



Audit tool for achieving age equality in health and social care

A.3: Involvement and participation

A.3.1: Promoting citizenship

RED

Engaging service users and carers in local service delivery and development is limited and based on routine consultation with established representative groups and organisations that do not reflect the wider community or contributions of local citizens.

AMBER

Citizens from some parts of the local community e.g. specific service user groups and representatives are engaged in some aspects of service delivery and review but this is not embedded in all aspects of commissioning, provision, evaluation and innovation for all parts of the community or all user groups.

GREEN

People of different ages using health and social care services, and their carers, are valued and engaged as full partners in shaping local services and amenities and enhancing local social and economic wellbeing. Citizens from all parts of the community are encouraged and supported to contribute their views into priority setting, decision making, service development and evaluation within and across agencies.

A.3.2: Adopting coproduction

RED

There is little understanding of, commitment to or evidence of co-production with service users/patients, their organisations/networks and local communities.

AMBER

Co-production can be observed at a strategic and policy level, but there is little evidence of how this is translated into practice on a routine basis (e.g. in the delivery of local services), and little consideration of working with people of different ages or those who may experience multiple discrimination.

GREEN

There is a clear commitment to and evidence of applying co-production principles and practices to the commissioning, delivery and monitoring of local services, and a recognition that this will impact on age discrimination in health and social care services.

A.3.3: Promoting social inclusion

RED

Service users /patients, especially older and disabled people, have low expectations and make few demands on services and resources they could access. Few attempts are made to challenge ageist attitudes, assumptions and low expectations of professionals, families and service users.

AMBER

There is a recognition that poverty, disability, mobility and communication problems, poor physical and mental health and unsuitable accommodation, all contribute to the exclusion and isolation of older and disabled people.

GREEN

People using local services of all ages are regarded and treated as full and equal citizens with the same human and civil rights as everyone else. Proactive measures are taken to support the inclusion of people who are particularly isolated and/or excluded to ensure their voices are heard.

A.3.4: Working with local groups, fora and networks

RED

Few efforts are made to obtain, discuss and act upon feedback and ideas generated by local and regional groups. There has been so specific engagement with different age groups, e.g. older people, children and young people.

AMBER

LINks and other fora/groups receive little feedback on how the information, advice and critique they provide is used to improve local services. There has been some work with different age groups but no consideration of engaging people who may experience multiple discrimination.

GREEN

LINks, panels and other forums (Older People, Youth Assemblies etc) are involved on an ongoing basis and know how their contributions are used to inform the development of local services and in achieving age equality and ending age discrimination. Specific work on engaging 'seldom heard' communities/ groups including those who may experience multiple discrimination, is also informing local decision-making.