OPCC
Office of the Police &
Crime Commissioner
for Gloucestershire

Priority

Older but Not Overlooked

Year: **2018/19**

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
1. Support older people in Gloucestershire to feel more confident, cared for and connected resulting in them being more resilient to crime and the 'fear of crime'								
1.1 Continue using local volunteers to support existing community based activities (lunch clubs and social events) that are provided throughout the county for older people, so they feel less isolated and safer by being part of their community	Resourcing numbers being tracked and reviewed at the Recruitment working group. Any changes in the establishment numbers will be tracked through this meeting. Establish the current number of organisations and how many staff / beneficiaries there are – maintaining or increasing will constitute success	Ongoing	Research Team, Continuous Improvement Potentially assistance from other agencies in the completion of Local Policing Surveys - could we ask the Fire Service to complete surveys with the older population when carrying out 'safe and well' visits?	Resource numbers don't meet established numbers and therefore service delivery is impacted.	To be measured through the operational and organisational performance frameworks.	Not Police		
1.2 To support	Establish how many	Ongoing				Not Police		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
the 'Keep Safe in the County' scheme to support vulnerable people in Gloucestershire	staff / members there are – maintaining or increasing will constitute success							
1.3 To support 'Time Banking in Gloucestershire' which supports the older and most vulnerable people within the county	As above All - Longitudinal measure – Local Policing Survey (In this survey we measure wellbeing, community connectedness and fear of crime and results can be broken down by age to focus on the older demographic)	Ongoing				Not Police		
2. Provide support and leadership to organisations in Gloucestershire that deliver services to people affected by hate Incident/crimes, so victims are understood, supported and engaged through a range of responses that empower them; facilitate positive outcomes, reduce and prevent harm and improve community cohesion								
2.1 Improve education and awareness of Hate Crime in coordination with the Constabulary's Hate Crime strategy to prevent Hate	Identify the number of organisations it is intended to support, then measure the number of meetings / events held to provide the support – initiating / increasing will constitute success Circulate questionnaire	Ongoing	Research Team, Continuous Improvement		Organisations are better equipped to deliver services to people affected by hate crimes and incidents. People affected by hate crimes feel understood, supported by the	Jo Smallwood and Neil Smith		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
Crime occurring	(to be developed) to staff from the organisations it's intended to support, to see whether they feel they are supported before and after the initiative is introduced – if they later report an increase in support it will constitute success Establish what access to support victims of Hate Crimes currently have – any additional ones could be recorded and counted towards success Local Policing Survey as a measure of community cohesion, well-being, satisfaction with life and fear of crime (where necessary, we can break this information down via demographics) Interviews or focus groups with Hate Crime victims to understand current service provision and support in order to make improvements and better support				organisations that they come into contact with and feel empowered to report crimes and incidents. Outcomes are viewed as more positive by victims. Improved community cohesion.			

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
	victims going forward.							
2.2 Ensure that victims feel confident to report hate incidents and hate crimes by providing access to services in a way that is best for them	Baseline – Currently no Project Board Measure – Project Board established	Ongoing				Jo Smallwood and Neil Smith		
2.3 Improve the accuracy of the recording and collation of Hate Incidents and Hate crimes	Baseline – Plan not in place Measure – 4 year plan devised and agreed through Project Board	Ongoing				Jo Smallwood and Neil Smith		
2.4 Victims will have access to an improved range of support and resolutions [All of these actions will be determined in coordination with the Constabulary's Hate Crime Strategy] sufficient hours to contribute to	Baseline – A percentage of the current group of SC's are disengaged and not completing sufficient hours to contribute to force aims and objectives. Measure – Individuals identified and provided with improvement plan or removed from service	Ongoing				Jo Smallwood and Neil Smith		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
Force Aims and Objectives.								
3. Increase the effectiveness of Neighbourhood Watch (NHW) within the county of Gloucestershire								
3.1 To establish in partnership an effective county NHW Association within National NHW guidelines	Establish that there are no guidelines – agreeing them will constitute success							
3.2 To improve Communication between the Police and NHW by obtaining a more effective and user friendly computerised system for the partnership	Establish what computer system there is – moving to an improved system will constitute success							
3.3 To develop wider community safety support initiatives which can be delivered as appropriate through NHW volunteers	Establish current initiatives - new ones will constitute success							

