



## Policing for Older People







# **Policing for Older People**

## **Older People Issues**

### **- A Strategy**



## VISION STATEMENT



The police service in Scotland is committed to delivering policing that will meet the needs, aspiration and expectations of members of all our communities. This document reflects the feedback from consultation with older people, highlighting their priorities and our firm intention to respond to these through communication, engaging with older people and focusing patrol and safety campaigns on areas and issues that address local needs. Progress against the actions set out in this strategy document will be monitored and forces encouraged to develop local action plans.

### **Ian J Latimer**

Chair

Diversity Business Area

Association of Chief Police Officers in Scotland

## VISION STATEMENT

'Delivering a policing service which addresses the needs of older people.'

### Goal and Objectives

To ensure that policing in Scotland provides for and supports Older People through:



These objectives should be seen as cyclic and continuous.

## TODAY'S SITUATION

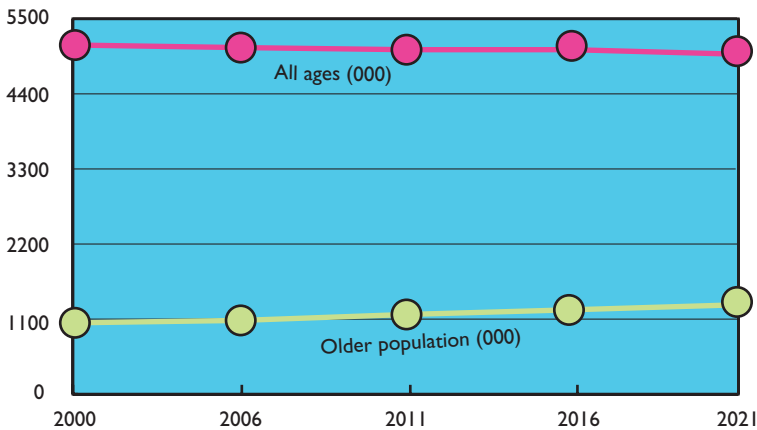
The Scottish Police Service acknowledges the diverse nature of communities and recognises that older people require tailored services to meet their needs.

In 2004, 35% of the adult population was aged 50 or over with 7% aged 75 and over. By 2024 it is projected these percentages will have risen to 44 and 11 respectively.

The Scottish Police Service recognises the growing role and involvement of older people in our communities and would wish to ensure we properly and effectively involve ourselves.

## Demographics

### Projected population trends for Scotland



## ISSUES FOR OLDER PEOPLE

Older people are a growing, valued and respected part of communities whose contributions are accepted as an integral part of our society. The main issues that affect our service delivery to this group are:

- Access to services and barriers to such access including rurality and mobility
- Communication at all levels, utilising all mediums thereby enhancing engagement with older people.
- The need to take cognisance of physical, sensory or mental impairment.



## INTENTION OF POLICE

The Scottish Police Service will work with partners (local and national) to promote activity which will ensure older people are supported, protected and involved.

To facilitate this it is our intention to provide:

- Open access to police services
- Positive engagement
- Focussed community interaction
- Advisory services
- Survey and data evaluation
- Communication structures.
- High visibility targeted patrols
- Safety campaigns marketed in collaboration with older people
- Local actions plans

## ACTION PLANS

This document provides a strategic overview of our policing service. Included is an Action Plan for 2008–2010 which provides for a framework of development activity.

Recognising the diverse communities in Scotland, the Action Plan allows, indeed encourages individual forces and police commanders to further develop their activity, to create and produce area specific actions.

The Action Plan will be monitored and reviewed by the ACPOS Diversity Business Area Committee on an annual basis.



## ACTION PLAN 2008 – 2010

### Strategic Objective 1. Communication

#### ACTION

To deliver policing services for older people which are clearly defined and accessible.

To exploit media / marketing opportunities to engage and inform all members of the community on older people issues.

To deliver the highest standard of service with mutual respect for older people.

To develop information sharing protocols with partners and older people to enhance communication.

#### AIM OF ACTION

Ensure positive links and accessibility for our older people

Raise awareness of older people issues across the community and of how the community can help older people

Treat older persons as valued members of the community

Break down barriers or perceived barriers to good co-operation.

ACTION MANAGER	TARGET TIMESCALE	COMMENTS FEEDBACK
Chief Constables; Divisional Commanders		Clarity of service delivery to ensure appropriate awareness and demand
Force Media Officers		Proactivity in this area will allow for the positive development of older people issues
All staff		The development of mutual respect and positive interaction can only benefit all parties.
Chief Constables; Lead Officers of Partner Agencies		Many of the perceived barriers to information sharing can be found on closer examination to be exactly that – perceptions

# ACTION PLAN 2008 – 2010

## Strategic Objective 2. Engagement

### ACTION

To engage with older people to break down any barriers to accessing services and “fear” of police.

### AIM OF ACTION

Provide appropriate interaction with older people to establish mutual understanding and raise older people confidence in dealing with the police.

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To identify and recognise the diverse needs of our older people to ensure appropriate service delivery.

Engage and empower older people through consultation to build confidence and reduce fear.

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To work with partners both statutory and voluntary to address issues of safety, health/mental health and disability.

Provide an integrated approach to service delivery for older people.

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To deliver, in conjunction with partners, personal and home safety information to engender a feeling of safety for older people.

Improve safety and reduce fear of crime for older people.

ACTION MANAGER	TARGET TIMESCALE	COMMENTS FEEDBACK
All staff		Some research has shown that Older People have real fears / concerns in engaging with the police which can be lessened by more positive intervention and information.
Chief Constables		Older people are keen not only to be consulted but to be involved.
Chief Constables and Lead Officers		The question of access to all services and barriers to access can be promulgated under this action.
Chief Constables		Promote and support a safe home environment.

## ACTION PLAN 2008 – 2010

### Strategic Objective 3. Addressing Needs

#### ACTION

To deliver a service addressing the diverse needs of older people in the community.

To develop national and local enforcement initiatives to reduce and detect incidences of crimes which target older people and vulnerable people. Crimes involving trickery and deceit or where the older person is disadvantaged, such as doorstep distraction/bogus callers.

To create and deliver appropriate training and awareness material for police and partners to ensure a wider understanding and appreciation of the challenges facing societal and health issues for older people.

#### AIM OF ACTION

Provide reassurance to older people through an awareness of their needs and through action against the crime and social order issues which affect them.

Detect crime, improve safety and reduce fear of crime for older people.

Raise overall awareness of how to interact effectively with older people on issues such as dementia, mental and physical health and interview techniques.

**ACTION  
MANAGER**

**TARGET  
TIMESCALE**

**COMMENTS  
FEEDBACK**

Chief Constables

This should dovetail with the strategies of all parties involved in dealing with older people issues.

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Chief Constables

National and local initiatives should not be mutually exclusive but should complement each other.

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Chief Constables

The question of access to all services and barriers to access can be promulgated under this action.  
This area should also embrace the feelings of those older people who are also members of ethnic and minority communities.