CALOUSTE
GULBENKIAN
FOUNDATION

Ageing and Social Cohesion Programme

Lessons learnt and consultation on future work

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SUMMARY

This briefing reviews four years of operation of the Calouste Gulbenkian Foundation's Ageing and Social Cohesion Programme. The programme was designed as a response to demographic change and explores social connectedness and the strength of communities in the UK and Portugal in the context of a rapidly ageing population. This document provides information about how the programme was developed and delivered and its ethos. It highlights emerging learning, on the basis of which it makes some initial suggestions about how funds might be allocated in the future if the Foundation decides to continue addressing this set of issues. It marks the start of a consultation in which you are invited to participate.

INTRODUCTION

The Calouste Gulbenkian Foundation is a charitable foundation established in Portugal in 1956 with cultural, educational social and scientific interests. With its headquarters in Portugal and branches in the UK and Paris the Foundation is well positioned to address transnational issues and learn from the exchange of ideas and good practice across borders.

This briefing looks back over four years of the Calouste Gulbenkian Foundation's Ageing and Social Cohesion Programme – an initiative which has operated in both the UK and Portugal. In the context of a rapidly ageing population, the main objective of the programme has been to:

create stronger, more mutually supportive communities, in which older people are valued and enabled both to engage and contribute to their full potential.

Since 2008, £2.5 million has been awarded to some 70 initiatives in both the United Kingdom and Portugal to achieve this objective. In addition to these grants, and perhaps of equal importance, the Foundation has made connections, brokered relationships and developed partnerships to support funded work.

The Foundation is considering building on this work and will develop its policy and practice based on discussion with partners and other experts. This briefing is designed to be a stimulus to such dialogue:

Section 1 provides information about the programme and gives an insight into how and why it was developed.

Section 2 summarises emergent learning organised around key issues and approaches.

Section 3 makes some outline proposals about possible future work on this theme.

Case studies of funded work are provided on pages 15–19.

The Foundation would welcome feedback on the issues and approaches described, as well as on the outline proposals for possible future work.

SECTION 1
ABOUT THE PROGRAMME

The programme was framed with the intention of addressing the quality of social connections between individuals, and the strength of communities, in the context of a rapidly ageing population. Within the European Union approximately 17.8% of the total population is now aged 65 or over. In 2010, the median age was 40.9 years and is estimated to rise to 47.6 years by 2060 (Eurostat 2012). This change will have an enormous impact and innovation will be necessary to ensure that our societies remain socially, as well as economically, productive.

Innovation is needed to ensure that older people:

- have opportunities to remain engaged in their communities and, more widely, in society;

- retain and develop the social connections crucial to securing physical and psychological well-being;

- receive the support and/or care they need to engage and contribute to their full potential.

There are two imperatives: to secure a better quality of life for older people, and – in the context of shrinking public sector investment and potential increased demand for services – to foster stronger communities, better equipped to care for and value older people and the skills, experience and wisdom they can contribute.

DEVELOPING THE PROGRAMME

The Foundation conducted an exploratory phase, commissioning research in the UK and Portugal to assess current provision and identify gaps. This early research highlighted three distinct, but interrelated issues, with a particular influence on older people's quality of life and role in society: isolation, intergenerational connections and dementia (Counsel and Care 2006). An interactive scoping phase followed. This included commissioning studies covering each of the three areas as well as a poll on perceptions about intergenerational relationships and hosting expert seminars for academics, practitioners, and other stakeholders (Calouste Gulbenkian Foundation 2008). It was decided that interventions in Portugal might best focus on dementia, whereas interventions in the UK should concentrate on isolation. Intergenerational connections was identified as an area where a transnational approach would be of particular value.

INTERVENTION STRANDS

Isolation and loneliness

One of the findings from the scoping phase was that social isolation – and the loneliness in older age which often accompanies it – is a key issue that is largely overlooked. Transitions – including retirement, bereavement and loss of mobility or sensory impairment – affect older people's ability to maintain and develop social connections in later life with the result that 10% of older people report feeling lonely most or all of the time (Age UK Oxfordshire 2011). The impact of loneliness on physical and mental health is well documented. For example, its impact on health is as great as smoking (Holt-Lunstad, Smith and Layton 2010). The fast pace of technological development also means that older people in particular require support in order to remain connected (Independent Age 2010).

