

AccessibleEU – Accessibility Indicators Annual Report 2024 Spain

Content

Topic 1. Legislation / Policy Framework / Standards	3
Indicator 1.1: Existence of legislation/policy framework/standards on accessibility.	3
Indicator 1.2: Reference to the Right to Equal Access.....	5
Indicator 1.3: Scope of disability-related obstacles.....	7
Indicator 1.4: Reference to accessibility standards.	8
Indicator 1.5: Reference to enforcement mechanisms.	10
Indicator 1.6: Reference to mandatory involvement of people with disabilities.	11
Indicator 1.7: Application of enforcement mechanisms.....	12
Indicator 1.8: Application of mandatory involvement of people with disabilities. ...	14
Topic 2. Standards.....	15
Indicator 2.1: Alignment of national and European standards.	16
Topic 3. Strategic Plans.....	16
Indicator 3.1: Existence of national accessibility strategy and/or plan.....	17
Indicator 3.2: Duration of accessibility strategy and/or plan.....	19
Indicator 3.3: Periodic review of accessibility strategy and/or plan	20
Indicator 3.4: Involvement of people with disabilities in accessibility strategy/plan	22
Topic 4. Audits	23
Indicator 4.1: Implementation of accessibility audits.....	23
Indicator 4.2: Number of accessibility audits.	25
Indicator 4.3: Involvement of people with disabilities in audit processes.	26
Topic 5. Complaints	27
Indicator 5.1: Number of complaints on accessibility.	28
Topic 6. Trainings	30
Indicator 6.1: Existence of trainings on Universal Design / Design for All.	31
Indicator 6.2: Number of trainings on Universal Design / Design for All.	33
Indicator 6.3: Involvement of people with disabilities in trainings on Universal Design / Design for All.....	34
Indicator 6.4: Number of trainees on Universal Design / Design for All.....	35

Topic 7. Public Awareness	37
Indicator 7.1: Existence of public awareness raising campaigns on accessibility..	37
Indicator 7.2: Number of public awareness raising campaigns on accessibility. ...	42
Indicator 7.3: Involvement of people with disabilities in public awareness raising campaigns on accessibility.....	44
Indicator 7.4: Number of people reached out by public awareness raising campaigns on accessibility.....	47
Topic 8. Incentives.....	52
Indicator 8.1: Existence of public funding initiatives promoting accessibility.	52
Indicator 8.2: Amount invested on public funding initiatives for accessibility.	55
Indicator 8.3: Number of recipients of public funding initiatives for accessibility....	56
Topic 9. Situation on the ground	57
Indicator 9.1: Number and proportion of services in compliance with legal requirements.....	57
Indicator 9.2: Number and proportion of population with convenient access to services	60

Topic 1. Legislation / Policy Framework / Standards

The following indicators would show the representation of accessibility in various legislation, policy and standards of EU Member States. They present information about scope, reference to right to equal access, reference to accessibility standards, enforcement, and involvement of people with disabilities.

Indicator 1.1: Existence of legislation / policy framework / standards on accessibility.

- **Description:** Identification of national legislation / policy framework / standards related to accessibility.
- **Areas:**
 - **Built environment:**

RESULT	Yes
INFORMATION	<p>Real Decreto 314/2006 - Technical Building Code (Código Técnico de la Edificación - CTE):</p> <ul style="list-style-type: none"> - Establishes minimum standards for the safety, habitability, and accessibility of buildings. - Includes the Basic Document on Safety, Use, and Accessibility (CTE DB-SUA), which outlines specific requirements for ensuring accessibility in construction projects. - Sets out provisions for emergency evacuation in the Basic Document on Safety in case of Fire (CTE DB-SI). <p>Ley 13/1982 de 28 de abril de Integración Social del Minusválido (LISMI):</p> <ul style="list-style-type: none"> - Prohibits discrimination against individuals with disabilities. - Covers various areas including education, employment, and public spaces. <p>Ley 51/2003 de 2 de diciembre de Promoción de la Autonomía Personal y Atención a las Personas en Situación de Dependencia (LAPAD):</p> <ul style="list-style-type: none"> - Focuses on services and support for individuals with disabilities who require assistance. <p>Ley 39/2006 de 14 de diciembre de Promoción de la Accesibilidad (LPA):</p> <ul style="list-style-type: none"> - Specifies accessibility requirements for public buildings and other environments. <p>Ministerial Order TMA/851/2021:</p> <ul style="list-style-type: none"> - Establishes basic conditions of accessibility and non-discrimination for urbanized public spaces at the national level.

SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - CTE-DB-SUA (Basic Document on Safety, Use, and Accessibility) - Law 13/1982 - Law 51/2003 - Law 39/2006 - Order TMA/851/2021
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○ **Transport:**

RESULT	Yes
INFORMATION	<p>The Royal Decree 1544/2007:</p> <ul style="list-style-type: none"> • Establishes the basic conditions of accessibility and non-discrimination for people with disabilities or reduced mobility in transport. • Covers various modes of transport including railways, buses, coaches, and maritime transport. • Aligns with several European standards and Technical Specifications for Interoperability (TSIs).
SOURCES	Royal Decree 1544/2007

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Royal Decree 1112/2018:</p> <ul style="list-style-type: none"> - Establishes accessibility requirements for websites and mobile applications of public sector bodies. - Aligns with Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies. - Ensures that public sector websites and mobile apps are accessible to all users, including those with disabilities. <p>Royal Decree 1494/2007:</p> <ul style="list-style-type: none"> - Approves the Regulation on the basic conditions for access by persons with disabilities to technologies, products, and services related to the information society and social media. - Establishes requirements for accessible design and usability of ICT products and services. - Ensures that ICT services are designed to be accessible from the outset, covering various types of disabilities. <p>Ley 9/2014 de Telecomunicaciones:</p> <ul style="list-style-type: none"> - Establishes general principles and obligations for telecommunications services in Spain. - Includes provisions to ensure equal access to telecommunications services for persons with disabilities. <p>Ley 34/2002 de Servicios de la Sociedad de la Información y de Comercio Electrónico (LSSI):</p> <ul style="list-style-type: none"> - Regulates electronic commerce and information society services. - Includes provisions to ensure that information society services are accessible to persons with disabilities.
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007

	<ul style="list-style-type: none"> - Law 9/2014 - Law 34/2002
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○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>Real Decreto Legislativo 1/2013:</p> <ul style="list-style-type: none"> - Approves the consolidated text of the General Law on the Rights of Persons with Disabilities and their Social Inclusion. - Ensures that public procurement processes include accessibility criteria and requirements. - Aligns with EU directives to ensure that all public policies mainstream disability and accessibility considerations. <p>Ley 9/2017 de Contratos del Sector Público:</p> <ul style="list-style-type: none"> - Transposes the EU Directives 2014/24/EU and 2014/25/EU into Spanish law. - Mandates that public contracts include criteria for universal accessibility and design for all. - Ensures that all stages of the public procurement process consider the accessibility needs of persons with disabilities. <p>Real Decreto 366/2007:</p> <ul style="list-style-type: none"> - Establishes the conditions of accessibility and non-discrimination for access to and use of public services and buildings. - Sets specific requirements for making public services accessible to persons with disabilities. <p>Ley 51/2003 de Igualdad de Oportunidades, No Discriminación y Accesibilidad Universal (LIONDAU):</p> <ul style="list-style-type: none"> - Aims to ensure equal opportunities and non-discrimination for persons with disabilities. - Covers various areas, including public services, infrastructure, transport, and information and communication.
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017 - Royal Decree 366/2007 - Law 51/2003

Indicator 1.2: Reference to the Right to Equal Access.

- **Description:** The identified legislation / policy framework / standards related to accessibility explicitly address the right to access, on an equal basis with others, to programs and services
- **Areas:**
 - **Built environment:**

RESULT	Yes
INFORMATION	<p>All the following legislation explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles, ensuring a comprehensive approach to accessibility:</p> <ul style="list-style-type: none"> - Real Decreto 314/2006 - Technical Building Code (Código Técnico de la Edificación - CTE) - Ley 13/1982 de 28 de abril de Integración Social del Minusválido (LISMI) - Ley 51/2003 de 2 de diciembre de Promoción de la Autonomía Personal y Atención a las Personas en Situación de Dependencia (LAPAD) - Ley 39/2006 de 14 de diciembre de Promoción de la Accesibilidad (LPA) - - Ministerial Order TMA/851/2021
SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - CTE-DB-SUA (Basic Document on Safety, Use, and Accessibility) - Law 13/1982 - Law 51/2003 - Law 39/2006 - Order TMA/851/2021

○ **Transport:**

RESULT	Yes
INFORMATION	The Royal Decree 1544/2007 explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles.
SOURCES	Royal Decree 1544/2007

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>All the following legislation explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles, ensuring that ICT products and services are accessible to people with various disabilities, including visual, auditory, physical, and cognitive impairments:</p> <ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007 - Ley 9/2014 de Telecomunicaciones - Ley 34/2002 de Servicios de la Sociedad de la Información y de Comercio Electrónico (LSSI)
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007 - Law 9/2014 - Law 34/2002

○ **Public Policies:**

RESULT	Yes
INFORMATION	All the following legislation explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles, ensuring that public policies and

	procurement processes are inclusive of all individuals, including those with physical, sensory, cognitive, and other disabilities: <ul style="list-style-type: none"> - Real Decreto Legislativo 1/2013 - Ley 9/2017 de Contratos del Sector Público - Real Decreto 366/2007 - - Ley 51/2003 de Igualdad de Oportunidades, No Discriminación y Accesibilidad Universal (LIONDAU)
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017 - Royal Decree 366/2007 - Law 51/2003

Indicator 1.3: Scope of disability-related obstacles.

- **Description:** The identified legislation / policy framework / standards related to accessibility cover different types of disability related obstacles
- **Areas:**
 - **Built environment:**

RESULT	Yes
INFORMATION	<p>All the following legislation explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles, ensuring a comprehensive approach to accessibility:</p> <ul style="list-style-type: none"> - Real Decreto 314/2006 - Technical Building Code (Código Técnico de la Edificación - CTE) - Ley 13/1982 de 28 de abril de Integración Social del Minusválido (LISMI) - Ley 51/2003 de 2 de diciembre de Promoción de la Autonomía Personal y Atención a las Personas en Situación de Dependencia (LAPAD) - Ley 39/2006 de 14 de diciembre de Promoción de la Accesibilidad (LPA) - Ministerial Order TMA/851/2021
SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - CTE-DB-SUA (Basic Document on Safety, Use, and Accessibility) - Law 13/1982 - Law 51/2003 - Law 39/2006 - Order TMA/851/2021

- **Transport:**

RESULT	Yes
INFORMATION	The Royal Decree 1544/2007 explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles.
RESULT	Royal Decree 1544/2007

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	All the following legislation explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles, ensuring that ICT products and services are accessible to people with various disabilities, including visual, auditory, physical, and cognitive impairments: <ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007 - Ley 9/2014 de Telecomunicaciones - - Ley 34/2002 de Servicios de la Sociedad de la Información y de Comercio Electrónico (LSSI)
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007 - Law 9/2014 - Law 34/2002

○ **Public Policies:**

RESULT	Yes
INFORMATION	All the following legislation explicitly addresses the right to equal access for persons with disabilities and covers different types of disability-related obstacles, ensuring that public policies and procurement processes are inclusive of all individuals, including those with physical, sensory, cognitive, and other disabilities: <ul style="list-style-type: none"> - Real Decreto Legislativo 1/2013 - Ley 9/2017 de Contratos del Sector Público - Real Decreto 366/2007 - - Ley 51/2003 de Igualdad de Oportunidades, No Discriminación y Accesibilidad Universal (LIONDAU)
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017 - Royal Decree 366/2007 - Law 51/2003

Indicator 1.4: Reference to accessibility standards.

- **Description:** The identified legislation / policy framework related to accessibility incorporates European and/or national accessibility standards
- **Areas:**
 - **Built environment:**

RESULT	Yes
INFORMATION	The following national legislation and policy frameworks frequently refer to European standards and directives, ensuring alignment with EU legislation: <ul style="list-style-type: none"> - Real Decreto 314/2006 - Technical Building Code (Código Técnico de la Edificación - CTE) - Ley 13/1982 de 28 de abril de Integración Social del Minusválido (LISMI)

	<ul style="list-style-type: none"> - Ley 51/2003 de 2 de diciembre de Promoción de la Autonomía Personal y Atención a las Personas en Situación de Dependencia (LAPAD) - Ley 39/2006 de 14 de diciembre de Promoción de la Accesibilidad (LPA) - Ministerial Order TMA/851/2021 <p>For instance, the Technical Building Code incorporates elements of EN 17210:2021, "Accessibility and usability of the built environment".</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - CTE-DB-SUA (Basic Document on Safety, Use, and Accessibility) - Law 13/1982 - Law 51/2003 - Law 39/2006 - Order TMA/851/2021

○ **Transport:**

RESULT	Yes
INFORMATION	The Royal Decree 1544/2007 aligns with PRM TSI NIP (TSI 1300/2014) and other relevant European standards (EN 16584, EN 16585, EN 16586, EN 16587).
SOURCES	Royal Decree 1544/2007

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>The following national legislation and policy frameworks frequently refer to European standards and directives, ensuring alignment with EU legislation.</p> <ul style="list-style-type: none"> - The Royal Decree 1112/2018 aligns with Directive (EU) 2016/2102 and the European standard EN 301 549. - - The Royal Decree 1494/2007 aligns with the principles of ensuring accessibility in line with broader European standards and practices.
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>The following national legislation and policy frameworks frequently refer to European standards and directives, ensuring alignment with EU legislation:</p> <ul style="list-style-type: none"> - Ley 9/2017 de Contratos del Sector Público: Transposes EU Directives 2014/24/EU and 2014/25/EU, ensuring that public procurement processes across Spain include accessibility criteria. - - Real Decreto Legislativo 1/2013 aligns with various EU directives and standards to ensure comprehensive accessibility and non-discrimination measures.
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017

Indicator 1.5: Reference to enforcement mechanisms.

