

Report 1: Deliberative Dialogues



Purpose

To explore what inclusion means in everyday life and to co-produce practical directions for improving inclusion across places and spaces.



How we did it

Four deliberative dialogue workshops focused on: 1. Human rights, 2. Intersectionality, 3. Older LGBT+ community engagement, and 4. Inclusion in social work contexts. Attendees were a range of sectoral stakeholders.



What inclusion means in everyday life

- **Access & freedom:** being able to go where you want without fear; transport and 'in-between' spaces were key sites of vulnerability and responsibility.
- **Belonging & acceptance:** greetings, being known and feeling welcome mattered; misrecognition and identity erasure undermined belonging.
- **Structural & systemic inclusion:** inclusion must be embedded in institutions, 'treating everyone the same' can make needs invisible.
- **Emotional & social wellbeing:** inclusion supported connection, confidence and wellbeing; accessible communication and non-digital routes mattered.

Deliberative Dialogues: key messages



Complexity and tensions

Participants emphasised that inclusion is complex and not value-neutral. Safe participation may require protective boundaries, and spaces intended as inclusive can become exclusionary depending on how they are used.



Model

An Institutional-Place Ecology model was developed to show that inclusion is produced through the interaction of everyday environments and systems.



Micro: recognition, respectful communication, affective safety



Meso: navigable pathways, accessible information, non-digital options, workforce competence



Macro: governance, commissioning, accountability, inclusive design

Inclusion is shaped by encounter, service design and governance across streets, transport, shops, services and digital systems.



Practical directions

- Embed co-production and accountability in governance.
- Sustain consultation rather than one-off engagement.
- Support storytelling, peer support and experience-sharing.
- Improve workforce development and communication access.
- Use commissioning, funding and local decision pathways to embed inclusion.

Report 2: Research into Action Workshop



Purpose

To explore how IncludeAge findings can be translated into impact, including future research directions and pathways to change.



What we did

A workshop with academics combined a presentation of findings with guided discussion on resonance, blind spots, collaborations, missing disciplines, routes to impact, and support for under-served communities.



Challenges identified

- Turning qualitative findings into action in systems that privilege quantitative evidence.
- Enduring stigma that discourages participation and makes some voices harder to reach.
- Need for clearer definitions of inclusion and clearer pathways to benefit communities.



Pathways to impact

- Technology can redistribute power and enable support, including online safe or 'brave' spaces, while also carrying risks of harmful online behaviour.
- Wider community engagement is needed to avoid siloing, through education, awareness-building, best-practice guidance, training local actors, champions, and possible intergenerational approaches.
- Another route is influencing institutional thinking, including through institutions and by embedding inclusion in curricula and service provision.
- Intersectionality is essential for understanding overlapping vulnerabilities and enabling holistic interventions.



Combined takeaway



Across both reports, inclusion is shown as something produced in everyday places and systems, while impact depends on clear translation routes that make inclusion visible, resourced and actionable through community engagement, institutional change and practical mechanisms of accountability.