At a seminar hosted by the Foundation in October 2008, a range of organisations working with older people, including 'social sector' and statutory representatives from housing, health and other services, began to discuss this agenda and possible areas for collaboration. The consensus was that a coalition which brought together some of the key players in the UK with the power to influence outcomes for lonely older people and to identify best practice in reducing loneliness in older age would provide the best response. The Foundation took this forward by funding the Campaign to End Loneliness (see case study 1). More recently, the Foundation has also funded the Shaftesbury Partnership to undertake research on life transitions, led by Lord Wei, in order to understand better how loneliness and other challenges in older age might be overcome. This research (Wei and Hulme 2012) could potentially lead to the piloting in the UK of a National Retirement Service modelled on the government's National Citizen's Service.

Intergenerational connections

Relatively little is known about the efficacy of intergenerational work despite the fact that good relations between generations are generally acknowledged as important both for families and communities. The scoping phase indicated a need to understand and document practice; without this, support would remain patchy and ineffective. Therefore, the focus of this funding strand became to share and strengthen best practice, test and capture learning from a range of pilots in the UK and Portugal and spread intergenerational practice. More recently, the Foundation has been exploring how to take this practical knowledge forward through the piloting of shared-space initiatives.

IntergenerationAll, a collaboration between the UK Branch and the Gulbenkian Human Development Programme in Lisbon, piloted new approaches to intergenerational activity by trialling work in a range of settings, involving a variety of age groups and focused on specific issues (such as loneliness and isolation). Based on a major scoping study by the Oxford Institute of Ageing (Harper and Hamblin 2009) the intention of IntergenerationAll was to create a clear picture of initiatives that lead to sustainable, engaging cross-generational relationships that strengthen communities by producing a user-based assessment of the value of a range of intergenerational schemes (see case study 2). The programme was evaluated by OIA.

Other projects funded under this strand include a major transnational research project on grandparents in Europe by

Grandparents Plus; a series of design awards called Action for Age – led by the RSA in the UK and ExperimentaDesign in Portugal – for students designing products or services for older people or that fostered intergenerational connections; a scheme to support older social entrepreneurs run in the UK by UnLtd (see case studies 3, 4 and 5); and the establishment of a European Map of Intergenerational Learning (EMIL), a network which has built an invaluable repository and laboratory for intergener-ational practitioners across Europe.

Dementia
According to OECD Indicators (Organisation for Economic Co-operation and Development), there are an estimated 14 million people aged 60 years and over suffering from dementia in OECD countries, which is more than 5% of the population in that age group (OECD 2011). An expert seminar hosted by the Foundation in July 2008 discussed and agreed that a broader approach to this issue was necessary, i.e. one that takes into account the health, economic and, crucially, social impacts of this illness on patients and their carers, rather than just the biomedical aspects.

The carers of people with dementia often take on a full-time, highly specialised role which requires expert knowledge, great skill and a positive attitude. Often they receive little training or support resulting in significant stress. Knowledge of how best to support individuals with dementia and their families is improving and appropriate provision needs to be made. For example, psycho-social interventions are considered particularly effective in increasing knowledge, mitigating depression and increasing well-being (Calouste Gulbenkian Foundation 2008).

Negative perceptions of people with dementia can reinforce and exacerbate the loneliness, isolation and general lack of well-being felt by those with the condition and their carers. In Portugal, the Foundation has been exploring how neighbourhood networks, such as São Nicolau and Nossa Senhora de Fátima in Lisbon, can work to counter these negative perceptions, thereby maximising the contribution that local people and organisations can make to tackling the issue.

The Gulbenkian Human Development Programme in Lisbon has supported various initiatives. Caring for the Caregiver is a project that offers support to formal and informal carers of dementia patients with the aim of enabling older people to stay in their homes (see case study 6). It is now being enhanced and expanded through another initiative, Caring +. A further project, proFamilies-Dementia, provides psycho-educational support, among other kinds of assistance, to chronically ill dementia patients and their families, helping them to adjust to the illness.

DELIVERING THE PROGRAMME
Between 2008 and 2012 the Foundation has worked on these three strands: isolation, intergenerational connections and dementia using a variety of techniques. It has, for example:

- piloted solutions in local communities;
- commissioned significant pieces of research to inform policy and practice;
- established a campaign;
- promoted the showcasing and sharing of good practice.

Its work across programme strands has a number of characteristics:

- a commitment to strengthening community and voluntary organisations that work with and for older people as opposed to solely funding work with a direct impact on older people's lives;

- an emphasis on promoting and embedding new approaches by supporting partnerships between diverse organisations and individuals (for example, service providers and design professionals);

- the promotion of, and support for, an inclusive approach, i.e. one that fully involves participants in the design and delivery of projects;

- involving experts and the wider community of practice in programme development through, for example, advisory groups;

- support for a number of strategic projects.

