1ST NATIONAL ACCESSIBILITY PLAN 2004-2012

Achieving Equal Opportunities and
Full Participation through Design for All

Approved by the Spanish Cabinet on 25 July 2003

1st National Accessibility Plan 2004-2012

Contents

Introduction

Achieving Equal Opportunities and
Full Participation through Design for All

This is the motto of the 1st National Accessibility Plan (hereinafter 'the Plan') drawn up by the Spanish Ministry for Employment and Social Services (hereinafter 'MTAS') scheduled to be implemented between 2004 and 2012.

The European Year of People with Disabilities, celebrated in 2003, offered an excellent opportunity to present a plan whose main goal is to achieve equal opportunities for people with disabilities. The Plan is underpinned by the belief that:

1. Equal rights and respect for human diversity are two key principles of our society.
2. Barriers in the built environment limit disabled people's participation in society far more than their impairments themselves do.

A society committed to social inclusion and respect for human rights must consider the needs of all its members on an equal basis. Design should be based on diversity, rather than on the concept of a 'normal' or 'average' person. Design for All describes the approach through which products, services and built environments should be designed right from their inception so they can be used by as many people as possible. This approach aims to guarantee equal opportunities for all members of society and thus enable them to play an active role in society. The closely related concepts of equal opportunities and Design for All – the two major ideas that have driven the campaign for improved accessibility in recent years –both feature in the Plan's motto.

In the past, disabled people have been stigmatised and treated as different from the rest of society. They have been identified as the problem, and solutions have focused on trying to adapt them to the world around them. Design for All, however, considers that disabled people's accessibility needs with respect to the built environment should be seen in the same light as other, more widespread limitations experienced by all members of society. At some time or another, we will all face barriers when carrying out certain tasks, and we will all suffer impairments brought on by old age. This approach recognises that the human condition is not defined simply by the possession of certain specific abilities, but should be considered in a more inclusive manner in which diversity is the norm and not the exception. The values that underpin this new approach form the basis of the Plan's goals and seek to create a new culture of improved accessibility in which responding to purely disability-related needs ceases to be the be-all and end-all of action. Since everyone will experience some form of limitation at one time or another, although Design for All benefits mainly those with the greatest needs, this approach ultimately benefits all members of society.

The ambitious and far-reaching nature of this new approach may help to pave the way for long-term accessibility policies and overcome many of the obstacles that stand in the way of equal opportunities and a higher quality of life for us all.

The Plan aims to put an end to the way in which accessibility initiatives have been regarded as second-class policies concerning add-on details: policies seen as designed to meet the needs of a minority of the population who benefit from these policies at the expense of the rest of society. This attitude is closely related to the belief that this issue falls exclusively within the remit of social services, and to the low profile that accessibility-related matters have within government and amongst technical experts, professionals and the general public.

Furthermore, the Plan has to be innovative and ambitious, for it will fail to meet its goals if it is unable to bring about effective social change to alter deep-rooted behaviour. It is aimed at society as a whole and encompasses different government administrations as well as private-sector agents in their role as suppliers of products and services.

The Plan arose out of a project that was originally conceived in 1999. It was finally approved by the Spanish government in 2003 and has acquired particular relevance owing to its inclusion as the main instrument of the Spanish Equal Opportunities, Non-discrimination and Universal Access for People with Disabilities Act of 2 December 2003 (hereinafter 'the Equal Opportunities Act').

An organisation is required to take the necessary steps to prepare the Plan and put it into practice. MTAS[1], with its considerable technical resources, extensive experience and long-standing commitment to disabled people, will be responsible for the Plan and will oversee the process to tackle the serious accessibility shortcomings in Spain.

MTAS is also the government body responsible for monitoring the 2ⁿᵈ Action Plan for People with Disabilities[2] and for providing technical assistance for international cooperation programmes aimed at elderly and disabled people. It has several fundamental roles to play in areas where governmental decision-making power has been devolved to the autonomous regions within Spain[3], which is the case with most areas related to the field of accessibility. MTAS is responsible for:

- Guaranteeing all citizens throughout Spain are given equal opportunities in terms of accessible products, services and built environments.

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[1] See Section 6.2. for a detailed description of MTAS.

[2] The 2ⁿᵈ Action Plan for People with Disabilities was approved by the Spanish Cabinet on 5 December 2003 and is scheduled to be implemented between 2003 and 2007. It sets out policies for providing comprehensive care for disabled people and carers, and contains positive-discrimination measures to tackle discrimination and to promote equality, economic self-sufficiency and social inclusion. It comprises four areas of action: 1) Providing care for severely disabled people; 2) Developing active policies to assist disabled people on the job market; 3) Promoting accessible services, products and built environments; 4) Providing integrated social services for disabled people.

[3] Spain is divided into nineteen administrative regions, which, as stipulated by the 1978 Constitution, have the devolved power to legislate and execute policies in specified areas such as housing, infrastructure, the environment, health and education. Central government in Madrid retains control of all matters affecting the country as a whole.

- Allocating resources to improve and promote accessibility and foster the Design for All approach in all Spanish regions. Promoting accessibility calls for innovative new services and facilities and requires existing ones to be renovated and their quality improved.

- Playing the role of intermediary between different public and private institutions when developing joint projects and working towards common aims. This will be achieved by creating joint supra-regional plans, mixed coordination-cooperation bodies and legal instruments such as contracts and agreements.

The Plan is the synthesis of all of MTAS's activities to promote accessibility. If it is to be applied successfully, it must:

- Root itself in the **powers retained by the central government of Spain**.

- Set up a **cooperation framework** between the three government administrations (*viz.* central, regional and local government) and with non-profit private organisations.

- Strengthen the **participation of people with disabilities** and their representatives by getting them involved in designing measures and then monitoring the effectiveness of these measures.

- Build **ties with private-sector agents** (consumers, companies and the general public) and promote understanding of shared responsibility and common benefits.

- Provide the necessary **mechanisms and means** to put the Plan into practice, monitor its effectiveness and carry out evaluations.

The Plan is scheduled to be put into practice between 2004 and 2012, which should be sufficient time to initiate the profound changes necessary. The Plan will not only meet the needs of a large group of people, but will also benefit the population as a whole. It will also set up a new cooperation framework both between institutions and with the private sector, which is the only way in which the current goals of accessibility policies can be met.

In 2012, the impact and results of the entire Plan will be evaluated. A 2nd National Accessibility Plan could then be designed to cover the period up to 2020, which is the timescale of the provisions contained in the Equal Opportunities Act.

Executive Summary

Background

According to official statistics[4], disabled people in Spain number 3.5 million and make up 8.8% of the Spanish population. This group of people are increasingly being recognised as members of society with equal rights, and many of their demands are gradually being transformed into solutions that benefit society as a whole. One example is improved accessibility. Accessible built environments are more human and inclusive places, as well as being easier to get around. Improved accessibility is now recognised as a requirement shared by all members of society, although it is achieved thanks to the demands of disabled people and their representatives.

The 1ˢᵗ National Accessibility Plan is a strategic framework for action aimed at ensuring that new products, services and built environments are designed to be accessible for as many people as possible (Design for All) and that existing ones are gradually duly adapted.

The following are some of the general features of the Plan:

- The Plan is the medium- and long-term instrument for promoting accessibility.

- It sets out goals and follows a methodology that cuts across different areas to develop the Plan's motto, which accurately reflects the spirit of the Equal Opportunities Act: 'Achieving Equal Opportunities and Full Participation through Design for All'.

- It is backed by the coordinated action of different government administrations and can call upon MTAS's initiative as the organisation with the greatest potential and experience to develop general accessibility strategies throughout the whole of Spain.

- It seeks to unify the action of different public bodies and sets out guidelines for incorporating private-sector activities. This cooperation should increase as the provisions of the Equal Opportunities Act come into force and as accessibility plays a greater role in the market.

- It affords particular importance to the participation of users, primarily through disabled people's organisations.

Structure of the Plan

The philosophy of the Plan is reflected in the general principles that lay the foundations for the measures it contains. These principles are:

- Equal Opportunities

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[4] Source: *Survey on Disabilities, Impairments and Health*, Spanish National Statistics Institute (INE) (1999).

- Independent Living
- Sustainability
- Participation

Following these principles, the Plan sets out five goals, which aim to achieve universal accessibility by following Design for All criteria for new products, services and built environments, and duly adapting existing ones. These goals are pursued through a series of strategies, which are grouped into five cross-cutting lines of action. Each strategy in turn comprises a number of specific measures, such as programmes, policies, legislative reforms and other activities.

Goals $\longrightarrow$ Lines of Action $\longrightarrow$ Strategies $\longrightarrow$ Measures

The five lines of action form the backbone of the Plan, since they combine and integrate measures that cut across different sectors, such as construction, town planning and transport. Accessibility is by nature an interdisciplinary subject, and in order to avoid duplicating measures and creating pointless divisions, the Plan is structured to cut across different sectors, although several strategies deal with specific sectors where appropriate.

The Lines of Action:

- *Raising Awareness, Education and Training*
- *Regulations and Technical Standards*
- *Innovation and Quality*
- *Innovative Accessibility Plans and Programmes*
- *Participation*

The following table lists the goals and strategies; note that some strategies are used to pursue more than one goal.

GOALS	STRATEGIES
1. Consolidate Design for All and ensure this approach is followed for all new products, services and built environments. Raise awareness of and implement accessibility.	**1. Raising awareness** **2. Education and training** **3. Incorporating Design for All in university courses** **4. Incorporating Design for All in compulsory school education** **9. Promoting quality** **17. Incorporating accessibility on public transport**
2. Introduce accessibility as a basic quality criterion for public management.	**8. Incorporating accessibility as a key requirement in public procurement** **12. Promoting the use of sign language** **15. Adapting and maintaining publicly owned public-use buildings and facilities** **18. Encouraging participation** **9. Promoting quality**
3. Establish an effective, comprehensive regulatory system to promote accessibility throughout the whole of Spain.	**5. Establishing effective means of enforcing accessibility regulations** **6. Improving accessibility legislation** **7. Incorporating accessibility in regulations for different sectors**
4. Progressively adapt products, services and built environments to Design for All criteria.	**9. Promoting quality** **13. Improving regional and local plans for promoting accessibility** **14. Adapting residential buildings** **16. Adapting and maintaining privately owned public-use buildings and facilities** **17. Incorporating accessibility on public transport** **18. Encouraging participation**
5. Promote accessibility through new technologies.	**9. Promoting quality** **10. Promoting technical R&D** **11. Promoting services and technologies to improve sensory accessibility** **18. Encouraging participation**

The 18 strategies contained in the above table are themselves pursued through 57 measures, which are detailed in the body of the Plan.

MTAS will discharge its responsibilities through IMSERSO and the Directorate General for Coordinating Disability Policies in Different Sectors (hereinafter 'DGCPSD'). Other **agents** who will be involved in carrying out the Plan include:

- The Spanish central government, through independent public-sector bodies and companies and the following ministries:
    - o Ministry for Education and Science
    - o Ministry for Industry, Tourism and Trade
    - o Ministry for Public Works
    - o Ministry for Housing
    - o Ministry for Government Administrations
    - o Ministry for Health and Consumer Affairs
    - o Ministry for the Environment
    - o Ministry for Culture
    - o Ministry of Finance

- The regional governments, through their own ministries

- Local government

Civil society, although not bound by any obligations other than compliance with the law, plays an important role in implementing the Plan in two major respects:

- Organisations covered by accessibility regulations will be obliged to adapt or modify their business. This covers all kinds of private companies that produce goods, provide services or modify the built environment.

- Non-profit organisations that protect and promote the interests of disabled people, elderly people and consumers will play a vital role in giving impetus to the Plan's activities, increasing their impact and widening their scope.

The aim of getting all these different agents involved in the Plan is to combine public and private action and thus get new sectors on board – sectors whose participation is vital if the Plan is to be implemented successfully.

Implementing and Monitoring the Plan

A number of technical and organisational changes will be required to implement the Plan. There will be a need to:

- Set up a **platform** (body, committee, etc.) to act as a forum in which all agents with an interest in removing barriers can **exchange information**.

- Create a **dynamic and flexible body** to carry out the technical, strategic and management functions required to implement the Plan.

- **Monitor and evaluate** the technical work carried out to ensure it meets the aims of all the agents involved.

- Develop **ongoing processes to evaluate results** so the goals set out in the Plan can be reshaped and redirected depending on how it evolves.

- Set up **participative and informative forums** to enable the views of users to be heard, taken on board and incorporated in the policies set out in the Plan.

- Design **methods and structures** to monitor and follow up measures to ensure that processes leading to improved accessibility are kept up and that improved accessibility in built environments is maintained once barriers have been removed.

Implementation Phases of the Plan

In order to implement the provisions of the Equal Opportunities Act, a process is under way involving two successive National Accessibility Plans designed to span the periods 2004-2012 and 2013-2020. Each of the plans will be carried out in three three-year phases, so strategies and measures can be adjusted through a process of ongoing evaluation.

The 1ˢᵗ National Accessibility Plan will begin with a promotional phase covering the period 2004-2006. The promotional phase is when the Plan will be launched and the foundations will be laid for the Plan as a whole. Although this phase will not produce the most spectacular results, especially considering that most of the provisions of the Equal Opportunities Act will not yet have come into force, it will be a crucial phase for securing future achievements. The promotional phase will involve:

- Promoting educational, training and public awareness-raising activities to promote Design for All.

- Strengthening and consolidating ties between institutions to foster the principles of consensus and participation on which the Plan is based.

- Carrying out complementary measures and implementing plans and programmes.

2004-2006 Promotional Phase: Main Characteristics

This phase aims to prepare society and civic organisations for later developments contained in the Plan and to help introduce the provisions of the Equal Opportunities Act, which will be coming into force. It builds on the experience acquired through the promotional work already carried out and the efforts made to implement accessibility regulations in each autonomous region. In more detail, this phase envisages:

- Making accessibility an important factor and basic right for the quality of life of all members of society and a factor that all products, services and built environments should bear in mind as a matter of course.

- Incorporating accessibility in training and educational processes as a cross-cutting subject.

- Extending Design for All to business and ensuring its advantages are clearly recognised.

- Continuing the policies under way in different sectors aimed at adapting spaces and removing barriers, but with an eye on the changes that will come about as a result of the Plan.

- Transforming policies and instruments for promoting accessibility (accessibility plans, regulations, etc.) and adapting them to the principles and goals of the Plan, as well as to the provisions of the Equal Opportunities Act.

- Increasing cooperation between different government administrations to introduce and integrate long-lasting, effective accessibility in all areas, avoid duplicating measures and maximise the Plan's scope.

- Progressively incorporating universal accessibility – in its widest sense – as a basic requirement all government administrations have to comply with.

PART I

DIAGNOSIS

1. The System for Promoting Accessibility in Spain

1.1. Overview

More accessible products, services and built environments are not achieved on a piecemeal basis; they require a coordinated approach between the following components of society:
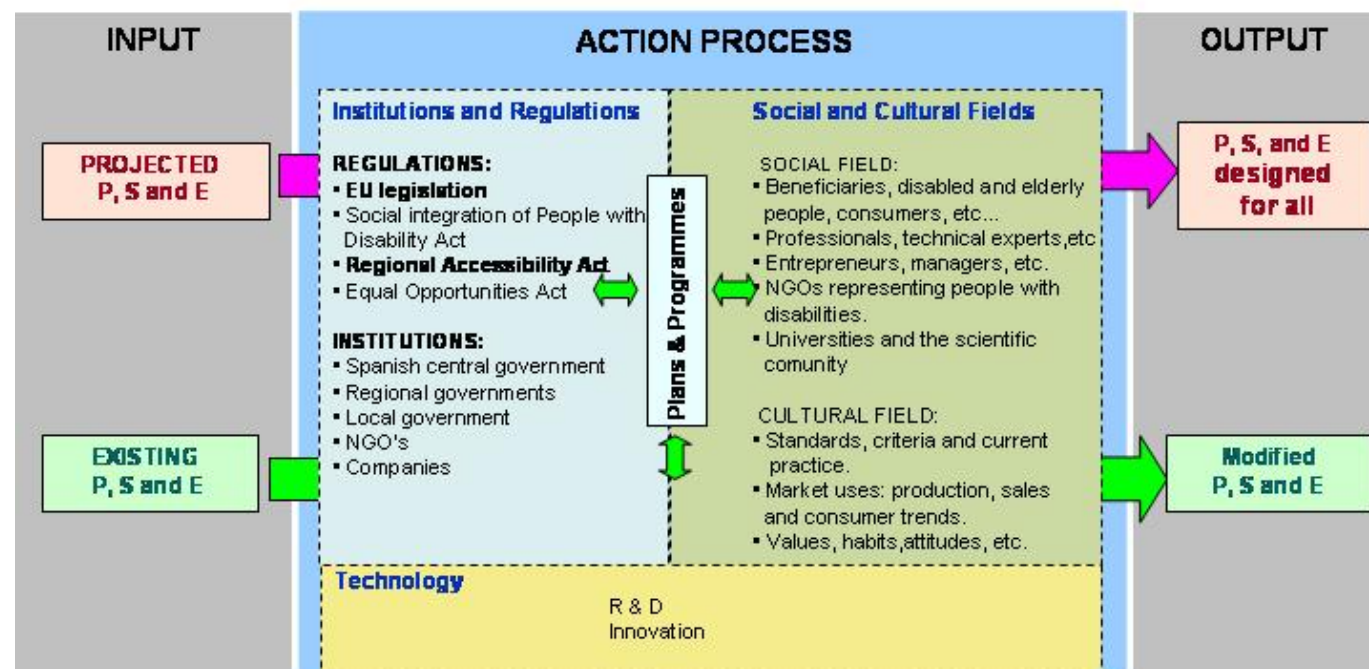
- The institutional and regulatory framework that sets and enforces minimum accessibility requirements.

- The level of technology, which determines the extent to which solutions can be developed and implemented.

- Civil society, which is involved in shaping the conditions determined by regulations, institutions and technology, as well as being affected by the results.

The interaction between these three components creates a process that determines whether products or services can be used by all members of society or are inaccessible to part of the population. For new products and services, this process determines their design features and how accessible they are; for existing goods and services, it determines whether or not they can be modified and how long it takes to do so.

It is not enough to work on isolated aspects of the system: there has to be a coordinated approach between institutions, regulations, technology and civil society to remove barriers and ensure Design for All criteria are followed for all products and services. In short, new products and services have to be designed to be accessible, whilst existing ones are progressively duly modified. Only a carefully planned and comprehensive process will be adequately equipped to take on such a task.

Figure 1.1. The Process for Promoting Accessibility
Creating accessible products (P), services (S) and built environments (E)

INPUT | ACTION PROCESS | OUTPUT

Institutions and Regulations

REGULATIONS:
- **EU legislation**
- Social integration of People with Disability Act
- **Regional Accessibility Act**
- Equal Opportunities Act

INSTITUTIONS:
- Spanish central government
- Regional governments
- Local government
- NGO's
- Companies

Plans & Programmes

Social and Cultural Fields

SOCIAL FIELD:
- Beneficiaries, disabled and elderly people, consumers, etc...
- Professionals, technical experts,etc
- Entrepreneurs, managers, etc.
- NGOs representing people with disabilities.
- Universities and the scientific comunity

CULTURAL FIELD:
- Standards, criteria and current practice.
- Market uses: production, sales and consumer trends.
- Values, habits,attitudes, etc.

Technology

R & D
Innovation

PROJECTED P, S and E

EXISTING P, S and E

P, S, and E designed for all

Modified P, S and E

18

1.2. The Regulatory Framework for Promoting Accessibility

The regulatory framework in Spain comprises four different levels:

- International regulations

- EU regulations

- Spanish regulations

- Regional-government regulations

These four levels make up a single, overarching legal framework within which to pursue goals such as improved accessibility.

At **international** level, the framework covering disabled people is defined in the 'Standard Rules on the Equalisation of Opportunities for Persons with Disabilities' adopted by the UN General Assembly in 1993, which aim to ensure disabled people have the same rights and responsibilities as everyone else.

The **EU**'s strategy towards disabled people is contained in the 1996 'Communication of the Commission on Equality of Opportunity for People with Disabilities', which follows the principles set out in the UN's Standard Rules. Since this date, the **principle of equal opportunities**[5] has been the driving force behind the movement for improved accessibility. The basic rights of disabled people have been recognised and placed centre stage, and measures designed to overcome disabled people's impairments have been replaced by ones aimed at achieving meaningful equal rights, based on the belief that barriers in the built environment limit disabled people's participation in society far more than their impairments themselves do. As a result, the following factors are key if equal opportunities are to be achieved:

1. Legislation to remove barriers has to be passed.

2. Facilities have to be duly modified.

3. Design for All criteria have to be followed.

Although the EU framework contains useful, added-value measures, ultimate responsibility for action on accessibility to achieve the goal of equal rights lies with the member states.

In **Spain**, the 1982 Social Integration of People with Disabilities Act marked a watershed in the field of accessibility. Although regulations and decrees containing accessibility criteria had already been passed (e.g. regulations governing lifts and housing for disabled people), it was only when this Act was passed that the provision for disabled people enshrined in the Spanish Constitution actually began to take shape. However, this Act centred on developing positive-discrimination measures aimed at protecting disabled people and redressing the balance in their favour, rather than at helping them acquire the necessary skills to play an active role in society.

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[5] 'The process through which the general system of society, such as the physical and cultural environment, housing and transportation, social and health services, educational and work opportunities, cultural and social life, including sports and recreational facilities, are made accessible to all.' World Programme of Action concerning Disabled Persons, approved by the UN General Assembly through Resolution 37/52 of 3 December 1982.

Although the strategy of positive discrimination reflected in the aforementioned Act was certainly a valid one, it proved to be insufficient and new legislation was passed in Spain in late 2003: the Equal Opportunities Act. This new law was drafted for two main reasons:

- Disabled people in Spain had not achieved equal opportunities.

- There had been a change in the way disability was understood and approached: the limitations experienced by a disabled person were now considered to be due more to the barriers and limiting conditions imposed by society than to that person's impairment.

The Equal Opportunities Act aims to guarantee disabled people's right to equal opportunities and combines three strategies to tackle discriminatory practices and conditions: two of these strategies are concerned with the social and cultural environment (universal-access and anti-discrimination measures) and the third deals with individuals (positive-discrimination measures derived from the Social Integration of People with Disabilities Act, which is still is force).

The following steps are taken to achieve these goals: the relevant action areas are defined; a commitment is taken to set out the basic measures to ensure the right to equal opportunities is meaningful and effective; efforts are made to develop basic regulations to achieve equality; and measures are developed to support and defend people who have suffered some kind of direct or indirect discrimination as a result of their disability.

Responsibility for accessibility lies entirely with the **Spanish regional governments**[6]. Although most of the regional governments have passed legislation setting out general principles, goals and definitions, the provisions are limited to setting technical standards that specify how accessibility should be interpreted in different spaces. All the regional accessibility acts have the same basic structure and the same sections, although they may not always use the same section headings:

- Sections dealing with different sectors
    - Town planning
    - Construction
    - Transport
    - Information and Communication Technologies (ICTs)

- Other sections
    - Committee to promote greater accessibility
    - Fund for Removing Barriers

The Catalan Government was the first to pass an act with this structure and although its preamble gives no justification for the choice of sections, the other autonomous regions have followed this structure with only minor modifications.

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[6] The autonomous regions in Spain have the power to legislate and take action in the field of accessibility in accordance with the devolved powers laid out in their Self-Government Statues, as provided for in Articles 148 and 149 of the Spanish Constitution.

However, although there is a detailed and wide-ranging regulatory framework in Spain, regulations often fail to be met, partly because certain inherent problems tend to be revealed in the regulations when it comes to applying them. The regulations are basically unsatisfactory, because, despite creating useful and appropriate instruments, these tools are not sufficiently developed and there is practically no provision for enforcing their use.

1.3. The Institutional Framework for Promoting Accessibility

The institutional framework comprises the agents who are responsible for creating instruments to promote accessibility, such as government administrations and NGOs representing people with disabilities. Central, regional and local government complement each other and they have all created tools in accordance with the powers they hold.

The **Spanish central government** carries out most of its responsibilities in the field of accessibility through the Department for Social Services, Families and People with Disabilities (hereinafter 'The S.E.S.S.F.D.'), within a wide-ranging framework of policies for disabled people. It is responsible for establishing the means of communication between institutions and makes use of the following tools:

- Spain-wide plans such as the 1ˢᵗ National Accessibility Plan or the 2ⁿᵈ Action Plan for People with Disabilities.

- Coordinating and cooperation bodies such as the Action Plan Monitoring Committee.

- Legal tools such as agreements with other government administrations and/or organisations working in the following fields:

  o Architecture and town planning. IMSERSO signs agreements with regional and local government to draw up Municipal Accessibility Plans (PEAs) and/or work towards improved accessibility.

  o Transport. The S.E.S.S.F.D works together with the Spanish Federation of Municipalities and Provinces (FEMP)[7] in the area of accessible urban bus transport; with the Madrid and Catalan regional governments in the area of accessible interurban transport; and with Spanish National Railways (RENFE) in the area of accessible rail transport.

  o Communication and Information. The S.E.S.S.F.D. manages the Telephone Relay Service (which enables deaf, deafblind, deafened, hard of hearing and speech-impaired people to communicate with hearing people); has signed an agreement with the Spanish National Institute for the Deaf (CNSE); promotes a Helpline to provide assistance for disabled people at home; and has signed an agreement with the Ministry for Government Administrations to promote accessible government websites.

The **regional governments** are entirely responsible for the field of Social Services, Housing, and Town and Country Planning. Since accessibility falls exclusively within their remit, the regional governments have produced basic criteria and regulations for removing barriers and have developed a number of courses of action.

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[7] See Section 6.2. for a detailed description of FEMP.

Accessibility policies are developed mainly by the devolved Ministries for Social Services[8] using the following tools: social-services plans (containing measures aimed at increasing disabled people's independence and social inclusion), action plans for disabled people (featuring accessibility as one of the areas for action) and plans to remove barriers in public-use buildings.

To provide the finance to improve accessibility, the legislation passed by the regional governments provides for a Fund for Removing Barriers with the following aims:

- To finance the specific programmes drawn up by local bodies.

- To subsidise non-profit private organisations and individuals to carry out action to remove barriers and receive the necessary technical assistance.

This fund is supported by a budget and by fines and other economic sanctions collected and pursues its goals by awarding the grants stipulated in the regional accessibility acts. Those eligible for an institutional grant include public bodies (including local councils), legal entities, and non-profit private companies. Disabled people qualify for individual grants.

Consequently, independent of their direct accessibility action, regional governments play a mainly financial role in promoting accessibility.

Local government plays a mainly executive role in the field of accessibility, as it is responsible for creating specific measures in accordance with the accessibility criteria stipulated by the devolved legislation passed by the regional governments. They are able to call upon all the programmes and planning resources they have available to put these measures into practice[9].

These resources include Municipal Accessibility Plan (PEAs)[10], which are designed as action plans to remove barriers in the municipalities. Several different means of financing are available: grants from the Autonomous Regions, signing up to the Framework Agreement between MTAS-IMSERSO and the Spanish National Institute for the Blind (ONCE) and, very rarely, using the councils' own budgets.

Local government also manages the measures aimed at increasing personal independence and adapting homes. The financial assistance to carry these measures out may come from a housing plan for an autonomous region or Spain as a whole, or straight from the council's budget.

It is also worth mentioning municipal accessibility bylaws as a means of promoting accessibility, as they represent direct application of the criteria stipulated in the legislation passed by the regional governments. As such, they are more executive and wider-ranging in nature than higher-level regulations. These bylaws are passed with the aim of setting out the basic criteria for removing existing barriers and preventing new ones arising. In addition to setting technical standards, the bylaws also establish procedures for managing and organising the means for promoting accessibility in the municipality.

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[8] Some autonomous regions (e.g. the Basque Country and Navarre) manage accessibility through the ministries responsible for Housing, Public Works and Town and Country Planning.

[9] In some cases, accessibility work projects are carried out that are also subsidised. These projects have not been included as a resource, though, since they are not considered to be programmes or planning resources.