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
3.4 To examine opportunities to increase inter-agency working with NHW	Establish current inter-agency working – new ones will constitute success To measure success will require some form of measurement of fear of crime/feeling safe. It would also be useful to speak with NHW volunteers/groups at the beginning of the process and both during and at the end of the four year period to gather qualitative feedback with regard to the impact of the different ways of working. Again, the LPS will be an overarching measure of well-being and community connectedness here.							
4. Support the delivery of services to those suffering from dementia in its various forms.								
4.1 Help identify gaps in the provision of safe places around the county for dementia	Define the gaps – filling the gaps will constitute success Monitor the development of new 'dementia friendly' communities – the	Ongoing	Research Team, Continuous Improvement		There are increased facilities within the County focussed on keeping dementia sufferers and other vulnerable people safe.	Not police		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
sufferers and other vulnerable people and help fill those gaps	establishment of new 'dementia friendly communities' will constitute success Measurement could be in the form of a narrative (stories/case studies) that demonstrates how services to those suffering from dementia have improved). This narrative could come from service providers and/or individuals or their relatives. The Local Policing Survey as a longitudinal indicator of improvement.				Service providers feel better equipped to support dementia sufferers and other vulnerable people.			
4.2 Support the development of 'dementia friendly' communities throughout Gloucestershire		Ongoing				Not police		
5. Organise an annual multi-agency networking event to share best practice and communicate what is available within in the county								
5.1 Opportunity for the Commissioner to address those organisations he supports to deliver the OBNO strand of the plan	Organise the event and record the details (number and variety of organisations involved) – holding the event will constitute success Feedback from participants to gather their views following the event. The information will be used to create a	Ongoing	Research Team, Continuous Improvement		Attendees feel better connected with partner agencies and are more aware of the services provided by agencies or charities			
5.2 Opportunity for the Police		Ongoing			Improved awareness of best practice	Jo Smallwood		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
Lead on OBNO to address the organisations that are supporting OBNO and in turn helping to reduce crime and the 'fear of crime'	storyboard that demonstrates what has been achieved.					and Emma Davies		
5.3 Provide the facilitates for the interchange of information in the form of a 'speed dating' format		Ongoing						

6. Support Gloucestershire Older Peoples Forum

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
6.1 To build on its ability to represent the voices of older people throughout the county identifying needs concerns and gaps in service provision.	Record the type of support currently given to GOPF – maintaining / growing membership will constitute success The Local Policing Survey will be a longitudinal measure here – it includes questions about access to services and community groups and improvement within the selected demographic could be	Ongoing	Research Team, Continuous Improvement		The voices of older people are better represented so that their needs can be identified and gaps in service provision identified and fed back to agencies.	Not police		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
	monitored over time (we can break the information down by demographics to include information relevant to the older age groups). As above, consider storyboard to demonstrate what has been achieved.							
7. Work with the lead for 'cyber-crime', to identify and address the needs of older and vulnerable people								
7.1 In collaboration with the cybercrime lead, provide bespoke training with regard to staying safe online to agencies that are already delivering awareness raising and training packages to older people and vulnerable groups.	Record the number of organisations and trainers delivering training to older / vulnerable people – success will be indicated by increased and/or improved training Record the number and type of materials provided – an increase will indicate success	Ongoing			Older and vulnerable people are more informed about how to keep themselves safe online.	Phil Sullivan and Ian Maxted		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
7.2 With assistance from the police cybercrime lead, produce and then distribute crime prevention materials relating to cybercrime to those organisations.		Ongoing				Phil Sullivan and Ian Maxted		

8. Continue to support PCSOs to make regular contact with organisations that are supporting Older and Vulnerable people

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
8.1 Regular visits to sheltered accommodation within their beats	Define the number and type of organisations visited first – increasing this will constitute success Gather case study information to enable the creation of a storyboard that demonstrates what has been achieved. For example, this could include Treasure Seekers and the storyboard used to describe the impact of their interactions with vulnerable people. In order to do this,	Ongoing	Research Team, Continuous Improvement		Police and organisations supporting older and vulnerable people feel better connected and able to support one another.	Bridget Woodall		
		Ongoing				Bridget Woodall		

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
	interviews will be carried out with PCSOs and those working for organisations that provide support.							

9. To work with organisations that are engaging in inter-generational work

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
9.1 Liaise with the PCC lead for Young People to examine any opportunities	Record the number currently worked with – an increase will constitute success Record the support and activities – new or additional activities will constitute success The Research Team are working with the Cadet Programme to monitor the activities that they are involved with and evaluate the effectiveness of their work. This will be incorporated as a measure here. Consider storyboard as above to demonstrate impact on individuals	Ongoing	Research Team, Continuous Improvement		The Gloucestershire Cadet Programme is more active in delivering crime prevention and other initiatives to older people.	Not police		
9.2 To support the Gloucestershire cadet programme in developing opportunities to deliver crime prevention and other initiatives with older people		Ongoing				Not police		

10. Restorative Justice

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
10.1 To work with the RJ team to	Record the work done with the RJ team in this area – new activity	Ongoing	Research Team, Continuous Improvement		Improved relationships and contact between the	Sort of police but not	Tony Godwin	

Activities	Baseline and Measurement	By When	Resources	Risks	Outcomes	Suggested owner	Suggested contributor	Status
promote and engage the vulnerable in this process when appropriate	will constitute success Case study examples that demonstrate the success or otherwise of improved relationships between the RJ team and vulnerable people or groups and consider use of storyboards.				RJ team and vulnerable people	included		