These strategic projects include two overarching pieces of research in the UK by the Institute for Public Policy Research (IPPR) and the Centre for Social Justice (CSJ). The resulting reports, *Getting On: Well-being in later life (*McCormick *et al.* 2009) and *Age of Opportunity: Transforming the lives of older people in poverty* (CSJ 2011), both produced valuable policy and practice recommendations. While, in Portugal, the Foundation has supported the creation of the Institute of Ageing, in partnership with the University of Lisbon, to conduct research and organise training and events to promote greater understanding of older people and the issues which affect them. Additionally, the Foundation funded the Social Innovation Exchange (SIX) network to run a workshop at the Foundation's offices in Paris which brought together a range of multidisciplinary participants to consider what opportunities for innovation are presented by an ageing society and to exchange ideas.

Funding in this area also reflects a number of cross-cutting approaches which mirror the Foundation's general ethos and approach: collaboration; contribution; co-design; community and communications technology. These are discussed in more detail in the next section.

SECTION 2
CROSS-CUTTING APPROACHES

COLLABORATION

The issues the Ageing and Social Cohesion Programme seeks to address are highly complex. The problem of loneliness in older age, for example, is influenced by a number of factors. Although the dynamics are different for each individual, poor transport links, bereavement, strained or distanced relationships with family members and poor health may, along with other factors, contribute (Age UK Oxfordshire 2011). A number of different organisations potentially have an important role to play in addressing or alleviating loneliness and isolation in older age. In the UK, to support the development of more effective, concerted solutions the Foundation decided to bring together the key players in a coalition, offering staff time, office space and funding to a group which became the Campaign to End Loneliness (see case study 1). Similarly, the issues surrounding dementia are also complex, requiring collaboration between health and social care practitioners. In Portugal, the Foundation supported a project entitled Caring for the Caregiver, which is a good example of the benefits of such partnerships (see case study 6).

In a climate of austerity and reduced public spending, making the best use of all available resources takes on a new significance. Mobilising private sector resources such as buildings and expertise has an important part to play. However, different mind-sets and ways of working often obstruct partnerships between private sector and voluntary and public sector organisations. In the UK, the Foundation funded Demos to explore the potential of such partnerships and to investigate how some of the barriers to collaboration could be overcome. The resulting report, *Ageing Sociably* (Bazalgette, Cheetham and Grist 2012), contains a list of recommendations for businesses, voluntary organisations and local and national government. Additionally, in 2012, the Foundation participated in a workshop led by the OECD (Organisation for Economic Co-operation and Development) on anticipating the needs of the 21st century silver economy, where the Foundation led a discussion around the role of public-private partnerships and the new forms of social entrepreneurship that are emerging to address and anticipate the needs of ageing societies. A major conclusion from the workshop was that there is a need to strengthen such partnerships and to promote collaboration among multiple actors.

The practical benefits of collaboration in service delivery have been demonstrated in the IntergenerationAll programme (see case study 2). Notably, some of the most successful projects were those which established strong partnerships. Projects which effectively involved a range of community-based organisations, including schools, care homes and youth groups, had greater credibility and – crucially – were more capable of sustaining their work beyond the period of funding. However, there can be substantial difficulties in developing strong, sustainable partnerships – not least time and resources – which mustn't be overlooked.

This important lesson about the value of partnerships was reinforced in the UK by the Centre for Social Justice's major policy report *Age of Opportunity: Transforming the lives of older people in poverty* (CSJ 2011), funded by the Foundation and published as part of the think-tank's *Breakthrough Britain* series. CSJ highlighted the importance of dynamic partnerships between statutory agencies – the police, fire services, district nurses, social workers, GPs etc. and voluntary and community organisations. Not least because such partnerships enable effective outreach to the loneliest and most isolated. The Foundation has since funded a follow-up conference, co-hosted by CSJ and the Campaign to End Loneliness, which brought together a range of policy-makers and practitioners to further discuss these vital connections.

Emerging conclusions…

Collaborations and partnerships, while they take resources to develop and maintain, can result in a more effective and targeted use of resources in the longer term.

Funders and commissioners can act as effective brokers in bringing organisations with common concerns together to cast a spotlight on a particular issue, enabling them to combine their skills and resources to address them more effectively.

