



Progressive Standards Around ICT for Active and Healthy Ageing

D.5.8 Launch Event (for Guidelines) Held in Brussels

**PROGRESSIVE Final Conference and
2nd CEN/CENELEC STAIR-AHA Platform meeting
“A new approach to AHA standards engaging end-users”
Meeting Report**

V 0.3



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Document Control

Document	D.5.8 Launch Event (for Guidelines) Held in Brussels. PROGRESSIVE Final Conference and 2nd CEN/CENELEC STAIR-AHA Platform meeting. Meeting Report
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Reviewers	PROGRESSIVE partners, panel of experts of the meeting and experts who attended the meeting.
Abstract	<p>This is a report on the PROGRESSIVE Final Conference and 2nd CEN/CENELEC STAIR-AHA Platform meeting, “A new approach to AHA standards engaging end-users”. It took place on 31st January 2019 at the Federation of Enterprises in Belgium (FEB), Brussels (Belgium), and was organised by the PROGRESSIVE project.</p> <p>Sixty-four experts on active and healthy ageing from 16 European countries (plus Australia), represented the diversity of stakeholders in the standardisation field.</p> <p>Eleven high-level experts on active and healthy ageing and on standardisation facilitated the discussions with the audience members on several topics. The subjects included age-friendly communities as enablers of Active and Healthy Ageing; inclusiveness in standardisation, taking accessibility and usability as a use case; and age-friendly smart homes as a tool for independent living.</p> <p>The core of the last session of the meeting was the plenary debate on the STAIR-AHA statement. The statement is, grounded in the findings, discussions and conclusions of two previous meetings. These are the 31st October 2018 first STAIR-AHA platform meeting, “A new approach to AHA standards engaging end-users”, and the 19th October 2017 workshop “Making ICT Standards Fit for Active and Healthy Ageing in Europe”. The statement is aimed at standardisers, policy-makers and socio-economic actors involved in standardisation. It was validated by all the attendees.</p>
Key Words	Active and Healthy Ageing (AHA), AHA, CEN, CENELEC, innovation, older person, research, STAIR, stakeholder engagement, standardisation, statement.



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Revision History

Version	Date	Author(s)	Reviewer(s)	Notes
0.1	08/02/2019	Fernando Machicado (UNE)	PROGRESSIVE partners	Sending of the 1 st draft of the report of the meeting to PROGRESSIVE partners, for their revision.
0.2	11/02/2019	Fernando Machicado (UNE)	Panel of experts of the meeting and experts who attended the meeting.	Sending of the 2 nd draft of the report of the meeting to the panel of experts and to the experts who attended the meeting.
0.	18/02/2019	Fernando Machicado (UNE)		Final report, after receiving the previous feedback.



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Table of Contents

Document Control.....	2
Revision History	3
Statement of Originality.....	5
1. Executive Summary.....	6
2. The CEN-CENELEC STAIR-AHA platform.....	9
3. Introduction to the meeting and its objectives	10
4. First session: Age-friendly communities as enablers of Active and Healthy Ageing	12
5. Second session: Inclusiveness in standardisation.....	19
6. Third session: Age-friendly smart homes	23
7. Last session: Actions to promote user co-production on standardisation. STAIR-AHA statement.....	27
Annex A – Towards a new approach to standards that support active and healthy ageing to engage with users of all age groups	31
A collective statement by participants of the STAIR-AHA platform	31
Annex B - Participation of key stakeholders	35
Annex C - Attendance list.....	37
Annex D - Agenda.....	41
Annex E – Glossary.....	43
Annex F – Links to the reports of the previous related meetings organised by PROGRESSIVE.....	45



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Statement of Originality

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation, or both.



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1. Executive Summary

The meeting: This document is the report of the PROGRESSIVE Final Conference and second meeting of the CEN/CENELEC STAIR-AHA Platform, “A new approach to AHA standards engaging end-users”. It took place on 31st January 2019 at the Federation of Enterprises in Belgium (FEB)¹, Brussels (Belgium) and was supported by the PROGRESSIVE project.

Stakeholders: Sixty-four experts on active and healthy ageing from 16 European countries (plus Australia), represented the diversity of stakeholders in the standardisation field.

Speakers and topics discussed: Eleven high-level experts on Active and Healthy Ageing and on standardisation facilitated the discussion with the audience members on age-friendly communities as enablers of Active and Healthy Ageing; on inclusiveness in standardisation, taking accessibility and usability as a use case; and on age-friendly smart homes as a tool for independent living.



Figure 1. Launch of the 2nd STAIR-AHA meeting

STAIR-AHA statement: The core of this meeting was the plenary debate on the STAIR-AHA statement, grounded in the findings, discussions and conclusions of two meetings. These were the 31st October 2018 first STAIR-AHA platform meeting, “A new approach to AHA standards engaging end-users”, and the 19th October 2017 workshop “Making ICT Standards Fit for Active and Healthy Ageing in Europe”.

¹ The STAIR-AHA platform had planned to hold this second meeting at the Headquarters of CEN-CENELEC, as they are two of the three European Standardisation Bodies (ESOs) that work together closely, but this was not possible due to refurbishment taking place at the CEN-CENELEC Management Centre.



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The statement “Towards a new approach to standards that support active and healthy ageing to engage with users of all age groups. A collective statement by participants of the STAIR-AHA platform” (see the whole document in Annex A of this report) was validated by all the attendees.

This statement calls on standardisers, policy-makers and socio-economic actors involved in standardisation to

- *ensure the compliance of the standards developed with a set of **ethical principles***
- ***raise awareness** of the benefits of the inclusion of older people in standards development*
- *improve the **engagement of older people’s representatives** in the standardisation processes*
- *make the **standardisation processes accessible** in accordance with **Design for All principles***

The STAIR-AHA platform recommends that:

1. International, European and national **standardisation bodies** wishing to be relevant for ageing societies in their approaches to standardisation **should base their work on the following non-exhaustive list of key ethical tenets:**
 - Accessibility and Usability
 - Affordability
 - Autonomy and Empowerment
 - Beneficence and Non-Maleficence
 - Care, Protection and Support
 - Equality, Equity, Justice
 - Inclusion, Non-Discrimination, Social Impact
 - Interoperability
 - Privacy, Safety, Security.
2. International, European and national **standardisation processes should be revised** to ensure that they **enable the participation of older people’s representatives**, as a relevant group of stakeholders, to initiatives that concern them most.
3. International, European and national **standards organisations should be encouraged to reach out to underrepresented groups of citizens** and solicit their opinions on relevant questions. **Creative user co-production methodologies should be implemented**, as a tool to engage all end-users in the standardisation process. Specifically, STAIR-AHA recommends to



