



LivingAll: Free movement and equal opportunities for All.

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www.livingAll.eu

Best practices supporting free movement and equal opportunities for All in Europe at a glance

FP6 PROJECT COORDINATED BY:

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The **LivingAll guide to best practices** is aimed at supporting the rights of people with disability in Europe. This guide describes the current situation regarding free movement and equal opportunities in Europe, emphasizing actual needs and barriers reported by people with disability, and providing recommendations on the effective measures taken and the implementation of best practices in order to improve free movement and equal opportunities for people with disability in Europe.

1.- FREE MOVEMENT AND EQUAL LIVING OPPORTUNITIES FOR ALL. THE LIVINGALL PROJECT

The project **Free movement and equal opportunities for all - LivingAll** is a project funded by VI Framework Programme of the European Commission, FP6-2005-SSP-5-A and developed between March 1st, 2007 and February 29th, 2009. The LivingAll project aims to increase free movement and equal opportunities for people with disabilities in Europe, providing decision makers with tools and methodologies to make policies more effective and to benchmark and overcome current limitations and obstacles.

The project is structured in five work packages (WP), whose main objectives and results are described as follows:

WP 1. Information gathering in the legal area concerning free movement and equal opportunities for all in Europe.



Main objectives:

- a) To document the rights of people with disability to free movement in the current European context.
- b) To review and classify specific regulations and action plans at national or regional levels which contribute to the free

movement of people with disability.

Deliverables published¹:

D1.1. Report concerning free movement of people with disability at European level.

D1.5. Compilation and classification of the national policies and action plans in Europe.

WP2. Information gathering in the technological area concerning free movement and equal opportunities for all in Europe.



Main objective:

To review and classify current technical aids which contribute to the support of free movement and equal opportunities for people with disability.

Deliverables published:

D2.3. Compilation and classification of technical measures.

¹ All the published deliverables of the project are available in the project website www.livingall.eu

WP3. Evaluation of the use of free movement rights by people with disabilities in Europe.



Main objectives:

- a) To define communication channels and data collection procedures to compile information regarding barriers and knowledge of the actual rights to support free movement.
- b) To gather data with a sample of 700 people with disability in Europe.

Deliverables published:

D3.1 The LivingAll questionnaire²

D3.2 Sample design and action plan³

WP4. Detection of main barriers preventing free movement and equal opportunities for all in Europe.



Main objectives:

- a) To detect general and specific environmental barriers that prevent free movement and equal opportunities for people with disability in Europe.
- b) To obtain quantitative conclusions about the extent to which people with disabilities take advantage of their rights to free movement.

Deliverables published:

D4.1 Report presenting the real situation of free movement and equal opportunities for people with disability in Europe.

D4.2 Main barriers to free movement of people with disability in Europe.

WP5. Selection of best practice solutions to cover the existing barriers concerning free movement and equal opportunities for all



Main objectives:

- a) Select and validate current best practices that support free movement of people with disability in Europe
- b) Discuss and propose solutions or guidelines for detected unsolved barriers
- c) Produce a guide containing these best practices

Deliverables published:

D5.4. The guide to support free movement and equal opportunities for people with disability in Europe (The LivingAll guide to best practices)

² Available in Annex I of D4.1. Report presenting the real situation of free movement and equal opportunities of people with disability in Europe.

³ Available in section 2 *Methodology* and in *Annex II Recruitment procedure followed by country* of D4.1 Report presenting the real situation of free movement and equal opportunities of people with disability in Europe.