[10] These plans go under different names in different municipalities. The Framework Agreement refers to them as PEAs.

To summarise, accessibility in Spain is promoted through a complex network of agents, tools and regulations, which have to interact as cogs within a greater whole. If accessibility is to be improved, this system has to be able to introduce improvements in the processes it regulates, manages and finances, and achieve its promotional goals. The Plan has to provide assistance and support for all these aspects.
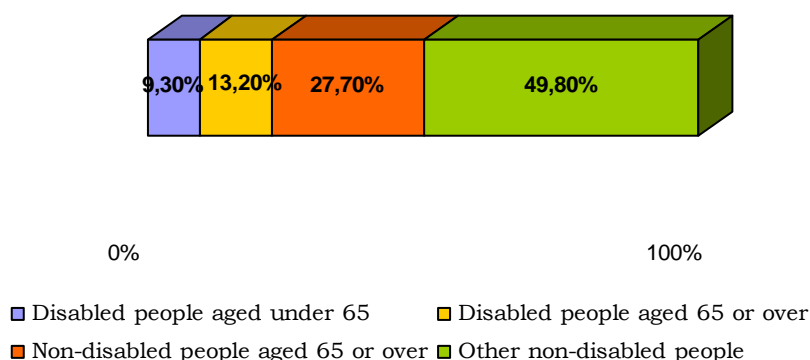
2. People with Disabilities and Other Beneficiaries of Improved Accessibility

In order to raise awareness of the need for the Plan and to put it into practice, it is vital to identify the people who will benefit from improved accessibility. Environmental barriers affect not only disabled people, but the population as a whole. Beneficiaries can be divided into three major groups[11]:

- People with **permanent disabilities** due to physical, sensory or mental impairments, amongst others. This group totals 3.5 million in Spain, which is equivalent to 8.8% of the population.

- Non-disabled **elderly people** (aged 65 or over). There are 4.4 million elderly people in Spain, which is equivalent to 10.9% of the population.

- People who suffer **temporary limitations** in certain situations or when carrying out activities that limit their abilities:

  o People with a temporary physical disability: 1.3% of the population

  o Pregnant women: 0.5% of the population

  o Rest of the population[12]: 17.7% of the population

According to these official data, in 1999 these three groups totalled almost 16 million people. Considering that the Spanish National Statistics Institute (INE) gave the total Spanish population as just over 40 million, this means that **almost 40% of the Spanish population** would benefit from removing barriers.

Figure 2.1. Beneficiaries of Improved Accessibility

| 9,30% | 13,20% | 27,70% | 49,80% |

0%   100%

☐ Disabled people aged under 65   ☐ Disabled people aged 65 or over
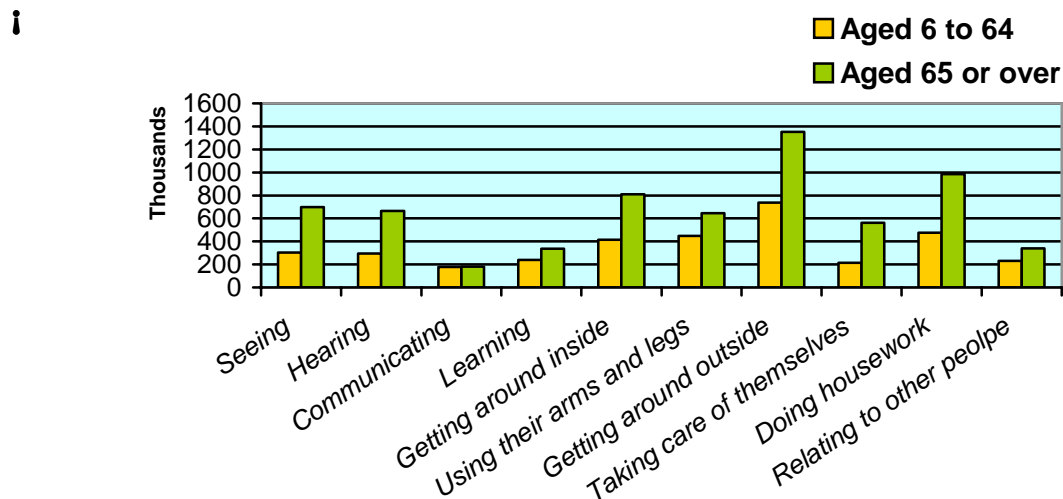☐ Non-disabled people aged 65 or over ☐ Other non-disabled people

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[11] Several statistical sources were used to obtain data for these groups. The three main sources consulted were surveys carried out by the Spanish National Statistics Institute: the Survey on Disabilities, Deficiencies and Health (1999), the Survey on the Active Population (1999) and the Survey on Hospital Sickness Rate (1997).

[12] To calculate this figure, it was estimated that each family contains at least one member under 65 who has to perform tasks that temporarily limit their mobility, such as carrying babies in their arms, pushing a buggy, carrying heavy luggage or simply laden down with shopping bags.

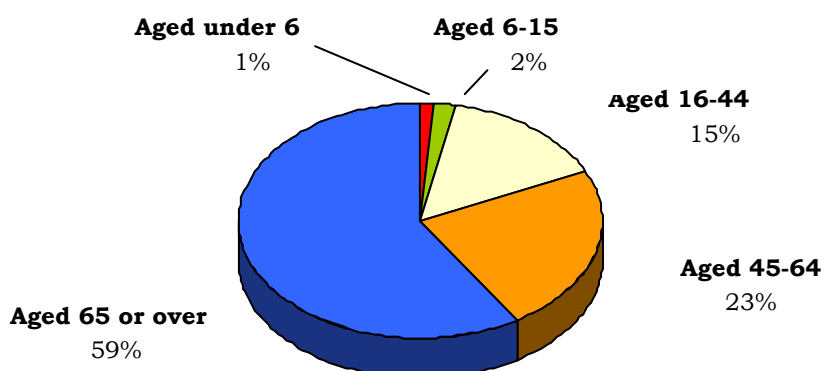## Types of Disability and the Age of the Population

According to 1999 data from the INE, disabilities start to become significantly more prevalent over the age of 45: the percentage of disabled people increases threefold (the percentage for the 16-44 age group is 3%, whilst for the 45-64 age group it is 9.4%).

Figure 2.2. Disabled People by Type of Disability

Elderly people in Spain make up one of the demographic segments that suffer most from barriers in the built environment, a situation which has a lot to do with their family situation. Many elderly people live alone (37%), which means that they have no-one to help them overcome the many environmental barriers in their daily life that would disappear with the help of another person. As far as disabled elderly people are concerned, the majority live with other people (1.6 million people in Spain), but one in five disabled elderly people live alone.

Figure 2.3. Disabled People by Age Group

Considering the anticipated evolution of this situation, the number of disabled people is expected to increase over the next decade as a result of demographic change. Estimations for the structure of the age pyramid for the next decade suggest a significant increase in the percentage of the population aged over 45, who by 2011 could make up 44.6% of the population, compared with 35.7% in 1991. The percentage of the population who would benefit from improved accessibility can therefore be expected to increase as a result of the growth in the elderly population.

Figure 2.4.   Number of People with Disabilities by Age Group in 1999 and Projections for 2020

Distribution by Region

The distribution of disabled people within Spain shows peaks above the national average in the two most densely populated autonomous regions, Andalusia and Catalonia. Andalusia is home to 20% of the total disabled population, whilst 16% live in Catalonia. If the Madrid and Valencia Autonomous Regions are added to Andalusia and Catalonia, these four regions together account for about 56% of the total number of disabled people, and this figure rises to 70% if Castilla y León and Galicia are included, each of which contain 8% of the total number. Of the remaining 30%, 5% corresponds to Castilla–La Mancha and 4% to the Basque Country, whilst the remaining regions have lower percentages: Murcia, the Canary Islands, Extramadura, Asturias and Aragón each have 3%, the Balearic Islands have 2%, Cantabria and Navarre each have 1% and La Rioja has 0.4%, as do the Autonomous Cities of Ceuta and Melilla.

3. Accessibility in Spain

3.1. Overall Diagnosis

The field work carried out to prepare the Plan revealed that the measures currently being undertaken to improve accessibility in Spain are often disjointed and uncoordinated, producing an unsatisfactory overall result. Nonetheless, the results of the diagnosis do leave room for hope insofar as a degree of change in people's mentality was detected towards understanding accessibility as an important issue for everyone's quality of life.

In addition to the difficulties involved in putting any action plan into practice, there are some specific difficulties when it comes to considering improving accessibility, including:

- The existence of several different government administrations with responsibilities in this field.

- The many different sectors involved: the complex nature of the relationships required to improve accessibility makes it difficult to achieve all the goals in full.

- The need for a sea change in people's perspectives and attitudes towards accessibility: a new culture has to be promoted and this will require a change of perspective by those who consider barriers to be a problem limited to a few isolated groups in society.

- The major economic implications, mainly those arising from removing barriers in the built environment and on public transport.

- The limitations of the legal framework, which is vague, difficult to apply, often contradictory and sends unclear signals to economic and social agents about the need for and relevance of improved accessibility. The provisions with respect to integrating accessibility in town plans, both in terms of signage on accessible routes and avoiding barriers, are too general and abstract.

- The difficulty in introducing regulations in highly deregulated sectors, such as telecommunications, or those that are difficult to control or involve many different agents, such as construction.

- The lack of recognition of and interest in those who would benefit most directly from improved accessibility, *viz.* disabled and elderly people, whom society has often treated as passive subjects.

Another major part of the diagnosis involves analysing accessibility chains. Routes should be accessible in all their stages from start to finish, i.e. people should be able to get from A to B continuously without any breaks. Accessibility chains are only as strong as their weakest link: if one of the links in the chain is not accessible, the route cannot be completed in full and mobility is discouraged along the length of the chain. Although this model is mobility centred, it also incorporates other elements such as how easy information is to access, receive and understand along the route and how easy public systems and facilities are to use inside vehicles, at bus stops, stations and public buildings, and in the built environment in general.

As shown by the many different areas analysed in the following section, existing accessibility chains have many weak points, which means disabled people do not currently enjoy the full autonomy necessary to get around public spaces independently.

3.2. Analysis by Sector

❖ Information and Communication Technology

The work carried out to produce the *Green Paper on Accessibility in Spain*[13] revealed that disabled people in Spain make more use of information- and communication-technology (ICT) systems, products and services than the rest of the population do. This high usage makes removing barriers in this field particularly important.

The Green Paper contained a wide-ranging study of this sector and considered factors such as:

- Landline phones

- Mobile phones

- The Internet

- Computers

- Telephone Relay Service

- Helpline to provide assistance for disabled people at home

- Subtitles

- Textphones and other TTY/TDD devices

- Videoconferences

- Signage

This study showed that the ICT sector has certain characteristics that set it apart from the other sectors dealt with in this report and contains certain problems that call for different solutions than those applied in the past.

Moreover, barriers in this field spring up faster than in the other sectors analysed in the study and, as result, action to improve accessibility requires an ongoing effort.

The following **problems** were detected:

- **Structural Aspects**
  - o The EU[14] is committed to removing all accessibility obstacles in the field of ICTs. However, the majority of the measures contemplated in the EU resolution have not yet been implemented in Spain.
  - o Innovation and new-technology policies are not developed in accordance with Design for All criteria.

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[13] *Green Paper on Accessibility in Spain.* (2002). University Institute for European Studies, Autonomous University of Barcelona and IMSERSO, Madrid.

[14] The 2470th meeting of the Council of the European Union on Employment, Social Policy, Health and Consumer Affairs on 2-3 December 2002 approved a resolution dealing with Electronic Access for People with Disabilities, along with other measures.

o There is very little Spanish legislation requiring barriers to be removed in ICT and signage products and services.

o Some areas lack technical standards. This is particularly true for signage.

o There is lack of certification mechanisms to guarantee that technical accessibility standards for ICT and signage products and services are met.

o Companies play a key role in designing ICT and signage products and services. Unfortunately, at present there is insufficient collaboration between companies and government on improving accessibility and following Design for All criteria.

o Users are not sufficiently involved in the technological innovation processes for designing ICT and signage products and services.

o University courses related to this field do not incorporate Design for All criteria in their curricula.

o There is a lack of statistical studies and other indicators of the level of accessibility within the ICT and signage sector.

- **Technical Aspects**

  o Landline phones. This is perhaps the most advanced field, given that accessibility solutions are generated by the market. The concept of providing a universal telecommunications service, enshrined in the Spanish Telecommunications Act (Act 11 of 24 April 1998), undoubtedly provided a major impetus.

  o Mobile phones. This is a field with serious accessibility problems not only for people with visual impairments, but also for those who have trouble using mobile phones because of the small size and complexity of the devices. These problems will only get worse with the introduction of new-generation UMTS phones and action will have to be taken to remove existing barriers and preventing future ones from appearing.

  o The Internet has several accessibility problems that are currently being worked on from different angles, fundamentally through the transposition of EU Directive 200/31/EC into Spanish Law as Act 34 of 11 July 2002 on Information-Society Services and e-Commerce. However, the speed at which new Internet services and technologies appear makes it impossible to remove all the barriers that appear in services such as e-Learning, online banking, the Spanish government website, the Spanish Health Service website and when purchasing products over the Internet.

  o ICT. The barriers in this field are usually overcome with technical assistance. However, this technical assistance would not be necessary if the design of hardware, software and content followed Design for All criteria and the technical standards produced in this area were met.

  o Subtitles and audio-description. Despite the recent advances in the number of hours of subtitled productions, especially on TV and DVD, Spain is still some way from the aim of subtitling 100% of its audiovisual output. The same is also true of audio-description, which is even less developed.

  o Sign language. Signing services and training are insufficient to meet the needs of deaf people.

o Textphones and other TTY/TDD devices provide inadequate services and are not widely used. In accordance with Design for All criteria, the new systems for both landline and mobile phones designed for general use should incorporate textphones.

o Signage. This field has the fewest achievements in terms of removing barriers, as there is a lack of technical standards and legal regulations. Furthermore, signage has not been considered in due depth in most of the studies and diagnoses on accessibility.

o Cash, ticket and vending machines. Practically all these kinds of dispensing machines are particularly inaccessible for people with visual impairments.

Considering all the aforementioned, it can be seen that the ICT and signage sectors contain serious accessibility problems. Measures involving agents from all areas of society are required to remove existing barriers and prevent future ones from appearing.
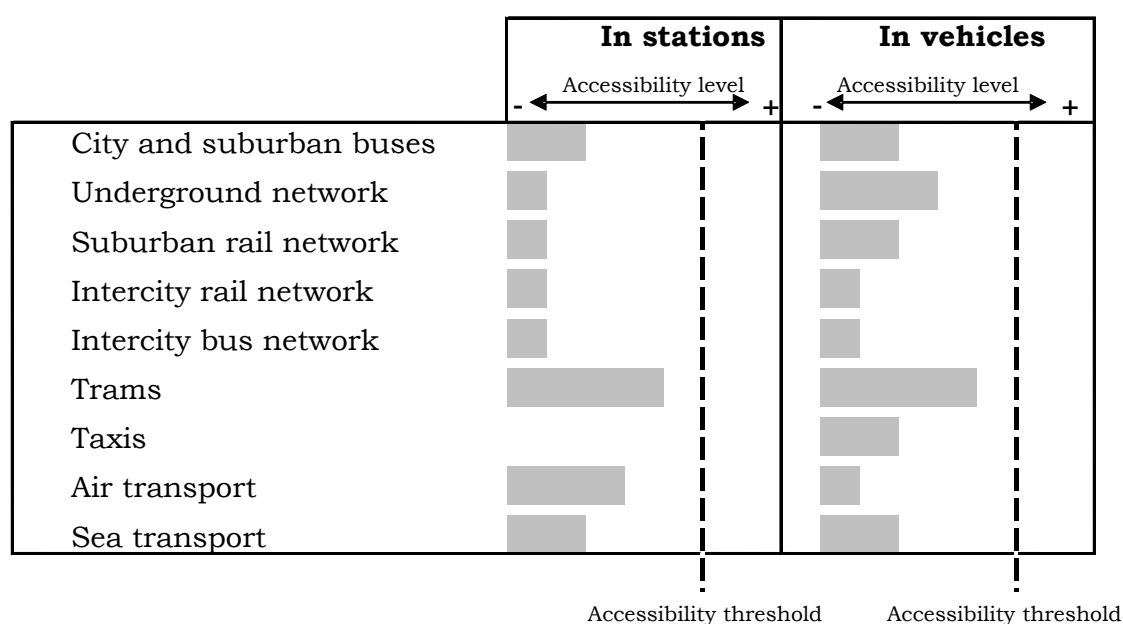
Design for All criteria should form part of the policies of all relevant government administrations, should be included in university curricula and should be taken on board by companies. Action should be taken to guarantee medium-term accessibility improvements in this field and to ensure ICT and signage barriers disappear in the future.

❖ Transport

The problem of accessibility on public transport can be better grasped by looking at three main categories of mobility problems:

- The first is related to the accessibility of **stops** and **stations**, i.e. those places where passengers get on and off the means of transport in question. This group deals exclusively with problems related to the physical act of getting from the street, stop or station to the vehicle; other problems are classified in the other categories.

- The second is related to how accessible the **vehicles** themselves are, i.e. difficulties in getting from the door of the vehicle to where passengers will spend the journey.

- The third is related to **transport conditions**, i.e. how comfortable, safe and easy journeys are for passengers, including disabled passengers and others with special needs. Journeys are not simply about physically getting from A to B; they take place in a social and functional environment to which accessibility criteria and adaptation mechanisms have to be applied.

By carrying out a qualitative/quantitative approximation of accessibility based on the previous work carried out to prepare the *Green and White Papers on Accessibility in Spain,* the current situation for each means of transport is summarised in the following table, in which the shaded areas represent the degree to which the means of transport approaches universal accessibility.

Figure 3.1. Degree to which Universal Access Had Been Achieved by 2001

	In stations	In vehicles
	Accessibility level − → +	Accessibility level − → +
City and suburban buses		
Underground network		
Suburban rail network		
Intercity rail network		
Intercity bus network		
Trams		
Taxis		
Air transport		
Sea transport		
	Accessibility threshold	Accessibility threshold

As shown in the above figure, several means of transport currently have a very low level of accessibility which is way below the acceptable threshold. This low level may be due to the fact that the stations or points for getting on and off vehicles present serious difficulties or because the vehicles themselves do not take account of the accessibility needs of a sizeable proportion of the population. It is also important to point out that most means of transport have so far paid very little attention to accessibility problems arising from transport conditions.

In some cases, the deficiencies can be attributed to the resistance of some means of transport, such as the railways, to change but in others what is lacking is encouragement and leadership from government and the operating companies.

In short, the public-transport system still has much work to do in the field of accessibility. Despite the changes in public and private attitudes to this issue and the fact that efforts and investments are being made to improve accessibility on various means of transport, the large number of widespread problems identified means that accessibility is still far from being a satisfactory quality factor.

However, each means of transport covers a wide range of accessibility-related situations. Within each means of transport there are areas that show positive signs of progress alongside others that do not appear to be guided by accessibility principles. Whilst in some cases greater accessibility appears to be a consolidated part of the quality-improvement process, in others it gets stuck in bottlenecks that reduce the expectations of improvement and cause both public and private initiatives to get bogged down.

It should not be forgotten that most means of public transport have spent decades paying scant attention to accessibility criteria that today seem natural and logical considerations. Reconverting infrastructure and vehicles and changing the culture within operating companies will be a slow process. The railways, which date back more than 150 years, require a veritable revolution to adapt to accessibility criteria that simply did not exist when they came into existence.
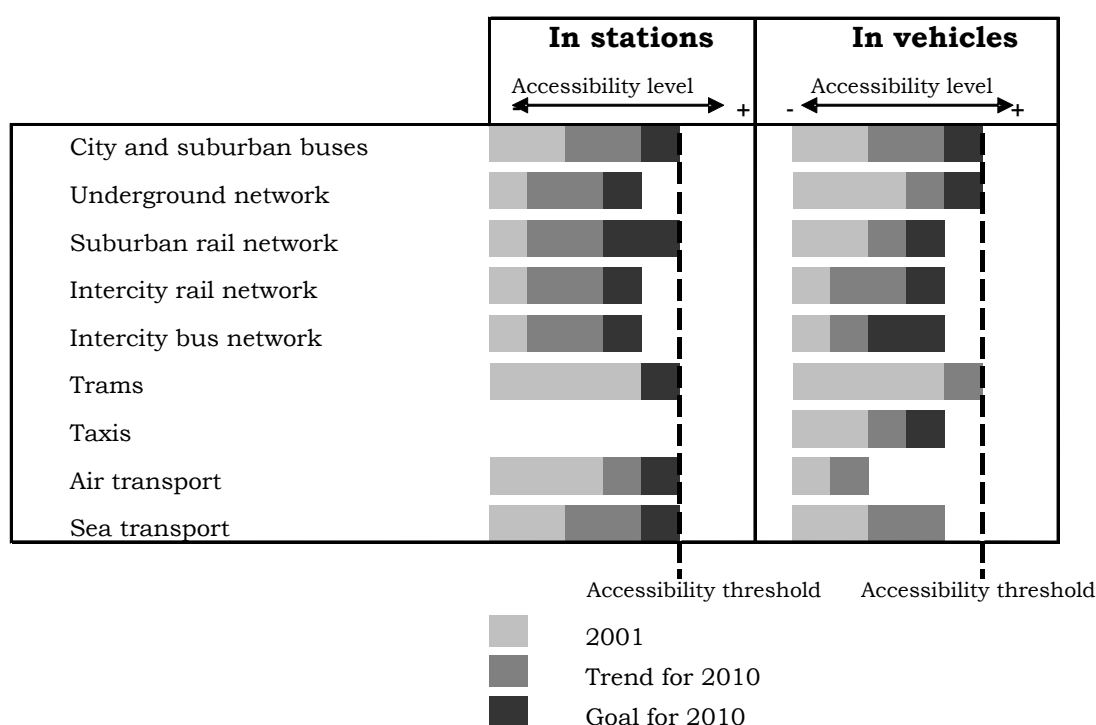
When placed in the context of this long history of inadequate accessibility, the efforts made in recent years, particularly since the 1990s, should be seen as just the beginning of a long road towards improved accessibility on public transport.

Once again, it must be stressed that this issue is about more than just improving accessibility for specific groups of passengers; it is about raising the overall quality of the public-transport system. As can be seen from the diagnosis, it is passengers as a whole who suffer from accessibility problems, although obviously those who are most affected are people whose mobility is most severely restricted by the barriers in question.

Evaluation of Accessibility Indicators and Thresholds for 2010

Starting with the present situation outlined above, it is useful to analyse the current direction of public-transport policies and processes and, if necessary, design new initiatives to deal with any detected shortcomings within a reasonable timescale. To carry out this exercise, the year 2010 was fixed as the horizon year; this date should allow changes to be sufficiently evaluated and the necessary structural transformations to be carried out.

Figure 3.2. Degree to which Universal Access Had Been Achieved by 2001 and Is Due to Be Achieved by 2010 Based on Current Trends

As shown in the above figure, most means of transport have at least one factor that limits their accessibility and there are some means, such as suburban and intercity trains and intercity buses, which in 2010 will still be some way from reaching the accessibility threshold in all aspects unless a far-reaching, determined institutional effort is made.

In conclusion, given that the extrapolated results of current trends for the year 2010 are manifestly unsatisfactory in terms of the level of accessibility achieved, it is clear that an action plan is needed to reconsider the policies currently in force and improve the measures currently being undertaken.

❖ Construction

This section is based on the diagnosis into the current state of accessibility in the construction industry carried out for the *Green Paper on Accessibility in Spain.* It follows the same methodology and details the most relevant results of this analysis, which serve to design the strategies and measures contained in the Plan.

Accessibility in the construction industry was studied by considering three specific categories:

- Residential Buildings

- Layout of Homes

- Public-use Buildings

- **Residential Buildings**

Components of residential buildings likely to create accessibility barriers were analysed in three different areas: approaches to buildings, entrances, and communal areas and facilities inside buildings.

The results obtained show that all the buildings evaluated failed to meet at least one of the accessibility criteria stipulated by the legislation passed by the regional governments. There are far more barriers inside buildings and in entrances than outside: 96% of buildings have at least one indoor barrier, with lifts accounting for the greatest number of barriers (63% of the cases studied).

Changes in ground level are the commonest barriers. Steps with no alternative route are the commonest physical barrier in entrances and inside buildings; outside, badly designed ramps cause most problems, as they are either too steep or lack handrails or edging.

Accessibility needs are most frequently neglected in smaller towns, where the local government has less control over urban development.

Action to reduce or remove barriers has not increased noticeably. Based on the results of the analysis and evaluation carried out, improvements were only detected for four of the eleven accessibility criteria considered.

Figure 3.3. Accessibility in Residential Buildings: Total Sample

Percentage of buildings that fail to meet regulations out of the total number of buildings evaluated

- **Layout of Homes**

    The most relevant indoor areas in terms of accessibility are those that are most difficult or expensive to modify.

    Analysis of these areas revealed that barriers exist regardless of the kind of building; they occur in the same proportion and distribution in blocks of flats as in individual houses. Houses also contain specific barriers as a result of their design, e.g. they are often built on two storeys.

    Of all the spaces and facilities evaluated in homes, bathrooms and toilets were the least accessible to someone in a wheelchair. None of those studied were considered to be accessible in accordance with the criteria stipulated by accessibility regulations and only 4% were partially accessible.

    On the other hand, 59% of hallways and corridors and 78.7% of kitchens were considered to be accessible in accordance with the same criteria.

- **Public-use Buildings**

    Technical evaluations were carried out in 265 buildings used by the public in 71 towns and cities. These evaluations revealed that all of the buildings studied failed to meet at least one of the accessibility criteria stipulated by regulations.

    The inadequate accessibility in these buildings is due to the high occurrence of a relatively small number of barriers, mainly in toilets, 86% of which were inaccessible (for a variety of reasons), and customer-help desks, whose height made them inaccessible in 75% of cases.

    These low levels of accessibility are mostly due to interior barriers such as the examples given in the preceding paragraph. Entrances met more accessibility criteria and therefore posed fewer problems.

    Looking at the different kinds of public-use building analysed, government buildings (essentially the Town Halls in the towns evaluated) had some of the lowest accessibility levels, together with leisure, tourism and business buildings. Furthermore, only three of the 431 hotels evaluated met all the accessibility criteria.

    In conclusion, there does not appear to be any uniform application of accessibility criteria when designing and constructing these kinds of buildings.

Agents Involved

Public institutions and the market play a major role in creating an accessible built environment, together with those agents more directly involved in creating the final product, such as promoters, builders, architects and users.

Of all these agents, the study focused on surveying the opinion of architects and users: architects are present at the project's design, preparation and execution stages and direct the work, which gives them a major role in ensuring the built space is accessible, and users are clearly those who are most affected by the result.

- **Architects**

The results of the survey of 156 architects revealed only a medium level of awareness of accessibility legislation. This disappointing level of awareness is mainly due to the fact that application of this legislation is not enforced by government administrations or demanded by users.

The results also show that regulations are either too vague or too specific and give no room for a flexible interpretation.

In the architects' opinion, an increase in society's awareness of accessibility as a vital design prerequisite would increase its chances of being taken into account by the construction industry.

Analysis of the treatment given to accessibility in the curricula in architecture schools confirms the architects' view that accessibility is afforded little importance in teaching programmes and is either ignored or dealt with non-systematically and haphazardly. Architecture schools generally consider accessibility to be a complementary, non-essential subject that does not merit inclusion as a basic design requirement.

- **Users**

The results of the survey of users revealed the following main points:

o The space judged most accessible was the layout of homes, although users indicated that bathrooms and kitchens were the most problematic indoor areas.

o People with a physical impairment, above all wheelchair users, are those who suffer most from accessibility shortcomings in communal areas in blocks of flats.

o Severe accessibility shortcomings are found inside public-use buildings, especially in toilets, and there are problems due to the height of customer-help desks and changes in ground level.

These results agree with those obtained from the direct evaluations made in these buildings.

