

Document Name:	Involving Older People Policy
Approved by Board of Trustees on:	06 September 2018
Review Schedule	Every two years
Next review due	September 2020
Owner (Responsibility)	CEO

Document Description:

This policy describes the involvement of older people in the work of Age UK Wiltshire and sets out how they will be included in our work.

Implementation & Quality Assurance

Implementation is immediate, and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time.

Revision History

Revision date	Summary of Changes	Other Comments

1. Involving older people policy statement

- 1.1. Age UK Wiltshire is committed to ensuring that services and facilities provided by Age UK and the wider community reflect the views and wishes of older people and that older people are encouraged and enabled to be fully engaged.
- 1.2. To do this Age UK Wiltshire will:
 - Ensure involving older people is a requirement in the job descriptions of all staff and is a key priority for the CEO.
 - Is emphasised in the organisation's strategy and workplan
 - Develop and support older people's forum(s) to provide a focus for influence and decision making
 - Appoint a Board member responsible for involving older people who is a member of the older peoples forum and will be supported to canvas and reflect the views of older people. This person, our older people's champion may be elected by the forum(s) for this purpose.
 - Ensure equity of access by paying any out of pocket expenses incurred by older people in the course of their work of representing the views of older people
 - Work with Healthwatch to facilitate the involvement of older people in other aspects of life in WILTSHIRE & SWINDON i.e. Council or Clinical Commissioning Group matters.

2. Benefits of Involvement

- 2.1. We can learn from the people who receive our services. They have a perspective that can enable us to look at our services differently and develop new services to meet the emerging needs of our local older population
- 2.2. We can ensure that services are fit for purpose, better targeted and effective for the people that they are designed to service, and thus a more effective use of resources.
- 2.3. We can find ways to reach communities or group that many not otherwise be accessing our services
- 2.4. We can ensure quality levels in the services we provide and make changes or improvements where needed
- 2.5. We can campaign on issues that are directly affecting those we service and we can legitimately claim to represent them

- 2.6. Services users have the opportunity to 'give something back' if they so wish, to an organisation that has assisted them
- 2.7. Services users can develop an affinity with the organisation and the work that it does
- 2.8. Older people we involve can develop new skills and build on existing ones
- 2.9. Relationships with stakeholder are improved, and a mutual understanding of purpose and remit, as well as pressures and capacity can be developed
- 2.10. The profile of our organisation can be improved and enhanced

3. Engagement Methods

- 3.1. Feedback questionnaires are sent out to all older people who use our services, wherever possible improvements / changes are made to the service. The results of these questionnaires will be analysed and reported to the Board and actions proposed and implemented where appropriate.
- 3.2. Links will be built with Healthwatch to better understand issues of concern to older people. Where appropriate joint work may be undertaken on behalf or with older people.
- 3.3. The views of those not currently accessing our services will be canvassed annually to identify any potential service development areas or deficits that can be addressed. This information will be collated in a report for the Board and reported in our newsletter.
- 3.4. All volunteers are asked to complete an exit questionnaire
- 3.5. Service users are consulted before there is a change in their service provision
- 3.6. I&A service users are telephoned to ensure the service they received was beneficial and the benefit they claimed has been received.
- 3.7. Our older peoples champion will be the focus for this work and ensuring accountability to our constituent members.
- 3.8. Focus Group, not less than 2 a year, will bring together people who have things in common e.g. older people who use our Active services

3.9. Online discussion groups – various topics that are of interest to older people and Age UK Wiltshire

4. Be inclusive

4.1. We will aim to gain feedback from as many members of the community as possible. We will ensure that information is clear and accessible, in alternative formats and languages wherever required.