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DRAFT

Metropolitan Police Service

Older Peoples' Strategy

2009 - 2012

The Older People's Strategy 2009/12

The MPS Older People's Strategy sets out what we intend to do over the next three years to reduce crime, the fear of crime and make London a safer place for older people.

In identifying the emerging themes and objectives for the strategy we have taken account of the Equality, Diversity and Human Rights Strategy for the Police Service prepared by the Association of Chief Police Officers (ACPO), the introduction of the national Equality Standard for the Police Service (ESPS).

The strategy has been developed to support the Mayor's 'Older Person's Strategy - Appreciating our seniors', the Mayor's Equality Framework - Equal Life Chances for All' and looks to adopt the four strategic themes of the new MPS Diversity and Equality Strategy 2009/12 -Governance, Community Engagement, Fair and Responsive Services and Developing our own people.

The strategy reflects the strategic outcomes and objectives for the MPS as outlined in the Policing London Business Plan 2009/12, the Policing Pledge and our Equalities Scheme.

The MPS corporately addresses legislative requirements and governmental directives with regard to age through the MPS Equality Scheme 2006-2010.

The action plans for this strategy will be designed to underpin the delivery of the Commissioner's 5Ps, Presence, Performance, Productivity, Professionalism and Pride. We are committed to listening and responding to the needs of all communities, treating people fairly and with respect, delivering services that meet Older People's needs and valuing and building pride in our workforce. It is only by getting these things right that we will improve public confidence in the MPS. Currently within the Public Attitude Survey specific questions provide us with a better understanding of the needs of the over 65 age group in relation to engagement, specifically these are: Have you heard of Safer Neighbourhoods Policing?, How well informed do you feel about the levels of crime in your local area?, How well informed do you feel about what the police in THIS AREA have been doing over the last 12 months?

Introduction

The United Kingdom contains an ageing society. Since the 1930s the number of people aged over 65 has more than doubled and in 2009 over a fifth of the population is over 60 years old. The Office of National Statistics (ONS) have predicted that the number of people aged 65 years and over is set to increase from 9.6 million (in 2005) to over 15 million in 2031. This will be reflected as an

increased proportion of the population rising from the current 16% to nearly 20% by 2031.

Within this profound demographic change the numbers of people living beyond the age of 85 is predicted to be the biggest section of population growth.

In October 2002 Age Concern commissioned a survey into older people's views and experiences of crime. The survey recommended that the Police and criminal justice agencies should recognise the impact of ageing on older people and how physical and mental frailty, reduced confidence and a reduced ability for self defence can heighten fear

Older People

Older people are not a uniform group and they have a wide range of needs. Individual and communal experiences of ageing are affected by one's gender/gender identity, disability, faith and belief, race and sexual orientation. Life expectancy and life chances are impacted by a variety of factors for example

- whether you are in a long term relationship
- Experiences of poverty.
- Caring responsibilities
- Social exclusion
- Frailty

The MPS is aware of the level of poverty that exists among older people and the differential impact of poverty in relation to gender and wider issues related to social exclusion and fear of crime.

More than one fifth of women, 22%, have a persistent low income, compared to 14% of men. Living in persistent poverty denies women the opportunity to build up savings and assets to fall back on in times of hardship. This effect accumulates for older women and results in extensive poverty. Older, single women have a 24% chance of living in poverty.

Economic inactivity is a major route into poverty for everyone. However women face additional poverty risks as a result of their lower earning power.

Older people from black and minority ethnic communities

The proportion of older people from black and minority ethnic communities is growing rapidly within London and each community will have specific issues related, but not limited, to community pressures, inter generational conflict, feelings of isolation, sense of pride and belonging.

The MPS will listen and respond to the concerns of older people from all BME communities including those from seldom heard from communities

Older people with disabilities

Nearly half of disabled people are aged 65 or older. The most common problems relate to mobility, mental health and vision and hearing. Sensory impairments become increasingly common as people age. These disabilities can reduce the ability of older people to look after themselves, resulting in a need for personal care.

The MPS has adopted the Department of Health definition of 'Vulnerable Adult' as:

"A person aged 18 years or over who is or may be at risk of abuse by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation"

The definition has been incorporated into the MPS 'safeguarding adults at risk policy'. Whilst this policy is not solely aimed at older people it does recognise that older people in care or being cared for by someone outside the family may be open to abuse. The MPS will actively promote this policy alongside its statutory partners and key agencies to ensure that older people are empowered to report such crimes.

The MPS will ensure that our services are accessible to older people with disabilities

Older people from faith and/or belief communities

Faith communities play an important and distinctive role in the voluntary and community sector, and are crucial in the provision of local and neighbourhood services for older people.

The people who belong to faith communities provide a wealth of skills, knowledge and ideas, and engaging with faith networks taps into a wide cross section of the community and benefits in terms of promoting community cohesion and confidence.

Religion and belief cannot be viewed in isolation, but should be considered within the broader diversity context. Consideration must be given to how religion and belief issues impact on all the community in general and on older communities in

particular. This is especially relevant when trying to encourage the reporting of faith hate crime, trying to engage with older women from particular faith/belief communities

The MPS will ensure that we engage with and that our services are accessible to older people from faith and/or belief communities.

