

REPORT OF THE ANTI-AGE DISCRIMINATION POLICY COMMISSION

ANTI-AGE DISCRIMINATION POLICY COMMISSION

FOR DECISION

Final Reports of Policy Commissions are submitted to relevant parts of the Political Structure as set out in paragraph 11 of Article 6 of the Constitution.

Summary

This report outlines the work of the Policy Commission and sets out our findings and recommendations.

Age discrimination (or ageism as it is sometimes referred to) is discrimination against people based on assumptions and stereotypes about their age - perceptions about an individual's ability and potential. Typically, this is most likely to affect younger and older people but it can affect any age group.

We spent a fair proportion of our time trying to identify the extent of any anti-age discrimination, both in terms of the services the Council provides and in relation to its employment of staff.

We spoke with a wide range of stakeholders, learned from research material, and received written information from several quarters. Along the way we looked for experiences and ideas for celebrating the contribution that different age groups make to the Borough.

Our key finding is very good news - there is no apparent discrimination in relation to services provided, nor, to any real extent, in terms of our recruitment, selection, employment and training policies and procedures.

The poor attitude of some managers in the way that they treat, or are perceived to treat, older staff has been raised. The Local Knowledge and Experience Scheme discriminates against those who have done 30 years service but are younger than 55. There are also one or two instances whereby staff have been allowed to work beyond retirement age, and this situation needs to be clarified in a positive way.

A common feature of all discussions was a lack of facilities for young people in the community.

Barking and Dagenham is ahead of the game in looking at age discrimination. Nationally, few authorities appear to have given it any real focus - probably because attention has concentrated on other equalities and diversity aspects and the fact that central government has only recently started to issue age related consultation documents ahead of legislative requirements coming in in 2006.

Recommendations

(1) Policy

We are not proposing a new policy as the Council's Corporate Equalities and Diversity policy already includes age. However, we recommend that the accompanying Key Statement of Principle for Older People be extended to cover people of all ages, as set out in paragraph 5.4.

(2) Key Actions

We recommend that the following actions be taken in order (a) to ensure that age discrimination, or the potential for it, is eliminated, and (b) to demonstrate the Council's commitment to our policy on age.

Council Services:

Young People - a corporate review of the facilities available for young people be commissioned, covering internal and external facilities and how better the Council can improve the situation either directly or through its leadership role. (The Management Team).

We are particularly keen to try to actively encourage community centre managers to involve young people in helping to run the centres, and to make available specific time slots for young people to use the centres for socialisation. We ask that the review pursues this point.

- **Communications** - consider how better to inform newcomers to the Borough of the services the Council provides, and to make better use of The Citizen to highlight activities for all ages (Head of Corporate Communications).
- **Council Website** - make sure that (a) the new Council website is customer focussed towards the interests of different age groups, and customer friendly in terms of people with poor eyesight, and (b) relevant consultations, particularly with younger and older people, are carried out (Director of Education, Arts and Libraries).
- **Customer First** - all age groups be included in any consultations with customers (Head of Customer First).
- **Impact Assessments** - make sure age is a key feature during Impact Assessment work (Head of Policy and Performance).

The Council as an Employer:

- **Retirement age** - positively consider requests by members of staff who would like to remain in Council employment beyond the statutory retirement age and make sure that the policy is consistently applied across all departments (Head of Organisational Development and Employee Relations - HODER)
- **Pre-Retirement and Redundancy Courses** - (a) provide a comprehensive pre-retirement course covering business, financial and social issues, including post retirement activities, and (b) provide facilities for redundancy counselling covering similar topics to (a) but with an overall focus on redundancy (HODER).
- **The Local Knowledge and Experience Scheme** - regularise the position regarding the issue of awards so as not to discriminate against staff under the age of 55 (HODER).
- **Training for Managers and Competencies** - make sure that anti-age discrimination is explicitly included in relevant induction and training courses, and that, where appropriate, competency procedures incorporate appropriate references (HODER).

- **Age Profile of Staff** - the Management Team to meet regularly with senior trade union representatives to examine the employment profile (The Management Team).
- **Job Applications** - remove the date of birth on application forms (HODER).
- **Person Specifications** - more sensitivity be given to older candidates when specifying general educational requirements. For example, ask for "Good general level of education" rather than "5 GCSE's or equivalent". (HODER/Managers)
- **Career Trainees** - reconsider the job title (HODER).
- **Work-Life Balance** - make sure that current work on work-life balance fully reflects the potential needs of all age groups and that any related consultation includes staff of different ages. (HODER)

Service and/or Employment Related

- Each Head of Service identify an action to be undertaken during 2004/05 which celebrates the diversity and contribution that different age groups (particularly younger and/or older) make to the Borough. (Heads of Service)
- consider extending/promoting the concept of older people giving talks to children and young people about their lifetime experiences within the classroom. (Director of Education, Arts and Libraries)

Review

- The progress made and the outcome of the actions be reviewed by the Policy Commission after twelve months and a subsequent short report made back to the Assembly as appropriate.

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1. The Policy Commission's Membership and Terms of Reference

- 1.1 In October 2002 the Assembly agreed that this Commission should be set up, and that it should commence in June 2003 and report in December 2003. We apologise that we are one month behind schedule.
- 1.2 Our membership was Councillors Denyer (Lead Member), Cook, Mrs Cridland, Mrs Flint, Mrs Hunt and Mrs West. Unfortunately Councillor Mrs Flint was unable to make all of our meetings due to her Mayoral commitments.
- 1.3 The lead officer was Nina Clark, Head of Democratic Support, and we were also supported throughout by John Barry, Democratic Services Officer and Ruth Du Lieu/Alex Deveraux, Policy Officers, all from the Corporate Strategy Department.
- 1.4 Our terms of reference were:
 - To identify best practice.
 - To develop a clear policy to improve service delivery and employment opportunities for people of all age groups, particularly younger and older people.
 - To develop a policy to ensure that the Council celebrates the contribution that people of all age groups make to the Borough, with a particular reference to younger and older people.
 - To identify the key actions that the Council needs to take in order to eliminate anti-age discrimination.
- 1.5 Like all Policy Commissions we were also asked to make sure that any general issues relating to equalities and diversity, social inclusion, sustainability and health and safety were mainstreamed into our deliberations. Also, that we should pay particular attention to making sure that appropriate consultation took place with stakeholders and that their views were taken on board in making recommendations.

2. The work of the Policy Commission

- 2.1 We met as a Commission ten times starting with our first meeting on 17 June and ending on 21 November.
- 2.2 It was clear from the lead officer's initial scoping report that there was a lot of national and other research into age discrimination. The officers helped us get off to a good start by summarising a wealth of information that they had picked up from different web sites and other sources. We also received an extensive list of potential stakeholders whom we might wish to talk to or at least make contact with. Additionally we had some census data around the age profile of the Borough and some initial statistics around recruitment and retention.
- 2.3 It was obvious that we would need to spend a great deal of our time talking to different people, both external and internal, so that we could get an

insight into whether or not age discrimination is an issue in this Borough - both in terms of services provided and in relation to our engagement and employment of staff.