Conclusions

The low level of accessibility in buildings is reflected above all in the discontinuous nature of accessibility chains. This is the main reason why buildings are inaccessible and suggests that accessibility criteria are not applied coherently in the construction industry, but depend upon many different factors and the different circumstances of the agents involved.

The low level of accessibility in the built environment is in contrast with the highly developed regulations and technical criteria that different aspects of buildings have to meet to be considered as accessible.

In conclusion, the major cause of accessibility problems in buildings (physical barriers) is due more to the lack of general awareness of the aim of Design for All criteria than to insufficient or defective regulations or a lack of technical criteria.

❖ Town Planning

The Situation in Urban Spaces

The fieldwork carried out in 80 towns and cities on the Spanish mainland and the Canary and Balearic Islands to evaluate accessibility conditions revealed that accessibility is still far from being a common feature in Spain. Town planners and managers have yet to fully accept accessibility as a key requirement. Only four of the 729 routes evaluated met all of the accessibility criteria employed. These criteria were selected from the technical requirements included in each regional government's Accessibility Act. Bearing in mind the collective needs of all those who benefit from removing barriers, it is a sobering thought that it is impossible to go even 500 yards in most Spanish towns without coming up against one barrier or another.

Broken down by type, the main problems are found on pavements and crossings, whilst the percentage of problems related to changes in ground level and height restrictions is relatively small.

Figure 3.4. Accessibility of Routes

Degree of accessibility of routes broken down by type

Type	Fully accessible	Completely inaccessible	Partially accessible.
Overall Accessibility (A+B+C+D)	**0.5%**	**63.1 %**	**36.3 %**
A. Pavement	6.4%	22.8 %	70.7 %
B. Height restriction	54.7%	1.1 %	44.2 %
C. Changes in ground level	70.6%	29.4 %	–
D. Crossings	16.3%	42.9 %	40.8 %

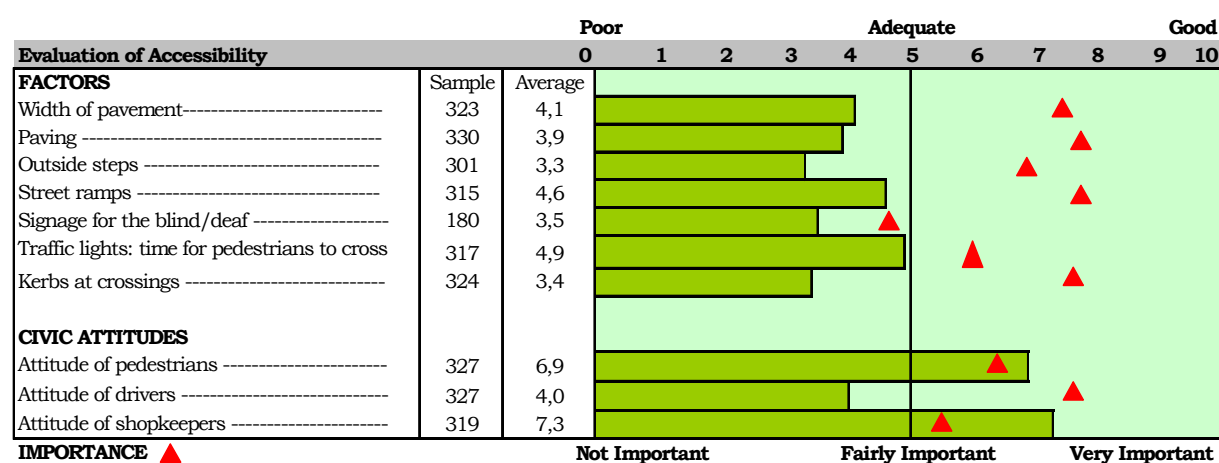Source: Evaluations of Urban Routes, ACCEPLAN Project.

On pavements, inadequate accessibility is mainly due to individual barriers that narrow the pavement (street furniture, roadworks, parked cars, trees, etc.) and the poor condition of the paving. Accessibility at crossings is often inadequate all the way across the road, as either there are no dropped kerbs or if there are, most other

basic accessibility criteria are not met, e.g. there is no tactile surface for the partially sighted. There is also a profound lack of coordination between the different aspects of the work carried out, e.g. dropped kerbs may be provided in locations where the pavement itself is inaccessible.

Accessibility problems are more pronounced in rural areas and small towns than in large towns and cities. The best conditions are found in towns with a population of between 100,000 and 250,000, followed by major cities.

Conditions are also better in more recently built areas, although this would appear to have more to do with urban design and quality criteria than any specific consideration of accessibility issues. The situation has also improved in historic city centres despite their major structural problems; this is undoubtedly due to the fact that renovation policies now take accessibility conditions into account.

Figure 3.5. Evaluation of Accessibility Conditions for Various Street Elements and Civic Attitudes

Source: Survey on Accessibility in City Spaces, ACCEPLAN Project

Analysis of these problems revealed that, despite the low levels of accessibility identified, the situation is not as dramatic as it looks. Many problems could be solved through town-development projects and by introducing Design for All criteria in different areas of municipal activity (monitoring roadworks, pavement cafés, parking behaviour, placing of street furniture, maintenance, cleaning, etc.) without necessarily having to carry out expensive or complex work.

This view accords with users' perception that other components in the accessibility chain create more difficulties than city space does, as improvements are generally required for specific cases and the overall trend is encouraging.

Nevertheless, it should not be forgotten that there is still a high percentage of problems that require complicated remodelling of city space or an alternative route to be found.

Regulations and Accessibility Plans

Current legislation does not pay sufficient attention to the problem of accessibility, and town-planning is not seen as an instrument with which to achieve accessible built environments. Accessibility is still viewed as one of a set of regulations drawn up for each individual sector, rather than as an intrinsic component of the built environment which should be borne in mind at all times throughout the planning, design and execution phases.

New town-planning legislation passed by five autonomous regions envisages some degree of coordination and integration between town-planning regulations and accessibility criteria.

In addition, there are Spain-wide initiatives with sufficient potential to guarantee that accessibility is taken into consideration at all the required levels from the established built environment to new developments. The following are some examples:

- **Accessibility Regulations**

  Despite the fact that there are wide-ranging, high-quality accessibility regulations in force, there is still a certain deficit in terms of the instruments used to achieve accessible built environments. This deficit is not due to a lack of awareness of these instruments or of how to employ them, but the fact that they are not accompanied by sufficient regulations and are not coordinated with town-planning instruments. As a result:

    o The provisions on integrating accessibility in town plans are too generic and abstract.

    o The legal content of the PEAs is neither homogeneous nor well developed.

    o There are no mechanisms for monitoring or controlling results.

- **Municipal Bylaws**

  Since the first accessibility bylaws were drawn up in the 1980s, there has been a positive upward trend in accessibility that reflects the influence of the accessibility acts passed by the regional governments. However, in most cases accessibility is covered in a separate bylaw that is unrelated to town-planning or construction bylaws, which regulate the overall processes of town planning and construction and set out the conditions the built environment (roads, squares, parks, etc.) has to meet. Consequently, accessibility bylaws apply separately to each sector, which makes them considerably less effective.

- **Municipal Accessibility Plans (PEAs)**

  The PEAs represent the most relevant attempt to date to develop an operative instrument to resolve urban accessibility problems. However, PEAs do not contain strategic application criteria or set territorial priorities and have no clear control over how they are applied, which may mean that the global results achieved do not reflect the tremendous effort made.

  The PEAs have gradually incorporated a certain strategic approach by setting priorities and action stages, although still somewhat halfheartedly. They are designed as technical, static and finished documents, when they should form part of more complex and ambitious urban policies or measures that not only include

action on the physical environment (e.g. removing barriers), but also involve changing municipal management of services and infrastructure and raising awareness amongst the general public.

Comprehensive visions are needed that go to the root of the problems and identify the causes, agents involved, their relation with other sectors, etc. to take advantage of synergies and avoid proposals having negative side-effects that make it difficult to carry them out.

Conclusions

The town-planning problems identified can be divided into four major groups, ranging from the most to least difficult to resolve:

- **Structural problems** due to the lack of consideration paid to accessibility in town planning, e.g. changes in ground level, slopes that are too steep and pavements that are too narrow.

- **Urban-design problems** due to the fact that accessibility does not form part of urban-development projects, e.g. narrowed pavements (urban furniture, trees), inadequate paving, no dropped kerbs at crossings, height restrictions, etc.

- **Maintenance problems** due to the lack of consideration paid to accessibility in maintenance and management tasks in the build environment, e.g. poor state of paving, insufficient pruning of trees, etc.

- **Breaking of regulations and lack of civic responsibility** due to the lack of consideration paid to accessibility factors by government administrations and the police when dealing with problems of civic responsibility and enforcing regulations, e.g. illegally parked cars, roadworks that do not respect regulations, tables and chairs on pavement cafés that invade the pavement, overhanging shop awnings, etc.

Analysis of the nature and origin of these problems leads to the conclusion that the root of the problem lies in the fact that accessibility is not included as a vital prerequisite in town planning, understood in its widest sense as planning, developing and managing the built environment.

This division between accessibility and town planning is both reinforced and explained by the following shortcomings:

- Inadequate training of the technical experts and professionals responsible for planning, managing, monitoring and maintaining the built environment.

- Lack of users' involvement when planning, designing and monitoring built environments.

- Lack of civic awareness about the importance of accessibility.

The situation as it stands is that the first steps have been taken in terms of realising the need for action, drawing up regulations and taking basic measures. Now, however, further steps are needed in the form of more comprehensive and far-reaching measures to deal with the complexity of the real situation. Fresh efforts are called for that not only tackle basic issues such as reducing and removing physical barriers, but also look at new ways of coordinating government administrations and raising civic awareness.

PART II

1ST NATIONAL ACCESSIBILITY PLAN

2004-2012

4. Foundations of the Plan

4.1. Principles

This section contains the main ideas and criteria used to design the 1st National Accessibility Plan. These were developed in accordance with two levels of principles:

- **General Principles**, which comprise those ideas and criteria that make up the Plan's ideological framework

- **Operating and Action Principles**, which encompass those ideas and criteria that are more closely connected with the Plan's operational aspects and determine the way in which specific measures are applied.

General Principles

These general principles constitute the inspiring philosophy behind the Plan and echo the trends and approaches that have characterised the struggle for improved accessibility, greater social inclusion and full participation for all members of society.

- **Equal Opportunities**

'Equalisation of opportunities means the process through which the general system of society, such as the physical and cultural environment, housing and transportation, social and health services, educational and work opportunities, cultural and social life, including sports and recreational facilities, are made accessible to all.'[15]

- **Independent Living**

Independent living means people are able to take decisions about their own life and play an active role in the community by virtue of their right to freely develop their own personality. In accordance with this principle, disability policies should switch their focus from providing medical and social services to increasing people's personal independence in all fields. These are policies in which accessibility will play a central role.

- **Sustainability**

'The concept of sustainability as applied to a city is the ability of the urban area and its region to continue to function at levels of quality of life desired by the community, without restricting the options available to the present and future generations and without causing adverse impacts inside and outside the urban boundary.'[16]

Greater accessibility contributes to sustainability in that it improves urban and rural communities' quality of life by widening the range of users of their services and built environment.

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[15] Source: World Programme of Action concerning Disabled Persons, approved by the UN General Assembly through Resolution 37/52 of 3 December 1982.

[16] Source: The Sustainable City Conference, Rio de Janeiro, 2000.

- **Participation[17]**

Participation means that, quite apart from government action, members of society themselves have alternative, direct means of managing public services and are able to influence the decisions of government bodies.

Operating and Action Principles

These principles define the basic criteria governing how specific measures are designed and applied.

- **Subsidiarity**

The principle of subsidiarity pursues two goals within the framework of the Plan: to strengthen the authority and effectiveness of the government administration closest to the public and to support measures by a higher-level administration whenever the competent administration is not able to meet the public's needs.

- **Coordination between Government Administrations**

This principle aims to coordinate the action of different government administrations pursuing the same goal to harmonise approaches and avoid duplicating measures.

- **Regional Balance**

When designing measures and selecting locations in which to implement them, the most deprived areas should be given due consideration without undermining effectiveness.

- **Cross-cutting Nature**

Accessibility is relevant to all activities in society and links together various sectors in accessibility chains[18]. All measures should view accessibility from an overall, cross-cutting perspective and develop comprehensive solutions that consider people in all the different fields and spheres of life connected by accessibility criteria.

- **Flexibility**

The Plan should be flexible enough to be reorientated and its aims adjusted as it develops. It should be open to changes or variations as needs, technology and the available means evolve.

- **Logical Progression**

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[17] Given that specific measures and active management are needed to encourage participation, a specific Participation line of action was created, in addition to its inclusion as a general principle.

[18] Accessibility chains can be visualised as a path taken by someone to perform a given task, e.g. going to the cinema might involve leaving the house, walking along the street, taking a bus and arriving at the cinema. An obstacle at any point on this path makes the task impossible to perform, for no matter how accessible the cinema itself might be, if the bus is not accessible, the task cannot be performed successfully. The accessibility chain links together the different sectors implicated, which in this example would include construction, town planning, public transport, leisure services and signage. The key point is that when accessibility chains are broken at any point, the effects are felt all the way along the chain.

The Plan should promote the necessary changes in a logical fashion. A logical progression for improving accessibility would be:

- Promote Design for All criteria in all new projects.

- Modify existing installations as far as is reasonably possible (See 'Reasonable Accommodation' below).

- Phase out installations unable to be modified.

- **Comprehensive Framework**

Promoting accessibility requires meeting a wide range of needs that vary in nature and urgency depending on people's individual characteristics. As a result, each social group affected by accessibility will have different strategic interests. To meet all these different demands, a comprehensive overall framework is required which favours programmes that incorporate common aims, connect different areas and foster synergies.

- **Reasonable Accommodation**

Reasonable accommodation consists of effective and practical measures to adapt the physical and social environment to the specific needs of disabled people. Such measures improve disabled people's access and encourage their participation on equal terms with the rest of the population, without generating a disproportionate cost. To determine whether a cost is disproportionate or not, the following factors are considered: the financial cost of the measure, the discriminatory effects non-adaptation would have on disabled people, the structure and characteristics of the person, body or organisation responsible for putting it into practice and the likelihood of obtaining official funding or other financial assistance.

- **Supervision and Monitoring**

Application of the Plan should be monitored by evaluating the extent to which its different goals have been achieved.

- **Publicising the Measures**

Publicising the goals pursued, investment made and improvements gained is a way of increasing the impact and awareness of measures carried out in public environments. Accessibility measures should be presented as progressive action that improves the quality of life for everyone.

4.2. Overall Goals

The Plan is designed to be carried out over a period of nine years. In this time, it has to tackle the problems that lie at the root of the major accessibility shortcomings identified. The Plan's overall goals are the following:

1. **Consolidate Design for All and ensure this approach is followed for all new products, services and built environments. Raise awareness of and promote accessibility.**

    This goal is to be pursued by:

    o Raising awareness of accessibility, including the need for it and the benefits it brings.

    o Promoting Design for All in education and occupational, technical and higher-level training.

    o Designing appropriate teaching materials and manuals.

    o Promoting research into accessibility and including accessibility in R&D and innovation processes.

2. **Introduce accessibility as a basic quality criterion for public management.**

    This goal is to be pursued by:

    o Linking together individual measures to improve accessibility to provide comprehensive solutions that form complete accessibility chains.

    o Promoting accessible management and maintenance amongst different government administrations.

    o Insisting that all public-procurement processes should include accessibility criteria.

3. **Establish an effective, comprehensive regulatory system to promote accessibility throughout the whole of Spain.**

    This goal is to be pursued by:

    o Strengthening the legal framework by developing two complementary sets of regulations: regulations to defend equal opportunities and regulations to enforce technical accessibility standards.

    o Developing the technical and quality standards and certifications required to strengthen legal regulations.

    o Revising the mechanisms for supervising and monitoring legislation and the instruments created by acts to enforce their provisions.

    o Working towards harmonising standards created at different levels: EU, Spanish central government, regional governments and local government.

4. **Progressively adapt products, services and built environments to Design for All criteria.**

   This goal is to be pursued by:

   o Fostering balanced development of accessibility conditions in both different sectors and different regions in Spain.

   o Improving the design of plans and programmes for modifying public spaces to include management, maintenance and monitoring mechanisms and strategies for applying them in different regions.

5. **To promote accessibility in new technologies.**

   This goal is to be pursued by:

   o Ensuring top-priority development of accessible new information and communication technologies (ICTs).

   o Encouraging applied research into improved accessibility and introducing Design for All criteria as the benchmark for new developments.

   o Demonstrating and justifying the economic and social feasibility of the Design for All approach and highlighting its applications in different sectors.

These overall goals will be pursued through strategies and measures that cut across different sectors. They lead to the five lines of action defined in the following section.

4.3. Lines of Action

Cross-cutting measures are essential in the field of accessibility, as can be seen from the Diagnosis section in Part I of this document. To improve accessibility, different aims and proposals have to be coordinated and the traditional barriers between different sectors need to be broken down. As a result, shared, complementary activities and focuses were sought in order to solve the major common problems, and five cross-cutting lines of action were defined to integrate and combine measures for different sectors.

The five lines of action[19] are:

- Raising Awareness, Education and Training
- Regulations and Technical Standards
- Innovation and Quality
- Innovative Accessibility Plans and Programmes
- Participation

The first four lines of action were contained in the *White Paper on Accessibility in Spain* and the fifth was added later. This classification does not aim to be exhaustive, but is designed to serve as a practical tool for organising the sector-specific and common areas covered in the Plan. Each line of action, in turn, contains different possible courses of action to improve accessibility.

- **Raising Awareness, Education and Training**

This line of action includes all the policies connected to raising awareness of and publicising the many advantages improved accessibility brings. It also contains training policies and policies for promoting the creation, management and maintenance of improved accessibility conditions. Although raising awareness, education and training are all interrelated aspects, each one refers to the specific measures described below.

  o **Raising Awareness** deals with the measures and instruments designed to increase the public's awareness of accessibility, so people understand the complexity of a specific social problem (and its advantages and disadvantages), feel involved in this problem (as members of the society in which the problem occurs) and are able to act in ways to help solve it.

  o **Education and Training** refer to the action carried out and/or the resources used to teach someone something. This action can only be carried out once a learning need has been identified. Education and training can range from teaching specific or technical knowledge to teaching procedures (ways of tackling real problems) and attitudes (ways of looking at, understanding and dealing with real situations). Education and training are closely related to raising awareness, since learning requires a prior interest if it is to be effective. 'Training' is used here to mean professional training, both **initial training** and **training for established professionals**. An important, non-professional form

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[19] The lines of action serve to classify the major areas to be covered by the measures in the Plan and cut across all the different sectors involved, e.g. communications, transport, construction and town planning.

of education is **compulsory school education**, which aims to teach children and teenagers the knowledge, attitudes and behaviour that all members of society are expected to know and which are transmitted as part of our culture. Design for All criteria ought to form part of this cultural legacy.

- **Regulations and Technical Standards**

This line of action contains all the measures related to expanding or improving the provisions of existing regulations and also putting forward new ones where none as yet exist. 'Regulations' is used here to mean the set of acts and provisions that govern the conditions products, services and built environments have to meet in order to be considered accessible.

It also includes technical standards, which, though not obligatory, set out the minimum conditions for designing and modifying the built environment, equipment, instruments, etc. to make them more accessible, as well as the conditions for managing and maintaining them. These quality standards are set by standardising bodies – represented in Spain by the Spanish Association for Standardisation and Certification (AENOR) – and aim to make companies and organisations aware of their responsibility to remove barriers and promote improved accessibility.

By extension, it also includes technical manuals or other publications aimed at orientating professional activity towards barrier-free design.

Finally, it also contains the accessibility conditions required for homologating any of the spaces, installations or objects covered by the study.

- **Innovation and Quality**

In a changing and competitive society, accessibility has to go hand-in-hand with the concept of quality criteria. This requires a high level of technological development and design, which can only be achieved through policies designed to actively promote research and quality. Furthermore, innovative, creative and economically feasible solutions for built environments with existing barriers call for intensive research that bears quality criteria in mind at every step of the process.

The basic components of this line of action include:

- Research, study and development.

- Promotion of quality.

- Accessible design with homologation of components and installations.

- Development of monitoring tools.

- Technical assistance, including the creation of accessibility consultants.

Section 5 contains the measures for developing each of these components.

- **Innovative Accessibility Plans and Programmes**

  This line of action includes an analysis of alternative ways of promoting accessibility by structuring, programming and rationalising measures centred on a specific plan or programme. These proposals aim to do away with the notion of accessibility plans as static, completed technical documents and to start considering them as part of a much wider-reaching process. Looked at in this way, these plans would not only include direct short- and medium-term measures to remove barriers, but would also propose changes to the way public services and infrastructures are managed and would contain measures to raise the general public's awareness of accessibility.

  In their most concrete aspects, many of the proposals in this line of action centre on the Municipal Accessibility Plans (PEAs) established by legislation. However these proposals call for these PEAs to change their approach and, above all, recommend that they should be included within a far wider framework, which would be reflected in Comprehensive Municipal Accessibility Action Plans (PMIAs). Such plans should be seen as reflecting active municipal policy, rather than simply as technical documents dealing only with removing physical barriers.

- **Participation**

  All members of society have a fundamental right to partake in public decision-making processes. Government administrations are also obliged to offer the public sufficient information about how government policies are planned and put into practice.

  This line of action aims to encourage all the people affected by the Plan to participate in the measures in it. The Plan should serve as a tool for joint action by all users, i.e. the population as a whole, with special emphasis on disabled people.

  A Plan with the motto 'Achieving Equal Opportunities and Full Participation through Design for All' clearly has to bear all users in mind at all times and ensure transparency and communication are its watchwords.

5. Content of the Plan

Once the Plan's goals have been set out, together with the cross-cutting lines of action to pursue them, the next stage is to consider the Plan's specific measures.

The measures start with a technical analysis and then incorporate an internal evaluation of the need for them and the difficulties involved in applying them. Certain problems cannot be resolved with promotional measures if these are not accompanied by far-reaching structural changes. Consequently, the Plan is necessarily strategic in nature and considers complementary measures that are open to the involvement of many different agents.

The strategies were designed in response to the need to organise the different measures around the furthest-reaching courses of action. The measures in turn were defined to ensure they cut across as many sectors as possible, without diluting their content or applicability. Nevertheless, specific sectors were considered where appropriate and, as a result, some measures are cross-cutting in nature, whilst others apply to certain sectors in particular.

The strategies therefore fall into two broad groups:

- Strategies that combine measures aimed at a common goal.

- Strategies that group measures together because they have closely related characteristics or because they apply to the same sector.

The Plan's Goals and Strategies

The following table shows the 18 related strategies that were defined to pursue the goals of the Plan; note that some strategies are used to pursue more than one goal.

GOALS	STRATEGIES
1. Consolidate Design for All and ensure this approach is followed for all new products, services and built environments. Raise awareness of and implement accessibility.	**1. Raising awareness** **2. Education and training** **3. Incorporating Design for All in university courses** **4. Incorporating Design for All in compulsory school education** **9. Promoting quality** **17. Incorporating accessibility on public transport**
2. Introduce accessibility as a basic quality criterion for public management.	**8. Incorporating accessibility as a key requirement in public procurement** **12. Promoting the use of sign language** **15. Adapting and maintaining publicly owned public-use buildings and facilities** **18. Encouraging participation** **9. Promoting quality**
3. Establish an effective, comprehensive regulatory system to promote accessibility throughout the whole of Spain.	**5. Establishing effective means of enforcing accessibility regulations** **6. Improving accessibility legislation** **7. Incorporating accessibility in regulations for different sectors**
4. Progressively adapt products, services and built environments to Design for All criteria.	**9. Promoting quality** **13. Improving regional and local plans for promoting accessibility** **14. Adapting residential buildings** **16. Adapting and maintaining privately owned public-use buildings and facilities** **17. Incorporating accessibility on public transport** **18. Encouraging participation**
5. Promote accessibility through new technologies.	**9. Promoting quality** **10. Promoting technical R&D** **11. Promoting services and technologies to improve sensory accessibility** **18. Encouraging participation**

The Plan's Strategies and Lines of Action

The 18 strategies are grouped into five lines of action, which are defined in detail in Section 4.3.:

- **RAISING AWARENESS, EDUCATION AND TRAINING**

    Strategy 1:   *Raising Awareness*

    Strategy 2:   *Education and Training*

    Strategy 3:   *Incorporating Design for All in University Courses*

    Strategy 4:   *Incorporating Design for All in Compulsory School Education*

- **REGULATIONS AND TECHNICAL STANDARDS**

    Strategy 5:   *Establishing Effective Means of Enforcing Accessibility Regulations*

    Strategy 6:   *Improving Accessibility Legislation*

    Strategy 7:   *Incorporating Accessibility in Regulations for Different Sectors*

    Strategy 8:   *Incorporating Accessibility as a Key Requirement in Public Procurement*

- **INNOVATION AND QUALITY**

    Strategy 9:   *Promoting Quality*

    Strategy 10:   *Promoting Technical R&D*

- **INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES**

    Strategy 11:   *Promoting Services and Technologies to Improve Sensory Accessibility*

    Strategy 12:   *Promoting the Use of Sign Language*

    Strategy 13:   *Improving Regional and Local plans for Promoting Accessibility*

    Strategy 14:   *Adapting Residential Buildings*

    Strategy 15:   *Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities*

    Strategy 16:   *Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities*

    Strategy 17:   *Incorporating Accessibility on Public Transport*

- **PARTICIPATION**

Strategy 18:   *Encouraging Participation*

The strategies are then broken down into 57 measures, which are listed in detail on the following pages.

Explanatory Notes for Interpreting the Strategies and Measures

> Each strategy includes a summary table describing the measures contained within that strategy.

> The following abbreviations are used in the tables to stand for the sectors involved in each measure: C = Construction; P = Town Planning; T = Transport; I = Information and Communication Technologies (ICTs).

> Each measure contains the following sections: *Description, Main Components of the Measure, Agents Involved* and, in some cases, *Implementation Notes,* which gives recommendations for implementing the measure in question. Given the long timetable for the Plan, the section *Main Components of the Measure* cannot provide an exhaustive list of components; a section entitled *New Components* could be added to later versions of the Plan.

> Some strategies and measures are developed and explained in more detail than others. Greater attention is paid to those involving a new line of action or a different focus, or which deal with a more complex application. Many of the measures require an in-depth application study before they can be implemented.

> As far as the different agents involved are concerned:

- The Spanish Federation of Municipalities and Provinces (FEMP) and other organisations representing local government carry out different work from local government authorities themselves, and for this reason such organisations have been included as independent agents, even though they pursue the same goals.

- No explicit reference is made to the Spanish National Centre for Personal Autonomy and Technical Aids (CEAPAT), given that it forms part of IMSERSO, which will carry out the required action within the framework of the Plan.

- A number of organisations feature in the following sections as representatives of people with disabilities and other users. The Spanish Council of Representatives of People with Disabilities (CERMI) is used as the general representative of several disabled people's associations, except when the organisations or disabled people themselves are involved at local or municipal level, in which case they will be identified as 'users'. The Spanish National Institute for the Blind (ONCE) is mentioned in those areas where it plays a technical, financial or representational role, in keeping with its nature as one of the major representatives of disabled people's associations. The Spanish National Institute for the Deaf (CNSE), Spanish Federation of Associations of Friends and Family of the Deaf (FIAPAS) and other similar organisations are mentioned in those measures where they feature explicitly.

