28TH JANUARY 2021 | THE FUTURE OF MULTIGENERATIONAL NEIGHBOURHOODS LEADERS FORUM

Image courtesy of Gensler

In association with

RECORDING IN PROGRESS

For further information, please contact info@agileaging.eu

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AgileAgeingAlliance ISO CLARION HOUSING GROUP

WELCOME AND SCENE SETTING

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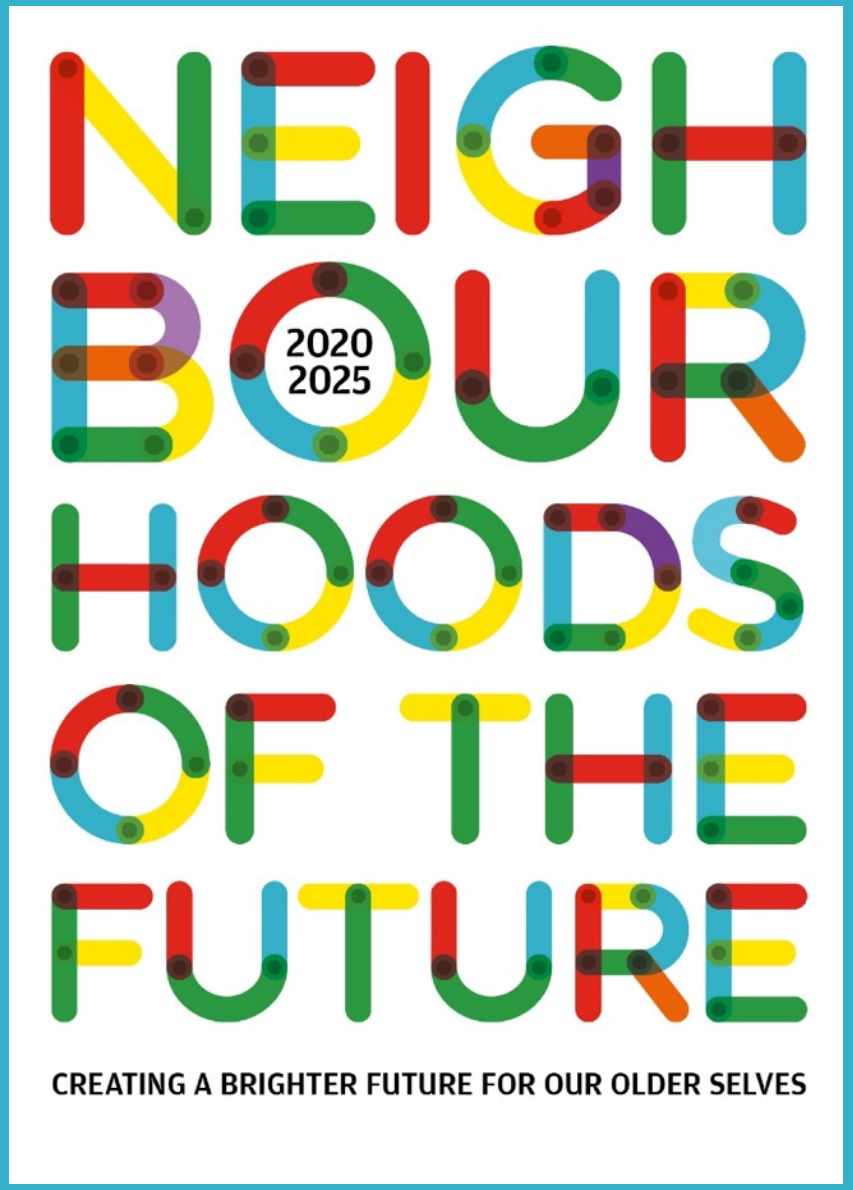
NEIGHBOURHOODS
OF THE FUTURE
A MEETING OF MINDS - BRUSSELS INNOVATION SUMMIT



Ageing Societies

Guidance for Smart Multigenerational Neighbourhoods

Ian Spero Founder AAA

UK BSI National Mirror Committee for ISO/TC 314

ISO Plenary Singapore November 2020

1. Setting the scene

- Suitable homes are crucial for health & wellbeing throughout our lives, and even more so when we grow older and more frail
- An increasing body of evidence indicates that multigenerational interaction is beneficial for people of all ages, however there is still a lack of evidence as to what good looks like
- In scoping out this standard, we will reimagine homes and neighbourhoods that are more accessible and enabling, adapting to different stages of life and ever-changing human requirements
- Given the increasing needs of society following Covid-19, this standard should make our communities more resilient to similar disruption in future