2.4 The following is a summary of the people/groups who we invited to our meetings:

- The Lead Executive Members/Champions for Children, Equalities and Diversity and Older People
- The Interim Head of Organisational Development and Employee Relations, Corporate Strategy Department
- The Head of Corporate Human Resources (Development and Training), Corporate Strategy Department
- The Corporate Equalities and Diversity Advisor, Corporate Strategy Department
- The Operations Manager of the Youth Offending Team, Social Services Department
- The Head of the Youth Support and Development Service, Education, Arts and Libraries Department
- Representatives from the Trade Unions
- The Director of Age Concern Barking and Dagenham
- Representative from the Forum for the Elderly

2.5 We attended a meeting of the Youth Forum and we also held a special session with a representative sample from the Citizens' Panel. We noted related issues which have been raised at Community Forums.

2.6 We also held focus groups with staff in different age bandings, splitting managers from other staff to try to encourage full participation. The bandings were Career Trainees, 25-39, 40-50, and over 50. We were disappointed with the low number of staff who attended and were concerned that messages about the groups may not have filtered through to all staff from some managers.

2.7 Additionally, we wrote to the following:

- The two local Members of Parliament
- All Heads of Service across the Council
- The Council's Corporate Complaints Manager
- Colleagues in authorities across London through both the London Democratic Services Network and the London Scrutiny Network
- The Pensions Liaison Service
- The Association of London Government
- The Local Government Association
- The Local Government Information Unit
- The Improvement and Development Association

- The Employers' Organisation For Local Government
- The Ethnic Minority Partnership Agency
- Age Concern (nationally)
- Staff Groups (e.g. the Black Workers Group, the Women Managers Group)
- The Council's Community Safety Manager
- The Kings Fund
- The Primary Care Trust

and placed articles in The Citizen, Member Matters, and People Matters encouraging members of the public, Members and staff to come forward with any relevant information or experiences.

2.8 We asked the Council for Voluntary Service to place a short article in their regular newsletter to all voluntary organisations in the Borough seeking any comments or information that might be useful to us. Similarly we asked our Barking and Dagenham Partnership members for any information.

2.9 We tried to find out if there were any relevant Beacon Councils but were unable to come across any. Two "Age Positive Champions", Leeds City Council and Shropshire County Council, were contacted. Leeds responded to say they had carried out work to make sure age was not a discriminatory factor in relation to employment issues. Shropshire made initial contact but further details were not received.

2.10 Our Lead Member attended a Seminar on "Age Friendly Working Practices - The Challenge Ahead for Local Government" organised by the Local Government Information Unit. This focussed on employment issues.

2.11 Throughout our work we used the following definition of age discrimination (or "ageism" as it is sometimes referred to), as set out in the Council's Corporate Equalities and Diversity Policy Framework:

"Discrimination against people based on assumptions and stereotypes about their age. These stereotypes are based on 'perceived' notions of an individual's ability and potential (e.g. people over 50 may be considered to be economically unproductive, less able or willing to adapt to change, more difficult to train and a less worthwhile investment). Ageism can be directed at individuals at any age, but it is most commonly targeted at younger or older people. People and organisations acting on negative stereotypes of age lead to discrimination and disadvantage."

2.12 It is important to point out that we have not looked at employment aspects relating to schools as they are not bound by Council policies and practices. The Education, Arts and Libraries Department offers schools the relevant Council policies but it is their choice whether to adopt and use them. In general, however, we understand that the schools tend to adopt Council policies so we hope that anything which the Council agrees as a result of our work will be taken on board by them, as appropriate.

3. Our Findings

Nationally

- 3.1 We established at an early stage that, under an EU Directive, age discrimination in employment terms will be unlawful in this country and other European countries by the year 2006. Central government is examining related issues and has carried out some consultation. In particular, the Government's main focus seems to be on the statutory retirement age (currently 65 for men, and 65 or 60 for women depending on their year of birth) with a view to extending it to 70. Quite obviously, the Government's considerations are not related solely to stamping out age discrimination - financial implications/affordability in relation to state pensions are a major factor. Draft regulations are expected early in 2004.
- 3.2 There is a wealth of research into anti-age discrimination, particularly around issues of employment, the implications of an ageing work force, the effect on pensions and people of pensionable age, and the quality of life for elders. However, it would seem that few local authorities have actually done much work on anti-age discrimination. Probably, like Barking and Dagenham, a lot of equalities and diversity effort has centred on race and disability due to associated legislation and national reports which have required compliance in these areas. People are just starting to concentrate on the age issue particularly knowing that the next two to three years will require it.
- 3.3 Effectively, therefore, the work of this Policy Commission is timely but we have not been able to learn a great deal from others.

Locally

- 3.4 Our key finding is that generally there appears to be no apparent discrimination in relation to the services the Council provides. During our work we were slightly concerned that we seemed to be getting little feedback from people. However, in the face to face discussions that we had with external people, it became clear that there seemed to be very little, if any, experience or evidence of any age discriminatory factors related to service provision. Whilst undoubtedly this is good news, to a certain extent it made our job harder as we were getting little to work with!
- 3.5 In relation to employment issues, again it would seem that, in general terms, all our recruitment, selection, and employment policies/procedures, and training and development opportunities offer equality across all ages. Nevertheless, the Organisational Development and Employee Relations Division of the Corporate Strategy Department has plans to concentrate on various equalities and diversity issues during 2004/05 and specifically tackle age discrimination in the work place during 2005/06.
- 3.6 Having said this, there are a few important issues which came out of our discussions with staff and the unions:

- the fact that we ask applicants to declare their age (through asking for their date of birth) on job application forms was felt by some staff to discriminate against older applicants as there was a perception that the organisation would probably not want to take on someone older who would be retiring in a few years' time. There is no hard evidence that this is the case but most felt that they would prefer the d.o.b. to be removed from the form (notwithstanding that educational details on the inside page could reveal a person's approximate age). Only the career trainees welcomed the d.o.b. being shown as they felt it helped to explain why the rest of the form could not give much evidence of work experience
- some of the over 50 staff group felt discriminated against because of their age. A few said that they find it harder to accept modernisation and change as they are not always as quick to adapt and therefore they feel they are getting "left behind" to a certain extent. It is assumed that this does not matter because they are heading towards retirement at some stage anyway. Information technology was a particular concern as they felt less able to adapt to IT methods
- the Council's general policy is that the Council does not employ anyone (including agency staff) over the age of 65 yet there are a few examples of this happening through special arrangements which appear not to have been widely communicated or acknowledged
- it is felt that there is not enough provision made to help staff plan for retirement or redundancy although at present Organisational Development & Employee Relations are conducting research and exploring the possibility of running an in-house retirement programme.
- young staff had felt patronised by other colleagues. The career trainees commented that their title often meant that they were ignored to such an extent that some of them had started removing this from any written communications in order to be acknowledged
- it was felt by some staff that certain managers were not sufficiently flexible to help staff with personal needs (for example, when asking to take leave to attend a function at their child's school).

3.7 Almost every group or individual we spoke to made the comment that there is a lack of things to do for young people in the Borough and that the Council should be doing more. People acknowledged that the old youth club facility was good in its day but youngsters have different needs now. They want somewhere to go where they can simply chat to friends and listen to music and so on. Young people are seen as "bad" people because they tend to "hang around on street corners".