- The 'companies' heading comprises the following kinds of enterprises:
  - Manufacturers of transport vehicles and equipment.
  - Transport operating companies.
  - Companies in the new ICT sector.
  - The Spanish Association for Standardisation and Certification (AENOR) and other certifying bodies.
  - Companies in general, without specifying their business or specialisation.
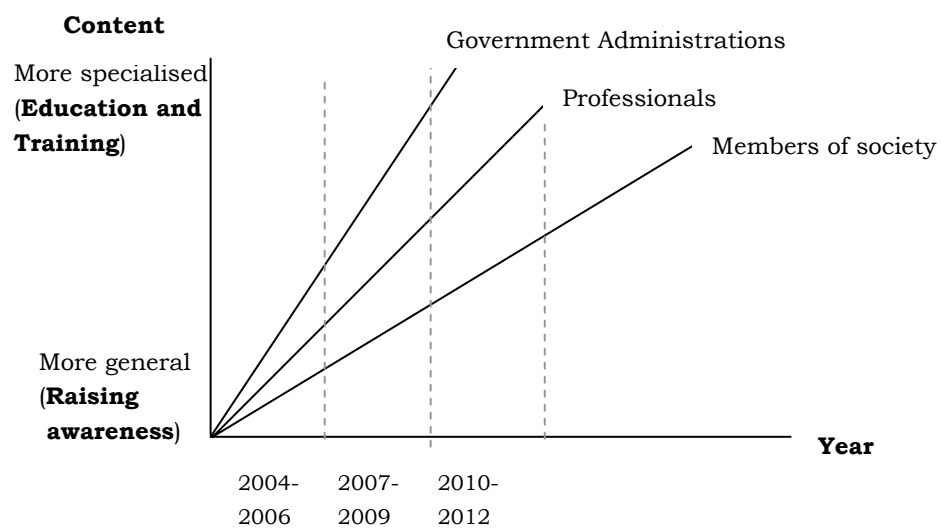
5.1. Raising Awareness, Education and Training

Professionals working towards improved accessibility in many different areas share the belief that a change in the collective awareness of the need for accessibility is key if a more accessible world is to be achieved. The general public have to acknowledge the importance and relevance of accessibility for the quality of life of all members of society. However, the fact that people may be aware of the issue does not mean they will necessarily know how to act in response. Both the general public and people more closely involved with accessibility (i.e. those groups of professionals and non-professionals who play a major role in creating and maintaining accessible products, services and built environments) have to be equipped with tools that enable them to act from a new perspective – one based on respect and support for accessibility. Consequently, awareness-raising, educational and training measures are essential and form one of the Plan's principle lines of action.

Raising awareness achieves little if it does not contain a training component, since it simply makes people emotionally aware of a problem without involving them as participants in possible solutions. On the other hand, learning will not be meaningful or effective if people are not aware of the relevance of what they are being taught. From the point of view of the measures contained in the Plan, both of these approaches are concerned with relaying information: raising awareness deals with a less specialised content and is aimed at people in general, whilst education and training, involving more in-depth knowledge, have to be carried out officially and systematically and must be adjusted to the needs of the people they are aimed at.

Raising awareness of and educating about accessibility and Design for All is aimed at several different groups of people and organisations, ranging from the general population to entrepreneurs, civil servants and specialised professionals involved with designing and/or managing accessible products, services and built environments. The awareness-raising and educational strategies vary depending on the group they are aimed at. Both the level of involvement and the time required to undertake the measures will depend on the target public.

The following graph shows the required time for different approaches of the Plan's awareness-raising and educational strategies for the three major groups involved in accessibility issues (i.e. civil servants and technical experts within the various government administrations, professionals, and the general public). The steepest line indicates the measures aimed at promoting the application of accessibility criteria among government administrations; these measures demand more specialised content and greater involvement to achieve their goal in a short time. The more gently sloping line corresponds to the measures aimed at the general public; these measures employ awareness-raising initiatives that gradually shift their focus from simply making people aware of the existence of the problem ('members of society as passive subjects who are aware that a problem exists') to actively involving the general public in trying to solve the problem ('members of the public as active agents with the ability to tackle the problem'). Professionals require strategies that lie somewhere between these two extremes to achieve the maximum positive impact on accessibility issues.

Content

More specialised
(**Education and
Training**)

Government Administrations

Professionals

Members of society

More general
(**Raising
awareness**)

Year

2004-
2006

2007-
2009

2010-
2012

Strategy 1: Raising Awareness

This strategy will consist of informative and awareness-raising campaigns aimed at companies and the general public as both active and passive subjects of accessibility conditions. There is also a lack of awareness of the action taken by government administrations to improve accessibility conditions in the built environment and on public transport. Campaigns aimed at the general population in cities are few and far between, as is promotion of the improvements carried out and how facilities should be used. This awareness deficit should be overcome by making central-government grants conditional upon carrying out appropriate awareness-raising measures.

Summary Table for Strategy 1

Measures	Agents	Sectors involved			
		C	P	T	I
0101 General awareness-raising campaigns.	MTAS (SESSFD), regional governments, Ministry for Government Administrations, the media, private non-profit organisations and NGOs.				
0102 Raising awareness in business.	Regional governments, MTAS (SESSFD), business associations, chambers of commerce.				
0103 Publicising accessibility improvements in urban development and transport.	Local government, regional governments, FEMP and other local-government representatives, MTAS (SESSFD), transport operating companies and Integrated Metropolitan Transport Authorities.				

Measure 0101: General awareness-raising campaigns

Description

Given the general public's lack of awareness of the subject, the first stage would involve a very general campaign to be broadcast on major television channels and radio stations and published in newspapers with a wide readership, in addition to a promotional campaign in government administrations (posters in Town Halls, Social Security offices, healthcare centres, etc.). The campaign's initial phase would raise people's passive awareness by presenting the meaning, implications and advantages of Design for All (i.e. what accessibility is and why it is important). It would then evolve to incorporate more active approaches to encourage public participation in tackling problems (i.e. 'What part can I play in improving accessibility?'). The campaign phases could be well illustrated by two slogans: **'Accessibility benefits everyone'** and **'Improving accessibility involves everyone'**. Between these two extremes, there would be less extensive campaigns aimed at complementing the general idea with more specific aspects, such as highlighting regulations that have to be met, pointing out that accessible products, services and built

environments are valued for their higher quality and stressing the importance of civic responsibility towards disabled people, accessibility measures and accessible devices.

Main Components of the Measure

- Informative campaigns illustrating good practice addressed to those specific sectors of the population that are most closely involved in the creation of barriers, including motorists, shopkeepers and building contractors.

- Publicising the usefulness of accessible products, services and built environments and the advantages they bring for the entire population.

Agents Involved

Government administrations, MTAS (SESSFD), Ministry for Government Administrations, regional governments, promoters of television and radio campaigns, non-profit organisations and NGOs.

Implementation Notes

The first phase would consist mainly of informative campaigns, the second phase would involve raising awareness and the third and final phase would encourage participation through involvement strategies.

Measure 0102: Raising awareness in business

Description

The changes required in business are the result of the need to meet new regulations and respond to new market demands. In the area of accessibility, action should be taken on both these aspects to indirectly promote more accessible products. Specific measures will also be required to promote accessibility in business. Particularly important will be measures to publicise accessibility regulations and the benefits and economic potential Design for All brings to business and professionals. This promotion will be carried out through specific campaigns in different media (e.g. taking out advertisements and setting up stands at conferences) and at events in different sectors (e.g. publications, exhibitions and conferences). In some cases, promotion of accessibility in specific high-impact business sectors should be considered, e.g. by creating an Annual Award for Business Excellence in Accessibility for the Leisure and Tourism Sector.

Main Components of the Measure

- Publicising the existence of accessibility regulations and the benefits and economic potential of Design for All for business and professionals by carrying out campaigns in specific media (e.g. taking out advertisements and setting up stands at conferences) and at events in different sectors.

- Drawing up codes of good practice and manuals for applying Design for All criteria.

- Holding competitions of good practice and creating an Annual Award for Business Excellence in Accessibility for the Leisure and Tourism Sector.

Agents Involved

Regional governments, MTAS (SESSFD), business associations, Royal National Disability Institute and chambers of commerce.

Measure 0103: Publicising accessibility improvements in urban development and transport

Description

A second strategic awareness-raising course of action concerns institutions applying for financial assistance to improve accessibility, e.g. PEAs. To be eligible for this financial assistance, these institutions should have to carry out publicity and awareness-raising measures aimed at groups of users and other beneficiaries of the improvements in order to increase public awareness of the improvements and the institutional support received.

Main Components of the Measure

- Preparation of a good-practice guide to be distributed to Town and City Councils and other local bodies detailing different activities to illustrate publicity and awareness-raising measures concerning accessibility.

- The Town and City Councils involved in these activities should then prepare a detailed report on them, which would be made available on IMSERSO's website as an example for other municipalities.

Agents Involved

Local government, regional governments, FEMP and other local-government representatives, MTAS (SESSFD), transport operating companies and Integrated Metropolitan Transport Authorities.

Implementation Notes

IMSERSO should consider the need to make its financial assistance for plans and programmes conditional upon the publicity requirements mentioned above.

Strategy 2: Education and Training

Educational and training initiatives concerning accessibility need to be designed to meet specific key needs and should therefore be aimed at people who have the highest impact on accessibility. There is a general demand for education and training at all levels in all sectors, but it is vital to follow effectiveness criteria when carrying out this strategy: for each of the needs detected, the most economical form of education or training has to be chosen to produce the desired result. In addition, all the educational and training measures here contain an implicit awareness-raising strategy which forms a key part of any meaningful educational and training initiative.
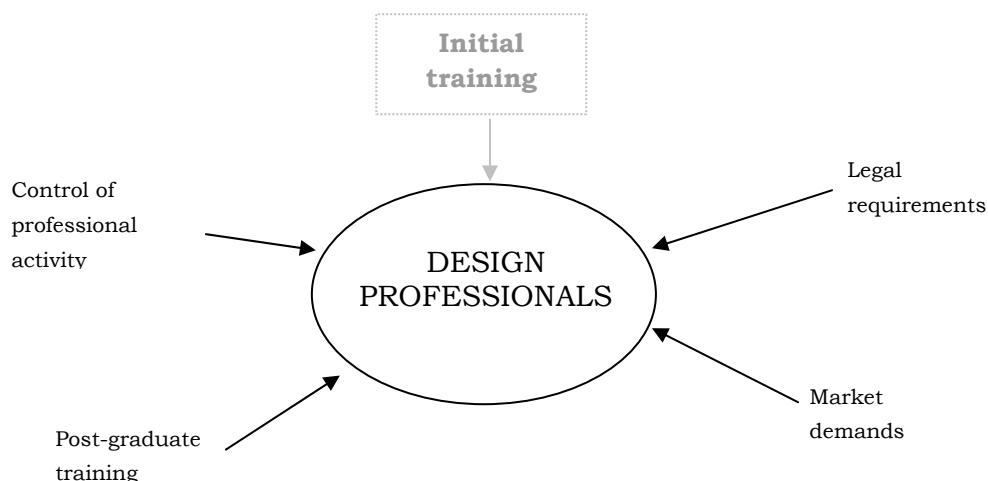
Summary Table for Strategy 2

Measures	Agents	Sectors involved			
		C	P	T	I
0201 Training designers and technical experts about Design for All.	Professional associations, companies in the new ICT sector, business foundations, chambers of commerce, MTAS (SESSFD)				
0202 Educating and training public-sector workers.	MTAS (SESSFD), local government, regional governments, Ministry for Government Administrations				
0203 Educating and training representatives of people with disabilities about legal and regulatory defence.	ONCE, CERMI, consumer organisations, the bar association and MTAS (SESSFD).				
0204 Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants.	MTAS (SESSFD), ONCE, CERMI and professional associations.				

Measure 0201: Training designers and technical experts about Design for All

Description

Designers and technical experts are the professionals who have most impact on creating accessible products, services and built environments and modifying existing ones. The best way to ensure these professionals carry out their job following Design for All criteria is to provide them with specific knowledge about how to apply such criteria. The following figure shows the main influences received by design professionals. These influences also define possible courses of action to increase designers and technical experts' knowledge of accessibility criteria and to encourage them to actively apply them.

Initial
training

Control of
professional
activity

DESIGN
PROFESSIONALS

Legal
requirements

Post-graduate
training

Market
demands

Professional associations have a large influence on most professionals, as they are responsible for spreading information about regulations and preparing and making available specific courses and tools to meet these regulations. The associations have an even greater influence when they carry out official quality-control tasks, as is the case with the Professional Association of Architects.

Main Components of the Measure

- Joint systematic work with the corresponding professional associations (e.g. Associations of Architects and Technical Architects; Associations of Telecommunications, Civil, Industrial and Mechanical Engineers and Associations of Computer Programmers, amongst others) through agreements or other means of collaboration to increase professionals' knowledge of regulations and provide training on how to apply them.

- Promoting technical cooperation, co-funding teaching material for accessibility training courses, designing good-practice guides for applying regulations and creating and making available tools such as IT programs to help apply regulations.

Agents Involved

Professional associations, companies in the new ICT sector, business foundations, chambers of commerce, MTAS (SESSFD).

Measure 0202:   Educating and training public-sector workers

Description

Many workers in different public services can have a large impact on how accessible these services are, e.g. customer-service employees or those maintaining or managing built environments. These workers' initial training ought to include practical information on how to apply Design for All criteria in their specific job. However, as these workers have a wide range of academic backgrounds, one way of ensuring they receive this initial training could be by including it in the selection processes and exams for their positions in government administrations and bodies. This non-budgetary measure would yield medium- and long-term results.

Main Components of the Measure

- Incorporating a basic knowledge of Design for All criteria as examinable material in all selection and open-competition processes for public-sector jobs.

- Preparing good-practice guides and training courses on accessibility in public services aimed at public-sector workers in different action areas, including customer service, managing built environments, cleaning, refuse collection and the security. These training courses could be on-site or distance courses. As in the previous Measure, financing agreements such as those in PEAs between IMSERSO and the corresponding bodies should be conditional upon this training.

- Carrying out applied courses in different sectors for technical experts in management and maintenance in the transport, town-planning, construction, tourism and leisure sectors, as well as for the civil servants and other employees in government administrations working in these fields. Training for municipal technical experts responsible for approving plans and projects and awarding licences is especially important.

- Preparing a plan for sign-language training. Sign language ought to form part of the training processes to be developed in accordance with the specific goals and means established.

- IMSERSO may make funding for projects to improve accessibility conditional upon the inclusion of training initiatives in the projects.

Agents Involved

MTAS (SESSFD), regional governments, local government and the Ministry for Government Administrations.

Measure 0203: Educating and training representatives of people with disabilities about legal and regulatory defence

Description

Organisations representing people with disabilities are largely unaware of the legal resources they have available to defend disabled people's basic rights. The provisions of the Equal Opportunities Act provide for the necessary courses to provide these organisations with the knowledge required to guarantee meaningful equal rights. Disabled people also have an active role to play in ensuring accessibility criteria are included and monitored in town-planning and other regulations covering the design of products, services and built environments. As a result, specific educational and training courses and guides need to be prepared and made available to disabled people.

Main Components of the Measure

- Recruitment and training of teachers to give courses.

- Holding regular courses and conferences with the largest organisations representing people with disabilities.

- Publication of the theoretical content of the courses in a guide to be made available to these organisations.

Agents Involved

ONCE, CERMI, consumer groups, the bar association and MTAS (SESSFD).

Implementation Notes

In partnership with organisations representing disabled people, IMSERSO will promote courses to increase these organisations' knowledge of disabled people's legal rights and options.

Measure 0204:   Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Description

There is a growing demand for Design for All criteria to be followed in all public built environments, and for public buildings and spaces to be modified where necessary and possible. This demand stems from current regulations, demographic trends and increasingly high quality-of-life expectations. Meeting this demand will require an increasing number of technical experts and consultants specialising in the field of accessibility. There are several kinds of professional technical experts able to develop specific solutions to design and adaptation problems. The need for specialisation in accessibility is illustrated by the increasingly specific and complex training required to take action in this field, together with the monitoring and certification processes that could arise from the Equal Opportunities Act.

Main Components of the Measure

- Carry out a study of possibilities and needs that incorporates current experiences from other countries.

- Create the technical position of Accessibility Consultant and establish a central register to oversee and control the quality of registered professional accessibility consultants.

Assistance from the relevant professional associations will be required to carry out this task.

Agents Involved

MTAS (SESSFD), professional associations, ONCE and CERMI.

Strategy 3:   Incorporating Design for All in University Courses[20]

As mentioned above, initial training in Design for All criteria is key if all the professionals in a given sector are to have adequate knowledge to apply accessibility regulations. Given that MTAS has neither responsibility for nor control over the content of academic curricula, this Strategy aims to gradually introduce the concept of Design for All into university departments and colleges, especially in those technical courses linked to the design of accessible products, services and built environments.

Summary Table for Strategy 3

Measures	Agents	Sectors involved			
		C	P	T	I
0301 Promoting accessibility training and Design for All criteria in university courses.	Universities, MTAS (SESSFD), research foundations, Ministry for Education and Science, ONCE and regional governments.				

Measure 0301:   Promoting accessibility training and Design for All criteria in university courses

Description

To achieve the stated goal, the following parallel courses of action have been designed:

Main Components of the Measure

- Creating a new specific university subject dealing with accessibility to be promoted in Polytechnic Universities with the support of Vice-Chancellors and Professors.

- Preparing a plan for promoting the study of accessibility through an inter-university competition of innovative final-year projects on the design of accessible products and built environments.

- Providing grants for university professors attending seminars and conferences to present a paper on accessibility.

- Co-funding short courses and extracurricular activities on technical aspects of accessible design as a formula for expanding academic curricula with Design for All criteria.

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[20] The Council of Europe's interest in including Design for All criteria in university curricula is detailed in Resolution ResAP(2001)1 on the 'Introduction of the Principles of Universal Design into the Curricula of All Occupations Working on the Built Environment', adopted by the Committee of Ministers on 15 February 2001, at the 742ⁿᵈ meeting of the Ministers' Deputies. Although this resolution only directly affects the sectors of Construction, Town Planning and Transport, its spirit of seeking to improve the communication between people and their constructions clearly contains the desire that Design for All criteria should also apply to the ICT sector.

- Preparing teaching and technical material, postgraduate teaching courses and other strategies to introduce teaching on accessibility at different university levels.

Agents Involved

Relevant universities and departments, MTAS (SESSFD), research foundations, Ministry for Education and Science, professional design studios and consultancies, ONCE and the Ministries of Education in the regional governments.

Strategy 4:	Incorporating Design for All in Compulsory School Education

In order to consolidate the general public's long-term awareness of accessibility, in addition to specific promotional campaigns, Design for All criteria ought to form part of the compulsory school education received by all members of society. Considering the nature of the subject in question, it would be best to start at Primary level, where there are several cross-cutting subject areas with a similar content that could easily incorporate accessibility to provide a wider-ranging framework. The subject of Road Safety could incorporate aspects of accessibility which all children would have to study.

Summary Table for Strategy 4

Measures	Agents	Sectors involved			
		C	P	T	I
0401 Introducing accessibility and Design for All criteria in compulsory school education.	Ministry for Education and Science, MTAS, local government and regional governments				

Measure 0401: Introducing accessibility and Design for All criteria in Compulsory School Education

Description

Given that MTAS has neither responsibility for nor control over the content of academic curricula, an action strategy should be created to pursue this goal.

Main Components of the Measure

- Create ties with the regional government administrations responsible for education and academic curricula so Design for All criteria appear explicitly as concepts pupils should be aware of and as an attitude they should acquire.

- Create ties with local-government bodies responsible for accessibility to introduce accessibility as an additional aspect of Road Safety and thus give a more comprehensive perspective to the subject.

- Prepare teaching material and resources (e.g. accessibility games or comics dealing with accessibility) and make them available to the various government administrations responsible for education so they can distribute them to schools and other educational institutions.

- Propose a Spain-wide competition on innovative ideas on accessibility in schools (e.g. signage of accessible routes, new layout of school equipment and identifying accessibility problems in schools).

Agents Involved

Ministry for Education and Science, MTAS, local government and regional governments.

5.2. Regulations and Technical Standards

Establishing an appropriate legal framework is one of the first key steps towards achieving accessible products, services and built environments. However, further steps are required in addition to passing legislation:

- Firstly, accessibility legislation has to form a coherent and coordinated part of the set of legal regulations that govern the area in question. The legislation has to be sufficiently developed to be easily applied and understood, and the necessary control mechanisms need to be created to monitor application and penalise failure to comply with provisions.

- Secondly, those affected by the legislation need to be sufficiently aware of its importance and understand and accept the need for such regulations. This is also true for society as a whole, which has to create a collective demand for regulations to be complied with.

- Thirdly, there has to be sufficient technical and financial capacity to meet regulations.

A series of strategies has therefore been defined to cover the following areas: improving regulations, raising their level of acceptance, improving the control of procedures and increasing the effectiveness of their application.

This requires two kinds of important changes:

o Changes in regulations.

o Changes in institutions, in their composition and/or the in way they work.

The increase in the number of accessibility plans and programmes and the many new regulations to apply in different administrative fields have created a need for appropriate advice. Consequently, a measure that merits more in-depth study and which should be worked towards over the first phase of the Plan is the creation of the position of Accessibility Consultant, i.e. a technical expert qualified to advise government administrations and companies on how to adapt the built environment and follow Design for All criteria (see Measure 0204).

Strategy 5: Establishing Effective Means of Enforcing Accessibility Regulations[21]

Each of the regional governments in Spain has passed its own Accessibility Act and most of these governments have proceeded to develop corresponding regulations. The field of accessibility has, therefore, a far-reaching and detailed legal framework. Nevertheless, these regulations often fail to be complied with, owing to certain inherent problems in applying them. Some of these problems arise from the inadequate definition of the instruments created by the Acts and their lack of development of regulations, but there are other problems that lie outside the sphere of the Acts themselves, such as the general lack of awareness of the Acts and the need for greater coordination between government administrations if the Acts are to be effectively implemented.

Summary Table for Strategy 5

Measures	Agents	Sectors involved			
		C	P	T	I
0501 Raising awareness of regional and municipal regulations.	Local government, regional governments, MTAS (IMSERSO and DGCPSD), FEMP and other local-government representatives.				
0502 Monitoring accessibility regulations through regional and municipal Town Planning Committees.	Local government, regional governments, MTAS (IMSERSO and DGCPSD) and users.				
0503 Taking action to enforce town-planning regulations.	Local government, regional governments and MTAS (IMSERSO and DGCPSD).				
0504 Coordinating the action of different government administrations to apply and enforce accessibility regulations.	Local government, regional governments and MTAS (IMSERSO and DGCPSD).				

Measure 0501: Raising awareness of regional and municipal regulations

Description

Very often failure to meet regulations is due more to ignorance or a lack of awareness of their content than to any active effort to avoid complying with them. As a result, the existence of accessibility regulations needs to be publicised and their content and importance stressed.

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[21] In developing this strategy, no specific measures were designed with respect to the Equal Opportunities Act.

Main Components of the Measure

- Preparing and publishing a manual describing the basic accessibility regulations and instruments in a simple fashion to give an idea of how they work, justify the need for them to be applied and facilitating their application.

- Making the manual available, particularly at municipal level.

Agents Involved:

Local government, regional governments, MTAS (SESSFD), FEMP and other local-government representatives.

Implementation Notes:

The first phase envisages the preparation and publication of a manual to be made available to local government and will be followed by action to monitor this initiative.

Measure 0502: Monitoring accessibility regulations through regional and municipal Town Planning Committees

Description

Town Planning Committees are responsible for awarding planning permission and are made up of municipal technical experts equipped with the necessary training and background to consider accessibility conditions from a regional and municipal perspective.

The relevance of the decisions taken by these committees makes the involvement of users[22] especially important, in accordance with the general principle of participation that underpins the whole Plan.

Main Components of the Measure

- Equipping municipal technical experts with the necessary training and education to apply accessibility regulations (see Strategy 2).

- Promoting the involvement of users on Town Planning Committees.

Agents Involved

Local government, regional governments, MTAS (SESSFD) and users.

Implementation Notes

The first phase will promote the process of incorporating accessibility criteria and will be followed by action to monitor this initiative.

Measure 0503: Taking action to enforce town-planning regulations

Description

To date, wide-ranging municipal enforcement measures have neither monitored nor dealt with failure to comply with accessibility regulations. As a

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[22] See the 'Encouraging Participation' Strategy.

result, the system of sanctions and precautionary and corrective measures needs to be reformed to incorporate accessibility criteria and thus help ensure effective application of accessibility legislation.

Main Components of the Measure

- Action to promote the incorporation of accessibility criteria in enforcement measures dealing with failure to comply with town-planning regulations.

Agents Involved

Local government, regional governments and MTAS (SESSFD).

Implementation Notes

The first phase will incorporate accessibility criteria in enforcement measures dealing with failure to comply with town-planning regulations and will be followed by action to monitor this initiative.

Measure 0504: Coordinating the action of different government administrations to apply and enforce accessibility regulations (improving information, monitoring and enforcement systems)

Description

The diagnosis of accessibility conditions carried out revealed the lack of coordination between different government administrations to be a recurring cause for problems in applying accessibility regulations.

To promote greater cooperation, systems and means of communication have to be set up between government administrations, and municipal accessibility policies and bylaws need to be adapted to the stipulations of regional accessibility legislation to increase their effectiveness.

Main Components of the Measure

- Making the financing of PEAs conditional upon the following requirements:
  - Local government has to present the steps it plans to take to create monitoring and control mechanisms.
  - Permanent bodies and mechanisms then have to be created to monitor and maintain accessibility conditions in municipalities.
- Requiring regional governments to request that local government produce reports to monitor how effective application of accessibility legislation is (Article 58.2 of the Local Government Framework Act).
- Promoting the creation of consultative bodies for different sectors to promote cooperation between government administrations (Article 58.2 of the Local Government Framework Act).

Agents Involved

Local government, regional governments and MTAS (SESSFD).

Implementation Notes

IMSERSO should set minimum requirements for local government to be eligible for grants to develop PEAs.

Strategy 6:   Improving Accessibility Regulations

Spain's current accessibility regulations contain numerous examples and guidelines to guarantee accessible design in the built environment (See Section 1.2.). However, neighbourhoods that are far from accessible continue to be built, Design for All criteria are still not applied in town planning and construction work, many new buildings do not comply with accessibility regulations and renovated buildings, as well as those adapted for new uses (leisure, retail, services, etc.), do not apply accessibility regulations in full.

Summary Table for Strategy 6

Measures	Agents	Sectors involved			
		C	P	T	I
0601 Harmonising and unifying concepts in regional accessibility regulations.	Regional governments.				
0602 Developing the content and legal nature of the PEAs, with special reference to town plans, and designing *a priori* and *a posteriori* monitoring plans.	ONCE, local government, regional governments and MTAS (IMSERSO and DGCPSD)				
0603 Reinforcing municipal regulations and action by preparing comprehensive accessibility municipal bylaws.	Local government, regional governments, MTAS (IMSERSO and DGCPSD), FEMP and other local-government representatives.				

Measure 0601: Harmonising and unifying concepts in regional accessibility regulations

Description

The various regional Accessibility Acts employ a wide range of different concepts and there is a clear need to harmonise both these concepts and the areas they cover.

Main Components of the Measure

- Promoting the preparation and development of regulations with uniform minimum criteria and basic conditions to be met throughout the whole of Spain and adapting regional regulations.

Agents Involved

Regional governments and MTAS (SESSFD).

Measure 0602:   Developing the content and legal nature of the PEAs, with special reference to town-planning instruments, and designing *a priori* and *a posteriori* monitoring plans

Description

PEAs are included in regional legislation as a key tool for making towns more accessible. However, their regulatory development is very limited and their application is inadequate as they set out priorities for action without establishing any criteria for managing it. In the absence of these criteria, the procedure followed in other town-planning tools, such as City-Centre Renovation Action Plans (PERIs)[23] and Urban Improvement Plans, is recommended.

Main Components of the Measure

- PERIs are seen as the best town-planning tool to use as a benchmark for providing the PEAs with an appropriate administrative and application procedure. PEAs should be provided with an analogous legal system to PERIs.

- Designing a Monitoring Plan:

    o Before action: Make approval of planning permission conditional upon complying with accessibility regulations.

    o After action: Develop enforcement action by using the town-planning tools mentioned above as a model.

Agents Involved

ONCE, local government, regional governments and MTAS (SESSFD).