2. Scope and Alignment with ISO/TC 314

Scope

To accelerate construction of a new breed of age-friendly housing in ‘smart’ socially supportive multigenerational neighbourhoods, employing innovative technologies, business and service models, to improve health and wellbeing and reduce the financial burden on Citizens and State

- This proposal supports and contributes to the priority areas of ISO/TC 314:
  - Dementia inclusive
  - Ageing Workforce
  - Health promotion and preventative care in older age
  - Social connectedness
  - Communities with multi-generational people
  - Support for carers

3. Relevant standards from TCs for liaison include:

- ISO/DIS 15928-7 Houses – Description of performance: Accessibility and usability
- ISO 21542:2011 – Building construction -- Accessibility and usability of the built environment
- ISO 10865-1:2012 – Wheelchair containment and occupant retention systems for accessible transport vehicles
- ISO/TC159 – Ergonomics
- ISO/CD 23979 – Ergonomics – Accessible design – Ease of operation
- ISO 24505:2016 – Ergonomics –Accessible design – Methods for creating colour combinations taking account of age-related changes in human colour vision
- ISO 28803:2012- Ergonomics of the physical environment – Application of international standards to people with special requirements
- ISO 7010:2019 Graphical symbols — Safety colours and safety signs

3. Relevant standards from TCs for liaison include:

- ISO/IEC 71:2014 – Guide for addressing accessibility in standards
- ISO 21801-1:2020 – Cognitive accessibility – Parts 1 and 2
- ISO/TR 22411:2008 – Ergonomics data and guidelines for the application of ISO/IEC guide 71 to products and services to address the needs of older persons and persons with disabilities
- ISO/IEC JTC 1/SC 35 – User interfaces
- ISO 20282-1:2006 – Ease of operation of everyday products -- Part 1: Design requirements for context of use and user characteristics
- ISO 9241-20:2008 – Ergonomics of human-system interaction – Accessibility guidelines for information/communication technology (ICT) equipment and services
- ISO/IEC TR 19765:2007- Information technology – Survey of existing icons and symbols for older persons and persons with disabilities

3. Relevant standards from TCs for liaison include:

- ISO/TC173 – Assistive devices
- ISO/IEC 10779:2020 – Information technology – Accessibility guidelines for older persons and persons with disabilities
- ISO/IEC TR 29138-3:2009 – Information technology -- Accessibility considerations for people with disabilities – Parts 1 to 3
- ISO/IEC TS 24751-4:2019 – Information technology for learning, education and training – access for all framework for individualized accessibility
- ISO/IEC 30071-1:2019 – Information technology – Development of user interface accessibility – Code of practice for creating accessible ICT products and services
- ISO/IEC JTC 1/SC 40 IT – Service Management and IT Governance
- ISO/PC 311 – Vulnerable consumers
- ISO/TC 312 – Excellence in service
- ISO/TC 324 – Sharing economy

4. Proposition

Working in a spirit of open innovation, we intend to establish a coalition of partners undertaking similar projects, willing to pool resources and share data and know-how. Collectively, these innovation sites will provide the setting in which to:

(a) Develop and test innovative practices and solutions; (b) Undertake consumer-centric research to understand the experiences of citizens and service providers; (c) Define the pre-requisites for ensuring the cooperation and compliance of participating commercial and public organisations; (d) Determine strategic plans for future schemes and the associated standards & policy interventions

These masterplanned, health-focused, communities will be open to all, but supportive of older adults, individuals with disabilities and other vulnerable populations

4. Proposition

- **Primary goals are to:**
  - Improve the capacity for older adults to live well and thrive in multigenerational neighbourhoods, enabled through smart tech and personalised care
  - Tailor care to achieve optimum outcomes for people living with disabilities and/or chronic conditions, especially older adults
  - Generate evidence-based guidance to inform industry and bridge developing technologies with real-life home health needs (actual and preventative)
  - Provide innovative training scenarios for healthcare practitioners to partner with individuals and their care partners in ways that recognise their expertise
  - Explore "digital plumbing" to create a landing and an interoperable footing for current and future smart technologies to be easily and invisibly weaved into new housing and neighbourhood construction
  - Promote development of more age-friendly multigenerational environments, employing user-centred design as well as retrofitting and modifying existing housing
  - Establish ‘Principles of Co-Existence’ Guidelines and voluntary Code of Conduct

