

Charter for Older People

Who have experienced domestic abuse, sexual abuse or violence.

Charter Areas:

Safety & support
Inclusion & involvement
Awareness
Change



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This Age-Inclusive Charter is a Southwest initiative for Services to demonstrate that they recognise the importance and value of older people who are at risk of, are experiencing or have experienced Domestic Abuse, Sexual Abuse or Violence.

The charter has been co-produced by older people with lived experience of domestic abuse, sexual abuse or violence and service providers across Devon, Cornwall, Plymouth and Torbay.

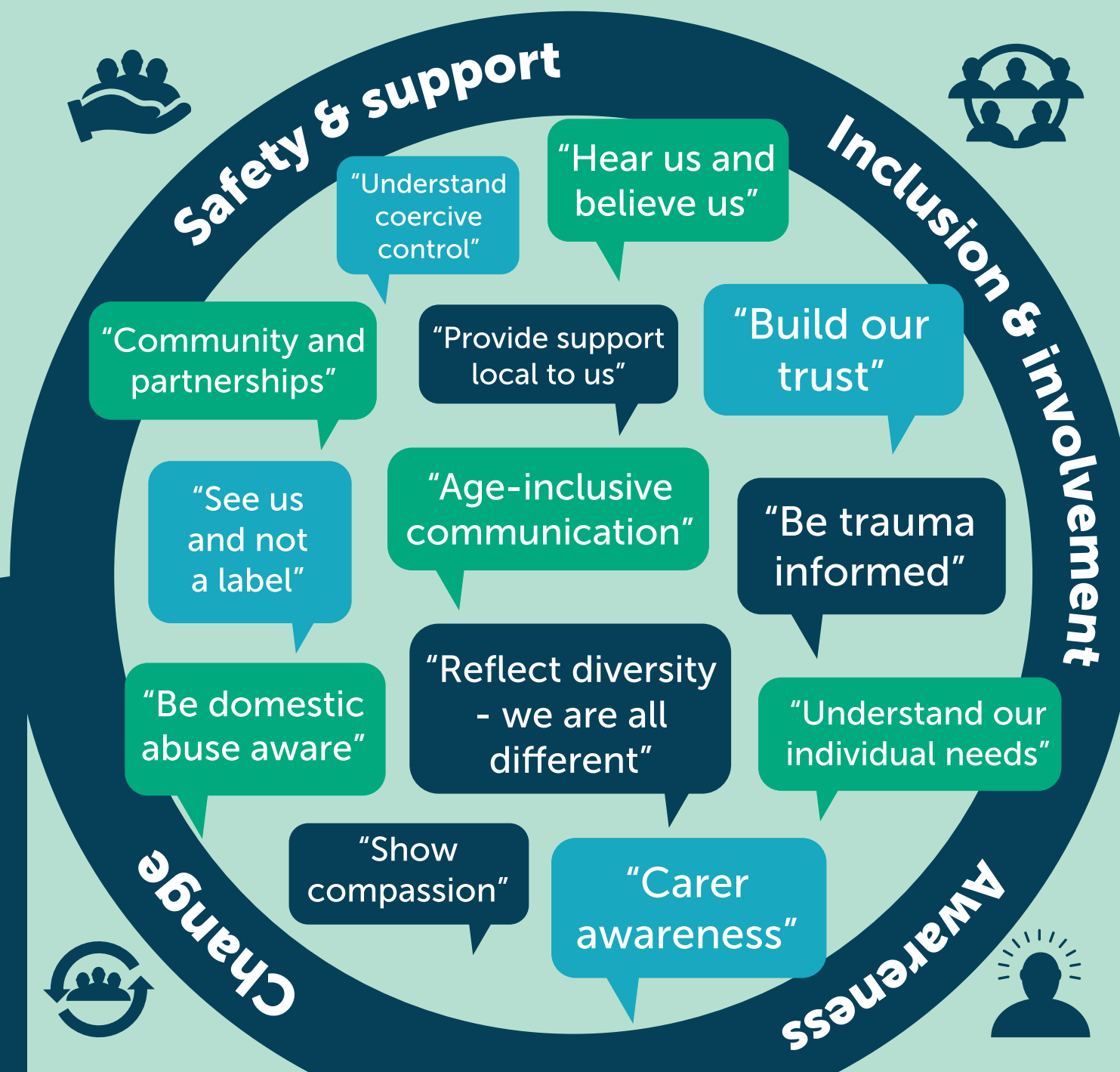
Services signing the Pledge commit to improving their support for people aged 60+ and taking the necessary action to help them heal and rebuild their lives. We ask that signatories use the charter and supporting information to improve services and ensure they meet the needs of older victim/survivors.

The charter is a pledge and reminder of the values and standards that older victim/survivors should expect from services that support them.

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Our Pledge: To listen and understand the **Older People's Voices** shown here...





Safety & Support

We will be trauma informed by being mindful of how your life experiences affect your feelings, actions and decisions

We will listen and hear you, and respect your individual needs and choices

We will meet your access needs as far as possible including an offer of home visits where it is safe to do so

We will use or be informed by the 'Older People's DASH Risk Assessment Form' to make a safety plan with you

We will make local connections for you e.g. GPs and support services

We will build trust and maintain this through transparency and integrity

We will understand that a carer may be a trusted support or may be your abuser

We will ensure that our services offer age-appropriate support



Inclusion & Involvement

We will involve older people in the development of policy and procedure

We will keep you informed and be transparent by sharing relevant information

We will seek the expert views of people with lived experience to inform and improve our services

We will provide good information about services that are easily available in places you visit often

We will link you into opportunities and support available in your community

We will offer a range of opportunities for people to have their say and provide feedback on their support

We recognise that multi-agency work is key to providing the most effective service for you along with a coordinated response and improving practice



Awareness

We will understand that it can be frightening and difficult to ask for help

We will understand that many older victim/survivors of domestic abuse don't recognise they are in an abusive relationship

We will make sure that everyone in our organisation is aware of the issues and needs of older victim/survivors, and have a good knowledge of options available

We will coproduce Domestic Abuse, Sexual Abuse or Violence training to raise awareness and skills of service providers

We will include all employees in training on working with older victim/survivors to include stereotypes and prejudice, risk, dementia and coercive control

We will work hard to address any barriers to seeking appropriate help and recognise that age is not the only factor that can affect this



Change

We will display the 'Older People's Charter' in all areas of our organisation, and as widely as possible

We will adopt a creative approach to providing services that best fit older people's needs

We will find creative ways to reach isolated older people, near where they live

We will promote our services with a recognition of ageing, diversity and culture in the language and positive imagery used

We will regularly monitor and review the quality of all our services

This Charter will be reviewed and developed for the benefit of older victim/survivors as we learn more