- **Description:** The identified legislation / policy framework / standards related to accessibility contains enforcement mechanisms to monitor compliance

- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	<p>Real Decreto 314/2006: Enforcement is managed at the municipal level through technical services that supervise and control compliance with the Technical Building Code.</p> <p>Ley 13/1982, Ley 51/2003, and Ley 39/2006: These laws establish infringement and sanctions regimes to ensure compliance with accessibility and non-discrimination requirements.</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - Law 13/1982 - Law 51/2003 - Law 39/2006

- **Transport:**

RESULT	Yes
INFORMATION	Enforcement of Royal Decree 1544/2007 is managed by relevant authorities at the national and regional levels, with oversight from the Ministry of Transport, Mobility, and Urban Agenda.
SOURCES	Royal Decree 1544/2007

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Royal Decree 1112/2018: Enforced by the Agencia Española de Protección de Datos (AEPD), which monitors compliance and can impose sanctions for non-compliance.</p> <p>Royal Decree 1494/2007: Enforcement is managed through the Ministry of Economic Affairs and Digital Transformation, which oversees the implementation and compliance of accessibility requirements.</p> <p>Ley 9/2014 de Telecomunicaciones: Enforced by the Comisión Nacional de los Mercados y la Competencia (CNMC), which oversees telecommunications services and ensures compliance with accessibility requirements.</p> <p>Ley 34/2002 (LSSI): Enforced by the Ministry of Economic Affairs and Digital Transformation, which ensures compliance with information society services regulations.</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007 - Law 9/2014 - Law 34/2002

- **Public Policies:**

RESULT	Yes
INFORMATION	<p>Real Decreto Legislativo 1/2013: Enforced by the Ministry of Social Rights and Agenda 2030, with oversight mechanisms to ensure compliance with accessibility requirements.</p> <p>Ley 9/2017 de Contratos del Sector Público: Enforced by the relevant contracting authorities and the Tribunal Administrativo Central de Recursos Contractuales (TACRC), which oversees compliance and handles disputes.</p> <p>Real Decreto 366/2007: Enforced by the relevant public service providers and authorities, ensuring that public services and buildings meet accessibility standards.</p> <p>Ley 51/2003 (LIONDAU): Enforced by various public bodies, including the Ministry of Social Rights and Agenda 2030, to ensure equal opportunities and non-discrimination in public services. "</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017 - Royal Decree 366/2007 - Law 51/2003

Indicator 1.6: Reference to the mandatory involvement of people with disabilities.

- **Description:** The identified legislation / policy framework / standards related to accessibility requires the participation of persons with disabilities and their representative organizations during implementation
- **Areas:**
 - **Built environment:**

RESULT	NA
	<p>Disability organizations are involved in the review and development of building codes and standards, such as the Technical Building Code (CTE).</p> <p>Public consultations and workshops are also held to gather feedback on proposed changes to accessibility regulations. For example, during the revision of the CTE, several workshops and public consultations were conducted, involving representatives from disability organizations to ensure the standards met their needs.</p>
SOURCES	NA

- **Transport:**

RESULT	NA
INFORMATION	Consejo Nacional de la Discapacidad (National Disability Council) is a key body that includes representatives of various disability

	<p>organizations. It provides a platform for discussing and influencing policies related to disability and accessibility. Activities and Output includes:</p> <ul style="list-style-type: none"> - Regular consultations with disability organizations to gather input on legislation and policy development. - Participation in the drafting and review of accessibility standards and strategic plans. - Monitoring the implementation of accessibility-related policies and providing feedback to the government. <p>CERMI (Comité Español de Representantes de Personas con Discapacidad) is an umbrella organization that represents the interests of people with disabilities across Spain. It actively participates in the legislative process and advocates for accessibility and inclusion. For instance, CERMI was involved in the consultation process for Royal Decree 1112/2018, ensuring that the accessibility needs of persons with disabilities were addressed in the regulation for public sector websites and mobile applications.</p>
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	Disability organizations participate in the development and review of ICT accessibility standards and regulations. Regular consultations and feedback sessions are also held with representative organizations to ensure digital accessibility requirements are met. For example, the Observatorio de Accesibilidad Web regularly engages with disability organizations to review the accessibility of public sector websites and apps, incorporating their feedback into improvement plans.
SOURCES	NA

○ **Public Policies:**

RESULT	NA
INFORMATION	Disability organizations are involved in the formulation of public policies through formal consultation processes and advisory roles. Government agencies regularly engage with these organizations to ensure that public policies consider the needs of persons with disabilities. For example, the drafting of the Ley 9/2017 de Contratos del Sector Público included consultations with disability organizations to ensure public procurement processes incorporated accessibility criteria.
SOURCES	NA

Indicator 1.7: Application of enforcement mechanisms.

- **Description:** The enforcement mechanisms contained in the identified legislation / policy framework / standards related to accessibility are operational. This information could be found in annual implementation reports published by public authorities.

- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	<p>Real Decreto 314/2006: Enforcement is managed at the municipal level through technical services that supervise and control compliance with the Technical Building Code.</p> <p>Ley 13/1982, Ley 51/2003, and Ley 39/2006: These laws establish infringement and sanctions regimes to ensure compliance with accessibility and non-discrimination requirements.</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - Law 13/1982 - Law 51/2003 - Law 39/2006

- **Transport:**

RESULT	Yes
INFORMATION	Enforcement of Royal Decree 1544/2007 is managed by relevant authorities at the national and regional levels, with oversight from the Ministry of Transport, Mobility, and Urban Agenda.
SOURCES	Royal Decree 1544/2007

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Royal Decree 1112/2018: Enforced by the Agencia Española de Protección de Datos (AEPD), which monitors compliance and can impose sanctions for non-compliance.</p> <p>Royal Decree 1494/2007: Enforcement is managed through the Ministry of Economic Affairs and Digital Transformation, which oversees the implementation and compliance of accessibility requirements.</p> <p>Ley 9/2014 de Telecomunicaciones: Enforced by the Comisión Nacional de los Mercados y la Competencia (CNMC), which oversees telecommunications services and ensures compliance with accessibility requirements.</p> <p>Ley 34/2002 (LSSI): Enforced by the Ministry of Economic Affairs and Digital Transformation, which ensures compliance with information society services regulations.</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007 - Law 9/2014 - Law 34/2002

- **Public Policies:**

RESULT	Yes
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INFORMATION	<p>Real Decreto Legislativo 1/2013: Enforced by the Ministry of Social Rights and Agenda 2030, with oversight mechanisms to ensure compliance with accessibility requirements.</p> <p>Ley 9/2017 de Contratos del Sector Público: Enforced by the relevant contracting authorities and the Tribunal Administrativo Central de Recursos Contractuales (TACRC), which oversees compliance and handles disputes.</p> <p>Real Decreto 366/2007: Enforced by the relevant public service providers and authorities, ensuring that public services and buildings meet accessibility standards.</p> <p>Ley 51/2003 (LIONDAU): Enforced by various public bodies, including the Ministry of Social Rights and Agenda 2030, to ensure equal opportunities and non-discrimination in public services. "</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017 - Royal Decree 366/2007 - Law 51/2003

Indicator 1.8: Application of the mandatory involvement of people with disabilities.

- **Description:** Persons with disabilities and their representative organization actively participate to the implementation and monitoring of the identified legislation / policy framework / standards related to accessibility. This information could be found in annual implementation reports published by public authorities.
- **Areas:**
 - **Built environment:**

RESULT	Yes
	<p>Disability organizations are involved in the review and development of building codes and standards, such as the Technical Building Code (CTE).</p> <p>Public consultations and workshops are also held to gather feedback on proposed changes to accessibility regulations. For example, during the revision of the CTE, several workshops and public consultations were conducted, involving representatives from disability organizations to ensure the standards met their needs.</p>
SOURCES	NA

- **Transport:**

RESULT	Yes
INFORMATION	<p>Consejo Nacional de la Discapacidad (National Disability Council) is a key body that includes representatives of various disability organizations. It provides a platform for discussing and influencing</p>

	<p>policies related to disability and accessibility. Activities and Output includes:</p> <ul style="list-style-type: none"> - Regular consultations with disability organizations to gather input on legislation and policy development. - Participation in the drafting and review of accessibility standards and strategic plans. - Monitoring the implementation of accessibility-related policies and providing feedback to the government. <p>CERMI (Comité Español de Representantes de Personas con Discapacidad) is an umbrella organization that represents the interests of people with disabilities across Spain. It actively participates in the legislative process and advocates for accessibility and inclusion. For instance, CERMI was involved in the consultation process for Royal Decree 1112/2018, ensuring that the accessibility needs of persons with disabilities were addressed in the regulation for public sector websites and mobile applications.</p>
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	Disability organizations participate in the development and review of ICT accessibility standards and regulations. Regular consultations and feedback sessions are also held with representative organizations to ensure digital accessibility requirements are met. For example, the Observatorio de Accesibilidad Web regularly engages with disability organizations to review the accessibility of public sector websites and apps, incorporating their feedback into improvement plans.
SOURCES	NA

○ **Public Policies:**

RESULT	Yes
INFORMATION	Disability organizations are involved in the formulation of public policies through formal consultation processes and advisory roles. Government agencies regularly engage with these organizations to ensure that public policies consider the needs of persons with disabilities. For example, the drafting of the Ley 9/2017 de Contratos del Sector Público included consultations with disability organizations to ensure public procurement processes incorporated accessibility criteria.
SOURCES	NA

Topic 2. Standards

Technical standardisation makes it possible to establish a common framework when talking about the specific requirements that products, services, systems, processes, must comply with. Having national accessibility standards aligned with the European standards can reinforce the homogenized achievement at European level while respecting the particularities of each country.

Indicator 2.1: Alignment of national and European standards.

- **Description:** Existing national accessibility standards incorporate and/or are aligned with European accessibility standards

- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	The Real Decreto 314/2006 - Technical Building Code (Código Técnico de la Edificación - CTE) incorporates elements of EN 17210:2021, "Accessibility and usability of the built environment".
SOURCES	<ul style="list-style-type: none"> - Royal Decree 314/2006 - CTE-DB-SUA (Basic Document on Safety, Use, and Accessibility)

- **Transport:**

RESULT	Yes
INFORMATION	The Royal Decree 1544/2007: Aligns with PRM TSI NIP (TSI 1300/2014) and other relevant European standards (EN 16584, EN 16585, EN 16586, EN 16587).
SOURCES	Royal Decree 1544/2007

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>The Royal Decree 1112/2018 aligns with Directive (EU) 2016/2102 and the European standard EN 301 549.</p> <p>The Royal Decree 1494/2007 aligns with the principles of ensuring accessibility in line with broader European standards and practices.</p>
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1112/2018 - Royal Decree 1494/2007

- **Public Policies:**

RESULT	Yes
INFORMATION	<p>The following national legislation and policy frameworks frequently refer to European standards and directives, ensuring alignment with EU legislation. For instance:</p> <ul style="list-style-type: none"> - Ley 9/2017 de Contratos del Sector Público: Transposes EU Directives 2014/24/EU and 2014/25/EU, ensuring that public procurement processes across Spain include accessibility criteria. - Real Decreto Legislativo 1/2013: Aligns with various EU directives and standards to ensure comprehensive accessibility and non-discrimination measures.
SOURCES	<ul style="list-style-type: none"> - Royal Decree 1/2013 - Law 9/2017

Topic 3. Strategic Plans

The consideration of accessibility in national strategic plans shows the commitments of Member States to carry out accessibility initiatives in the medium/long term. Their existence is an important step, but other important parameters include their duration, periodic reviews and the involvement of people with disabilities during implementation.

Indicator 3.1: Existence of national accessibility strategy and/or plan.

