



Free movements and equal opportunities for all (LivingAll)

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Work package 5: Best practices selection to overcome the existing barriers

***D 5.4: Guide to best practices solutions supporting free
movement and equal opportunities for people with disability
(LivingAll guide to best practices).***

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PREFACE

This report is part of the European Project Free Movements and Equal Living Opportunities for All (LivingAll project) funded by the Sixth Framework Programme FP6-2005-SSP-5-A.

The LivingAll project aims at increasing the free movement of people with disabilities and the accessibility of all persons to the global European labour market. This project tries to provide decision makers with tools and methodologies for benchmarking and overcoming obstacles that will help to make free movement policies more effective. The LivingAll project is integrated by a consortium made up of eleven partners from seven different European countries with different skills covering legal, social and technological aspects. The participants are:

Coordinator:

Polibienestar Research Institute, University of Valencia- (Spain).

LivingAll consortium:

Compass Sozial – und Gesundheitsverein - COMPASS (Austria).

Spanish Society of Social and Health Care - SEAS (Spain).

Association Nationale pour le Logement des Personnes Handicapées - ANLH (Belgium).

Regional Department for the Environment, Water, Urban planning and Housing - DGV (Spain).

National Research Council, Construction Technologies Institute - CNR ITC (Italy).

Institute 'integrated study', Vienna University of Technology - TUW (Austria).

Urban Planning Institute of the Republic of Slovenia – UPIRS (Slovenia).

SINTEFByggforsk – SINTEFByggforsk (Norway).

Habinteg Housing Association Ltd – HABINTEG (UK).

Innovaciones Sociosanitarias S. L. - ISS (Spain).

In addition to this, a committee of experts of the project, The LivingAll Advisory Committee, collaborates in the LivingAll project making suggestions to improve the results of the survey. The LivingAll Advisory Committee supports the consortium to identify transnational differences and opportunities, analyse transferability of the results, and give a wider geographical scope to the project. This committee has been selected to obtain, with the LivingAll partners, the best representation of the EU-27 Member States.

During the previous development of the LivingAll project, the efforts have been focused on the first workpackages:

Wp1 Information gathering in the legal area. Main objectives: a) to document the rights of people with disability to free movement in the current European context, and b) to review and classify specific regulations and action plans at national or regional level which contribute to the free movement of people with disability. As a result of the research in Wp1 two deliverables have been published¹:

D1.1. Report concerning free movement of disabled people at European level,
D1.5. Compilation and classification of the national policies and action plans in Europe.

Wp2 Information gathering in the technological area. Main objective: To review and classify of existing and in development technical aids which contribute to support of the free movement and equal opportunities for people with disability. As a result of Wp2 the following deliverable has been published:

D2.3. Compilation and classification of technical measures.

Wp3 Evaluation of the use of the free movement rights. Main objectives: a) to define communication channels and data collection procedures to compile

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

information regarding barriers and knowledge of the existing rights to support free movement, b) to gather data covering the North, South, West and Centre of Europe with a sample of 700 people with disability who collaborated in the LivingAll survey.

To gather data about the real situation of people with disability the project elaborated the LivingAll questionnaire to be used in the LivingAll survey. It was elaborated in English and then translated to the languages of the seven countries of the LivingAll survey: Austria, Belgium, Italy, Norway, Slovenia, Spain and U.K. As a result of Wp3 the following deliverables were elaborated:

D3.1 The LivingAll questionnaire².

D3.2 Sample design and action plan³

Wp4 Detection of main barriers. Main objectives: a) to detect general and specific environmental barriers that prevent free movement and equal opportunities for people with disability, and b) to obtain quantitative conclusions about the extent to which people with disabilities take advantage of their rights to free movement. For this purpose, the researchers of the project have analysed the data collected in the LivingAll survey, the results of this analyses was published in two deliverables:

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

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

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

³ Availbale in sectiof 2 *Methodology* and in *Annex II Recruitment procedure followed by country* of D4.1 Report presenting the real situation of free movement and equal oportuities of disabled people in Europe.

Thus, this report, named *Guide to best practices to support free movement and equal opportunities for people with disability in Europe (LivingAll guide to best practices)* is the result of task 5.4 Elaboration of a guide or manual, of the Wp 5 of the LivingAll project. The objectives of Wp5 Best practices selection to cover the existing barriers are: a) select and validate actual best practices that support free movement of people with disability in Europe, related to the barriers that these permit to overcome, b) discuss and propose solutions or guidelines for the detected and unsolved barriers, and c) produce a guide containing these best practices.

For the elaboration of this guide the LivingAll project has count on: a) the information and suggestions reported by the European people with disability participating in the LivingAll survey, b) the experience and knowledge of the researchers participating in the project and c) the support and recommendations of the experts of the LivingAll Advisory Committee.

POLIBIENESTAR of the University of Valencia has been responsible for the coordination and the delivery of *The LivingAll guide to best practices*, and due to the effort needed for its elaboration they have counted on the special support of ISS and SEAS and, of course, the contribution of the rest of partners of the LivingAll Project

1. Introduction

The *LivingAll guide to best practices* is aimed at supporting the rights of people with disability in Europe by: a) collecting and describing the main barriers that prevent the free movement of people with disability, b) proposing guidelines for the promotion and development of initiatives to overcome the existing barriers, and finally c) disseminating the best practices designed by the LivingAll project with the support of the people with disability participating in the survey.

Based on the previous work undertaken within the project (see Preface), this guide describes the actual position regarding free movement and equal opportunities for people with disability 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

The content of this guide has been structured in different sections. Firstly, the concept of free movement and equal opportunities for all presented together with the context of the fundamental rights. Secondly, the main barriers that inhibit free movement and equal opportunities for people with disability in Europe, providing data of the frequency and relevance of the reported barriers in each area of the research, and a description of the most relevant reported ones. After analysing and describing the actual barriers that prevent free movement and equal opportunities for people with disability, there are some general recommendations and best practices to overcome them, which have been elaborated after the suggestions made by people with disability and the knowledge and experience of the researchers of the project. Finally, there are some conclusions which summary the general situation of free movement and

equal opportunities for people with disability in Europe and future challenges to support people with disability in Europe.

2. Concept of free movement and equal opportunities

The concept of free movement and equal opportunities for all could be defined based on the goals established on the 2004-2010 *Action Plan for equal opportunities of people with disabilities*⁴ together with the *Regulation on the coordination of social security systems when moving within the European Community consolidation*⁵. The following topics, mainly used from a general point of view, can be considered the origin of the concept: freedom of movement, equal opportunities and universal access.

Freedom of movement, mobility rights or the right to travel is a human rights concept which is respected in the Constitutions of numerous States. It asserts that a citizen of a country generally has the right to leave that country, travels wherever the citizen is welcome, and, with proper documentation, returns to that country at any time; and also (of equal or greater importance) to travel to, reside in, and/or work in, any part of the state the citizen wishes without interference from the state.

Equal opportunity is a descriptive term for an approach intended to provide a certain social environment in which people are not excluded from the activities of society, such as education, employment, or health care, on the basis of immutable traits.

Universal access refers to the ability of all people to have equal opportunity and access to a service or product from which they can benefit, regardless of their social class, ethnicity, background or physical disabilities. It is a vision, and in some cases a legal term, that spans many fields, including education, disability, telecommunications, and healthcare.

⁴ [http:// europa.eu.int/comm/employment_social/disability/index_en.html](http://europa.eu.int/comm/employment_social/disability/index_en.html)

⁵ Regulation 1408/71

The union of these concepts leads to the concept of free movement and equal opportunities for all which involves the desire to ensure the right of people with disability to have an independent life. Thus, the goals should be focused on promoting and improving three main issues:

- A) access to areas for public use, such as city streets, parks, banks, hotels...;
- B) access to education and employment, with new and adaptive technologies;
- C) access to health and social care, based on personal autonomy promotion.

European level

At European level there is a wide range of measures related to the areas considered. However, the emphasis given to employment is greater than other issues, probably because Anti-discrimination rights were firstly focused on equal treatment at work. In addition to this, there are also a high number of European initiatives supporting accessibility issues, including access to housing, communication and transport, and European guidelines and standards have been developed in this area. However, the situation of the health and social systems regarding disabled people in Europe needs to be improved; in fact, as it has been commented, the incorporation of the Open Method of Coordination in the field of social protection and social inclusion⁶ will imply future work on these issues, balancing the current situation among Member States.

National level

The study and analysis of the initiatives concerning this issues have leaded us to the following conclusions. The earliest legal initiatives commented within this document have been related to the concept of non-discrimination in most of the countries. However, legislation was required to establish a definition of disability, as one of the potential discrimination groups, in order to highlight the

⁶ Joint Report on Social Protection and Social Inclusion 2007 (6694/07)

necessity to provide equal rights for the disabled people, among other disadvantaged groups, and also to bring up new legal measures. These first legal measures mainly focused on social security, general social support and health services, integration and accessibility were used from a general point of view. The wish to promote integration and equal opportunities for the disabled led the governments, encouraged by the European Union, to focus their efforts in accessibility to education and labour market. The right of the disabled people to have access to these main areas of life has meant the promotion of other initiatives: communication for all, accessible websites with information to support disabled people, legal measures regarding transportation, the creation of shelter employment in private and public entities, the creation of new technologies to help disabled people in different areas, the necessity to promote building for all initiative...