Measure 0603:   Reinforcing municipal regulations and action to ensure all accessibility measures are complied with by promoting, preparing and applying comprehensive accessibility municipal bylaws

Description

Municipal bylaws reflect the accessibility criteria stipulated in regional legislation and have a wider degree of applicability, since failure to comply with them may automatically trigger a sanction. Comprehensive accessibility bylaws were passed to set out basic criteria for removing existing barriers and preventing the creation of new ones. They contain technical accessibility criteria and use organisational and management measures to promote accessibility in municipalities. They are, therefore, the appropriate means for strengthening the capacity for municipal action to ensure the criteria stipulated in regional legislation are complied with.

Main Components of the Measure

- Through the regional governments, urging local government to draw up comprehensive municipal accessibility bylaws (as stipulated in some Accessibility Acts).

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[23] PERIs are developments of Master Plans that aim to renovate historical city centres.

- Providing technical support for the development of comprehensive municipal accessibility bylaws by preparing manuals.

- Promoting general good practice and effective measures through the training courses given by FEMP together with IMSERSO and other bodies.

Agents Involved

Local government, regional governments, MTAS (SESSFD), FEMP and other local-government representatives.

Strategy 7: Incorporating Accessibility in Regulations for Different Sectors

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Town-planning regulations constitute the fundamental legal framework for regulating and configuring the built environment. They not only specify the extent and design of public spaces, but also stipulate the conditions to be met by all the components of the built environment (streets, squares, buildings, equipment, etc.) and the obligations of all the agents involved in the construction sector. This makes them a powerful basic tool for achieving accessible built environments.

The lack of coordination between town planning and accessibility regulations and/or between the government departments responsible for these two areas is at the root of many of the problems identified.

Summary Table for Strategy 7

Measures	Agents	Sectors involved			
		C	P	T	I
0701 Incorporating Design for All criteria when preparing and applying town-planning regulations.	Regional governments, MTAS (IMSERSO and DGCPSD) and CERMI.		■		
0702 Incorporating accessibility in the Construction Act.	Ministry for Public Works, MTAS (IMSERSO and DGCPSD) and CERMI.	■			
0703 Incorporating the analysis of accessibility conditions in Technical Building Inspections.	Local government, FEMP and other local-government representatives, Homeowners' Associations and MTAS (IMSERSO and DGCPSD).	■			
0704 Revising and modifying building standards following Design for All criteria.	Ministry for Public Works, professional associations and MTAS (IMSERSO and DGCPSD).	■	■	■	■
0705 Including more accessibility requirements in other Spanish or regional regulations for different sectors.	Regional governments, CERMI, MTAS (IMSERSO and DGCPSD) and other Spanish Ministries.	■			

Measure 0701: Incorporating Design for All criteria when preparing and applying town-planning regulations

Description

There is a recognised need to incorporate accessibility in town-planning regulations, and legislative changes are required to incorporate Design for All principles and criteria in basic town-planning regulations.

Main Components of the Measure

- All town-planning legislation passed by the regional governments should include accessibility criteria as part of the obligations to be met by Town Plans, with explicit reference to the Accessibility Acts. To achieve this, the aspects to be considered and the documentation to demonstrate that obligations have been met should be specified at each planning level, either in the Town Planning Act itself or by developing its provisions.

- Town Plan documentation should include an accessibility record to justify the suitability of the action to be carried out (e.g. indication of accessible routes and examples of how accessibility regulations have been complied with).

- Monitoring by the regional Town Planning Committee to ensure municipal bodies comply with accessibility criteria when developing and carrying out Town Plans.

Agents Involved

Regional governments, CERMI and MTAS (SESSFD).

Measure 0702: Incorporating accessibility in the Construction Act

Description

Incorporating accessibility in the conditions buildings have to meet in accordance with the Spanish Construction Act of 5 November 1999.

Main Components of the Measure

- Studying the requirements buildings have to meet by applying the content of manuals.

- As part of the technical standards, developing the content of Chapter 3, Section 1a), Point 2 of the Construction Act, which – contrary to the aspirations of the Preamble – has not yet been sufficiently developed.

- Together with the Ministry for Public Works, developing mechanisms to put the provisions of the Construction Act into practice and prepare documents to promote their application in the professional field of construction.

Agents Involved

Ministry for Public Works, CERMI and MTAS (SESSFD).

Measure 0703: Incorporating the analysis of accessibility conditions in Technical Building Inspections

Description

Technical Building Inspections (ITEs) provide an excellent opportunity to find out how accessible buildings are. Research projects should be developed and action planned to remove barriers. The aim is for ITEs to incorporate basic accessibility factors for buildings by designing a specific form to be filled in by inspectors.

Main Components of the Measure

- Studying the requirements buildings have to meet by applying the content of the manuals.

- Urging FEMP to encourage local governments to incorporate accessibility criteria when preparing ITEs.

- Creating a specific form to be filled in by inspectors.

Agents Involved:

Local government, FEMP and other local-government representatives, Homeowners' Associations and MTAS (SESSFD).

Measure 0704: Revising and modifying building standards following Design for All criteria

Description

The technical standards that regulate building conditions serve as reference manuals for architects when they are designing the different installations and components in a project. Any major modifications or innovations must therefore be reflected in this standard guide if they are to gain widespread acceptance. Accessibility conditions certainly fall into this category and it is vital that accessibility principles should be contained in each corresponding technical standard.

Main Components of the Measure

- Revising and modifying technical standards for buildings and complementing existing ones by following Design for All criteria.

Agents Involved

Ministry for Public Works, professional associations and MTAS (SESSFD).

Measure 0705: Including more accessibility requirements in other Spanish or regional regulations for different sectors

Description

This measure includes all legislative and regulatory modifications to correct and overcome many of the accessibility shortcomings found in many standards in different sectors.

Main Components of the Measure

- Preparing legislation on subtitling and audio-description.

- Preparing specific legislation to regulate signage in public spaces.

Agents Involved

Regional governments, CERMI, MTAS (SESSFD) and other Ministries.

Strategy 8:	Incorporating Accessibility as a Key Requirement in Public Procurement

Summary Table for Strategy 8

Measures	Agents	Sectors involved			
		C	P	T	I
0801 Introducing explicit references to complying with accessibility criteria when specifying the terms and conditions for public acquisitions, service agreements and concessions, etc.	Ministry for Government Administrations, regional governments, local government, MTAS (SESSFD) and companies.				
0802 Developing technical and quality standards to serve as an additional requirement in public procurement.	Ministry for Government Administrations, regional governments, local government, MTAS (SESSFD), AENOR and other certifying bodies, companies and ONCE.				

Measure 0801: Introducing explicit references to complying with accessibility criteria when specifying the terms and conditions for public acquisitions, service agreements and concessions, etc.

Description

This measure is aimed at ensuring that contractors or recipients of grants incorporate accessibility as an essential factor when tendering for public services or work on the built environment. Advised and encouraged by MTAS (IMSERSO and DGCPSD), the Ministry for Government Administrations should compile a list of instructions and good practice to incorporate in the terms and conditions for public acquisitions, service agreements and concessions, etc. It should then encourage all government administrations and departments to revise all the public-procurement contracts they sign and the grants they award to ensure contractors and recipients of grants incorporate accessibility criteria in their tenders with specific references to the work, services or built environment in question.

Main Components of the Measure

- Revising the conditions of public contracts and grants.

- Compiling a list of instructions and good practice to incorporate in the conditions for public acquisitions, service agreements and concessions, etc.

- Preparing a guide to the language to be used for incorporating accessibility in public procurement and distributing it to all government administrations.

- Creating a technical-assistance service for companies and professionals who sign contracts with government administrations to ensure they are aware of the requirements they have to meet.

Agents Involved

Ministry for Government Administrations, regional governments, local government, MTAS (SESSFD) and companies.

Measure 0802: Developing technical and quality standards to serve as an additional requirement in public procurement

Description

An alternative or complementary measure is to use voluntary standards to encourage architectural and town-planning professionals to apply accessibility criteria. Technical standards are not obligatory and in this respect resemble technical recommendations; however, standards are supported by a standardisation body and a directive, law, order or tender could require them to be complied with. With this in mind the Spanish Association for Standardisation and Certification (AENOR) created the Technical Standardisation Committee AEN/CTN 170 on the Needs of and Adaptations for People with Disabilities. This action represented a change of focus as it considered that all goods and services should be by obligation accessible to everyone. As a result of the work carried out by the Technical Standardisation Committee, several accessibility standards have been endorsed, including UNE 170001 on 'Universal Accessibility: Criteria for Facilitating Accessibility in the Built Environment, Part 1 (DALCO Standards) and Part 2 (Universal Accessibility Management System)'. At international level, the development of guides such as ISO/IEC Guide 71:2001 'Guidelines for standards developers to address the needs of older persons and persons with disabilities'.

UNE Standard 170001 enables organisations to demonstrate their capacity to provide an accessible environment in terms of Moving, Handling, Locating and Communicating (DALCO is the Spanish acronym). These standards are accompanied by a state-of-the-art Universal Accessibility management system.

Both sets of standards set out the basic overall requirements to be put into practice by all organisations, regardless of size of business. They are the tools with which any organisation can develop a universal-accessibility management system for all components of the built environment, be they spaces, buildings, establishments or installations, so all users have access to goods and services without barriers.

Main Components of the Measure

- Promoting the development and application of AENOR standards in different action areas.

- Promoting the participation in work groups and coordinating these groups to provide them with specific goals.

- Including a requirement to comply with AENOR accessibility standards in public-procurement processes.

Agents Involved

Ministry for Government Administrations, regional governments, local government, MTAS (SESSFD), AENOR and other certifying bodies, companies and ONCE.

5.3. Innovation and Quality

Strategy 9:   Promoting Quality

This strategy is linked to the previous one and stresses the notion of accessibility as a quality factor that should be promoted and demanded by government administrations. They should use different means to ensure that accessibility's added value is acknowledged and incorporated in the design of new products, services and built environments.

Summary Table for Strategy 9

Measures	Agents	Sectors involved			
		C	P	T	I
0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport.	Ministry for Public Works, Ministry for Housing, transport operating companies, MTAS (SESSFD), regional governments and local government.			■	
0902 Promoting accessibility as a quality factor for products and including it in certification processes.	AENOR and certifying bodies, MTAS (SESSFD), and ONCE.	■	■	■	■
0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies.	MTAS (SESSFD), CERMI, ONCE, Ministry for Education and Science, research foundations, new ICT companies.				■

Measure 0901: Developing guidelines and codes of good practice for accessible design in town planning, construction and transport

Description

There has to be a concerted effort by government administrations to include accessibility criteria and guidelines in the management of town planning, construction and transport.

Main Components of the Measure

- Including accessibility regulations and recommendations in public-procurement contracts.

- Preparing accessibility training courses for transport workers.

- Preparing and distributing emergency guidelines.

- Providing alternatives in the case of disruptions to the service.

- Creating monitoring and evaluation mechanisms.

Agents Involved

Ministry for Public Works, Ministry for Housing, transport operating companies, MTAS (SESSFD), regional governments and local government.

Measure 0902: Promoting accessibility as a quality factor for products and including it in certification processes

Description

Accessibility has to be promoted as one of the components that raise products' quality.

Main Components of the Measure

- Carrying out campaigns to highlight the general improvements brought about by Design for All. (This complements Strategy 1.)

- Promoting a certificate that guarantees products meet certain minimum accessibility criteria. This certificate would be applied first to products aimed mainly at elderly and disabled people, but would then be extended to products aimed at all members of society.

Agents Involved

AENOR and certifying bodies, MTAS (SESSFD) and ONCE.

Measure 0903: Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

Description

The fact that new technologies are not evaluated from an accessibility perspective from their inception makes many of these technologies inaccessible[24].

This is a twofold problem in that disabled people do not usually have sufficient training to be involved in the initial design phase and those who do have the necessary training, i.e. scientists and researchers, are not sufficiently aware of the accessibility problems associated with the technology[25].

Main Components of the Measure

- Creating a work forum made up of representatives of users, research institutions (universities and public and private research foundations) and Spanish science and technology bodies (e.g. Ministry for Science and Technology, CEAPAT) to foresee accessibility problems in the ICT sector.

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[24] Contrary to Point I.3 of the Resolution on Electronic Access for People with Disabilities passed at the 2470th meeting of the Council of the European Union, which stipulates that member states should raise awareness of this issue so that all new ICT technologies, methodologies and activities are designed to be accessible to all.

[25] For example, if the designers of the new-generation GSM mobile telephones had borne in mind the fact that blind people are unable to read the screen, they could have incorporated a voice system at the design phase to enable blind people to use these telephones.

- MTAS (SESSFD) organise the creation of this forum and provide the necessary technical, logistical and financial support, together with the public and private institutions involved.

Agents Involved

MTAS (SESSFD), CERMI, ONCE, Ministry for Education and Science, research foundations and new ICT companies.

Strategy 10: Promoting Technical R&D

There is an ongoing need for research and development of new solutions in the field of universal accessibility, since there is enormous room for improvement, independent of who the beneficiaries are. Considerable progress is being made in both Design for All and Rehabilitation Technology to improve access and raise the quality of life for many people in public and private environments. Consequently, together with other initiatives and government administrations, the Plan should promote R&D of applications in the field of accessibility.

This Strategy also includes measures aimed at making better use of existing technologies and accessibility applications in different technical areas. Authorities should be created and specialists should be trained to provide technical accessibility assistance. This should include promoting specialist research centres, developing applications and advising public and private bodies involved in the R&D of accessibility applications.

Summary Table for Strategy 10

Measures	Agents	Sectors involved			
		C	P	T	I
1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields.	Ministry for Public Works, Ministry for Housing, Ministry for Education and Science, Ministry for the Environment, regional governments, MTAS (SESSFD), companies (especially those in the new ICT sector), universities, EU, CERMI and ONCE.		▓	▓	
1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies.	Ministry for Education and Science, MTAS (SESSFD), companies in the new ICT sector and CERMI.				▓
1003 Carrying out studies and compiling statistics on accessibility in different fields.	MTAS (SESSFD), CERMI, ONCE, ICT manufacturers and researchers.				▓

Measure 1001: Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields

Description

This measure includes supporting research into accessible products (equipment and installations) and services, as well as developing technical recommendations for applying accessibility criteria.

R&D and innovation will be targeted at product manufacturers and service providers in order to increase the accessibility of these products and services.

Main Components of the Measure

- Promoting R&D and innovation among manufacturers of equipment and installations (paving, automatic doors, lifts, entryphones and sensory-communication and signage systems) to improve product accessibility.

- Promoting R&D and innovation to provide accessible technical solutions (Design for All) for street problems: changes in ground level, steep slopes, paving and street furniture.

- Preparing comprehensive projects to raise designers and manufacturers' awareness to achieve:

    o Accessible cash machines.

    o Accessible computer programs.

    o Accessible IT learning tools.

    o Accessible Internet services and tools.

    o Accessible signage systems.

    o Accessible landline and mobile phones.

Agents Involved

Ministry for Public Works, Ministry for Housing, Ministry for Education and Science, Ministry for the Environment, regional governments, MTAS (SESSFD), companies (especially those in the new ICT sector) universities, EU, CERMI and ONCE.

Measure 1002: Introducing Design for All as key criteria in public policies in the field of innovation and new technologies

Description

This measure follows the recommendations of the Council of the European Union[26], recognising the need to promote e-accessibility.

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[26] Point I.1 of the Resolution on Electronic Access for People with Disabilities passed at the 2470th meeting of the Council of the European Union stipulates that member states should promote e-accessibility, and Spanish Royal Decree 1289 of 23 July 1999 stipulates that the Interministerial Committee on the Information Society and New Technologies shall be responsible for promoting and evaluating the measures envisaged in the eEurope programme.

Main Components of the Measure

- Promoting and developing Design for All criteria through new or existing institutional tools in different areas (technology, legislation, raising awareness, education and information) with the support of the Interministerial Committee on the Information Society and New Technologies[27].

Agents Involved

Ministry for Education and Science, MTAS (SESSFD), companies and CERMI.

Measure 1003: Carrying out studies and compiling statistics on accessibility in different fields

Description

There is a need for statistical reports to quantify the accessibility problems identified in different areas related to new ICTs and accessibility in the workplace. Several measures have been proposed to meet this need.

Main Components of the Measure

- Evaluating accessibility conditions in ICTs, including:
  - Carrying out a preliminary statistical study to set up indicators of the state of accessibility in the ICT sector and identify key indicators[28].
  - Setting up suitable monitoring and control indicators.
- Evaluation of the state of accessibility in the workplace and the specific needs of workers with disabilities.

Agents Involved

MTAS (SESSFD), CERMI, ONCE, ICT manufactures and researchers.

Implementation Notes

The work should be repeated approximately every four years to evaluate the results of the action carried out within the framework of the Plan.

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[27] The aim of the Interministerial Committee on the Information Society and New Technologies is to prepare, develop and evaluate the Spanish government's strategic initiatives in the field of the information society and new technologies.

[28] For example, the number of accessible websites, accessible government webpages and accessible telephones, the percentage of subtitled TV programmes, etc.

5.4. Innovative Accessibility Plans and Programmes

Strategy 11: Promoting Services and Technology to Improve Sensory Accessibility

One of the greatest shortcomings in current regulations is the failure to promote accessibility in the ICT sector. New technological developments offer both opportunities and challenges and the Plan has to be able to take advantage of the opportunities to make ICTs accessible to the maximum number of people, regardless of their sensory limitations. This strategy therefore proposes to take advantage of current information and communication technology to improve accessibility for people who have previously had only limited access to leisure activities.

Summary Table for Strategy 11

Measures	Agents	Sectors involved			
		C	P	T	I
1101 Promoting captioning and audio-description.	MTAS (SESSFD), ICT and new-technology companies, business foundations, ONCE, CERMI, regional governments, local government, CNSE and FIAPAS.				

Measure 1101: Promoting captioning and audio-description

Description

Measures are called for to ensure effective promotion of captioning and audio-description[29]. The United Nations[30] requires all member countries to integrate disabled people in cultural activities and these countries should therefore encourage the development and use of special technical means to ensure literature, films and theatre are accessible to all members of society.

Main Components of the Measure

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[29] This was the conclusion of the first Conference on Accessibility in Audiovisual Media organised by the Ministry for Employment and Social Services in May 2002. The data contained in the *Green Paper of Accessibility in Spain* reflect the number of hours of subtitled programmes in Spain.

[30] Article 10 of the United Nations' Standard Rules on the Equalisation of Opportunities for Persons with Disabilities.

- Carrying out a systematic process over several years to increase the number of hours of TV programmes, cinema films, videos and DVDs with subtitles and/or audio-description.

- Promoting the training of professionals to carry out captioning and audio-description.

Agents Involved

MTAS (SESSFD) TV producers, television channels, film distributors, technology manufacturers, captioning companies, users, CNSE and FIAPAS. An overall promotional, management and control body should be set of comprising government administrations, television channels, users and specialists.

Strategy 12: Promoting the Use of Sign Language

Sign language interpreters should be recognised and promoted, and a training qualification in Specialist in Sign Language Interpretation should be included as a professional-training course. These professionals should be experts in the sign language and spoken language of more then one region in Spain and would be able to interpret between languages to ensure faithful and fluid information transfer to and from deaf people to help increase deaf people's independence.

Summary Table for Strategy 12

Measures	Agents	Sectors involved			
		C	P	T	I
1201 Promoting the use of sign language.	MTAS (SESSFD), regional governments, local government, major commercial firms, ICT companies, ONCE, Ministry for Government Administrations, CNSE, FEMP and other local-government representatives.				

Measure 1201:   Promoting the use of sign language

Description

Although sign language is widely used by deaf people to express themselves, there is a widespread shortage of interpreters in most services, both governmental and commercial. This measure aims to train interpreters so they can carry out any activity or business, initially with government administrations and later with major commercial firms.

Main Components of the Measure

- Recognising and promoting sign-language interpreters.
- Creating programmes to provide sign-language interpreters in customer-service jobs in government administrations and major firms.
- Setting up videoconferencing systems in dedicated areas.
- Signing new agreements or continuing with existing programmes such as the framework agreement between FEMP and IMSERSO.
- Developing initiatives such as IMSERSO's Relay Centre.

Agents Involved

MTAS (SESSFD), regional governments, local government, major commercial firms, ICT companies, ONCE, Ministry for Government Administrations, CNSE, FEMP and other local-government representatives.

Strategy 13: Improving Regional and Local Plans for Promoting
                         Accessibility

Accessibility action plans provide coherence, continuity and better institutional coverage, ensure accessibility chains work and take advantage of synergies between different areas.

The Municipal Accessibility Plans (PEAs) defined by regional Accessibility Acts suffer major limitations, which are analysed in the *White Paper on Accessibility in Spain*. Two innovative measures have been proposed to overcome these shortcomings:

1. Introduce higher-level action plans to remove barriers and promote accessibility throughout the area in question.

2. Develop a Comprehensive Municipal Accessibility Action Plan (PMIA). Existing PEAs focus solely on removing barriers and barely touch on the issue of preventing barriers or maintaining accessibility once barriers have been removed.

These measures should be accompanied by others aimed at reforming the PEAs:

3. Include processes and instruments in the PEAs to develop them further, make them more transparent and improve monitoring and control.

The two plans referred to in Points 1 and 2 above should be designed to complement each other. The regional action plans should be strategic in nature and could serve as a platform to coordinate action by central, regional and local government. As far as the PMIAs are concerned, they should incorporate changes in the way accessibility is managed at municipal level and should integrate accessibility with other town-planning and construction mechanisms and public-transport management.

The PMIAs are more than simply technical documents concerning work to remove physical barriers and should, in fact, aim to articulate municipal policy. This means PMIAs should be designed as part of an overarching process, of which the technical document providing information and suggestions for removing barriers (the PEA) is only one component, accompanied by other complementary measures to manage, organise, promote and maintain effective accessibility. These measures include:

o Coordinating government departments with responsibilities in the field of accessibility and those responsible for managing aspects of the Plan.

o Training civil servants responsible for municipal management.

o Raising awareness amongst groups who have the greatest impact on maintaining accessibility in the built environment, e.g. drivers and shopkeepers.

o Coordinating with other town-planning instruments to ensure accessibility is included in all town-planning projects and work.

o Promoting measures carried out locally within the framework of the Plan.

o Creating a monitoring platform.

o Including participation processes in the development of the plans.

MTAS will require Town Councils and other bodies seeking financing to comply with these measures. There has to be a commitment to change the way in which certain municipal policies with a bearing on accessibility conditions are applied, with greater and more comprehensive planning in line with Universal Accessibility and Design for All criteria.

One of the most fundamental aspects is the need for training. The required courses should be coordinated with the training programmes carried out by FEMP.

MTAS should aim to sponsor the necessary changes in the devolved regions, which are fully competent in the field of town-planning legislation, by carrying out joint action or pilot measures in some regions.

Changes should be incorporated in the PEAs during the first phase of the Plan.

Summary Table for Strategy 13

Measures	Agents	Sectors involved			
		C	P	T	I
1301 Increasing the effectiveness of the PEAs*.	FEMP, ONCE, IMSERSO and local government.	▩	▩		
1302 Introducing accessibility criteria in strategic plans to set priorities for regional and local action.	FEMP, ONCE, MTAS (SESSFD), regional governments and local government.	▩	▩	▩	▩
1303 Changing the instruments for promoting and managing accessibility at municipal level by promoting PMIAs.	MTAS (SESSFD), FEMP, ONCE, and local government.	▩	▩	▩	▩
1304 Creating a pilot support programme for rural areas including offering accessibility advice at district agencies.	Regional governments, local government and MTAS (SESSFD).	▩	▩	▩	▩

* Developed in other measures.

Measure 1301: Increasing the effectiveness of the PEAs

Description

Although the following components of the measure are to be developed in more detail in other measures, they are presented together here, as they are all concerned with improving the effectiveness of the PEAs.

Main Components of the Measure

- Incorporating participative, consultation, promotional and awareness-raising processes aimed at members of society affected by the Plan.

- Making use of town-planning instruments as reference models for including the above processes in the PEAs.

- Designing monitoring and control mechanisms for the PEAs (before and after they are carried out).

- Incorporating action on privately owned approaches to blocks of flats in the PEAs.

- Monitoring accessibility during Technical Building Inspections.

- Requiring accessibility plans to be drawn up whenever work is being done on the built environment.

- Selecting areas and municipalities to carry out measures to improve accessibility in accordance with planned criteria and strategies to promote synergies between regions and optimise the use of resources.

Agents Involved:

FEMP, ONCE, MTAS (SESSFD) and local government

Measure 1302: Introducing accessibility criteria in strategic plans to set priorities for regional and local action

Description

Strategic plans should be prepared between MTAS (SESSFD), regional governments and local government.

Main Components of the Measure

- Setting priorities for action in terms of the population affected and individual economic situations.

- Promoting the participation of users in preparing these strategic plans.

- Linking towns together in accordance with functional criteria (e.g. towns on the same tourist route) and providing them with the same accessibility conditions.

Agents Involved

FEMP, ONCE, MTAS (SESSFD), regional governments and local government.

Measure 1303: Changing the instruments for promoting and managing accessibility at municipal level by promoting PMIAs

Description

This measure aims to effect a series of changes to the instruments used to promote and manage accessibility in municipalities and considers the possibility of creating and developing Comprehensive Municipal Accessibility Action Plans (PMIAs)

Main Components of the Measure

- Defining the financing conditions for PMIAs: activities eligible for finance and the requirements, terms and conditions to be met.

- Requirements:

o Coordinating departments with responsibilities in the field of accessibility and those responsible for managing aspects of the PMIA.

o Training civil servants responsible for municipal management.

o Raising awareness amongst groups who have the greatest impact on maintaining accessibility in the built environment.

o Coordinating with other town-planning instruments to ensure accessibility is included in all town-planning projects and work

o Local promotion of action carried out within the framework of the Plan.

o Creating a monitoring platform

o Including participation processes in the development of the PMIAs.

- Creating a pilot PMIA programme to be carried out in a number of different kinds of municipalities: major cities (more than 500,000 inhabitants), big cities (250,000–500,000 inhabitants), medium-sized city (100,000–250,000 inhabitants), small cities (25,000–100,000 inhabitants) and towns (fewer than 25,000 inhabitants), including historic towns and cities, tourist hotspots and rural areas.

- MTAS (SESSFD) may make applications for grants or other means of finance conditional upon the prior presentation or report of a project demonstrating a commitment to developing a PMIA.

Agents Involved

MTAS (SESSFD), FEMP, ONCE and local government.

Measure 1304: Creating a pilot support programme for rural areas including offering accessibility advice at district agencies

Description

Accessibility in rural areas is largely neglected. Councils lack the means and personnel to consider solutions, let alone draw up accessibility plans and solutions are often expensive because of the low population density. There are often no accessible means of public transport, in terms of stops, stations and vehicles, or accessible taxis, which means solutions are often only provided in the context of disabled people's families. Sometimes the mentality of keeping disabled people at home persists, which means they are deprived of access to the most basic educational, social and leisure services.

Faced with this reality, the first point to bear in mind is the technical difficulty and high costs associated with setting up any programme to improve rural accessibility.

Main Components of the Measure

- Carrying out a study of the situation, followed by a pilot project.

- Providing support for existing administrative and organisational structures such as district agencies or other development offices, which should serve as accessibility platforms for small towns and villages and, with more difficulty, for small villages and hamlets.

Agents Involved:

Regional governments, local government and MTAS (SESSFD).

Strategy 14: Promoting Accessibility in Residential Buildings

The measures contained in this strategy are aimed at removing existing barriers in residential buildings, irrespective of their age, condition or ownership, and conserving and maintaining accessibility.

Summary Table for Strategy 14

Measures	Agents	Sectors involved			
		C	P	T	I
1401 Improving accessibility in communal areas of residential buildings.	Owners' Associations, administrators, MTAS (SESSFD), local government and regional governments.	▌			
1402 Improving accessibility in privately owned approaches to residential buildings.	Owners' Associations, administrators, MTAS (SESSFD), local government and regional governments.	▌			
1403 Improving accessibility in disabled people's homes.	Users, MTAS (SESSFD), local government, FEMP, regional governments and CERMI.	▌			

Measure 1401: Improving accessibility in communal areas of residential buildings

Description:

Access to homes and associated facilities (e.g. letter boxes and rubbish bins) is severely limited by the existence of numerous barriers in communal areas such as doorways, hallways and lifts. This measure aims to promote accessibility in homes and associated facilities by removing barriers in communal areas and ensuring accessibility is conserved and maintained.