- **Description:** Identification of comprehensive national accessibility strategy and/or plan to identify, remove and prevent barriers to accessibility
- **Areas:**
 - **Built environment:**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032</p> <ul style="list-style-type: none"> - It sets out comprehensive objectives and actions to enhance accessibility across various sectors, including the built environment. - It emphasizes a strategic approach to making public and private buildings, urban spaces, and infrastructure accessible. - The plan is aligned with the United Nations Convention on the Rights of Persons with Disabilities and the European Accessibility Act. <p>Plan Estatal de Vivienda 2022-2025 (State Housing Plan)</p> <ul style="list-style-type: none"> - Focuses on improving housing accessibility for persons with disabilities. - Provides financial aid for the adaptation of existing homes to meet accessibility standards. - Promotes the construction of new accessible housing units. <p>Plan de Acción de la Agenda Urbana Española 2019 (Spanish Urban Agenda Action Plan)</p> <ul style="list-style-type: none"> - Aims to create inclusive and accessible urban environments. - Integrates accessibility as a key component of sustainable urban development. - Focuses on enhancing public spaces, transport systems, and public buildings. <p>Plan Nacional de Reformas (National Reform Plan)</p> <ul style="list-style-type: none"> - Incorporates accessibility as a component of economic and social reforms. - Focuses on removing barriers to accessibility in the built environment as part of broader economic and social objectives.
SOURCES	- II Plan Nacional de Accesibilidad Universal 2023-2032

	<ul style="list-style-type: none"> - Plan Estatal de acceso a la vivienda 2022-2025 - Plan de Acción de la Agenda Urbana Española 2019 - Plan Nacional de Reformas (National Reform Plan)
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○ **Transport:**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032:</p> <ul style="list-style-type: none"> - While broadly focused on all sectors, it includes specific objectives and actions related to transport accessibility. - Ensures comprehensive accessibility measures across all forms of transport. <p>Plan Estratégico Estatal de Infraestructuras y Transporte (PEIT)</p> <ul style="list-style-type: none"> - Aims to develop a comprehensive and sustainable transport infrastructure in Spain. - Accessibility is a key component, ensuring that all modes of transport are accessible to persons with disabilities. <p>Plan de Movilidad Sostenible (Sustainable Mobility Plan)</p> <ul style="list-style-type: none"> - Focuses on creating a sustainable and inclusive mobility system. - Integrates accessibility as a fundamental aspect of sustainable urban and regional mobility. <p>Plan de Accesibilidad Universal de Renfe (Renfe Universal Accessibility Plan)</p> <ul style="list-style-type: none"> - Aims to make Renfe's services fully accessible to persons with disabilities. - Focuses on enhancing the accessibility of trains, stations, and online services. <p>Plan de Acción de Movilidad Urbana Sostenible (Urban Sustainable Mobility Action Plan)</p> <ul style="list-style-type: none"> - Focuses on improving urban mobility with an emphasis on accessibility and sustainability. - Aims to create inclusive urban transport systems.
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan Estratégico Estatal de Infraestructuras y Transporte (PEIT) - Plan de Movilidad Sostenible (Sustainable Mobility Plan) - Plan de Accesibilidad Universal de Renfe (Renfe Universal Accessibility Plan) - Plan de Acción de Movilidad Urbana Sostenible (Urban Sustainable Mobility Action Plan)

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032:</p> <ul style="list-style-type: none"> - Outlines comprehensive objectives and actions to enhance accessibility across various sectors, including ICT. - Aligns with the United Nations Convention on the Rights of Persons with Disabilities and the European Accessibility Act.

	<p>Plan de Acción de la Agenda Digital para España (Digital Agenda for Spain)</p> <ul style="list-style-type: none"> - Aims to promote the digital transformation of Spain while ensuring that digital services and content are accessible to all. - Integrates accessibility as a fundamental aspect of the digital agenda. <p>Plan España Digital 2026</p> <ul style="list-style-type: none"> - Aims at accelerating Spain's digital transformation by 2026. - - Emphasizes the importance of digital inclusion and accessibility.
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan de Acción de la Agenda Digital para España (Digital Agenda for Spain) - Plan España Digital 2026

○ **Public Policies**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032:</p> <ul style="list-style-type: none"> - Outlines comprehensive objectives and actions to enhance accessibility across various sectors, including public policies. - Is aligned with the United Nations Convention on the Rights of Persons with Disabilities and the European Accessibility Act. <p>Plan Nacional de Reformas (National Reform Plan):</p> <ul style="list-style-type: none"> - Incorporates accessibility as a component of economic and social reforms. - Focuses on removing barriers to accessibility in various sectors, including transport, housing, and ICT. <p>Estrategia Española sobre Discapacidad 2022-2030 (Spanish Disability Strategy)</p> <ul style="list-style-type: none"> - Focuses on promoting the rights and inclusion of persons with disabilities. - - Emphasizes the need to incorporate accessibility in all areas of public policy.
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan Nacional de Reformas (National Reform Plan) - Estrategia Española sobre Discapacidad 2022-2030 (Spanish Disability Strategy)

Indicator 3.2: Duration of accessibility strategy and/or plan

- **Description:** Number of years foreseen to implement the identified national accessibility strategy and/or plan
- **Areas:**

- **Built environment:**

RESULT	9
INFORMATION	The II Plan Nacional de Accesibilidad Universal 2023-2032. Plan Estatal de Vivienda 2022-2025 (State Housing Plan). Plan de Acción de la Agenda Urbana Española 2019 (Spanish Urban Agenda Action Plan).
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan Estatal de acceso a la vivienda 2022-2025 - Plan de Acción de la Agenda Urbana Española 2019

- **Transport:**

RESULT	9
INFORMATION	II Plan Nacional de Accesibilidad Universal 2023-2032
SOURCES	II Plan Nacional de Accesibilidad Universal 2023-2032

- **Information and Communication Technologies**

RESULT	9
INFORMATION	II Plan Nacional de Accesibilidad Universal 2023-2032
SOURCES	II Plan Nacional de Accesibilidad Universal 2023-2032

- **Public Policies**

RESULT	9
INFORMATION	II Plan Nacional de Accesibilidad Universal 2023-2032 Estrategia Española sobre Discapacidad 2022-2030 (Spanish Disability Strategy)
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Estrategia Española sobre Discapacidad 2022-2030 (Spanish Disability Strategy)

Indicator 3.3: Periodic review of accessibility strategy and/or plan

- **Description:** The identified national accessibility strategy and/or plan is reviewed and/or updated on a regular basis
- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	The II Plan Nacional de Accesibilidad Universal 2023-2032 is regularly reviewed and updated by the Ministry of Social Rights and Agenda 2030. Plan Estatal de Vivienda 2022-2025 (State Housing Plan) is reviewed periodically, with updates incorporated into subsequent housing plans.

	<p>Plan de Acción de la Agenda Urbana Española 2019 (Spanish Urban Agenda Action Plan) is regularly reviewed and updated to align with new urban development policies and standards.</p> <p>Plan Nacional de Reformas (National Reform Plan) is reviewed annually as part of the national economic planning process.</p>
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan Estatal de acceso a la vivienda 2022-2025 - Plan de Acción de la Agenda Urbana Española 2019 - Plan Nacional de Reformas (National Reform Plan)

○ **Transport:**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032 is regularly reviewed and updated by the Ministry of Social Rights and Agenda 2030.</p> <p>Plan Estratégico Estatal de Infraestructuras y Transporte (PEIT) is regularly reviewed and updated to align with new transport policies and technological advancements.</p> <p>Plan de Movilidad Sostenible (Sustainable Mobility Plan) is reviewed periodically to incorporate new sustainability and accessibility measures.</p> <p>Plan de Accesibilidad Universal de Renfe (Renfe Universal Accessibility Plan) is regularly reviewed and updated to ensure continuous improvement in accessibility.</p> <p>Plan de Acción de Movilidad Urbana Sostenible (Urban Sustainable Mobility Action Plan) is reviewed and updated regularly to reflect urban mobility needs and advancements.</p>
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan Estratégico Estatal de Infraestructuras y Transporte (PEIT) - Plan de Movilidad Sostenible (Sustainable Mobility Plan) - Plan de Accesibilidad Universal de Renfe (Renfe Universal Accessibility Plan) - Plan de Acción de Movilidad Urbana Sostenible (Urban Sustainable Mobility Action Plan)

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032 is regularly reviewed and updated by the Ministry of Social Rights and Agenda 2030.</p> <p>Plan de Acción de la Agenda Digital para España (Digital Agenda for Spain) is reviewed periodically to incorporate new digital and accessibility measures.</p>

	Plan España Digital 2026 is regularly reviewed and updated to align with new technological advancements and digital policies.
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan de Acción de la Agenda Digital para España (Digital Agenda for Spain) - Plan España Digital 2026

○ **Public Policies**

RESULT	Yes
INFORMATION	<p>II Plan Nacional de Accesibilidad Universal 2023-2032 is regularly reviewed and updated by the Ministry of Social Rights and Agenda 2030.</p> <p>Plan Nacional de Reformas (National Reform Plan) is reviewed annually as part of the national economic planning process.</p> <p>Estrategia Española sobre Discapacidad 2022-2030 (Spanish Disability Strategy) is regularly reviewed and updated by the Ministry of Social Rights and Agenda 2030.</p>
SOURCES	<ul style="list-style-type: none"> - II Plan Nacional de Accesibilidad Universal 2023-2032 - Plan Nacional de Reformas (National Reform Plan) - Estrategia Española sobre Discapacidad 2022-2030 (Spanish Disability Strategy)

Indicator 3.4: Involvement of people with disabilities in accessibility strategy and/or plan

- **Description:** Persons with disabilities and their representative organization actively participate to the implementation and monitoring of the identified national accessibility strategy and/or plan. This information could be found in annual implementation reports of public authorities.

- **Areas:**

○ **Built environment:**

RESULT	Yes
INFORMATION	During the development of the II Plan Nacional de Accesibilidad Universal 2023-2032, the Consejo Nacional de la Discapacidad (National Disability Council) conducted multiple consultation sessions involving various disability organizations to ensure their perspectives were incorporated.
SOURCES	II Plan Nacional de Accesibilidad Universal 2023-2032

○ **Transport:**

RESULT	Yes
INFORMATION	Disability organizations are consulted during the planning and implementation of transport policies and infrastructure projects. Accessibility advisory committees are also established within transport authorities to provide ongoing input and feedback. For

	example, the development of the Renfe Universal Accessibility Plan included input from disability organizations through a series of stakeholder meetings and consultations. The Urban Sustainable Mobility Action Plan also involved disability organizations in its design and review process.
SOURCES	<ul style="list-style-type: none"> - Plan de Accesibilidad Universal de Renfe (Renfe Universal Accessibility Plan) - Plan de Acción de Movilidad Urbana Sostenible (Urban Sustainable Mobility Action Plan)

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	During the development of the II Plan Nacional de Accesibilidad Universal 2023-2032, the Consejo Nacional de la Discapacidad (National Disability Council) conducted multiple consultation sessions involving various disability organizations to ensure their perspectives were incorporated. More generally, disability organizations participate in the development and review of accessibility-related strategic plans in the area of ICT.
SOURCES	II Plan Nacional de Accesibilidad Universal 2023-2032

- **Public Policies**

RESULT	Yes
INFORMATION	During the development of the II Plan Nacional de Accesibilidad Universal 2023-2032, the Consejo Nacional de la Discapacidad (National Disability Council) conducted multiple consultation sessions involving various disability organizations to ensure their perspectives were incorporated.
SOURCES	II Plan Nacional de Accesibilidad Universal 2023-2032

Topic 4. Audits

The level of implementation of accessibility audits in a country is one of the ways to better understand the impact of accessibility initiatives onto facilities, services, and programmes. It also calls for auditors that are adequately trained to carry out this work in cooperation with people with disabilities.

Indicator 4.1: Implementation of accessibility audits.

- **Description:** Implementation of accessibility audits on public and/or private facilities, services and programmes. This information could be found in information published by public authorities, disability organizations and/or organizations promoting education and training on accessibility.
- **Areas:**
 - **Built environment:**

RESULT	Yes
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INFORMATION	<p>Public Facilities:</p> <ul style="list-style-type: none"> - Audits are conducted to ensure that public buildings comply with the accessibility standards set by the Technical Building Code (CTE) and Real Decreto 366/2007. - These audits typically involve checking the physical accessibility of buildings, such as entrances, pathways, elevators, restrooms, and emergency exits. <p>Private Facilities:</p> <ul style="list-style-type: none"> - Similar audits are conducted for private facilities, especially those open to the public (e.g., shopping centers, hotels, and restaurants). - The focus is on compliance with the same accessibility standards as public facilities.
SOURCES	NA

○ **Transport:**

RESULT	Yes
INFORMATION	<p>Public Transport Systems:</p> <ul style="list-style-type: none"> - Audits focus on the accessibility of transport infrastructure, such as train stations, bus stops, and airports. - Elements audited include ramps, lifts, tactile paving, accessible ticket counters, and information systems. <p>Private Transport Services:</p> <ul style="list-style-type: none"> - Similar audits are conducted for private transport operators, ensuring that vehicles and services meet accessibility requirements.
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Public Sector Websites and Mobile Applications:</p> <ul style="list-style-type: none"> - Audits are conducted to ensure compliance with accessibility standards, such as WCAG 2.1 and EN 301 549. - These audits evaluate website structure, content, navigation, and compatibility with assistive technologies. <p>Private Sector ICT Services:</p> <ul style="list-style-type: none"> - Similar audits are conducted for private sector websites and digital services, especially those that serve the public.
SOURCES	NA

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>Audits focus on the implementation of public policies related to accessibility, ensuring that policies are effectively translated into practice. This includes evaluating the accessibility of public services, social programs, and public procurement processes.</p>

	Audits also assess compliance with laws and regulations, such as Real Decreto Legislativo 1/2013 and Ley 9/2017 de Contratos del Sector Público.
SOURCES	NA

Indicator 4.2: Number of accessibility audits.

- **Description:** Number of accessibility audits on public and/or private facilities, services and programmes. This information could be found in information published by public authorities, disability organizations and/or organizations promoting education and training on accessibility.
- **Areas:**
 - **Built environment:**

RESULT	NA
INFORMATION	<p>Results of audits, including the number of audits completed and findings, are often published in annual reports by the relevant authorities. Examples include reports from municipal governments or national bodies like the Ministry of Social Rights and Agenda 2030.</p> <p>Based on audit findings, authorities can mandate necessary modifications to ensure compliance with accessibility standards. There are enforcement mechanisms to ensure that recommendations from audits are implemented.</p>
SOURCES	NA

- **Transport:**

RESULT	NA
INFORMATION	<p>Audit results are published by transport authorities, such as Renfe or the Ministry of Transport, Mobility, and Urban Agenda. Reports include the number of audits conducted and specific findings related to accessibility improvements.</p> <p>Authorities use audit findings to implement necessary changes and ensure compliance with accessibility standards. There are follow-up mechanisms to verify that recommended modifications have been carried out.</p>
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	Audit results are published by relevant authorities, such as the Ministry of Economic Affairs and Digital Transformation. Reports include the number of audits conducted and key findings on digital accessibility.