3.8 Communications generally appear to be an issue. The Citizen's Panel representatives, for example, commented that newcomers to the Borough had to find out for themselves what facilities/services were available. Introductory information from the outset would help to more positively promote the Council's image and save a great deal of time and frustration on the part of the resident. Whilst this is not directly about age discrimination, it does result in possible wasted time and delays which

could indirectly mean, for example, that an elderly person is disadvantaged by not being offered a social care facility at an earlier stage. (We were disappointed about the lack of general background information given to Citizen Panel representatives upon their appointment but this has been taken up separately.)

3.9 The Council's web-site was identified as being non-customer friendly to older people and others who might have difficulty reading small font. Also that it was not particularly interesting to different age groups. The point was made that, despite what some people think, older people are increasingly using computers. We were advised by the website staff that there is a facility to alter the font size when viewing our site but this in itself is not felt to be customer friendly in that unless you know what to do it would not be clear.

3.10 We are aware that two other Policy Commissions are looking at Social Inclusion and Community Empowerment and Engagement. However at the time of writing this report they had not finalised their conclusions so we do not know if there are likely to be any age related implications.

4. Ideas for Interaction between Younger and Older People or for Celebrating the Contribution that they make to the Borough

4.1 Some ideas were offered during our work:

- Extend concept of inviting older people into schools to work in a classroom setting, to talk about historical topics, read with young people and so on
- Job shadowing across different ages
- A multi age sporting event
- Workshops for all ages
- Joint projects - oral history, local history projects
- Something linked to the Borough's history of producing top class sportsmen and women
- An art project

4.2 With the exception of the first one, we have not made any specific recommendations on these ideas but Heads of Service are free to consider them when deciding on their action (see the Recommendations).

5. Policies to (a) Improve Service Delivery and Employment Opportunities for People of All Age Groups, particularly Younger and Older People, and (b) Make Sure that the Council Celebrates the Contribution that People of All Age Groups make to the Borough

5.1 Our terms of reference asked us to develop these type of policies. However, the Council's Corporate Equalities and Diversity Policy already includes age. A summary of the policy is:

- Barking and Dagenham Council is committed to promoting equality for everyone and reflecting the full diversity of the community it serves in all its activities and functions.
- We accept that the Council is not free of unintended institutional discrimination and we will work to eradicate it.
- The Council will strive to provide equality of access to our services for all citizens based on individual and community need.
- We must also provide services in a manner that is sensitive to the individual whatever their background.
- The Council will represent the needs of our diverse communities to other agencies and make equalities and diversity key guiding principles in all of our strategic partnership work.
- We will ensure that our workforce reflects the increasing diversity of the community it serves and build the Council's capacity to respond to changing patterns of local need.
- The Council also recognises the strength that lies in difference and the positive contribution that all forms of diversity make to the richness of life in the borough. We will take positive action as a Council to realise our declared equality and diversity objectives.
- The Council is committed to eliminating discrimination on the specific grounds of:
 - Class
 - Age
 - Disability
 - Colour, ethnic origin, nationality, national origin or race
 - Gender
 - Sexuality
 - Gender Re-alignment
 - HIV/AIDS
 - Marital status
 - Faith
 - Caring responsibility for dependants or
 - Unrelated criminal conviction"

5.2 The corporate policy is supplemented by supporting Statements of Principle for five key equalities and diversity areas : race, women, disabled people, lesbians and gay men, and older people.

5.3 As the existing policy includes age, an additional policy seems unnecessary. Instead we suggest that it is supplemented with a statement relating to age generally. We therefore recommend that the current Corporate Policy Statement of Principle on Equality for Older People be slightly amended to cover People of all Ages rather than just Older People, and retitled accordingly.

5.4 It is suggested that the new title and wording be as follows:

"Corporate Policy Statement of Principle on Equality for People of All Ages

The Council is committed to :

- Making sure that discrimination on the grounds of their age is not experienced by people either seeking employment or when in employment. Similarly that there is no age related discrimination when people seek to access, or use, Council Services.
- The belief that age related discrimination, which ascribes negative assumptions to employees and potential employees on the grounds of age, is unjustifiable, totally unfair to the individual concerned, and can deny the Council access to the skills and experience of diverse age groups.
- Recognising that age related discrimination can affect all age groups, particularly older people and younger people. The Council also recognises that as people get older, the problem of discrimination on the grounds of age can become more intense.
- Working to eliminate any unintended age related institutional discrimination in its employment related policies, procedures and practices.
- Making sure that all policies, procedures and practices are equal opportunities based in terms of age.
- Working with partners to eliminate any potential for age discrimination outside the Council.
- Bringing the policy to the attention of external people and companies who we engage to carry out work on the Council's behalf [for example contractors] , and require them to comply.
- A recruitment policy, which makes sure that ability to do the job, and that no other factor, including age, will constitute criteria for appointment. The only exceptions to this policy will be those minority of positions for which there is an age qualification [for example insurance requirements for vehicles].

- Implementing the Government's Code of Good Practice on tackling Age Discrimination in Employment and working towards implementing any national or EU Directives.
- Celebrating the diversity and the contribution that people of all age groups make to the Borough, with a particular reference to younger and older people.
- The Council recognises that people of all ages can also experience other forms of discrimination or disadvantage, and in its work to achieve equality for all age groups, it will ensure that full consideration is also given to the needs of all."

6. Supporting Information

6.1 For those who are interested in reading more detail, certain statistics and supplementary information is provided in the appendices as follows:

- Appendix A - population and employment statistics
- Appendix B - a summary of research material
- Appendix C - a summary of age-related Council services
- Appendix D - a summary of the key issues raised by different groups and people who we talked to or received comments from
- Appendix E - the current Statement of Principle on Equality for Older People

7 Appreciation

7.1 We wish to place on record our thanks to all those who contributed to our review through interviews, group work, by telephone or in writing. Without this valuable input from people in the community, Members and staff, we could not have carried out and concluded our work.

Background papers used in the preparation of this report:

Anti-Age Policy Commission agendas and minutes
 Research material as specified in the appendices

Consultations:

Those consulted on the final draft report were:
 The Executive portfolio Member for Equalities and Diversity
 The Children's Champion and the Older Person's Champion
 The Management Team
 The Interim Head of Organisational Development and Employee Relations
 The Corporate Equalities and Diversity Advisor
 The Head of Corporate Communications
 The Head of Customer First
 The Interim Head of Policy and Performance
 The Head of Business Services
 Trade Union representatives

Population Statistics

Census Data 2001

Age Summary

Total population of Barking & Dagenham 163,944

Age Span	Total Number	% of B&D population	Rank in London (Highest)
0-4	12542	7.65	4
5-7	7479	4.56	2
8-9	4984	3.04	2
10-14	11107	6.77	6
15	2242	1.37	3
16-17	4441	2.71	4
18-19	4176	2.55	6
20-24	10573	6.45	26
25-29	11959	7.29	29
30-44	38575	23.53	29
45-59	25590	15.61	20
60-64	6160	3.76	21
65-75	12105	7.38	5
75-84	9155	5.58	3
85-89	1923	1.17	13
90 +	933	0.57	11