Obviously the process has been different in each country. For example, some of the countries do not have specific constitutional provisions regarding disability, but they provide laws and regulations to promote equal opportunities; such as the case of Belgium, Denmark, France, Finland and Slovenia. On the other hand it is important to point out that only some of the countries have developed a Specific Framework or General Plan to improve the quality of life, and achieve independent living conditions and equal rights, considering the different areas of action; this is the case of Austria, Germany, Italy, Norway and recently Portugal and Spain.

There are differences but all the countries have made great efforts to develop specific laws to improve the right of access to employment, health and social security, and the building accessibility. However, other areas such as general social support, communication or education show a wider gap between the countries. Finally, it can be also observed that, in some countries, like Austria and Germany, the role of non-government organisations and initiatives is more relevant and efficient than in other European countries.

In short, the concept of free movement in Europe and the right of the disabled will only be possible if the measure taken concerning all the areas are improved and coordinated in all the European countries.

Technological level

The collected and classified actual and upcoming technical tools and aids that may support free movement of people with disabilities and accessibility for all to the European labour market. This analysis covered the areas of urban planning, construction rehabilitation, life time and smart homes, mobility, and care services.

To draw some conclusions from the collected information:

- In the areas of urban planning, construction rehabilitation and life time homes generally approved standards exist or are emerging. A main challenge in these areas is the accomplishment with these standards by private enterprises and the different States, which would not only support the mobility of people with disabilities but ease the life of all people.
- In the areas of care services, mobility and smart homes a lot of vendors offer different systems and aids. A main challenge in these areas seems to find a provider in the respective country as well as information about possible government aid or other forms of financial support.

As expected within the project objectives, it was not possible to give a complete overview of all technical aids available in Europe. This would require a specific EU Project in itself, because of the time consuming search and enquiries at manufacturers. The collected data, however, can be seen as a representative cross section of available tools and products giving the reader a starting point for further looking into this area.

3. Main barriers to free movement and equal opportunities for people with disability in Europe.

In section 3 “Main barriers that inhibit free movement and equal opportunities for All” basic information on the difficulties found by the people with disabilities is shown. As in previous documents of the LivingAll project, these limitations are analysed taking into consideration the different areas of investigation as defined in the *International Classification of Impairments, Disabilities, and Handicaps* (ICF)⁷. Thus, the information on barriers and limitations perceived will be described concerning the following areas: (1) housing, (2) built environment, (3) means of communication, (4) means of transport, (5) social security, (6) general social support, (7) health, (8) education and training, and (9) labour and employment. Moreover, the kind of disability has been also considered from a descriptive approach to the issue.

Concretely, three main aspects will be commented in this section: the Frequency of reported barriers in Europe per area and per kind of disability including percentages; the relevance of the reported barriers per area and per kind of disability, according to the importance of the limitations perceived by people with disability using a quantitative 1-5 (being 1 least relevant and 5 most relevant); and finally a description of the three most relevant reported barriers in each area including a summary of the information compiled on the nature and description of the limitations.

All the data used for this section is available in 4.1 Report presenting the real situation of free movement and equal opportunities of disabled people in Europe and in 4.2 Main barriers to free movement of disabled people in Europe.

⁷ International Classification of Impairments, Disabilities, and Handicaps. World Health Organization, 2003. See introduction of *Compilation and classification of the national policies and action plans in Europe* (www.livingall.eu).

3.1 Frequency of reported barriers to free movement and equal opportunities for people with disability in Europe per area and per kind of disability.

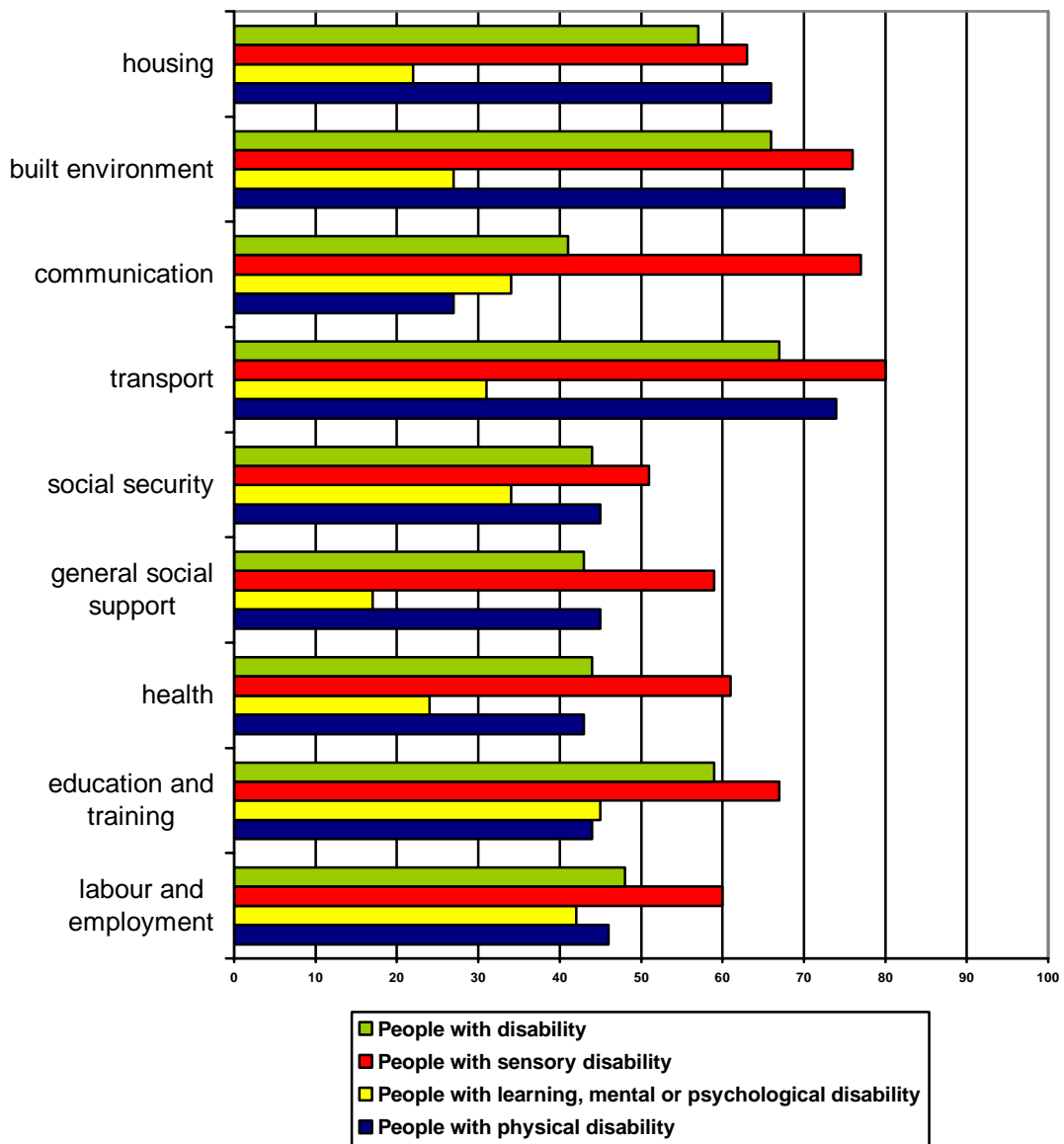
In subsection 3.1, the frequency in percentage of reported barriers in Europe per area and per kind of disability are provided⁸ per areas and per kind of disability. Graphic 1 shows that in all the areas considered, more than 40% of the sample of people with disability reported to perceive obstacles, which evidences an important level of interference in their rights to free movement and equal opportunities.

Concretely, the areas of transport and built environment have the highest frequency of reported barriers, followed by the area of housing and the areas of education and training, and labour and employment. The area with the lowest frequency of reported barriers is communication, followed by the areas of general social support, social security and health, the three of them with similar frequency of reported barriers.

Regarding the data by the kind of disability, Graphic 1 shows that in general, people with sensory disability present the highest frequency of reported barriers. Apart from the area of housing, people with sensory disability have the highest level of reported barriers in the rest of the areas. According to the frequency of reported barriers in all the areas by the other two types of disability, people with physical disability have higher frequency of reported barriers than people with learning, mental or psychological disability in 6 of the 9 areas of the research: housing, built environment, means of transport, social security, general social support, and labour and employment.

⁸ Further information and data available in *Report presenting the real situation of free movement and equal opportunities of disabled people in Europe* (www.livingall.eu) .