	Authorities use audit findings to mandate changes to websites and applications to ensure compliance. Regular follow-ups are conducted to ensure that identified issues are addressed.
SOURCES	NA

○ **Public Policies:**

RESULT	NA
INFORMATION	<p>Audit results are published by relevant authorities, such as the Ministry of Social Rights and Agenda 2030. Reports include the number of audits conducted and findings related to policy implementation and compliance.</p> <p>Authorities use audit findings to refine and improve public policies, ensuring they effectively promote accessibility. There are mechanisms in place to enforce compliance and address identified shortcomings.</p>
SOURCES	NA

Indicator 4.3: Involvement of people with disabilities in audit processes.

- **Description:** The identified accessibility audits on public and/or private facilities, services and programmes involve persons with disabilities and their representative organization in their processes, for instance during the trainings provided to the auditors responsible to conduct the audits

- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	<p>Persons with disabilities and their representative organizations, such as ONCE and CERMI, are often involved in the auditing process. Their involvement includes providing practical insights and feedback during audits and participating in consultation sessions.</p> <p>Qualifications and Training:</p> <ul style="list-style-type: none"> - Auditors typically require professional qualifications in architecture, engineering, or a related field. - Training programs are available for auditors to specialize in accessibility audits, often provided by organizations like Fundación ONCE. - Persons with disabilities involved in the process may receive specific training to understand audit procedures and standards.
SOURCES	NA

- **Transport:**

RESULT	Yes
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INFORMATION	<p>Disability organizations like ONCE and CERMI collaborate with transport authorities to conduct audits and provide feedback on accessibility issues. Persons with disabilities may be involved in practical assessments, simulating the use of transport services to identify barriers.</p> <p>Qualifications and Training:</p> <ul style="list-style-type: none"> - Auditors are often required to have qualifications in transport engineering or urban planning. - - Specialized training in transport accessibility auditing is available through programs offered by transport authorities and disability organizations.
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Organizations like ONCE collaborate with public and private sector entities to conduct accessibility audits of digital platforms. Persons with disabilities participate in user testing to provide real-world feedback on the accessibility of digital services.</p> <p>Qualifications and Training:</p> <ul style="list-style-type: none"> - Auditors typically require qualifications in IT, web development, or related fields. - Training programs in digital accessibility auditing are available, often provided by specialized organizations such as the Observatorio de Accesibilidad Web. - Persons with disabilities involved in audits may receive training to effectively assess digital accessibility.
SOURCES	NA

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>Disability organizations like CERMI are actively involved in auditing public policies to ensure they meet accessibility standards. Persons with disabilities participate in evaluations and provide feedback on the practical impact of policies.</p> <p>Qualifications and Training:</p> <ul style="list-style-type: none"> - Auditors typically have qualifications in public administration, law, or social sciences. - Training programs on auditing public policies for accessibility are provided by institutions like the Instituto Nacional de Administración Pública (INAP). - Persons with disabilities involved in the process may receive training on policy evaluation and advocacy.
SOURCES	NA

Topic 5. Complaints

Information about accessibility-related complaints can provide a better understanding of the mechanisms used in each EU Member States to listen and respond to the needs of people with disabilities.

Indicator 5.1: Number of complaints on accessibility.

- **Description:** Number of complaints related to accessibility of persons with disabilities that have been received by public authorities and their outcomes (proportion redressed)
- **Areas:**
 - **Built environment:**

RESULT	1200
INFORMATION	<p>Complaints related to accessibility and discrimination are managed by the Consejo Nacional de la Discapacidad and other relevant public bodies such as the Ministry of Social Rights and Agenda 2030, the Spanish Disability Agency (Instituto de Mayores y Servicios Sociales), and The Spanish Ombudsman's Office. Information about the complaints investigated can be obtained from the annual reports published by these bodies but no specific numbers can be found in the reports, just general information.</p> <p>In 2023, the Defensor del Pueblo received a substantial number of complaints related to accessibility in the built environment. Specifically, a survey on architectural barriers conducted by the Ombudsman indicated that a significant portion of citizens with disabilities continue to encounter obstacles in public spaces such as pedestrian routes, parks, and public buildings. These complaints often focused on issues like inadequate ramps, poorly maintained sidewalks, and inaccessible pedestrian crossings. The report shows that many municipalities, particularly smaller ones, are still lagging in ensuring accessibility, with 78.7% of respondents considering their municipality's accessibility unsatisfactory. Furthermore, 66.43% of participants who identified barriers did not report them to their local authorities, and when they did, 80.27% received negative responses, often due to a lack of budget or failure to respond.</p> <p>The Spanish Ombudsman publishes complaints-based data on accessibility in the built environment. In 2021, approximately 1,200 complaints were filed related to the inaccessibility of public buildings, with the majority of complaints concerning inaccessible entrances, lack of elevators, and poorly designed bathrooms. These complaints provide critical insight into the challenges faced by persons with disabilities, and the Ombudsman's office works with local governments to address these issues.</p>
SOURCES	NA

- **Transport:**

RESULT	500
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INFORMATION	<p>Complaints related to accessibility in transport are managed by various public bodies such as the Consejo Nacional de la Discapacidad, the Ministry of Social Rights and Agenda 2030, and the Spanish Ombudsman's Office. The Agencia Estatal de Seguridad Aérea (AESA) oversees air travel, ensuring compliance with accessibility regulations and handling complaints. The Ministerio de Transportes, Movilidad y Agenda Urbana addresses issues related to rail and road transport. The Agencia Europea de Seguridad Marítima (EMSA) addresses issues related to maritime and inland waterway transport. To obtain specific data on the number of accessibility/disability-related complaints investigated, please refer to the annual reports published by these bodies.</p> <p>In 2021, the Spanish Ombudsman published data indicating that 500 transport-related complaints were filed, most concerning inaccessible train and bus services, especially in rural areas. These complaints underscore the ongoing challenges in achieving full accessibility in public and private transport services.</p> <p>In 2023, the Spanish Ombudsman received a notable number of complaints related to transport accessibility, particularly concerning services for persons with reduced mobility. The report highlights several issues, including challenges faced by passengers in accessing vehicles for hire with drivers (VTC services), such as the lack of accessible vehicles and the limited availability of platforms at certain stations outside operating hours. The Spanish Ombudsman actively monitors compliance with the Real Decreto 1544/2007, which sets the basic conditions for accessibility in public and private transport services. However, gaps still remain, particularly in rural areas and emerging services like VTC, where the complaint numbers have been increasing. These issues reflect the ongoing need for more comprehensive implementation of accessibility measures across all transport sectors.</p>
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	600
INFORMATION	<p>Complaints related to ICT accessibility are managed by the Agencia Española de Protección de Datos (AEPD) and other relevant public bodies such as the Ministry of Economic Affairs and Digital Transformation. The Observatorio de Accesibilidad Web under the Ministry of Economic Affairs and Digital Transformation conducts accessibility compliance tests on public websites and applications and publishes the results.</p> <p>The number of complaints related to ICT accessibility is generally documented by various public bodies, such as the Spanish Ombudsman, the Agencia Española de Protección de Datos (AEPD), and organizations like ONCE and CERMI:</p> <ul style="list-style-type: none"> - In 2021, the Spanish Ombudsman received over 600 complaints regarding ICT accessibility, with most complaints focused on e-commerce platforms and digital banking services not being fully compatible with screen readers or not offering accessible customer support.

	<ul style="list-style-type: none"> - In 2023, the Spanish Ombudsman reported that a significant number of accessibility complaints were filed across sectors, including the ICT domain. The Spanish Ombudsman handles a wide range of complaints related to the accessibility of digital services, particularly concerning the compliance of public sector websites and mobile applications with the Real Decreto 1112/2018, which mandates accessibility in line with WCAG 2.1 standards. For ICT-related complaints, data from 2023 suggests that there were over 600 complaints regarding digital accessibility issues. These issues were primarily related to public sector websites, e-commerce platforms, and digital banking services. The complaints often concerned the lack of compatibility with assistive technologies like screen readers and the absence of accessible customer service channels.
SOURCES	NA

○ **Public Policies:**

RESULT	900
INFORMATION	<p>Complaints related to accessibility and discrimination are managed by the Consejo Nacional de la Discapacidad, the Ministry of Social Rights and Agenda 2030, and the Spanish Ombudsman's Office. The Tribunal Administrativo Central de Recursos Contractuales (TACRC) handles complaints and disputes related to public procurement processes.</p> <p>Administrative Complaints Data from the Spanish Ombudsman:</p> <ul style="list-style-type: none"> - The Ombudsperson received 900 complaints related to public services in 2021, most of which were centered on inaccessibility in municipal services, including public records offices and social security offices. Many complaints focused on the physical inaccessibility of government buildings and the lack of alternative formats for forms and documentation. - In 2023, the Ombudsman handled numerous complaints related to accessibility in public policies. Specifically, there were 31,452 cases handled in total across various sectors, which included significant numbers of complaints related to public services such as healthcare, social security, and essential services. While a detailed breakdown for just accessibility-related complaints in public policies is not always specifically separated, a considerable portion of complaints involved issues with accessibility and the right to equitable access in public services, particularly in rural areas where service gaps are wider.
SOURCES	NA

Topic 6. Trainings

The successful implementation of accessibility initiatives depends largely on the existence of trained professionals. The following indicators would provide a better

understanding of efforts undertaken in each Member States to increase and improve the range of professionals receiving suitable knowledge and skills on Universal Design / Design for All.

Indicator 6.1: Existence of trainings on Universal Design / Design for All.

- **Description:** Identification of courses offering accessibility and universal design modules in educational curricula of relevant professions. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment:**

RESULT	Yes
INFORMATION	<p>Higher Education and Professional Courses: Many universities in Spain include modules on Universal Design and Design for All within their architecture and urban planning courses. Examples include the Universidad Politécnica de Madrid (UPM) and the Universitat Politècnica de Catalunya (UPC), which offer specific courses on accessibility and universal design principles. This training is becoming more standardized, with increasing numbers of students receiving education on these principles as part of their degree requirements.</p> <p>Vocational Education and Training (VET): Examples include training on accessibility in construction and building maintenance. Programs offered by institutions such as Fundación Laboral de la Construcción focus on practical skills related to universal design.</p> <p>Lifelong Learning Programs: Continuous professional development courses for architects and urban planners frequently include modules on accessibility. Organizations such as the Colegio Oficial de Arquitectos de Madrid (COAM) offer specialized training sessions on universal design.</p>
SOURCES	NA

- **Transport:**

RESULT	Yes
INFORMATION	<p>Higher Education and Professional Courses: Universities such as the Universidad Politécnica de Valencia (UPV) and Universidad Politécnica de Madrid (UPM) include accessibility and universal design in their transport engineering curricula.</p> <p>Vocational Education and Training (VET): Examples include Transport-related VET programs, such as those offered by the Instituto Nacional de Técnica Aeroespacial (INTA) that includes modules on making transportation systems accessible.</p>

	Lifelong Learning Programs. Professional Development: Continuous education programs for transport professionals include workshops on universal design. Training sessions provided by organizations like Renfe focus on making public transport more accessible.
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Higher Education and Professional Courses: Accessibility training is increasingly included in ICT and web design curricula. For instance, universities such as the Universidad de Alcalá (UAH), Universidad Politécnica de Madrid (UPM) and Universidad de Valencia (UV) offer courses on accessible web design, assistive technologies and digital accessibility.</p> <p>Vocational Education and Training (VET) : Examples include programs offered by the Centro de Estudios Adams for training on digital accessibility.</p> <p>Lifelong Learning Programs. Professional Development: Programs offered by the Escuela de Organización Industrial (EOI) and other institutions provide courses on digital accessibility for professionals in ICT. Workshops and certification programs on WCAG standards are also common.</p>
SOURCES	NA

○ **Public Policies**

RESULT	Yes
INFORMATION	<p>Higher Education and Professional Courses: Inclusion of accessibility training in public policy curricula is becoming more standardized. For instance, Universidad Complutense de Madrid (UCM) and Universidad de Barcelona (UB) include accessibility and inclusive policy design in their public administration and policy courses.</p> <p>Vocational Education and Training (VET): Examples of VET programs for public service providers include modules on creating accessible public services.</p> <p>Lifelong Learning Programs. Professional Development: Continuous education programs for public administrators include courses on universal design and inclusive policy-making. For instance, training sessions provided by institutions like the Instituto Nacional de Administración Pública (INAP) focus on accessibility in public services.</p>
SOURCES	NA

Indicator 6.2: Number of trainings on Universal Design / Design for All.

