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**Collector:** OEWG10 Accreditation (Web Link)  
**Started:** Friday, February 15, 2019 10:40:09 AM  
**Last Modified:** Friday, February 15, 2019 10:59:51 AM  
**Time Spent:** 00:19:42  
**IP Address:** 82.146.147.202

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Page 1: Tenth Session of the OEWG on Ageing 15-18 April 2019, UN Headquarters, New York

**Q1** Name of the organization:

Independent Age

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**Q2** The purpose of the organization:

Independent Age provides regular contact, a strong campaigning voice, and free impartial advice on the issues that matter to older people: care and support, money and benefits, health and mobility. We offer a broad range of quality information, expert one-to-one advice, and regular contact to over 1,000 vulnerable and lonely older people through our friendship services nationally and locally.

We have been known as Independent Age since 2005, but have a history stretching to 1863, when the United Kingdom Beneficent Association (UKBA) was established. UKBA was incorporated under the Royal Charter to become RUKBA, and later merged with two other charities, Counsel and Care and the Universal Beneficent Society (UBS). Today we are a modern charity, helping to build a better future for older people in the UK.

We give free, independent and confidential advice over the telephone for older people, their families and carers on issues such as getting help at home, residential care, staying in touch with other people and welfare benefits. We also produce a range of free printed and online information resources.

We use the knowledge and insight gained from our frontline services to challenge poor care and campaign for a fair deal for older people – a reasonable standard of living, fair access to information and an opportunity to contribute to their communities.

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## Application Form for Accreditation to the Open-ended Working Group on Ageing (OEWG)

### **Q3** Information as to the programmes and activities of the organization in areas relevant to the human rights of older persons:

Independent Age believes that everyone in later life should be treated fairly and equally. We have carried out several strands of work in which we showcase diversity in older age, highlight prejudice and discrimination, and promote ways to support and protect older people's rights. Examples of recent activities in this space include:

- Commissioning a discussion paper on the use of the law to challenge age discrimination, and holding a workshop with key stakeholders to identify core strategic areas to focus on: age discrimination in the NHS and healthcare; social care in the home and residential settings; elder abuse; carers; barriers to access to legal advice; and social exclusion and intersectional issues.
  - Campaigning for a fairer social care system. We believe all older people have the right to good-quality, affordable social care. We are currently campaigning for free personal care for older people, in order to enable them to live with dignity, independence and control.
  - Providing free and impartial financial advice to older people, to support them to access welfare benefits that they may be entitled to, such as pension credit.
  - Running a blog series on ageism. This explored ways in which older people are discriminated against, and ways in which this can be tackled.
  - Responding to the Equalities and Human Rights Commission's Strategic Plan 2019-22, highlighting the need to focus on age discrimination in their work.
  - Hosting the Campaign to End Loneliness, a network of organisations and individuals working to tackle loneliness at national and local level in the UK. Independent Age also provides regular contact to over 1,000 vulnerable older people through our friendship services.
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**Q4** Confirmation of the activities of the organization at the national, regional or international level:

Independent Age operates within the UK through a network of area managers and volunteers delivering activities at national and regional levels.

We provide telephone friendship services in England, Scotland, Wales and Northern Ireland; face-to-face friendship services in England, Scotland and Wales, and information and advice in England. Our main activities can be summarised as:

**Helpline:**

We give free, impartial advice over the telephone for older people, their families and carers on issues such as care and support, money and benefits, health and mobility.

**Information, guides and advice leaflets:**

We provide information for older people, their families and carers through this website and by distributing free printed advice guides and leaflets. Topics include money, support and care, housing options, health, personal life and future planning.

**Regular calls and visits:**

With the help of our committed volunteers, we provide friendship services to relieve loneliness and isolation. These are delivered through phone calls, visits, telephone discussion groups and more, enabling older people to feel more connected to their local community.

**Campaigning and research:**

We campaign to ensure people can enjoy a financially secure, healthy, active and connected older age. We also undertake leading research to ensure government, health and care services, and other partners, deliver the improvements older people seek.

**Volunteering:**

With the help of our committed volunteers, we offer friendship services delivered through phone calls, visits and telephone discussion groups, helping older people to feel more socially connected. Over 1,500 volunteers helped provide life-changing social contact to vulnerable older people in 2017.

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**Q5** A list of members of the governing body of the organization and their countries of nationality:

Justine Frain {Chair} (British)  
Mike Craston (British)  
Vivienne Dews (British)  
Martin Green (British)  
John Hannaford {Treasurer} (British)  
Simon Inchley (British)  
Estelle McCartney (British)  
Paul Richardson (British)  
Dame Helena Shovelton (British)  
James Steel (British)

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**Q6** List of financial sources and contributions, including governmental contributions:

We do not receive any government funding, but instead rely on the generous support of individuals, charitable trusts, companies and community groups to help expand our vital services, our public engagement work and our ongoing campaigns to secure a fair deal for older people.

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**Q7** Copies of the annual or other reports of the organization with financial statements (File size limit is 16MB):

**Independent\_Age\_Annual\_report\_and\_accounts\_2017.pdf (7.2MB)**

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**Q8** Please attach additional copies if needed (File size limit is 16MB):

**Respondent skipped this question**

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**Q9** Please attach additional copies if needed (File size limit is 16MB):

**Respondent skipped this question**

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**Q10** A description of the membership of the organization, indicating the total number of members, the names of organizations that are members and their geographical distribution:

As at 31 December 2017, Independent Age has 50 individual Charter Members. Charter Members are appointed when an application, which may have been invited by the Trustees, has been approved by the Trustees. Trustees are appointed Charter Members for the period of their trusteeship only. Charter Member names are published in our Annual Report.

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**Q11** A copy of the constitution and/or by-laws of the organization (File size limit is 16MB):

**Independent Age Charter.pdf (298.2KB)**

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**Q12** Please attach additional copies if needed (File size limit is 16MB):

**Respondent skipped this question**

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**Q13** Please attach additional copies if needed (File size limit is 16MB):

**Respondent skipped this question**

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**Q14** Contact information:

First Name	<b>Meg</b>
Last Name	<b>Stapleton</b>
Full Legal Address	<b>Independent Age</b>
Address 2	<b>18 Avonmore Road</b>
City/Town	<b>London W14 8RR</b>
Country	<b>United Kingdom</b>
Email Address	<b>meg.stapleton@independentage.org</b>
Phone Number	<b>020 7605 4262</b>

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**Q15** Website

<https://www.independentage.org/>

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