Graphic 1. Frequency of reported barriers per areas



3.2 Relevance of reported barriers to free movement and equal opportunities for people with disability in Europe per areas

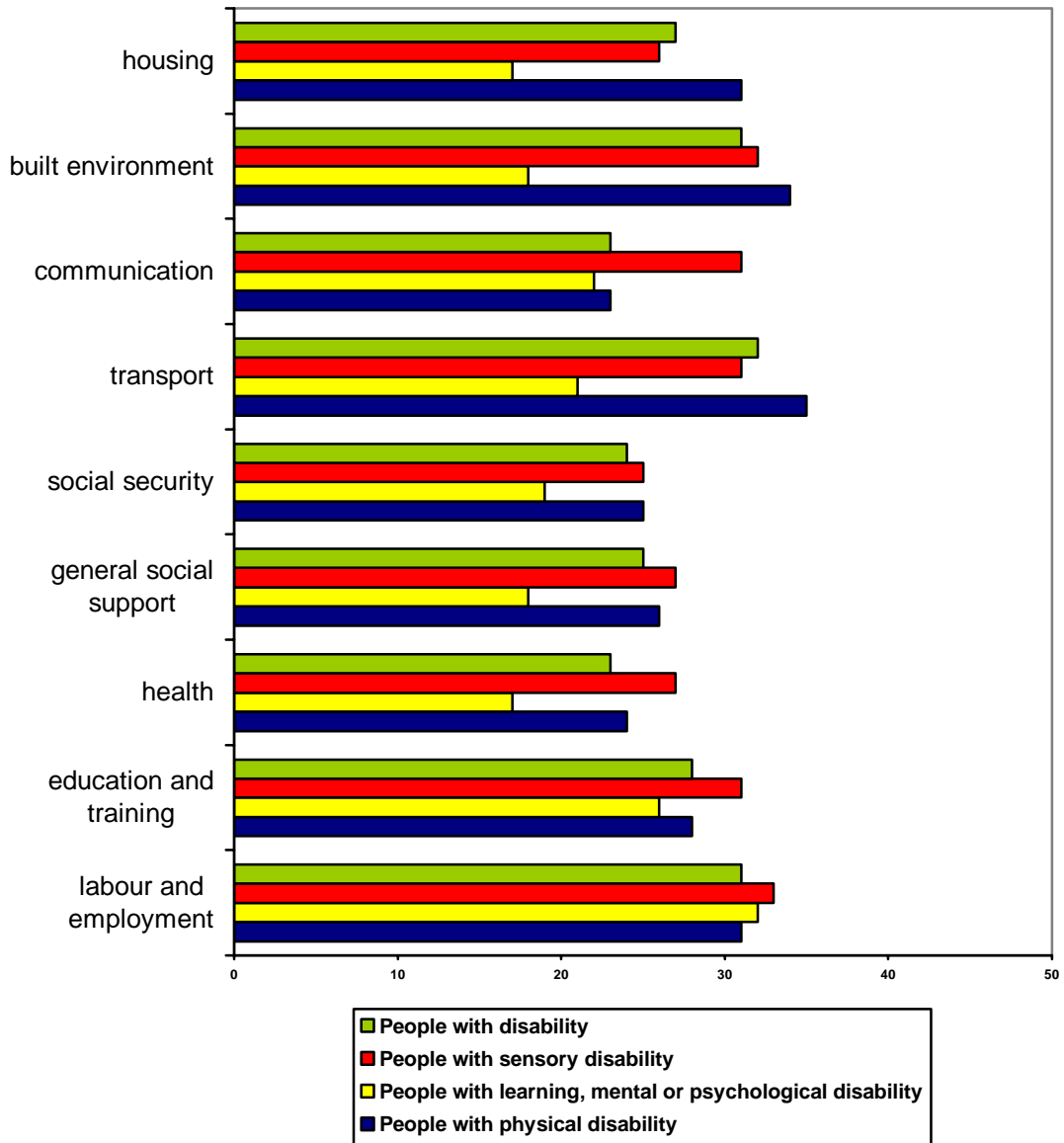
In addition to the frequency of barriers reported, perception of barriers has been evaluated based on quantitative criteria of relevance (Likert scale of 1-5 points). Graphic 2 shows the data obtained in the LivingAll survey⁹ regarding relevance of the reported barriers per areas and per kind of disability. According to this data in all the areas of the research, the mean of relevance of the reported barriers is 2.5 or higher for people with disability, which evidences the importance of the actual obstacles to free movement and equal opportunities in Europe.

Comparing the data of the survey of graphic 2, the areas means of transport, labour and employment, built environment and education and training present the highest relevance of the reported barriers, meanwhile the areas of means of communication and health services show the lowest relevance of the reported barriers. The areas of social security, general social support and housing present similar relevance in the reported barriers.

According to the reported data regarding the relevance of barriers (graphic 2) of the three types of people with disability of the research, people with sensory disability have the highest mean of relevance of the barriers in 6 of the nine areas of the survey: means of communication, social security, general social support, health services, education and training and labour and employment. People with physical disability have the highest mean in the relevance of the reported barriers in the three other areas of the research: housing, built environment and means of transport. People with learning, mental or psychological disability have reported the lowest relevance of the actual barriers in all the areas of the research.

⁹ See Preface of the LivingAll guide to best practices.

Graphic 2. Relevance of reported barriers per areas



3.3 Description of the most relevant reported barriers to free movement and equal opportunities for people with disability in Europe per areas

With the previous general indicators about the perception of barriers concerning free movement and equal opportunities for all, a simple and concrete approach to the situation concerning these issues could be drawn. Moreover, as part of a more descriptive approach to the difficulties and obstacles, the following information allows defining the nature of the main obstacles to the equality and mobility rights. In order to obtain this descriptive approach, the perceived interferences and difficulties reported by the people interviewed were classified as follows: (1) Legislative barriers; (2) Information barriers; (3) Discriminatory social attitude towards people with disability; (4) Economic barriers; (5) Technological barriers; (6) Architectural barriers; (7) Bureaucratic barriers; (8) Professionals without the appropriate training: teachers, social workers, doctors, etc, and (9) Other¹⁰.

Thus, Subsection 3.3 contains a description of the most relevant barriers reported by people with disability in each area, based on the previous classification. For more information regarding barriers per countries and per kind of disability see the LivingAll project report: *Main barriers to free movement of people with disability. Detection and classification of main barriers that inhibit free movement in seven European countries.*

¹⁰ See Annex I LivingAll questionnaire of the *Report presenting the real situation of free movement and equal opportunities for people with disability in Europe.*

3.3.1 Main barriers to free movement and equal opportunities for people with disability in Europe in the area of housing.

In general, the main reported obstacles to free movement and equal opportunities for people with disability in Europe in the area of housing are: architectural, technological and information barriers. The responses of the people with disability participating in the survey lead to the following description of each of the barriers.

1. Architectural barriers

Concerning the area of housing, we find that, logically, main obstacles perceived are related to all architectural aspects, whether in the access to the building, in common circulation spaces or the individual dwellings themselves. More typical barriers reported include access with stairs, steps or kerbs, narrow corridors, absence of handrails and lifts, or inaccessible lifts, lack of tactile guides and poor light in stairways and high thresholds. There are few usable dwellings in the ordinary housing stock. Moreover, main barriers are small rooms, inadaptable kitchens, narrow corridors, and inaccessible bathrooms and toilets.

2. Technological barriers

One of the conclusions that the LivingAll project has pointed out is the complexity to use the existing technology and the difficulty to be updated about the different alternatives and products available to help with daily issues, such as housing. Thus, people with disabilities find frequent barriers concerning the use of lifts (small lifts and doors, inaccessible push buttons, etc). Another frequent technical obstacle concerns to pushing buttons in the main entrance of buildings, which are also inaccessible very frequently or lifts which are not adapted and have high buttons not adapted for blind or deaf people, etc. Finally, the responses of the people showed that technological devices are quite often

too big to be placed in some of the rooms of the house, which imply difficulty to enjoy their use.

3. Information barriers

The answers given by most of the people during the survey complained very frequently about not receiving enough information concerning their rights and the actual measures related to two basic aspects: a) economic support to buy the technological devices they need at home, b) economic support to adapt their houses, c) as previously pointed out, information about the actual technologies to support people with disability at their houses.

Summary of main reported barriers in Europe in the area of housing

Table 1 summarises the main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of housing.

Table 1. Main reported barriers in Europe in the area of housing

Entrance	Stairs
	Not adapted lifts and absence of handrails
	Inaccessible push buttons
	Narrow doors
	Lack of tactile guides
	Poor light
Inside the house	Narrow corridors
	Small rooms
	Narrow doors
	Inaccessible kitchens
	Inaccessible bathrooms and toilets
General	Lack of information about technologies and economic support
	Difficulties to get the financial support to adapt their houses
	Economic barriers

3.3.2 Main barriers to free movement and equal opportunities for people with disability in Europe in the area of built environment.

In general, the main reported barriers to free movement and equal opportunities in the area of built environment are the following: architectural, technological and information barriers. The reported barriers are the same in the areas of housing and built environment, but there are differences in the description of the obstacles.

1. Architectural barriers

Architectural barriers have been reported as the most relevant of the barriers. People with disability participating in the survey have described architectural barriers as: inaccessible public buildings and environment: stepped access, lack of elevators and handrails, badly maintained pavements, lacking or too high ramps or badly maintained and/or coupled with obstacles due to placing of movable objects (cars, bikes or motorbikes for example) and poor maintenance. Pictures 1 and 2 show some of these examples of barriers. These pictures have been included in this guide because it has been reported and highlighted by people with disability as one of the main obstacles of all the areas, and it affects people with sensory disability and people with mobility disability, the two kinds of people with disability with more frequent and relevant reported barriers.



Picture 1. Sloped curb not suitable for blind people and partly obstructed.

(Photo from BUILDING ACCESSIBLE SERVICES¹¹, EU – DG employment project, pp.170, 2006)



Picture 2. Unsuitable and uncomfortable lowered curb.

(Photo from BUILDING AND URBAN SPACE ACCESSIBILITY POLIS, BrePress, pp.68, 2008)

¹¹ <http://www.basproject.itc.cnr.it/>

2. Technological barriers

Although technologies are necessary and useful in the built environment, there are still many reported obstacles concerning technologies. The most frequent ones are: problems with traffic lights – poor visibility, no sound, no vibration and too rapid changes from green to red – and with lift maintenance and the opening time of automatic doors in public buildings and areas such as leisure areas, stations, etc.

3. Information barriers

Finally, the third reported barrier in the area of built environment is again Information barriers. Information barriers in this area have been described as confusing architectural layout of town plans and buildings, poor signage and lack of information on accessibility areas or lack of tactile signage outdoor and indoor to improve access to information are the main obstacles.

