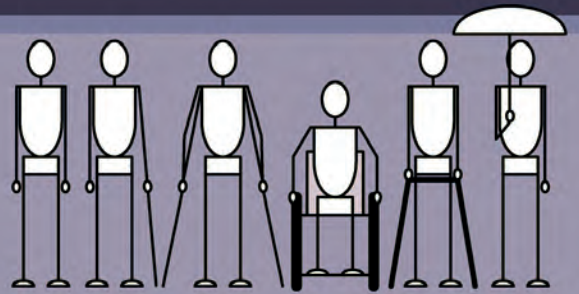2013

ECA

European Concept for Accessibility

Design for All in progress, from theory to practice

ECA 2013

Impressum

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FOREWORDS

Editors

When we are in touch with people, be it in a professional context or in our personal lives, it is inevitable that at some point the discussion turns to Design for All.

Most of the time, people are very enthusiastic about the importance of promoting the idea of an inclusive society, but when it comes to "translating enthusiasm into concrete action" we become aware that we are very far from a common understanding about the meaning of Design for All.

For the large majority of the people we meet, many of them campaigners with some kind of impairment, Design for All means that "disabled or older people need an accessible environment" to be able to participate in society and Design for All therefore means "accessibility for disabled or older people". We must admit however, that a growing number of people believe that there is also a need to change the design of products and services.

Logically the discussion then turns towards the conditions which need to be put in place in order to implement Design for All. Here the promotion of ECA for administrations since 2008 has proved quite successful and we are pleasantly surprised to meet more and more people who know about the "Seven Interdependent Success Factors" – in theory! "In theory" because the remaining challenge is how to use the success factors in any given context.

It is for this reason that we decided to publish the following ECA document, which focuses on designers and advisors. Isn't it the designer's or advisor's task to describe his or her role and the difference that his or her involvement brings to a project?

Hence this publication aims both to help designers and advisors to check their understanding of the role they have to play when advising clients and also to help clients to check whether their advisors follow the principles of a Design for All approach.

When we prepared this publication and asked the members of the European Concept for Accessibility Network to describe how they approach Design for All, we were confirmed in our belief that there are "many ways to Rome" and that it would be impossible to provide "absolute values", but we are convinced that what you will find in this publication comes very close to what you can expect from a good designer.

Francesc Aragall　　　*Peter Neumann*　　　*Silvio Sagramola*

Ministry of Family and Integration Luxembourg

'Emphasizing the importance of mainstreaming disability issues as an integral part of relevant strategies of sustainable development'

(Preamble of the Convention on the Rights of Persons with Disabilities)

No concept is valid unless it can be put into practise. This is certainly true for the notion of 'Design for All'.

Changing our surroundings and rendering them accessible to everyone is a challenge faced by anyone who aims to promote equality between citizens in modern society. This requires deep reflection on our architectural heritage. We are faced with a difficult task, which cannot be accomplished without consulting the individuals concerned. They have a lot of valuable knowledge and experience to share with us.

Over the past 20 years, a lot has been accomplished by both men and women in the field of accessibility. There are numerous examples of achievement in the private and public realms. However, experience has demonstrated that there still remain many obstacles. We must therefore persevere in our efforts in order to create a world in which no one feels excluded and everyone is able to fully benefit from his/her human rights.

This is the reason why I welcome and support the publication of this brochure and thank everyone who has contributed to its realisation.

Enjoy the read!

Marc SPAUTZ
Minister for Family Affairs and Integration
Grand Duchy of Luxembourg
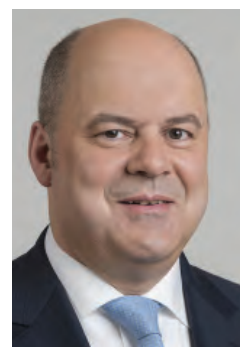
EIDD – Design for All Europe

Europe's population is getting older and increasingly diverse: instead of celebrating these achievements, many see them as a harbinger of catastrophe. How will we pay pensions and manage with more of the population that cannot cope with our thoughtlessly thrown-together artificial environment and everything in it (products, services, communications, strategies…)? How will ethnic and cultural diversity dialogue with a continent of proud traditions?

Although the standard response to these and other challenges is retrenchment, cost-cutting and fear on the part of most private and public decision-makers, they can and must be a source of renewed impetus for a socio-economic system whose window of opportunity is rapidly being closed by an economic crisis that has hit Europe harder than anyone cares (dares) to admit and refuses to go away, despite all the prognostications from eminent economists, because their proposed solutions are actually contributory factors to its persistence: more of the same failed old recipes can only make things worse.

