International Standard

ISO 25554

Ageing societies — Guidelines for promoting wellbeing in communities

Vieillissement de la population — Lignes directrices pour la promotion du bien-être dans les collectivités

**First edition
2024-11**

© ISO 2024

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO 25554:2024
https://standards.iteh.ai/catalog/standards/iso/fd0baeaa-e72e-4013-af79-f0112cdcfa9f/iso-25554-2024

Contents

Page

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 314, *Ageing societies*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document provides guidelines to specify a framework for the promotion of wellbeing in a community. In this document, it is supposed that a community has its own concept of wellbeing which is consistent with SDGs' (sustainable development goals) principle "leave no one behind", WHO (World Health Organization)'s healthy ageing and the community's mission and values. The wellbeing concept leads the promotion of wellbeing presented in this document. This document does not seek to provide norms to define what wellbeing is, but rather it provides a framework for achieving wellbeing that aligns with the wellbeing concept.

The framework includes the provision of wellbeing services and communication in both working and living conditions, regardless of community's size. This framework proposes a system to continuously improve the wellbeing of its members and interested parties with community-based leadership.

In addition, this framework considers not only the community as a whole, but also each individual, under SDGs' principle of "leaving no one behind". This framework also helps to identify measures a community already has in place to improve wellbeing, as well as any gaps that can exist. The effective use of digital technologies is regarded in this document for a continuous improvement of wellbeing promotion.

While wellbeing relates to various fields and elements, this document covers the areas that are expected to contribute to how people spend their lives, including "physical, mental and social wellbeing" based on the WHO's concept of healthy ageing. The framework of the promotion and management of wellbeing is common in structure among various communities such as enterprises, municipalities, and any other types of organizations, as well as local communities. It is also helpful to share methodologies and good practices among communities. For practical use of this framework, actual examples of wellbeing promotion in each type of community are beneficial.

The targets of management are all members in a community, including people who are older or have disabilities. Targeting those at higher health risk and providing services optimized for their health status is also recommended. This approach will improve the wellbeing of the target population as well as the wellbeing of the entire community. Diversity and inclusion should be utilized as strengths of a community.

The user categories covered by this document include:

— communities;

— leaders in a community;

— individuals and families belonging to the community.

NOTE 1   WHO defines Healthy Ageing as the process of developing and maintaining the functional ability that enables wellbeing in older age.

NOTE 2   The concept of wellbeing is also discussed in other documents that are developed by ISO/TC 314.

Ageing societies — Guidelines for promoting wellbeing in communities

1 Scope

This document presents guidelines to establish, implement, evaluate and continuously improve wellbeing, to promote healthy ageing at the level of community and individual members.

This document is applicable to any community, regardless of size, type and nature.

Management of occupational safety and health is outside of the scope of this document.

This document does not cover economic and financial aspects.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org

3.1
wellbeing
state of being comfortable, healthy and happy

Note 1 to entry: Wellbeing is achieved by improving physical, mental, and social conditions.

Note 2 to entry: The wellbeing of a *community* (3.2) consists of the wellbeing of all its *members* (3.3).

[SOURCE: ISO 25550:2022, 3.13 modified — Notes 1 and 2 to entry added.]

3.2
community
place or group of people with an arrangement of responsibilities, activities and relationships

Note 1 to entry: A location such as a city, town, neighbourhood, village or rural area can also include groups of people with shared interests or features, such as professional groups, religious organizations and businesses.

Note 2 to entry: In many, but not all, contexts, a community has a defined geographical boundary.

Note 3 to entry: The following are considered actors in the community:

— authorities having jurisdiction within the community;

— organizations, congregations, and community groups;

— individuals, carers, and families;

— persons of interest in education, research, and development;

— planners and providers of products, services, the built environment, and the community infrastructures.

[SOURCE: ISO/TS 37151:2015, 3.1, modified — "place or" has been added to the definition; Note 1 to entry has been modified; Notes 2 and 3 to entry have been added.]

3.3
member
individual that is part of a *community* (3.2)

3.4
wellbeing concept
community's (3.2) own concept for actions to achieve *wellbeing* (3.1) for the community

Note 1 to entry: Wellbeing concept is consistent with SDGs' principle "leave no one behind", WHO's healthy ageing and the community's mission and values.

3.5
wellbeing performance index
measure that is derived from objective and/or subjective indicator(s) to evaluate the result of the promotion of *wellbeing* (3.1) for a *community* (3.2) or its *members* (3.3)

3.6
wellbeing service
activity which a *community* (3.2) provides directly or indirectly to a *member* (3.3) to maintain or improve *wellbeing* (3.1)

4   Framework for realizing wellbeing concept

4.1   General

A community should design and provide services with its members, and the members should use the services to implement the wellbeing concept. The community should use indices, composed of measurable indicators, for both the community and its members to express the outcomes of the members' actions. The community should evaluate and review the differences between the expected outcomes and the actual outcomes and adjust the services and indices accordingly.