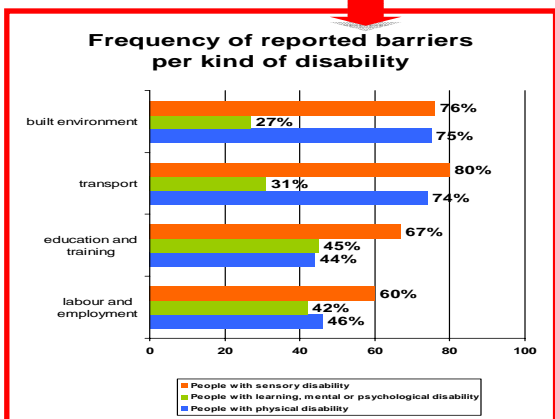
2.- BARRIERS TO FREE MOVEMENT AND EQUAL OPPORTUNITIES FOR PEOPLE WITH DEPENDENCY IN EUROPE

Effective and relevant good practices have been based on the current limitations and problems reported by people with disabilities. The survey provided a wide analysis of the situation covering several different areas⁴. The graphics below show the results obtained concerning frequency and relevance of barriers reported by the sample, differentiating between those areas. Frequency was established based on the percentage of people reporting limitations in those areas. Relevance was measured based on a Likert Scale of 1-5 points.

Specifically, in **2008 more than 40% of European people with disability faced barriers in all the areas of their lives; furthermore**, it is disconcerting that more than 65% of people with disability face **BARRIERS** to access and use **MEANS OF TRANSPORT** and the **BUILT ENVIRONMENT**

Moreover, **people with sensory and physical disability find barriers more frequently than people with mental disability.**

70-80% of people with sensory disability find **BARRIERS** to access and use **MEANS OF TRANSPORT**, **MEANS OF COMMUNICATION**, the **BUILT ENVIRONMENT** AND **EDUCATION AND TRAINING**.



TRANSPORT.

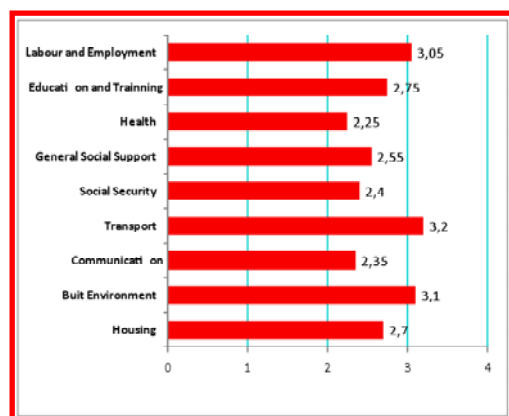
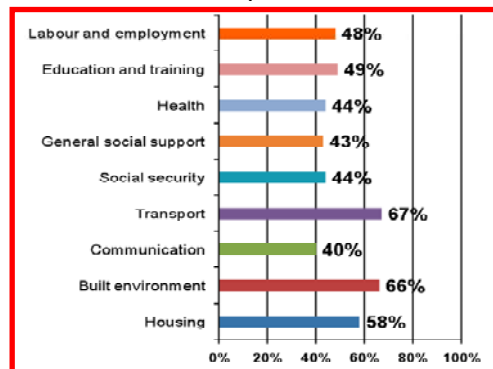
70-80% of the **PEOPLE WITH PHYSICAL** disability find **BARRIERS** to access and use **MEANS OF TRANSPORT**, the **BUILT ENVIRONMENT** AND **HOUSING**

The most relevant barriers to free movement and equal opportunities for all are in the areas of means of transport, built environment and labour and employment.

Access to and use of **MEANS OF TRANSPORT & EDUCATION AND TRAINING** are the most prominent Barriers that people with physical disability & sensory disability find.

Barriers in access to **LABOUR AND EMPLOYMENT & EDUCATION AND TRAINING** are notable barriers to free movement and equal opportunities for all for people with all kinds of disabilities.

The qualitative approach to the data on the barriers reported by people with disabilities shows that the **most frequent and relevant reported barriers** to the free movement and equal opportunities for All in Europe ARE: **1.- Lack of information, 2.- Too much bureaucracy, 3.- Architectural barriers, 4.- Not enough professionals with the appropriate training.**



⁴ Areas considered are based on the International Classification of Functioning, Disability and Health; World Health Organization, 2003. For a deeper discussion see D1.1 Report concerning free movement and equal opportunities of people with disabilities at European in www.livingall.eu.