5. Next steps

- **Jan 28 2021:** Second AAA ISO Leaders Forum brings together founding partners, expert practitioners and thought leaders to inform development of a 5-year development strategy
- **May 2021:** AAA Congress – Launch of Coalition, Statement of Intent and Advisory Board
- **November 2021:** Summarise progress and provide new insights and research findings to inform direction of travel for ISO/TC 314 Technical Committees

AgileAgeingAlliance

Thank you

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International Standardization and Ageing Societies

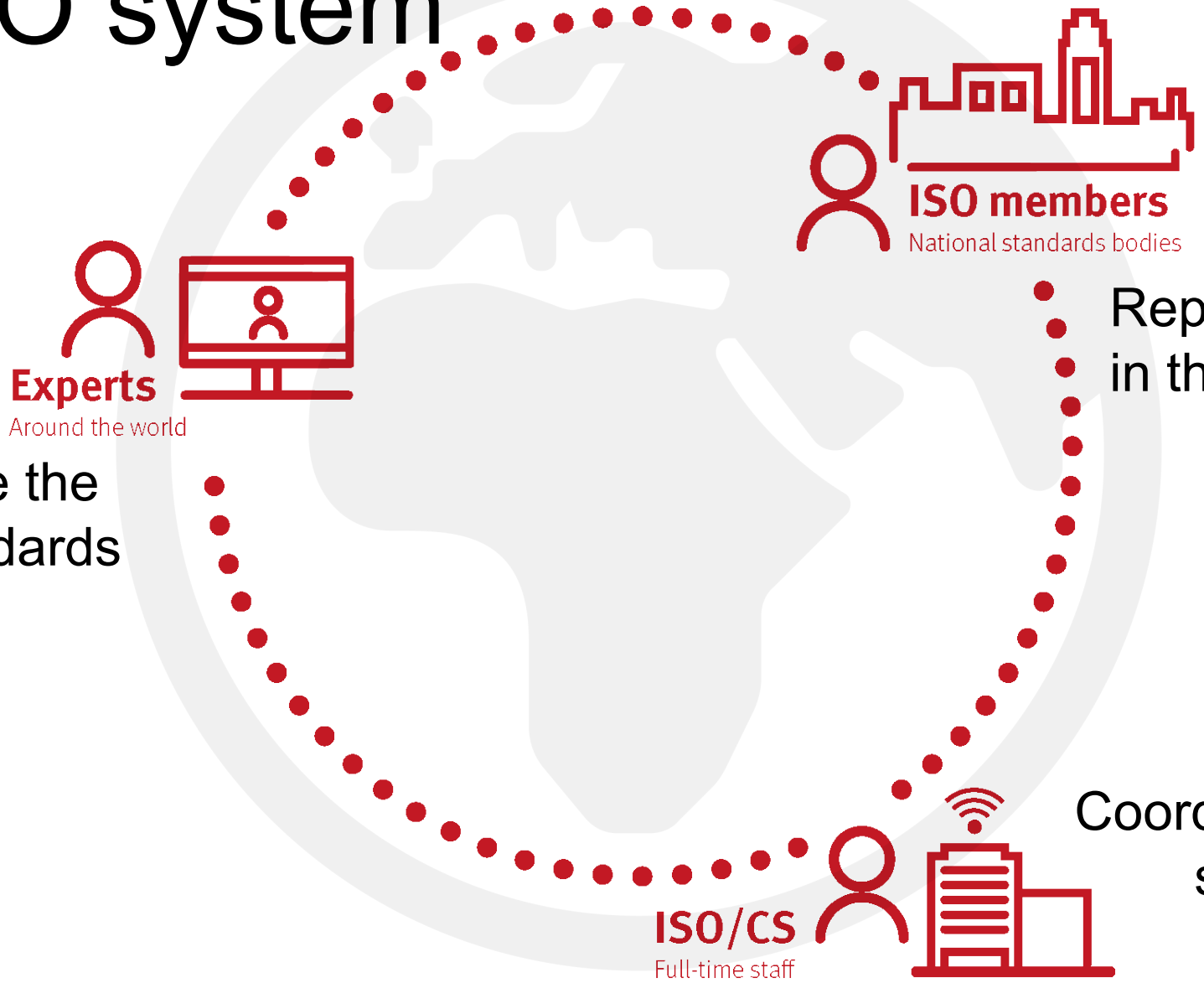
ISO/CS Perspective

28 January 2021

What are International Standards?