Older people from Lesbian Gay Bisexual (LGB) communities

Older people from LGB communities reached adulthood in a time when LGB people did not have the same legal rights and protections that have more recently been enacted in the UK including a common perception that there was no access to justice if they had experienced hate crime.

The Sexual Offences Act 1967 decriminalized homosexual acts in private for consenting male adults over the age of 21 in private in England and Wales. It was not until 1980 that this became the case in Scotland and 1982 that this was decriminalized in Northern Ireland.

Since then a body of legislation has been enacted throughout the UK including the 2003 Employment Equality (Sexual Orientation) Regulations, the 2004 Gender Recognition Act and the 2004 Civil Partnership Act that have increased LGB peoples' human rights. Homophobic and Transphobic crime is now recognized within legislation and within the criminal justice system. Homophobic and transphobically motivated or aggravated offences are investigated and prosecuted.

The MPS will ensure that our services are accessible to older people from LGB communities.

Older people and gender

More women than men live in poverty and women in general have lower incomes than men. Living in persistent poverty denies women the opportunity to build up savings and assets to fall back on in times of hardship. This effect accumulates for older women and results in extensive poverty. Older, single women have a 24% chance of living in poverty. Women are also more likely to be carers and make up 90% of lone parents.

A range of strategies and tactics are needed for women to engage more with the MPS. While women are the majority in community groups, they are under-represented when it comes to being in decision-making positions. We need to acknowledge women's multiple roles and provide support mechanisms as well as offering incentives for involvement.

The MPS will improve service delivery to women, men and transgender people, with a clear focus on women as victims, witnesses and suspects. This includes women's safety, particularly, violence against women, which can include domestic violence, forced marriage, female genital mutilation and 'honour' based violence.

The MPS will ensure that our services are accessible to older women and men including people from the trans community.

Our 2009 –2012 Objectives and Desired Outcomes

Theme 1: Enhancing engagement with all communities –*listening and responding to people both internally and externally*

Aim:

We will improve our engagement with all our Older People communities to improve our understanding of vulnerable groups and the cross cutting issues that differently affect people, ensuring that our approach to community engagement meets the needs of Older People. We will develop strategies to improve our engagement with seldom heard groups.

Key actions:

- Improve our understanding of all of London's Older People communities and use this information to enhance our approach to community engagement. (*The MPS will work with key organisations representing the needs of diverse communities including those representing the needs of asylum seekers (such as The Refugee Council) and statutory agencies including the UK Borders and Immigration Agency to ensure that the MPS has a better understanding of the needs, issues and concerns of older Asylum seekers*).
- Ensure that our approaches to community engagement are accessible and meet the needs of Older People, (*to identify those older people who are more at risk. The MPS is committed to community engagement and supporting older people in making positive contributions to the community. We will ensure that we adhere to the Code of Practice for Victims of Crime and identify older victims as vulnerable, providing appropriate support mechanisms*).
- Implementing bespoke approaches to engage with seldom heard groups and improving participation in police decision-making by all communities across London. (*In conjunction with Age UK and other key partnership organisations, we will encourage joint working and high-risk or hard to reach groups of older people to provide beneficial turning points in the lives*

of those older people, with a view to preventing their fear of crime and anti-social behaviour).

- Strengthen our relationships with our partners and voluntary organisations to be more effective and efficient in our approach to community engagement. (*The Mayoral strategy “Appreciating Our Seniors” sets out aspirations for what services should achieve over the next 3 years in support of older people. The MPS will liaise closely with the key partners*

and key older people’s organisations, to ensure that it can contribute fully towards its successful implementation).

- Internally, we will ensure that we are engaged with and responding to the needs of people within the organisation, working with Staff and Staff Support Associations and other groups.
- Keep the people of London and our own staff informed of the work we are doing.
- Develop stronger links between Older and Younger people to the benefit of the wider community

Outcomes: All Older people are more confident that the police are listening to their concerns, understand the issues that affect them and are dealing with their concerns. Our staff are more confident that they are consulted on decisions that affect them and are kept informed.

Theme 2: Delivering efficient and effective services that are fair and responsive to the diverse needs of the people we serve – *providing services that are valued by individuals*

Aim:

We will do more to ensure that we are consistently meeting the needs of Older people treating them fairly and with respect and consistently delivering on our promises. We will work to understand and tackle the causes of dissatisfaction. We will improve feelings of safety amongst Older People and their confidence in the police.

Key actions:

- Deliver on the MPS Policing Pledge Our Promise to the Public.
- Ensure that we are delivering services that are accessible and responsive to Older People’s needs as efficiently and effectively as possible.

- Identify and address those areas of crime where Older People are disproportionately affected. (*The MPS will encourage older people to report crime through locally based outreach activities and through third party reporting schemes run in conjunction with other agencies including community organisations. The MPS will also encourage their friends, families and carers to report crimes on their behalf if they are unable to report for themselves*).
- Develop effective strategies to address Older People's fear of crime (*The MPS will adopt a problem solving and partnership approach - particularly in relation to older people's fear of crime, to mitigate their perceptions of fear of becoming victims of serious crime. The MPS will develop a robust confidential data-sharing arrangement between partners that will increase individual and communal confidence in our ability to prevent serious crime*).
- Understanding and addressing the causes of dissatisfaction with our services, addressing disparities in confidence and satisfaction levels between groups.

