

Services for Older People Committee - Terms of Reference

Status

The Committee is a Working Group as defined in the BPA 2016. The Terms of Reference have been agreed by Age UK and the AEA Executive Committee (EC).

All Working Groups will:

- i. Use a co-design approach from inception to implementation.
- ii. Undertake joint work on ideas, issues, projects which contribute to the common goals in the shared strategy.
- iii. Work in the collective interests of the network.
- iv. Address issues in a timely way.
- v. Involve Brand Partners, Age UK and, where relevant, Nations.
- vi. Be accountable to their stakeholders: Brand Partners in England, Age UK and, where participating, Nations.
- vii. Consult as appropriate with the wider network and structures (in England and/or Nations) e.g., CEOs, trustees, practitioners and other Working Groups.
- viii. Communicate widely about the work of the Working Group in a timely way.
- ix. Be clear, through agreement between AEA and Age UK, on the role of the Working Group in relation to decision making (this will vary depending on the nature of the issues under consideration).

Purpose The purpose of the Committee is to draw on local, regional and national perspectives to co-design, in a timely way, initiatives, projects or programmes to support achievement of the common goals in the shared strategy. The Committee will in the main be advisory, making recommendations to the AEA EC and/or Age UK, but may have some specific decision-making responsibilities which will be clearly defined in its remit.

The specific remit of the Services for Older People Committee is:

- a) To work within the framework of a shared strategy, Manifesto for Collaboration and BPA.
- b) To engage with BPs in England and other stakeholders.
- c) To champion and support the development of quality driven, person-centred services across the Network.
- d) To support the sustainability and growth of local Age UKs.
- e) To promote and champion a culture of knowledge transfer across the Network
- f) To advise on future I&A strategy including supporting the development of new approaches; and income generation to enable sustainability.
- g) Advising on workforce development (paid and unpaid) to ensure safe effective, person-centred service delivery.

- h) Develop and share service models to suit different sources of income to facilitate sustainability, scalability and compliance.
- i) Contribute to and champion the development of a quality assurance framework and continuous improvement across all services.
- j) To advise Age UK on development of 'more and better Services for Older People to be delivered under the Brand across England to meet the aims of a shared strategy'.
- k) To advise on Age UK's support and services for BP services in the areas of: service development, funding, innovation, tendering and contracting, marketing (for services), learning events and training.
- l) To collaborate with other Working Groups on relevant issues.

Decision making and accountability

The Committee make collective decisions related to service development and delivery under delegated powers. Where development/issues are identified that are not strictly in its remit, or there is overlap with the Network development Programme Board, other Working Groups or are not addressed elsewhere, these will be referred to the AEA EC, with recommendations where appropriate.

The Committee ensures that accountability and transparency is not compromised in decision-making, and promotes efficiency and quality in the decision-making process.

The Committee is accountable to all Brand Partners and Age UK via the AEA EC and senior member of Age UK staff respectively.

The Committee will be expected to give an account of its work on a regular basis direct to Brand Partners (see communications below).

Reporting and communications The Committee will work with Services and Partnership Affairs staff to publish a summary of key issues covered at each meeting which will include an indication of the possible impact on Brand Partners if there is one.

This summary will be available to members of the Committee from Brand Partners to enable them to have a dialogue with colleagues in their region (at regional meetings or networks or by email) and elsewhere.

If a region does not appoint a member on the Committee then it will be invited to nominate an individual to receive the summary for the purpose of disseminating it to colleagues in the region (at regional meetings or networks or by email) and feeding in any comments via a member of the Committee.

The summary will be available to relevant Age UK colleagues to support their communications with their teams and to Nations' representatives for briefing colleagues and networks.

The Committee will produce an annual review summarising its work and plans for the year ahead.

Members

The Committee will comprise:

- a) A minimum of 5 and up to 9 individuals from members of the Age England Association appointed by each region and who meet the person specification
- b) Two from Age UK to include the Services and Partnership Affairs Director
- c) Each of Age Cymru, Age NI and Age Scotland will be invited to appoint one participant who meets the person specification
- d) If the above membership results in a specific gap in skills or knowledge then the Committee can co-opt up to two additional members.

Members from English Brand Partners and Nations will serve for two and a half years after which time they will be eligible to be re-appointed.

AEA member appointment process

Each English region will establish and publicise their own process for appointment of a member to the Committee. Guidance on a suitable process will be provided.

A person specification will be published (see below). Anyone who meets the specification will be eligible to put themselves forward.

If an AEA member misses three consecutive meetings their regional Chair will be informed and asked to consider appointing a replacement.

