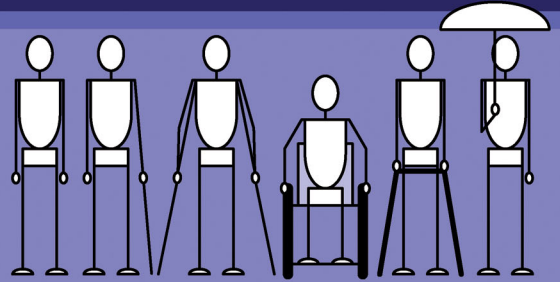


ECA

European Concept for Accessibility



ECA

for Administrations



INDEX - ECA for Administrations

ACKNOWLEDGEMENTS	7
Luxembourg Ministry of Family and Integration	8
Council of Europe	9
1. INTRODUCTION	10
1.1 Aim of this guide.....	11
1.2 Content of this guide.....	11
2. BACKGROUND	13
2.1 Accessibility and Design for All in the built environment	14
2.2 European approaches to Accessibility and Design for All by EuCAN - the European Concept for Accessibility Network	16
3. HOW TO MANAGE AND SUCCEED	17
3.1 Areas of intervention.....	18
3.1.1 Internal organisation	18
3.1.2 Services offered to the public	18
3.1.3 Infrastructure	18
3.1.4 External communication	18
3.2 Interdependent Success Factors (ISF)	18
3.2.1 Decision-maker commitment.....	19
3.2.2 Coordinating and continuity.....	20
3.2.3 Networking and participation	20
3.2.4 Strategic planning	21
3.2.5 Knowledge management	22
3.2.6 Resources	22
3.2.7 Communication and marketing	23
3.3 Phases of transition	24
4. PRACTICAL APPLICATION	26
4.1 Real Case Studies.....	28
Nature Park South Black Forest Accessible for All	28
Accessibility management in the City of Barcelona.....	30
Accessibility of routes and public buildings in Saronno.....	32
Life pathways for building and urban accessibility	34
Accessibility of Maccabi Health Care Services	36
Accessibility of railway services in Luxembourg.....	38
Toerisme voor Iedereen (Tourism for All).....	40
Accessibility of the Novi Sad University Campus	42
Accessibility of Belliard Building – Brussels	44
Lousã – Accessible Tourist Destination.....	46
Model region Tourism for All in the Thuringian forest.....	48
Public playgrounds in Münster for All	50
4.2 Simulated Case Studies	52
Accessibility management in the school.....	52
Inclusion of Design for All conditions in the procurement process	54
The Flag of Towns and Cities for All.....	56
4.3 Template for Project development and self-assessment	58
5. CONCLUSION	59
6. REFERENCES	61

ACKNOWLEDGEMENTS



This “ECA for Administrations” is the result of exemplary cooperation between a number of partners all over Europe who share a strong commitment to the improvement of accessibility in the built environment as an essential condition for guaranteeing equal opportunities and full participation for ALL European citizens. I should like to take this opportunity to express to them all my admiration and gratitude for their dedication.

The publication by the Dutch CCPT of the “European Manual for Accessibility - 1990” and the “European Concept for Accessibility - 1996” were important milestones in the discussion on accessibility in Europe.

In 2003, members of the European Concept for Accessibility Network (EuCAN) contributed their knowledge and expertise on a voluntary basis to the preparation of “European Concept for Accessibility - ECA 2003”, thus underpinning its European dimension.

Accessibility is becoming a natural component of European policy papers, recommendations and directives. We should like to congratulate political decision-makers for their perspicacity in accepting accessibility as an essential quality criterion.

Silvio Sagramola
EuCAN coordinator

Minister for Families and Integration, Luxembourg



Five years after the publication of the “European Concept for Accessibility”, which laid the basis for achieving comprehensive, Europe-wide accessibility, comes its continuation: “European Concept for Accessibility for Administrations”.

Tailored for public authorities of all kinds, this publication is a useful toolkit designed to put into practice the principles described in the preceding volume. In addition to the numerous actors in the private, economic and voluntary sectors, the contribution of local, regional and national authorities is required to ensure correct implementation of the Design for All concept.

The publication gives examples in the areas of town-planning, tourism, public transport, public buildings and playground installations. Without the exemplary cooperation of people from an exceptionally wide variety of backgrounds, this publication, and the projects it illustrates, would not have been possible. I should like to pay tribute to all those involved. We need models of this kind to show that cooperation at various levels is a prerequisite for an inclusive society.