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promote the use of the “**Guidelines for User Co-production in Standards**” developed by the PROGRESSIVE project.²

4. The existence of **forums of discussion** for the dissemination, awareness and discussion of issues related to active and healthy ageing standardisation, engaging experts from a broad spectrum of stakeholders’ groups such as the CEN-CENELEC STAIR-AHA platform, **should be promoted**.
5. The **awareness of end-users** of the benefit of standards and the relevant role they have in the definition of quality products and services, as well as how they can contribute to standards development, **should be increased**. The awareness of the **mutual benefits** of the inclusion of older people’s needs in standards, products and services for both older people and standards organisations **should be raised**.
6. The promotion of the **participation of older people’s representatives in standardisation** **should be encouraged** at the **national level** of standardisation bodies, because - at that level - it enables debate that is closer to the language of the stakeholders.
7. **The design and use of technology** that supports services for older people **should be made transparent** to end-users, since the accessibility and usability of environments – both built and digital – are key issues in ensuring the participation of a wide range of citizens.
8. **Standardisers, policy-makers and socio-economic actors involved in standardisation may find** various reports and deliverables produced by the **PROGRESSIVE** project to be **useful** in supporting the future work to be done on including older people in the process of standardisation design and implementation. These include guidelines on standards covering age-friendliness; smart homes for older adults; and interoperability frameworks.³

² The “Guidelines for user co-production in standards” developed by the PROGRESSIVE project are available at https://progressivestandards.org/wp-content/uploads/2018/08/PROGRESSIVE-guide-on-user-co-production_20180606.pdf

³ See: <https://progressivestandards.org/resources/project-reports/>



2. The CEN-CENELEC STAIR-AHA platform

A STAIR (STAndards, Innovation and Research) platform is a collaboration platform, which is officially recognised and established within the CEN/CENELEC (the European Committee for Standardization and the European Committee for Electrotechnical Standardization) framework.

STAIRs bring together standardisers, researchers and innovators in order to discuss and identify standardisation needs and opportunities for a specific area of concern. A platform is intended to formulate recommendations for future actions, but not to develop standards-like documents. The starting initiative typically comes from one or more H2020-financed Research and/or Innovation projects.

The PROGRESSIVE project (hereafter, PROGRESSIVE) has established a STAIR-AHA: a STAIR platform focusing on Active and Healthy Ageing (AHA). It is chaired by Dr. Malcolm Fisk and has UNE as its Secretariat. PROGRESSIVE supports a new approach to standards by creating a context in which standards for products or services that support AHA take account of the real needs and preferences of older people. This involves setting out new, often co-productive, approaches that facilitate the positive engagement of older people in the standardisation process, and promoting standards where such approaches are in evidence. The STAIR-AHA is a useful platform to sustain this new approach in the European standardisation system and to increase the focus on and involvement of older people in standardisation.

Through face-to-face meetings, complemented by on-line consultations and discussions, the STAIR-AHA promotes:

- coordination among relevant stakeholders (i.e. older persons, standardisation technical bodies, and research and innovation projects) concerned with AHA-related standards, with a special focus on Information and Communications Technology (ICT) for AHA;
- dialogue on the appropriate ethical framework for standardisation that is fit for AHA, on the need for user co-production processes in standardisation, and on the identification of gaps and new needs;
- adequate contribution of the standardisation community to shaping AHA products and services which meet older people's expectations, preferences and needs.

Participation within STAIR-AHA is open to the direct participation of relevant stakeholders. The following stakeholder types active in the field of AHA are invited to contribute:

- Members of the European standardisation community;
- European Research and Innovation projects;
- International standardisation Technical Committees and Standards Developing Organisations;
- European policy makers relevant to AHA and innovation in this field;
- Relevant European societal organisations and older persons and their representative organisations.



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3. Introduction to the meeting and its objectives

The PROGRESSIVE Final Conference and second meeting of the CEN/CENELEC STAIR-AHA Platform, was a one-day meeting. It was composed of a general introduction followed by three thematic blocks on age-friendly communities, inclusiveness in standardisation and age-friendly smart homes.

The sessions were structured around presentations done by high level experts, followed by discussions and questions between the panels of experts and the attendees. The outcome of the discussions in the last part of the meeting was the validation of the STAIR-AHA statement. The statement recommends specific actions regarding the engagement of end-users, focusing on older people, in standardisation.

This is the time to start things really moving!



Figure 2. Attendees at the morning sessions

Mr. Malcolm Fisk (De Montfort University, PROGRESSIVE project), Chair of the CEN-CENELEC STAIR-AHA platform, opened the meeting. He thanked Mr. Reza Razavi, who is the European Commission Project Officer of PROGRESSIVE, and the partners of PROGRESSIVE for their contributions to the outcomes of the project. He welcomed all the attendees and gave a [short overview](#) of the meeting agenda.

PROGRESSIVE proposes a new approach to standards relevant to AHA, focusing on those relevant to the field of the ICT. Mr. Fisk highlighted the need to consider nine key ethical tenets to underpin standards around ICT and AHA.



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Figure 3. Opening remarks by Mr. Malcolm Fisk



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4. First session: Age-friendly communities as enablers of Active and Healthy Ageing

This session focused on the key issues to consider in projects related to age-friendly communities



Figure 4. Panel of experts of the session on age-friendly communities as enablers of AHA

Mr. Malcolm Fisk (De Montfort University, PROGRESSIVE project) moderated the panel of experts on age-friendly communities, comprised by:

- Mr. Miguel Ángel Valero, Director of Ceapat, Imsero (Spain)
- Ms Willeke van Staalduinen, Co-founder of AFEdeMy, Coordinator of SHAFE Thematic Network, Cáritas Diocesana de Coimbra, SmartWork
- Mr. Nikolaos Floratos, ANEC representative, ETSI STF 561
- Mr. Roberto Scano, UNINFO, PROGRESSIVE



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Nothing about older people without older people



Figure 5. Mr. Miguel Ángel Valero on the lessons learned from the WHO Global Network for Age-friendly cities and communities

Mr. Miguel Ángel Valero (Ceapat, Imserso) made a [presentation](#) on the lessons learned in Spain on the WHO Global Network for Age-friendly cities and communities. The lessons can be summarised in the following eight points:

- Nothing about older people without older people
- Sustainable Age-Friendly Cities and Communities rely on local policies
- Accessibility is a “must be” condition
- Quality is more important than quantity
- Verification, validation and evaluation should be always on the stage
- A network of Age-Friendly Cities and Communities is much more than a list
- Age-Friendly Cities and Communities should demonstrate their contribution to the quality of life of older people
- Let us bet on the villages!



