



## Improving the Lives of Excluded Groups Working Group

### Terms of Reference

The Age Action Alliance is a partnership of organisations drawn from civil society, public and private sectors. The Alliance was established to improve the lives of the most disadvantaged older people and prevent deprivation in later life. This can be difficult to address by organisations working in isolation. Working together rather than in parallel, provides a common focus and broader outlook.

Its focus will be informed by older people and developed through partnership, working towards creating neighbourhoods where all older people are active and secure, valued and able to make a contribution to their local communities and wider society.

The Alliance will build on current best practice, as well as lessons learned from evidence based research and also try to coordinate existing and planned initiatives from the public, private and voluntary sectors.

The **Improving the Lives of Excluded Groups** is one of the seven working groups operating as part of the Alliance.

#### **The group will focus on seeking realistic outcomes by:**

- moving forward the agenda of reaching out to excluded groups of older people with Information and Advice
- improving services for people without adding additional layers of bureaucracy or “reinventing wheels”
- promoting and developing good models more widely
- instigating the development of collaborative and successful partnerships
- building awareness and an understanding of the contributing factors which can cause persistent exclusion, including what works in promoting inclusions;
- giving consideration to what factors encourage and allow people to take up “good models” (as above)

Charlie Hislop, chair of the SE England Forum on Ageing chairs the Group with secretariat support provided by DWP.

**The Group’s membership** is formed from organisations that are experts in the field, able to transfer their skills and knowledge to the work of this Group. To ensure that as many aspects of vulnerable/excluded people are considered, experts in the following fields were invited to join the Group.

- Information and advice providers
  - Age UK
  - FirstStop/Elderly Accommodation Counsel
  - Carers UK
  - Citizens Advice
  - Independent Age
- Organisations delivering policy/services
  - Rural Services Network
  - OPAAL
  - Excellent Ageing Lincolnshire
  - National Development Team for Inclusion
  - DWP Pensioners Welfare Division
  - Sense

- Action on Hearing Loss
- RNIB
- NDTi
- First Contact-type organisations
  - Fire & Rescue Service
  - Association of Chief Police Officers
  - DWP Partnership Teams
- A member of the Age Action Alliance older people's Reference Group
- Members of English Forums on Ageing
  - Greater London Forum
  - Yorkshire & Humber Forum on Ageing
- Academia (University of Hull)

**The impact of the working group's success can be measured by:**

**Outputs:**

- Whether a useable directory of First Contact type schemes can be produced;
- What associated examples of good information/advice models are promoted/shared;
- What learning about such schemes/advice models results from analysing the information gathered.

**Outcomes:**

- Have these models been taken up more widely to reach out to excluded groups?
- Have any existing models been improved upon as a result of the group's activity?
- What new partnerships/collaborative working to reach out to excluded groups take place as a result for the group's activity;
- Has the group generated any new ways to reach out to excluded groups to provide them with information & advice?