Summary of main reported barriers in Europe in the area of built environment

Table 2 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of housing.

Table 2. Main reported barriers in Europe in the area of built environment

Architectural	Stairs
	Absence of handrails or lifts or not adapted
	Badly maintained pavement
	Lack of ramps or inadequate ramps.
	Obstacles due to placing of movable objects
Technological	Not accessible traffic lights
	Not accessible lifts

General	Confusing architectural layout of plans and buildings
	Poor signage and lack of tactile signage
	Lack of information on accessible areas

3.3.3 Main barriers to free movement and equal opportunities for people with disability in Europe in the area of means of communication.

The main reported barriers to free movement and equal opportunities for people with disability in the area of means of communication are (in this order): technological, information and economic barriers. The reported barriers have been described as follows by the people with disability of the survey:

1. Technological barriers

Technological barriers have been reported as the most relevant barriers, especially for people with sensory disability. According to their descriptions: CDs, DVD-Menus and Websites are quite often inaccessible or difficult to access. The lack of subtitles in some TV programmes has been reported as a frequent barrier in means of communication. Regarding mobile phones, their buttons and screens are too small and difficult to see. In general, equipment to adapt technologies are not always available and sometimes they are difficult to use or not good enough.

2. Information barriers

Information barriers have again been reported as one of the most relevant of the barriers. People with disability have described information barriers regarding means of communication as not receiving information, or at least not enough and reliable on: a) the actual technologies and the adopted equipment, b) the economic support that they can receive for the equipment, or c) they do not know how to use the actual equipment.

Apart from that, people with disability complain about the lack of information available for some professionals of this sector for example: web designers, who

are not well informed about access standards and the specific needs of people with disabilities.

3. Economic barriers

Economic barriers have been reported as the third most relevant barrier in the area of means of communication. According to the responses of people with disability participating in the survey, the equipments to adapt the some technologies: computers, telephones, etc. are often expensive and hard to get. Sometimes, the financial support is lost or reduced when people with disability find a salaried job. In some countries the price for internet is too high, which becomes a relevant obstacle for people with disability who have to face other costs to cover their needs.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of means of communication

Table 3 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of means of communication.

Table 3. Main reported barriers in Europe in the area of means of communication

Technological	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 to get the equipment to adapt the actual technologies to support people with disability in the area of means of communication

Lack of information:	of	For people with disability on: a) how to get the financial support for technologies b) How to use the actual technologies
		For other professionals whose work may bring barriers for people with disability, for example websites designers.
Economic		Too expensive technologies
		Financial support is lost or reduced after having a salary job
		Internet access is too expensive

3.3.4 Main barriers to free movement and equal opportunities for people with disability in Europe in the area of means of transport.

In general the most relevant reported barriers to free movement and equal opportunities for people with disability in Europe are three: architectural, technological and economic barriers. They are the same kind of barriers that have been reported in the area of means of communication, although, the description of the barriers have differences. They have been described as follows:

1. Architectural barriers:

Architectural barriers in the area of means of transport relate to the design of rolling stock, stations and stops. Details vary among the countries, but include the accessibility between rolling stock and platforms/pavements, lack of parking spaces for people with disability and general accessibility in terminals: inadequate lifts, narrow doors in some areas, entrances with stairs, etc.

Regarding means of transport, in many occasions, trains, busses, undergrounds, etc. are not adapted or even adapted, are not accessible (too high ramps, gaps between the ramps and the floor). Some buses and trains for long journeys do not have adapted toilets and there are very few adapted taxes.

2. Technological barriers

The list of technological reported obstacles to free movement and equal opportunities for people with disability in the area of means of transport is long and varied. It includes missing ramps, problems and difficulties with modifications to adapt private cars, inadequate/inaccessible announcements in public transport and in general, lack of adapted means of transport. Practical solutions seem under-developed and technologies are not barrier-free.

3. Economic barriers:

The third reported barrier to free movement and equal opportunities for people with disability in this area is the economic. Basically, the barrier refers to expensive equipments and economic support in this area is difficult to get and not enough to cover the costs of adapting private means of transport.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of means of transport

Table 4 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of means of transport.

Table 4. Main reported barriers in Europe in the area of means of transport

Architectural	Inaccessible terminals (see architectural barriers in the area of built environment of this guide)
	In general, inaccessible means of transport,
	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 or elevators 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 normally it is not enough

3.3.5 Main barriers that inhibit free movement and equal opportunities for people with disability in Europe in the area of social security.

In the area of social security, the three most relevant reported barriers to free movement and equal opportunities for people with disability are: bureaucratic, information, and economic barriers, and they have been described as follows:

1. Bureaucratic barriers

The most relevant reported barriers is too much bureaucracy that at the end means inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights to free movement and equal opportunities. People with disability complain because documentation has to be submitted in different offices, which is an important disadvantage for them and their carers, and then, there are long waiting lists.

Apart from that, in the UK people with disability consider the process too difficult to understand, especially regarding what is available for people with disability, meanwhile people with disability from Belgium highlight that administrative language is often complicated. Several users from Norway feel that the practices employed by municipal officers, such as asking for confidential personal details, are degrading. The problems are bigger for people with diffuse or unrecognised diagnosis and for mobility impaired persons who also have speech impairments.

2. Information barriers

The second most relevant reported barriers to free movement and equal opportunities for people with disability are information barriers. People with disability have reported difficulties to obtain the following information about their rights: first, they do not know where they can have access to the information

about the actual initiatives to support them, and then, they do not know what kind of support they can get.

3. Economic barriers

Although all the countries of the survey have some kind of financial support to cover the special needs of people with disability, it is not enough and most people with disability have reported the economic limitations in some of the areas of the survey. The barrier has been mainly reported in this area because the financial support is normally provided by the social security systems of the countries. People with disability have some special needs and difficulties and they financial support that they receive is not sufficient.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of social security

Table 5 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of social security.

Table 5. Main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of social security

Bureaucratic	Inflexible systems, slow procedures, long waiting lists, ect
	Different offices for disability issues.
	Processes and administrative language too difficult to understand
Information	Lack of information about where to get the information
	Lack of information about their rights
Economic	Financial support is not enough to cover the needs of disabled people

3.3.6 Main barriers that inhibit free movement and equal opportunities for people with disability in Europe in the area of general social support.

From a general point of view, there are many similarities between the answers of people with disability concerning the area of social security and the area of general social support. In the area of social security the three most relevant reported barriers were bureaucratic, information and economic; and in the area of general social support, the most relevant reported barriers are: bureaucratic, information and professionals without the appropriate training. The description of the barriers are also similar:

1. Bureaucratic barriers

In the area of social support, the most relevant reported of the barriers, also refers to bureaucracy. Bureaucratic barriers refer to inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights. Documentation has to be submitted in different offices and there is a too long waiting time. The description is the same as the description of the same barrier in the area of social security.

2. Information barriers

Again, the second most relevant reported barrier is the lack of information, although in this case the description is different. People with disability do not have enough information, and therefore do not take advantage about: some discounts in public places like theatres, cinemas, etc., and about the actual activities in their localities to support people with disability: working groups for supporting people with disability, activities for people with disability and their families, etc.

3. Professionals without the appropriate training

Professionals without the appropriate training has been reported as the third most relevant barrier to free movement for people with disability in Europe.

According to the answers of people with disability, some professionals attending people in some leisure centres do not have the appropriate training and do not know how to deal or communicate with people with disability (especially people with sensory disability) and do not know about the needs and barriers that people with disability face. People with disability consider that accessibility and inclusive design should be promoted among other kind of professionals whose works may affect free movement and equal opportunities for them: architects, planners, teachers, doctors, nurses, social workers, bus drivers, etc.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of general social support

Table 6 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of general social support.

Table 6. Main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of general social support

Bureaucratic	Inflexible systems, slow procedures, long waiting lists, etc.
	Different offices for disability issues.
	Processes and administrative language too difficult to understand
Information	Lack of information about the actual initiatives to support people with disability
Professionals without the appropriate training	Professionals in leisure centres do not need how to deal or communicate with people with disability
	Professionals do not know enough about accessibility and inclusive design

3.3.7 Main barriers that inhibit free movement and equal opportunities for people with disability in Europe in the area of health services.

In the area of health services, the three most relevant reported barriers to free movement and equal opportunities for people with disability in Europe are: bureaucratic, professionals without the appropriate training and information barriers. Again, there are many similarities with the areas of general social support and social security, because some of the services are offered in some European countries in the area of social security and in some others in the area of health.

1. Bureaucratic barriers

In the area of health, the most relevant of the reported barriers is again bureaucracy. In this case, the description is completely the same as in the other two areas: general social support and social security: inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights concerning health services.

2. Professionals without the appropriate training: The barrier can be understood in two different ways

In this area, the second most relevant reported barrier is the lack of specialists in the health sector working for the government, which is the main reason for having long waiting lists, etc. In some cases, people with disability who are not living in big cities, complain about having to visit their doctors in the hospitals of big cities, because in smaller cities, hospitals do not offer all types of specialists. Occasionally people with disability need special transport to get to hospitals and they have to ask for this support in advance to ensure they can use this special transport. This is the case of people with disability who have to be transported in ambulances. And the barrier has also been reported by people with disability

who live in small towns or villages and need to visit hospitals or medical centres in other cities, if they can not be driven to the hospital and there isn't any public transport, they need special transport.