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*Places and People + ICT and construction:
more efficient health system and reduced inequalities in access*



Figure 6. Ms Willeke van Staalduinen on smart healthy age-friendly environments

Ms Willeke van Staalduinen (AFEdemy, SHAFE Thematic Network, Cáritas Diocesana de Coimbra, SmartWork) [presented](#) the Thematic Network 2018 on Smart Healthy Age-Friendly Environments (SHAFE) and the SmartWork project. Both projects focused on smart AHA developments. SHAFE dealt with the following question: If people are to age in their own homes, how to align technological development with the building industry for smart environments in terms of policy and funding (thereby enhancing a more efficient health care system that may add better quality for less investment)? SHAFE has drafted a Joint Statement on Smart Healthy Age-Friendly Environments, and is working on the scale-up and implementation of the outcomes of the SHAFE project. On SmartWork, Ms van Staalduinen is working on user requirements and technology validation.



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The focus is not on smart cities, but on smart citizens!



Figure 7. Mr. Nikolaos Floratos on smart cities and communities standardisation

Mr. Nikolaos Floratos (ANEC) presented the works of the ETSI Special Task Force (STF) 561, “Smart cities and communities: standardization to meet citizen and consumer requirements”, within ETSI Technical Committee Human Factors. This Special Task Force (STF) is working on the development of a European standardisation Technical Report that will assess the different citizen-related issues that smart city-related standardisation in the ICT domain needs to address. The project started in November 2018, and it is now starting the consultation phase (see standards4citizens.etsi.org). The first draft of the Technical Report will be available in October 2019, and it is planned that the final draft will be approved before the end of 2020.



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*Older people are an asset.
If we don't include older people, we are creating a barrier.*



Figure 8. Mr. Roberto Scano on the Guidelines for Standards around ICT for AHA for Age Friendly Communities

Mr. Roberto Scano (UNINFO, PROGRESSIVE) [presented](#) the Guidelines for Standards around ICT for AHA for Age Friendly Communities developed by PROGRESSIVE. These guidelines, grounded on the WHO “flower” on age-friendly environments⁴, promote acting for better inclusion of older people through three main areas: standards, procurement and education. Parts of this roadmap are: conformance to specific laws or voluntary standards; and the involvement of users through user co-production or testing and auditing, or other selection criteria. The guidelines provide suggestions for standardisation bodies, age-friendly communities, and procurers. The document is available at the following [link](#).

⁴ <https://www.who.int/ageing/age-friendly-environments/en/>



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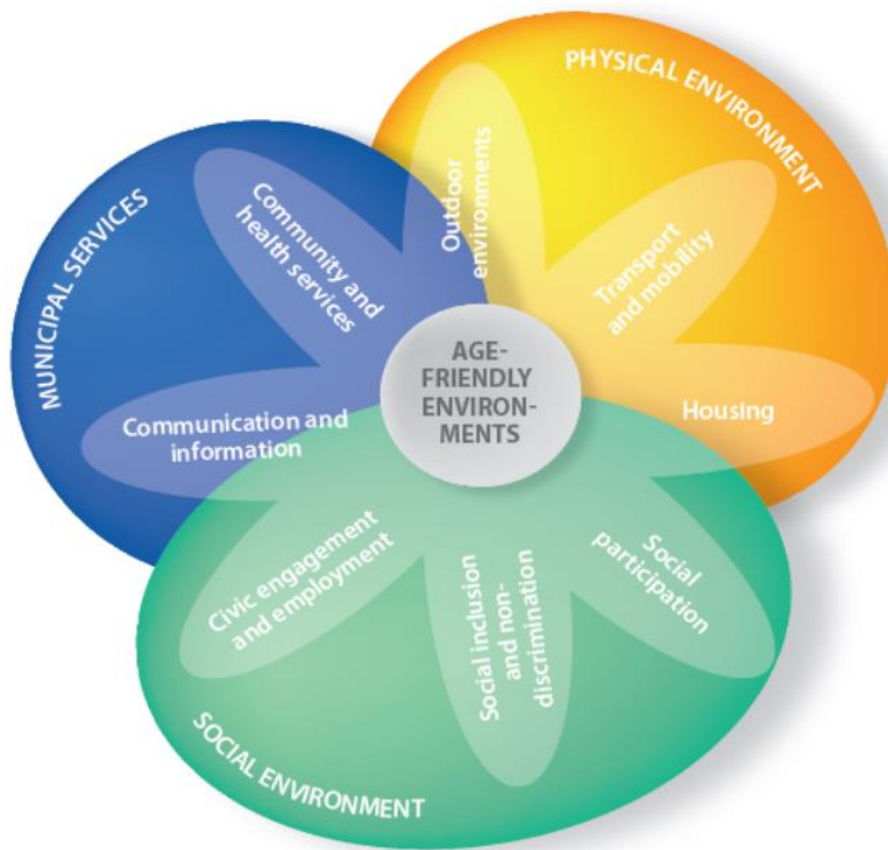


Figure 9. WHO “flower” on age-friendly environments

After these presentations, there was debate between the attendees and the panel of experts. The main questions discussed were:

- The role and number of standards. Do we need standards? Are there too many? Are they useful? Do they reflect the consensus on the areas within their scope? Do they inhibit or foster innovation?
- Success examples of the use of standards. Purely as an example, the evolution of mobile chargers to USB .
- Consensus-building. How do the standardisation bodies build consensus? What are the main commenting stages (initial, intermediate and public consultation)?
- Participation. The participation of older people in standardisation is the way to move forward. Social participation is needed in all areas.
- Communities. These are a key issue for better living and better health.
- Industry and commerce. It is important that private companies become involved in standardisation.



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Figure 10. Debate on age-friendly environments



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5. Second session: Inclusiveness in standardisation

This session focused on accessibility and usability as a use case of inclusiveness in standardisation



Figure 11. Panel of experts of the session on inclusiveness and standardisation

Mr. Fernando Machicado (UNE, PROGRESSIVE) moderated the panel of experts on Inclusiveness in standardisation. The three experts were:

- Ms Inmaculada Placencia, Senior expert Disability and Inclusion, DG EMPL
- Ms Elizabeth O'Ferrall. NSAI. Task Groups Coordinator Mandate M/473, "Design for All", project at CEN/CENELEC
- Ms Susanna Laurin, CEO of Funka



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Most older people have one or more disabilities, and most of the people with disabilities are older people



Figure 12. Ms Inmaculada Placencia on the European Accessibility Act

Ms Inmaculada Placencia made a presentation on the European Accessibility Act (EEA)⁵, which is a European Directive that will improve the accessibility of products and services in the single market. The EEA will cover accessibility requirements for carefully selected products and services. The products and services included under the EEA mainly belong to the field of ICT: for example, computer hardware systems, self-service terminals, electronic communications services, and services providing access to some key services. Requirements relevant to the accessibility of the built environment are optional. The tentative timeline for implementation is three years after entry into force for the transposition period, and six years after entry into force for its application. Advances made according to the EEA will be monitored and the EC will produce a report on the evolution of accessibility of products and services and many other parameters five years after its application.