Per area, specific barriers to the free movement and equal opportunities for All are the following:

	1st most relevant reported barrier	2nd most relevant reported barrier	3rd most relevant reported barrier
Housing	Architectural barriers Stairs without ramps and absence or inaccessible lifts. Houses are not accessible. Lack of tactile guides and poor lighting.	Technological barriers Lifts are not accessible. Supporting technologies are expensive, difficult to use, too big to have at home and difficult to obtain.	Information barriers Lack of information about technologies and how to get economic support.
Built environment	Architectural barriers Stairs, absence of handrails, ramps or lifts. Badly maintained pavement. Obstacles due to placement of movable objects.	Technological barriers Traffic lights not accessible. Lifts not accessible.	Information barriers Confusing architectural layout plans and buildings. Poor signage and lack of tactile signage. Lack of information on accessible areas.
Means of communication	Technological barriers CDs, DVD-Menus, Websites are often inaccessible or difficult to access. Lack of subtitles in some TV programmes. Mobile phones with inaccessible buttons and screens. Difficulties in adapting current technologies to support people with disability.	Information Lack of information for people with disability regarding: a) How to get financial support, and b) How to use current technologies. Lack of information for other professionals whose work affects barriers for people with disability (for example, website designers).	Economic Too expensive technologies. Financial support is lost or reduced after having a salary job. Internet access is too expensive in some countries.
Means of transport	Architectural Inaccessible terminals. Lack of adapted toilets in buses and trains for long journeys. Lack of parking spaces for people with disability in some areas. Very few adapted taxis.	Technological Inadequate and broken ramps in means of transport. Many difficulties to adapt private cars.	Economic Technologies in this area are very expensive. Financial support is difficult to get and usually not enough.
Social security	Bureaucratic Inflexible systems, slow procedures, long waiting lists and waiting periods, etc. Different offices for disability issues. Processes and administrative language too difficult to understand.	Information Lack of information about where to get information. Lack of information about their rights.	Economic Financial support is not enough to cover the needs of people with disability.
General social support	Bureaucratic Inflexible systems, slow procedures, long waiting lists and waiting periods, etc. Different offices for disability issues. Processes and administrative language too difficult to understand.	Information Lack of information about the current initiatives to support people with disability.	Professionals without the appropriate training Professionals in leisure centres do not know how to deal or communicate with people with disability Professionals do not know enough about accessibility and inclusive design.
Health services	Bureaucratic Inflexible systems, slow procedures, long waiting lists and waiting periods, etc.	Professionals without the appropriate training Not enough specialists in hospitals. Not enough special transport for people with disability who have to travel long distances to visit a doctor.	Information Lack of information about where and how to get support and about actual assistive technologies. Information is difficult to understand.
Education and training	Professionals without the appropriate training Lack of specialists to deal with people with disability in the education centres.	Bureaucratic Inflexible systems, slow procedures, long waiting lists and waiting periods, etc.	Information Lack of information about initiatives and adapted education centres.
Labour and employment	Discriminatory social attitude towards people with disability Discrimination from employers and colleagues.	Bureaucratic Inflexible systems, slow procedures, long waiting lists and waiting periods to take advantage of their rights.	Information Employers lack information about initiatives to support and increase employment for people with disability.

3.- GENERAL RECOMMENDATIONS AND GUIDELINES TO IMPROVE FREE MOVEMENT AND EQUAL OPPORTUNITIES FOR PEOPLE WITH DISABILITY IN EUROPE.

By addressing the difficult challenge to increase free movement and equal opportunities for people with disability at all levels, the project researchers, together with the people with disability participating in the LivingAll survey, have pointed out some general recommendations and guidelines. The main recommendations of the LivingAll project are the following:

1 People with disability should have the possibility to participate at a deeper extent in all the initiatives aimed at improving free movement and equal opportunities for people with disability. The authorities should consider the creation of working groups of people with disability to advise them in the elaboration of all kind of measures to support the rights of people with disability. These working groups would be a communication channel between Authorities and stakeholders.

