total £	Total £
Legacies	118,864	-	118,864	509,915
Individual and corporate donations and gift aid	291,178	0	291,178	207,224
Trusts and Foundations	129,900	55,791	185,691	239,300
Government Funds	-	556,084	556,084	432,121
Local Authority Funds	1000	433,336	434,336	417,205
Community Fund	-	186,528	186,528	208,284
Community Foundations	0	15,000	15,000	30,200
	<u>540,942</u>	<u>1,246,738</u>	<u>1,787,680</u>	<u>2,044,250</u>

Of the total income from donations and legacies £1,246,738 (2025: 1,153,560) was restricted and £540,942 (2025 £890,689) was unrestricted

3 Income from charitable activities

	2025			2025
	Unrestricted £	Restricted £	Total £	Total £
Training	11,647		11,647	1064
Other	2,076		2,076	(1,250)
Total income from charitable activities	<u>13,723</u>	<u></u>	<u>13,723</u>	<u>-186</u>

4 Analysis of Expenditure

Charitable activities

	Cost of raising funds	Helpline	Social policy development	Media promotion and website	Programmes and projects	Support and Governance costs	2026 Total
	£	£	£	£	£	£	£
Staff costs (Note 7)	60,807	352,574	127,039	49,572	574,556	107,805	1,272,353
Staff Recruitment and training	22,341	-	6,302	170	14,895	12,929	56,637
Staff travel and volunteer expenses	232	195	1,292	-	6,046	5,118	12,883
PR, media and promotion	2,431	5,923	2,957	76	10,352	6,690	28,429
CRM, website, IT and Internet	424	21,721	1,508	33	39,999	1,425	65,110
Postage and Stationery	39	1,115	189	165	3,173	880	5,561
Phones and sundry	191	134,555	224	-	48,675	7,692	191,337
Trustee meetings and expenses	-	-	-	-	-	464	464
Audit fee	-	-	-	-	-	14,000	14,000
Consultancy	-	2,734	5		4,041	1,069	7,849
Rent and insurance	-	7,781	-		11,396	(50)	19,127
	86,465	526,598	139,516	50,016	713,133	158,022	1,673,750
Support and Governance cost allocation	6%	35%	9%	3%	47%		
Total expenditure 2026	9,014	54,900	14,545	5,214	74,348	(158,022)	-
	95,476	581,498	154,061	55,230	787,481	-	1,673,750

Of the total expenditure, £438,478 was unrestricted (2025: £282,906) and £1,235,272 was restricted (2025: £1,164,014).

4 Analysis of Expenditure (contd)

Charitable activities

	Cost of raising funds	Helpline	Social policy development	Media promotion and website	Programmes and projects	Support and Governance costs	2025 Total
	£	£	£	£	£	£	£
Staff costs (Note 8)	69,085	241,008	189,843	87,920	470,417	2,129	1,060,402
Staff Recruitment and training	-	1,377	5,754	-	8,708	154	15,993
Staff travel and volunteer expenses	326	4,192	935	485	10,427	182	16,547
PR, media and promotion	344	5,848	14,605	3,629	6,459	204	31,090
CRM, website, IT and Internet	4,190	23,276	8,113	3,044	20,905	996	60,524
Postage and Stationery	309	2,331	795	924	3,296	390	8,045
Phones and sundry	676	148,097	698	405	37,876	6,783	194,535
Trustee meetings and expenses	-	-	-	-	-	234	234
Audit fee	-	-	-	-	-	9,000	9,000
Consultancy	12,663	6,141	2,063	1,094	9,412	373	31,746
Rent and insurance	1,025	5,501	2,628	1,817	7,778	54	18,803
	88,618	437,772	225,434	99,318	575,278	20,500	1,446,920
Support and Governance cost allocation	6%	31%	16%	7%	40%		
	1,274	6,292	3,240	1,427	8,267	-20,500	-
Total expenditure 2025	89,892	444,064	228,674	100,745	583,545	0	1,446,920

5	Net Incoming resources for the year	2026	2025
		£	£
	This is stated after charging/crediting Depreciation Loss or Profit on disposal of fixed assets		
	Interest Payable	-	-
	Operating Lease Rentals: Property	14,500	14,500
	Auditors Remuneration (Including VAT): Audit	10,200	9,000

6 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

7 Analysis of staff costs and the cost of key management personnel

	2026	2025
Staff costs were as follows:	£	£
Salaries and wages	1,126,435	971,790
Social security costs	117,208	64,058
Employer's contribution to defined contribution pension schemes	28,710	24,553
	1,272,353	1,060,401

The following number of employees received employee benefits (excluding employer pension costs) during the year in bandings of costs greater than £60,000:

	2026	2025
£60,000 - £69,999	1	1
£90,000 - £99,999	1	1

8 Staff Numbers

The average number of weekly employees (full-time equivalent) during the period was as follows:

	2026	2025
No. of employees	38.5	35

This does not include Directors as they are not remunerated.

