

**Directorate General of Social Cohesion
(DGCS)**



Dominique TERRASSON
Project leader on elderly people abuse



French public policy as regards struggle against elderly people abuse

Seminar Daphne Stop VI.E.W
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Summary

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Introduction

- 1. The main steps of the national policy in prevention and struggle against abuse in establishments**
- 2. The main orientations and tools of the national policy**
- 3. Some statistics**

Welfare / Abuse définitions



Common root : treat, with the meaning of “care”

positive approach : well treatment / negative : ill treatment

→abuse has a clear and consensual definition (Council of Europe, 1987)

→welfare is more a concept, a dynamic approach

1. The main steps of the national policy in prevention and struggle against abuse in establishments

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- 1998 : simple duty of reporting for violence and ill-treatment
- 2001 : political will to develop a national policy
- 2002 : foundations of national policy
 - ✧ law and texts relating to the prevention and the fight against abuse of vulnerable people
 - ✧ 1st multiannual programme 2002-2006 of inspection relating abuse
 - ✧ création of the national committee on vigilance and fight against elder abuse (2003)
- 2007-2011 : plan of development of the welfare and strengthening of the fight against abuse

2. The main orientations and tools of the national policy

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2.1 Improve the alert and knowledge of ill-treatment signations

A) - The phone number 3977 : a national number dedicated for abuse alerts of seniors and adults with disabilities

- ✦ a national phone platform : 3977
- ✦ a network of local officies

This service is 80% funded by the State.

B) - Implementation of a centralizing device for the reception and the management of alerts

C) - development of a national computer application

2. The main orientations and tools of the national policy

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2.2 Strengthening of establishments's control

- ✦ A pluriannual program of identification of abuse's risks (2002-2006 / 2007-2011)
- ✦ Methodological tools for identification of abuse's risks and inspections

2.3 Development a welfare dynamic

A) - Creation in 2003 of national committee of vigilance against elder abuse
(extended to people with disabilities since 2007)

B) - Creation of the national agency for evaluation and quality in social and medico-social establishments and services (ANESM), in 2007

C) - Long term training

3. Some statistics

3.1 Datas from national phone number, 3977 (2010)

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✦ General datas

In 2010, phone calls have revealed 5000 situations presenting an abuse issue.

⇒ Elder people : 76%

⇒ At home : 74 %

✦ Major abuses declared :

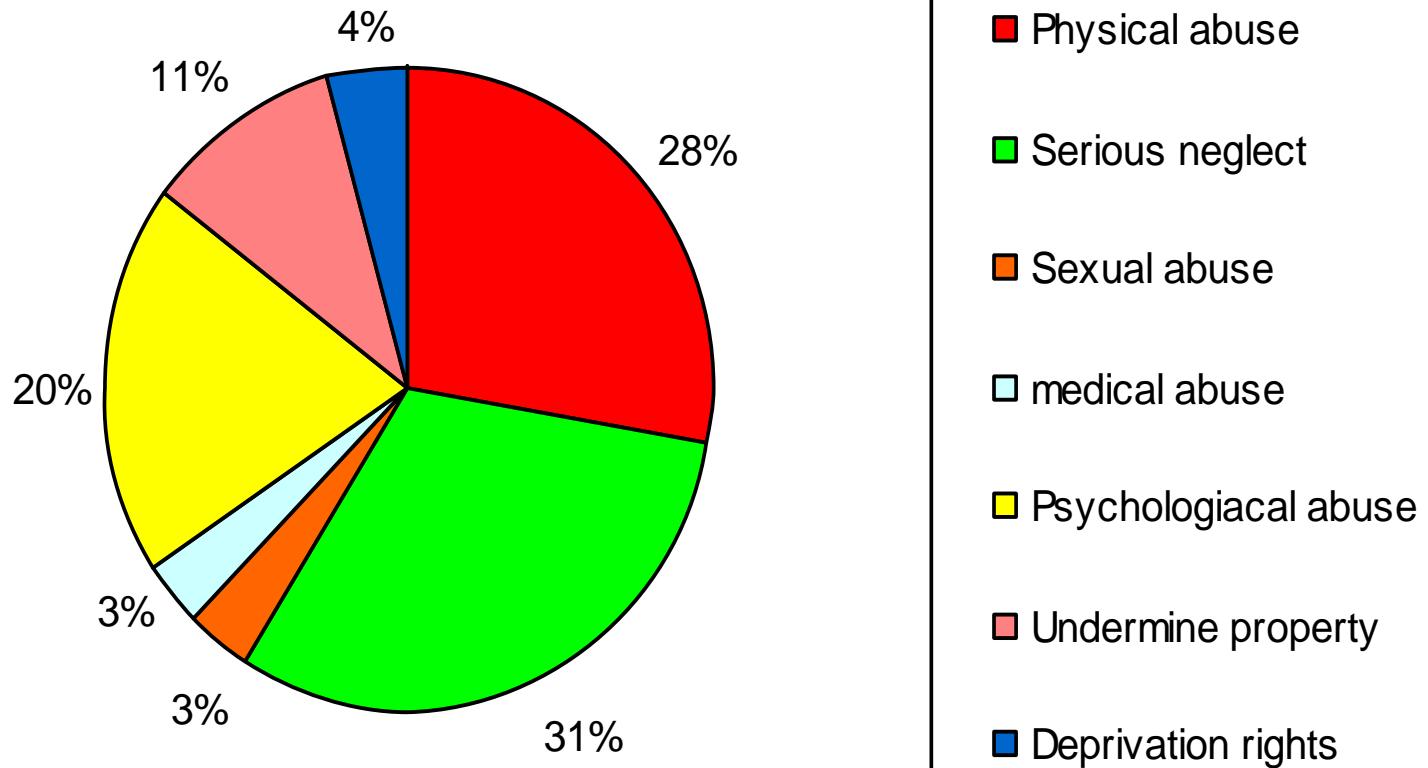
⇒ **at home** : psychological (35%), physical (18%), financial (17%)

⇒ **in establishment** : passive neglect (28%), actives neglect(17%), psychological (15%), medical (12%)

3. Some statistics

3.2. Characteristics of ill-treatment / elder people

Année 2010 - Personnes âgées - nature de la maltraitance



For more information...

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- ✦ www.travail-solidarite.gouv.fr/espaces/personnes-agees/
- ✦ www.anesm.sante.gouv.fr
- ✦ www.habeo.org
- ✦ www.alma-france.org