⁵ This presentation was done according to the provisional text of the current version of the EEA.



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The Design for All Protocol guides standardisation bodies through a process to decide whether accessibility should be an issue to be addressed when reviewing existing or developing new standards



Figure 13. Ms Elizabeth O'Ferrall on M/473 "Protocol"

Ms Elizabeth O'Ferrall (NSAI, Task Groups Coordinator Mandate M/473) [presented](#) the assessment on the need of addressing accessibility following a Design for All approach in CEN and CENELEC European standardisation projects, as well as its main tool, which is the so-called "Protocol". The approaches and the tool have been developed under the Standardisation Mandate M/473 to CEN, CENELEC and ETSI to include "Design for All" in relevant standardisation initiatives. CEN and CENELEC have produced four deliverables under this mandate:

- Development of a Tool (Protocol) to assist Technical Committees in standardisation projects
- Analysis and prioritisation of the main areas where people with disabilities and older persons are experiencing barriers
- Implementation of the Protocol
- Development of the European standard EN 17161:2019, "Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users", to enable organisations to develop products and services for the widest range of users.



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There is no such thing as an average user



Figure 14. Ms Susanna Laurin on inclusion as a horizontal requirement

Ms Susanna Laurin (CEO of Funka) made a [presentation](#) on inclusion as a horizontal requirement and on the involvement of end-users in the search for next generation standards and legislation. Funka, founded by Swedish disability organisations, is a company that works on accessibility in the fields of consulting, research and innovation, government assignments, DPO collaboration and standardisation. Ms Laurin highlighted the need for a user-centric approach and coordination. As soon as there is an interface, there is an accessibility issue. Thinking outside the box, knowledge sharing, monitoring and having an overview and broader outreach are all strategic to success. Accessibility and inclusion are moving targets where the end-user should be involved from the very start of the design process. User involvement forces a continuous interaction between requirements, user testing, control and development. While this user involvement can complicate the process a lot, is there an alternative?

After these presentations, there was debate between the attendees and the panel of experts. The main questions discussed were:

- If users interact with a product or service, accessibility needs to be addressed, as stated by the new procedures of CEN and CENELEC
- Identification is a key issue for accessibility and security.

Ms Elizabeth O'Ferrall (NSAI. Task Groups Coordinator Mandate M/473) informed the audience of an educational course designed by CEN, CENELEC, ANEC, ECOS and ETUC on societal stakeholders and standards, available online at <https://www.standards4all.eu>



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6. Third session: Age-friendly smart homes

This session focused on age-friendly smart homes as a tool for independent living



Figure 15. Panel of experts of the session on age-friendly smart homes

After the lunch break, Mr. Frederic Lievens (Telehealth Quality Group, PROGRESSIVE) moderated the panel of experts on age-friendly smart homes, comprised by:

- Ms Julia Wadoux, Policy Coordinator for Health, ICT and Accessibility, AGE Platform Europe
- Ms Sara Casaccia, Post Doc - Università Politecnica delle Marche, Homes4Life project
- Ms Lydia Vogt, Project Manager, DIN, PROGRESSIVE.



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When speaking about housing and older persons, what is at stake?



Figure 16. Ms Julia Wadoux on technology as a tool for independent living

Ms Julia Wadoux (AGE Platform Europe) made a [presentation](#) on age-friendly smart homes, focusing on technology as a tool for independent living. Her presentation was structured around the following challenges:

- Ageing in place
- Social isolation and loneliness
- Accessibility and integration within the city and across urban areas
- Social exclusion

Given these challenges, smart homes should ‘fit’ within broader frameworks that relate to age-friendliness.



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A huge share of the building stock is not adapted to enable older persons to age in place



Figure 17. Ms Sara Casaccia on the Homes4Life project

Ms Sara Casaccia (Università Politecnica delle Marche, Homes4Life project), [presented](#) the Homes4Life project. This Research and Innovation project will develop a European certification scheme for ageing in place. This new European Certification Scheme will be based on an inspirational and realistic long-term vision of people's needs and requirements. It will integrate construction and digital solutions when this is beneficial to do so, -it will be flexible in addressing the specificities of each country, and it will be compliant with both new and existing buildings.



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*Generally it is the environment that is disabling
rather than the nature of the impairment itself*



Figure 18. Ms Lydia Vogt on the Draft Guidelines for Standards around ICT for AHA for Smart Homes that are Age-Friendly

Ms Lydia Vogt (DIN, PROGRESSIVE) [presented](#) the Draft Guidelines for Standards around ICT for AHA for smart Homes that are Age-Friendly. These guidelines developed by the PROGRESSIVE project aim to identify ways in which smart homes can ‘fit’ within broader frameworks that relate to age-friendliness. It elaborates how smart homes can be integrated into age-friendly communities, and good practice recommendations are given for smart homes in an age-friendly context. The document concentrates on specific criteria and related standards for age-friendly smart homes (e.g. assistive technologies and telecare) and how they can support ageing at home. The document is available at the following [link](#).



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After these presentations, there was debate between the attendees and the panel of experts. The three main questions discussed were:

- The need to consider health issues in the design and assessment of smart homes.
- Privacy and security as key issues.
- The need to avoid older people being seen only as patients.



Figure 19. Dialogue and networking at the 2nd STAIR-AHA meeting



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7. Last session: Actions to promote user co-production on standardisation - the STAIR-AHA statement

This session focused on the validation of the STAIR-AHA statement



Figure 20. Mr. Fernando Machicado reporting the activities of the STAIR-AHA

Mr. Fernando Machicado (UNE, PROGRESSIVE) moderated the discussions of this session, with the support of a [presentation](#)

This last session of the meeting started by explaining the path covered by PROGRESSIVE. The project has just ended on 31st January 2019, but PROGRESSIVE is exploring sustainable ways to assure further activity of the STAIR-AHA. This platform could continue for a further two years, and it could also evolve into a CEN-CENELEC Sector Forum. PROGRESSIVE is currently contacting key players in AHA standardisation to check their interest in taking over this platform.

The core of the session was the plenary debate on the STAIR-AHA statement. The statement is grounded in the findings, discussions and conclusions of the 31st October 2018 first STAIR-AHA platform meeting, “A new approach to AHA standards engaging end-users”, and the 19th October 2017 workshop “Making ICT Standards Fit for Active and Healthy Ageing in Europe”.