9 Related party transactions

No trustees were paid or received any other benefits from employment with the charity in the year (2025: NIL). No trustee received payment for professional or other services supplied to the charity (2025: £nil).

Key Management Remuneration for the year £123,610.94 (2025 £109,169), Expense Reimbursement £3,008 (2025 £2,871). Trustees' expenses include reimbursement of travel and subsistence costs totaling £502; (2025: £NIL) relating to attendance at meetings of the trustees, or other events relating to the charity.

There are no donations from related parties which are outside the normal course of business.

Staff Loan in the year balance outstanding 2026 £1,440 (2025 £1,560) no interest is charged on this Loan.

10 Tangible fixed assets

	Computer & Office equipment £	Total £
Cost		
At the start of the year	0	74,891
At the end of the year	0	74,891
Depreciation		(74,891)
At the start of the year	0	
Charge for the year	0	0
At the end of the year	0	(74,891)
Net book value		0
At the end of the year	0	
At the start of the year	0	0

All of the above assets are used for charitable purposes.

11 Listed investments	2026	2025
	£	£
Fair value at the start of the year	289,774	360,773
Additions at cost	98,315	10,074
Disposal proceeds	(33,437)	(83,596)
Net gain / (loss) on change in fair value	33,622	2,523
Fair value at the end of the year	388,274	289,774
Historic cost at the end of the year	337,117	287,500
Investments comprise:	2026	2025
	£	£
Bonds and Shares listed on the London Stock Exchange	388,274	289,774
Cash	26,273	5,735
	414,547	295,509

12 Debtors

	2026	2025
	£	£
Trade debtors	750	584
Other debtors	1,440	1,560
Prepayments	3,898	3,407
Accrued income	262,520	239,122
	268,608	244,673

13 Creditors: amounts falling due within one year

	2026	2025
	£	£
Trade creditors	19,151	18,696
Taxation and social security	32,636	17,872
Other creditors	299	547
Accruals	15,811	13,797
Deferred income (note 14)	62,824	-
	130,721	50,913

14 Deferred income

Deferred income comprises income received during the year for future years.

	2026	2025
	£	£
Balance at the beginning of the year	0	24,988
Amount released to income in the year	0	(24,988)
Amount deferred in the year	62,824	0
Balance at the end of the year		
	62,824	0

15 Analysis of net assets between funds

	General			Total funds
	unrestricted £	Designated £	Restricted £	2026 £
Investments	388,274	-		388,274
Net current assets	300,079	600,000	89,279	989,358
Net assets at the end of the year	688,353	600,000	89,279	1,377,632

Analysis of net assets between funds

	General			Total funds
	unrestricted £	Designated £	Restricted £	2025 £
Investments	289,774	-		289,774
Net current assets	339,544	500,000	77,017	916,561
Net assets at the end of the year	629,318	500,000	77,017	1,206,335