Employment Statistics

Total numbers of staff (excluding staff in schools) as at 1st October 2003 broken down into age and management/non-management grades:

Total Staff = 4052, of these:

Staff Aged 16-24 = 240 (5.92%)
 Staff Aged 25-49 = 2399 (59.21%)
 Staff Aged 50+ = 1413 (34.87%)

Total Staff on LSMR Grades = 58, of these:

LSMR Grades Aged 16-24 = 0 (0%)
 LSMR Grades Aged 25-49 = 34 (58.62%)
 LSMR Grades Aged 50+ = 24 (41.38%)

Total Staff at JNC (Chief Officers and Heads of Service) Level = 44, of these:

JNC Aged 16-24 = 0 (0%)
 JNC Aged 25-49 = 32 (72.73%)
 JNC Aged 50+ = 12 (27.27%)

A Summary Of Research Material

TITLE	SOURCE	NOTES
Age Equality in Health and Social Care	Institute for Public Policy Research	<ul style="list-style-type: none"> • New legislation required to motivate staff to organize and deliver services in non-age discriminatory way. • Education and training also needed. • New resources needed to establish review bodies to ensure compliance with law • New resources also needed to manage consequences of ending age-based criteria for rationing of services. • Cost saved in health sector will fall on local authority social services and on social security budget. • Why does age discrimination occur? <ul style="list-style-type: none"> - low value placed on older people's lives - lower social and economic merits of care (eg arguments about older people being less likely to benefit from particular kinds of care). - Social Distance (studies suggest professionals modify information and advice according to the "social distance" between themselves and their patients). - perceptions of dependence (older people viewed as passive, dependent and a burden on society). - cultural differences (older people tend to be more acquiescent and less willing to speak out when dissatisfied) • What does evidence mean? <ul style="list-style-type: none"> - Current Relevance – some evidence of age discrimination now out of date. - Incidence – varies considerably from place to place and according to different types of care. - Visibility – we don't really know how widespread it is and therefore how serious a problem it is. - Controversy – research findings do not always provide conclusive proof that age discrimination is taking place. - Rationing Relevance – age related rationing is rarely acknowledged to be taking place.
Beacon Councils – Removing barriers to work	The Improvement and Development Agency (IDeA)	<ul style="list-style-type: none"> ▪ Various Councils are working to remove the barriers which prevent their local people from applying for jobs. ▪ They have focused on the groups and areas that have major problems and worked with these groups to provide solutions ▪ Built partnerships with bodies such as Connexions and Social Services to act as a facilitator to employment and the needs of employers.

<p>Beacon Councils – Social inclusion through information and communication technology (ICT)</p>	<p>IDeA</p>	<ul style="list-style-type: none"> ▪ Councils are ensuring equal access to opportunities for all sectors of the community. ▪ Some areas provide access to technology in local community halls for all members of the community. ▪ Councils have taken into account the interests of different community members when providing ICT.
<p>Issues for Older People</p>	<p>Age Concern</p>	<ul style="list-style-type: none"> ▪ Pensioner Poverty – Older people have the right to an income that provides an adequate standard of living which allows them to stay healthy, sociable and active. ▪ Since 1997, the Basic State Pension has risen and a new benefit for pensioners (Pension Credit) is in place. ▪ Despite this, national statistics show that one in five pensioners lives in poverty. ▪ Age Concern are calling for the Government to provide a basic state pension that covers basic living costs, listen to the views of disadvantaged older people and take action to prevent future pensioner poverty through state and non-state provision. ▪ They want the Government to produce a detailed plan on how it will end age discrimination in five key areas: employment, health, social care, learning and in the marketplace. ▪ Health – The Government has announced an increase in health care expenditure, a commitment to address age discrimination in the National Health Service and pledged to abolish 95% of mixed sex wards in England. ▪ With regards to the National Health Service, Age Concern wants the introduction of age discrimination legislation that makes it illegal to refuse or delay treatment on the basis of age and involve older people in devising, monitoring and updating how the National Health Service should meet their needs. ▪ Social Care – The Government has announced £1 billion extra for social services for older people by 2006 and the introduction of ‘free’ nursing care. People who pay for their own care in a nursing home will receive between £35 and £110 dependent on their nursing needs. ▪ Age Concern wants the provision of free personal care and for the Government to address the problems facing residents of homes that are closed down. Consultation with these residents should be mandatory. ▪ Housing – The Older People’s Housing Strategy (2001) aims to provide closer co-ordination between local councils, the National Health Service, housing associations and the voluntary and private sector. ▪ Age Concern wants an increase in housing options for older people and the provision of grants for older people to adapt, repair and maintain their homes. ▪ Transport – The Government provides concessionary travel for older people within their local authority area.

		<ul style="list-style-type: none"> ▪ Age Concern want the Government to extend the travel concession to any journey within England and Wales and commit to making residential areas safer for pedestrians ▪ Crime and Safety – The Neighbourhood Renewal Strategy and Action Plan sets out plans to tackle social exclusion by reducing crime and delivering neighbourhood improvements.
Recruitment and Retention – Older Workforce	Employers Organisation	<ul style="list-style-type: none"> ▪ Age discrimination has crept into many employers’ recruitment processes due to the belief that older workers are less adaptable and capable of learning. ▪ Early retirement - Early retirement has been a key factor in producing a local government that differs from the wider economy. It can also result in organisations losing the knowledge and experience that older workers can provide. ▪ Ill health prevention – The Health and Safety Executive is developing a strategy to enable employers to understand the importance of managing their workforce to prevent ill health amongst workers. ▪ Training and development – There can be a misunderstanding amongst employers that older workers are less able to learn new skills. Research shows older workers are less likely to be given access to vocational training. ▪ To remove ageism the organisation must ensure that job descriptions are reviewed, advertisements specify relevant skills and abilities and selection is on merit using job, not age, related criteria.
Independent Living for Older People	Office of the Deputy Prime Minister	<ul style="list-style-type: none"> ▪ To gain beacon status a Council must ensure that older people have active, independent and secure lives. ▪ Older people should be involved and engaged in planning to ensure that services are based around the things they want and need. ▪ There should be access to good quality health and social care services. ▪ There should be no barriers to allowing older people access to the facilities, goods and services that everyone expects. ▪ Beacon councils should work towards the reduction of ill health and dependency amongst older people. ▪ Regular consultation with older people should take place to respond effectively to their needs. Through this consultation a strategy for an ageing population should be developed. ▪ Councils should address issues such as housing, transport and mobility, education, access to other facilities and any other ‘quality of life’ issues local older people consider important. ▪ The needs of older people from ethnic minority groups, those with sensory impairments or other disabilities, those in rural areas and others who are excluded or isolated should be considered.