In this connection I should also like to congratulate Info-Handicap and the innovative ECA network for yet another excellent achievement.

Marie-Josée JACOBS

Minister for Families and Integration



The European Concept for Accessibility (ECA) for Administrations is to be welcomed and the team that worked on it congratulated for this achievement. ECA represents a well-known reference framework in urban planning and for improving the accessibility of the built environment for people with disabilities. This timely and well-targeted publication will help to bridge the gap between policy principles as included in ECA's 2003 Manual and their implementation and practice at national level by governmental administrations.

Accessibility is an essential step towards greater integration and participation of people with disabilities in society. The accessibility of buildings, products and services needs to be taken into account at the design stage, not as an afterthought. In this context, the Council of Europe promotes the Universal Design strategy, which aims to make the design and composition of different buildings, environments, products, and services accessible and understandable to, as well as usable by, everyone, to the greatest extent, in the most independent and natural manner possible, preferably without the need for adaptation or specialised solutions.

Existing buildings, however, should also be adapted to suit the needs of all citizens. The importance of agreeing on common, specific accessibility criteria has been stressed by the Council of Europe and supported by the community of international experts such as the European Concept for Accessibility Network (EuCAN), with whom the Council of Europe has excellent longstanding professional relations. Their work has mutually inspired each other: the Council's 1977 Resolution on the adaptation of housing and surrounding areas to the needs of disabled persons, its 1993 Accessibility Principles and Guidelines, its Disability Action Plan 2006-2015 or its 2007 Resolution "Achieving full participation through Universal Design" on the one hand, and the 1996 European Concept for Accessibility or the 2003 ECA Technical Assistance Manual on the other.

The 2008 ECA for Administrations shows once again the fruitful synergies and cross-fertilisation between the Council of Europe and EuCAN – between the European human rights organization and the Network of accessibility experts – aimed at improving the quality of life and enhancing the participation of people with disabilities in Europe.

Alexander Vladychenko
Director General of Social Cohesion
Council of Europe

1. INTRODUCTION



“Public authorities are not neutral observers of the economy. Public administrations are responsible for public procurement, pay wages, and collect taxes. They regulate in every area.

As soon as the price of black coffee climbs or a factory closes its doors, the press asks what the government is doing. The public calls for strong measures to sustain activity and repress abuse. In short, the government knows that it will be held responsible for anything that does not work, and tries, through its declarations and decisions, to convince public opinion that it has the situation under control.

The means available to authorities for acting on the economy are considerable: budget, taxes, currency, and credit. In total, spending by administrations represents today 30 to 50% of the national production in most developed countries.

Nevertheless the real impact of the government is limited. Fiscal and social legislation, the organisation of the public service are the result of a long tradition and above all of a fragile balance between diverging interests. This can be noticed as soon as there is an attempt to change anything, whether it is the tax on video-recorders or motorcycles, moving a bus stop or increasing the self-financed part of social security.

Moreover, in the market economy, the general balance results from the sum of billions of single personal decisions that nobody can dictate and everybody has to live with.

Finally, the State represents less than half of all public authorities and these are multiple and dispersed: ministries, regional councils, social security funds, and local councils. So they do not necessarily act as a single voice.

For the sake of argument, however, we will accept that the whole complex can be regarded as a single economic agent: “administrations”.

(Source : Michel Didier, Economie, les règles du jeu, "Economica", Paris, 2nd edition 1989)

1.1 Aim of this guide

Using European-wide experiences as an inspiration, this practical guide should allow local, regional or national administrations to start, maintain and complete the process of implementing Design for All approaches in the built environment through their internal procedures, maximising the use of available human and/or material resources.

Although there seems to be widespread general agreement that accessibility has to be implemented at all levels of daily life, reality clearly shows that most people do not really know what this means.

Nearly everybody is willing to support a Design for All approach, but very few people feel able to undertake pro-active steps towards concrete achievements. Decision-makers put the responsibility on the shoulders of planners and technicians, who in turn pass it on to clients.