2 Same rules/standards across each country and among the European countries have to be implemented and extended to Europe in order to notably increase free movement and equal opportunities. The measure is mainly important regarding the **concept of disability**.

3 Ensure the implementation of laws regulating the rights of people with disability. National, regional and local authorities should follow-up on the implementation of the laws regulating the rights of people with disability and make the absence of implementation of regulations punishable by Law.

4 Increase the financial support for people with disability. There is a common lack of resources, with different dimensions depending on the country, in order to overcome the limitations reported to achieve and independent living and non-discrimination rights.

5 Promote information about the actual rights of people with disability. Promote barrier free information about the actual non-discriminatory measures and rights of people with disability by: a) informing them of their rights and how to take advantage of these rights, and b) informing the whole society of the rights and needs of people with disability.

6 Less bureaucracy. Long bureaucratic processes have been reported as one of the main obstacles in the areas: social security, general social support, health, education and training, and labour and employment.

7 Increase knowledge of the needs of people with disability among professionals who directly deal with people with disability (doctors, nurses, social workers, teachers, etc.) and among those whose work can affects barriers to free movement and equal opportunities for them: architects, designers, planners, policy makers, professionals in the means of communication, etc.

8 Outdoor environment, public buildings, buildings that are open to the public and new constructions should be barrier free. Almost all EU Member States have various forms of legislation concerning built construction standards for the needs of people with disability. The survey results show that the standards are not fully complied with in any of the researched countries. Accessibility standards should also cover the needs of people with visual or hearing disability, who are frequently forgotten.

9 **Increase barrier free transport initiatives**, considering all the elements: architectural, technological, legislative and communication initiatives have to be pursued in combination to achieve the best results.

10 **Increase accessible means of communication initiatives**, with the aim to protect everyone's right to access all sources of information. The initiatives should also encourage the use of assistive technology, hardware and software, to allow the access of people with disability to information and services of information systems, and the establishment and updating of technical standards for barrier free websites.

11 **European countries should make efforts to increase employment rates of people with disability.** According to the European Foundation for improvement of Living and Working Conditions, the challenge will be to provide employment for 50% of people with disability with moderate impairment and 30% of people with disability with severe impairment.

12 **Support and promote the implementation of Case management concerning health services.** Case management has been identified as an effective care and service integration strategy, as well as an appropriate coordination method for practitioners delivering long-term care for adults. Case management aims to match supply and demand for persons in complex situations – with functional impairments and a high risk of institutionalization -- through the development of a network of services over time and across services, and to empower patients and their relatives to use these services self-reliantly.

13 **Finally, inclusive design should be promoted** in all areas and new products, increasing the access of people with disability to the market. All new initiatives and those in development should consider the particular needs that some people (not only people with disability) have, promoting in this way, the elaboration and development of "products" capable of being used by anyone.

4.- TEN BEST PRACTICE SOLUTIONS TO INCREASE FREE MOVEMENT AND EQUAL OPPORTUNITIES FOR PEOPLE WITH DISABILITY IN EUROPE⁵.

1: One-stop-shop regional office

It is focused on centralizing all the processes in order to support and inform people with disability, their families and carers to take advantage of their rights and all kind of existing measures in one place. This office will also provide advice to private companies and other entities in order to employ people with disability. Other issues such as training courses for professionals who are going to deal with people with disability will be also coordinated here.

2: Home care

Home care is proposed as good practice in European health as it means patients can remain in their homes instead of in hospitals, with their medical needs covered by a mobile health team. Moreover, there is direct and efficient communication between patients and health team during the whole process. This solution increases quality of lives of patients, family and carers and reduces health cost, improving the sustainability of the system. Home care is recommended mainly for patients: a) who do not require intensive care; b) who have good social atmosphere, with responsible carers and families; and c) both, carer and patient, accept home hospitalization.