Yet there are brilliant alternatives to yesterday's failed models. A major one is Design for All, the focus of the steady work conducted for the last twenty years by EIDD – Design for All Europe and its members in (so far) 23 European countries.

Yet Design for All has focused its efforts on field work, facing up to myriad challenges, providing creative, innovative solutions and then rushing on to face the next challenge, often failing to write up its work so that others can reap the benefit. We have paid less attention to the words scripta manent than to getting the job done.

But a job well done also needs a documentary record: Design for All is a solution to today's socioeconomic woes of such effervescence that it richly deserves the fame, notoriety and emulation that can only come from widespread dissemination. This book and its authors make a valuable contribution to this determined effort.

Pete Kercher
Ambassador, EIDD – Design for All Europe
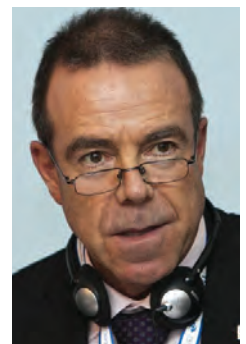
Federal Minister of Transport, Building and Urban Development of Germany

The greatest possible degree of mobility and maximum freedom of movement – in the immediate living environment as well as in the public realm – are major requirements of our time. Social inclusion and a lively togetherness in our society are hard to imagine if these requirements are not met. Today, these issues are attracting more and more attention, in particular with a view to demographic change, and political decisions concerning people with impaired mobility are judged against the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

In order to implement this Convention, the Federal Government has developed an action plan which is constantly being updated.

A sustainable building, housing and urban development policy is of considerable importance in this context. In the interests of a "Design for All", we need, for example, significantly more age-appropriate and fully or partially accessible accommodation. For one thing is clear: each and everyone should be able to continue living in a familiar environment and in their own home as long as possible. It is therefore paramount that, unlike in the past, accommodation and living space – through individual farsighted thinking as well as a long-term demography strategy – be designed accordingly as a matter of course.

Meeting the planning, design and structural criteria requirements of a "Design for All" in practice undoubtedly requires a high level of technical expertise. Consolidating competencies is therefore of valuable assistance: the industry, the crafts sector, academia, authorities and government must join forces and act in concert. This brochure published by the European Concept for Accessibility Network provides reliable guidance.

My special thanks go to all those involved for their commitment. I hope that this brochure will be actively used and provide all readers with valuable insight, and I wish your network every success in the future.

Dr Peter Ramsauer
Member of the German Bundestag
Federal Minister of Transport, Building and Urban Development of Germany
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6.11 Adapting a residential space through small construction works

This case refers to a partial renovation of an old priest's flat, in order to enable him to access the toilet, since he had difficulties in using the bathroom. The parsonage is located within a monumental complex in the historic centre of Milan. With age, the main user was facing daily difficulties in particular in using the bath by himself, because of his problems with movement, articulation and coordination. The main aim for the advisor was to improve the accessibility and usability of the room, in order to get a toilet with higher levels of usability, perception, comfort and maintenance, and by carrying out the works in a relatively short time. The request was to modify the bathroom according to the specific needs of its present user, at the same time keeping in mind that the flat could be given to another priest in the future. In this sense the requested design is "for All", since the choices had to aim at a functional and aesthetic result that should also be compatible with other users.

Photos: Initial look of the bathroom, (© Isabella Tiziana Steffan, 2012)

PROCESS

Eur-Erg-Architect Isabella Tiziana Steffan, Studio Steffan, Milan has been contacted as well-known expert in the field of Design for All, for designing and works supervision, by the Foundation "Opera Aiuto Fraterno", Church of Milan. The institution has been working for many years in the field of assistance and care for priests who are old or ill. In such cases, it is necessary to undertake an accurate evaluation, taking into account some functional evaluations and existing technologies. The most compatible solution with the user has been identified thanks to an accurate analysis of the problems and expectations of the priest, investigations with his doctors and physiotherapists, as well as an audit of the building and structural features of the monumental complex (for the installations in general and in particular to achieve a level entry shower).

Onlus" Foundation (www.portale.siva.it) helped in the evaluation of certain elements, among them the technological toilet lid. The team has tried to achieve a better use of the space, more suitable equipment, anti-slip materials and chromatic contrasts.