In fact, it is the responsibility of planners and technicians to acquire the necessary know-how to advise both decision-makers and clients using correct and convincing arguments. They have to be creative and demonstrate how possible extra costs in the short term will be redeemed in the middle and long term. If, however, planners and technicians cannot come up with the right arguments because of a lack of experience or know-how, the quality of a project is bound to be dictated by purely financial considerations.

The aim of this guide is to demonstrate that the implementation of accessibility can only be managed by a team of people, all willing to take their individual responsibilities in their particular fields of expertise. Any group of persons working together needs a coordinator and in this case it can be the decision-maker, the technician or the client. Whoever it is, the coordinator will only be able to carry out his or her mission if all parties in the group are fully committed to the topic.

1.2 Content of this guide

Most of us are being “administrated” and obliged to live in the respect of a set of rules, regulations and procedures. Administrations are present in all sectors and at all levels of daily life and they have enormous power over people’s decisions.

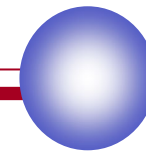
This guide illustrates situations where administrations can intervene in the incorporation of Design for All approaches and suggests strategies for action and for monitoring and communicating results.

Due to historical, political and cultural differences throughout Europe, these strategies have to be flexible enough to be adapted to local, regional or national specificities.

We have tried to take European diversity into account through a set of case studies from different parts of Europe. Even if legislation and financial realities are quite different from one country to the other, the process of becoming aware of a problem and moving on to proposing a solution is universal and is the result of concerted action.

We will present “success factors” that play a crucial role in the development of solutions. Sometimes it will be enough to fulfil some of these indicators, but in most cases, in order to guarantee the sustainable implementation of Design for All, all of them will have to be fulfilled.

4. PRACTICAL APPLICATION



TITLE / SUBJECT:	Accessibility of routes and public buildings in Saronno
ABSTRACT:	Follow-up of the Saronno Town Plan for the Elimination of the Architectural Barriers
NAME OF THE ADMINISTRATION:	Comune di Saronno (Varese- Italia)
MAIN OFFICE LOCATION:	Saronno/Italy
COUNTRY:	Italy
YEAR OF PROJECT START:	1994
YEAR OF PROJECT END:	2006 (Follow-up is being planned)
PERSON COMPLETING THIS FORM:	Isabella Steffan
DESCRIPTION:	In 1994, 30 public buildings and all the city routes were analysed, and several priority interventions were planned and carried out. After 10 years, the planned work has been carried out in almost all the buildings. What is particularly innovative about this project is that for the first time each public building was designed to be linked by a protected and accessible network (although more work needs to be done); there was basically an extension of the PEBA (originally designed just for buildings) to public routes.
MORE INFORMATION OR REFERENCES:	Arch. Renato Cattaneo and Dott. Dario Lucano (Councillors) - Arch. Massimo Stevenazzi (urbanistica@comune.saronno.va.it)

	Awareness Phase (before 1994)	Starting Phase (1994-1996)	Developing Phase (1996-2006)	Consolidating Phase (2007-20??)	Comments
Decision-maker commitment	The local associations representing people with disabilities urged the local authority to eliminate architectural barriers in the Municipality (mainly streets and public buildings).	The Municipality issued a call for tenders on the subject won by Studio Steffan and Studio ADR, a consultancy specialised in Design for All.	The Technical offices of the Municipality followed-up the project throughout the whole process by supplying the necessary plans and technical documents.	After the contract with the consultancy, the Municipal offices carried on with the elimination of architectural barriers in Saronno.	The municipality would like to promote the accessibility and safety in a strategic pathway that should connect the various schools of the town.
Coordinating and continuity		The consultancy was in charge of the coordination activities.	All through the two years, the Municipality appointed an engineer to liaise with the coordinator.	After expiration of the contract, the Municipality took over the activities that remained to be done.	High turnover of staff resulted in loss of contact between the consultancy and the Municipality.