Main Components of the Measure

- Incorporating accessibility criteria in communal areas as a basic requirement for all renovation and remodelling work carried out. Accessibility criteria should be placed in the same category as structural and safety conditions.

- Incorporating accessibility criteria in the Renovation Plans promoted by government administrations.

- Ensuring work to improve accessibility is eligible for technical and financial assistance on a par with structural and safety components.

- MTAS (SESSFD) should promote technical and financial agreements with other government administrations to encourage the incorporation of accessibility criteria in renovation and remodelling plans for communal areas of residential buildings.

- Including accessibility work as potentially eligible for finance in Spain-wide housing plans.

Agents Involved

Owners' Associations, administrators, MTAS (SESSFD), local government and regional governments.

Measure 1402: Improving accessibility in privately owned approaches to buildings

Description:

In the last half of the 20th century, the development of a more open design of buildings in Spanish cities, in contrast to the more compact traditional design, has led to the appearance of areas between the public space (the street) and buildings. If privately owned, these spaces should be treated in the same way as the communal areas dealt with in the previous measure, regardless of their use. However, their location and role in the built environment, means they require a different treatment when it comes to incorporating accessibility criteria.

Main Components of the Measure

- Extending the scope of the PEAs to approaches to buildings, with the same requirements and benefits as public spaces.

- Promoting the incorporation of private approaches to buildings in the relevant clauses in the terms and conditions of the PEAs.

Agents Involved

Owners' Associations, administrators, MTAS (SESSFD), local government and regional governments.

Measure 1403: Improving accessibility in disabled people's homes

Description

Adapting homes throughout Spain to accessibility criteria should be viewed as a gradual process to adapt homes to the specific needs of disabled people. As a result, this action should be carried out at the initiative of users, although it will also require the necessary and sufficient backing, driving force and technical and financial means to be carried out successfully.

Main Components of the Measure

- Creating a municipal or higher-level service so disabled people can orientate, design and carry out the adaptation of their homes, coordinated with national and regional bodies, such as CEAPAT and the Valencia Institute of Biomechanics, and identify and incorporate the most appropriate solutions.

- Including accessibility work as potentially eligible for finance in Spain-wide housing plans.

Agents Involved

Users, local government, MTAS (SESSFD), regional governments and CERMI.

Implementation Notes

This measure should be carried out in accordance with the provisions of the Equal Opportunities Act and, consequently, MTAS (SESSFD), together with FEMP, should promote and coordinate the creation of municipal services for disabled people.

Strategy 15: Adapting and Maintaining Publicly Owned Public-Use Buildings

Public-use buildings owned by government administrations should comply with particularly stringent accessibility conditions for two reasons:

- All members of society are entitled to equal access to public facilities and services.

- Publicly owned buildings have to set an example for the rest of society in terms of complying with regulations and adapting to the needs of all members of society.

The following measures aim to take priority action to adapt such spaces and introduce good practice in managing and maintaining accessibility.

Summary Table for Strategy 15

Measures	Agents	Sectors involved			
		C	P	T	I
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan.	MTAS (SESSFD), Ministry for Government Administrations, CERMI, ONCE, regional governments, local government and all other government administrations.	▨			
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres.	Ministries involved (Ministry for Health and Consumer Affairs and Ministry for Education and Science), regional governments, local government, CERMI, Consumer Associations, MTAS (SESSFD) and ONCE.	▨		▨	
1503 Creating an accessibility programme for buildings of cultural and historical significance.	MTAS (SESSFD), Ministry for Culture, Ministry of Finance, regional governments and local government.	▨		▨	

Measure 1501: Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan.

Description

The evaluations carried out revealed that government buildings contained the greatest number of barriers, which is clearly not in keeping with their philosophy of offering equal service to all members of society, irrespective of their functional limitations. As a result, these buildings require a specially tailored accessibility plan.

Other circumstances also have to be taken into account when considering the conditions required to make these buildings accessible, such as the age of the building and its location. These circumstances may make it impossible to carry out all the accessibility requirements, in which case, the minimum aim is to ensure the building is partially accessible.

Related circumstances such as the number of users, the importance of the service, the presence of other means of access to the service and the age and degree of protection of the building also have to be borne in mind when evaluating accessibility conditions and how to implement them.

Main Components of the Measure

- Developing (studying and launching) a specific plan to improve accessibility with the following components: diagnosis of the current accessibility situation (evaluation of existing barriers), strategy for removing barriers, and a valuation and deadlines for the work required. These plans will cover accessibility in both public-use areas and restricted areas used by staff.

- Incorporating accessibility conditions in the building's Maintenance Manual.

- Incorporating accessibility conditions in the building's Maintenance Plans.

- Deciding the content, programmes, methodology and monitoring of measures through this plan's monitoring bodies, and quantifying and structuring measures.

Agents Involved

Government-administration offices, Ministry for Government Administrations, FEMP and other local-government representatives, public companies, CERMI, ONCE, Consumer Associations, MTAS (SESSFD), regional governments and local government.

Implementation Notes:

A preliminary **preparatory phase** would be followed by a **pilot phase** and an **evaluation phase** to analyse results. In accordance with the principle of reasonable adjustment and following the timetable envisaged in the Equal Opportunities Act, MTAS (SESSFD) will promote and coordinate the agreements necessary to carry this measure out.

Measure 1502:   Creating an accessibility programme for healthcare, educational and other publicly owned centres.

Description

The evaluations carried out revealed that educational and particularly healthcare centres were among the buildings with least barriers. Nevertheless, given the importance of these buildings for achieving effective equal opportunities for disabled people, they require special, more demanding treatment.

Main Components of the Measure

- Studying needs and carrying out pilot initiatives.

- Creating a comprehensive monitoring and control plan to correct the detected shortcomings.

- Other components to be developed.

Agents Involved

Ministries involved (Ministry for Health and Consumer Affairs and Ministry for Education and Science), regional governments, local government, CERMI, Consumer Associations, MTAS (IMSERSO and DGCPSD) and ONCE.

Measure 1503:   Creating an accessibility programme for buildings of cultural and historical significance.

Description

The country's common cultural heritage should be able to be enjoyed by all members of society. Buildings of cultural and historical importance should be adapted wherever necessary and possible and alternative access solutions sought for disabled people. These buildings play a major exemplary role, as they have a large impact on the tourism sector.

This measure will require concerted action by the government administrations responsible for MTAS's technical advice, *viz.* IMSERSO and DGCPSD. Measures are needed to improve accessibility through maintenance and conservation projects, along with specific programmes of greater social impact.

Strategy 16: Adapting and Maintaining Privately Owned Public-Use Buildings

Access to leisure and cultural activities is vital if people are to participate fully in society and access to shops and similar establishments is a crucial part of personal independence. These services are provided largely by private agents in privately owned buildings, which clearly have to be bound by the same stringent accessibility regulations as publicly owned buildings. This strategy aims to promote the incorporation of Design for All criteria in all these spaces and services through complementary measures.

Summary Table for Strategy 16

Measures	Agents	Sectors involved			
		C	P	T	I
1601 Setting up accessibility programmes for tourist and leisure establishments.	Companies in this sector, regional governments, local government, CERMI, ONCE, Consumer Associations, Ministry for Industry, tourism and Trade and MTAS (IMSERSO and DGCPSD).				
1602 Setting up accessibility programmes for shops and other privately owned establishments.	Companies in this sector, Ministry of Finance, regional governments, local government, CERMI, MTAS (IMSERSO and DGCPSD) and ONCE.				

Measure 1601: Setting up accessibility programmes for tourist and leisure establishments

Description

The diagnosis carried out to prepare the *Green Paper on Accessibility in Spain* revealed that disabled people rank tourist and leisure establishments as the second least accessible buildings, which clearly illustrates the need for a specific accessibility programme for establishments such as restaurants, theatres, cinemas, hotels and apartments.

Main Components of the Measure

- Creating an adaptation plan to evaluate existing barriers, set priorities and incorporate accessibility conditions in maintenance and conservation plans. Gradually creating sufficient means and funding to make most of

these establishments accessible, or at least partially accessible, within the lifetime of the Plan.

- Carrying out a study before implementing the adaptation plan to decide the content, programmes, methodology and monitoring of the measures through the plan's monitoring bodies, and quantifying and structuring measures.

- Creating indicators to monitor the action taken.

- Preparing and publishing guides to these establishments reflecting their accessibility conditions and rating establishments according to their level of accessibility.

- Preparing and publishing manuals and advice guidelines to promote accessible design, management and maintenance of tourist establishments and hotels.

Agents Involved

Companies in this sector, regional governments, local government, CERMI, ONCE, Consumer Associations, Ministry for Industry, tourism and Trade and MTAS (IMSERSO and DGCPSD).

Implementation Notes

A preliminary **preparatory phase** would be followed by a **pilot phase** and an **evaluation phase** to analyse results. In accordance with the principle of reasonable adjustment and following the timetable envisaged in the Equal Opportunities Act, MTAS (IMSERSO and DGCPSD) will promote and coordinate the agreements necessary to carry this measure out.

Measure 1602: Setting up accessibility programmes for shops and other privately owned establishments.

Description

The level of accessibility in shops is usually directly related to the size of the establishment. It is easier to set criteria and effectively monitor the situation when shops are above a certain size, so accessibility requirements should be introduced gradually starting with rigorous demands for the biggest stores and working down to more flexible, although still effective, solutions for smaller shops.

Main Components of the Measure

- Carrying out studies to grade the levels of accessibility requirements in accordance with the size of the establishment.

- Setting accessibility conditions to be complied with, implantation deadlines, indicators of progress and control and enforcement systems.

Agents Involved

Companies in this sector, Ministry of Finance, regional governments, local government, CERMI, MTAS (IMSERSO and DGCPSD) and ONCE.

Implementation Notes:

A preliminary **preparatory phase** would be followed by a **pilot phase** and an **evaluation phase** to analyse results. In accordance with the principle of reasonable adjustment and following the timetable envisaged in the Equal Opportunities Act, MTAS (IMSERSO and DGCPSD) will promote and coordinate the agreements necessary to carry this measure out.

Strategy 17: Incorporating Accessibility on Public Transport

Focus of the Measures

Achieving full accessibility on the different means of public transport analysed requires both specific action for each means of transport and solutions common to all of them. Although, in the interests of greater efficiency, the measures presented in this Strategy deal with each means of transport independently, there are common factors, often in reference to training, regulations or technical development, that complement these measures and which are dealt with in other, more general, Strategies.

Two major categories of measures common to all means of transport can be distinguished

- Measures requiring **agreements between MTAS and other central-, regional- or local-government administrations**. In some means of transport, the aim is to refine and improve existing agreements, whilst in others new agreements will have to be signed.

- Measures requiring **technical-orientation and research initiatives** aimed at improving planning, design and management guidelines for transport services and infrastructure with accessibility criteria.

In addition, there are three additional factors that affect each means of transport to a greater or lesser extent and make up a large part of the background for each measure to improve accessibility:

- **Debate and technical development of solutions**

As each means of transport has a different process for bringing technical solutions to fruition and different debates on their application, a suitable strategy should be developed for each case.

- **Financial incentives for changes**

Financial incentives have proven very useful in achieving improved accessibility. Accessibility conditions on some means of transport have improved dramatically (e.g. low-floor buses), whilst on others they remain unsatisfactory (e.g. intercity trains and buses). Both situations require continued financial incentives, either to create a stronger impetus to change or to continue to make progress in new areas, such as supporting people with sensory impairments.

- **Impetus to introduce accessibility guidelines in management**

There is a need for a stimulus and regulations to promote accessibility in customer relations in transport companies, i.e. to incorporate accessibility criteria and guidelines in the management of transport companies. This will require strategies such as adequate personnel training and providing alternatives if there are disruptions to the service. These operational guidelines should be agreed upon through a participative, consensual, government-sponsored process.

The measures aimed at developing individual means of transport are supported by the following set of key factors:

a. Openness to **new action areas**, e.g. means of transport where there has not been a sustained effort to improve accessibility.

b. Openness to **new agents** to involve in transport accessibility, e.g. government bodies with the capacity to act but which have not yet taken accessibility criteria on board.

c. Openness to **new participation, communication and consensus methodologies** in terms of the government administrations, members of society, users and transport operating companies.

d. Openness to **new forums for technical debate,** e.g. so technical bodies in the different regions can come to agreement and balance technical recommendations and demands.

e. Openness to **new forums for political debate** on accessibility between central, regional and local government to develop common courses of action.

Most of the initiatives are contained in the cross-cutting proposals in the Strategies on Raising Awareness, Education and Training, Regulations and Technical Standards, and Innovation and Quality, but some of them are included here due to their overarching nature for all means of transport.

Summary Table for Strategy 17

Measures	Agents	Sectors involved			
		C	P	T	I
1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations.	Local government, regional governments, FEMP and other local-government representatives, transport companies, transport operating companies, MTAS and CERMI.		X	X	
1702 Improving accessibility on **intercity trains**: agreements to adapt rolling stock and stations.	Ministry for Public Works, transport operating companies, manufacturers of rolling stock, CERMI and MTAS.		X	X	
1703 Improving accessibility on **intercity buses**: agreements to adapt vehicles and stations.	Regional governments, local government, business associations, MTAS, transport manufactures and operating companies and CERMI.		X	X	
1704 Improving accessibility on the **underground network**: agreements to adapt entrances and platforms.	Regional governments, local government, Integrated Metropolitan Transport Companies, transport operating companies, manufacturers of rolling stock, MTAS and CERMI.		X	X	
1705 Improving accessibility on the **suburban rail network**: agreements to adapt rolling stock and stations.	Ministry for Public Works, transport operating companies, manufacturers of rolling stock, MTAS and CERMI.		X	X	
1706 Improving accessibility on **air transport**: agreements to adapt boarding systems and action to promote accessibility at international air-transport forums.	Ministry for Public Works, Spanish Airport and Air Traffic Control Authority, transport operating companies, European Aeronautic Defence and Space Company (EADS), airport services, MTAS and CERMI.			X	
1707 Improving accessibility in **taxis:** agreements to adapt vehicles.	Local government, regional governments, companies in this sector, business associations, MTAS, CERMI and ONCE, FEMP and other regional-level municipal organisations, car manufacturers, business associations and taxi drivers.			X	
1708 Improving accessibility on **sea transport**: various agreements and initiatives.	Ministry for Public Works, regional governments with responsibilities in this field, Spanish Ports, transport operating companies, manufactures of vessels, MTAS and CERMI.			X	

Measure 1701: Improving accessibility on city and suburban buses: agreements to renew fleets and renovate stations

Description

New agreements should be signed to renew bus fleets and renovate stations and bus stops, and quality-control systems should be introduced to ensure improvements function correctly.

Main Components of the Measure

- Controlling illegal parking and maintaining access measures, amongst others.

- MTAS's role will centre on preparing and financing agreements.

- Technical recommendations on basic requirements:

  o At bus stops, terminals and transport hubs.

  o For homologating buses by including accessibility criteria for points of access to vehicles.

  o For the interior design of buses.

- Incorporating accessibility criteria for child pushchairs in the provisions of the Accessibility Acts and good-practice guides.

Agents Involved:

Local government, regional governments, FEMP and other local-government representatives, transport companies, transport operating companies, MTAS and CERMI.

Measure 1702: Improving accessibility on intercity trains: agreements to adapt rolling stock and stations

Description:

This measure aims to improve accessibility on intercity trains and stations.

Main Components of the Measure

- Preparing agreements to adapt rolling stock and stations.

- Promoting accessibility in the European interoperability process.

- Putting forward technical recommendations for minimum criteria which all vertical transport systems in stations have to comply with.

- Modifying passenger regulations to improve access to services for users with special needs (e.g. with child pushchairs, heavy packages or bicycles).

- Creating an accessibility good-practice guide.

Agents Involved

Ministry for Public Works, transport operating companies (RENFE, Spanish Rail Infrastructure Company), manufacturers of rolling stock, CERMI and IMSERSO.

Implementation Notes

The Plan will develop measures in accordance with the regulations and timetable stipulated in the Equal Opportunities Act.

MTAS will take part in preparing and financing agreements and will also advise people involved in the discussions on European interoperability.

Measure 1703: Improving accessibility on intercity buses: agreements to adapt vehicles and stations

Description

Agreements should be signed to adapt vehicles and stations.

Main Components of the Measure

- Preparing agreements.

- Introducing quality-control systems.

- Putting forward technical recommendations for improving accessibility on buses and adapting bus stops, stations, vehicles and external IT systems.

- Drawing up new regulations to improve access for people in wheelchairs or with child pushchairs or bicycles.

- Creating an accessibility good-practice guide.

Agents Involved

Regional governments, local government, business associations, IMSERSO, transport manufactures and operating companies and CERMI.

Implementation Notes:

The Plan will develop measures in accordance with the regulations and timetable stipulated in Section 8 of the Equal Opportunities Act.

MTAS's role will centre on financing agreements and providing recommendations and guidelines through CEAPAT.

Measure 1704: Improving accessibility on the underground network: agreements to adapt entrances and platforms

Description

The aim of this measure is for all the underground networks in Spain to be partially accessible by the completion of the Plan.

Main Components of the Measure

- Preparing and signing agreements to develop a plan to adapt ticket halls and platforms.

- Creating an accessibility good-practice guide and technical recommendations.

Agents Involved

Regional governments, local government, Integrated Metropolitan Transport Companies, transport operating companies, manufacturers of rolling stock, MTAS and CERMI.

Implementation Notes

The Plan will develop measures in accordance with the regulations and timetable stipulated in Section 8 of the Equal Opportunities Act.

IMSERSO's role will centre on financing agreements and providing recommendations and guidelines through CEAPAT.

Measure 1705: Improving accessibility on the suburban rail network: agreements to adapt rolling stock and stations

Description

This measure aims to adapt the suburban rail network and stations.

Main Components of the Measure

- Preparing and signing agreements to develop a plan to adapt rolling stock and stations.

- Developing accessibility criteria in accordance with European agreements on rail interoperability.

- Creating an accessibility good-practice guide and technical recommendations.

- Modifying passenger regulations to improve access to services for users with special needs (e.g. with child pushchairs, heavy packages or bicycles).

Agents Involved

Ministry for Public Works, transport operating companies (RENFE, Euskotren, FGC, FGV, FEVE and SFM), manufacturers of rolling stock, MTAS and CERMI.

Implementation Notes

The Plan will develop measures in accordance with the regulations and timetable stipulated in Section 8 of the Equal Opportunities Act.

MTAS will cooperate in preparing and financing agreements.

Measure 1706: Improving accessibility on air transport: agreements to adapt planes and boarding systems and action to promote accessibility at international air-transport forums

Description

This measure aims to improve accessibility on air transport.

Main Components of the Measure

- Preparing agreements to adapt boarding and disembarking systems.

- Promoting accessibility at international air-transport forum.

- Creating an accessibility good-practice guide and technical recommendations for airports and transport between terminals and planes.

Agents Involved:

Ministry for Public Works, Spanish Airport and Air Traffic Control Authority, transport operating companies, European Aeronautic Defence and Space Company (EADS), airport services, IMSERSO and CERMI.

Implementation Notes

The Plan will develop measures in accordance with the regulations and timetable stipulated in Section 8 of the Equal Opportunities Act.

MTAS will cooperate in preparing and financing agreements and will provide advice for Spanish representatives at international air-transport forums.

Measure 1707: Improving accessibility in taxis: agreements to adapt vehicles

Description

This measure aims to continue promoting accessibility in taxis.

Main Components of the Measure

- Signing new agreements to adapt taxis.

- Promoting training for workers in this sector.

- Drawing up technical recommendations for homologating vehicles and awarding operating licences.

Agents Involved

Local government, regional governments, companies in this sector, business associations, MTAS, CERMI and ONCE, FEMP and other regional-level municipal organisations, car manufacturers, business associations and taxi drivers.

Implementation Notes

The Plan will develop measures in accordance with the regulations and timetable stipulated in Section 8 of the Equal Opportunities Act.

MTAS will cooperate in preparing and financing agreements.

Measure 1708: Incorporating accessibility on sea transport: various agreements and initiatives

Description

This measure aims to improve accessibility on sea transport.

Main Components of the Measure

- Preparing agreements to renovate vessels and ports in accordance with accessibility criteria.

- Promoting accessibility at international air-transport forum.

- Drawing up technical accessibility standards for passenger vessels.

- Including accessibility criteria as a requirement for granting concessions for running regular passenger lines.

- Creating an accessibility good-practice guide.

- Putting forward technical recommendations for minimum criteria which all vertical transport systems in ports have to comply with.

Agents Involved

Ministry for Public Works, regional governments with responsibilities in this field, Spanish Ports, transport operating companies, manufactures of vessels, MTAS and CERMI.

Implementation Notes

The Plan will develop measures in accordance with the regulations and timetable stipulated in Section 8 of the Equal Opportunities Act.

MTAS will cooperate in preparing and financing agreements and will provide advice for Spanish representatives at international sea-transport forums.

5.5. Encouraging Participation

Strategy 18: Encouraging Participation

All members of society have the right to participate in policy-development processes. Consequently, government administrations should ensure the general public are both aware of the existence of such processes and are involved in them. There should be systematic and transparent consultation processes for the policies under consideration, in accordance with the aims of the European Commission, which believes people with disabilities should play an active part in planning, monitoring and evaluating policies, measures and programmes. However, it is not only disabled people who need to be involved in such processes; many different groups in society should play a part in developing accessibility policies, since accessibility is an issue that affects all members of society.

Summary Table for Strategy 18

Measures	Agents	Sectors involved			
		C	P	T	I
1801 Involving all users in the public consultation processes for different town-planning plans and programmes.	MTAS (SESSFD), regional governments, local government and users.		▓		
1802 Incorporating public-participation processes in the PEAs.	IMSERSO, regional governments, local government and users.		▓		
1803 Promoting courses on participation aimed at associations representing people with disabilities, especially to encourage them to take part in technology forums and projects.	ONCE, MTAS (SESSFD), CERMI and users.				▓
1804 Encouraging the creation of Accessibility Committees in different sectors as municipal consultative and participatory bodies.	Regional governments, local government, IMSERSO and users.	▓	▓	▓	▓
1805 Promoting consultative processes when developing general policies and legislation.	MTAS (SESSFD), regional governments, local government and users.	▓	▓	▓	▓
1806 Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility.	Local government, MTAS (SESSFD), regional governments and users.	▓	▓	▓	▓

Measure 1801:   Involving all users in the public consultation processes for different town-planning plans and programmes

Description

This measure aims to involve disabled people in local and regional town-planning committees[31] and town-planning consultation processes. More specifically, participation mechanisms will be developed in Master Plans, the fundamental town-planning instruments. This requires a twofold user-participation process with proposals put forward at the following two stages:

1. Technical work should be carried out considering proposed criteria, aims and alternative solutions. This phase aims to foster participation in the process.

2. Once the technical plan has been drawn up, the Town Council should make it available for public exhibition and consultation, so opinions and suggestions can be heard. This phase should also encompass existing development plans and, above all, special plans aimed at reforming or improving built environments. It is aimed at defending users' interests insofar as the project affects them.

Main Components of the Measure

- Proposing specific measures during the public consultation process to enable and promote the participation of associations representing people with disabilities. Preparing meetings for associations representing people with disabilities, and drawing up suitable, accessible documentation showing how Design for All criteria have been incorporated.

- Making accessible the installations, services and resources where the project will be exhibited.

- Using the strategic plans as methodological instruments designed to steer the participation of associations representing people with disabilities when defining town plans to favour disabled people.

Agents Involved

MTAS (SESSFD), regional governments, local government and users.

Measure 1802:   Incorporating public-participation processes in the PEAs

Description

The PEAs involve carrying out a diagnosis, preparing a list of action proposals and setting priorities to make municipalities accessible. However, their design does not contain management mechanisms and as a result, two participation phases should be designed as strategic management options:

1. The first phase should take place once the diagnosis has been carried out and the general action priorities have been set. This phase aims to take the needs of different associations into account.

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[31] See the Strategy on Regulations and Technical Standards, which covers the participation of users on town-planning commissions.

2. The second phase should take place once the specific goals and measures have been decided. This phase aims to take account of the general public's opinions on and suggestions for the project.

Main Components of the Measure

- Making financing for the PEAs conditional upon the existence of such public participation processes through a twofold approach: making these processes a necessary requirement for financing and allocating part of the sum to promoting them.

- Setting criteria to develop participatory processes without creating rigid structures, so municipalities can make the best use of the platforms for their individual needs.

- Involving all the different groups potentially affected by the Plan (e.g. Shopkeepers' Associations) in the participatory processes and not just associations representing people with disabilities.

- Repeating the participatory processes and calling meetings with the associations and platforms periodically as the Plan evolves so it can be evaluated by the people affected and their opinions and suggestions taken on board.

- Promoting the creation of mixed committees[32] to serve as quality controls for the Plan.

- Set up channels to serve as early-warning systems for the appearance of barriers as a result of maintenance problems or improper implementation of the Plan's measures, e.g. creating a Municipal Accessibility Observatory and an Accessibility Helpline, similar to existing helplines in cities such as Valencia.

Agents Involved

MTAS (SESSFD), regional governments, local government and users.

Measure 1803:   Promoting courses on participation aimed at associations representing people with disabilities, especially to encourage them to take part in technology forums and projects

Description

In the ICT sector, particular attention has to be paid to the demands and needs of disabled people, given the high impact that new technological developments have on the lives of disabled people.

Main Components of the Measure

- Developing measures to promote courses amongst associations representing people with disabilities, including identifying the agents the courses are aimed at (See Measure 0203).

Agents Involved

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[32] Mixed committees are made up of disabled people, municipal technical experts and people indirectly affected, amongst others.

ONCE, MTAS (SESSFD), CERMI and users.

Measure 1804: Encouraging the creation of Accessibility Committees[33] in different sectors as municipal consultative and participatory bodies

Description

Accessibility Committees are basic instruments for fostering policies in the sector in question. In this case, their basic aim will be to involve bodies and people directly affected by accessibility in developing municipal accessibility policies by issuing reports and developing consultancy functions.

Main Components of the Measure

- Including programmes on the importance of the participation of users and other people affected in promoting accessibility in towns.

- Promoting the creation of municipal Accessibility Committees by including programmes in the courses given by FEMP on the benefits of user participation in managing accessibility at local-government level.

- Making financing for the PEAs or other grants (as included in the proposed PMIA) conditional upon the existence of Accessibility Committees through a twofold approach: making these committees a necessary requirement for financing and allocating part of the sum to promoting them.

Agents Involved

Regional governments, local government, IMSERSO and users.

Measure 1805: Promoting consultative processes when developing general policies and legislation

Description

There is a need for participatory and consultative processes involving the public in general and disabled people in particular in planning, implementing, monitoring and evaluating all measures aimed at improving accessibility[34]. Government administrations should therefore help to create the necessary conditions to ensure such participation is meaningful and effective.

Main Components of the Measure

- Involving the most representative associations of disabled people in defining consultative processes through the National Disability Committee.

- Urging regional governments to strengthen the functions of Accessibility Committees in order to set up structures and communication and information channels between the competent bodies and users when designing and developing policies.

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[33] Accessibility Committees are public-participation bodies at municipal level which carry out functions related to specific areas of municipal policy.

[34] As articulated by the European Commission in its disability strategies.

- Developing consultative procedures for policies already implemented or yet to be implemented between associations of users, e.g. by carrying out surveys.

Agents Involved

MTAS (SESSFD), regional governments, local government and users.

Measure 1806: Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility

Description

This measure complements Measure 0103.

Main Components of the Measure

- Designing campaigns aimed at two groups of people in cities where work to improve accessibility is being carried out:

  o Campaigns to raise awareness and foster a sense of responsibility for maintaining accessibility conditions amongst **groups with a high impact on accessibility**, e.g. drivers, shopkeepers, café owners and newsstand owners.

  o Campaigns to inform the **general public** about the benefits improved accessibility brings for everyone and illustrating the results of behaviour that reduces accessibility, e.g. leaving rubbish bins in places where they narrow the pavement.