Doctors, nurses, social workers informing in health centres, and other members of the staff of health centres do not often have the appropriate training to deal with people with disability. (This description was mainly provided by people with disability with sensorial disability who are deaf and need someone to understand signal languages, etc.) They need someone to go with them because there aren't translators in health centres, hospitals, etc.

3. Information barriers

The third most relevant barriers is the lack of information regarding health services for people with disability. People with disability complain about the lack of information regarding: a) where and how to get the special or economic support, b) they do not understand all the information: sometimes doctors use difficult words and terms, c) they do not have information about the actual technologies to support people with disability to improve their quality of life.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of health services

Table 7 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of health services.

Table 7. Main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of health services

Bureaucratic	Inflexible systems, slow procedures, long waiting lists, ect
Professionals without the	Not enough specialists: long waiting time to visit specialists in hospitals

appropriate training	No enough special transport for people with disability who have to travel long distances to visit a doctor
Lack of Information about	Where and how to get support
	Actual information is difficult to understand
	Not enough information about actual technologies to support people with disability

3.3.8 Main barriers that inhibit free movement and equal opportunities for people with disability in Europe in the area of education and training.

In the area of education and training, the three most relevant reported barriers to free movement and equal opportunities for people with disability in Europe are: in the first place, professionals without the appropriate training; secondly, bureaucratic barriers, and finally, the lack of information. The barriers have been described as follows:

1. Professionals without the appropriate training

The main complain regarding education and training is the lack of professionals in the education centres with the appropriate training to deal with people with disability: teachers, psychologists, etc. and help them. This barrier is especially relevant for people with sensorial or mental disability or psychological impairments.

2. Bureaucratic barriers

Again, bureaucracy has been reported as one of the most relevant areas. Bureaucratic barriers refer to too much bureaucracy that at the end means inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights. Documentation has to be submitted in different offices and long waiting time. The description of the barrier is the same as for other areas of the research.

3. Information barriers

The third most relevant reported barrier is the lack of information. People with disability do not have enough information regarding the actual initiatives to support and increase access to education and training for people with disability. There is not enough information regarding accessible centres with especial services for students with disability.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of education and training

Table 8 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of education and training.

Table 8. Main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of education and training

Professionals without the appropriate training	Lack of specialist to deal with people with disability in the education centres.
Bureaucratic barriers	inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights
Lack of information	About initiatives to support education and training for people with disability
	Accessible centres with special services

3.3.9 Main barriers that inhibit free movement and equal opportunities for people with disability in Europe in the area of labour and employment.

Finally, in the area of labour and employment the most relevant reported barriers to free movement and equal opportunities for people with disability in Europe are: firstly, discriminatory social attitude towards people with disability; secondly, bureaucratic barriers, and finally, information barriers.

1. Discriminatory social attitude towards people with disability

The most relevant of the reported barriers in the area of labour and employment is discriminatory social attitude towards people with disability. According to the responses of the people with disability participating in the survey, most managers consider that contracting people with disability can bring too many difficulties as they have some specific needs or requirements. People with disability have reported this discriminatory attitude from not only employers but also from colleagues.

2. Bureaucratic barriers

The second of the most relevant barriers reported in the area of labour and employment are bureaucratic barriers. Too much bureaucracy in this area has been described in the same terms as in other areas: inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights. Documentation has to be submitted in different offices and long waiting time. Some regulations to get financial support are very bureaucratic – for example in Austria you have to get a special status which helps you to get support but can be a problem in a job in some cases. Supporting initiatives are often not really flexible and so, problems for some people with special needs can occur.

3. Information barriers

The third of the most relevant reported barriers in the area of labour and employment is again the lack of information regarding their rights. The lack of information affects mainly employers who lack information about support possibilities and they fear high costs for employing people with disability. Employers are not well enough informed of the existing initiatives to support employment for people with disability.

Summary of main reported barriers to free movement and equal opportunities of people with disability in Europe in the area of labour and employment

Table 9 summarises the main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of education and training.

Table 9. Main reported barriers to free movement and equal opportunities for people with disability in Europe in the area of labour and employment

Discriminatory social attitude	From employers and other colleagues that limit the participation of the people with disabilities as part of the workforce.
Bureaucratic barriers	inflexible systems, slow procedures, long waiting lists and long time to take advantage of their rights
Lack of information	For employers about initiatives to support and increase employment for people with disability (including support for employers who employ people with disability)

4. Recommendations, guidelines and best practices to improve free movement and equal opportunities for people with disability in Europe

The results of the LivingAll project provide the background and the justification for recommendations, guidelines and best practices that will help to support free movement and equal opportunities for people with disability in Europe. The basis of these recommendations, guidelines and best practices can be found in the previous deliverables of the LivingAll project: *Compilation and classification of national policies and action plans in Europe*, *Report concerning free movement of people with disability in Europe*, *Compilation and classification of technical measures*, *Report presenting the real situation of free movement and equal opportunities for people with disability in Europe* and *Main barriers to free movement of people with disability*¹².

Section 4 of the LivingAll guide to best practices contains two main parts: 4.1 General recommendations and guidelines to improve free movement and equal opportunities for people with disability, which aims at support people with disability from a general point of view; and 4.2 LivingAll best practices to support free movement and equal opportunities for people with disability, with a list of best practices designed after the needs reported by people with disability and the existing initiatives which help them to overcome the existing initiatives.

¹² See Preface of the LivingAll guide to best practices (www.livingall.eu)

4.1 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 people with disability participating in the LivingAll survey have pointed out the necessity to make some improvements based on the general recommendations and guidelines established in this section of the LivingAll guide to best practices.

The general recommendations have been elaborated according to:

- a) reported barriers by the majority of the people with disability participating in the survey and their suggestions to overcome them,
- b) the researchers of the project consider that the implementation of the recommendations is possible and it would impact positively on the quality of life of disabled
- c) the recommendations support the concept of free movement of people with disability among the European countries.
- d) the results obtained in other researches with the objective to improve free movement and equal opportunities for people with disability.

The first and main recommendation of the LivingAll project and that should be considered in all the recommendations and best practices described in the LivingAll guide to best practices, is:

1. **people with disability should have the possibility to participate at a deeper extent in all the initiatives aiming at improving free movement and equal opportunities for people with disability.** They are the main and first step to detect and eliminate barriers, and therefore all the initiatives should count on their support and suggestions. The authorities should consider the creation of working groups of people with disability advising 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 among Authorities and stakeholders.

After highlighting this main suggestion, these are the general recommendations and guidelines to improve free movement and equal opportunities for all established by the LivingAll project with the support of the people with disability participating in the survey:

2 Same rules/standards across each country and among the European countries. The existence of different rules has been reported as a main obstacle to free movement. The need to establish and implement the same rules/standards across country and extent it later to Europe will increase notably free movement of people with disability within the European countries. The measures will affect all the areas of the survey, and its impact will be notorious especially in the regions in which people with disability encounter more obstacles.

The measure is mainly important regarding the **concept of disability**. There are different concepts of disability among countries, which prevent free movement of people with disability in Europe. The first step to promote free movement of people with disability in Europe is the unification in the definition of people with disability in Europe.

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

4. Increase the financial support for people with disability. The States of the survey have different kind of financial support for people with disability: disability

living allowances, attendance allowances, income support, incapacity benefits, retirement pensions, etc. But in all cases, people with disability have reported the necessity to increase the financial support as a real need for people with disability who wish to have an independent living. The increase in the financial support would affect all the areas of the survey at some extent and may also be extended: exclusion from payment in public transport; free subscriptions for some means of communication; financial support for technological equipments: computer programmes for blind people, translators for TV for deaf people, etc.; free technological equipment/devices prescribed by doctors: wheelchairs, breathing devices, etc.; and special discounts in leisure centres: cinemas, theatres, etc.

5. Promote information about the actual rights of people with disability. Promote barrier free information about the actual 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. Local, regional, and national authorities, together with the associations of people with disability, foundations for social purposes, NGOs, means of communication, etc should collaborate with this aim. There should be more advertising campaign about the rights of people with disability in the means of communication.

6. Less bureaucracy. Long bureaucracy 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. The difficulties that people with disability face due to the bureaucratic requirements and the negative impact that it have on their lives, leads us to the need to reduce bureaucracy at all levels: local, regional and national. Regarding this barrier the LivingAll project has elaborated the best practice 1 all-stop-shop, which is deeply described in section 4.2 of the LivingAll guide to best practices.

7. Increase the knowledge about the needs of people with disability among professionals. Increase the knowledge and expertise regarding the needs of people with disability among those professionals who may deal with people with disability: doctors, nurses, social workers, teachers, etc. and among those whose work can bring barriers to free movement and equal opportunities for people with disability: architects, designers, planners, policy makers, professionals of the means of communication, etc. In this aspect it would be important to have professionals who can speak the language of signs with the aim to communicate with deaf people.

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 do show that the standards are not fully complied in any of the research countries. Outdoor environment, public buildings and buildings that are open to the public should all be accessible. All the existing structures should be improved within a specific time limit and all new structures should meet accessible design standards ensuring the implementation of lifespan housing design standards, in order to facilitate the general production of lifetime homes. Legislation and implementation of space standards and guide paths solutions are needed, along with financial support to refurbish and adapt the existing stock and construct of new housing. Local, regional and national authorities should ensure the implementation of the actual forms of legislation and where necessary, the elaboration and implementation of new legislation. A permit for residential building should be issued only if the basic accessible needs of people with disabilities are met.