Age Discrimination	The European Legal Alliance	<ul style="list-style-type: none"> ▪ As there is no legislation to protect against age discrimination employers are free to adopt an 'ageist' approach to recruitment promotion, training and dismissal. ▪ Britain has an ageing population and it is estimated that 40% of the labour force will be aged 45 and over by 2010. ▪ If employers recruit, promote or train based on age, they will become increasingly restricted. ▪ It is common view that older workers are less able/willing to learn new skills, lack energy and creativity, are prone to sickness/injury and are a less valuable asset to an organisation than younger workers. ▪ An example of discrimination against older people is employees over 65 are not entitled to redundancy or unfair dismissal rights. ▪ In October 2000 the Government signed the EC Directive on Equal Treatment in Employment and Occupation with a commitment to implementing age discrimination legislation covering employment, vocational training and guidance by December 2006 ▪ The Directive applies to both the public and private sector, covering all areas of employment, training and working conditions, including dismissals and pay. ▪ Until December 2006, age limits or age ranges in job adverts should be avoided and advertisements placed in different magazines which are aimed at different sectors of society
Ageism: Attitudes and Experiences of Young People	Age Positive	<ul style="list-style-type: none"> ▪ The findings were based on group discussions and depth interviews with a sample of young people aged 16 – 30 to show evidence of ageism against younger people in the workplace. ▪ All of the group discussion and depth interviews were tape-recorded, transcribed and then analysed. ▪ Incidents of ageism mainly related to management practices and inappropriate behaviour such as bullying, being made to do menial tasks, exclusion from occupational pension schemes and being passed over for promotion in favour of an older person 'with more experience'. ▪ Findings show ageism in the workplace can be overt (stipulating a minimum age in job advertisements) or covert (in the wording of job advertisements e.g. 'mature applicants needed'). ▪ In 1999, the Government issued a Code of Practice on Age Diversity in Employment. This offers employers guidance to ensure that they choose the best person for the job by eliminating age discrimination in recruitment, selection, promotion, training and development and redundancy and retirement. ▪ Research suggests that school leavers with few or no qualifications were more likely to experience age discrimination. They are more likely to be given less rewarding, menial jobs and found it hard to get training. ▪ Recruitment, selection, pay, training, promotion and pensions were given as examples of discrimination by young people. ▪ Ageism can fall into different categories: pure, partial, false and petty ageism.

<p>Delivering Age Equality in the Access and Provision of Education</p>	<p>Institute for Public Policy Research</p>	<ul style="list-style-type: none"> • Key to achieving age equality in education lies in shifting education policy towards broad vision of lifelong learning. • The current focus on young people reinforces age inequalities. • Three aspects are: systemic bias in favour of youth; issues to do with intergenerational relations; and cumulative inequality. • Vision of lifelong learning threatened by crude higher education targets and focus on workforce qualifications. • Measures in relation to education should be part of a wider move on age discrimination. • Reasons for Inequality: general assumption that education is for the young; assumptions about capacity of older people to learn; concentration on economic rationale for investment in education; assumption payback period is shorter for older people; absence of pressure group comparable to parents of young students; lack of confidence and motivation on the part of older people.
<p>Age discrimination</p>	<p>Age Concern</p>	<ul style="list-style-type: none"> • Age discrimination 'occurs when someone makes or sees a distinction because of another person's age and uses this as a basis for prejudice against and unfair treatment of that person'. • It can occur in the following areas: health and social care; employment; financial services; insurance; volunteering; and education and training. • The economic and social costs of age discrimination has been examined by the Employers Forum on Age and as part of the work of the Performance and Innovation Unit. • Other organizations active in campaigning against age discrimination include: ARP050; Equal Rights on Age; Third Age Employment Network; and Help the Aged. • Policy Statement: Older people should have the opportunity to participate in society, including through employment and volunteering, and should not have to overcome either explicit or implicit age barriers to achieve this. Goods and services should not be restricted either in availability or quality on the grounds of age. • Health & Social Care: a survey of GPs found 77% confirmed age-based rationing occurred; lower gross amounts for state-funded residential care for elderly compared to younger adult client groups; women between 50 and 64 screened for breast cancer every 3 years (will not be extended to 70 year olds until 2004). • Employment & Volunteering: annual cost of age discrimination to UK economy £31 billion; over-50s proportionally under-represented in voluntary activity; number of men between 50 and 65 who are not working doubled between 1991 and 2000.

		<ul style="list-style-type: none"> • The National Service Framework for Older People, published by the Department of Health in March 2001, requires health and local authorities to take action to identify and tackle discriminatory policies and practice. • Govt steps so far: adopted voluntary Code of Practice; run an Age Positive campaign; established and Age Advisory Group; and published its consultation document Towards Equality and Diversity: implementing the Employment and Race Directives. • Ireland has the most comprehensive age discrimination legislation in the EC. Other countries with some form of legislation include Finland, Belgium, France, Greece and Portugal. • Age Concern have developed Policy Objectives in the following areas: <ul style="list-style-type: none"> - Health and Social Care; - Social Security (where a number of benefits are only available to those below or above a certain age); - Volunteering and Lifelong Learning (there is an upper limit of 54 on loans to students in higher education and the use of retirement ages by volunteer involving organizations is widespread); - Employment (where the Government is obliged by the EU Directive to introduce equality in employment legislation by Dec 2006); - Goods and Services (where finance and access to insurance are both age-restricted) - Culture and Attitudes and the role of the Media (report published with the Independent Television Commission, Age in the Frame). - Legislation and Enforcement (as well as legislation, they would like an Age Equality Commission and a clear lead from Government in tackling policy and practical measures)
<p>Help the Aged policy statement 2002</p>	<p>Help the Aged</p>	<ul style="list-style-type: none"> • Ageism – prejudging or making assumptions about people simply because of their age • Age discrimination occurs when that prejudice is institutionalised, either explicitly, through rules and regulations, or implicitly, by custom and practice. • Direct age discrimination occurs when an individual is treated less favourably than another is or would be treated, on the grounds of their age. • Indirect age discrimination occurs when a condition or requirement is applied equally to all, but has a disproportionate and detrimental effect on one group and this cannot be objectively justified. • Changes occurring include: <ul style="list-style-type: none"> - Human Rights Act (Oct 2000) - The National Service Framework for Older People requires that age discrimination should be ‘rooted out’ of health and social care services. - European law requires UK to ban age discrimination by 2006 - Govt considering a Single Equalities Commission

		<ul style="list-style-type: none"> • The following seven areas of public policy were studied: • Education - Older people are under-represented throughout adult education, and student loans are not available to those aged 55 and over. • Employment - 50% of a sample of 500 companies had fewer than 10% of workers over 50, and 10% of companies had none. Working people over pension age have no employment rights. • Health - Older people face age barriers to screening programmes and treatment options in the National Health Service • Social Care – Local Authorities impose upper limits on amount they pay for an older person to be supported, less than that paid for young adults. • Social Security – Disability Benefits are discriminatory on grounds of age (eg mobility component not available to over 65s) • Transport – wide discrepancies in concessionary fare schemes. • Citizenship – Older people are excluded from civic duties such as sitting on a jury. • Help The Aged is running long term campaign which includes: demand for legislation; a Commission to monitor legislation; review of public policy; elders involved in devp new policies; age awareness training across public and private sector.
Bullying and age discrimination	Bully Online	<ul style="list-style-type: none"> • 80% of cases reported to the UK National Workplace Bullying Advice Line and Bully OnLine involve people over 40. • Factors for bullying seniors include: avoiding cost of redundancy; young recruits can be employed on short term contracts and tend to be more enthusiastic and cheaper to employ. • There are 2.5 million people between 50-65 without a job. • Young people can be bullied in the work place if they threaten the security of a group of older people with new ideas and plans. • A report in 2001 by the Employers' Forum on Age titled Ageism: Too Costly to Ignore, revealed that the number of people between the ages of 50-64 who were not in work and not seeking work had increased by 125,000 in the last two years. The authors of the report estimate that the cost to the UK's GDP of these lost workers is around £31 billion.