Photos: The bathroom after the works: the continuity of materials and colours, as well as the floor level in the shower area, increase the usable space, (© Isabella Tiziana Steffan, 2012)

To achieve an effective result for the project, based on real and concrete data, in such cases it is best to use different tools and methods of evaluation: the F.A.M. (Functional Assessment Measure) for the observation of behaviours and for the global functional evaluation; the OTIPM model for evaluating motor and procedural competences; the Barthel Index (a 10-item measure of activities of daily living) that, especially in the field of rehabilitation, gives an indicative score of the ability of the individual to eat, get dressed, manage personal hygiene, wash himself/herself, use the toilet, etc. In other cases, the team has used the ICF methodology (International Classification of Functioning, Disability and Health) for the evaluation of the environment in which the person lives and its role in defining the situation of handicap. At present the priest who lives in the flat is satisfied, especially with the shower, the tastefulness and pleasantness of the environment. The promoter of the works is satisfied since the environment does not have a "hospital" image and can therefore be acceptable also for future guests who might not have these particular problems.

In some similar cases it was possible to get tax benefits. In fact the technologies commonly defined with the term "domotics" are considered an additional resource and a support for people with physical/motor and sensory disabilities under the Law of the Lombardy Region n. 23/99 (for promoting the purchase of technologies aimed at expanding the abilities of a person by improving the accessibility of the domestic environment). The Italian Revenue Agency gives therefore the opportunity to access tax deductions (decreto legge n. 201/2011, art. 4).

Author:
Isabella Tiziana Steffan

6.13 Workshop "eMpower in Luxembourg – Municipalities enabling the citizens"

The workshop "eMpower – Municipalities enabling the citizens" took place in Luxembourg from the 9th to the 14th of May, in the framework of the Grundtvig European Union Programme. The workshop illustrated the possibilities and potential for local municipalities to adopt the Design for All approach in urban public spaces, transport and in the workplace.

This training experience was led by Centre National Info – Handicap: since 1993 this local association has been dealing with the promotion of accessibility policies in Luxembourg and has been working for the recognition of the rights of people with disabilities.

Following the Design for All approach, the workshop has put together a work and ideas team comprising people with different challenging backgrounds. The team also included three participants with disabilities (a wheelchair user, a deaf person and a blind person) who took part in the exchange of knowledge and experiences, through the presentation of best practices and the subsequent round table discussions. Their participation has guaranteed the constant exchange of knowledge and experiences about the accessibility of different spaces focusing on their own point of view: they have personally tested the usability of all spaces and communication. Moreover, the presentation of best practices and the subsequent setting of round tables were the occasions to reflect together upon people different needs.

Photos: workers in the carpentry and reception in the City maintenance Service (© Lorenzo Lucchini, 2013)

Two examples of integration between the labour market and people with disabilities (specifically involving a blind person and a person in wheelchair) were shown in the headquarters of the Luxembourg City green areas maintenance Service.

The visit of the Schengen Castle and the cruise on the Moselle river allowed participants to experience first-hand good examples of accessible tourism.

The use of local and regional public transport for the daily transfers offered the possibility to directly test the accessibility of the rail and road means of transport and some examples of design and planning.

Photos: Technologies to improve mobility of people in wheelchairs: truck and bus treadmill to bridge the gap between platform and train (© Lorenzo Lucchini, 2013)

The interaction between municipalities and local associations was shown during the visit to Luxembourg Central Station and Belval-Université railway station: the workshop participants could vouch for the good level of accessibility, despite finding some problems emerged through the direct testing of spaces and communicating system by participants wit disabilities.

Photos: train station. Some solutions to facilitate mobility of all people: tactile signals on the pavement, lifts to reach each platform of the station, double handrails and chromatic and tactile signals on the steps. (© Isabella Tiziana Steffan, 2013)

These visits have generated positive feedback in different contexts and the debates produced a lot of "food for thought" on accessibility: the increase in the number of tourists resulting from the accessibility of public spaces and means of transport and the positive economic impact related to accessibility improvements.

The workshop shed light on the need for the involvement of public administrations and experienced advisors, as well as on the importance of cohesion in the network of umbrella associations. In addition, other relevant elements were identified, such as the exchange of ideas and design interventions and the practice of communication marketing.

Accessibility and social inclusion stem from the development of coordinated and synergic actions: complying with the Design for All approach, Luxembourg created a virtuous circle of competencies that connects experts, associations of people with disabilities and decision makers in the framework of a participatory process.