It is important for organisations seeking to act as brokers to recognise both the value of collaborations and the particular factors – time, space, and flexibility – required to make these work.

CONTRIBUTION

Older people are often regarded as a homogenous group and negatively stereotyped as passive recipients of care and support. However, the reality is very different. Older people have diverse interests, needs and opinions and many, perhaps the majority, are engaged in supporting others in their families or communities, or would be willing to do so.

Many older people, for example, make a major social and economic contribution by looking after grandchildren; often as a response to difficulties in the families such as health, drug or alcohol problems. A major transnational study undertaken by Grandparents Plus with the support of the Foundation (see case study 3) shows that the numbers of grandparents in kinship care roles has risen and that the UK has one of the highest proportions (41%) of working-

age grandparents in Europe (Glaser *et al*. 2010). Age UK estimates that grandparents provide a total of at least £3.9 billion in childcare per year in the UK – an impressive figure. However, due to the informal nature of such arrangements, they are often invisible to policy-makers and practitioners.

However, it is not only the fit and active that seek to contribute. The Campaign to End Loneliness's baseline survey *Listening to You* (Campaign to End Loneliness and Charities Evaluation Services 2011) found that a substantial proportion of older people interviewed (35%) wanted to do more to contribute to society and get involved in their community. However, various obstacles stood in the way, including having a disability, lack of mobility and being house-bound. More needs to be done to assist people in overcoming such difficulties since being able to help others is likely to help alleviate their own personal challenges, for example loneliness and isolation.

To incentivise even greater participation there is also a need to create attractive opportunities for continued contribution. The IntergenerationAll programme provides evidence of this (see case study 2). The most successful projects were those focused on bringing people together around common, or complementary, interests and passions. This model made for more enthusiastic participation and was more successful in engaging and, crucially, retaining volunteers.

A proportion of older people are also looking for profitable ways to continue to contribute by setting up their own businesses, some but not all providing services to other older people, a group that traditionally has been underserved. To this end, in the UK the Foundation has supported the Engage Programme run by UnLtd (see case study 5).

It has also funded the School for Social Entrepreneurs to support older people setting up social enterprises.

Emerging conclusions…

It is very important – for its own sake but especially in the context of ageing populations – to break down the myth of older age as a period of frailty and withdrawal. Any solution to the challenges of demographic change which aims to be sustainable must take an asset-based approach and build on older people's desire and willingness to contribute their expertise, skills and wisdom.

Many older people remain fit and active and already make a big contribution to society; those who are facing challenges and require help also have a desire to help others and an approach that enables these people to contribute could have a positive impact on their own well-being as well as that of others.

Both older and younger people need to be given attractive opportunities to engage. In the case of intergenerational practice, in particular, the most successful projects were those based on common interests and passions, to which both young and older people can make a valued contribution. In fact the badge 'intergenerational' can be a barrier to success – the most important thing is to provide a natural starting point for conversations and therefore relationships.

CO-DESIGN

Co-creation, of which co-design is only the first step, actively involves customers or beneficiaries in the creation of products, services or activities. The Foundation believes that it creates projects which better meet needs and truly reflect aspirations as opposed to simply replicating traditional service models. The approach, which typically devolves power from the project leader to the user, also engenders an increased sense of ownership which can make the project more sustainable. However, implementation involves a step change in thinking and can be difficult without ample time and support.

In recognition of the value of embedding this approach, the Foundation decided to commission Thinkpublic – the UK's leading service design agency – and the Institute of Social Entrepreneurship in Portugal to offer structured one-to-one support on co-design and prototyping to each project funded within the IntergenerationAll programme (see case study 2). This support involved visits to the selected projects, workshops on co-design and prototyping techniques, online mentoring and a final celebratory event to exchange learning.

The Foundation has also championed co-design by funding the RSA's Action for Age project (see case study 4), which challenged young designers to create service solutions for isolated older people. This initiative was subsequently expanded to Portugal through a partnership with ExperimentaDesign, a Lisbon-based design biennale. In Portugal, students from 23 design schools embraced the challenge to develop new products and services for older people based on intergenerational practice. Of these,

12 student teams were supported to implement their designs within their communities, co-designing and producing their initiatives with older and younger people.