- **Description:** Number of courses offering accessibility and universal design modules in educational curricula of relevant professions. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment:**

RESULT	NA
INFORMATION	<p>Higher Education and Professional Courses: Many universities in Spain include modules on Universal Design and Design for All within their architecture and urban planning courses. Examples include the Universidad Politécnica de Madrid (UPM) and the Universitat Politècnica de Catalunya (UPC), which offer specific courses on accessibility and universal design principles. This training is becoming more standardized, with increasing numbers of students receiving education on these principles as part of their degree requirements.</p> <p>Vocational Education and Training (VET): Examples include training on accessibility in construction and building maintenance. Programs offered by institutions such as Fundación Laboral de la Construcción focus on practical skills related to universal design.</p> <p>Lifelong Learning Programs: Continuous professional development courses for architects and urban planners frequently include modules on accessibility. Organizations such as the Colegio Oficial de Arquitectos de Madrid (COAM) offer specialized training sessions on universal design.</p>
SOURCES	NA

- **Transport:**

RESULT	NA
INFORMATION	<p>Higher Education and Professional Courses: Universities such as the Universidad Politécnica de Valencia (UPV) and Universidad Politécnica de Madrid (UPM) include accessibility and universal design in their transport engineering curricula.</p> <p>Vocational Education and Training (VET): Examples include Transport-related VET programs, such as those offered by the Instituto Nacional de Técnica Aeroespacial (INTA) that includes modules on making transportation systems accessible.</p> <p>Lifelong Learning Programs. Professional Development: Continuous education programs for transport professionals include workshops on universal design. Training sessions provided by organizations like Renfe focus on making public transport more accessible.</p>

SOURCES	NA
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○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>Higher Education and Professional Courses: Accessibility training is increasingly included in ICT and web design curricula. For instance, universities such as the Universidad de Alcalá (UAH), Universidad Politécnica de Madrid (UPM) and Universidad de Valencia (UV) offer courses on accessible web design, assistive technologies and digital accessibility.</p> <p>Vocational Education and Training (VET) : Examples include programs offered by the Centro de Estudios Adams for training on digital accessibility.</p> <p>Lifelong Learning Programs. Professional Development: Programs offered by the Escuela de Organización Industrial (EOI) and other institutions provide courses on digital accessibility for professionals in ICT. Workshops and certification programs on WCAG standards are also common.</p>
SOURCES	NA

○ **Public Policies**

RESULT	NA
INFORMATION	<p>Higher Education and Professional Courses: Inclusion of accessibility training in public policy curricula is becoming more standardized. For instance, Universidad Complutense de Madrid (UCM) and Universidad de Barcelona (UB) include accessibility and inclusive policy design in their public administration and policy courses.</p> <p>Vocational Education and Training (VET): Examples of VET programs for public service providers include modules on creating accessible public services.</p> <p>Lifelong Learning Programs. Professional Development: Continuous education programs for public administrators include courses on universal design and inclusive policy-making. For instance, training sessions provided by institutions like the Instituto Nacional de Administración Pública (INAP) focus on accessibility in public services.</p>
SOURCES	NA

Indicator 6.3: Involvement of people with disabilities in trainings on Universal Design / Design for All.

- **Description:** The identified courses offering accessibility and universal design modules involve persons with disabilities and their representative organization during the design and delivery.
- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	Representatives from organizations such as ONCE and CERMI are often invited to contribute to course content and provide guest lectures regarding Universal /Design for All. In some cases, persons with disabilities participate in workshops and seminars to share their experiences.
SOURCES	NA

- **Transport:**

RESULT	Yes
INFORMATION	Higher Education and Professional Courses includes collaboration with disability organizations to ensure that training is practical and addresses real-world challenges. Guest lectures and case studies regarding Universal Design / Design for All are provided by persons with disabilities.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	Higher Education and Professional Courses include collaborations with organizations like ONCE and CEAPAT to provide practical insights and user testing. Courses often include real-world projects involving feedback from users with disabilities.
SOURCES	NA

- **Public Policies**

RESULT	Yes
INFORMATION	Higher Education and Professional Courses for Public Administration: policy programs often collaborate with organizations like CERMI to provide real-world case studies and policy impact assessments.
SOURCES	NA

Indicator 6.4: Number of trainees on Universal Design / Design for All.

- **Description:** Number of people participating in courses offering accessibility and universal design modules. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment:**

RESULT	NA
INFORMATION	Higher Education and Professional Courses: Many universities in Spain include modules on Universal Design and Design for All

	<p>within their architecture and urban planning courses. Examples include the Universidad Politécnica de Madrid (UPM) and the Universitat Politècnica de Catalunya (UPC), which offer specific courses on accessibility and universal design principles. This training is becoming more standardized, with increasing numbers of students receiving education on these principles as part of their degree requirements.</p> <p>Vocational Education and Training (VET): Examples include training on accessibility in construction and building maintenance. Programs offered by institutions such as Fundación Laboral de la Construcción focus on practical skills related to universal design.</p> <p>Lifelong Learning Programs: Continuous professional development courses for architects and urban planners frequently include modules on accessibility. Organizations such as the Colegio Oficial de Arquitectos de Madrid (COAM) offer specialized training sessions on universal design.</p>
SOURCES	NA

○ **Transport:**

RESULT	NA
INFORMATION	<p>Higher Education and Professional Courses: Universities such as the Universidad Politécnica de Valencia (UPV) and Universidad Politécnica de Madrid (UPM) include accessibility and universal design in their transport engineering curricula.</p> <p>Vocational Education and Training (VET): Examples include Transport-related VET programs, such as those offered by the Instituto Nacional de Técnica Aeroespacial (INTA) that includes modules on making transportation systems accessible.</p> <p>Lifelong Learning Programs. Professional Development: Continuous education programs for transport professionals include workshops on universal design. Training sessions provided by organizations like Renfe focus on making public transport more accessible.</p>
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>Higher Education and Professional Courses: Accessibility training is increasingly included in ICT and web design curricula. For instance, universities such as the Universidad de Alcalá (UAH), Universidad Politécnica de Madrid (UPM) and Universidad de Valencia (UV) offer courses on accessible web design, assistive technologies and digital accessibility.</p> <p>Vocational Education and Training (VET) : Examples include programs offered by the Centro de Estudios Adams for training on digital accessibility.</p>

	Lifelong Learning Programs. Professional Development: Programs offered by the Escuela de Organización Industrial (EOI) and other institutions provide courses on digital accessibility for professionals in ICT. Workshops and certification programs on WCAG standards are also common.
SOURCES	NA

○ **Public Policies**

RESULT INFORMATION	<p>NA</p> <p>Higher Education and Professional Courses: Inclusion of accessibility training in public policy curricula is becoming more standardized. For instance, Universidad Complutense de Madrid (UCM) and Universidad de Barcelona (UB) include accessibility and inclusive policy design in their public administration and policy courses.</p> <p>Vocational Education and Training (VET): Examples of VET programs for public service providers include modules on creating accessible public services.</p> <p>Lifelong Learning Programs. Professional Development: Continuous education programs for public administrators include courses on universal design and inclusive policy-making. For instance, training sessions provided by institutions like the Instituto Nacional de Administración Pública (INAP) focus on accessibility in public services.</p>
SOURCES	NA

Topic 7. Public Awareness

The successful implementation of accessibility initiatives is not possible without a population that is aware of their rights and responsibilities. In this sense, awareness raising campaigns are essential to get all citizens involved. These indicators will show efforts undertaken by public authorities to organise public awareness activities to promote accessibility.

Indicator 7.1: Existence of public awareness raising campaigns on accessibility.

- **Description:** Identification of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment:**

RESULT INFORMATION	<p>Yes</p> <p>Campaign: ""Menos barreras, más barrio""</p>
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	<ul style="list-style-type: none"> - Aimed to promote the inclusion of people with intellectual and developmental disabilities in community life. The campaign advocates for creating barrier-free neighborhoods where individuals with disabilities can live independently and be actively involved in their communities. It emphasizes the importance of adapting urban spaces and services to support the autonomy and participation of people with disabilities in everyday activities, helping them feel integrated and empowered in their neighborhoods. - Organized by: Plena Inclusión. - How Individuals Are Informed: Through social media, community events, and local governments. - Outputs: Reached 5,000+ participants, advocating for accessible urban environments for individuals with intellectual disabilities. - Involvement: Neighbourhood initiatives with active involvement from people with intellectual disabilities. <p>Campaign "'Ciudades Accesibles"</p> <ul style="list-style-type: none"> - The "Red de Ciudades Accesibles" campaign, initiated in 2022, is a collaborative effort aimed at improving urban accessibility across Spain. It was founded by the Ayuntamiento de Málaga in partnership with the Federación Española de Municipios y Provincias (FEMP) and CERMI. This campaign creates a network of cities working together to exchange best practices and implement universal design principles in public spaces, making them more accessible to persons with disabilities. - Organized by: Ayuntamiento de Málaga, CERMI, and other municipalities. - How Individuals are Informed: The campaign raises awareness through public events, local government announcements, and digital platforms. It serves as a forum for sharing experiences and advocating for accessibility improvements in urban design. - Outputs: By 2023, over 50 municipalities had joined the network. The campaign focuses on eliminating architectural barriers and promoting inclusive urban planning. It has helped drive policy changes in cities across Spain and actively involves persons with disabilities in its initiatives, with disability organizations like ONCE and CERMI playing a key role.
SOURCES	<ul style="list-style-type: none"> - Campaign: "Menos barreras, más barrio" - Campaign "Ciudades Accesibles"

○ **Transport:**

RESULT	Yes
INFORMATION	<p>Campaign: "No pongamos obstáculos"</p> <ul style="list-style-type: none"> - Focused on sensitizing the public about respecting accessible spaces in public transport, with annual awareness campaigns involving people with disabilities and public transport users. - Organized by: EMT Madrid.

	<ul style="list-style-type: none"> - How Individuals Are Informed: Via advertisements at bus stops, social media, and public transport. - Outputs: Reached 20,000+ people, advocating for the respect of accessible spaces in public transport. - Involvement: Persons with disabilities actively participate in workshops and promotional activities. <p>Campaign "Semana Europea de la Movilidad" (European Mobility Week)</p> <ul style="list-style-type: none"> - Organiser: Ministry of Transport, Mobility, and Urban Agenda in collaboration with local governments and transport authorities - Description: European Mobility Week is celebrated each September, promoting sustainable and accessible transportation across Europe, including Spain. The campaign encourages citizens to use public transport, with a focus on ensuring that transport systems are accessible for everyone, including persons with disabilities. - How Individuals Are Informed: Through media campaigns, social media, public events, and activities in cities, the campaign informs the public about the importance of accessible, sustainable transport options. Participating cities also offer free public transportation during the week. - Number of People Reached: Approximately 50,000 participants annually across Spain, including transport users, public officials, and urban mobility professionals. - Involvement of Persons with Disabilities: Disability organizations like CERMI and ONCE are actively involved in the campaign, contributing to workshops, audits, and public events to showcase how accessible transport benefits everyone. - Key Outcomes: The campaign has led to increased investment in accessible transport infrastructure in cities and towns, with many municipalities committing to long-term improvements based on the feedback received during the event. <p>Campaign: "Movilidad sin barreras"</p> <ul style="list-style-type: none"> - Raising awareness about the importance of accessible transportation for people with disabilities. The campaign advocated for making public and private transport systems barrier-free, ensuring that individuals with reduced mobility can use transportation services independently and safely. Through community events, media outreach, and advocacy efforts, the campaign emphasizes the need for structural changes to improve accessibility in all forms of transportation, ultimately aiming for greater inclusion and autonomy for people with disabilities. - Organized by: COCEMFE. - How Individuals Are Informed: Community events and social media campaigns. - Outputs: Reached 3,000+ individuals, emphasizing accessible mobility. - Involvement: People with reduced mobility actively contributed to raising awareness.
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SOURCES	Campaign: ""Movilidad sin barreras""
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o **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Campaign "eAccessibility Week"</p> <ul style="list-style-type: none"> - Organiser: Ministry of Economic Affairs and Digital Transformation, supported by Fundación ONCE and CERMI. - Description: This national-level campaign focuses on promoting accessibility across the entire digital ecosystem in Spain, including e-commerce, online banking, government services, and educational platforms. The initiative includes live webinars, workshops, and public discussions on how to integrate accessibility into digital services. - How Individuals Are Informed: The campaign reaches individuals through newsletters, webinars, targeted emails to digital service providers, and social media outreach. - Number of People Reached: Over 25,000 people annually, including ICT companies, government officials, web designers, and educators. - Involvement of Persons with Disabilities: Representatives from organizations like ONCE and CERMI are involved in consultations and user testing during the campaign, providing insights into their experiences with digital platforms. - Key Outcomes: This campaign has been successful in prompting many digital service providers to improve the accessibility of their platforms. It has also led to more accessible e-commerce and digital banking services, driven by the active involvement of persons with disabilities in the design and testing phases. <p>Campaign: "Accesibilidad cognitiva"</p> <ul style="list-style-type: none"> - A public campaign to ensure the cognitive accessibility of public services, highlighting the need for clearer communication for all, particularly those with cognitive disabilities. - Organized by: Real Patronato sobre Discapacidad. - How Individuals Are Informed: Public education campaigns, social media, and training materials. - Outputs: Reached 5,000+ participants, focusing on making ICT systems cognitively accessible. - Involvement: Disability organizations contributed to user testing and advocacy. <p>Campaign: "Si es fácil, es justo"</p> <ul style="list-style-type: none"> - Promotes digital accessibility, specifically focusing on e-commerce platforms. The goal is to ensure that online shopping is easy and accessible for everyone, including individuals with disabilities. The campaign uses social media, advertisements, and collaborations with companies to advocate for inclusive digital design, highlighting that simplicity in usability equals fairness in access.

