

## ACCORD

ACCORD is the Age Concern dispute prevention and resolution service. It offers impartial advice on settling conflicts that arise in the normal course of work as part of Age Concern. The service is free at the point of delivery to all parties.

## Age Concern Regions

Members meet and work in the 9 English Regions, co-terminus with the Government Office Regions. This enables local joint working within Age Concern and with regional partners. Regions have developed ways of working that suit them, within a framework agreed by the Assembly. Each Region meets at least quarterly.

## Age Concern East Midlands (ACEM)

ACEM brings together all federation Members in the counties of Derbyshire, Nottinghamshire, Lincolnshire, Leicestershire, Rutland, Northamptonshire and representatives from ACE. It works to a Regional Plan for addressing the federation Strategy (available on request) and seeks to support all Age Concerns in the region as they carry out their work at a local level.

ACEM supports the East Midlands Regional Forum on Ageing, East Midlands Tomorrow, which involves a wide range of partners. Currently ACEM is working on issues in connection with Black and Minority Ethnic Elders, Age Discrimination and Rural Affairs. The region also employs two workers who support Age Concern Groups across the region. ACEM tries to respond to consultations on all key regional strategies, to ensure that older people's perspectives are taken into account.

For further information look at our website:

[www.aceastmidlands.org.uk](http://www.aceastmidlands.org.uk) or contact our regional co-ordinator,  
Simon Main tel: **01629 823361** e-mail: [simon.main@ace.org.uk](mailto:simon.main@ace.org.uk)

Registered charities sharing the name Age Concern and wishing to acknowledge a commitment to common purpose and shared values have agreed to work together through formal relationships – the federation.

## Our Mission and Our Values

To promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience.

We aim to achieve this in ways which are enabling, influential, dynamic, caring and expert.

## Our Principles

Members are all independent and autonomous charities, which agree to work with other independent charities with similar aims. Joining a federal structure improves support for our work and increases access to resources. This benefits older people and is consistent with the independent role of each Age Concern.

Decisions are taken at the most appropriate level: the point at which they are needed and will be most effective. Some are taken nationally by the Age Concern Assembly; most will be taken at regional level and by Members locally.

Age Concern is built on partnership – great emphasis is placed on the importance of co-operative activity. Members work independently in the areas they benefit but are also encouraged to work in partnership - locally, regionally and nationally.

## Our Strategic Objectives

- To involve older people in what we do, and ensure our commitment to equality, diversity and equity is given prominent and practical expression.
- To build an effective federation through the active, appropriate participation of all its Members.
- To encourage the provision, by Members, of quality services and activities to help older people feel secure, maintain their physical independence and promote their emotional well-being, and demonstrate the quality of what our Members do.
- To maximise income for all Members of the federation and share income on an agreed basis.
- To seek to influence those outside the federation whose actions impact on the lives of older people at local, regional and national levels.

## Membership

There are three categories of membership: Age Concern Groups (ACGs), mostly smaller and with few paid staff, or specialising in one area of activity; Age Concern Organisations (ACOs) larger, staffed, and working in partnership with other bodies and in a range of different ways; and Age Concern England (ACE), the only national Member, leading on national campaigning and policy issues, and supporting other Members. Some very small Age Concerns are in Local Association with larger Members.

All federation Members have signed the **Memorandum of Adherence**; and a **Licensing Agreement** for the use of the Age Concern brand. There are nearly 400 Members in the federation.

## The Quality Framework ...

... enables Members to demonstrate quality in what they do, defined in Quality Counts as meeting the Federation Foundation Standard and its Statements of Expectation.

The Federation Foundation Standard summarises what is expected in the areas of activity common to all Members. It states that Age Concern:

- listens to and involves older people
- is accountable to people and organisations who give money
- operates within the law
- maintains the good name of Age Concern.

There are Statements of Expectation for: Involving Older People; Diversity and Equality; Volunteering; Governance and Management; Information and Advice; Service Provision and Campaigning; and Partnership.

## How We Work Together

The Assembly is a means of collaboration, consultation and common action. It meets twice a year and includes representatives from all categories of Membership. There are four Assembly Committees: Business; Membership and Standards; Partnership, Planning and Resources; and Disputes and Appeals. National Partnerships bring regional elected representatives together with ACE staff to develop shared ideas and good practice on a range of issues, including: Campaigns; Community Care; Income Generation; Information & Advice; Involving Older People; Regions and Development; Training and Personal Development; Volunteering.

*Benefits of federation Membership also include access to a range of support and information, including our acknowledged website.*