Photo: public conference about the Design for All approach in municipalities; speakers from the City, from Info-Handicap, and participants from the workshop (© Isabella Tiziana Steffan, 2013)

The implementation of accessibility in Luxembourg was led by the driving force and the strategic support provided by Centre National Info-Handicap. The great effort on accessibility enhancement began in 1995 from the need to improve the accessibility of trains and railway stations: Info-Handicap started a collaboration with the national society of Luxembourg rail systems (Société des Chemins de Fer Luxembourgeois – CFL), in order to assert the rights of people with disabilities to accessibility.

In 2003 Info-Handicap created a group called MEGA (Multidisciplinary Experts Group on Accessibility) for technical advice: it connects different associations of/for people with disabilities, like the well-known association ADAPTH that nowadays relies on MEGA advice for the more complex Design for All projects. One of the most important customers is CFL, for the audit of restructuring projects; while Info-Handicap deals with the organisation of professional training courses, focusing on the reception of tourists with disabilities.

The providers of public services rely on the advice of the described associations, due to their time-honored experience, that guarantees their extensive competence about Design for All.
The advisors have to focus not just on specific disability categories, but they must base their work on the participation in the design process of the widest range of final users and decision makers, taking their different needs and unexpressed expectations into account.

Authors:
Isabella Tiziana Steffan, Lorenzo Lucchini

International Register of Design for All consultants

When aiming for optimum performance, organisations constantly seek to improve their processes and approaches to project development, with a view to increasing their market share, improving customer satisfaction, reducing costs or managing risks more efficiently. The proper implementation of Design for All principles improves the chances of success in these areas and can help anticipate potential trouble areas which might arise during projects. However, it is important to know how to implement these principles and use appropriate methods to achieve the desired results.

Given that it is unusual for organisations to have experts available who can advise on all areas of Design for All, it is worthwhile to be aware of the limits of their expertise and use external consultants where necessary.

With the aim of supporting this initiative and providing it with continuity, it would be advisable to create an international register of consultants in Design for All, which will allow users to easily identify areas of activity, experience, geographic location, working languages, as well as the Key Factors collated in this publication (chapter 3). This would provide any organisations or individuals seeking consultancy support to make an informed decision in their selection process. It will also promote collaboration within a dynamic community of professionals.

Author:
Francesc Aragall, Design for All Foundation

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Sonia Carpinelli graduated in architecture at the University of La Sapienza in Rome. Afterwards she focused her working life on accessibility and Design for all, participating in national and international working groups on that topic, lecturing at training courses on accessibility, consulting on accessible design and Design for All. She is currently working for NeumannConsult in Germany, focused on Town and Regional Development, Tourism Consulting and Design for All.

Caroline Delveaux, 05/02/1975: Graduated as master in architecture and working experience for 10 years in the field of accessibility. Main activities within the office for accessibility: consultant on accessibility for public buildings, project manager for clients as Total NV, the bank ING, Visitors Centre European Parliament … responsible for developing projects and several training courses mainly for architects, designers and technical services of governments.

Eckhard Döring studied civil engineering and graduated with an engineering degree concentrating on the field of traffic engineering. Between 1989 and 1991 he was employed by an engineering office for road planning in Bielefeld. Since 1991 he has been working for the City of Paderborn in different departments (traffic planning and management, road planning and construction management). At present he is the assistant chief officer of the Road and Bridge Building Authority in the City of Paderborn managing the department of traffic planning and management.

Simon Kesting (Kesting Projektdesign), Designer & Consultant. The skilled joiner studied "project design" at the Academy of Design & Crafts Münster and "Accessibility & Inclusive Design MSc" at the University of Salford, UK. As a consultant on accessible & comfortable living he worked for the Chamber of Crafts Münster, supporting the INTERREG IVa-Project "Wohnen im Wandel". Since 2012 he is a member of the executive board of "Design für Alle - Deutschland e.V. (EDAD)".

Mathias Knigge, Director of grauwert (consultancy for demographically inclusive products and services), advises companies on older target groups and design for all / universal design. The designer and engineer has acquired a profound knowledge as research fellow in the research project „sentha" (founded by the German research society (DFG) / University of the arts Berlin (UDK)). His main activities are studies, training (sensitisation), user-tests and product-development. He is the author of various publications and speaker at symposiums. As board member of EDAD (Design for All – Germany) and visiting professor, Mathias Knigge establishes Design for All as a reasonable response of product development to demographic change.

Lorenzo Lucchini graduated in Architecture from the Politecnico University of Milan in 2011; he works in the field of Sustainability, Heritage and Accessibility. He is member of ICOM-accessibility WG, member of Collegio Ingegneri-Architetti CQA (Environmental Quality Commission).