These processes should be performed at regular and planned intervals. This clause gives a framework for operating these processes.

A community should plan and carry out the promotion of wellbeing based on the framework. When implementing the framework, the following elements, which are further explained in Clause 5, should be taken into consideration:

a)   sustainable and effective promotion and management;

b)   communication;

c)   leadership for the promotion and management of wellbeing;

d)   data management.

NOTE   Examples of wellbeing management for citizens by municipality are presented in Annex A, Clauses A.2 and A.3. In addition, an example of wellbeing management in a business is presented in Clause A.4.

4.2   Developing wellbeing concept and defining expected outcomes for a community and its members

A community develops its own wellbeing concept, which is consistent with the community's mission and values, to drive a promotion of wellbeing.

Expected outcomes from its promotion should be defined for both the community and its members. Specified points in time should be defined for an expected outcome. The expected outcomes should include short, medium and long-term to allow for both adjustments of the services when required and sustainable promotion of wellbeing.

4.3 Preparing an evaluation scheme

4.3.1 Defining the wellbeing performance index of an individual member

Wellbeing performance indices for an individual member's expected outcomes should be determined. The indices should be constructed by means of measured indicators (4.3.3 and 4.3.4).

4.3.2 Defining the wellbeing performance index of a community

Wellbeing performance indices for the community's expected outcomes should be determined. The indices should be estimated using aggregated indicators of the community and/or its member (details as given in 4.3.3 and 4.3.4).

4.3.3 Identifying the indicators of a member

Indicators to evaluate members' wellbeing performance indices should be determined to better reflect the status of individuals' wellbeing.

4.3.4 Identifying the indicators of a community

Indicators to evaluate communities' wellbeing performance indices should be determined to better reflect the status of communities' wellbeing. The indicators of a community are derived from statistical or objective aggregation of indicators of members or the statistics of the community. The indicators also present effectiveness of wellbeing services.

NOTE   Examples of elements related to wellbeing are presented in Annex C.

4.4 Designing and providing wellbeing services

Wellbeing services should be designed to improve outcomes.

Efficiency and effectiveness of wellbeing services should also be considered.

Planned wellbeing services should be provided to members. These wellbeing services are subject to evaluation from the point of the view of the expected outcomes of the community and its members.

NOTE 1   Third party businesses can provide efficient and effective wellbeing services.

NOTE 2   A wide variety of wellbeing services allow individuals and communities to voluntarily select services that specifically solve the issues they experienced and/or recognized.

4.5 Evaluating the wellbeing performance index

Data on indicators of a community and its members should be collected. Then the wellbeing performance indices of the community and its members should be evaluated.

NOTE   Reporting one's status of indicators is always voluntary.

4.6 Reviewing the wellbeing performance index against expected outcomes

The wellbeing performance indices for both a community and its member, as well as efficiency and effectiveness of wellbeing services, should be reviewed by comparing with expected outcomes.

4.7   Adjusting wellbeing services and wellbeing performance index

Wellbeing services, as well as wellbeing performance indices, should be revised with regard to the results of review.

5   Responsibilities of a community

5.1   Sustainable and effective promotion and management

A community should maintain and/or improve the wellbeing of its members in a sustainable and efficient manner by providing appropriately-designed wellbeing services.

The services should be managed, reviewed and adjusted in line with the framework of the promotion and management of wellbeing presented in Clause 4.

5.2   Communication for promotion and management

A community should promote and motivate the participation of members as much as possible in the community's efforts for the promotion of wellbeing, e.g. by facilitating communication between members and those responsible for the promotion.

For this purpose, a community should implement the process by which it collects data of measured indicators and present some or all wellbeing performance indices.

A community should present the benefit of its wellbeing services based on the evaluation results of wellbeing performance indices. Evaluation feedback and guidance to improve wellbeing performance indices should be given to each member to let members understand their conditions and motivate the member to act better.

Individual members should be able to participate in the decision making on the services to be provided.

NOTE   It is helpful to obtain environmental context from members, such as barriers (e.g. accessibility of shops and restaurants, availability of bus lines for longer distances, lack of parks or attractive sidewalks, lack of correct/ appropriate information, etc.), for the purposes of evaluation.

5.3   Role of leadership

Effective and continuous leadership is important to implement the promotion of wellbeing with effective and accessible communication.

A community should develop such human resources and continuously develop them since leadership is needed to promote and manage wellbeing.

5.4   Data management

If communities use digital technology to capture data from their members, the data can be used as an indicator for the community and for each member, and it can be utilized for performance indices for the community and for each member to help promote and manage wellbeing services.

When a community collects data relating to its members for the purpose of promotion and management, obtained data should be properly managed. Information/data on a community and its members should be used in a way that is supported by scientific evidence and validity, such as biostatistics and epidemiology.

For further information regarding the data collection and management policy including data collection, storage, retrieval, etc., see ISO/IEC 27701, ISO 31700-1, and ISO 22458.

NOTE   A framework for utilizing information technology for wellbeing promotion is explained in Annex D.