- Rules
- Characteristics
- Test methods
- Codes of practice
- Guidelines
- Management systems

The ISO system



Global network – 162 member countries

Our job is to make
International Standards - > 22,000 so far

We are coordinated by a
Central Secretariat in Geneva

300+ technical committees developing 100+ standards every month

ISO 2030 Strategy

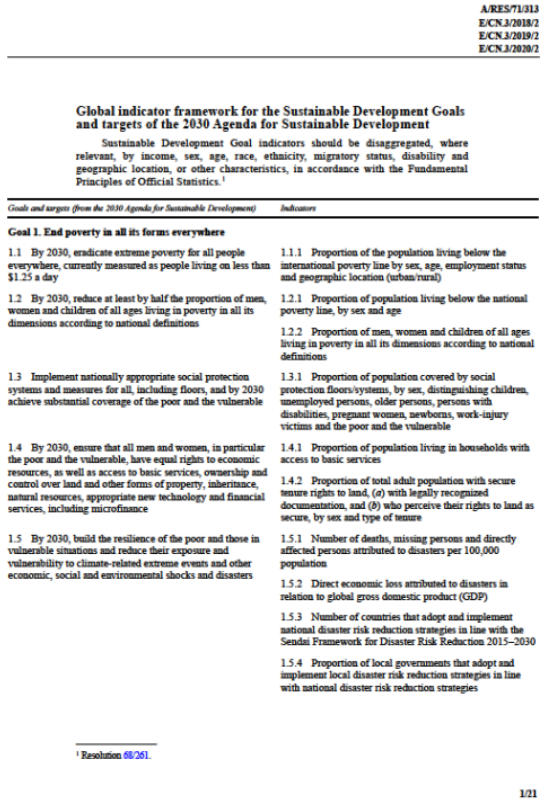
3 goals that are stepping-stones to our vision

Our priorities

Snapshot

Drivers of change
Economy:
trade and uncertainty
Technology:
the impact of digital
Society:
changing expectations and behaviour
Environment:
the urgency for sustainability
ISO's vision
Why we do what we do
Making lives easier, safer and better
ISO's mission
What we do and how we do it
Through our members and their stakeholders, we bring people together to agree on International Standards that respond to global challenges. ISO standards support global trade, drive inclusive and equitable economic growth, advance innovation and promote health and safety to achieve a sustainable future.
Goals
What we need to achieve to realize our mission and vision
ISO standards used everywhere
Meeting global needs
All voices heard
Priorities
Where we need to focus our resources to achieve our goals
Demonstrate the benefits of standards
Deliver ISO standards when the market needs them
Strengthen ISO members through capacity building
Innovate to meet users' needs
Capture future opportunities for international standardization
Advance inclusivity and diversity in the ISO system
Implementation plan
Includes specific programmes, projects and measures of success to monitor progress

Wider Development Considerations



A/RES/71/313
E/CN.3/2018/2
E/CN.3/2019/2
E/CN.3/2020/2

Global indicator framework for the Sustainable Development Goals and targets of the 2030 Agenda for Sustainable Development

Sustainable Development Goal indicators should be disaggregated, where relevant, by income, sex, age, race, ethnicity, migratory status, disability and geographic location, or other characteristics, in accordance with the Fundamental Principles of Official Statistics.[1]

Goals and targets (from the 2030 Agenda for Sustainable Development)	*Indicators*
Goal 1. End poverty in all its forms everywhere	
1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than $1.25 a day	1.1.1 Proportion of the population living below the international poverty line by sex, age, employment status and geographic location (urban/rural)
1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions	1.2.1 Proportion of population living below the national poverty line, by sex and age
	1.2.2 Proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions
1.3 Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable	1.3.1 Proportion of population covered by social protection floors/systems, by sex, distinguishing children, unemployed persons, older persons, persons with disabilities, pregnant women, newborns, work-injury victims and the poor and the vulnerable
1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance	1.4.1 Proportion of population living in households with access to basic services
	1.4.2 Proportion of total adult population with secure tenure rights to land, (*a*) with legally recognized documentation, and (*b*) who perceive their rights to land as secure, by sex and type of tenure
1.5 By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters	1.5.1 Number of deaths, missing persons and directly affected persons attributed to disasters per 100,000 population
	1.5.2 Direct economic loss attributed to disasters in relation to global gross domestic product (GDP)
	1.5.3 Number of countries that adopt and implement national disaster risk reduction strategies in line with the Sendai Framework for Disaster Risk Reduction 2015–2030
	1.5.4 Proportion of local governments that adopt and implement local disaster risk reduction strategies in line with national disaster risk reduction strategies

[1] Resolution 68/261.