A Summary Of Age-Related Council Services

1. Sport & Leisure – Over 50's

- There are special classes aimed at the over 50's known as 'Elderberries', e.g. water confidence courses
- Chair based exercise classes take place in care homes to cater for those who can not travel
- The Leisure Pass scheme offers a concessionary pricing policy for pensioners which allows them to access facilities at the child price
- The 50 plus age group used to be a key target group for sports development in line with national campaigns – however this is no longer the case

2. Sport & Leisure - Under 18's

- Community sports leaders & junior sports leaders scheme carries a minimum age requirement
- Coaching courses have a minimum age requirement of 16 years plus
- There are courses run which positively cater for certain school age groups including after school & holiday activities
- Parks facilities tend to be of interest to certain age groups e.g. children's playgrounds for under 8's and under 12's, teen shelters, skate areas, 5 a side courts etc.

3. Community Support – all ages

- There is a social alarm service available to anybody who feels they need it and who meets the criteria, regardless of age.
- Emergency planning has no special provision for the elderly or the young – each case is dealt with in respect of needs depending on the nature of the incident.
- There are policies aimed at helping elderly residents redecorate and discretionary powers over help with repairs
- There are services for all ages with learning difficulties, physical or sensory disabilities, mental health needs and problems with substance abuse. Potentially, there is room for discrimination when a young person moves to adult services or adult to older person's services – (depending on age there are three different departments which provide the same service) An example of this would be where a person with a severe mental illness had been receiving services from the under 65 Mental Health Team reaches 65 - the decision to transfer their care (or not) is based around the person's mental health needs and who is best placed to meet those needs. So it is highly likely that in such a case the service user would continue to be supported by the under 65 MH Team.

This also applies to a younger person who may be experiencing early onset dementia. The Older Persons Service is best equipped to meet those needs, therefore we would engage with the most appropriate service in order to meet the individual needs of the service user.

4. Welfare Benefits – all ages

- Access and take up of benefits in general is being addressed by Housing Benefit & Council Tax sections – but this is for all ages. However, the nature of welfare benefits usually means that claimants on low incomes are the elderly or young parents. There is a home visiting service to help people claim Housing Benefit & Council Tax benefits & deal with queries.
- The service is promoting the ways in which residents can get discounts and / or reduce their Council Tax bill
- The service is trying to introduce different and varied methods of accessing the service e.g. automated payment phone lines, electronic service delivery etc.
- Changes to the payment of benefits from October 03 may make it more difficult for the elderly and young adults to access their money – all payments are to be made directly to the claimant's bank/post office account.

5. Housing

- A number of years ago Housing reviewed its requests for service, as some of their policies relied on the statutory retirement age as the eligible criteria. This meant that men were being discriminated against. They have now brought them in line so that where age is a stipulation, such as gardening help, the age is 65 years for men and women.
- For applications for sheltered housing the published policy for applications is 55 years of age. This is in line with government criteria, which has linked this type of accommodation and concessionary TV licences with an "older" age group. This policy is being reviewed following the recent Allocations reviews over recent years and the proposed Choice Based Lettings.
- Both the Gardening Help and Sheltered Housing service are based on need, but the age is used as the first eligibility criteria.
- The age of 65 is used for gardening as that is the state retirement age and as the help is on the grounds of inability to cultivate the garden due to age, or disability, the retirement age was taken as the eligibility criteria for the age related requests. Members had in the past wanted to be as flexible as possible, hence a fairly low level of age criteria. The budget for these works is very limited and there are far more applications than can be actually dealt with in most years.
- For sheltered housing the age is one linked to eligibility for concessionary TV licences (55 years old). Again the age is only the start of the eligibility criteria, the housing is then allocated on need for that type of housing. In some areas where the housing has been hard to let the strict age criteria has been relaxed.

6. Customer Services – all ages

- The new Customer First initiative will need to consider age discrimination when planning services – this is currently underway

7. Employment – all ages

- Housing and Health have introduced a policy to stop the '5 GCSE' requirement as a standard measure of general education as this excluded older applicants. Instead, the criteria for education tends to be described

as “good general level of education or experience.” This recognises that older people, particularly women tended not to have qualifications.

- Adult Services gave examples of people aged 50+ being redeployed into day services. The staff themselves have given positive feedback in that where they felt that due to their age, they would not be able to find alternative employment, they have found the experience to be very positive and have not felt disadvantaged due to their age
- Asset Management & Design report that they run a shadow management group to combine officers of all ages with links to succession planning

8. Communications – young people

- Although The Citizen is very well received within the borough, it is known that some young people don't like or read it. The editor has tried to get their input and support but this is proving very difficult.

9. Community Engagement – all ages

- Specific work is carried out by Democratic Services to ensure the attendance of different age groups at Community Forums, e.g. inviting school children to address the meeting, liaison over agenda's with the BAD Youth Forum etc.
- In a bid to encourage parents to attend Community Forums, agendas have been targeted at issues like school admissions and initiatives, such as the introduction of crèche facilities.
- Representatives of the BAD Youth Forum and the Forum for the Elderly are invited to join with the chairs / deputy chairs of the Community Forums in quarterly meetings to discuss issues of common interest
- Contributors to Forums are briefed beforehand to think about their audience, e.g. reports from sports development target activity programmes for the over 50's
- Electoral Services are encouraging young people to vote in elections through advertising an a magazine called 'Unreel' which is given out at local cinemas & by sending them birthday cards on their 18th birthday

10. Older Persons Services (OPS)

The OPS works actively to promote fair and equal access to services based on need. The first standard of the National Service Framework for Older People, a ten-year plan to improve health and social care, is “rooting out age discrimination”. One of their first targets was to check all policies for discrimination. A Council Executive report dated 28/1/03 notes that:

Although no explicit discrimination was found in policy documents, the key aim of ensuring that older people are never unfairly discriminated against in accessing National Health Service or social care services as a result of their age remains as a major driving principle and guide to practice for all agencies and staff. New relevant initiatives include the development of the NSF champion roles, the launch of the PCT Patient Advice and Liaison Service, and the inclusion of equalities and diversity objectives within the Council and Older People Service Balanced Scorecards.

In April 2003 the new Fair Access to Care (FACs) policy started. FACs is a local eligibility for community care services policy based on a national framework. The new local policy was agreed by the Executive on the 20 December 2002. FACs eligibility decisions are based on an individual assessment of need and risk to independence rather than client type or age.

The service is required to consider whether any age based services are in the interest of service users and justify commissioning services that separate older users from other adults.