3: Special support for dependent people: Specific dependency or long-term care systems

Specific dependency systems would empower citizens with major difficulties to perform the basic activities of daily living for reasons of age, illness or disability. The system assures access to coordinated health and social services adapted to the needs of long term care users, the continuum of care (design of specific care itineraries, etc.) using the case management methodology⁶, and also considers economic benefits for people with disability who cannot access the catalogue of services. The objective is to use the benefits to cover the cost of informal carers supporting people with dependency. Development of prevention programmes (active and healthy ageing for example) as well as promotion of the research in personal autonomy should also to be included.

4: Training and information courses about disability issues

A training program including relevant issues on disability, from the free movement and equal opportunities approach should be designed and developed. The program should be addressed and elaborated based on the analysis of needs, gaps and barriers detected, and focused on each countries differences. This would include, among other issues, training courses for professionals (teachers, psychologists, social workers, doctors, nurses, architects, web-site designers, on-line editors, etc) about the specific requirements of people with disability and the knowledge obtained by current research. Training about rights, measures and financial support for these people should also be integrated.

5: National “barrier-free internet” help desk

A National contact point to help eliminate barriers and limitations in internet and intranet, and ensure that people with disability can access information directly would be a very positive improvement to current situation. All stakeholders involved would be integrated (public administrations, private entities, web designers, etc.). Training about WAI guidelines for websites providers, web designers, developers and online-editors would be facilitated by this initiative. It should also have a monitoring committee with the aim of ensuring that websites attain their goals and that users are satisfied, complying with the updated criteria for barrier-free internet.

6: Access-city – Data bank on accessibility

Access-city would be a tool to spread clear and simple information about architectural accessibility and current barriers of all buildings, leisure areas and means of transport for public use in each city. This would allow for promotion of private buildings and areas with public use (restaurants, hotels, museums, etc) and, therefore, increase the competitiveness of tourism, through the inclusion of people with disabilities. The information should be reliable and updated to have full impact. Thus, a municipal or local committee must be formed to take charge of information monitoring.

7: Centre for Resources and Evaluation of Technologies for People with disability

The creation of a specific centre for evaluation and information about technologies for people with disabilities would promote and improve technological solutions and foster knowledge, empowerment, imagination and creativity in the design of new technologies for people with special needs. This Centre should research, develop and transfer knowledge about inclusive design of technologies; assess public and private entities in the design, development and commercialization of inclusive technologies; and inform, disseminate and train older people and people with disability in the use of these innovative solutions.

⁵ For further information see The LivingAll guide of best practices available in www.livingall.eu

⁶ For further information about the implementation of Case Management, see the general recommendations and guidelines of this guide.

8: Mental Health National Plans

A comprehensive plan at the National level should be developed to promote mental well-being for all. This plan should include communication, collaboration and shared knowledge about mental health issues among the European countries, as well as the creation and implementation of policies to support people with mental disability. This plan should offer effective care in community-based services for people with severe mental health problems and strengthen general social support initiatives. Specific objectives should be addressed such as to strengthen communication channels among authorities and the different stakeholders involved and to design actions to eliminate barriers in education and training and increase employment among people with mental disability.

9: Directive to support employment of people with disability

Specific legislation should be implemented to ensure that at least 5% of the work force consists of people with disability if a company has more than 20 employees. Companies should be fined if they don't reach the mandatory number of disabled employees. The penalties should finance an equalisation fund. This fund should cover and promote different actions facilitating the increase of employment of people with disabilities and positive attitudes towards them. For example, hiring and especially job training of people with disability should be supported financially by these means.

10: Education for All

This measure is required to promote education and eliminate the current reported barriers that prevent people with disability in Europe from accessing free education. This measure should develop special plans for students with learning disability, supporting and increasing their inclusion and access to education according to their needs and expectations. The measure should also take a comprehensive approach: eliminating architectural barriers in education centres and adapting or integrating accessible lifts for students with mobility disability; providing adapted technologies for the students; training teachers and other members of staff in education centres regarding the needs and rights of people with disability.