Outcomes: All communities are more confident that the police would treat them fairly and with respect and that the police are helpful, friendly and approachable. Satisfaction levels in the services we provide are increased. Any differentials in levels of satisfaction are reduced. Community confidence in the police is enhanced.

Theme 3: Building and developing a talented workforce and working culture that promotes mutual respect, teamwork, productivity and pride in the MPS – *having a skilled workforce committed to delivering services of which they are proud.*

Aims:

We will develop an organisational culture that is inclusive and that recognises, respects and value differences. We will do more to equip our staff to have the confidence to deal with issues of diversity and equality, acting professionally, treating people fairly and with respect through understanding, communicating and engaging with individuals, communities and each other. We will continue our work to make us more reflective of the communities we serve.

Key actions:

- Deliver training and development programmes that increase knowledge of the issues and needs of Older People and equip our staff to value and respect difference and achieve cultural

change. (*MPS will review its training needs for police officers and PCSOs to enable consistent approaches to and effective engagement with older people*).

Outcomes: A workforce that has a greater understanding of the needs of Older People and is more effective in engagement with the diverse Older People communities in delivering our services.

Theme 4: Good Governance and Performance Management – *following through on what we say we will do*

Aim:

We will strengthen further the governance of diversity and equality ensuring there is visible leadership at (Borough)Operational Command Unit ((B)OCU), unit and business group level, providing robust performance management processes and, where necessary targets are in place, hold managers to account for delivering improvements.

Key actions:

- Wider adoption of robust processes to manage diversity and equality performance – such as the wider adoption of the Crime Control Strategy Meetings process used in Territorial Policing to hold Borough Commanders to account.
- Implement the Equality Standard for the Police Service within the MPS.

Outcome: The MPS will have made demonstrable improvement in the delivery of its services to Older People, as assessed through the Equality Standard for the Police Service and other mechanisms.

Our Framework for Governance and Delivery

A robust governance structure will oversee the delivery of this strategy and its related action plans (to be completed). This includes:

- Corporate level governance through the MPS Diversity Board chaired by the Deputy Commissioner and the Equalities Scheme Programme Board chaired by the Director of the Diversity and Citizen Focus Directorate.
- Oversight and coordination of action plans at Business Group and (B)OCU/unit level through Diversity Forums and other mechanisms. Ensuring that a focus on issues affecting older people are integrated in corporate and local business planning and performance management processes.

- At all levels our work will be informed by consultation and engagement with communities and our staff.

In developing this strategy we have listened to the voices of the communities we serve and we are committed to continuing to listen and respond to the issues that are raised. Our work to deliver this strategy will be a tangible demonstration to communities that we are on their side and in developing an MPS workforce that is proud to be part of the MPS

Communities and Partners

In order to deliver this strategy it is important to acknowledge that a wide range of partners are engaged in the developing work within each strand. We work within Metropolitan Police Authority remits and are accountable to them. We work alongside a range of bodies and organisations including:

Department of Health
Age Concern London region
Home Office
Help the Aged
London Councils
ACPO
GLA
MPA
NHS
Voluntary Sector
GOL
Victim Support Services (VSS)
BTP
TfL
LOPSG
GLFOP
CSP
OCU
UKBIA
Grand Parents Association

[It should be noted that this is not an exhaustive list]

Appendix - MPS Equalities Scheme Actions and Lead officers

1. **Engagement with Older People (A1)**

Lead Officer - Assistant Commissioner Territorial Policing

2. **Community Engagement, Service Delivery and Employment (A4)**

Lead Officer - Assistant Commissioner Territorial Policing

3. **Service Delivery (A5)**

Lead Officer - Assistant Commissioner Territorial Policing

4. **Service Delivery, Community Engagement, Employment and Leadership (A6)**

Lead - Assistant Commissioner Territorial Policing

Directorate of Human Resources

Assistant Commissioner Territorial Policing

Three strands will be underpinned and enabled by:

Partnerships and Safer Neighbourhoods Teams

Lead Officer - Commander Safer Neighbourhoods

a. Further Training and Development of Staff

Lead Officer - Commander Safer Neighbourhoods

b. Multi-agency partnership working

Lead Officer - Commander Safer Neighbourhoods

Glossary of Terms

ACPO	Association of Chief Police Officers
CAF	Common Assessment Framework
CDRP	Crime and Disorder Reduction Partnership
EPIC	Enforcement, Partnership, Intelligence, Community
CSP	London Community Safety Partnership
OCU	Operational Command Unit - Policing Area
GLA	Greater London Authority
MPA	Metropolitan Police Authority
NHS	National Health Service
GOL	Government Office of London
BTP	British Transport Police
TfL	Transport for London
LOPSG	London Older People's Strategy Group
GLFOP	Greater London Forum for Older People
UKBIA	United Kingdom Border and Immigration Agency