It is still possible to find situations in which the treatment of older people may appear unfair or discriminatory. For example:

- The Council pays more for nursing homes for younger adults than for older people.
- Younger adults tend to receive more support at home than older people with similar needs and risks.
- Services for younger adults tend to be more active or ambitious in their aims than do those for older people.
- Some services still appear to have arbitrary age based cut off points.

In some of these situations discrimination seems to be embedded in market economics (care home charges); government rules; national funding mechanisms that allow more resources for younger peoples needs; and society at large which has quite different expectations of what should be done to help young and old people in need.

However there is no doubt that the National Health Service Plan, the National Services Framework, Fair Access to Care and new services such as intermediate care are driving a significant improvement in the range and quality of services for older people. Older people in the community are now far more likely to be offered rehabilitation than in the past (when permanent care started often started before other options were thoroughly explored or tested). Continuing improvement in the range and quality of services is dependent on adequate funding.

The Improving Social Services Financial and Commissioning Framework agreed by the Council Executive on the 18 March 2003 set out a funding and service development programme that aims to raise all areas of performance to three stars by 2005/6. The programme for older people includes new integrated home support services; a new palliative care service at home; new extra care housing for people with dementia; a new frail elders service; enhanced services for carers; and more effective integrated health and social care assessment teams.

National Regeneration Funds are being used to recruit a National Services Framework older people participation and involvement lead officer. In October 2002 over 40 older people met with doctors, nurses and social services staff to learn about the eight NSF standards, describe their experiences and say what they wanted to happen in the future. We intend to build on this event and

ensure that we have regular contact with older people – who are best able to tell us about discrimination within health and social care. The service aims to ensure that they are also in touch with existing groups representing older people and people who are not active members of any organisation.

Department of Health performance indicators for the assessment and provision of services to older people from ethnic minority communities are reasonably good. However the design of this indicator means that it doesn't pick up the under-representation of ethnic elders within service provision. OPS are now using new service developments – such as carer's support and palliative care to make new and more effective relationships with ethnic communities. They are also using mystery shopping to prepare further guidance for staff running receptions and covering duty telephones.

They will also act positively to encourage service take up and avoid feelings of discrimination by:

- Publishing a new Better Care Higher Standards Charter with an easy to read summary version.
- Actively using the press, the Citizen and newsletters to inform and engage with the public.
- Working to protect vulnerable adults from abuse
- Ensuring that we comply with all new domiciliary and residential registration standards
- Promoting customer care and equalities and diversity
- Helping staff through IIP, supervision and appraisal to provide the best service to users and carers.

11. Education and Lifelong Learning

- Specific consultation mechanisms have been organised to increase representation from young people including the BAD Youth Forum, Young People's Workers Forum, Voluntary Organisations Forum and other partnership work with agency and community based organisations.
- From consultations, young people have advised that they are subjected to different payment rules from a local restaurant where they are required to pay before they receive their meal and adults do not. The role of the Council in eliminating the particular discrimination experienced by young people in the community has been raised.
- The BAD Youth Forum meets to discuss unitary plans and make comments regarding Council services including teaching practices in schools
- BAD Youth Forum comments contributed to a review of and change to how sex education was delivered in schools.
- BAD Youth Forum has contributed to local Community Forums. However a survey found that the young people felt that the language used by some participants was patronising, producing a reluctance for the young people to further engage.
- A programme managed by the Children Fund and Social Services & supported by the Youth Support and Development Service (YSDS) contributed to improved consultation between young people identified as disenfranchised and disaffected within the Borough. From the consultation, outreach work with young people has been reviewed and subsequently

divided into two parts - advice provided in a specific location and more street-based inclusion work.

- Locally the FOCUS project (a joint initiative between Barking College and local secondary schools which aims to encourage students to continue with further education) has been of limited success as young people have been imposed with restricted access to particular parts of Barking College. Young people feel that their behaviour is closely monitored and their disenfranchisement is reinforced because of their association with the project.
- Council events and training opportunities for the community is currently aimed at adults and does not include specific provision for young people.
- Invitations via the YSDS Programmes aimed at cross-generation contact between young people and older people have produced responses to suggestions from young people that were age-related and minimised the value of young people's contribution.
- In response to comments of the under-representation of younger people at community forums and general community participation, YSDS is to organise programmes for younger people that incorporates race, gender and age issues to develop and improve communication between older and young generations.
- An arts & cultural programme, 'Step Africa' has been arranged for younger people that includes the opportunity for diverse participants to learn dance and stories from different countries.
- Some adult leisure classes have recurring participants and have, as a consequence, become associated with social events for specific generations and remain advertised as available to all members of the community. YSDS has responded by providing leisure activities for younger people.

12. Meals-on Wheels

The Meals on Wheels service is provided by Apetito under contract to Social Services. Assessment is undertaken by Social Services or in some cases by health care professions as part of the developing single assessment process. Whilst in practice the majority of meals are delivered to older people, the service is available for younger adults should this be an assessed need and preferred choice.

A Summary Of The Key Issues Raised By Different Groups And People Who We Talked To Or Received Comments From

Who was consulted	Key Points
Councillor Wade (Portfolio Member for Equalities and Diversity)	<ul style="list-style-type: none"> • Would like to think that there is no longer a problem in terms of the training being offered to all staff. • Problem of culture and habits in managers and senior staff – legislation can be changed more easily than culture and bad practise, so these aspects may take more time to deal with. • Need for more support for young people from the community • Supports the idea of removing age from application forms at the selection process. • Training should be properly targeted and management must avoid creating an expectation that because staff are being trained there is scope for continued promotion. • Celebrating diversity might involve the BAD Youth Forum.
Cllr Osborn (Older Persons' Champion)	<ul style="list-style-type: none"> • Important to take a more holistic approach, viewing ageism in the context of other forms of discrimination. • Dangers of institutional discrimination • There is much the Council can do to make its partners aware of age discrimination. • National issues that do crossover (for example, home insurance, pensions and pensioners rights)
Cllr Bramley (Children's Champion)	<ul style="list-style-type: none"> • Arranging training and seminars about Looked After Children • Meeting with Social Services and Education to look at services in relation to children. • Reviving the Area Child Protection Committee. • Looking at the Children's Fund, with regard to how the money is being spent. • Implementing a report on Speech Therapy in relation to children's health. • Looking at the issue of recruitment of social workers. • The Primary Care Trust and the Audit section have been asked to report back on the development of Sure Start Programmes. • Concerted focus on performance indicators in relation to Children's services. • Producing an annual report on Children's services Spring 2004.