Emerging conclusions…
Projects based on co-design methodologies are likely to have a number of distinct benefits over other projects, for example because they:

- *involve local people in delivering solutions, often providing them with training and or tools to support implementation;*

- *leave a legacy in the community and are therefore more sustainable;*

- *devolve power from the project lead to the participants, thereby generating a greater sense of ownership and creating products and services that truly reflect needs and aspirations.*

COMMUNITY

The delivery of intergenerational projects within communities is greatly enhanced by the creation and maintenance of solid links with community-based organisations such as schools, libraries, older people groups etc. (discussed further under collaboration). However, once a project has established these partnerships and become embedded within the community it can become a powerful tool for community development. Although more evidence is needed to underpin this, the indications from the Foundation's IntergenerationAll projects are that intergenerational practice can bring communities together and help to ameliorate difficult social problems. This

suggests that intergenerational work is not only 'nice to have' but a valuable tool for creating engagement and a better quality of life within communities.

A compelling example in the UK is the Historypin project created by We Are What We Do. This saw nearly 2000 members of the community involved in 'Pinning Reading's History', with interaction happening at various levels: within the family, at community level between students and older residents and within the intergenerational volunteer group which led the project. This core group reached out to other members of the community to motivate them to participate. The result was a significant level of participation and increased interest in community engagement (see case study 2).

In Portugal, another intergenerational project in north Lisbon, Altas Hortas, is increasing the sense of belonging in a community by linking urban farming organisations and supporting them to use appropriate public areas to develop their work. Located in a new urban development area of Lisbon, their main purpose was to use ground allocated to be a park as a local farm, where older inhabitants could meet younger people and newcomers to care for their allotments collectively. Additionally, older volunteers also work with students at local schools, reusing neglected school grounds as allotments, thereby fostering social connections and cohesion in the community.

Emerging conclusions…
Intergenerational work has the potential to be a valuable tool or mechanism for sustainable community development, and can potentially help to ameliorate difficult social problems, but we need to better understand its potential and how best to deploy it.

COMMUNICATIONS TECHNOLOGY

The Foundation has funded a range of initiatives examining the issue of older people and access to and use of communications technology. This is important because increasingly it defines the extent to which older people are fully participating members of society with the same opportunities to access a wide range of products and services at an affordable price, pursue their interests, maintain their connections with family members, who may be dispersed geographically, and sustain and develop their network of friends and acquaintances. The Foundation's interest also stems from the fact that technology is not fully exploited to support older people and improve their quality of life.

In the UK, the Foundation has funded Independent Age to undertake a major piece of research examining whether technology might provide a solution to loneliness and isolation amongst older people (Independent Age 2010). Their report highlighted the importance of provision that reflects older people's interests and responds to their needs. While often the assumption is that problems related to technology will be solved by the introduction of new 'kit', the research indicated that a greater impact would be achieved if existing work – both service and product-based – was strengthened and

linked up and if older people were provided with more sustained support in accessing and using communications technology.

The Foundation has since concentrated on two pilot initiatives in the UK: the replication of the Canadian personal social network, Tyze (see case study 7), and Beetroot TV, a web-TV channel for older people. In Portugal, funding has been provided for a collaborative platform – emili@ – designed to increase and enhance older people's access to ICT (see case study 8), and the *Domo Nostra* Centre (centre in our home), which aims to connect older people with permanent or temporary mobility difficulties through a specialist assisted conference call system.

Emerging conclusions…
Technology can help to address social isolation and loneliness amongst older people but there is a need to link initiatives, improve collaboration and provide sustained community-based training and support.

Affordability and appropriateness are crucially important; often products are not geared towards older people's needs and aspirations and many never come to market because they are not affordable. Product and service development needs to be rooted in discussion with older people and a proper understanding of their wishes and requirements.

SECTION 3
CONSULTATION

One point constantly reinforced by our partners is that a focus on age per se can lead to stereotyping which masks the variety and complexity of people's needs and aspirations. It has also tended to support a deficit-based model, which fails to recognise the skills, experience and enthusiasm which people at different life stages have to offer and the support they may need to successfully negotiate life's transitions.

The approach that we would propose to champion in the future is an 'all-age' approach to planning and service delivery for an ageing population. This would reflect our core values – **inclusivity**, **respect**, **dignity**, **the importance of relationships and fairness for all**.

Question 1: Do you agree that this is the right starting point?

Based on this approach we propose to build on past and current projects by supporting a new series of interventions in the UK and Portugal.

Question 2: Do you agree that we should build on past and current work or do you consider that a more fundamental rethink is required?

POSSIBLE FUTURE INTERVENTIONS

The ideas explored below represent possible new interventions. However, we maintain an interest in developing some of the most successful initiatives we have funded and also in engaging further with projects which have experienced challenges.