16 Movements in funds

	At 1 April 2025	Incoming resources & Gains	Outgoing Resources & losses	Trfrs	At 31 March 2026
	£	£	£	£	£
Restricted funds:					
Awards for All - Scotland	972		(877)		95
Community Fund (Wales)" People and Places	4,237	75,172	(72,214)	-	7,195
Community Fund (England)	771	84,338	(83,041)	-	2,068
Community Fund (BLF) 2022-23	1,263		(1,263)	-	0
20017-07 NLCF Scotland - Fairer Life Choices 2025-28	-	27,018	(13,678)	-	13,340
Home Office VAWG (By and For)	-	532,121	(532,121)	-	0
Wokingham Borough Council	15,934	34,083	(42,452)	-	7,565
20025-01 Greater Manchester Combined Authority		40,000	(23,826)		16,174
Sovereign Healthcare Charitable Trust	2,280		0	-	2,280
20029-02 - Fife Voluntary Action		8,291	(2,854)	-	5,437
20036-01 Surrey Community Foundation	7,565	-	(5,018)	-	2,547
20038-01 Suffolk Community Foundation		5,000	(4,591)		409
30001-03 Sussex PCC		119,656	(119,656)		0
30002-01 - Kent PCC (IDVA)	4	55,368	(55,389)	17	0
30003-01 - Thames Valley PCC (IDVA)		46,684	(46,846)	162	0
30004-01 - London MOPAC (IDVA)	-	37,345	(37,361)	16	0
30004-02 - London MOPAC (DA)	36	65,300	(65,364)	28	0
30005-01 - Cambridgeshire PCC (DA)	1,272	-	(370)	-	902
30006-01 - Surrey PCC (DA)		16,300	(16,317)	17	0
30008-01 East Sussex County Council	2,275	13,750	(11,304)		4,721
30009-01 West Sussex County Council	20,000	-	(20,556)	556	0
30010-01 Bedfordshire PCC	-	4,849	(4,849)	-	0
30011-01 DSA Small Grants DOJ NI		23,963	(17,525)	-	6,438
50019 - Essex Community Foundation	-	7,000	(3,000)	-	4,000
50069-01 Saffron BS	2,750		(2,417)	-	333

50071-01 Arm Cambridge Community Fund	-	3,000	(18)	-	2,982
Walter Scott		15,000	(12,362)	-	2,638
The Eveson Trust		10,000	(7,963)	-	2,037
Small grants (various)	17,659	22,500	(32,039)	-	8,120
Total Restricted Funds	77,017	1,246,738	(1,235,272)	796	89,791
Total Unrestricted Funds	1,129,318	598,309	(438,478)	(796)	1,288,353
Total Funds	1,206,335	1,845,047	(1,673,750)	0	1,377,632

	At 1 April 2024	Incoming resources & gains	Outgoing resources & losses	Tsfrs	At 31 March 2025
	£	£	£	£	£
Restricted funds:					
Awards for All - Scotland		19,988	(19,016)		972
Community Fund (Wales)" People and Places	35,119	70,979	(101,860)	-	4,237
Community Fund (England)	39,938	81,506	(120,673)	-	771
Community Fund (BLF) 2022- 23	5,317	35,812	(39,866)	-	1,263
Community Fund (Bucks)		5,000	(5,000)	-	-
Home Office VAWG (By and For)	70	432,121	(432,191)	-	-
Wokingham Borough Council	-	31,050	(15,116)	-	15,934
Sovereign Healthcare Charitable Trust	2,280	-	-	-	2,280
Sussex SafeSpace Funding	-	89,238	(89,238)	-	-
Sussex Safe Place Funding	-	28,072	(28,072)	-	-
East Sussex County Council		10,000	(7,725)		2,275
West Sussex County Council		20,000	-		20,000
Kent PCC (IDVA)	-	53,368	(53,364)	-	4
Thames Valley PCC (IDVA)	-	46,684	(46,684)	-	-
London MOPAC (DA)		65,200	(65,164)		36
London MOPAC (IDVA)	-	37,343	(37,343)	-	-
Cambridgeshire PCC (IDVA)	-	19,950	(18,678)	-	1,272
Babergh & Mid Suffolk Council	4,746		(4,746)	-	-
Suffolk Giving Fund		3,000	(3,000)	-	-
Surrey PCC (DA)		16,300	(16,300)	-	-
Community Foundation (Surrey)		10,000	(2,435)	-	7,565

East of England Co-Op Cambs CF		1,667	(1,667)	-	-
East of England Co-Op - SCF		1,667	(1,667)	-	-
East of England Co-Op - ECF		1,667	(1,667)	-	-
Saffron Building Society		2,750	-	-	2,750
Small grants (various)	1,250	68,950	(52,541)	-	17,659
Total restricted funds	88,720	1,152,310	(1,164,013)		77,017
Unrestricted funds: General funds	508,915	903,309	(282,906)		1,129,318
Total unrestricted funds	508,915	903,309	(282,906)		1,129,318
Total funds	597,635	2,055,619	(1,446,919)		1,206,335

Purposes and programmes supported by restricted funds and grants are disclosed above and can be found in more detail in the trustee's report.

17 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

Property & Equipment	2026 £	2025 £
Less than one year	163,983	111,090
One to five years	6,761	73,973
	<u>170,744</u>	<u>185,063</u>

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

You can contact us in many ways:

24/7 Helpline: 0808 808 8141

Our helpline is entirely confidential and free to call from a landline or mobile, and the number will not appear on your phone bill.