The statement (see the whole document in Annex A) was **validated by all the attendees**.



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This **statement** calls on **standardisers, policy-makers and socio-economic actors involved in standardisation** to

- ensure the compliance of the standards developed with a set of **ethical principles**
- **raise awareness** of the benefits of the inclusion of older people in standards development
- improve the **engagement of older people’s representatives** in the standardisation processes
- make the **standardisation process accessible** in accordance with Design for All principles.

The STAIR-AHA platform statement recommends that:

1. International, European and national **standardisation bodies** wishing to be relevant for ageing societies in their approaches to standardisation **should base their work on the following non-exhaustive list of key ethical tenets**:
 - Accessibility and Usability
 - Affordability
 - Autonomy and Empowerment
 - Beneficence and Non-Maleficence
 - Care, Protection and Support
 - Equality, Equity, Justice
 - Inclusion, Non-Discrimination, Social Impact
 - Interoperability
 - Privacy, Safety, Security.
2. International, European and national **standardisation processes should be revised** to ensure that they **enable the participation of older people’s representatives**, as a relevant group of stakeholders, to initiatives that concern them most.
3. International, European and national **standards organisations should be encouraged to reach out to underrepresented groups of citizens** and solicit their opinions on relevant questions. **Creative user co-production methodologies should be implemented**, as a tool to engage all end-users in the standardisation process. Specifically, STAIR-AHA recommends to promote the use of the **“Guidelines for User Co-production in Standards”** developed by the PROGRESSIVE project.⁶

⁶ The “Guidelines for user co-production in standards” developed by the PROGRESSIVE project are available at https://progressivestandards.org/wp-content/uploads/2018/08/PROGRESSIVE-guide-on-user-co-production_20180606.pdf



4. The existence of **forums of discussion** for the dissemination, awareness and discussion of issues related to active and healthy ageing standardisation, engaging experts from a broad spectrum of stakeholders' groups such as the CEN-CENELEC STAIR-AHA platform, **should be promoted**.
5. The **awareness of end-users** of the benefit of standards and the relevant role they have in the definition of quality products and services, as well as how they can contribute to standards development, **should be increased**. The awareness of the **mutual benefits** of the inclusion of older people's needs in standards, products and services for both older people and standards organisations **should be raised**.
6. The promotion of the **participation of older people's representatives in standardisation** **should be encouraged** at the **national level** of standardisation bodies, because - at that level - it enables debate that is closer to the language of the stakeholders.
7. **The design and use of technology** that supports services for older people **should be made transparent** to end-users, since the accessibility and usability of environments – both built and digital – are key issues in ensuring the participation of a wide range of citizens.
8. **Standardisers, policy-makers and socio-economic actors involved in standardisation may find** various reports and deliverables produced by the **PROGRESSIVE** project to be **useful** in supporting the future work to be done on including older people in the process of standardisation design and implementation. These include guidelines on standards covering age-friendliness; smart homes for older adults; and interoperability frameworks.⁷

Some of the questions/remarks raised by the attendees when validating the statement were the following:

- The appropriateness of an approach engaging users of all ages, including younger people.
- The need to engage all stakeholders involved in AHA, including doctors, nurses, carers, informal carers and other sectors such as robotics.
- Promotion of innovation.
- A new process should be found, based on education.
- Promotion of illustrative examples of the benefits of standards.
- The input of user co-production in AHA standardisation.

The STAIR-AHA platform and the PROGRESSIVE project informed the audience that they will contact the three European Standardisation Bodies, i.e. CEN, CENELEC and ETSI, as well as the National Standardisation Bodies engaged in the platform. The aim is to make them aware of the STAIR-AHA statement, and to promote relevant actions. With this, the meeting ended.

⁷ See: <https://progressivestandards.org/resources/project-reports/>



Annex A – Towards a new approach to standards that support active and healthy ageing to engage with users of all age groups

A collective statement by participants of the STAIR-AHA platform

“Demographic ageing in Europe requires systematic incorporation of the needs of older persons and persons with disabilities, and other vulnerable members of society, in the development of standards, which are a suitable tool to help achieve an active and healthy society in Europe and to increase the accessibility of products and services for people.”

European Parliament Resolution of 4 July 2017⁸

Demographics are changing. The proportion of people aged 65 and above, relative to those aged between 15 and 64 in the European Union (EU), was almost 30% in 2016. It will increase to more than 50% in 2070⁹. Older people are an important and growing group of stakeholders. While some have support needs, many are leaders, carers, workers and entrepreneurs.

Standards, regulations, guidelines, specifications and interoperability profiles, can play an important role in making sure that products and services respond to the needs and choices of older people. They can contribute to addressing current and future societal challenges. **The role and input of societal stakeholders in the development of standards needs to be strengthened, through the reinforced support of organisations representing citizens**¹⁰.

Standards organisations have a crucial role in reaching this objective. The three European Standards Organisations (ESOs), i.e. CEN, CENELEC and ETSI, are facilitating the appropriate participation of all relevant stakeholders. This is reinforced by the support that the European Union is providing in offering resources for the participation of consumers’ representatives (ANEC), trade unions (ETUC), environmental citizens’ organisations (ECOs) as well as small- and medium-sized businesses (SBS).

Yet ensuring a balance among all age groups in terms of their representation in standardisation processes is challenging. The European standardisation frameworks are organised by and for the stakeholders concerned. This involvement is based either on direct participation (ETSI) or on national representation (CEN and CENELEC) through national standardisation bodies. **There are noteworthy**

⁸ European Parliament resolution of 4 July 2017 on European standards for the 21st century (2016/2274(INI)). <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P8-TA-2017-0278+0+DOC+XML+V0//EN>

⁹ The 2018 Ageing Report: Economic and Budgetary Projections for the EU Member States (2016-2070). https://ec.europa.eu/info/news/economy-finance/policy-implications-ageing-examined-new-report-2018-may-25_e

¹⁰ Regulation (EU) No 1025/2012. <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32012R1025>



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initiatives at the national level¹¹ to encourage and facilitate the participation of civil society stakeholders. However, the representativeness of citizens' and consumers' groups – including in terms of age diversity – remains problematic.

AGE Platform Europe, the main European network for non-profit organisations of and for people aged 50+, is also involved in some standardisation activities coordinated by ESOs. In addition, AGE works in close collaboration with ANEC, the European consumer voice in standardisation, and EDF, the European Disability Forum, on standardisation issues.