Accessibility standards should also cover the needs of people with visual or hearing disability. Barrier free environment should include: tactile signs, suitable large symbols/pictograms with high figure/ground contrast placed in easily

accessible locations (minimum size 50mm by 50mm); visual and tactile signally of obstacles, tactile paving or surfaces signally changes in level and road crossing, traffic lights equipped with acoustic alarms signalling walking time to visually impaired people and/or cameras that record the walking time of users and adjust the crossing time accordingly, accessible hand controls in order to set the crossing time that people who move slowly might need, etc.

9. Increase barrier free transport initiatives. The initiatives should consider the need to support and increase accessible means of transportation (trains, buses, aircrafts, taxis, etc) and accessible stations. It is important that all the elements that make up an accessible transport system are specified and well-understood: architectural, technological and communication initiatives have to be pursued in combination to achieve the best results. Where progress has to be made incrementally or in stages (as a upgrading of an entire transport network) the timescale for this should be public and transparent. Tax exemptions and mobility allowances for disabled drivers may also be available in the European countries. Finally, at national level, legislation and policy for accessible transport may be contained within wider equality laws and policies or it may be part of a national transport plan.

10. Increase accessible means of communication initiatives. The initiatives should consider the need to support and increase barrier free means of communication, with the aim to protect everyone's right to access all sources of information regarding relevant services, including those that make use of information technology and data transmission instruments. 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 informatics systems, and the establishment and updating of the technical standards for barrier free websites.

11. The European countries should make efforts to increase employment rates of people with disability. According to the European Foundation for improvement of Living and Working Conditions¹³, the challenge would be to provide employment for 50% of people with disability with moderate impairment and 30% of people with disability with severe impairment. The consequences of an increase of employment among people with disability would be¹⁴: a) economic benefits for people with disability and for society; b) increase the participation of people with disability in social life, and c) increase self-esteem of people with disability.

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 and care level delivering long-term care for the adults. Case management aims at matching supply and demand for persons in complex situations – with functional impairments and a high risk of institutionalization, through the building up of a network of services over time and across services, and to empower patients and their relatives to use them self-reliantly¹⁵.

13. Finally, inclusive design should be promoted in all the areas and products. All new and in develop initiatives should consider the special needs that some people (not only people with disability) have, promoting this way, the elaboration and development of “products” capable of being used by anyone.

¹³ The European Foundation for the improvement of Living and Working Conditions (2003).

¹⁴ Martin Knapp, David Mc Daid, Elias Mossialos and Graham Thornicroft. *Salud Mental en Europa: políticas y práctica (Mental Health in Europe: policy and practice)*. Líneas futuras en salud mental. European Observatory on Health Systems and Policies, 2007. Ministerio de España de Sanidad y Consumo.

¹⁵ F. Ródenas, J. Garcés, S. Carretero, and M.J. Megia: “Case management method applied to older adults in the primary care centre in Burjassot (Valencian Region, Spain). Published on line: 9 February 2008.

4.2 LivingAll best practices to support free movement and equal opportunities for people with disability in Europe.

In this section there is a description of some best practices elaborated by the LivingAll project with the aim to support free movement and equal opportunities for people with disability in Europe. For the elaboration of the following best practices, the LivingAll project has considered the following aspects: a) the actual initiatives to support people with disability that have been collected and analysed in Wp1 and Wp2 of the LivingAll project; b) the needs and suggestions reported by people with disability participating in the survey, and finally c) the experience and knowledge of the researchers involved in the LivingAll project together with the recommendations made by the members of the LivingAll Advisory Committee.

As a result, the following best practices have been elaborated:

1. One-stop-shop.
2. Home care
3. Special support for dependent people: Specific dependency or long-term care systems.
4. Training and information courses about disability issues.
5. National “barrier free internet” help desk.
6. Accesscity: data bank on accessibility.
7. Centre of resources and evaluation of technologies for older and people with disability.
8. Mental health national plans.
9. Direction to support employment for people with disability.
10. Education for all

In each best practice, the information described is: first, the name of the best practice followed by a description of the main objectives and aspects of the best practice; then, the barriers that it helps to overcome and the areas in which the

best practice can impact people with disability's lives; and finally a description of the impact and benefits for people with disability due to the implementation of the best practice described.

At the end of subsection 4.2, table 10 gathers all the best practices design by the LivingAll project to support free movement and equal opportunities for people with disability in Europe, gathering and summarising the main objectives of each best practice and the impact on free movement and equal opportunities of people with disability in Europe.

LivingAll best practice 1

One-stop-shop

Objectives and description

The first best practice proposed by the LivingAll project is the creation of one-stop-shop regional office. The one-stop-shop will be a regional office regarding disability issues.

The objectives of a one-stop-shop regional office will be:

1) to centralize in one place all the processes with the aim to obtain any kind special support, regardless of the type of support and the area that it affect. All the documents needed regarding disability issues will be provided in the one-stop-shop regional office.

2) to support and inform people with disability and their families and carers about their rights and how to take advantage of their rights;

3) to inform private companies, entities, etc. of their rights and benefits in case of the job for disabled people or to adapt their spaces;

4) to offer training courses for professionals who are going to deal with people with disability: doctors, nurses, psychologists, social workers, teachers, etc and those whose work may affect people with disability: architect, etc.

The one-stop-shop regional office will have local offices in the main cities which will provide the most relevant information and support for people with

disability. Among the professionals working for the one-stop-office, there should be social workers visiting people with disability with severe impairments, who have important difficulties to move and be transported and they need special cares, which make it difficult to be left alone by their carers. These services offered only in special occasions would be very useful for people with disability with severe disabilities.

Among the services offered by the one-stop-shop office, will be the one-stop-shop portal web. It will provide relevant information regarding disability issues and will be a helpdesk for people with disability who may deserve to take advantage of some of the services offered by the one-stop-shop regional office.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other

Areas that may affect

- Housing
- Built environment
- Means of communication

- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The one-stop-shop is a best practice that would improve the quality of life of people with disability in many aspects. The lack of information has been reported as one of the three most relevant barriers in most of the areas, and with the implementation of the one-stop-shop, people with disability and their carers, would always know the place to be informed about anything concerning disability issues. The centralization of the processes that may concern people with disability would also be very convenient for them. Other services offered by the one-stop-shop would be necessary for people with severe disability (social workers visiting people with disability in their homes), or people with disability living in small cities, villages or rural areas (one-stop-shop local offices and one-stop-shop portal web).

Apart from that, the possibility to train professionals whose work may affect people with disability would be very positive to eliminate the actual barriers to free movement and equal opportunities and increase knowledge about the needs of people with disability and eliminate discriminatory attitude towards people with disability..

LivingAll Best practice 2

Home care

Objectives and description

The second best practice proposed by the LivingAll project is home care. Hospitalizations are traumatic for patients and for their families, and very expensive for National Health Services. For this reason, Home care has been considered as an advisable best practice. With this best practice some patients can remain in their homes instead of in hospitals. They are visited by a health team (doctor and/or nurse) in their own houses once or twice a day, depending on the needs required by the patient, without any additional cost. The doctors responsible for the patients with home care have direct and efficient communication with them during all the day. The health team provides the treatments from the hospital chemist's to the patients without any additional cost.

Patients who can have access to home care¹⁶

The patients who can have access to home care need to have the following requirements:

- a) patients who do not require intensive carer;
- b) with a good social atmosphere, with responsible carers and families; and
- c) both, carer and patient, accept home care.

¹⁶ Juan Roubicek, Adrian Salvatore, Gabriela Kavka and Carlos Wiersba. *Servicio de internación domiciliaria para pacientes con enfermedades agudas (Home hospitalization for patients with severe diseases)*. Juan Roubicek, Adrian Salvatore, Gabriela Kavka and Carlos Wiersba. Rev. Panam Salud Publica, vol.6 n.3, Washington Sept. 1999.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other: The measure will be very important for the people with disability who have to remain long periods of time in hospitals, with the disruptions and social costs that this fact means for them and for their carers and families.

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the best practice home care would affect people with disability and their carers in different aspects: first, the possibility to stay in their own houses instead of remaining in hospitals would increase the quality of life of people with disability who have to spend long periods of time in uncomfortable hospitals as well as their carers; apart from that, staying in hospitals is very expensive for the carers and families of people with disability, specially if they live far from the hospital. The possibility to attend more patients at the same costs for the hospitals would decrease long waiting periods, which has been reported as one of the most relevant barriers in the area of health services.

LivingAll Best practice 3

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

Objectives and description

The Dependency Act will empower citizens resident in the countries of implementation of the best practice, with major difficulties to perform the basic activities of everyday life for reasons of age, illness or disability; these citizens will have access to:

- a) Social services promoting personal autonomy among dependent people with disability, which consists in a catalogue of services for dependent people with disability to cover their specific needs.
- b) 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 disability and their carers at home.

The system assures access to coordinated health and social services adapted to the long term care users needs and the continuum of care (design and specific care itineraries, etc.) using the case management methodology¹⁷ and economic benefits for people with disability who cannot access the catalogue of services, are also considered. The objective is to use the benefits to cover the costs of informal carers supporting people with

¹⁷ F. Ródenas, J. Garcés, S. Carretero, and M.J. Megia: "Case management method applied to older adults in the primary care centre in Burjassot (Valencian Region of Spain) Published on line: 9 February 2008.

dependency and their carers at home. Development of prevention programmes (active and healthy ageing for example) as well as promotion of the research in personal autonomy should also be included.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of this best practice is specially supporting for dependent people. The idea of improving the autonomy of the person makes the concept of free movement and equal opportunities more reachable. Thus, the impact of this measure, and its correct implementation would be crucial to the improvement of the quality of life of these people and, therefore, the respect of the non-discrimination rights for the whole society.

