

# Guidelines for standards and procurement tips around ICT for active and healthy ageing and age-friendly communities

## What

These PROGRESSIVE guidelines give an overview of standards for age-friendly communities and their ethical underpinnings. Some of the practical barriers that may thwart progress towards achieving the objectives of (inclusive) age-friendly environments are noted.

An overview is provided of how different actors (representative organisations of older people, standardisation bodies, procurers) can be involved in development of actions (standards, policy, etc.) that support a better alignment of new technologies with older users' perspectives, needs or challenges.

An audit tool is proposed that could be developed to facilitate the better procurement of products and services in relation to the needs and choices of older persons.

## Focus

Examples of (and guidelines relating to) relevant standards are given together with suggestions regarding ways to support the development of age-friendly initiatives.

It points to challenges for older people in several areas such as:

- homes and buildings;
- social participation;
- respect and social inclusion;
- civic participation;
- communication and information;
- community support and health services;
- outdoor space and built environment;
- transport.

It provides possible approaches and ideas for specific use cases and offers recommendations and guidelines for standardisation bodies.

## ICT, AHA and age-friendly communities: a roadmap

Three guidelines are set out for standards around ICT for AHA and age-friendly communities. These are aimed at standards bodies and others concerned with developing strategic frameworks for age-friendly communities (and may, e.g. through procurement, be instrumental in determining the ICTs that support the communities generally and older people more specifically):

- **Check relevant standards around ICT for AHA and age-friendly communities** and reference (or adopt) existing guides, guidelines or standards where they have been developed and are 'fit for purpose'. Seek or promote standards reviews or the development of new standards where necessary.
- **Check for good practices** as they can accompany standards as examples. There may be a need to incorporate elements of good practice into standards. This should be undertaken with the involvement of older people.
- **Promote the use of standards** and encourage age-friendly communities and companies to develop products that align with and support relevant or new standards.



## Auditing tool

An auditing tool (for procurers) is proposed for evaluation of products and services. Procurers should decide on priority and importance of the different criteria, which include:

| ICT Product Evaluation                           | User Involvement   | Other Criteria for Contractor Evaluation   |
|--|--|--|
| Is there a legal requirement?                    | Has the product/service had a usability test?  | Has the contractor had relevant previous experience?   |
| Is an international/European standard available? | Has the product/service been developed using testing/co-production with older users? | Has the contractor previously failed to deliver a required level of accessibility?                                       |
| Is a national standard available?                |  | Does the contractor have the ability to assure that products/services interoperate with other related products/services? |
|  |  | Does the contractor have a maintenance policy?   |
|  |  | Does the contractor offer value for money?   |

## Better approach towards ICT for AHA & age-friendly communities

### Suggestion for Standardisation Bodies

- Undertake targeted communication activities to stimulate and facilitate the engagement and involvement of older people in standardisation activities.
- Involve older people as co-producers of standards.
- Provide low cost mechanisms for involvement of older people.

### Suggestion for Age-Friendly Communities

- Municipal authorities and other agencies should use the opportunity offered by existing standards for the development/procurement of products and service for age-friendly communities.
- Collaboration with standardisers will help in the setting (or development) of guidelines for the design of services and criteria for product or service procurement.
- Promote education and outreach (also using coaching) to help older people in the development of digital skills in order to help facilitate greater inclusion in economic (including work) and social life.

### Suggestion for Procurers

- Specify standards, wherever appropriate, for ICT products and services.
- Involve users in audits, in co-design of tender specifications and their evaluation.

For more information or to receive a copy of these PROGRESSIVE guidelines, contact:



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