Lack of representation can have unfortunate impacts. The limited level of inclusion¹² of older people in the standardisation process is a missed opportunity. It inhibits efforts to move away from ageist misconceptions of older people's needs and preferences. It also has some obvious negative consequences for standards themselves. These include their overall risk of lack of legitimacy and relevance; of failure to meet the needs of all ages of end-users; and of increase in the social exclusion of older people. Yet, there are ways to overcome these potential negative impacts.

The European Union-funded project, PROGRESSIVE¹³, has fostered the creation of the STAIR-AHA platform. As a result of its work, the STAIR-AHA platform has developed a statement that outlines recommendations for the need for change in developing standards for active and healthy ageing:

This statement calls on standardisers, policy-makers and socio-economic actors involved in standardisation to:

- **Ensure the compliance of the standards developed with a set of ethical principles** which echoes the founding European values of respect and dignity in the European Union Charter of Fundamental Rights¹⁴;
- **Raise awareness of the benefits of the inclusion of older people** – as experts regarding their own needs and preferences – in standards development;
- **Improve the inclusion of a wider range of stakeholders** in the standardisation process and **engage older people's representatives** in order to ensure a better fit of standards with the needs and preferences of older people;
- **Make the standardisation process accessible in accordance with design-for-all principles** so as to facilitate the participation of civil society representatives (examples of work could encompass user interfaces and built environments that are friendly, accessible and usable).

¹¹ AFNOR (France) has a panel of seniors and experts to validate consumer products; the DIN Consumer Council (Germany) structures the participation of consumer experts in the standardisation of products and services; SIS (Sweden) and SN (Norway) have experiences with panel members.

¹² STAIR-AHA has identified the following causes for the low participation of older people in standardisation: the standardisation process itself; a lack of awareness on the part of both the standardisation organisations and older adults; difficulties with older people getting engaged in meetings/the process; funding and resources; accessibility; other barriers e.g., language and technologies; a generation gap(s); and people having priorities other than standards.

¹³ <https://progressivestandards.org>

¹⁴ The Charter of Fundamental Rights of the European Union is available at http://www.europarl.europa.eu/charter/pdf/text_en.pdf



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In light of the above, **this statement recommends that:**

1. International, European and national **standardisation bodies** wishing to be relevant for ageing societies in their approaches to standardisation **should base their work on the following non-exhaustive list of key ethical tenets:**
 - Accessibility and Usability
 - Affordability
 - Autonomy and Empowerment
 - Beneficence and Non-Maleficence
 - Care, Protection and Support
 - Equality, Equity, Justice
 - Inclusion, Non-Discrimination, Social Impact
 - Interoperability
 - Privacy, Safety, Security.
2. International, European and national **standardisation processes should be revised** to ensure that they **enable the participation of older people's representatives**, as a relevant group of stakeholders, to initiatives that concern them most.
3. International, European and national **standards organisations should be encouraged to reach out to underrepresented groups of citizens** and solicit their opinions on relevant questions. **Creative user co-production methodologies should be implemented**, as a tool to engage all end-users in the standardisation process. Specifically, STAIR-AHA recommends to promote the use of the **"Guidelines for User Co-production in Standards"** developed by the PROGRESSIVE project.¹⁵
4. The existence of **forums of discussion** for the dissemination, awareness and discussion of issues related to active and healthy ageing standardisation, engaging experts from a broad spectrum of stakeholders' groups such as the CEN-CENELEC STAIR-AHA platform, **should be promoted**.
5. The **awareness of end-users** of the benefit of standards and the relevant role they have in the definition of quality products and services, as well as how they can contribute to standards development, **should be increased**. The awareness of the **mutual benefits** of the inclusion of older people's needs in standards, products and services for both older people and standards organisations **should be raised**.
6. The promotion of the **participation of older people's representatives in standardisation should be encouraged** at the **national level** of standardisation bodies, because - at that level - it enables debate that is closer to the language of the stakeholders.

¹⁵ The "Guidelines for user co-production in standards" developed by the PROGRESSIVE project are available at https://progressivestandards.org/wp-content/uploads/2018/08/PROGRESSIVE-guide-on-user-co-production_20180606.pdf



7. **The design and use of technology** that supports services for older people **should be made transparent** to end-users, since the accessibility and usability of environments – both built and digital – are key issues in ensuring the participation of a wide range of citizens.
8. **Standardisers, policy-makers and socio-economic actors involved in standardisation may find** various reports and deliverables produced by the **PROGRESSIVE** project to be **useful** in supporting the future work to be done on including older people in the process of standardisation design and implementation. These include guidelines on standards covering age-friendliness; smart homes for older adults; and interoperability frameworks.¹⁶

This statement is grounded in the findings, discussions and conclusions of the 31st October 2018 first STAIR-AHA platform meeting, “A new approach to AHA standards engaging end-users”¹⁷, and the 19th October 2017 workshop “Making ICT Standards Fit for Active and Healthy Ageing in Europe”¹⁸. Both meetings were organised by the PROGRESSIVE project¹⁹. In addition, the online platform produced by the PROGRESSIVE project, and all the associated PROGRESSIVE reports may provide useful support materials.²⁰

¹⁶ See: <https://progressivestandards.org/resources/project-reports/>

¹⁷ The report of the meeting is available at <https://drive.google.com/open?id=1XOqhVgc20G8PksStOcDm5TCfTG0PVLbR>

¹⁸ The report of the meeting is available at https://progressivestandards.org/wp-content/uploads/2018/08/PROGRESSIVE_Forum_REPORT-0_1.pdf, <https://progressivestandards.org/resources/project-reports/>

¹⁹ More information about the STAIR-AHA can be found online: <https://progressivestandards.org/wp-content/uploads/2018/10/PROGRESSIVE-Factsheet-STAIR-AHA.pdf>

²⁰ For the PROGRESSIVE online platform, see: <https://progressivestandards.org>



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Annex B - Participation of key stakeholders

Sixty-four²¹ experts (54% women and 46% men) from 16 European countries and from Australia, participated in the event, comprising a total of 17 nations:

- Australia
- Austria
- Belgium
- Czech Republic
- Denmark
- France
- Germany
- Greece
- Ireland
- Italy
- Luxembourg
- Netherlands
- Norway
- Spain
- Sweden
- Switzerland
- United Kingdom

The distribution per type of organisation attending the event was the following:

- Academic or research organisation: 11
- Standardization Organisation or Technical Committee: 10
- Societal organisation: 8
- Older people's representative organisation: 7
- Public Authority or agency: 6
- Research and Innovation project: 2
- Standards Developing Organisation (SDO): 1
- Other: 19

As a key indicator, 27% of the attendees was a participant in one or more organisation representing older people. Eight example age-related organisations include:

- AGE Platform Europe
- Age Cymru
- AgeUK Milton Keynes

²¹ Eighty-nine experts registered to the event.