5.- NEXT STEPS: ACTION

The results presented by the LivingAll project show that **free movement and equal opportunities for people with disability in Europe is still a CHALLENGE** and it is necessary that **all the stakeholders increase efforts in all areas**. According to the data we propose that policy-makers, associations, the private sector and the mass media work together in order **to turn actually face this challenge**, using the following tools:

EUROPEAN, NATIONAL AND LOCAL AUTHORITIES SHOULD:

1. Establish a unique and common definition of the concept of disability in Europe, based on the UN Convention on the Rights of Persons with Disabilities⁷.
2. Promote the coordination of results of current research establishing new challenges for the future.
3. Strengthen equality legislation and general policies in all the areas, particularly those with more notable reported barriers: means of transport, built environment, labour and employment and education and training.
4. Coordinate efforts with the aim of ensuring the implementation of actual equality legislation,
5. Increase efforts and budgets in research with the aim of supporting equal opportunities for all.
6. Play an important role in promoting the perception of people with disabilities as “consumers” who demand products, processes and services created under a wider perspective.
7. Increase collaboration with associations of people with disability and the mass media with the aim of increasing and promoting information about disability issues for people with disability, but also for the rest of European society.

ASSOCIATIONS OF PEOPLE WITH DISABILITY SHOULD:

1. Be involved in the design, development and implementation of initiatives to support people with disability considering the needs of all kinds of disability.
2. Collaborate in the formation of working groups of people with disability with the knowledge and experience necessary to lead future challenges, by collaborating with the National and Local Authorities, researchers, other professionals whose work can create barriers for people with disability, etc.
3. Participate in the dissemination of information concerning disability issues for: people with disability and their relatives, professionals, researchers, authorities, etc. in general, the whole European society.
4. Be involved in the promotion of the new concept of inclusive design, with the aim of covering the needs of people with disability, but also of other social groups with special needs.

COMPANIES AND PRIVATE SECTOR SHOULD:

1. Modify attitudes towards the inclusion of people with disability in the work force.
2. Facilitate accessibility to employment and training for people with disabilities, increasing the possibility of gaining access to better jobs.
3. Consider the needs and requirements of people with disability as part of the market, orienting business strategies to this important part of the population.
4. Promote the concept of inclusive design in the development of products: to eliminate barriers and promote accessibility in all aspects of daily life. The acceptance of this concept should help to change social attitudes.

⁷ Detailed information on <http://www.un.org/disabilities/default.asp?navid=12&pid=150>

MASS MEDIA SHOULD:

1. Help in the promotion and dissemination of information concerning the rights and needs of people with disability, mass media offers the best communication channel to support people with disability.

**IT IS NECESSARY TO INCREASE COLLABORATION AMONG
POLICY MAKERS, PROFESSIONALS, SCIENTISTS, AND OTHER STAKEHOLDERS IN ORDER
TO
DEVELOP NEW AND MORE COORDINATED KNOWLEDGE on free movement and equal
opportunities for All in Europe WITH THE SUPPORT OF THE EUROPEAN COMMISSION AND
NATIONAL AND REGIONAL GOVERNMENTS WITH THE AIM TO CREATE A**



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	Compass Sozial – und Gesundheitsverein - COMPASS (Austria)		Institute 'integrated study', Vienna University of Technology - TUW (Austria)
	Spanish Society of Social and Health Care - SEAS (Spain)		Urban Planning Institute of the Republic of Slovenia – UPIRS (Slovenia)
	Association Nationale pour le Logement des Personnes Handicapées - ANLH (Belgium)		Habinteg Housing Association Ltd – HABINTEG (UK)
	Regional Department for the Environment, Water, Urban planning and Housing - DGV (Spain)		Innovaciones Sociosanitarias - ISS (Spain)
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