- Making financing for the PEAs or other grants (as included in the proposed PMIA) conditional upon the existence of these campaigns through a twofold approach: making these such a necessary requirement for financing and allocating part of the sum to promoting them.

Agents Involved

MTAS (SESSFD), regional governments, local government and users.

5.6. Summary Table for the Strategies and Measures

Although one of the priorities in the design of the Plan was that it should be cross-cutting, it is sometimes necessary to link the measures to the areas where they will have most impact. This focus is also justified by the structure of government administrations in Spain and the specialist nature of companies. The following table links each measure with the sectors in which it will be carried out.

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
0102 Raising awareness in business
0103 Publicising accessibility improvements in urban development and transport

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
0204 Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Incorporating Design for All in University Courses
0301 Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401 Introducing accessibility and Design for All criteria in compulsory school education

REGULATIONS AND TECHNICAL STANDARDS

Establishing Effective Means of Enforcing Accessibility Regulations
0501 Raising awareness of regional and municipal regulations
0502 Monitoring accessibility regulations through regional and municipal Town Planning Committees
0503 Taking action to enforce town-planning regulations
0504 Coordinating the action of different government administrations to apply and enforce accessibility regulations

Improving Accessibility Legislation
0601 Harmonising and unifying concepts in regional accessibility regulations
0602 Developing the content and legal nature of the PEAs, with special reference to town plans, and designing *a priori* and *a posteriori* monitoring plans
0603 Reinforcing municipal regulations and action by preparing comprehensive accessibility municipal bylaws

Incorporating Accessibility in Regulations for Different Sectors
0701 Incorporating Design for All criteria when preparing and applying town-planning regulations
0702 Incorporating accessibility in the Construction Act
0703 Incorporating the analysis of accessibility conditions in Technical Building Inspections
0704 Revising and modifying building standards following Design for All criteria
0705 Including more accessibility requirements in other Spanish or regional regulations for different sectors

Incorporating Accessibility as a Key Requirement in Public Procurement

0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.

0802 Developing technical and quality standards to serve as an additional requirement in public procurement

INNOVATION AND QUALITY

Promoting Quality

0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport

0902 Promoting accessibility as a quality factor for products and including it in certification processes

0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

Promoting Technical R&D

1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields

1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies

1003 Carrying out studies and compiling statistics on accessibility in different fields

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting Services and Technologies to Improve Sensory Accessibility

1101 Promoting captioning and audio-description

Promoting the Use of Sign Language

1201 Promoting the use of sign language

Improving Regional and Local plans for Promoting Accessibility

1301 Increasing the effectiveness of the PEAs

1302 Introducing accessibility criteria in strategic plans to set priorities for regional and local action

1303 Changing the instruments for promoting and managing accessibility at municipal level by promoting PMIAs

1304 Creating a pilot support programme for rural areas including offering accessibility advice at district agencies

Adapting Residential Buildings

1401 Improving accessibility in communal areas of residential buildings

1402 Improving accessibility in privately owned approaches to residential buildings

1403 Improving accessibility in disabled people's homes

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities

1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan

1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres

1503 Creating an accessibility programme for buildings of cultural and historical significance

Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities
1601 Setting up accessibility programmes for tourist and leisure establishments
1602 Setting up accessibility programmes for shops and other privately owned establishments

Incorporating Accessibility on Public Transport
1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations
1702 Improving accessibility on **intercity trains**: agreements to adapt rolling stock and stations
1703 Improving accessibility on **intercity buses**: agreements to adapt vehicles and stations
1704 Improving accessibility on the **underground network**: agreements to adapt entrances and platforms
1705 Improving accessibility on the **suburban rail network**: agreements to adapt rolling stock and stations
1706 Improving accessibility on **air transport**: agreements to adapt boarding systems and action to promote accessibility at international air-transport forums
1707 Improving accessibility in **taxis:** agreements to adapt vehicles
1708 Improving accessibility on **sea transport**: various agreements and initiatives

PARTICIPATION

Encouraging Participation
1801 Involving all users in the public consultation processes for different town-planning plans and programmes
1802 Incorporating public-participation processes in the PEAs
1803 Promoting courses on participation aimed at associations representing people with disabilities, especially to encourage them to take part in technology forums and projects
1804 Encouraging the creation of Accessibility Committees in different sectors as municipal consultative and participatory bodies
1805 Promoting consultative processes when developing general policies and legislation
1806 Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility

6. Implementing the Plan

6.1. The Agents and their Means of Action

Ultimate responsibility for preparing and implementing the Plan lies with MTAS, given its experience and specialisation. However, the areas affected (*viz.* products, services and built environments) and the magnitude of the task require a concerted effort by the Spanish government as a whole. Owing to their specialisation in different sectors and the responsibilities they hold in different areas, the following administrations, ministries and bodies will play a particularly important role:

- The Spanish central government, through independent public-sector bodies and companies and the following ministries[35]:
  - Ministry for Education and Science
  - Ministry for Industry, Tourism and Trade
  - Ministry for Public Works
  - Ministry for Housing
  - Ministry for Government Administrations
  - Ministry for Health and Consumer Affairs
  - Ministry for the Environment
  - Ministry for Culture
  - Ministry of Finance

- The regional governments, through their own ministries

- Local government

Civil society, although not bound by any obligations other than compliance with the law, plays an important role in implementing the Plan in two major respects:

- Organisations covered by accessibility regulations will be obliged to adapt or modify their business. This covers all kinds of private companies that produce goods, provide services or modify the built environment.

- Non-profit organisations that protect and promote the interests of disabled people, elderly people and consumers will play a vital role in giving impetus to the Plan's activities, increasing their impact and widening their scope.

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[35] These are the ministries in the present Spanish government (July 2004). When the Plan was approved in July 2003, the Spanish government comprised the following ministries: Ministry for Education, Culture and Sport; Ministry for Science and Technology; Ministry for Public Works; Ministry for Government Administrations; Ministry for Health and Consumer Affairs; Ministry for the Environment; and Ministry of Finance.

The aim of getting all these different agents involved in the Plan is to combine public and private action and thus get new sectors on board – sectors whose participation is vital if the Plan is to be implemented successfully.

Six means of action have been defined for the agents and are described in detail on the following pages:

- Financing
- Activating
- Facilitating
- Managing and Implementing
- Providing Technical Assistance and Advice
- Monitoring and Evaluating

Each of the agents was assigned certain functions to carry out in the measures involving them. Sometimes more than one agent is responsible for carrying out these functions and on these occasions, several agents will have to cooperate to ensure the measure is implemented successfully.

Means of Action in the Plan

Since developing and implementing the measures creates a number of different needs, different agents have been assigned different yet complementary functions to ensure the strategies and measures are implemented successfully in accordance with the goals set.

1. Financing

The financial agents for each strategy are detailed in Appendix I, based on their responsibilities, specialisation and previous experience in providing accessibility. Their function consists essentially of meeting implementation costs and on most occasions several agents will provide the necessary funds jointly.

2. Activating

Activating refers to initiating and launching the measure and is performed by agents which, even though they themselves may not have the responsibility or financial resources to implement the measure in question, encourage other agents to do so. Activating agents have been selected in terms of their experience and activating capacity.

3. Facilitating

Facilitators are agents who do not play a direct role in implementing the measure, but provide components to help other agents carry out the measure.

4. Managing and Implementing

Managing and implementing measures is the key function for ensuring they are successful. The agents who perform this function are responsible for carrying out all the components of each measure to meet the goals set.

5. Providing Technical Assistance and Advice

Providing technical assistance refers to specialists developing technical regulations or procedures, such as codes of good practice, in addition to taking

part in forums to help improve the implementation of measures. In addition, advice needs to be made available to the agents responsible for the measures to clarify any doubts and meet their needs in implementing the measures.

6. Monitoring and Evaluating

Monitoring refers to technical assessment of the measures carried out while they are being implemented and should be performed by different technical experts to those involved in managing the measures. Evaluating refers to studies carried out once the implementation phase has been concluded. These are vital functions in the Plan, considering the rapid changes and advances the strategies and measures aim to achieve.

6.2. Roles of the Main Agents

This section analyses the role of each of the main private and public agents in implementing the strategies and measures contained in the Plan.

A description of agents' roles in terms of means of action is explained in more detail in Appendix I, which contains tables listing the functions each agent is to carry out within the framework of the Plan.

The Plan has been designed to involve central, regional and local government in Spain and to encompass other areas and sectors in addition to social services.

Nevertheless, it is important to stress that in order to implement the Plan as effectively as possible, the functions assigned to each agent have been considered from a technical point of view, independent of the responsibilities held by each administration and department. The Plan does not aim to question each administration's independent capacity for action, but to propose effective courses of action.

The Role of MTAS

The Ministry for Employment and Social Services (MTAS) discharges the responsibilities retained by central government in Spain in the field of providing social services for elderly and disabled people. Although it has no specific responsibility in the field of accessibility, its action to support the competent government administrations is justified by the fact that inadequate accessibility often lies at the root of discrimination against disabled people. In addition, MTAS is the body charged by the Spanish government to carry out the Plan, which requires MTAS to play an active role in helping to implement all the measures contained therein.

MTAS is the body with the greatest technical resources and the most extensive experience in promoting accessibility in several areas and accessibility has always featured largely in its strategic action in the field of disability. MTAS should therefore continue to follow this course of action, taking account of the restructuring and support provided by the measures in the Plan. Whenever other government administrations are involved in measures, MTAS's role consists mainly of activating the measures.

MTAS will carry out action through the Department for Social Services, Families and People with Disabilities to promote accessibility in the form of both **activating** and **financing** the processes required by the measures. Given that accessibility is a cross-cutting area, most promotional measures will only be feasible if the competent bodies in question (e.g. other ministries, regional governments and other public and private organisations and institutions) are involved in both managing and implementing the measures and financing them.

- In the field of **transport**, the financial incentives offered by the Department for Social Services, Families and People with Disabilities have been very successful to date. Consequently, the proposed measures aim to follow the same approach and widen its scope by extending it to other areas.

- In the field of **town planning**, the Department for Social Services, Families and People with Disabilities has been the main financial backer for the PEAs in recent years and could therefore play a major role in defining their content, bearing in mind the proposed reforms.

- In the field of **construction**, the Department for Social Services, Families and People with Disabilities has been designing universal-accessibility programmes that include action in this field. Once implementation of the plan is under way, it should develop new measures in which it will carry out the functions of activating, managing and implementing.

- In the field of **communication**, the scope of action should be extended by implementing new proposals, in which the Department for Social Services, Families and People with Disabilities should provide financial, management and consultative support, as well as evaluating and supervising.

- In the field of **regulations**, although accessibility is the responsibility of the regional governments, and the Department for Social Services, Families and People with Disabilities cannot introduce any changes in legislation, it can promote greater harmonisation by putting forward specific proposals and recommendations when carrying out the functions of activating and assisting.

- In the field of **raising awareness**, the Department for Social Services, Families and People with Disabilities will be the main promoter of the measures, given its influence in this field and the means at its disposal. However, it will carry out the measures in collaboration with other government administrations in order to implement them successfully.

CEAPAT will be the body through which the Department for Social Services, Families and People with Disabilities will carry out the functions of **providing technical assistance and advice**, as it has been doing in a number of different areas. Within the framework of the Plan, the function of providing technical assistance will be carried out largely by publishing guidelines indicating the accessibility requirements to be met in the different areas covered by the measures. These guidelines will then be distributed to the corresponding organisations, bodies and institutions. The function of providing advice involves setting up lines of communication between CEAPAT and the bodies responsible for carrying out the measures.

The function of **monitoring and evaluating** is important in terms of the technical aspects covered by CEAPAT, development of the necessary mechanisms to ensure correct application and implementation of the measures, and as a way of evaluating the results of the measures carried out and the evolution of the most important accessibility parameters.

In short, the Department for Social Services, Families and People with Disabilities will carry out the functions of activating, providing technical assistance and advice, financing, and monitoring and evaluating, in collaboration with the competent government administrations in order to promote and increase the impact of the Plan whilst it is being implemented.

The Role of the Royal National Disability Institute

The goals of the Royal National Disability Institute include promoting and improving the prevention of impairments and meeting the needs of disabled people. Given its extensive experience in providing support for organisations, specialists and promoters in the form of studies, R&D, information, documentation and training, the Plan links this body to measures designed to raise awareness of Design for All in business and train technical designers and public-sector workers. Besides training professionals, it will also be involved in promoting education about accessibility in university courses.

More specifically, its functions within the framework of the Plan will involve **managing** and **implementing** measures in collaboration with other agents involved.

The aforementioned functions do not require a financial contribution, but they do call for technical experience, which is one of the Royal National Disability Institute's strengths.

The Role of other Ministries

One of the goals of promoting accessibility is for it to be considered as a subject that cuts across different sectors, rather than being seen as falling exclusively within the remit of social services. It is also important to stress the importance of accessibility in the public offices and customer-attention centres of all government administrations. As a result, the following ministries will be involved in implementing the Plan:

- Ministry for Education and Science
- Ministry for Industry, Tourism and Trade
- Ministry for Public Works
- Ministry for Housing
- Ministry for Government Administrations
- Ministry for Health and Consumer Affairs
- Ministry for the Environment
- Ministry for Culture
- Ministry of Finance

Each of the aforementioned ministries will act as the main agent to carry out the measures that fall within its area of responsibility, in collaboration with and following the advice of MTAS (IMSERSO and DGCPSD). In more detail, they will perform the following functions:

- The **Ministry for Education and Science** will perform the functions of **activating** and **financing** measures such as incorporating Design for All in compulsory education and university courses. It will also perform the functions of **activating, managing** and **implementing** measures related to innovation and quality that fall within its area of responsibility.

- The **Ministry for Industry, Tourism and Trade** will perform practically all the functions in the fields within its area of responsibility, especially

activating, managing and **implementing** measures related to innovation and quality.

- The **Ministry for Public Works** will perform the functions of **financing, managing** and **implementing** measures directly related to improving accessibility in towns and cities in the fields of transport and infrastructure, both of which fall within its area of responsibility. It will also **activate** measures concerning the transport sector in collaboration with MTAS (SESSFD).

- The **Ministry for Housing** will perform the functions of **financing, managing** and **implementing** measures directly related to improving accessibility in the construction sector, in addition to **activating** other measures in fields within its area of responsibility in collaboration with MTAS (SESSFD).

- The **Ministry for Government Administrations** will perform the functions of **activating, managing** and **implementing** measures aimed at providing accessible public services on behalf of the different government administrations.

- The **Ministry for Health and Consumer Affairs** will perform the functions of **activating** and **implementing** measures concerning accessibility in healthcare centres.

- The **Ministry for the Environment** will perform the functions of **activating, managing** and **implementing** measures related to improving accessibility on those Spanish beaches that fall within its area of responsibility, in collaboration with other competent government administrations.

- The **Ministry for Culture** will perform the functions of **financing, activating, managing** and **implementing** measures aimed at improving access to the country's cultural heritage.

The Role of the Regional Governments

By virtue of their devolved powers, the regional governments are fully responsible for the fields of social services, housing, town and country planning, and, as a result, accessibility. All the autonomous regions have developed a regulatory framework that sets out regulations and basic criteria for removing barriers and provides for the necessary instruments and means.

Based on the analysis of the regional governments' responsibilities and the regulations and instruments they have developed, a series of measures has been designed for them to carry out within the framework of the Plan. The aim is not to create new instruments, but rather strengthen and reform existing ones to achieve maximum effectiveness.

The roles of the corresponding ministries in the regional governments will consist mainly of **managing** and **implementing** all the measures that fall within their area of responsibility:

- In the field of regulations, they will carry out action to reform legislation, develop the provisions of the instruments created by legislation and, exclusively, integrate accessibility criteria in regulations in different sectors concerning fields within their area of responsibility.

- They will manage and implement all measures related to incorporating accessibility in their public services, offices and activities.

- They will manage and implement all measures related to transport, construction, town planning and ICT that fall within their area of responsibility.

On some occasions, the responsibility for carrying out the measure will not be held exclusively by one government administration. Depending on the characteristics of the measure in question, regional governments will have to collaborate with central and/or local government to ensure the measure is duly implemented and developed. One example is provided by the measures within the Strategy on Regulations and Technical Standards, since although the regional governments are responsible for this field, local government is also responsible for the municipality where the measure is to be implemented. Consequently, the regional governments should provide the local government with the necessary material to implement the measure and the local government should cooperate with the regional governments to ensure the measure is implemented successfully.

As far as **financing** is concerned, the regional governments will cooperate in financing measures that fall within their area of responsibility (*viz.* town planning, transport, construction and ICT) and will continue to finance specific programmes to be carried out by local bodies and private organisations within their area of responsibility.

In addition, insofar as the regional governments carry out accessibility policies independently within their area of responsibility, they will perform the functions of **monitoring** and **evaluating** the corresponding measures.

Finally, as one of the main agents involved in implementing the Plan, the regional governments will perform the function of **facilitating** measures in those cases when they have to support and collaborate with measures carried out principally by central government, in addition to those cases when they have to obtain or provide support to local government to help carry out specific programmes or apply the provisions of the regional Accessibility Acts.

The Role of Local Government

Local-government administrations discharge their responsibilities in the terms stipulated by central- and regional-government legislation. As a result, they perform mainly executive functions in the field of managing accessibility, i.e. they put the principles set out in higher-level legislation into practice using the instruments they have at their disposal to meet municipalities' accessibility needs.

As far as their specific participation in the Plan is concerned, they will perform the functions of **managing** and **implementing** the measures to be carried out in municipalities in the following sectors:

- Construction and town planning.

- Transport, providing the measure is implemented entirely within the municipal boundary.

- Respecting accessibility conditions in public offices and customer-attention centres that fall within their area of responsibility.

Given that Town Councils are also responsible for supervising and enforcing town-planning and construction regulations, they will also perform the functions of **monitoring** and **evaluating** measures carried out in this field.

In accordance with their municipal responsibilities, they will contribute to **financing** programmes to improve accessibility in public buildings and highways.

The Role of FEMP

The Spanish Federation of Municipalities and Provinces (FEMP) is the most representative platform of local-government bodies such as Parish Councils, Town Councils, County Councils and Inter-Island Councils in Spain. As representative of the general interests of local-government bodies, it offers them a range of services, in addition to managing local-level central-government programmes.

In this context, FEMP has been performing different functions in the field of accessibility at local level by using different instruments. As a result, the Plan links this body to measures aimed at improving accessibility at local level and aims to strengthen its influence and capacity for taking action by involving it in the functions of **facilitating** and **activating** measures.

It will perform these functions through courses, campaigns and agreements, as it has been doing in recent years.

The aim of these means of action in different action areas is for municipalities to redouble their activity and strengthen their accessibility policies.

The Role of ONCE

The Spanish National Institute for the Blind (ONCE) works towards improving disabled people's quality of life and making effective social integration a reality. It is one of the leading organisations in the field of promoting accessibility and social policies aimed at disabled people in Spain. It carries out its work both independently and by signing major collaboration agreements with MTAS (IMSERSO and DGCPSD) covering a wide range of measures at national, regional and local level. Its involvement in the Plan seeks to continue this leading role.

Its involvement in the Plan is based on its well-known extensive experience in the field of accessibility as one of the most representative associations of people with disabilities in Spain. It will perform the functions of **financing, managing** and **implementing** measures connected with its usual activities, including the PEAs, amongst others.

As a major promoter of social policies in the field of accessibility, ONCE will also perform the functions of **providing technical assistance and advice** and **monitoring and evaluating** measures.

ONCE will also carry out policies aimed at people with sensory disabilities and will therefore be involved in programmes to promote sign language, captioning and audio-description, in which it will play the role of main promoter and coordinate with other agents involved.

The Role of CERMI

The Spanish Council of Representatives of People with Disabilities (CERMI) represents, defends and takes action on behalf of disabled people at national level and comprises organisations, associations and bodies representing people with disabilities.

CERMI's contribution to the Plan is crucial, especially considering the activities it has carried out in recent years, in which promoting accessibility has been one of its main goals.

CERMI is the main representative of users and as such will reflect the viewpoints, needs and demands of the people it represents. Consequently, its fundamental role will be to perform the functions of **providing technical assistance and advice** to the other agents involved, particularly on specific plans and programmes and measures aimed at specific solutions.

The Role of Users

'Users' includes any association, organisation or group representing elderly or disabled people that is able to act on behalf of these people in processes to improve accessibility. Several organisations that play a significant role in this field deserve particular mention, including COCEMFE, FEAPS, ASPAYM, FIAPAS and CNSE, amongst others[36].

Users play a crucial role as the main receptors of the measures contained in the Plan and their involvement should therefore stress their needs and demands. As a result the Plan has been designed by considering that their participation ought to be closely integrated with planning projects and defining the instruments to be used[37].

The Plan focuses on linking users to the functions of **providing technical assistance and advice** to the other agents involved in the measures in order to include users' needs and demands when measures are designed, and when instruments such as the PEAs are reformed and their use expanded to include participatory processes.

A specific strategy on Participation has also been designed in which users have a more explicit role in **managing** and **implementing** processes.

The Role of Companies

One of the Plan's main goals is to introduce Design for All criteria in all products, services and built environments. The participation of business is essential if this is to be achieved, since, as major producers, companies have an important social responsibility that makes them the main agent in some

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[36] CNSE is explicitly mentioned in Strategies 11 and 12, and FIAPAS in Strategy 11, owing to their direct link to the field in question.

[37] The communication of the European Commission of 12 May 2000 entitled 'Towards a Barrier-Free Europe for People with Disabilities' stipulates that the governments of member states should set up mechanisms for consultation and dialogue at all stages of decision-making processes to enable disabled people and representative associations to play a role in planning, implementing, monitoring and evaluating all measures.

measures, in accordance with the terms of the Equal Opportunities Act. In more detail:

- Transport Operating Companies

  Transport operating companies are the main agents in the measures concerning means of transport, which constitute specific programmes to adapt rolling stock and stations. This makes them the main agents in **managing** and **implementing** measures, in addition to **financing** them.

- Manufactures of rolling stock

  In the transport sector, manufacturers of rolling stock play a key role at a technical level. They should be involved in **managing, implementing** and **financing** specific programmes, as well as being responsible for including accessibility in individual means of transport.

- Companies in the New-Technology and ICT Sector

  As with the transport sector, companies in the new-technology and ICT sector should be involved in improving accessibility, as they have much to contribute from a technical perspective. As a result they should play a very active role in **managing** and **implementing** measures related to their field of activity, in addition to **financing** them.

- Companies in the Construction Sector

  This heading refers to groups of owners, administrators, promoters and technical experts in this sector. Owing to the nature of their activity and their technical know-how, these agents will play a key role and will be directly involved in carrying out the measures aimed at this sector. Including accessibility in different built environments requires the participation of all agents able to foster this process. Consequently, these companies should be involved in **managing** and **implementing** measures in their field of activity.

The Role of AENOR and other certifying bodies

The Spanish Association for Standardisation and Certification (AENOR) and other certifying bodies will play a role in the strategies on Regulations and Technical Standards and Innovation and Quality. From a technical perspective, the functions of **managing** and **implementing** measures should be performed by companies specialising in quality certification for both products and services.

The Role of Professional Associations

Professional associations will perform the function of **facilitating** several different measures and will act as a bridge between educators and professionals. For example, the bar association will act as facilitators in training representatives of disabled people in legal defence. Other agents, such as chambers of commerce and business foundations, will play a similar role in other sectors.

The Role of Other Agents

Many other agents will play a major or minor role in carrying out the measures contained in the Plan. Their participation may be limited to certain specific strategies and functions may not therefore be as general as the role of the aforementioned agents. Their contribution is nevertheless essential from both a technical and non-technical perspective, depending on the sector in which they carry out their activity, and they may perform specific functions. These other agents include:

- The media.
- Private non-profit organisations and NGOs.
- Consumer associations and organisations.
- Business associations.
- Research foundations.
- Universities.
- Chambers of Commerce and business foundations.
- Integrated Metropolitan Transport Companies.
- Spanish Airport and Air Traffic Control Authority.
- European Union.

6.3. Implementing and Monitoring the Plan

One of the final components of the Plan should be the creation of effective tools to put it into practice. These tools will make use of the analysis carried out and will require an awareness of the difficulties to be overcome in order to implement the Plan successfully.

General difficulties in implementing the Plan

- The Plan proposes a series of measures that are difficult to put into practice, since the responsibilities of central, regional and local government can be somewhat vaguely defined and often overlap.

- The Plan responds to a wide range of different needs that vary in urgency, which means that the strategic interests of the various social groups affected may sometimes differ.

- The Plan has been designed to cut across different sectors and overcome the traditional barriers between different administrative areas.

- Strictly speaking, accessibility is not an area of social services, even though it is promoted and developed through this field. The perception of it falling exclusively within this field is due to the identification of accessibility with a specific group of people with the greatest accessibility needs, i.e. disabled people. This social group is not the only beneficiary of improved accessibility, however, and social services has no responsibility in most sectors where measures to improve accessibility will actually be carried out, such as construction, transport and town planning.

- There are currently many agents involved in promoting and managing accessibility at different administrative and institutional levels.

Changes of perspective and focus to implement the Plan

The aforementioned difficulties justify a change of perspective and a different focus from current policies. Such a change should be progressive, since it is impossible to ignore existing policies without running the risk of duplicating measures or infringing on the legitimate autonomy of different government administrations. The starting point has to be the policies currently followed by central, regional and local government, so that the new instruments contained in the Plan can be progressively introduced and the following changes brought about:

- The **participation** of all agents involved in promoting accessibility is essential and agreement should be reached on all processes to ensure maximum effectiveness.

- **Joint** or **comprehensive measures** are called for to meet the accessibility needs of the individual social groups affected in a systematic fashion.

- Given the range of different institutions and government administrations involved in this field, **cooperation frameworks and ties** need to be set up to facilitate putting measures into practice and monitoring them, maximise effectiveness and avoid duplicating measures.

- The Plan should be clearly identifiable by means of an **appropriate distinctive image** to accompany the policies, instruments and strategies

it contains. A logo has therefore been designed to help publicise and raise public awareness of the Plan. (The logo is featured on the front cover of this document.)

- In the interests of improving the effectiveness and raising the quality of accessibility policies, it is important to establish the need to **restructure and reorientate** the **goals** of the Plan as the implementation phases evolve.

- The necessary conditions have to be created to ensure the **sustainability of the action processes.** As a result, removal of barriers has to be guaranteed, accessible conditions have to be maintained and new barriers have to be prevented from appearing.

Technical and organisational changes required to implement the Plan

Achieving operational formulas for implementing and evaluating the Plan requires not only changing the perspective and focus of accessibility policies, but also carrying out technical and organizational changes in the structures that develop these policies. The following proposals are aimed at providing new technical and organisational instruments to implement the Plan:

- Creating a **multilateral information-exchange platform** (body or committee) to serve as a forum for all agents involved in removing barriers.

- Designing a process to **monitor and evaluate** the technical work carried out to ensure it responds to the aims of all the agents involved.

- Developing **ongoing processes to evaluate** results and create the opportunity to restructure and reorientate the goals of the Plan as the implementation phases evolve.

- Set up **participatory and information forums** to channel and incorporate users' demands in the policies contained in the Plan.

- Design **monitoring methods and structures** to ensure action processes are continued and accessible conditions are maintained once barriers have been removed.

Suggested technical resources required to implement the Plan

The following is a possible design for the technical resources required to ensure the aforementioned demands are met:

- **Create a technical team** within the framework of MTAS (IMSERSO and DGCPSD) to perform the functions of **implementing the Plan**, with the capacity to provide comprehensive cross-cutting replies to meet the needs of the different social groups affected.

- Create a complementary platform or **multilateral committee** comprising the different agents involved in promoting accessibility to perform the functions of **monitoring** the action processes carried out by the aforementioned technical team.

- Offer a service to provide information and technical documentation, and create a **network** to exchange professional knowledge and experience by designing a specific website for this purpose. This website should offer a consultancy service and an online forum.