- Austrian Association supporting the blind and visually impaired
- Australasian Association of Gerontology
- Générations Mouvement - Les Aînés Ruraux
- International association for Physical Therapists working with Older People (IPTOP) - Flemish Senior Council
- 50plus Hellas

Thirty-seven per cent of attendees participate in one or more standardisation technical bodies related to AHA. Besides, ten attendees were members of staff in one of the following nine National Standardisation Bodies:

- AFNOR (France)
- DIN (Germany)
- DKE (Germany)
- NEN (Netherlands)
- NSAI (Ireland)
- SIS (Sweden)
- SN (Norway)
- UNE (Spain)
- UNINFO (Italy)



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Annex C - Attendance list

	First name	Last name	Country	Organisation name	Type of organisation
Ms	Alexandra	Antoni	Sweden	SIS	Standardization Organisation or Technical Committee
Mr.	Ashraf	Anwar	Sweden	Odysseus Destination Management AB	
Mr.	Alfonso	Arevalillo	Spain	Tecnalia	Academic or research organisation
Mr.	Paschal	Bagonza	United Kingdom	De Montfort University	Academic or research organisation
Ms	Lia	Baumüller	Belgium	Landesvertretung Baden-Württemberg	
Mr.	Helm	Ben Hmida	Germany	Fraunhofer institute	Research and Innovation project
Ms	Nitika	Bhalla	United Kingdom	DeMontfort University	Academic or research organisation
Ms	Marlou	Bijlsma	Netherlands	NEN	Standardization Organisation or Technical Committee
Ms	Francesca	Carrettoni	Belgium	ANEC	Societal organisation
Ms	Sara	Casaccia	Italy	Università Politecnica delle Marche	Academic or research organisation
Mr.	Angelos	Charlaftis	Belgium	ePAPHOS Advisors Teamwork	
Ms	Catherine	Chronaki		HL7 Foundation	Standards Developing Organisations (SDO)
Mr.	Claude	Connan	France	Générations Mouvement - Les Aînés Ruraux	Older people's representative organisation
Mr.	Stefan	Danschutter	Belgium	Belgian Building Research Institute (BBRI)	
Ms	Eva	De Lera	Switzerland	Raising the Floor - International Association (RtF-I)	Research and Innovation project
Mr.	Patrick	De Mazière	Belgium	UC Leuven-Limburg	Academic or research organisation
Mr.	Bart	Degryse	Belgium	Wit-Gele Kruis (White Yellow Cross)	



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Ms	Martine Lovise	Drevvatne	Norway	Standards Norway	Standardization Organisation or Technical Committee
Mr.	Malcolm	Fisk	United Kingdom	De Montfort University	Academic or research organisation
Mr.	Nikolaos	Floratos	Greece	ANEC	Societal organisation
Ms	Mareen	Franck	Belgium/Germany	Representation of the State of Baden-Württemberg to the European Union	
Mr.	Ken	Garner	United Kingdom	Dignio Ltd.	
Mr.	François-René	Germain	France	Orange	
Mr.	Nick	Guldemon	The Netherlands	Erasmus School of Health Policy & Management	Academic or research organisation
Mr.	Mher	Hakobyan	Belgium	European Disability Forum	
Mr.	Gerhard	Hegendoerfer	Belgium	Saxony Liaison Office Brussels	Public Authority or agency
Ms	Áine	Higgins Ní Chinnéide	Ireland	Centre for Excellence in Universal Design/National Disability Authority	Public Authority or agency
Mr.	Menno	Hinkema	The Netherlands	TNO	Academic or research organisation
Mr.	Klaus	Hoeckner	Austria	Austrian Association supporting the blind and visually impaired	Older people's representative organisation
Mr.	Tom	Høseggen	Norway	Standards Norway	Standardization Organisation or Technical Committee
Ms	Estelle	Huchet	Belgium	AGE Platform Europe	Older people's representative organisation
Ms	Nadia	Kamel	Belgium	Eurocarers	Societal organisation
Mr.	Johannes	Koch	Germany	DKE German Commission for Electrical, Electronic & Information	Standardization Organisation or Technical Committee
Ms	Susanna	Laurin	Sweden	Funka	
Mr.	Frederic	Lievens	Belgium	Lievens-Lanckman / Telehealth Quality Group	



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Ms	Aurélie	Lolia	France	AFNOR	Standardization Organisation or Technical Committee
Mr.	Pasquale	Lombardo	Italy	Friuli Venezia Giulia region	Public Authority or agency
Mr.	Carsten	Lykke Graversen	Denmark	Danish Transport, Construction and Housing Authority	Public Authority or agency
Mr.	Fernando	Machicado	Spain	UNE	Standardization Organisation or Technical Committee
Ms	Luisa	Miranda Ferreira	Spain	COGAMI-COCEMFE	Societal organisation
Ms	Mai	Monique	France	Orange	
Mr.	Billy-Ray	Muraille	Belgium	AB-REOC	Societal organisation
Ms	Elizabeth	O'Ferrall	Ireland	NSAI	Standardization Organisation or Technical Committee
Ms	Sabrina	Pit	Australia	University of Western Sydney	Academic or research organisation
Ms	Nikola	Prochazkova	Czech Republic	Representation of the South Moravian Region to the EU	
Ms	Ziyoda	Rakhimova	Belgium	European Health Management Association	
Ms	Myrto-Maria	Ranga	Greece	50plus Hellas	Older people's representative organisation
Mr.	Reza	Razavi		European Commission	Public Authority or agency
Mr.	Norman	Röhner	Belgium	DIGITAL SME Alliance	
Ms	Anett	Ruszanov	Belgium	ERRIN	
Mr.	Roberto	Scano	Italy	Uninfo	Standardization Organisation or Technical Committee
Ms	Cecilia	Sudo	Belgium	Brussels Medical Prevention Center	Societal organisation
Mr.	Jan	Tessier	Belgium	International association for Physical Therapists working with Older People (IPTOP) - Flemish Senior Council	Older people's representative organisation
Mr.	Elliot	Tricot	Belgium	RPP	



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Mr.	Miguel Ángel	Valero Duboy	Spain	Ceapat, Imsero, Spanish Government	Public Authority or agency
Ms	Willeke	Vanstaalduinen	The Netherlands	AFEdemy, Academy on age-friendly environments	
Ms	Lydia	Vogt	Germany	DIN	Standardization Organisation or Technical Committee
	Viviane	Von Doellen	Luxembourg	Stéftung Hëllef Doheem	Societal organisation
Ms	Julia	Wadoux	Belgium	AGE Platform Europe	Older people's representative organisation
Ms	Verina	Waight	United Kingdom	the open university	Academic or research organisation
Ms	Stephanie	Warren	United Kingdom	AgeUK Milton Keynes	Older people's representative organisation
Ms	D.	Whitehouse	Belgium	EHTEL	Societal organisation
Mr.	Axel	Wolf	Sweden	University of Gothenburg Centre for Person-centred Care, GPCC	Academic or research organisation
Ms	Stefani	Wolfgarten	Germany	German Social Insurance European Representation	