Chair A role description and person specification is provided for the Chair (see below). The Chair will be appointed from amongst the members from English Brand Partners, preferably at the first meeting of the Committee by consensus.

Members must be confident that the person appointed is willing and able to undertake the role.

If a Chair cannot be found from within the membership then the Committee will rotate the Chair, with members from English Brand Partners and the Nations each chairing at least two consecutive meetings in turn.

The Chair will serve for two and a half years and will be eligible to be reappointed.

Support team

Other Age UK staff may attend meetings for particular items as necessary.

Age UK may also appoint a member of its staff to attend to assist with coordination of Age UK input and to coordinate links (where relevant and appropriate) with the Network Development Programme Board and other Working Groups, and AEA EC with a view to maintain strategic oversight and pick up cross cutting issues.

Services and Partnership Affairs will provide administrative resources to record summary notes and actions, set up presentations and room, organise telephone/digital contributions and ensure delivery of refreshments.

Quorum

To make a recommendation to the Executive Committee/Age UK or decide on how to advise Age UK more than 50% of the English Brand Partner members must be present.

Sub-groups

The Committee may create sub-groups to undertake specific, time-limited tasks. All sub-groups will be advisory and report to each meeting of the Committee.

Frequency

The Committee will hold a minimum of 4 meetings each year.

Operation

In general meetings will be held virtually with alternative formats for futures meetings agreed by mutual consent, including consultation with Age UK regarding costs.

Expenses

Members from English Brand Partners and Nations may claim travel expenses when incurred in relation to Committee business in line with the Expenses Policy. Expenses will be paid by Age UK.

Review and changes to ToRs

The Committee will review these Terms of Reference at least every two years, taking into account the views of the Brand Partners in England.

If the Committee believes that changes to these terms of reference would improve its effectiveness then it can make recommendations to the AEA EC and Age UK.

Age UK or the AEA EC may also initiate a review.

Committee member person specification

A Committee member must:

- Be a Chief Executive, trustee or senior member of staff;
- Have relevant skills and experience for the Committee which they are applying to be on (see below);
- Be able and willing to consult and engage with colleagues in the region and across the wider network about the work of the Committee;
- Have a strategic perspective and be outward focused and forward looking;
- Be committed to working collaboratively and within the framework of a shared strategy, the Manifesto for Collaboration and the Brand Partner Agreement;
- Be committed to equality and diversity;
- Have a good understanding of the Age UK network and its diversity.

Committee members will be required to commit to:

- Attending their own regional meeting to report on the work of the Committee, and be willing to attend other regional meetings from time to time;
- Representing the views of regional colleagues when appropriate;
- Attending Advisory Committee meetings (usually in London) and making time to read papers and engage in dialogue with colleagues (average one day per month);
- Obtaining support from their Board/line manager to undertake the role.

Applicants must meet the following criteria:

- Knowledge/experience in designing, developing and delivering person centred services for older people, including I&A services, and working with older people and in partnership with others to do this;
- Knowledge/experience of developing innovative, transformative approaches to service design and delivery underpinned by cultural change, and a commitment to working with Age UK to develop these;
- An awareness and understanding of the changing external environment (including the policy environment) relevant to services for older people, and the local/national strategic drivers affecting future service funding, commissioning and service provision;
- An in depth understanding of the service development and delivery issues facing small, medium or large Brand Partners.

Chair: role description and person specification

The role The Chair of a Committee:

- Provides leadership to the Committee;
- Facilitates the development of a shared programme of work;
- Chairs meetings of the Committee;
- Works with the Working Group Support Officer and Age UK supporting staff to plan meetings, prepare meeting agendas and ensure that accurate Notes are produced, and action points identified and pursued;
- Makes sure that the Committee is working within the framework of a shared strategy, Manifesto for Collaboration and Brand Partner Agreement;
- Encourages a collaborative and co-design approach amongst members;
- Ensures that the wider network is kept informed and consulted as appropriate;
- Must be able to both represent the views of their region but retain impartiality when necessary;
- Will meet with Chairs of other AEA/Age UK Groups/Committees where necessary.

Person specification

As the Chair will be appointed from within the Brand Partner membership of the Committee, they must meet the person specification for Committee members. Additionally, they must demonstrate leadership qualities and the ability to facilitate collaborative working. Chairs must also commit additional time over and above that of a Committee member to allow for planning of meetings, agenda preparation and work on notes, action points and follow up. They will be supported by the Working Group Support Officer and Age UK Committee members.

Reviewed and approved by Services for Older People Committee on 17 August 2020.