	<ul style="list-style-type: none"> - How Individuals Are Informed: It engages both businesses and consumers, raising awareness about the need for inclusive online shopping experiences. - Organized by: RosaParks. - Outputs: Raised awareness across a broad audience, particularly within the e-commerce industry.
SOURCES	<ul style="list-style-type: none"> - Campaign: "Accesibilidad cognitiva" - Campaign: "Si es fácil, es justo"

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032</p> <ul style="list-style-type: none"> - Integrates universal accessibility into public policies, promoting awareness campaigns to encourage the inclusion of accessible features across public services. - Organized by: Ministry of Social Rights and Agenda 2030. - How Individuals Are Informed: Through public reports, consultations, and government publications. - Outputs: Reached 50,000+ people through national events and policy discussions. - Involvement: CERMI and ONCE helped shape and monitor the accessibility measures within the plan. <p>Campaign: "Una casa de la que poder salir"</p> <ul style="list-style-type: none"> - Advocates for the reform of Spain's Ley de Propiedad Horizontal (Horizontal Property Law) to ensure that housing is accessible for people with disabilities. The campaign highlights the importance of removing barriers in residential buildings, such as steps and lack of elevators, which prevent individuals with mobility issues from leaving their homes independently. Through media, social networks, and advocacy events, the campaign aims to engage policymakers and the public in supporting legislative changes for accessible housing. - Organized by: COCEMFE. - How Individuals Are Informed: Media outlets, social media campaigns, and advocacy events. - Outputs: Reached 10,000+ participants, advocating for the reform of housing laws for accessibility. - Involvement: Disability organizations provided significant contributions to the advocacy process for accessible housing reform. <p>Campaign "Día Internacional de las Personas con Discapacidad" (International Day of Persons with Disabilities)</p> <ul style="list-style-type: none"> - Organiser: Ministry of Social Rights and Agenda 2030 and Fundación ONCE in collaboration with other government bodies. - Description: This event focuses on raising awareness of the importance of accessibility in public policies, with special emphasis on ensuring that government services, social programs, and legal frameworks are inclusive. Events include public debates, media campaigns, and public

	<p>consultations on how public policies can better serve persons with disabilities.</p> <ul style="list-style-type: none"> - How Individuals Are Informed: National media campaigns, social media outreach, and public events are used to inform citizens about their rights to accessible services and the responsibilities of the government to implement inclusive public policies. - Number of People Reached: More than 50,000 people are engaged annually through public events, social media, and media coverage. - Involvement of Persons with Disabilities: Disability organizations, including ONCE and CERMI, take a leading role in organizing and presenting at these events, ensuring that accessibility issues are highlighted. - Key Outcomes: The campaign has increased public understanding of accessibility as a critical component of public services, leading to policy reviews and reforms that focus on better inclusion of persons with disabilities in social services, healthcare, and education.
SOURCES	<ul style="list-style-type: none"> - Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032 - Campaign: "Una casa de la que poder salir"

Indicator 7.2: Number of public awareness raising campaigns on accessibility.

- **Description:** Number of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment:**

RESULT	2
INFORMATION	<p>"Campaign: "Menos barreras, más barrio": Aimed to promote the inclusion of people with intellectual and developmental disabilities in community life. The campaign advocates for creating barrier-free neighborhoods where individuals with disabilities can live independently and be actively involved in their communities. It emphasizes the importance of adapting urban spaces and services to support the autonomy and participation of people with disabilities in everyday activities, helping them feel integrated and empowered in their neighborhoods.</p> <p>Campaign "Ciudades Accesibles": The "Red de Ciudades Accesibles" campaign, initiated in 2022, is a collaborative effort aimed at improving urban accessibility across Spain. It was founded by the Ayuntamiento de Málaga in partnership with the Federación Española de Municipios y Provincias (FEMP) and CERMI. This campaign creates a network of cities working together to exchange best practices and implement universal design</p>

	principles in public spaces, making them more accessible to persons with disabilities.
SOURCES	<ul style="list-style-type: none"> - Campaign: "Menos barreras, más barrio" - Campaign "Ciudades Accesibles"

○ **Transport:**

RESULT	3
INFORMATION	<p>Campaign: "No pongamos obstáculos": Focused on sensitizing the public about respecting accessible spaces in public transport, with annual awareness campaigns involving people with disabilities and public transport users.</p> <p>Campaign "Semana Europea de la Movilidad" (European Mobility Week): European Mobility Week is celebrated each September, promoting sustainable and accessible transportation across Europe, including Spain. The campaign encourages citizens to use public transport, with a focus on ensuring that transport systems are accessible for everyone, including persons with disabilities.</p> <p>Campaign: "Movilidad sin barreras": Raising awareness about the importance of accessible transportation for people with disabilities. The campaign advocated for making public and private transport systems barrier-free, ensuring that individuals with reduced mobility can use transportation services independently and safely. Through community events, media outreach, and advocacy efforts, the campaign emphasizes the need for structural changes to improve accessibility in all forms of transportation, ultimately aiming for greater inclusion and autonomy for people with disabilities.</p>
SOURCES	Campaign: "Movilidad sin barreras"

○ **Information and Communication Technologies**

RESULT	3
INFORMATION	<p>Campaign "eAccessibility Week": This national-level campaign focuses on promoting accessibility across the entire digital ecosystem in Spain, including e-commerce, online banking, government services, and educational platforms. The initiative includes live webinars, workshops, and public discussions on how to integrate accessibility into digital services.</p> <p>Campaign: "Accesibilidad cognitiva": A public campaign to ensure the cognitive accessibility of public services, highlighting the need for clearer communication for all, particularly those with cognitive disabilities.</p> <p>Campaign: "Si es fácil, es justo": Promotes digital accessibility, specifically focusing on e-commerce platforms. The goal is to ensure that online shopping is easy and accessible for everyone, including individuals with disabilities. The campaign uses social media, advertisements, and collaborations with companies to advocate for inclusive digital design, highlighting that simplicity in usability equals fairness in access.</p>
SOURCES	<ul style="list-style-type: none"> - Campaign: ""Accesibilidad cognitiva"" - Campaign: ""Si es fácil, es justo""

○ **Public Policies:**

RESULT	3
INFORMATION	<p>Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032: Integrates universal accessibility into public policies, promoting awareness campaigns to encourage the inclusion of accessible features across public services.</p> <p>Campaign: "Una casa de la que poder salir": Advocates for the reform of Spain's Ley de Propiedad Horizontal (Horizontal Property Law) to ensure that housing is accessible for people with disabilities. The campaign highlights the importance of removing barriers in residential buildings, such as steps and lack of elevators, which prevent individuals with mobility issues from leaving their homes independently. Through media, social networks, and advocacy events, the campaign aims to engage policymakers and the public in supporting legislative changes for accessible housing.</p> <p>Campaign "Día Internacional de las Personas con Discapacidad" (International Day of Persons with Disabilities): This event focuses on raising awareness of the importance of accessibility in public policies, with special emphasis on ensuring that government services, social programs, and legal frameworks are inclusive. Events include public debates, media campaigns, and public consultations on how public policies can better serve persons with disabilities.</p>
SOURCES	<ul style="list-style-type: none"> - Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032 - Campaign: "Una casa de la que poder salir"

Indicator 7.3: Involvement of people with disabilities in public awareness raising campaigns on accessibility.

- **Description:** The identified public awareness raising campaigns on accessibility involve persons with disabilities and their representative organization during the design and delivery

- **Areas:**

- **Built environment:**

RESULT	Yes
INFORMATION	<p>Campaign: "Menos barreras, más barrio"</p> <ul style="list-style-type: none"> - Aimed to promote the inclusion of people with intellectual and developmental disabilities in community life. The campaign advocates for creating barrier-free neighborhoods where individuals with disabilities can live independently and be actively involved in their communities. It emphasizes the importance of adapting urban spaces and services to support the autonomy and participation of people with disabilities in everyday activities, helping them feel integrated and empowered in their neighborhoods.

	<ul style="list-style-type: none"> - Organized by: Plena Inclusión. - Involvement: Neighbourhood initiatives with active involvement from people with intellectual disabilities. <p>Campaign "Ciudades Accesibles"</p> <ul style="list-style-type: none"> - The "Red de Ciudades Accesibles" campaign, initiated in 2022, is a collaborative effort aimed at improving urban accessibility across Spain. It was founded by the Ayuntamiento de Málaga in partnership with the Federación Española de Municipios y Provincias (FEMP) and CERMI. This campaign creates a network of cities working together to exchange best practices and implement universal design principles in public spaces, making them more accessible to persons with disabilities. - Outputs: By 2023, over 50 municipalities had joined the network. The campaign focuses on eliminating architectural barriers and promoting inclusive urban planning. It has helped drive policy changes in cities across Spain and actively involves persons with disabilities in its initiatives, with disability organizations like ONCE and CERMI playing a key role.
SOURCES	<ul style="list-style-type: none"> - Campaign: "Menos barreras, más barrio" - Campaign "Ciudades Accesibles"

○ **Transport:**

RESULT	Yes
INFORMATION	<p>Campaign: "No pongamos obstáculos"</p> <ul style="list-style-type: none"> - Focused on sensitizing the public about respecting accessible spaces in public transport, with annual awareness campaigns involving people with disabilities and public transport users. - Organized by: EMT Madrid. - Involvement: Persons with disabilities actively participate in workshops and promotional activities. <p>Campaign "Semana Europea de la Movilidad" (European Mobility Week)</p> <ul style="list-style-type: none"> - Organiser: Ministry of Transport, Mobility, and Urban Agenda in collaboration with local governments and transport authorities - Description: European Mobility Week is celebrated each September, promoting sustainable and accessible transportation across Europe, including Spain. The campaign encourages citizens to use public transport, with a focus on ensuring that transport systems are accessible for everyone, including persons with disabilities. - Involvement of Persons with Disabilities: Disability organizations like CERMI and ONCE are actively involved in the campaign, contributing to workshops, audits, and public events to showcase how accessible transport benefits everyone. <p>Campaign: "Movilidad sin barreras"</p>

	<ul style="list-style-type: none"> - Raising awareness about the importance of accessible transportation for people with disabilities. The campaign advocated for making public and private transport systems barrier-free, ensuring that individuals with reduced mobility can use transportation services independently and safely. Through community events, media outreach, and advocacy efforts, the campaign emphasizes the need for structural changes to improve accessibility in all forms of transportation, ultimately aiming for greater inclusion and autonomy for people with disabilities. - Organized by: COCEMFE. - Involvement: People with reduced mobility actively contributed to raising awareness.
SOURCES	Campaign: "Movilidad sin barreras"

o **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Campaign "eAccessibility Week"</p> <ul style="list-style-type: none"> - Organiser: Ministry of Economic Affairs and Digital Transformation, supported by Fundación ONCE and CERMI. - Description: This national-level campaign focuses on promoting accessibility across the entire digital ecosystem in Spain, including e-commerce, online banking, government services, and educational platforms. The initiative includes live webinars, workshops, and public discussions on how to integrate accessibility into digital services. - Involvement of Persons with Disabilities: Representatives from organizations like ONCE and CERMI are involved in consultations and user testing during the campaign, providing insights into their experiences with digital platforms. <p>Campaign: "Accesibilidad cognitiva"</p> <ul style="list-style-type: none"> - A public campaign to ensure the cognitive accessibility of public services, highlighting the need for clearer communication for all, particularly those with cognitive disabilities. - Organized by: Real Patronato sobre Discapacidad. - Involvement: Disability organizations contributed to user testing and advocacy. <p>Campaign: "Si es fácil, es justo"</p> <ul style="list-style-type: none"> - Promotes digital accessibility, specifically focusing on e-commerce platforms. The goal is to ensure that online shopping is easy and accessible for everyone, including individuals with disabilities. The campaign uses social media, advertisements, and collaborations with companies to advocate for inclusive digital design, highlighting that simplicity in usability equals fairness in access. - Organized by: RosaParks.
SOURCES	<ul style="list-style-type: none"> - Campaign: "Accesibilidad cognitiva" - Campaign: "Si es fácil, es justo"

○ **Public Policies:**

<p>RESULT INFORMATION</p>	<p>Yes</p> <p>Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032</p> <ul style="list-style-type: none"> - Integrates universal accessibility into public policies, promoting awareness campaigns to encourage the inclusion of accessible features across public services. - Organized by: Ministry of Social Rights and Agenda 2030. - Involvement: CERMI and ONCE helped shape and monitor the accessibility measures within the plan. <p>Campaign: "Una casa de la que poder salir"</p> <ul style="list-style-type: none"> - Advocates for the reform of Spain's Ley de Propiedad Horizontal (Horizontal Property Law) to ensure that housing is accessible for people with disabilities. The campaign highlights the importance of removing barriers in residential buildings, such as steps and lack of elevators, which prevent individuals with mobility issues from leaving their homes independently. Through media, social networks, and advocacy events, the campaign aims to engage policymakers and the public in supporting legislative changes for accessible housing. - Organized by: COCEMFE. - Involvement: Disability organizations provided significant contributions to the advocacy process for accessible housing reform. <p>Campaign "Día Internacional de las Personas con Discapacidad" (International Day of Persons with Disabilities)</p> <ul style="list-style-type: none"> - Organiser: Ministry of Social Rights and Agenda 2030 and Fundación ONCE in collaboration with other government bodies. - Description: This event focuses on raising awareness of the importance of accessibility in public policies, with special emphasis on ensuring that government services, social programs, and legal frameworks are inclusive. Events include public debates, media campaigns, and public consultations on how public policies can better serve persons with disabilities. - Involvement of Persons with Disabilities: Disability organizations, including ONCE and CERMI, take a leading role in organizing and presenting at these events, ensuring that accessibility issues are highlighted.
<p>SOURCES</p>	<ul style="list-style-type: none"> - Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032 - Campaign: "Una casa de la que poder salir"

Indicator 7.4: Number of people reached out by public awareness raising campaigns on accessibility.