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Peter Neumann has studied Geography, Town Planning, Public and Building Law as well as Political Science at the University of Münster. Being director of the consultancy NeumannConsult based in Münster, Germany, he is also founder and president of Design for All – Germany (EDAD). Furthermore he is member of the European Concept for Accessibility Network (EuCAN), Senior Vice President of EIDD – Design for All Europe and visiting lecturer at several Universities and Academies. In 2003 the EU-Commission appointed him to the "European Commission Expert Working Group on Accessibility".

Daniela Orlandi: Architect and journalist in Rome, employed at Capodarco, "cooperative sociale e integrate", business unit "Sociale". Manager of the thematic channel "without barriers" and consultant on accessibility issues in the Contact Center Integrated Superabile of INAIL (www.superabile.it). Activities of training and organisation of courses on "Design for All" for technicians, engineers and architects. Experience in the field of "tourism for all" and production of manuals with good practice to improve the quality of welcome for tourists with disabilities.

Nuno Peixoto: Partner and CEO in ProAsolutions.pt Lda, Design for All consultant applied to services in Municipalities and private companies, Design For All Foundation Delegate, Partner and CEO in Ctchannel.tv (Architecture, Urbanism and Design WebTV), Partner and CEO in Referestratgia Lda.

Miodrag Počuč is PhD student at the Department for Traffic, Faculty of Technical Sciences in Novi Sad. He took his Master's degree in 2010. His focus is in the field of implementation of the concept "Design for All" in traffic management. He is the author of several publications on accessibility and design for all. He has ten years experience in this field and is active in civil society. He has designed and coordinated many projects related to accessibility. He is currently working for the Centre "Living upright" in Novi Sad as accessibility programme Coordinator. He is also Coordinator of the accessibility team in the City of Novi Sad and an active consultant in the accessibility field at the firm Adomne.

Bojana Rudić Počuč: Director of Adomne, is a consultant who focuses on Accessibility and Design for All. She is studying for a Master's Degree on the topic of project management. She has seven years experience in this field and is active in civil society. She is also working as an associate on the programme of accessibility in the Centre "Living upright". She has designed and coordinated many projects related to accessibility. She is a member of the accessibility team in the City of Novi Sad.

France Rolland, occupational therapist (ADAPTH asbl): "The design for all advisor must have a good understanding of all aspects of the human functioning and of the environmental factors to help design buildings where each individual can participate to the complete range of activities."

Silvio Sagramola, Director of the National Disability and Information Center – Info-Handicap Luxembourg and Coordinator of the European Concept for Accessibility Network EuCAN. Through his position at national level, Silvio Sagramola is linked with a huge and wide ranging network of organisations, administrations and service providers in Luxembourg and in Europe. His professional focus is on finding concrete and efficient answers and solutions in order to support people in accessing their rights, in this context the promotion of Design for All is a particular challenge.

Isabella Tiziana Steffan is an Architect and a certified European Ergonomist, owner of Studio Steffan based in Milan, Italy, since 1982, focused on Ergonomics and Design for All. She is a member of many Associations at national and international level: she is co-founder of ENAT, EuCAN member, Design for all Foundation delegate, member of UIA Architecture for All WG Region 1, ICOM-accessibility WG member.

Ingeborg Stude is a graduate in Urban Planning and expert on barrier-free construction. In the Senate Department for Urban Development and Environment Berlin she is coordinating ministerial and individual affairs in the field of barrier-free construction. Within this responsibility in addition to consulting architects, planners and institutions such as the Federal Building Authority in major projects of civil engineering in Berlin, fundamental planning principles of Universal Design in Berlin have been developed. Ingeborg Stude is giving lectures on Design for all at national and international level. She is an active founding member of the European Working Group "Barrier-free City for All".

Matthias Thiel is a qualified industrial engineer and manages projects on the topic of demographic change at the German Sanitation, Heating and Air Conditioning Association (ZVSHK), which represents the plumbing in Germany. It is his task to raise awareness of demographic change among the 30,000 plumbers in the association. In Germany alone, an estimated 2.5 million bathrooms will need to be suitable for use by older generations by the year 2030. A central aspect of this is the incorporation of "Design for All" principles.

Marcel Wijnker, 07/11/1972. Graduated, master in Product Design and also followed the course mobility expert. Main activities within the office for accessibility: responsible for consultancy on accessibility of the public domain, playgrounds, infrastructure of public transport, mapping the accessibility of city centres and plans for improvement. As product designer he consults on the accessibility of way-finding within buildings and graphics for visitor centres & tourist destinations.