1/21

ISO, Social Responsibility, Ageing and Disability

ISO 26000 Social responsibility

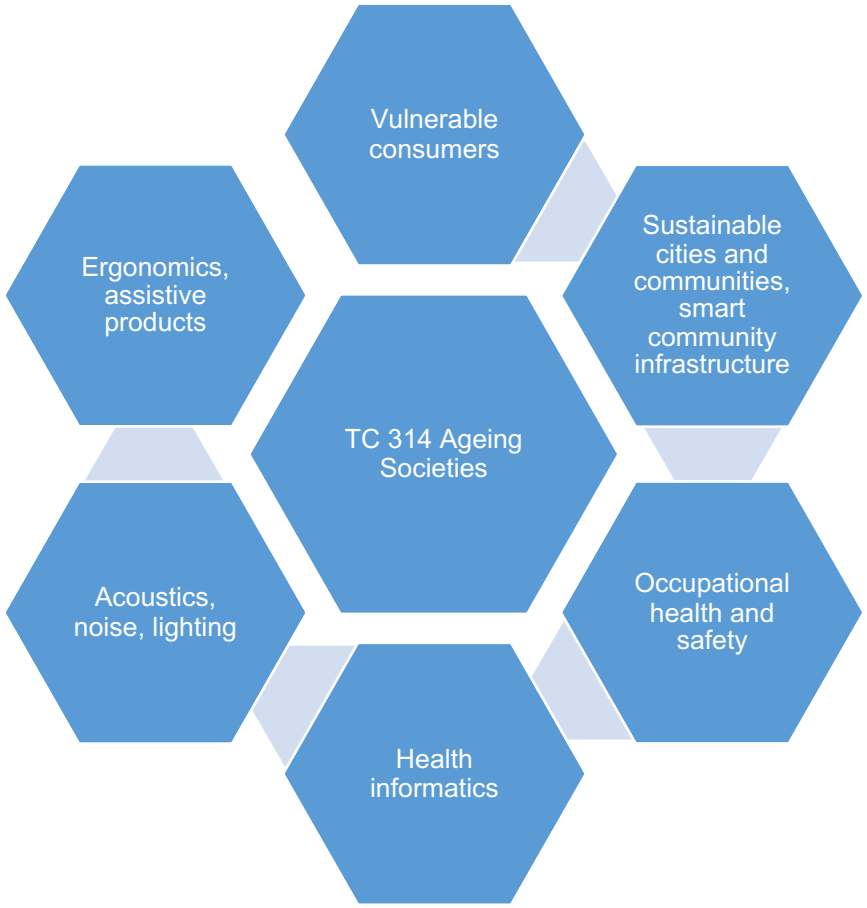
Improving the impact of organizations on society