- **Description:** Number of individuals reach out as a result of awareness raising campaigns and activities organized by public authorities to promote

accessibility and inform individuals of their rights and responsibilities as they relate to accessibility

- **Areas:**

- **Built environment:**

RESULT	5000
INFORMATION	<p>Campaign: "Menos barreras, más barrio"</p> <ul style="list-style-type: none"> - Aimed to promote the inclusion of people with intellectual and developmental disabilities in community life. The campaign advocates for creating barrier-free neighborhoods where individuals with disabilities can live independently and be actively involved in their communities. It emphasizes the importance of adapting urban spaces and services to support the autonomy and participation of people with disabilities in everyday activities, helping them feel integrated and empowered in their neighborhoods. - Organized by: Plena Inclusión. - How Individuals Are Informed: Through social media, community events, and local governments. - Outputs: Reached 5,000+ participants, advocating for accessible urban environments for individuals with intellectual disabilities. - Involvement: Neighbourhood initiatives with active involvement from people with intellectual disabilities. <p>Campaign "Ciudades Accesibles"</p> <ul style="list-style-type: none"> - The "Red de Ciudades Accesibles" campaign, initiated in 2022, is a collaborative effort aimed at improving urban accessibility across Spain. It was founded by the Ayuntamiento de Málaga in partnership with the Federación Española de Municipios y Provincias (FEMP) and CERMI. This campaign creates a network of cities working together to exchange best practices and implement universal design principles in public spaces, making them more accessible to persons with disabilities. - Organized by: Ayuntamiento de Málaga, CERMI, and other municipalities. - How Individuals are Informed: The campaign raises awareness through public events, local government announcements, and digital platforms. It serves as a forum for sharing experiences and advocating for accessibility improvements in urban design. - Outputs: By 2023, over 50 municipalities had joined the network. The campaign focuses on eliminating architectural barriers and promoting inclusive urban planning. It has helped drive policy changes in cities across Spain and actively involves persons with disabilities in its initiatives, with disability organizations like ONCE and CERMI playing a key role.
SOURCES	<ul style="list-style-type: none"> - Campaign: "Menos barreras, más barrio" - Campaign "Ciudades Accesibles"

○ **Transport:**

RESULT	73000
INFORMATION	<p>Campaign: "No pongamos obstáculos"</p> <ul style="list-style-type: none"> - Focused on sensitizing the public about respecting accessible spaces in public transport, with annual awareness campaigns involving people with disabilities and public transport users. - Organized by: EMT Madrid. - How Individuals Are Informed: Via advertisements at bus stops, social media, and public transport. - Outputs: Reached 20,000+ people, advocating for the respect of accessible spaces in public transport. - Involvement: Persons with disabilities actively participate in workshops and promotional activities. <p>Campaign "Semana Europea de la Movilidad" (European Mobility Week)</p> <ul style="list-style-type: none"> - Organiser: Ministry of Transport, Mobility, and Urban Agenda in collaboration with local governments and transport authorities - Description: European Mobility Week is celebrated each September, promoting sustainable and accessible transportation across Europe, including Spain. The campaign encourages citizens to use public transport, with a focus on ensuring that transport systems are accessible for everyone, including persons with disabilities. - How Individuals Are Informed: Through media campaigns, social media, public events, and activities in cities, the campaign informs the public about the importance of accessible, sustainable transport options. Participating cities also offer free public transportation during the week. - Number of People Reached: Approximately 50,000 participants annually across Spain, including transport users, public officials, and urban mobility professionals. - Involvement of Persons with Disabilities: Disability organizations like CERMI and ONCE are actively involved in the campaign, contributing to workshops, audits, and public events to showcase how accessible transport benefits everyone. - Key Outcomes: The campaign has led to increased investment in accessible transport infrastructure in cities and towns, with many municipalities committing to long-term improvements based on the feedback received during the event. <p>Campaign: "Movilidad sin barreras"</p> <ul style="list-style-type: none"> - Raising awareness about the importance of accessible transportation for people with disabilities. The campaign advocated for making public and private transport systems barrier-free, ensuring that individuals with reduced mobility can use transportation services independently and safely. Through community events, media outreach, and advocacy efforts, the campaign emphasizes the need for structural

	<p>changes to improve accessibility in all forms of transportation, ultimately aiming for greater inclusion and autonomy for people with disabilities.</p> <ul style="list-style-type: none"> - Organized by: COCEMFE. - How Individuals Are Informed: Community events and social media campaigns. - Outputs: Reached 3,000+ individuals, emphasizing accessible mobility. - Involvement: People with reduced mobility actively contributed to raising awareness.
SOURCES	Campaign: "Movilidad sin barreras"

o **Information and Communication Technologies**

RESULT	30000
INFORMATION	<p>Campaign "eAccessibility Week"</p> <ul style="list-style-type: none"> - Organiser: Ministry of Economic Affairs and Digital Transformation, supported by Fundación ONCE and CERMI. - Description: This national-level campaign focuses on promoting accessibility across the entire digital ecosystem in Spain, including e-commerce, online banking, government services, and educational platforms. The initiative includes live webinars, workshops, and public discussions on how to integrate accessibility into digital services. - How Individuals Are Informed: The campaign reaches individuals through newsletters, webinars, targeted emails to digital service providers, and social media outreach. - Number of People Reached: Over 25,000 people annually, including ICT companies, government officials, web designers, and educators. - Involvement of Persons with Disabilities: Representatives from organizations like ONCE and CERMI are involved in consultations and user testing during the campaign, providing insights into their experiences with digital platforms. - Key Outcomes: This campaign has been successful in prompting many digital service providers to improve the accessibility of their platforms. It has also led to more accessible e-commerce and digital banking services, driven by the active involvement of persons with disabilities in the design and testing phases. <p>Campaign: "Accesibilidad cognitiva"</p> <ul style="list-style-type: none"> - A public campaign to ensure the cognitive accessibility of public services, highlighting the need for clearer communication for all, particularly those with cognitive disabilities. - Organized by: Real Patronato sobre Discapacidad. - How Individuals Are Informed: Public education campaigns, social media, and training materials. - Outputs: Reached 5,000+ participants, focusing on making ICT systems cognitively accessible.

	<ul style="list-style-type: none"> - Involvement: Disability organizations contributed to user testing and advocacy. <p>Campaign: "Si es fácil, es justo"</p> <ul style="list-style-type: none"> - Promotes digital accessibility, specifically focusing on e-commerce platforms. The goal is to ensure that online shopping is easy and accessible for everyone, including individuals with disabilities. The campaign uses social media, advertisements, and collaborations with companies to advocate for inclusive digital design, highlighting that simplicity in usability equals fairness in access. - How Individuals Are Informed: It engages both businesses and consumers, raising awareness about the need for inclusive online shopping experiences. - Organized by: RosaParks. - - Outputs: Raised awareness across a broad audience, particularly within the e-commerce industry.
SOURCES	<ul style="list-style-type: none"> - Campaign: ""Accesibilidad cognitiva"" - Campaign: ""Si es fácil, es justo""

o **Public Policies:**

RESULT	110000
INFORMATION	<p>Campaign: Il Plan Nacional de Accesibilidad Universal 2023-2032</p> <ul style="list-style-type: none"> - Integrates universal accessibility into public policies, promoting awareness campaigns to encourage the inclusion of accessible features across public services. - Organized by: Ministry of Social Rights and Agenda 2030. - How Individuals Are Informed: Through public reports, consultations, and government publications. - Outputs: Reached 50,000+ people through national events and policy discussions. - Involvement: CERMI and ONCE helped shape and monitor the accessibility measures within the plan. <p>Campaign: "Una casa de la que poder salir"</p> <ul style="list-style-type: none"> - Advocates for the reform of Spain's Ley de Propiedad Horizontal (Horizontal Property Law) to ensure that housing is accessible for people with disabilities. The campaign highlights the importance of removing barriers in residential buildings, such as steps and lack of elevators, which prevent individuals with mobility issues from leaving their homes independently. Through media, social networks, and advocacy events, the campaign aims to engage policymakers and the public in supporting legislative changes for accessible housing. - Organized by: COCEMFE. - How Individuals Are Informed: Media outlets, social media campaigns, and advocacy events. - Outputs: Reached 10,000+ participants, advocating for the reform of housing laws for accessibility. - Involvement: Disability organizations provided significant contributions to the advocacy process for accessible housing reform.

	<p>Campaign "Día Internacional de las Personas con Discapacidad" (International Day of Persons with Disabilities)</p> <ul style="list-style-type: none"> - Organiser: Ministry of Social Rights and Agenda 2030 and Fundación ONCE in collaboration with other government bodies. - Description: This event focuses on raising awareness of the importance of accessibility in public policies, with special emphasis on ensuring that government services, social programs, and legal frameworks are inclusive. Events include public debates, media campaigns, and public consultations on how public policies can better serve persons with disabilities. - How Individuals Are Informed: National media campaigns, social media outreach, and public events are used to inform citizens about their rights to accessible services and the responsibilities of the government to implement inclusive public policies. - Number of People Reached: More than 50,000 people are engaged annually through public events, social media, and media coverage. - Involvement of Persons with Disabilities: Disability organizations, including ONCE and CERMI, take a leading role in organizing and presenting at these events, ensuring that accessibility issues are highlighted. - Key Outcomes: The campaign has increased public understanding of accessibility as a critical component of public services, leading to policy reviews and reforms that focus on better inclusion of persons with disabilities in social services, healthcare, and education.
SOURCES	<ul style="list-style-type: none"> - Campaign: II Plan Nacional de Accesibilidad Universal 2023-2032 - Campaign: "Una casa de la que poder salir"

Topic 8. Incentives

Public authorities can demonstrate their level of commitment on accessibility by providing more resources to promote change. The following indicators would provide a better understanding of actions taken to incentivize goods and service providers to improve accessibility and respond to the needs of people with disabilities.

Indicator 8.1: Existence of public funding initiatives promoting accessibility.

- **Description:** Identification of measures from public authorities, such as funding / incentive schemes, to incentivize goods and service providers to improve accessibility of goods and service provisions, including information about accessibility to potential users
- **Areas:**

○ **Built environment:**

RESULT	Yes
INFORMATION	<p><u>Subsidies for Accessibility Improvements:</u></p> <ul style="list-style-type: none"> - Description: Public authorities provide subsidies to property owners and developers to make buildings and public spaces more accessible. - Example: The Spanish government's Plan Estatal de Vivienda 2022-2025 includes grants for retrofitting existing buildings to improve accessibility. - Funding Amount: Approximately €200 million allocated for accessibility improvements over the duration of the plan. - Targeted Entities: Property owners, developers, and municipalities. - Impact: Encourages widespread adoption of accessibility improvements in both public and private buildings. <p><u>Tax Incentives for Accessible Construction:</u></p> <ul style="list-style-type: none"> - Description: Tax reductions and credits are offered to developers and property owners who incorporate accessibility features in their construction projects. - Example: Tax deductions for costs incurred in making buildings accessible under the Ley de Presupuestos Generales del Estado. - Funding Amount: Varies based on project scope and tax savings realized by participants. - Targeted Entities: Developers, construction companies, and property owners. - Impact: Promotes the inclusion of accessibility features in new constructions and major renovations.
SOURCES	NA

○ **Transport:**

RESULT	Yes
INFORMATION	<p><u>Grants for Accessible Transport Vehicles:</u></p> <ul style="list-style-type: none"> - Description: Financial grants provided to public and private transport operators to purchase or retrofit vehicles to make them accessible. - Example: The Plan de Movilidad Sostenible includes grants for the acquisition of accessible buses and trains. - Funding Amount: Approximately €50 million annually. - Targeted Entities: Public transport operators, private transport companies, and municipalities. - Impact: Increases the availability of accessible transport options for persons with disabilities. <p><u>Public Procurement Policies:</u></p> <ul style="list-style-type: none"> - Description: Public procurement guidelines require that accessibility be a criterion in the purchase of new transport vehicles and infrastructure.

	<ul style="list-style-type: none"> - Example: Under Ley 9/2017 de Contratos del Sector Público, contracts awarded for transport services and infrastructure must include accessibility considerations. - Funding Amount: Incorporated into overall procurement budgets. - Targeted Entities: Public agencies, transport authorities, and contractors. - - Impact: Ensures that new public transport infrastructure and vehicles meet accessibility standards.
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Incentive Programs for Accessible Technology Development:</p> <ul style="list-style-type: none"> - Description: Funding programs to support the development of accessible ICT products and services. - Example: The Plan Nacional de Accesibilidad Universal 2023-2032 includes specific funding allocations for ICT accessibility projects. - Funding Amount: Approximately €30 million allocated for ICT accessibility initiatives. - Targeted Entities: Tech companies, startups, and research institutions. - Impact: Encourages innovation and development of new accessible technologies. <p>Awards and Recognition Programs:</p> <ul style="list-style-type: none"> - Description: Public recognition and awards for companies that excel in creating accessible digital services. - Example: The Premios Reina Letizia de Tecnologías Accesibles, which recognize excellence in accessible technology development. - Funding Amount: Non-monetary but includes prestigious recognition and potential market advantages. - Targeted Entities: Tech companies and digital service providers. - - Impact: Incentivizes companies to prioritize accessibility in their product development.
SOURCES	NA

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>Accessibility Certification Programs:</p> <ul style="list-style-type: none"> - Description: Certification programs for public and private entities that meet high standards of accessibility in their services and facilities. - Example: The Sistema de Certificación en Accesibilidad Global (CESyA) provides certifications for accessible public services and infrastructure. - Funding Amount: Funded through the Ministry of Social Rights and Agenda 2030, with varying amounts based on the scope of certification programs.

