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Engagement Protocol: Co-producing inclusive ageing policy with local councils
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Engagement Protocol

**CO-PRODUCING INCLUSIVE AGEING
POLICY WITH LOCAL COUNCILS
ACROSS LONDON**



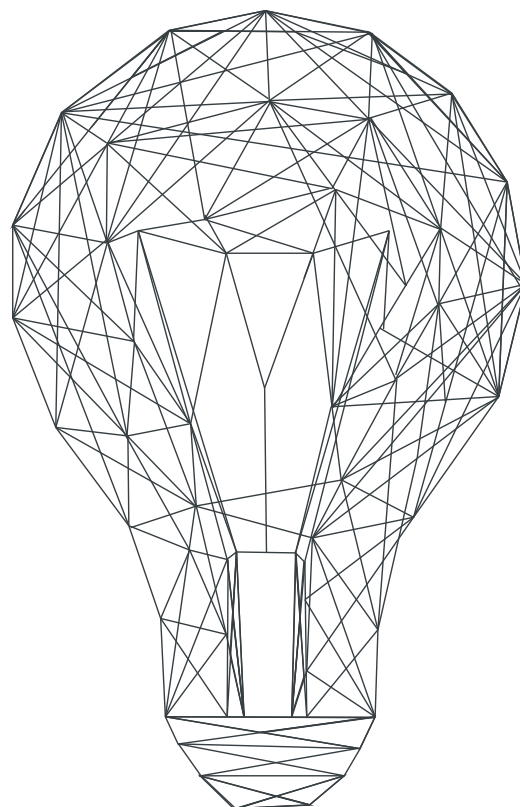
**LONDON RESEARCH
& POLICY PARTNERSHIP**

Purpose

Guide collaborative engagement between researchers, council officers, students and community stakeholders to develop inclusive, culturally informed approaches to ageing well policy. The protocol supports shared roles, repeatable collaboration and the integration of arts and humanities evidence into local decision-making.

How the Evidence Gap Map (EGM) informs engagement

The [EGM](#) is used to draft the pre-workshop briefing and to frame the conversation. It highlights where cultural evidence on ageing is explicit, implicit or absent and points to quick fixes and targeted evidence requests. Participants receive a one page matrix and a short summary of gaps that anchor the discussion at the workshop.



Roles and responsibilities

Stakeholder	Core role	When engaged
Council officers	Share priorities and documents, co-interpret EGM, co-author recommendations	At the start, during the workshop and in follow-up
Academic researchers	Facilitate, bring arts and humanities insights, synthesise findings	During the workshop and in follow-up drafting
Students	Provide input, support facilitation and documentation, contribute to public-facing outputs	At the start and during follow-up activities
Community representatives	Contribute lived experience, test feasibility of recommendations, validate gaps	During the workshop and via brief feedback after

Note: Student involvement is supportive and adapts to local needs. Preparation and supervision follow internal university processes.

Engagement workflow

At the start

- Build the EGM from current strategies, plans and committee papers.
- Hold short scoping conversations with council leads to confirm priorities and test early EGM insights.
- Share a briefing pack: one page EGM matrix and a ten-line summary of gaps and quick wins.

During the workshop

- **Scene-setting talks** outline the aim to integrate arts and humanities insights into ageing policy and summarise the EGM findings in plain English.
- **World Café** rotations explore how cultural evidence can strengthen three ageing-related policy areas, encouraging practical ideas and collaboration. | *Participants work in small groups that rotate between tables every few minutes, responding to a shared question so that ideas build cumulatively across the room.*
- **Journey mapping** visualises how officers access and use evidence in practice and identifies touchpoints where university support is most useful. | *The group co-creates a simple timeline of the policy development cycle, marking where evidence is gathered, where decisions are made and where delays or gaps occur.*
- **Dot voting** prioritises the most valuable outputs and agrees next steps that are efficient, easy to use and synergistic across teams. | *Participants are given coloured stickers to allocate to preferred options, creating an immediate visual ranking that supports quick, transparent decisions.*
- **Outcome aim:** a short list of priority actions, targeted evidence requests and initial principles for embedding cultural evidence.

In follow-up

- Produce a brief **Recommendations Report** with owner and timeline for each action.
- Co-author a short [policy briefing](#) with council staff and publish a **blog post** summarising the engagement for wider audiences.
- Run **light evaluation** using I statements (short first person reflections such as “I felt heard” or “I understood my role”), alongside a short feedback form, and hold a facilitator debrief to capture lessons.



Engagement infrastructure for sustained collaboration

Coordination rhythm

- One named council lead and one named university lead.
- A kick-off call, a pre-workshop check-in, and a follow-up call two weeks after the workshop.
- Email summaries and versioned documents stored in a shared folder.

Shared artefacts

- EGM table and one page matrix with version dates.
- Workshop briefing pack and slides.
- Post-workshop action log and Recommendations Report.
- Evidence request templates and a simple tracker.

Light governance

- Named owner for each quick fix and evidence request.
- A short progress check at six weeks to confirm delivery and agree the next cycle.
- Optional community check-in if actions affect service access or participation.



Community participation: operational clarity



Recruitment

Invite participants through council networks and trusted local organisations. Aim for a mix of older residents, carers and advocates that reflects local diversity. Provide a clear role description, time commitment and any remuneration of time.

Participation

Small-group discussions using plain English prompts linked to EGM gaps.

- Journey mapping of key touchpoints for older residents.
- Dot voting to prioritise what matters most now.

Support and access

Step-free venue, travel reimbursement, catering, printed and digital materials. Offer a quiet space and optional short breaks.

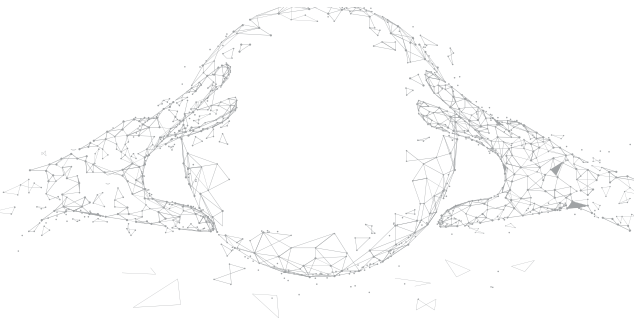
Feedback loop

Share a two page summary within ten working days and invite short comments. Note changes in a simple change log.

Accessibility and inclusion

Use plain English across materials. Design activities to be welcoming and barrier-free. Record non-response and access issues in the evaluation so they inform future engagement.

Outputs



- Updated engagement protocol reflecting lessons learned.
- Recommendations Report with owner and timeline for each action.
- Short policy briefing co-authored with university, council staff and potentially by participant(s) building on citizen science.
- Blog post for wider dissemination.
- EGM and action log archived with version dates in the shared folder.

Minimal replication checklist

- 1 Confirm named council and university leads.
- 2 Build an EGM from current documents and share a one page matrix plus a ten line summary.
- 3 Convene a half-day workshop with scene-setting talks, World Café, journey mapping and dot voting.
- 4 Produce a short Recommendations Report and track quick fixes and evidence requests.
- 5 Hold a six week review to confirm progress and decide next steps between the University and Council.

Contact

Professor Dennis Olsen
University of West London
Email: dennis.olsen@uwl.ac.uk

Acknowledgements

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Research Assistant:

Mark Porteous-Johnson

For further tools and resources, see the accompanying [Evidence Gap Mapping](#), [Policy Brief](#) and related materials in this series.