Training and information courses about disability issues

Objectives and description

Training programmes and information courses including relevant issues on disability should be more frequent. Associations of people with disability should collaborate in the selection of the courses according to the barriers reported by people with disability.

There should be a wide range of training courses:

- a) Information courses in schools to inform children about disability issues, with the aim to inform society of the needs of people with disability, and make them familiar with disability issues and, therefore, help to eliminate social exclusion.
- b) Information courses for people with disability and their carers about disability issues.
- c) Training courses for professional about the specific needs of people with disability and the knowledge obtained with actual researches for teachers, psychologists, social workers, doctors, nurses, architects, web-site designers, on-line editors, etc.
- d) Training courses about the sign of languages, braille, etc to ensure a real and effective communication with people with disability with sensorial impairments.

The information and training courses may vary according to the most relevant barriers that overcome free movement and equal opportunities for people with disability in each country.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other: the measure would improve communication with deaf people.

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The lack of information has been proved as one of the most relevant barriers. This lack of information affects people with disability but also different types of professionals who have to deal with people with disability, or whose work may bring barriers to free movement. Apart for the implementation of the best practice one-stop-shop, we would recommend the best practice training and information courses about disability issues. These courses would inform professional about the needs of people with disability and would promote inclusive design, increasing the perception of these people as potential consumers. The measure would help to overcome barriers and the content of the courses would vary according to the needs of people with disability in each area.

LivingAll Best practice 5

National “barrier-free internet” help desk

Objectives and description

The national barrier-free internet help desk aims at eliminating barriers in internet and intranet, and ensure that people with disability can access information directly, more easily at any time. The measure, although basically affects the area of means of communication would help to increase free movement and equal opportunities in the areas of education and training and labor and employment.

The staff members would be people with disability who know from their own experience how the usage of the internet can be difficult and can constitute a barrier.

Some of the tasks of the national barrier-free internet contact point would be:

- a) Establish and update criteria for barrier-free internet and intranet.
- b) Inform of the needs of people with disability regarding access to internet and intranet, and help to detect and eliminate the actual barriers. For this purpose, any kind of disability should be considered: blindness and low vision, limited movement, cognitive limitation and deafness or hearing loss. They should also support the usage of an easy and understandable language for people with cognitive limitations or language problems, at least in the texts of social organizations or authorities.

- c) Assess and support authorities in the elaboration and implementation of measures to support the access of people with disability to internet and intranet, regarding the barriers detected for all kind of disability.
- d) Assess and inform public and private entities in the design of barrier-free technologies.
- e) Support communication and collaboration between Authorities and the stakeholders.
- f) Assess public and private entities in the elaboration of barrier-free websites.
- g) Provide training courses and knowledge about WAI guidelines¹⁸ for websites providers, web designers, developers and online-editors.

Apart from the objectives described before, the initiative should have a monitoring committee with the aim to control during the ongoing that websites reached smoothly their goals and that users are satisfied in using them.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers

¹⁸ Web Accessibility Initiative Guidelines <http://www.w3.org/WAI/>

- Bureaucratic barriers
- Professionals without the appropriate training
- Other: the measure would support disabled and old people.

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the best practice national barrier-free internet help desk would be very positive for people with disability in Europe. The measure would basically affect young people with disability in the areas of education and training and labour and employment. Eliminating the actual barriers of internet, people with disability would have easier access to education and employment, and therefore the percentages of working people with disability would increase.

LivingAll Best practice 6

Accescity – Data bank on accessibility

Objectives and description

Accescity will provide data bank on accessibility. The objectives of Accescity will be:

- Spread a clear and simply information about the architectural accessibility and actual barriers of all the buildings, leisure areas and means of transport for public use in each city.
- Create an inventory of cities to inform older and people with disability about accessibility, and promote tourism in the most accessible areas.
- Support and promote private buildings and areas with public use: restaurants, hotels, museums, etc.
- Promote free movement for older and people with disability.

All town/city councils should provide updated information (via internet or printed) regarding:

- a) Lists of accessibility of services (restaurants, hotels, training centres, schools, leisure centres, etc) opened to the public. The list will include an actual description of the services with pictures and the facilities for old and people with disability. (All the buildings will be scored from 1 to 5, being 1 less accessible and 5 more accessible)
- b) List of not accessible services. The list will include an updated description of the buildings and with pictures of the barriers. (All the

buildings will be scored from 1 to 5, being 1 less accessible and 5 more accessible)

- c) Provide relevant information about means of transport: level of accessibility, type of frequency, discounts provided for disabled people, etc.
- d) Map of the town/city including information about accessible routes, pedestrian pathways and other relevant information.
- e) Description of the local, regional, national initiatives to support people with disability, with other relevant information: how and where people with disability can have access to the support, etc.
- f) Lists of local associations of people with disability.
- g) Inform of *information or training courses* about disability issues.
- h) Other relevant information that may be important for people with disability.

A Municipal or local committee must be constituted and must be in charge of reliability of the information.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers

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- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other: the measure may help to eliminate the barriers that prevent free movement of people with disability.

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the best practice Accescity – data bank on accessibility, would support and increase free movement for people with disability in Europe. First of all, people with disability would always have actual data about the accessibility of the places they want to visit, avoiding the inconvenient of visiting a place which is not accessible for them. Apart from that, people responsible for public areas or buildings (hotels, restaurants, etc) would probably consider the possibility to adapt their areas with the aim to be promoted in the website, this fact would increase accessibility for people with disability in Europe and the consideration of them as potential consumers of all kind of resources.

LivingAll Best practice 7

Centre for Resources and Evaluation of Technologies for People with disability

Objectives and description

The purpose of the Centre of Resources and Evaluation of Technologies for People with disability (CRETH) will be: a) to promote education in the area of new technologies and technological solutions for citizens with a disability and or health challenge and b) to foster knowledge, empowerment, imagination and creativity in the inclusive design of new technologies.

The objectives of the CRETH will be:

- a) Research, development and transfer knowledge about inclusive design of technologies.
- b) Assess public and private entities in the design, development and commercialization of inclusive technologies.
- c) Research, development and transfer knowledge in the design of technology solutions for older and people with disability.
- d) Assess public and private entities in the design, development and commercialization of technology solutions for people with disability.
- e) Inform and train older and people with disability of the use of the technologies.

- f) Collect and disseminate objective information regarding the use of new technologies by older and people with disability.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other:

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the Centre of resources and evaluation of technologies for people with disability would be very important to eliminate information and technological barriers. New and actual technologies would be easier-to-used and would be barrier-free. The centre would support the inclusive design in new and in developing technologies. Moreover, facilities in this aspect will contribute to gradually increase the market and the consumer of this technology and, therefore, to develop a competitive and promising business market.

Mental Health National Plans

Objectives and description

The people with mental impairments who have participated in the LivingAll survey agree in the necessity to provide special support and efforts regarding mental health issues. On the other hand, data obtained in previous researches¹⁹²⁰ point out the necessity to increase support for people with mental disability and highlight that one in four Europeans suffer from a mental health problem at least once during their life, and some 58,000 citizens die from suicide every year (more than the annual deaths from road traffic accidents or HIV/AIDS).

To increase support to people with mental disability, it is important that all the European countries improve, elaborate and implement Mental Health National Plans with the aim to promote mental health.

The main objectives of the Mental Health National plans will be:

- a) To promote mental well-being for all.
- b) To promote communication, collaboration and share knowledge about mental health issues among the European countries.

¹⁹ Mental Health Declaration for Europe and a Mental Health Action Plan for Europe. <http://www.euro.who.int/mentalhealth2005>

²⁰ World Health Organization. Mental Health Action Plan for Europe: Facing Challenges, Building Solutions. Copenhagen: Who Regional Office for Europe, 2005b.

- c) To inform society of the rights and needs of people with disability in general and people with mental disability in particular.
- d) To inform people with mental disability about mental diseases and their rights and actual initiatives to support them.
- e) To implement measures to eliminate discriminatory attitude towards people with disability in general, but especially with mental disability. Data and enquiries show that people with mental disability are the most discriminated.
- f) To increase budget for mental health issues: mental health professionals, research on mental health, hospitals and residences for people with mental disability, etc.
- g) To promote knowledge of mental health issues among professionals: health professionals, psychologists, social workers dealing with people with mental disability, etc.
- h) To promote the creation and implementation of policies to support people with mental disability, offer effective care in community-based services for people with severe mental health problems, and strengthen general social support initiatives.
- i) To strengthen communication channels among authorities and stakeholders.
- j) To elaborate action plans to eliminate barriers in education and training and increase employment among people with mental disability.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards people with disability
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other: People with mental disability may feel better with the implementation of the best practice, which will provide more support and help to eliminate barriers for people with disability.

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the best practice Mental Health National Plan, would support people with mental disability and the research regarding mental diseases. Supporting and encouraging people with mental disability would help to integrate them in the labour market and would increase their participation in other activities, decreasing the number of suicides among them and helping them to recover.

Directive to support employment of people with disability

Objectives and description

One important point to be granted a possibility of free movement and for a self-determined life of disabled people is that they are given the chance to earn their own money. However, as the results of the LivingAll survey showed, one of the biggest problems for disabled people across Europe is to find a workplace. Employers have quite often prejudices of what disabled people are able to do and so they don't even give them the chance to work. One solution for this problem could be a directive to support the employment of disabled people. It is important that all member states of the European Union have such laws or directions and that the directions are quite similar.