Intergenerational connections – shared spaces

The Foundation commissioned the London Early Years Foundation and the Beth Johnson Foundation to undertake initial research examining intergenerational work and shared sites. The research challenged the focus on shared sites or co-located services, proposing instead 'shared space' and describing their attributes as including that people from different generations are able to enjoy regular contact, both formal and informal, and that they are actively involved in planning and running all activities. Building on the report's recommendations, the Foundation is considering a potential pilot exploring intergenerational shared space, and key success factors, in three different settings, including one educational setting and one environmental setting.

Exploring key life transitions

In 2012, the Foundation funded a research project led by Lord Wei and delivered by the Shaftesbury Partnership. Based on analysis of the National Citizen Service (NCS) Youth Programme, which launched in 2011, it explored the potential for using this model for other life transitions.

It proposed a **National Retirement Service**, led by retirees for retirees, with the support of their employers and the state, providing assistance in planning for the future, building self-help networks, and engendering trust across generations. It would aim to improve the economic outcomes, health, and well-being of individuals and their communities. The Foundation is exploring options for the piloting of such a service.

Intergenerational fairness

Older people are often now accused by the media of damaging the economic prospects of younger generations. The myths, stereotypes and potentially faulty assumptions that underpin this portrayal could reduce solidarity between the generations. There is an urgent need for a better informed public debate on the issue. Such a debate might be encouraged and supported by the Foundation. It might for example:

- establish an intergenerational commission of experts on younger and older people to explore the issue;

- commission research on informal transactions, financial and other, between younger and older people in families and communities;

- commission a poll to better understand how younger and older people really feel about the issue.

Measuring the impact of intergenerational work

Although there are many indications, and much anecdotal evidence, that intergenerational work can help ameliorate difficult social problems, there is a lack of tools to effectively measure and describe this impact. It is therefore proposed that the Foundation develops, in collaboration with the intergenerational community of practice and evaluation and measurement experts, effective tools to measure impact at a community level. The Foundation considers this would be an important step in developing intergenerational practice, potentially helping to make the case for more significant and sustained investment.

Question 3: Do you consider these are the right issues to focus on? Are we proposing to address them in the best way?

Case studies

Case study 1 (UK initiative)
CAMPAIGN TO END LONELINESS
The Campaign to End Loneliness is a coalition of organisations and individuals working together through research, policy and campaigning to combat loneliness in older age in the UK. Its vision is for fewer people to feel chronic loneliness in older age and for more people to maintain their connections through times of transition, for example, from work to retirement. It is led by a coalition comprising Age UK Oxfordshire, Independent Age, Sense, Manchester City Council and WRVS. It also works collaboratively with a wide range of other organisations. The Campaign:

● has developed the knowledge base on loneliness and isolation amongst older people by organising research conferences, producing publications and supporting a Research Hub which enables researchers and practitioners to share information about relevant research;

● has produced a guide for local authorities on how to combat loneliness amongst older people;

● has brought the charity and statutory sectors together to learn from each other, and from research, about tackling loneliness;

● has produced a toolkit for health and well-being boards in England and is currently working intensively with local groups in six areas to raise their awareness of the problem and appropriate solutions, while spreading this work across the rest of England through its 600 supporters and liaison with networks of older people's fora and local charities.

Case study 2 (Joint initiative)
INTERGENERATIONALL
IntergenerationAll comprised a total of 18 intergenerational projects, 11 based in the UK and 7 in Portugal. The projects trialled different approaches to intergenerational work, delivered in different settings, under a small collection of themes (for example, loneliness and isolation) and with an emphasis on the use of communications technology. The programme had two distinctive characteristics:

Prototyping – projects were required to generate, develop and test project ideas with members of the community they intended to serve. Thinkpublic, a social design agency, was commissioned to guide and support projects with this aspect of their work, with a specific focus on how best to involve users in the design process.

An emphasis on **sustainability** – projects were charged with considering how they might make their work sustainable or otherwise leave a legacy supporting the delivery of high quality intergenerational work. The Beth Johnson Foundation in the UK and the Social Entrepreneurship Institute in Portugal were contracted to help projects achieve this.

Some examples of IntergenerationAll projects:

Lambhill Stables is a community facility in an area of high unemployment and community fragmentation. The IntergenerationAll project brought people together across the age range to develop work on three themes: a community garden

and local food; art and heritage; and outdoor space and leisure. Local volunteers and groups determined the themes and formed steering groups to work on each. The project was developed using a team challenge method, teams of volunteers were invited to meet the challenge by working and learning together. Lambhill Stables "sees this method as starting **changes** at a project level that develop a life of their own, are adopted by the local community and lead to a widespread change in the environment".