- Set up a **channel of communication with the associations representing people** with disabilities through the National Disability Committee or similar body to take their demands and proposals on board as the Plan is carried out.

The Plan's complex nature is due not only to its technical developments, but also to the commitments and relationships it has to foster. Bearing in mind all the above and taking the necessary steps to facilitate implementation of the Plan will be key to its success. Ultimately, sight must not be lost of the major positive consequences that successful implantation of the Plan would have on disabled people in particular and the entire population in general.

6.4. Benefits of the Plan

The Design for All criteria on which the plan is based are becoming increasingly accepted and implemented internationally. The main benefits of Design for All are:

- Accessible products, services and built environments need not be expensive if they are properly designed from their inception[38].

- The population of disabled people is only the tip of the iceberg in terms of the beneficiaries of improved accessibility. The entire population benefits from these improvements, which often soon become standard requirements and create business opportunities.

- Ageing populations have a greater need for adapted or adaptable built environments designed for everyone, independent of their abilities.

- Improving accessibility should not be seen as a cost, but as an investment in human resources, technology and infrastructure: work to improve accessibility increases the value of human resources.

- In many cases, the social benefits of work to improve accessibility outweigh the costs involved when the intangible benefits[39] generated as a result are taken into account. For example:

  o Benefits in construction include better home assistance, shorter hospitalisation times and more possibilities of growing old at home, amongst others.

  o Benefits in transport include more efficient means of transport (e.g. shorter stopping times, lower maintenance costs) and an increase in passenger numbers on public transport, amongst others.

  o Benefits in town planning include more sustainable towns, a smaller area of public space occupied by vehicles[40] and revitalised urban fabric, amongst others.

As the second most popular tourist destination in the world, Spain should also recognise the importance of accessibility in light of the following trends:

- The segment of the world population that travels most, i.e. people with the highest income, is growing older.

- The number of disabled tourists is increasing.

Although no specific study has been carried out in this respect, all the above arguments illustrate the benefits of the measures in the Plan to improve accessibility.

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[38] The cost of transforming an environment act as a deterrent, but this is due more to a fear of change than to any justifiable motives. In the United States, the Americans with Disabilities Act was passed in 1990 amid considerable concern in the real-estate sector. However, this concern gave way to acceptance of and support for the new reality and the emergence of a) a new specialised economic sector, b) the acceptance of advanced standards, as had happened previously with electrical and fire safety standards, and c) technological leadership in a growing international market.

[39] In addition to other direct or indirect benefits for the disabled or non-disabled population.

[40] See the *Green Paper on Accessibility in Spain*, IMSERSO, 2001.

APPENDICES

APPENDIX I

The Agents' Means of Action

The Agents' Means of Action

1. Financing

The financial agents for each strategy have been defined on the basis of their responsibilities, specialisation and previous experience in providing accessibility. Their function consists essentially of meeting implementation costs and on most occasions several agents will provide the necessary funds jointly.

2. Activating

Activating refers to initiating and launching the measure and is performed by agents which, even though they themselves may not have the responsibility or financial resources to implement the measure in question, encourage other agents to do so. Activating agents have been selected in terms of their experience and activating capacity.

3. Facilitating

Facilitators are agents who do not play a direct role in implementing the measure, but provide components to help other agents carry out the measure.

4. Managing and Implementing

Managing and implementing measures is the key function for ensuring they are successful. The agents who perform this function are responsible for carrying out all the components of each measure to meet the goals set.

5. Providing Technical Assistance and Advice

Providing technical assistance refers to specialists developing technical regulations or procedures, such as codes of good practice, in addition to taking part in forums to help improve the implementation of measures. In addition, advice needs to be made available to the agents responsible for the measures to clarify any doubts and meet their needs in implementing the measures.

6. Monitoring and Evaluating

Monitoring refers to technical assessment of the measures carried out while they are being implemented and should be performed by different technical experts to those involved in managing the measures. Evaluating refers to studies carried out once the implementation phase has been concluded. These are vital functions in the Plan, considering the rapid changes and advances the strategies and measures aim to achieve.

Ministry for Employment and Social Services (MTAS [IMSERSO and DGCPSD])
The Role of the Agents in the Plan
MTAS (SESSFD, IMSERSO, DGCPSD and Royal National Disability Institute)

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
0102 Raising awareness in business
0103 Publicising accessibility improvements in urban development and transport

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
0204 Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Incorporating Design for All in University Courses
0301 Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401 Introducing accessibility and Design for All criteria in compulsory school education

REGULATIONS AND TECHNICAL STANDARDS

Establishing Effective Means of Enforcing Accessibility Regulations
0501 Raising awareness of regional and municipal regulations
0502 Monitoring accessibility regulations through regional and municipal Town Planning Committees
0503 Taking action to enforce town-planning regulations
0504 Coordinating the action of different government administrations to apply and enforce accessibility regulations

Improving Accessibility Legislation
0601 Harmonising and unifying concepts in regional accessibility regulations
0602 Developing the content and legal nature of the PEAs, with special reference to town plans, and designing *a priori* and *a posteriori* monitoring plans
0603 Reinforcing municipal regulations and action by preparing comprehensive accessibility municipal bylaws

Incorporating Accessibility in Regulations for Different Sectors
0701 Incorporating Design for All criteria when preparing and applying town-planning regulations
0702 Incorporating accessibility in the Construction Act
0703 Incorporating the analysis of accessibility conditions in Technical Building Inspections

0704 Revising and modifying building standards following Design for All criteria

0705 Including more accessibility requirements in other Spanish or regional regulations for different sectors

Incorporating Accessibility as a Key Requirement in Public Procurement

0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.

0802 Developing technical and quality standards to serve as an additional requirement in public procurement

INNOVATION AND QUALITY

Promoting Quality

0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport

0902 Promoting accessibility as a quality factor for products and including it in certification processes

0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

Promoting Technical R&D

1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields

1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies

1003 Carrying out studies and compiling statistics on accessibility in different fields

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting Services and Technologies to Improve Sensory Accessibility

1101 Promoting captioning and audio-description

Promoting the Use of Sign Language

1201 Promoting the use of sign language

Improving Regional and Local plans for Promoting Accessibility

1301 Increasing the effectiveness of the PEAs

1302 Introducing accessibility criteria in strategic plans to set priorities for regional and local action

1303 Changing the instruments for promoting and managing accessibility at municipal level by promoting PMIAs

1304 Creating a pilot support programme for rural areas including offering accessibility advice at district agencies

Adapting Residential Buildings

1401 Improving accessibility in communal areas of residential buildings

1402 Improving accessibility in privately owned approaches to residential buildings

1403 Improving accessibility in disabled people's homes

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities

1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan

1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres

1503 Creating an accessibility programme for buildings of cultural and historical significance

Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities

1601 Setting up accessibility programmes for tourist and leisure establishments

1602 Setting up accessibility programmes for shops and other privately owned establishments

Incorporating Accessibility on Public Transport

1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations

1702 Improving accessibility on **intercity trains**: agreements to adapt rolling stock and stations

1703 Improving accessibility on **intercity buses**: agreements to adapt vehicles and stations

1704 Improving accessibility on the **underground network**: agreements to adapt entrances and platforms

1705 Improving accessibility on the **suburban rail network**: agreements to adapt rolling stock and stations

1706 Improving accessibility on **air transport**: agreements to adapt boarding systems and action to promote accessibility at international air-transport forums

1707 Improving accessibility in **taxis:** agreements to adapt vehicles

1708 Improving accessibility on **sea transport**: various agreements and initiatives

PARTICIPATION

Encouraging Participation

1801 Involving all users in the public consultation processes for different town-planning plans and programmes

1802 Incorporating public-participation processes in the PEAs

1803 Promoting courses on participation aimed at associations representing people with disabilities, especially to encourage them to take part in technology forums and projects

1804 Encouraging the creation of Accessibility Committees in different sectors as municipal consultative and participatory bodies

1805 Promoting consultative processes when developing general policies and legislation

1806 Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Royal National Disability Institute
The Role of the Agents in the Plan
Royal National Disability Institute

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
0102 Raising awareness in business
0103 Publicising accessibility improvements in urban development and transport

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
0204 Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Incorporating Design for All in University Courses
0301 Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401 Introducing accessibility and Design for All criteria in compulsory school education

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for Government Administrations
The Role of the Agents in the Plan
Ministry for Government Administrations

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
0102 Raising awareness in business
0103 Publicising accessibility improvements in urban development and transport

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
0204 Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Incorporating Design for All in University Courses
0301 Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401 Introducing accessibility and Design for All criteria in compulsory school education

REGULATIONS AND TECHNICAL STANDARDS

Incorporating Accessibility as a Key Requirement in Public Procurement
0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.
0802 Developing technical and quality standards to serve as an additional requirement in public procurement

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting the Use of Sign Language
1201 Promoting the use of sign language

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres
1503 Creating an accessibility programme for buildings of cultural and historical significance

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for Public Works

The Role of the Agents in the Plan
Ministry for Public Works

INNOVATION AND QUALITY

Promoting Quality
0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport
0902 Promoting accessibility as a quality factor for products and including it in certification processes
0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Incorporating Accessibility on Public Transport
1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations
1702 Improving accessibility on **intercity trains**: agreements to adapt rolling stock and stations
1703 Improving accessibility on **intercity buses**: agreements to adapt vehicles and stations
1704 Improving accessibility on the **underground network**: agreements to adapt entrances and platforms
1705 Improving accessibility on the **suburban rail network**: agreements to adapt rolling stock and stations
1706 Improving accessibility on **air transport**: agreements to adapt boarding systems and action to promote accessibility at international air-transport forums
1707 Improving accessibility in **taxis:** agreements to adapt vehicles
1708 Improving accessibility on **sea transport**: various agreements and initiatives

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for Housing
The Role of the Agents in the Plan
Ministry for Housing

REGULATIONS AND TECHNICAL STANDARDS

Incorporating Accessibility in Regulations for Different Sectors
0701 Incorporating Design for All criteria when preparing and applying town-planning regulations
0702 Incorporating accessibility in the Construction Act
0703 Incorporating the analysis of accessibility conditions in Technical Building Inspections
0704 Revising and modifying building standards following Design for All criteria
0705 Including more accessibility requirements in other Spanish or regional regulations for different sectors

INNOVATION AND QUALITY

Promoting Technical R&D
1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields
1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies
1003 Carrying out studies and compiling statistics on accessibility in different fields

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry of Finance
The Role of the Agents in the Plan
Ministry of Finance

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres
1503 Creating an accessibility programme for buildings of cultural and historical significance

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for Industry, Tourism and Trade

The Role of the Agents in the Plan
Ministry for Industry, Tourism and Trade

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities
1601 Setting up accessibility programmes for tourist and leisure establishments
1602 Setting up accessibility programmes for shops and other privately owned establishments

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for Education and Science
The Role of the Agents in the Plan
Ministry for Education and Science

RAISING AWARENESS, EDUCATION AND TRAINING

Incorporating Design for All in University Courses
0301 Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401 Introducing accessibility and Design for All criteria in compulsory school education

INNOVATION AND QUALITY

Promoting Quality
0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport
0902 Promoting accessibility as a quality factor for products and including it in certification processes
0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

Promoting Technical R&D
1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields
1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies
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INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres
1503 Creating an accessibility programme for buildings of cultural and historical significance

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for Health and Consumer Affairs
The Role of the Agents in the Plan

Ministry for Health and Consumer Affairs

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres
1503 Creating an accessibility programme for buildings of cultural and historical significance

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Ministry for the Environment
The Role of the Agents in the Plan
Ministry for the Environment

INNOVATION AND QUALITY

Promoting Technical R&D
1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields
1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies
1003 Carrying out studies and compiling statistics on accessibility in different fields

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
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1503 Creating an accessibility programme for buildings of cultural and historical significance

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Regional Governments
The Role of the Agents in the Plan
Regional Governments

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
0102 Raising awareness in business
0103 Publicising accessibility improvements in urban development and transport

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
0204 Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Incorporating Design for All in University Courses
0301 Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401 Introducing accessibility and Design for All criteria in compulsory school education

REGULATIONS AND TECHNICAL STANDARDS

Establishing Effective Means of Enforcing Accessibility Regulations
0501 Raising awareness of regional and municipal regulations
0502 Monitoring accessibility regulations through regional and municipal Town Planning Committees
0503 Taking action to enforce town-planning regulations
0504 Coordinating the action of different government administrations to apply and enforce accessibility regulations

Improving Accessibility Legislation
0601 Harmonising and unifying concepts in regional accessibility regulations
0602 Developing the content and legal nature of the PEAs, with special reference to town plans, and designing *a priori* and *a posteriori* monitoring plans
0603 Reinforcing municipal regulations and action by preparing comprehensive accessibility municipal bylaws

Incorporating Accessibility in Regulations for Different Sectors
0701 Incorporating Design for All criteria when preparing and applying town-planning regulations
0702 Incorporating accessibility in the Construction Act
0703 Incorporating the analysis of accessibility conditions in Technical Building Inspections
0704 Revising and modifying building standards following Design for All criteria

0705 Including more accessibility requirements in other Spanish or regional regulations for different sectors

Incorporating Accessibility as a Key Requirement in Public Procurement
0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.
0802 Developing technical and quality standards to serve as an additional requirement in public procurement

INNOVATION AND QUALITY

Promoting Quality
0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport
0902 Promoting accessibility as a quality factor for products and including it in certification processes
0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting Services and Technologies to Improve Sensory Accessibility
1101 Promoting captioning and audio-description

Promoting the Use of Sign Language
1201 Promoting the use of sign language

Improving Regional and Local plans for Promoting Accessibility
1301 Increasing the effectiveness of the PEAs
1302 Introducing accessibility criteria in strategic plans to set priorities for regional and local action
1303 Changing the instruments for promoting and managing accessibility at municipal level by promoting PMIAs
1304 Creating a pilot support programme for rural areas including offering accessibility advice at district agencies

Adapting Residential Buildings
1401 Improving accessibility in communal areas of residential buildings
1402 Improving accessibility in privately owned approaches to residential buildings
1403 Improving accessibility in disabled people's homes

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres
1503 Creating an accessibility programme for buildings of cultural and historical significance

Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities
1601 Setting up accessibility programmes for tourist and leisure establishments

1602 Setting up accessibility programmes for shops and other privately owned establishments

Incorporating Accessibility on Public Transport
1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations
1702 Improving accessibility on **intercity trains**: agreements to adapt rolling stock and stations
1703 Improving accessibility on **intercity buses**: agreements to adapt vehicles and stations
1704 Improving accessibility on the **underground network**: agreements to adapt entrances and platforms
1705 Improving accessibility on the **suburban rail network**: agreements to adapt rolling stock and stations
1706 Improving accessibility on **air transport**: agreements to adapt boarding systems and action to promote accessibility at international air-transport forums
1707 Improving accessibility in **taxis:** agreements to adapt vehicles
1708 Improving accessibility on **sea transport**: various agreements and initiatives

PARTICIPATION

Encouraging Participation
1801 Involving all users in the public consultation processes for different town-planning plans and programmes
1802 Incorporating public-participation processes in the PEAs
1803 Promoting courses on participation aimed at associations representing people with disabilities, especially to encourage them to take part in technology forums and projects
1804 Encouraging the creation of Accessibility Committees in different sectors as municipal consultative and participatory bodies
1805 Promoting consultative processes when developing general policies and legislation
1806 Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Local Government
The Role of the Agents in the Plan
Local Government

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101   General awareness-raising campaigns
0102   Raising awareness in business
0103   Publicising accessibility improvements in urban development and transport

Education and Training
0201   Training designers and technical experts about Design for All
0202   Educating and training public-sector workers
0203   Educating and training representatives of people with disabilities about legal and regulatory defence
0204   Creating the position of Accessibility Consultant and a National Register of Accessibility Consultants

Incorporating Design for All in University Courses
0301   Promoting accessibility training and Design for All criteria in university courses

Incorporating Design for All in Compulsory School Education
0401   Introducing accessibility and Design for All criteria in compulsory school education

REGULATIONS AND TECHNICAL STANDARDS

Establishing Effective Means of Enforcing Accessibility Regulations
0501   Raising awareness of regional and municipal regulations
0502   Monitoring accessibility regulations through regional and municipal Town Planning Committees
0503   Taking action to enforce town-planning regulations
0504   Coordinating the action of different government administrations to apply and enforce accessibility regulations

Improving Accessibility Legislation
0601   Harmonising and unifying concepts in regional accessibility regulations
0602   Developing the content and legal nature of the PEAs, with special reference to town plans, and designing *a priori* and *a posteriori* monitoring plans
0603   Reinforcing municipal regulations and action by preparing comprehensive accessibility municipal bylaws

Incorporating Accessibility in Regulations for Different Sectors
0701   Incorporating Design for All criteria when preparing and applying town-planning regulations
0702   Incorporating accessibility in the Construction Act
0703   Incorporating the analysis of accessibility conditions in Technical Building Inspections
0704   Revising and modifying building standards following Design for All criteria

0705 Including more accessibility requirements in other Spanish or regional regulations for different sectors

Incorporating Accessibility as a Key Requirement in Public Procurement
0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.
0802 Developing technical and quality standards to serve as an additional requirement in public procurement

INNOVATION AND QUALITY

Promoting Quality
0901 Developing guidelines and codes of good practice for accessible design in town planning, construction and transport
0902 Promoting accessibility as a quality factor for products and including it in certification processes
0903 Promoting a forum to analyse how to incorporate accessibility criteria in new technologies

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting Services and Technologies to Improve Sensory Accessibility
1101 Promoting captioning and audio-description

Promoting the Use of Sign Language
1201 Promoting the use of sign language

Improving Regional and Local plans for Promoting Accessibility
1301 Increasing the effectiveness of the PEAs
1302 Introducing accessibility criteria in strategic plans to set priorities for regional and local action
1303 Changing the instruments for promoting and managing accessibility at municipal level by promoting PMIAs
1304 Creating a pilot support programme for rural areas including offering accessibility advice at district agencies

Adapting Residential Buildings
1401 Improving accessibility in communal areas of residential buildings
1402 Improving accessibility in privately owned approaches to residential buildings
1403 Improving accessibility in disabled people's homes

Adapting and Maintaining Publicly Owned Public-Use Buildings and Facilities
1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
1502 Creating an accessibility programme for healthcare, educational and other publicly owned centres
1503 Creating an accessibility programme for buildings of cultural and historical significance

Incorporating Accessibility on Public Transport

1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations

1702 Improving accessibility on **intercity trains**: agreements to adapt rolling stock and stations

1703 Improving accessibility on **intercity buses**: agreements to adapt vehicles and stations

1704 Improving accessibility on the **underground network**: agreements to adapt entrances and platforms

1705 Improving accessibility on the **suburban rail network**: agreements to adapt rolling stock and stations

1706 Improving accessibility on **air transport**: agreements to adapt boarding systems and action to promote accessibility at international air-transport forums

1707 Improving accessibility in **taxis:** agreements to adapt vehicles

1708 Improving accessibility on **sea transport**: various agreements and initiatives

PARTICIPATION

Encouraging Participation

1801 Involving all users in the public consultation processes for different town-planning plans and programmes

1802 Incorporating public-participation processes in the PEAs

1803 Promoting courses on participation aimed at associations representing people with disabilities, especially to encourage them to take part in technology forums and projects

1804 Encouraging the creation of Accessibility Committees in different sectors as municipal consultative and participatory bodies

1805 Promoting consultative processes when developing general policies and legislation

1806 Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility

1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Spanish Federation of Municipalities and Provinces (FEMP)
The Role of the Agents in the Plan
Spanish Federation of Municipalities and Provinces (FEMP)

REGULATIONS AND TECHNICAL STANDARDS

Establishing Effective Means of Enforcing Accessibility Regulations
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INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting the Use of Sign Language
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Spanish National Institute for the Blind (ONCE)
The Role of the Agents in the Plan
ONCE

RAISING AWARENESS, EDUCATION AND TRAINING

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
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REGULATIONS AND TECHNICAL STANDARDS

Incorporating Accessibility as a Key Requirement in Public Procurement
0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.
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INNOVATION AND QUALITY

Promoting Quality
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0902 Promoting accessibility as a quality factor for products and including it in certification processes
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Promoting Technical R&D
1001 Promoting Research, Development and Innovation to provide accessible technical solutions for street furniture, fixed installations, paving, steep slopes and other technical fields
1002 Introducing Design for All as key criteria in public policies in the field of innovation and new technologies
1003 Carrying out studies and compiling statistics on accessibility in different fields

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Promoting Services and Technologies to Improve Sensory Accessibility
1101 Promoting captioning and audio-description

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1501 Incorporating accessibility in public offices: carrying out a study followed by a specific adaptation and maintenance plan
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Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities
1601 Setting up accessibility programmes for tourist and leisure establishments
1602 Setting up accessibility programmes for shops and other privately owned establishments

Incorporating Accessibility on Public Transport
1701 Improving accessibility on **city and suburban buses**: agreements to renew fleets and renovate stations
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1806 Improving the publicity of measures to improve accessibility in cities in order to foster the public's involvement and sense of responsibility

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Spanish Platform of Representatives of People with Disabilities (CERMI)
The Role of the Agents in the Plan
CERMI

RAISING AWARENESS, EDUCATION AND TRAINING

Education and Training
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Users

The Role of the Agents in the Plan

Users

REGULATIONS AND TECHNICAL STANDARDS

Establishing Effective Means of Enforcing Accessibility Regulations
0501 Raising awareness of regional and municipal regulations
0502 Monitoring accessibility regulations through regional and municipal Town Planning Committees
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INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting Residential Buildings
1401 Improving accessibility in communal areas of residential buildings
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Companies

The Role of the Agents in the Plan

Companies

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
0102 Raising awareness in business
0103 Publicising accessibility improvements in urban development and transport

INNOVATION AND QUALITY

Promoting Technical R&D
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Adapting and Maintaining Privately Owned Public-Use Buildings and Facilities
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Transport Operating Companies

The Role of the Agents in the Plan

Transport Operating Companies

RAISING AWARENESS, EDUCATION AND TRAINING

Raising Awareness
0101 General awareness-raising campaigns
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INNOVATION AND QUALITY

Promoting Quality
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Manufacturers of Rolling Stock
The Role of the Agents in the Plan
Manufacturers of Rolling Stock

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Incorporating Accessibility on Public Transport

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Companies in the New-Technologies and ICT Sector

The Role of the Agents in the Plan

Companies in the New-Technologies and ICT Sector

RAISING AWARENESS, EDUCATION AND TRAINING

Education and Training
0201 Training designers and technical experts about Design for All
0202 Educating and training public-sector workers
0203 Educating and training representatives of people with disabilities about legal and regulatory defence
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INNOVATION AND QUALITY

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INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

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1 = Financing; 2 = Activating; 3 = Facilitating; 4 = Managing and Implementing; 5 = Providing Technical Assistance and Advice; 6 = Monitoring and Evaluating.

Companies in the Construction Sector*

The Role of the Agents in the Plan

Companies in the Construction Sector

INNOVATIVE ACCESSIBILITY PLANS AND PROGRAMMES

Adapting Residential Buildings
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1403 Improving accessibility in disabled people's homes

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* Owners' Associations, administrators, promoters and technical experts.

AENOR and other Certifying Bodies

The Role of the Agents in the Plan

AENOR and other Certifying Bodies

REGULATIONS AND TECHNICAL STANDARDS

Incorporating Accessibility as a Key Requirement in Public Procurement

0801 Introducing explicit references to complying with accessibility criteria when specifying the conditions for public acquisitions, service agreements and concessions, etc.

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INNOVATION AND QUALITY

Promoting Quality

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Professional Associations

The Role of the Agents in the Plan
Professional Associations

RAISING AWARENESS, EDUCATION AND TRAINING

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0201 Training designers and technical experts about Design for All
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APPENDIX II

Translations of Spanish Terms and Institutions

Translations of Spanish Terms and Institutions

Spanish Term	Acronym	English Translation
Aeropuertos Españoles y Navegación Aérea	AENA	Spanish Airport and Air Traffic Control Authority
Asociación de Parapléjicos y Grandes Minusválidos	ASPAYM	Association of Paraplegics and the Severely Disabled
Asociación Española de Normalización y Certificación	AENOR	Spanish Association for Standardisation and Certification
Centro Estatal de Autonomía Personal y Ayudas Técnicas	CEAPAT	Spanish National Centre for Personal Autonomy and Technical Aids
Comité Español de Representantes de Personas con Discapacidad	CERMI	Spanish Council of Representatives of People with Disabilities
Confederación Coordinadora Estatal de Minusválidos Físicos de España	COCEMFE	National Coordinating Confederation of People with Physical Disabilities
Confederación Española de Organizaciones en Favor de las Personas con Discapacidad Intelectual	FEAPS	Spanish Federation of Organisations Supporting People with Mental Disabilities
Confederación Estatal de Personas Sordas	CNSE	Spanish National Institute for the Deaf
Consejo Estatal de Discapacidad		National Disability Committee
Dirección General de Coordinación de Políticas Sectoriales sobre la Discapacidad	DGCPSD	Directorate General for Coordinating Disability Policies in Different Sectors
Federación Española de Asociaciones de Padres y Amigos de los Sordos	FIAPAS	Spanish Federation of Associations of Friends and Family of the Deaf
Federación Española de Municipios y Provincias	FEMP	Spanish Federation of Municipalities and Provinces
Fundación de la Organización Nacional de Ciegos Españoles	ONCE	Spanish National Institute for the Blind
Inspecciones Técnicas de la Edificación	ITE	Technical Building Inspection
Instituto de Mayores y Servicios Sociales	IMSERSO	Institute for the Elderly and Social Services
Instituto Nacional de Estadística	INE	Spanish National Statistics Institute
Ley de Bases del Régimen Local	LBRL	Local Government Framework Act
Ley de Integración Social de los Minusválidos	LISMI	Social Integration of People with Disabilities Act
Ley de igualdad de oportunidades y no discriminación de las personas con discapacidad		Equal Opportunities, Non-discrimination and Universal Access for People with Disabilities Act

Ley de Ordenación de la Edificación	LOE	Construction Act
Ministerio de Administraciones Públicas		Ministry for Government Administrations
Ministerio de Cultura		Ministry for Culture
Ministerio de Economía y Hacienda		Ministry of Finance
Ministerio de Educación y Ciencia		Ministry for Education and Science
Ministerio de Fomento		Ministry for Public Works
Ministerio de Industria, Turismo y Comercio		Ministry for Industry, Tourism and Trade
Ministerio de Medio Ambiente		Ministry for the Environment
Ministerio de Sanidad y Consumo		Ministry for Health and Consumer Affairs
Ministerio de Trabajo y Asuntos Sociales	MTAS	Ministry for Employment and Social Services
Ministerio de Vivienda		Ministry for Housing
Plan Especial de Accesibilidad	PEA	Municipal Accessibility Plan
Plan Especial de Reforma Interior	PERI	City-Centre Renovation Action Plan
Plan General de Ordenación Urbana	PGOU	Master Plan
Plan Municipal Integral de Accesibilidad	PMIA	Comprehensive Municipal Accessibility Action Plan
Real Patronato sobre Discapacidad		Royal National Disability Institute
Red Nacional de Ferrocarriles Españoles	RENFE	Spanish National Railways
Secretaría de Estado de Servicios Sociales, Familias y Discapacidad	SESSFD	Department for Social Services, Families and People with Disabilities

SECRETARÍA DE ESTADO
DE SERVICIOS SOCIALES,
FAMILIAS Y DISCAPACIDAD

MINISTERIO
DE TRABAJO
Y ASUNTOS SOCIALES

DIRECCIÓN GENERAL DE
COORDINACIÓN DE
POLÍTICAS SECTORIALES
SOBRE LA DISCAPACIDAD

SECRETARIA GENERAL
DE ASUNTOS SOCIALES

MINISTERIO
DE TRABAJO
Y ASUNTOS SOCIALES

IMSERSO

REAL PATRONATO
SOBRE DISCAPACIDAD

MINISTERIO
DE TRABAJO
Y ASUNTOS SOCIALES