Interim Head of Organisational Development and Employee Relations, Corporate Strategy	<ul style="list-style-type: none"> • Age currently covered in Equalities Strategy, Harassment and Bullying Policy and Exit Policy. • Much work has already been done, including extensive monitoring and a 5 year Equalities Strategy
Corporate Equalities and Diversity Advisor, Corporate Strategy	<ul style="list-style-type: none"> • The priority for the equalities team is currently tackling discrimination on grounds of sexuality and faith • Policy Commission needs to cross reference and make connections between other forms of discrimination • Anti-age will need to link in at a relevant stage with the work being undertaken by the Council to develop Community Cohesion
Head of Corporate Human Resources (Training and Development), Corporate Strategy	<ul style="list-style-type: none"> • Training and development available to everyone • Various initiatives taking place such as Positive Action Training Highway, Chartered Institute Of Public Finance Accountants (CIPFA) trainees , and monitoring of age groups on courses via Oracle
The Operations Manager of the Youth Offending Team, Social Services Department	<p>A variety of initiatives to help young offenders:</p> <ul style="list-style-type: none"> • Anger management • Drugs awareness • Community payback • Work placements • The Motorvations Project • The Be Safe scheme • Youth Inclusion Project • Positive Futures Sport Project • Parenting Skills
The Head of the Youth Support and Development Service, Education, Arts and Libraries Department	<ul style="list-style-type: none"> • The service has a Statutory Service Plan and a 3 Year strategic plan • Undertaking more targeted work • Currently engaging 16% of the Youth Population • Directory of youth activities produced • Directory of organisations working with young people

Trade Unions	<ul style="list-style-type: none"> • Disillusionment/frustration for staff being forced to retire early. • Old style managers tend not to develop staff (effect of CCT) • Retiring/redundant staff not getting support they need • Appraisals and PDP's being neglected • There is a perception of inconsistency and unfairness in that the Council already keeps some staff on beyond retirement age
Age Concern	<ul style="list-style-type: none"> • Age Concern staff have the choice of retiring at 65 or continuing • Everyone has the same opportunity to apply for promotions, training etc. • Returners to work are given support • Job share is encouraged • People appreciative of an employer trying to support them and therefore staff sickness low. • All staff given 2 week induction course so they're at ease coming into the organisation. • If someone is coming to retirement age Age Concern tries to prepare them by offering training that might benefit them afterwards, for example as a hobby or in taking up new employment.
Citizens Panel	<ul style="list-style-type: none"> • Not enough information when people move into the area • Not enough facilities for young people • Residential care homes stipulate that people have to be above a specific age before they can become residents • Older employees pressurised to take early redundancy • Older neighbours can be discriminatory against young families • Elderly activities in LBBB not advertised enough
Staff Focus Groups Career Trainees	<ul style="list-style-type: none"> • Patronising attitude of colleagues • Age important on job application forms • Experience and qualification specification can be age discriminatory on application forms • Too few young people work here • Youth provision lacking

25-39	<p><i>Non-Managers</i></p> <ul style="list-style-type: none"> • Date of Birth should be optional on application forms • Access to council buildings not appropriate for elderly • Facilities for pensioners dwindling • Ageist comments – people making judgements about staff on basis of age • More effort to encourage younger people to engage in local democracy
40-50	<p><i>Non-Managers</i></p> <ul style="list-style-type: none"> • No age discrimination in training offered to staff • LBBB could be more flexible for parents with young children
	<p><i>Managers</i></p> <ul style="list-style-type: none"> • Retirement cliff-face – flexible working, gradual easing off would be better • Retirement courses not specific enough- should be individualised • Should be a retired workers organisation for LBBB staff • Job appointment process doesn't appear to exhibit age discrimination • Don't always have the confidence when attending training
Over 50	<p><i>Non-Managers</i></p> <ul style="list-style-type: none"> • LBBB 15-20 years behind other employers • More Council organised social activity would bring staff together • People treated differently because of experience not age • Not enough support for older staff • Younger staff given higher grades (unjustifiably) can cause friction • No appropriate training to progress you • Qualification specification on application forms is wrong • Training geared towards managers • Half did not have Personal Development Plans • More focus on work-life balance • Some people staying beyond retirement age

	<p><i>Managers</i></p> <ul style="list-style-type: none"> • Training could take into account different ages • Use of jargon during training • Some felt left behind because of the speed of changes
Greater London Authority	<ul style="list-style-type: none"> • Undertakes a monitoring role by the HR department and is reported monthly to the Equalities Policy Team. • External Relations Departments have done quite a significant amount of work with Age Concern and other London age forums, whereby an Older People's Assembly was created. . • There is also a commitment in the business plan to develop an Age Equality Scheme next year. The Equalities Team will be leading on this.
Employers Organisation	<ul style="list-style-type: none"> • Their work is centred on how age issues affect the employment relationship. • Their Diversity unit does also provide advice to local authorities on the diversity aspects of service delivery. • They have also published work on age related matters such as engaging with young people and managing an older workforce • They have produced an age alert early warning advice note in conjunction with The Society Of Personnel Officers In Government Services (SOCPO) and the Employers Forum on Age. • They are also holding a number of seminars around the country in September in order to explain the proposed legislation and discuss the critical matters.
Forum For the Elderly	<ul style="list-style-type: none"> • Conflict between young and old -felt to be result of a lack of provision for young people. • Forum feels they are a low priority for the Council. • Older people have been asked to re-locate to Council homes more appropriate for their needs • There is insufficient information in the Citizen for older people. • Not all elderly people at the Forum understand the terms used by the Council
Age Positive Champion - Leeds County Council	<ul style="list-style-type: none"> • Recruitment advertisements do not, and have not for many years, specified age restrictions. Neither do job requirements directly or indirectly, use criteria which restrict success on age based criteria. • The councils equality policy specifically refers to non- discrimination on the grounds of age. • Recruitment, training and other monitoring information refers to the age of applicants/participants etc.

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| | <ul style="list-style-type: none">• Celebrating the contribution of all age groups in the community doesn't really fall within the responsibility of HR but I would say that Leeds has a tradition of using diverse imagery, which by inference shows that we value young and old.• They value the contribution of their older workforce - the age profile leans to the older side.• Not sure that they do anything massively innovative but they consider that they have a culture of valuing staff for their contribution rather than stereotypical traits of younger or older people |
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DRAFT

Corporate Policy Statement of Principle on Equality for Older People

The Council is committed to:

- Expressing its concern about the discrimination experienced both in seeking employment and when in employment by people on the grounds of their age. The Council is also concerned about any age related discrimination when seeking to access or when using Council Services.
- The belief that age related discrimination, based on a wider prevalent ageism, which ascribes negative assumptions to employees and potential employee on the grounds of age is unjustifiable and can deny the Council access to the skills and experience of diverse age groups.
- Recognising that ageism or age related discrimination affects both older people and younger people. However, the Council also recognises that the older you become, the more intense the problem of discrimination on the grounds of age becomes.
- Working to eliminate any age unintended related or unintended institutional discrimination in its employment related policies, procedures and practices.
- The Council is further committed to ensuring that future policies, procedures and practices are equal opportunities based in terms of age.
- A recruitment policy, which ensures that ability to do the job, and no other factor, including age, will constitute criteria for appointment. The only exceptions to this policy will be those minority of positions for which there are an age qualification, for example insurance requirements for vehicles.
- Implementing the Government's Code of Good Practice on tackling Age Discrimination in Employment and working towards implementing the forthcoming EU Directive.
- The Council recognises that older people can also experience other forms of discrimination or disadvantage, and in its work to achieve quality for older people, it will ensure that full consideration be given to the heads of black and minority ethnic people, disabled people, women, lesbians and gay men and other relevant disadvantaged groups.