Historypin is a project developed by the not-for-profit company, We Are What We Do, in partnership with Google. It sets out to bring people together, from different generations, cultures and backgrounds, to gather and share the history and culture of their communities. People can add photos, videos, audio files, stories and recollections to the Historypin website, including through iPhone and Android apps, pinning them to a particular point in place and time. Historypin works with a range of organisations and individuals to encourage them to embed an intergenerational approach into their existing work using this tool. Partners in the funded project, such as Reading Museum and Magic Me, did this, recognising its value. We Are What We Do has generated a range of resources to support schools and community organisations wishing to adopt the Historypin approach.

TOCA is a community project developed in Intendente, a neighbourhood in the centre of Lisbon with a poor population from a variety of migrant backgrounds. In its first phase the project worked with three different age groups on arts activities. Next, a series of gatherings were organised to bring the different groups together. Finally, all the participants collaborated on an

artistic work, using the ideas that emerged from the gatherings. TOCA has succeeded in strengthening the links between local organisations and engaging the population in community-based activities.

Aldeia Pedagógica is a community development project located in Portela, a small village near Bragança, in the north of Portugal. The main purpose of the project was to promote the transfer of knowledge about cultural traditions and farming techniques from older inhabitants to younger generations. A series of school visits to the village were organised, where children met older people who were masters of traditional techniques. As a result, there is now greater recognition of the value of these old neglected villages, which is a basis for a new sustainable model of development for such communities.

Case study 3 (Joint initiative)
GRANDPARENTS PLUS
Grandparents Plus is a national charity that champions the vital role of grandparents in children's lives – especially when they take on the caring role in difficult family circumstances.

The Foundation has provided funding to Grandparents Plus for the development of the first in-depth study of the role of grandparenting across a number of European states. The study, a partnership with the Beth Johnson Foundation and the Institute of Gerontology at King's College London, was conceived because relatively little is known about the demography of grandparenting or how policies in different European countries support different grandparental roles.

The interim report, published in June 2010, includes a comprehensive literature review

and a review of family policies across ten EU states. It shows that grandparents are playing a major role in family life across Europe, that their involvement generally has a positive impact on children's lives but that intensive childcare is associated with isolation and financial hardship. It also shows how, in recognition of the contribution made by grandparents, policy and practice in relation to grandparenting is developing across Europe. For example, in a number of EU states grandparents are entitled to paid leave, transferable parental leave and can, in some circumstances, be paid for the care they provide.

The larger research project will be complete during the first half of 2013. Its main objective is to examine how different policy regimes relate to different levels and types of grand-parental involvement in the following ten countries: Denmark, France, Germany, Hungary, Italy, the Netherlands, Portugal, Romania, Spain and the UK.

Case study 4 (Joint initiative)
ACTION FOR AGE
The RSA Student Design Awards have established a reputation for challenging young designers to apply their skills to difficult social issues. The 2008/09 Action for Age project set design students the challenge of designing a service that could help to restore a sense of well-being to isolated older people and to do so by engaging them in the process of design. This project was a collaboration between the RSA, the Foundation and GlaxoSmithKline.

Six projects were shortlisted from 70 applications and offered mentoring and provided with the opportunity to test out their proposals in stakeholder workshops before presenting them to a final judging panel. Three projects won awards: two with

a focus on developing intergenerational connections and one which sought to enable older people to make a greater contribution in their communities.

One aim of the project was to explore the place of service design and a user-centred approach in design education. The RSA concluded that there was a need for "a debate about the placement of product design and service design in the same sphere of study, and for wider teaching of the user-centred, interdisciplinary design approaches that many believe lead to outcomes that are more inclusive, more sustainable and more meaningful".

In 2010/11 Action for Age 2 was run by the RSA in collaboration with ExperimentaDesign in Lisbon and with the support of the Foundation and the Santa Casa da Misericordia de Lisboa. The new brief was to encourage intergenerational relationships in order to address the needs of older people vulnerable to loneliness and isolation. Twenty-three design schools and 220 students were actively involved; 81 applications were received and 12 projects shortlisted. These projects received one-to-one mentoring and participated in prototyping workshops and were piloted. A number focused on the transfer of skills, including cooking and traditional craft skills, and wisdom from the older to younger generations.