Networking and participation		Since the beginning of the project, local associations representing people with disabilities were involved.	At the end of the two-years of supervision phase a final public conference was held.	Work has gone on for another 8 years afterwards (to the present day).	Follow-up is being planned.
Strategic planning	The Municipality had the idea to develop a master plan for the elimination of architectural barriers within the entire Municipal area.	The plan drafted by the architects that won the tender was coordinated with the existing plans for traffic management, cycling pathways and road safety.		The plan has been embedded within the Municipal plans for the management of the local territory.	
Knowledge management		The contractors have developed software that enables the Public Authority to manage the priorities of the works to be done and the methodologies and solutions to be adopted.	Training has been supplied to public officials that needed to use the software. Training was offered also to the workers actually working "on the ground".	The Municipality still owns the software.	Critical point: due to the high turnover of staff within the Municipal offices, it is difficult to ensure continuity in the use of the software.
Resources		Most of the expenses incurred were covered by a budget resulting from a specific law of the Lombardy Region allowing Public Authorities to spend 10% of the fixed urbanisation charges for accessibility.			The money through the Regional law is continuously set aside.
Communication and marketing	Interest appears through the issue of a call for tender.	The municipality involved, since the beginning of the project, the local associations representing people with disabilities.	At the end of the two-year supervision phase the citizens of Saronno were invited to attend a final conference.	The experience has been published as a case study in specialist magazines and during national and international conferences.	

TITLE / SUBJECT:	Life pathways for building and urban accessibility
ABSTRACT:	Implementation of the local Plan for the Elimination of Architectural Barriers through an empirical survey on the existing barriers.
NAME OF THE ADMINISTRATION:	Municipality of Lodi (Milano- Italia)
MAIN OFFICE LOCATION:	Lodi/Italy
COUNTRY:	Italy
YEAR OF PROJECT START:	2006
YEAR OF PROJECT END:	2008
PERSON COMPLETING THIS FORM:	Isabella Steffan
DESCRIPTION:	<p>The project aims at improving and implementing the local Plan for the Elimination of Architectural Barriers, through an empirical survey on the existing barriers. People with disabilities will highlight the obstacles that they normally face during their daily activities. The survey will also see the participation of students of a technical school, in order to integrate their education with a specific project on these themes.</p> <p>The Municipal Technical Office will make sure that the necessary works for the elimination of the existing barriers will be implemented, and different competent organisations will be urged to make their structures accessible in a short period of time.</p>
MORE INFORMATION OR REFERENCES:	Silvana Cesani – Councillor (silvana.cesani@comune.lodi.it)

	Awareness Phase (before 2006)	Starting Phase (2006)	Developing Phase (2008)	Consolidating Phase (2008-20??)	Comments
Decision-maker commitment	The Local Authority realised that after the specific Plan (PEBA) some barriers were still present, so it took on the plea of Local and Regional Committee CRABA/CLEBA to improve the Plan.	Green light to sign an agreement among the Municipal Office of Lodi, the CRABA, the CLEBA, the Technical Institute "A. Bassi". (Surveyors section).	The Municipal Technical Office follows the whole process.	The Municipal Office is assessing whether there is the possibility to collaborate on a continuous basis on this subject.	The Municipality of Lodi was keen to show citizens its permanent commitment to the elimination of architectural barriers.
Coordinating and continuity		Representative from CRABA/CLEBA were responsible for coordination.	The offices of the Councillors for Public Works, City Planning and Social Policies were the points of contact between the		The Councillors were very interested in showing to citizens their commitment to the elimination of architectural barriers.

			Municipality and the coordinators.		
Networking and participation		The working group was composed of associations with people with disabilities, the technical institute, and professionals as tutors.	The group met periodically, to follow and assess progress towards the objectives.	The aim is to keep the collaboration between the technical office and CLEBA active.	
Strategic planning	The idea was to improve the existing Plan with design solutions and works for removing the remaining barriers.		No master plan as such, but implementing the necessary interventions soon.	Projects for the realisation are due to be done between 2008 and 2009.	
Knowledge management		The relevant experts are summoned: Municipal Technical Office, private Professionals and teachers of the Technical School.	Knowledge transfer was done mainly from the experts to the students of the technical school, as part of the educational aim connected to the main project.	The ultimate aim is to create the foundation for developing within the technical office a specific competence and sensitivity about accessibility.	
Resources		The project is mainly on a voluntary basis. It has a low budgeted cost to cover the tutoring and operational expenses.	The project is mainly on a voluntary basis. The project has a low budgeted cost, for the printing and seminar expenses.		In the preliminary budget for 2008 of the Municipality, a substantial amount of money is earmarked for the new Plan that will be drafted at the end of the project.
Communication and marketing		The project and its phases will be presented to the citizens by some press releases and conferences.	Elaboration and production of a book about the project experience.	The project experience will be published in various magazines, and will be presented at national and international conferences.	