Ageing and disability

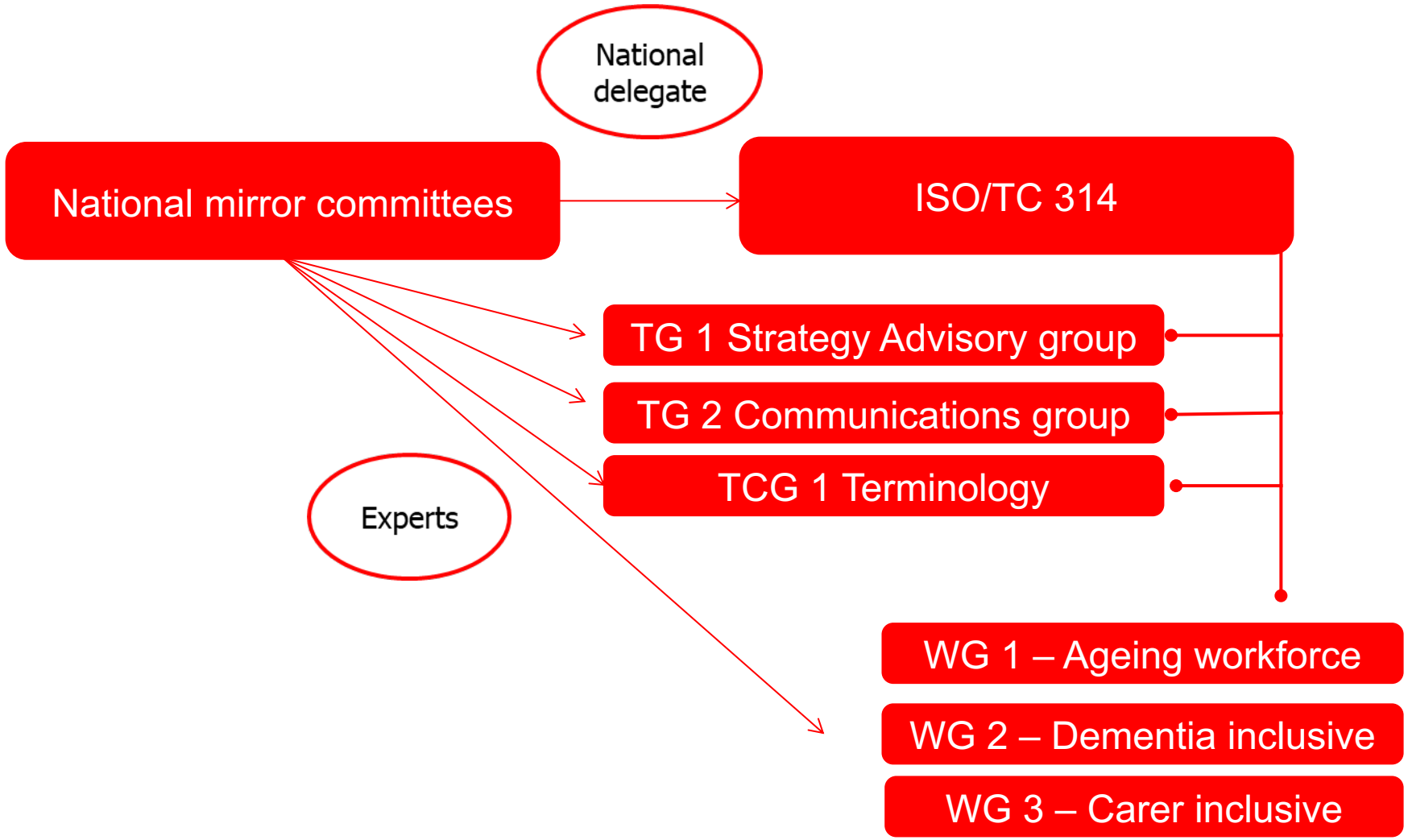
- ISO/TC 314, *Ageing societies*
- ISO/IEC Guide 71:2014

Guide for addressing accessibility in standards

A cross-cutting perspective: Liaisons



Introduction to the work of ISO/TC 314 Ageing Societies


National delegate
National mirror committees
ISO/TC 314
TG 1 Strategy Advisory group
TG 2 Communications group
TCG 1 Terminology
Experts
WG 1 – Ageing workforce
WG 2 – Dementia inclusive
WG 3 – Carer inclusive

Membership

Participating members (20)	Observing members (18)
Australia	Argentina
Austria	Belgium
Canada	Cyprus
China	Czech Republic
Finland	Denmark
France	Ecuador
Germany	India
Iran, Islamic Republic of	Italy
Ireland	Malaysia
Israel	Netherlands
Japan	New Zealand
Korea, Republic of	Portugal
Norway	Senegal
Singapore	Serbia
Switzerland	Slovakia
Sweden	Spain
Thailand	Viet Nam
United Kingdom	Peru
Uganda	
United States	

Active projects

Projects
• Ageing Societies -- Framework for Dementia-inclusive communities
• Ageing societies -- Guidelines for an age-inclusive work force
• Ageing societies – Guidelines for carer-inclusive organizations

Priority areas

- Dementia inclusive
- Ageing Workforce
- Carer inclusive
- Health promotion and preventative care in older age
- Social connectedness
- Communities with multi-generational people

Due to overlaps the below are of interest, however, initially ISO/TC 314 intends to provide support by consultations, cross referencing or complementing exiting work in the future:

- Universal design standards
- Accessibility standards
- Technologies and systems for an ageing society

Projects being discussed

- Guidance for Smart Multigenerational Neighbourhoods (UK)
  - Initial scope and intensions presented at November 2020 plenary
  - Positive feedback from international committee at plenary
  - Ready for scope/proposal fine tuning with wider stakeholder group
  - Members keen to see practical guidance from pilot projects
- Dementia friendly symbols (TBC – workshop in February)
- Wellbeing/health promotion within a community (Japan)
- Home healthcare for older persons and persons with disabilities - general requirements for products, related services and environments (Japan)
- Design criteria for response times required in automated services (Korea)
- Guidance for ageing-inclusive digital economy (China)

Thank you for the attention

Check out our website to stay up to date on new work
https://committee.iso.org/home/tc314

Contact me to for more information on the technical committee
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