The project, which brought together tutors from 22 different design schools, is regarded as having had a profound impact on design education in Portugal; generating significant awareness of and interest in the contribution that designers can make to the development of services and user-centred design practice.

Case study 5 (UK initiative)
ENGAGE

The Engage programme was run by UnLtd and funded by the Foundation from April 2010 to March 2012. It supported 30 social entrepreneurs to start and to scale up ventures which address issues arising from the ageing of the population. The programme was open to people of all ages, but the over-50s made up the majority of the cohort.

The programme provided each participant with grant funding to cover the running costs of their venture, a development manager to provide advice and support when needed, peer interaction through networking events and workshops and access to pro bono expertise matched with their needs. The programme evaluation demonstrates that this support was valued by all participants.

Typically the ventures developed as part of the programme provide low-level help delivered in people's homes or the local community. They tackle social, economic or health issues which might not be regarded as acute or urgent by the public sector but which improve health and quality of life. Providing appropriate responses to such issues has been identified as key to enabling older people to choose lifestyles they value, including living in their own homes for longer. The implication is that social entrepreneurship may have a role to play in identifying and filling important gaps in locally provided services.

The final evaluation report on the programme concluded that it "demonstrated that social entrepreneurship can build much needed capacity for supporting people at the local level and also has the potential to bring systemic change to the age sector through innovation".

Case study 6 (Portugal initiative)
CARING FOR THE CAREGIVER

Caring for the Caregiver is a pilot project that began as part of a joint plan for service development undertaken by five municipalities located in the north of Portugal, in the Douro and Vouga regions. It identified dementia care as one important priority area. Recognising the increasing need for targeted and coordinated responses by both health and social care services – not only for patients but also for their caregivers – the project was developed to help caregivers manage their responsibilities and mitigate physical and emotional stress.

The project takes a community-based approach, mobilising health professionals, caregivers, social workers, volunteers and school students from across the different municipalities. It involves a number of elements: psycho-educational support groups for caregivers, cognitive stimulation sessions for patients, professional training on dementia care, the involvement of local networks of volunteers, respite care services and other initiatives, including discussion forums in five high schools to increase the school community's awareness and involvement. Consideration is being given to extending the project to other chronic conditions and other geographic regions.

Case study 7 (UK initiative)
TYZE PERSONAL NETWORKS

Shared Lives Plus, working with Midland Heart, has been funded to replicate in the UK the Tyze personal network model developed in Canada.

Shared Lives Plus is the UK network for family-based and small-scale ways of supporting adults. Its members include Shared Lives carers and workers. Shared Lives carers support and include adults

with a wide range of support needs in their family and community life. They help people to develop friendships, roots in their community and independent living skills. Midland Heart is a UK housing and care organisation which supports people who need help to live independently, enabling them to discover their own abilities. It regenerates communities as well as maintaining homes for more than 70,000 people with maximum customer involvement.

Tyze is an online tool for building a network of friends, family members and professionals to support vulnerable people particularly during difficult periods of transition. Networks are created around specific individuals and are private and secure. A network could, for example, centre on an older person who has suffered a stroke, enabling his or her carers and a larger circle of family and friends to help with his or her rehabilitation.

The project is developing online support networks for 200 older people and people with disabilities. Each network will engage up to 20 friends and carers who can use the network to share information and coordinate support for the person at its centre. Each network will also have posted to it relevant information provided by Shared Lives Plus and Midland Heart.

Funding is covering staff training costs for Shared Lives and Midland Heart, Tyze fees for the networks and the costs of research and evaluation.

The main objective of the project is to evaluate the benefits of developing such online personal support networks in the UK and explore Tyze as a means of enabling people to make plans for the future and to support the self-management of care through personal budgets.

Case study 8 (Portugal initiative)
EMILI@ – SANTA MARIA DA FEIRA SENIOR PORTAL

Emili@ is an online collaborative platform through which older people can remain socially active and engaged. It provides a means of interacting with older people in the municipality, promoting activities and contact between them, as well as building their capacity to use technology and digital services to improve their quality of life. The platform was created by Santa Maria da Feira local council in north Portugal in recognition of the fact that as digital services and products become ubiquitous there is an increasing need to provide older people with community-based training and support in their use. The platform is monitored and supported by two staff.

A second platform – Santa Maria da Feira social network – links organisations which run initiatives for older people and access to communications technology. It has enabled the municipality to coordinate activities and to encourage partnership working. The result is that emili@ and its network of practitioners has become an invaluable forum for collaboration and a repository of knowledge about both the locality and opportunities for social networking.

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