A direction to support employment of disabled people should include:

- 1) A specific percentage of the working force has to consist of disabled people if a company has more than 20 employees. This percentage should be at least 5% (one out of 20).
- 2) Companies are fined if they don't reach the mandatory number of handicapped employees. The penalties should finance an equalisation fund.
- 3) The hiring and especially the job training of disabled people should be supported financially (with the money of the equalisation fund).

- 4) Necessary reconstructions because of the hiring and necessary technological aids have to be paid by the government.
- 5) The possibility of a special status for disabled people with rights for more holidays, longer breaks and so on. These special rights should be only obligatory for the employers. The disabled people should have the choice whether they make use of it or not and if yes, which of the possible rights they would like to have.
- 6) A workers' representation for disabled people should be promoted and an ombudsman has to be established.
- 7) Organisations or initiatives which support the search of employment of disabled people as well as those who help the companies to be informed about the possible working field and the abilities of disabled people, should be supported.

The most important goal of the direction has to be to support actions to integrate disabled people into working life through job trainings or new jobs. The financial support within this direction should be totally financed with the equalisation fund. Furthermore, the fund can be used for social care for disabled people, for research and development in the field of disabilities as well as for benefits and sponsorships for investments in barrier free access to buildings.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards disabled people

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- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other:

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the best practice Directive to support employment for people with disability would be essential to integrate them in the European labour market. The percentage of people with disability working in Europe would increase notably and as a consequence, the economic barriers would decrease. People with disability would see their role in the European society more strengthen and their inclusion in all the aspects of social life closer than it is now.

Education for All

Objectives and description

The objective of the best practice Education for All would help to promote education and eliminate the actual reported barriers that prevent people with disability in Europe to have access to free education.

First of all, all the National education plans should have special plans for students with mental retard, supporting and increasing their inclusion and access to education, according to their needs and expectations.

Apart from that, all the local authorities should adapt their education centres completely by:

- a) Eliminating architectural barriers of the education centres and adapting or integrating accessible lifts for students with mobility disability.
- b) Providing adapted technologies for the students (computers for blind or deaf students or with mobility impairments, etc)
- c) Training teachers and other members of the staff of the education centres regarding the needs and rights of people with disability.
- d) Informing other students of the rights and needs of people with disability.
- e) Integrating medical staff (doctors, nurses, psychologists or physiotherapists) in education centres to cover other needs of people with

disability, adapting education centres to overcome other barriers that may prevent free movement of people with disability.

f) All the education centres should be able to provide accessible transport if it is needed by any student with disability without any cost for the student.

Barriers that helps to overcome

- Legislative barriers
- Information barriers
- Discriminatory attitude towards disabled people
- Economic barriers
- Technological barriers
- Architectural barriers
- Bureaucratic barriers
- Professionals without the appropriate training
- Other:

Areas that may affect

- Housing
- Built environment
- Means of communication
- Means of transport
- Social security
- General social support
- Health
- Education and training
- Labour and employment

Impact and benefits for people with disability

The implementation of the best practice Education for All would be very useful to support free movement and equal opportunities for people with disability in Europe. It would increase the accessibility to education of people with disability, but also to means of communication, means of transport and finally would support the inclusion of people with disability in the labour market, helping to overcome, among others, economic barriers and discriminatory attitude towards people with disability.

Table 10 Best practices summary

BEST PRACTICE	OBJECTIVES	IMPACT ON PEOPLE WITH DISABILITY
ONE-STOP-SHOP	<p>To centralize in a unique place all the processes.</p> <p>To support and inform people with disability, their families, private companies about the rights and initiatives to support people with disability.</p> <p>To offer training courses about accessibility and disability issues.</p>	<p>Facilitate and speed up the actual processes.</p> <p>Inform people with disability, their carers and other professionals.</p>
HOME CARE	<p>Patients remain less time in hospitals and this fact allows a higher number of patients at the same cost.</p>	<p>Patients can remain in their homes instead of in hospitals. This way, patients are more relaxed and they recover easily. The measure helps to improve the quality of live of patients and their families.</p>
SPECIAL SUPPORT FOR DEPENDENT PEOPLE: SPECIFIC DEPENDENCY OR LONG-TERM CARE SYSTEMS.	<p>To truly combine:</p> <p><u>Social services</u> promoting personal autonomy of dependent people.</p> <p><u>Economic benefits</u> for people with disability who cannot access the catalogue of services.</p> <p>Use <u>case management</u> with these patients</p>	<p>Dependent people receive more support in their homes, and have the possibility to cover their needs at home.</p>
TRAINING AND INFORMATION COURSES ABOUT DISABILITY ISSUES	<p>More information courses concerning disability issues:</p> <p><u>At schools,</u></p> <p>Information courses <u>for people with disability and their carers</u></p> <p>Training courses <u>for professionals</u></p> <p>Training courses about the <u>sign of languages</u></p>	<p>These courses would inform professionals, people with disability and their carers about their needs, rights and initiatives to support them, and would help in the promotion of inclusive design.</p>

NATIONAL BARRIER-FREE INTERNET HELP DESK	<p>The main objectives of the National Barrier-free internet help desk are:</p> <p>Establish and update criteria for barrier-free internet and intranet.</p> <p>Inform of the needs of people with disability regarding access to internet and intranet.</p> <p>Assess and inform in the design of barrier-free technologies.</p>	<p>Help to detect and eliminate the actual barriers in internet considering all the kinds of disability.</p>
ACCESCITY: DATA BANK ON ACCESIBILITY	<p>Provide data bank on accessibility with: lists of accessibility of services and of non-accessible services in general. And provide information of the associations of people with disability, training courses and other relevant information.</p>	<p>Support and increase free movement for people with disability. People with disability would always know how to get information about accessibility of services and other information. Free promotion would sometimes encourage private services (hotels, restaurants, etc) to make their services accessible.</p>
CENTRE OF RESOURCES AND EVALUATION OF TECHNOLOGIES FOR OLDER PEOPLE WITH DISABILITY	<p>Promote education in the area of new technologies and technologies and technology solutions for citizens with a disability and or health challenge, and to foster knowledge, empowerment, imagination and creativity in the inclusive design of new technologies.</p>	<p>Help in the elimination of information and technological barriers supporting the design of easier-to-use technologies.</p>
MENTAL HEALTH NATIONAL PLANS	<p>Promote communication, collaboration, information and share knowledge about mental health disability issues.</p> <p>Increase budget for mental health issues.</p> <p>Promote the creation and implementation of policies and initiatives to support people with mental disability.</p>	<p>The Mental health national plan will support the integration of people with mental disability in all the areas of life.</p>
DIRECTION TO SUPPORT EMPLOYMENT FOR PEOPLE WITH DISABILITY	<p>Design and implement policies to support employment for people with disability and increase rates of employment among people with disability.</p>	<p>Integration of people with disability into working life and European market, and also increase their quality of life.</p>

	Inform employers of the actual initiatives to support companies employing people with disability.	
EDUCATION FOR ALL	<p>Elaborate and implement Education national plans for students with mental retard, increasing their inclusion and access to education.</p> <p>Eliminate barriers in all educational centres concerning: architecture, technologies, information for students and teachers / trainers, additional staff to cover the needs of some students with disability,</p>	Integrate students in education and increase possibilities in the access to the labour market.

5. Conclusions

According to the data reported, 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 and promote new initiatives in all the areas of the research. According to the data, we propose that policy-makers, associations of people with disability, the private sector and the mass media work all together in order to turn this challenge a reality, using tools to obtain the following objectives:

European, national and local authorities should:

- Establish a unique and common definition of the concept of disability in Europe.
- Promote the coordination of the results of the actual research establishing new challenges for the future.
- Strengthen equality legislation and general policies in all the areas, particularly those with more relevant reported barriers: means of transport, built environment, labour and employment, and education and training.
- Coordinate efforts with the aim of ensuring the implementation of actual equality legislation.
- Increase efforts and budget in research with the aim of supporting equal opportunities for all.
- Play an important role in promoting the perception of people with disability as consumers who demand products, processes and services created under a wider perspective.
- Increase collaboration with the associations of people with disability and mass media with the aim of increasing and promoting information

about disability issues for people with disability, but also for the whole European society.

Associations of people with disability should:

- Be involved in the design, development and implementation of initiatives to support people with disability considering the needs of all kinds of disability.
- Collaborate in the formation of working groups of people with disability with the knowledge and experience necessary to lead future challenges and collaboration with the national and local authorities, researchers, other professionals whose work can create barriers for people with disability, etc.
- 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.
- Be involved in the promotion of the new concept of inclusive design, with the aim to cover the needs of people with disability, but also of other social groups with special needs.

Companies and private sector should:

- Modify attitudes towards the inclusion of people with disability in the work force.
- Facilitate the accessibility of the employment and training for people with disability, increasing their possibilities to gain access to better jobs.
- Consider the needs and requirements of people with disability as part of the market, orienting business strategies to this important part of the population.
- Promote the concept of inclusive design in the development of products: to eliminate barriers and promote accessibility in all the aspects of daily

life. The acceptance of this concept should help to change social attitudes.

Mass media should:

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

And finally, as a general conclusion, it is necessary to increase the promotion and implementation of R+D+I in this field to increase the current knowledge and to create more coordinated measures with the support of the European Commission and national and regional governments in order to achieve a better situation for people with disability, contributing to the real inclusion, free movement and equal opportunities in Europe.