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Annex D - Agenda

The agenda of the meeting was as follows:

9:30 Registration and welcome coffee

10:00 Welcome and opening remarks

Malcolm Fisk, De Montfort University, Coordinator of PROGRESSIVE

10:15 Age-friendly communities as enablers of Active and Healthy Ageing

- WHO Global Network for Age-friendly Cities and Communities: lessons learned in Spain
Miguel Ángel Valero, Director of Ceapat, Imsero (Spain)
- Smart Healthy Age-Friendly Environments and other smart AHA developments
Willeke van Staaldin, Co-founder of AFEdeMy, Coordinator of SHAFE Thematic Network, Caritas Diocesana de Coimbra, SmartWork
- Smart cities and communities standardisation to meet citizen and consumer requirements.
Nikolaos Floratos, ANEC representative, ETSI STF 561
- Guidelines for Standards around ICT for AHA for Age Friendly Communities.
Roberto Scano, UNINFO, PROGRESSIVE
- Discussion
Moderator: Malcolm Fisk, De Montfort University, Coordinator of PROGRESSIVE

11:15 Coffee break

11:45 Inclusiveness in standardisation. Accessibility and usability as a use case.

- The European Accessibility Act. Improving the accessibility of products and services in the single market
Inmaculada Placencia, Senior Expert Disability and Inclusion, European Commission, DG EMPL
- Assessment on the need of addressing accessibility following a Design for All approach in European standardisation projects. Tools: The "Protocol"
Elizabeth O'Ferrall, NSAI, Task Groups Coordinator Mandate M/473, "Design for All", project at CEN/CENELEC
- Inclusion as a horizontal requirement. Involving end users in the researches for next generation standards and legislation
Susanna Laurin, CEO of Funka
- Discussion
Moderator: Fernando Machicado, UNE, PROGRESSIVE

12:35 Networking lunch

13:35 Age-friendly smart homes



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- Age-friendly smart homes: technology as a tool for independent life
Julia Wadoux, Policy Coordinator for Health, ICT and Accessibility, AGE Platform Europe
- Towards a European certification scheme for ageing in place
Sara Casaccia, Post Doc - Università Politecnica delle Marche, Homes4Life project
- Draft Guidelines for Standards around ICT for AHA for smart Homes that are Age-Friendly
Lydia Vogt, Project Manager, DIN, PROGRESSIVE
- Discussion
Moderator: Frederic Lievens, Telehealth Quality Group, PROGRESSIVE

14:40 Coffee break

15:00 Actions to promote user co-production in standardisation. STAIR-AHA statement

- Discussion
Moderators: Malcolm Fisk, De Montfort University, Coordinator of PROGRESSIVE and Fernando Machicado, UNE, PROGRESSIVE

16:00 End of the meeting



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Annex E – Glossary

AHA - Active and Healthy Ageing: Process of optimising opportunities for health, participation and security in order to enhance quality of life as people age (Source: WHO).

Annex III Organisations: Organisations (Small Business Standards, the European consumer voice in standardisation, the European Trade Union Confederation and the European Environmental Citizens' Organisation for Standardisation) representing respectively SMEs, consumers, workers and environmental interests in standardisation (Source: Regulation (EU) 1025/2012).

CEN - European Committee for Standardisation: CEN is one of three European Standardization Organisations. It supports standardization activities in relation to a wide range of fields and sectors including: air and space, chemicals, construction, consumer products, defence and security, energy, the environment, food and feed, health and safety, healthcare, ICT, machinery, materials, pressure equipment, services, smart living, transport and packaging. It is an association that brings together the National Standardization Bodies of 34 European countries. (Source: CEN - adapted).

CENELEC - European Committee for Electrotechnical Standardisation: CENELEC is one of three European Standardization. CENELEC is responsible for standardization in the electrotechnical engineering field. It is a non-profit technical organisation set up under Belgian law. (Source: CEN and CENELEC - adapted).

ETSI - European Telecommunications Standards Institute: ETSI is one of three European Standardization Organisations. It is the ESO dealing with telecommunications, broadcasting and other electronic communications networks and services. It is an independent, not-for-profit organisation. (Source: CEN and ETSI - adapted).

ESO - European Standards Organisations: Organisations recognised by the European Union and by the European Free Trade Association (EFTA) as being responsible for developing and defining voluntary standards at European level. The three European Standardization Organisations are CEN, CENELEC and ETSI (Source: CEN - adapted).

IEC - International Electrotechnical Commission: International organisation that publishes consensus-based International Standards and manages conformity assessment systems for electric and electronic products, systems and services, collectively known as electrotechnology. It is a not-for-profit, quasi-governmental organisation (Source: IEC - adapted).

ITU - International Telecommunication Union: ITU is the United Nations specialized agency for information and communication technologies. ITU develops Recommendations (ITU-T Recs) - standards defining how telecommunication networks operate and interwork. (Source: ITU - adapted).

ISO - International Organisation for Standardisation: ISO is global network of national standards bodies in 163 different countries. Through its members, it develops International Standards. (Source: ISO - adapted).



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NSB - National Standards Bodies: National Standards Organisations (NSO).

SDO - Standards Developing Organisations: The term standards developing organisation (SDO) generally refers to the industry- or sector-based standards organisations, other than the National Standards Bodies, that develop and publish industry specific standards (Source: Wikipedia - adapted).

STAIR - STAndards, Innovation and Research Platform: A platform that aims to bring together standardisers, researchers and innovators to discuss and identify standardisation needs and opportunities for a specific area of concern (Source: CEN-CENELEC).

TC - Technical Committee: A substructure of standards development organisations in charge of developing standards as prioritised in the work programme of the ESO or NSB (Source: CEN).



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Annex F – Links to the reports of the previous related meetings organised by PROGRESSIVE

- Link to the 31st October 2018 first STAIR-AHA platform meeting, “A new approach to AHA standards engaging end-users”: https://progressivestandards.org/wp-content/uploads/2019/02/1st-STAIR-AHA-DRAFT-meeting-report_V_0_6.pdf
- Link to the 19th October 2017 workshop “Making ICT Standards Fit for Active and Healthy Ageing in Europe”: https://progressivestandards.org/wp-content/uploads/2018/08/PROGRESSIVE_Forum_REPORT-0_1.pdf



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