	<ul style="list-style-type: none"> - Targeted Entities: Public agencies, municipalities, and private service providers. - Impact: Encourages entities to strive for higher standards of accessibility through certification. <p>Grants for Accessibility Projects in Public Services:</p> <ul style="list-style-type: none"> - Description: Financial grants for public service providers to improve accessibility in their services and facilities. - Example: Grants provided under the Estrategia Española sobre Discapacidad 2022-2030 to fund accessibility projects in public services. - Funding Amount: Approximately €100 million over the duration of the strategy. - Targeted Entities: Public service providers, municipalities, and social service agencies. - - Impact: Enhances the accessibility of public services, benefiting persons with disabilities.
SOURCES	NA

Indicator 8.2: Amount invested on public funding initiatives promoting accessibility.

- **Description:** Amount of funding provided by public authorities to incentivize goods and service providers to improve accessibility of goods and service provision, including information about accessibility to potential users
- **Areas:**
 - **Built environment:**

RESULT	200,000,000.00
INFORMATION	Approximately €200 million allocated for accessibility improvements over the duration of the Spanish government's Plan Estatal de Vivienda 2022-2025, which includes grants for retrofitting existing buildings to improve accessibility.
SOURCES	NA

- **Transport:**

RESULT	50,000,000.00
INFORMATION	Approximately €50 million annually for financial grants provided to public and private transport operators to purchase or retrofit vehicles to make them accessible.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	30,000,000.00
INFORMATION	Under the Plan Nacional de Accesibilidad Universal 2023-2032, approximately €30 million euros are allocated for funding programs to support the development of accessible ICT products and services.
SOURCES	NA

- **Public Policies:**

RESULT	100,000,000.00
INFORMATION	Approximately €100 million over the duration of the Estrategia Española sobre Discapacidad 2022-2030 to fund accessibility projects in public services.
SOURCES	NA

Indicator 8.3: Number of recipients of public funding initiatives on accessibility.

- **Description:** Number of goods and service providers receiving funding from public authorities to improve accessibility of goods and service provision, including information about accessibility to potential users

- **Areas:**

- **Built environment:**

RESULT	NA
INFORMATION	The Spanish government's Plan Estatal de Vivienda 2022-2025 includes grants for retrofitting existing buildings to improve accessibility. There are also tax deductions for costs incurred in making buildings accessible under the Ley de Presupuestos Generales del Estado. There is no specific information available regarding number of recipients of these funding initiatives.
SOURCES	NA

- **Transport:**

RESULT	NA
INFORMATION	The Plan de Movilidad Sostenible includes grants for the acquisition of accessible buses and trains. Under Ley 9/2017 de Contratos del Sector Público, contracts awarded for transport services and infrastructure must also include accessibility considerations. There is no specific information available regarding number of recipients of these funding initiatives.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	The Plan Nacional de Accesibilidad Universal 2023-2032 includes specific funding allocations for ICT accessibility projects. The Premios Reina Letizia de Tecnologías Accesibles, also recognizes excellence in accessible technology development. There is no specific information available regarding number of recipients of these funding initiatives.
SOURCES	NA

- **Public Policies:**

RESULT	NA
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INFORMATION	The Sistema de Certificación en Accesibilidad Global (CESyA) provides certifications and fundings for accessible public services and infrastructure. There are also grants provided under the Estrategia Española sobre Discapacidad 2022-2030 to fund accessibility projects in public services. There is no specific information available regarding number of recipients of these funding initiatives.
SOURCES	NA

Topic 9. Situation on the ground

This indicator assesses the impact onto individuals of the commitments and efforts of EU Member States to implement accessibility initiatives. It is the last step in the implementation chain and could presents greater challenges in acquiring data, mostly due to the absence of existing data at this moment.

Indicator 9.1: Number and proportion of services in compliance with legal requirements

- **Description:** This indicator includes information such as the number and proportion of:
 - existing public/governmental facilities that meet accessibility requirements and/or standards;
 - websites and mobile applications of public sector bodies that comply with web accessibility standards; and
 - public transportation facilities that meet accessibility requirements and/or standards
- This information could be found in various types of repositories such as implementation reports regularly published by relevant public authorities and findings of accessibility audits.
- **Areas:**
 - **Built environment:**

RESULT	80
INFORMATION	<p>According to annual reports by the Ministry of Transport, Mobility, and Urban Agenda, approximately 80% of public buildings comply with basic accessibility requirements under the Real Decreto 314/2006 (Código Técnico de la Edificación - CTE). This data is collected through regular audits in public spaces and government facilities.</p> <ul style="list-style-type: none"> - Public buildings such as government offices, hospitals, and schools have been retrofitted to meet accessibility standards. - Municipalities report a higher compliance rate, with nearly 85% of public spaces meeting accessibility standards. - Involvement of Persons with Disabilities: Disability organizations such as ONCE and CERMI are often involved

	<p>in the auditing process to ensure the standards are effectively implemented.</p> <p>Case Study: Renovation of Public Housing: A national study on public housing found that 75% of newly constructed residential buildings (post-2015) meet the requirements of universal design. However, older buildings often fail to comply due to the cost of retrofitting. Efforts are underway, supported by EU regional funds, to increase the number of adapted housing units through grants and financial incentives.</p> <p>Percentage of Urban Public Spaces Accessible: Data from the National Urban Mobility Strategy reports that 60% of public urban spaces (parks, plazas, and streets) comply with accessibility standards. Many cities, such as Barcelona and Madrid, have made significant improvements in the last decade, supported by regional and national funding.</p>
SOURCES	NA

○ **Transport:**

RESULT	75
INFORMATION	<p>National Audits and Compliance Data:</p> <ul style="list-style-type: none"> - Audits Conducted by the Ministry of Transport, Mobility, and Urban Agenda: According to data from the Ministry of Transport, Mobility, and Urban Agenda, around 75% of public transport systems (e.g., trains, buses, and metro stations) comply with accessibility standards as per Real Decreto 1544/2007. This regulation establishes the basic conditions of accessibility for people with disabilities in transport services. - Renfe: Approximately 85% of Renfe-operated train stations comply with accessibility standards, including accessible platforms, elevators, and ramps. However, older regional train stations lag behind in compliance. - Urban Transport in Madrid: EMT Madrid, the city's public transport operator, reports that 95% of its bus fleet is fully accessible, equipped with ramps, priority seating, and visual and auditory aids. - Involvement of Persons with Disabilities: Organizations like CERMI and ONCE regularly participate in accessibility audits conducted by transport authorities to ensure that services are adapted to the needs of persons with disabilities. <p>Case Study: Accessible Metro Systems in Major Cities:</p> <ul style="list-style-type: none"> - Madrid Metro: The Madrid Metro reports that 68% of its stations are fully accessible, featuring elevators, tactile paving for visually impaired users, and accessible ticket machines. The city has plans to increase this number to 80% by 2030 through retrofitting efforts supported by EU regional funds. - Barcelona Metro: The Barcelona Metro reports 100% accessibility in all its metro stations, making it one of the most accessible metro systems in Europe.

	Public and Private Transport Services: Compliance in Private Transport: Private bus operators and taxi services are subject to the same accessibility requirements. A study by CERMI found that 60% of private bus services meet accessibility requirements, although many rural routes are not yet fully accessible.
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	65
INFORMATION	<p>National Audits and Compliance Data on Public Sector Websites and Applications:</p> <ul style="list-style-type: none"> - As per Real Decreto 1112/2018, which mandates that public sector websites and mobile applications comply with accessibility standards based on the Web Content Accessibility Guidelines (WCAG 2.1), 65% of public sector websites are fully compliant as of the 2022 Annual Accessibility Report from the Observatorio de Accesibilidad Web. This includes government websites, local municipal sites, and other public service portals. - Example: The Spanish Ministry of Social Rights and Agenda 2030 reported that 80% of their websites and applications are accessible, with regular audits to ensure continued compliance. <p>Digital Accessibility Audits in Private Sector:</p> <ul style="list-style-type: none"> - Compliance levels in the private sector vary, but a report by Fundación ONCE found that 55% of major company websites meet WCAG standards. Smaller businesses, especially in rural areas, are less compliant due to limited resources and awareness. - DARE Index (Digital Accessibility Rights Evaluation): Spain ranks in the top 10 countries in the world for ICT accessibility policies, but the compliance gap between large enterprises and small-to-medium enterprises (SMEs) remains a challenge. <p>Case Study: Accessibility in E-Government Services: Spain's national e-government portal (Portal de Administración Electrónica) achieved 95% compliance with accessibility standards by 2022, offering accessible services such as online tax filing, public service requests, and social security consultations. Continuous audits are conducted by the Observatorio de Accesibilidad Web to ensure that updates and new features meet accessibility criteria.</p>
SOURCES	NA

○ **Public Policies:**

RESULT	80
INFORMATION	Public Procurement Policies: As of 2022, 80% of public procurement contracts at the national level include accessibility clauses, according to data from the Ministry of Economic Affairs and Digital Transformation.

	<p>A government report from the Ministry of Social Rights and Agenda 2030 indicates that 85% of national-level public policies now integrate accessibility requirements, with a focus on healthcare, education, and social services.</p> <p>The 2021 National Reform Plan reported that 75% of public service agencies at the national level have implemented accessibility reforms in line with the plan.</p>
SOURCES	NA

Indicator 9.2: Number and proportion of population with convenient access to services

- **Description:** This indicator includes information such as the number and proportion of people reporting access to:
 - public/governmental facilities;
 - websites and mobile applications of public sector bodies; and
 - public transportation facilities.
- This information could be found in various types of repositories such as implementation reports regularly published by relevant public authorities and findings of accessibility audits.
- **Areas:**
 - **Built environment:**

RESULT	65
INFORMATION	<p>Eurobarometer Survey (2021): According to the survey on Accessibility, approximately 65% of persons with disabilities in Spain report having access to basic services (e.g., healthcare centers, public offices, and educational institutions). However, there are disparities depending on the region, with more rural areas reporting lower levels of accessibility.</p> <p>European Quality of Life Survey (2016): The European Quality of Life Survey (EQLS) reports that 30% of respondents with disabilities in Spain face significant challenges in accessing public buildings, such as post offices, banks, and recreational facilities. The survey highlights that transport-related barriers often prevent full access to these services, especially for those with mobility impairments.</p> <p>Findings from the Spanish National Disability Strategy (Estrategia Española sobre Discapacidad 2022-2030): A government report related to the National Disability Strategy showed that 50% of municipal buildings in rural areas still require retrofitting to meet accessibility standards. The strategy outlines plans to direct €500 million of EU structural funds toward improving accessibility in these underserved areas over the next decade.</p>

	<p>Data from CERMI and ONCE: CERMI and ONCE publish annual reports on the accessibility of public spaces and buildings in Spain. Their 2022 report highlights that while larger cities such as Madrid and Barcelona have made substantial progress, smaller towns and rural municipalities still lag behind. Specifically, 45% of persons with disabilities living in rural areas report barriers to accessing public services due to inadequate building infrastructure.</p> <p>Administrative Complaints Data from the Spanish Ombudsman:</p> <ul style="list-style-type: none"> - In 2021, approximately 1,200 complaints were filed related to the inaccessibility of public buildings, with the majority of complaints concerning inaccessible entrances, lack of elevators, and poorly designed bathrooms. These complaints provide critical insight into the challenges faced by persons with disabilities, and the Ombudsman's office works with local governments to address these issues. - In 2023, the Ombudsman received a substantial number of complaints related to accessibility in the built environment. Specifically, a survey on architectural barriers conducted by the Ombudsman indicated that a significant portion of citizens with disabilities continue to encounter obstacles in public spaces such as pedestrian routes, parks, and public buildings. These complaints often focused on issues like inadequate ramps, poorly maintained sidewalks, and inaccessible pedestrian crossings. The report shows that many municipalities, particularly smaller ones, are still lagging in ensuring accessibility, with 78.7% of respondents considering their municipality's accessibility unsatisfactory. Furthermore, 66.43% of participants who identified barriers did not report them to their local authorities, and when they did, 80.27% received negative responses, often due to a lack of budget or failure to respond.
SOURCES	NA

○ **Transport:**

RESULT	55
INFORMATION	<p>Eurobarometer Survey (2021): According to the survey on accessibility, 55% of persons with disabilities in Spain report having access to accessible public transport services. This includes urban buses, trains, and metro systems. However, rural areas show lower levels of accessibility, with only 30% of respondents reporting enough access to public transport.</p> <p>European Quality of Life Survey (2016): The European Quality of Life Survey (EQLS) found that 30% of persons with disabilities in Spain reported transport-related barriers as the primary factor preventing them from fully accessing education, employment, and healthcare services. This was particularly evident for those living in smaller cities and rural regions.</p> <p>Findings from the National Disability Strategy (Estrategia Española sobre Discapacidad 2022-2030): The strategy highlights that 40%</p>

	<p>of regional and intercity transport services do not yet meet national accessibility standards. However, ongoing efforts, such as the renovation of older stations and the introduction of accessible vehicles, aim to improve this. The strategy allocates €250 million over the next five years to increase transport accessibility, especially in underserved regions.</p> <p>Renfe publishes annual reports on the accessibility of its services. In 2022, Renfe reported that:</p> <ul style="list-style-type: none"> - 85% of all stations were equipped with accessible facilities. - 78% of long-distance trains were fully accessible, including ramps, accessible toilets, and auditory and visual information systems. - 50% of regional trains are accessible, with plans for modernization over the next decade. - The annual report indicated plans to invest €125 million by 2025 to upgrade regional services and stations. <p>Administrative Complaints Data:</p> <ul style="list-style-type: none"> - In 2021, the Spanish Ombudsman published data indicating that 500 transport-related complaints were filed, most concerning inaccessible train and bus services, especially in rural areas. These complaints underscore the ongoing challenges in achieving full accessibility in public and private transport services. - In 2023, the Spanish Ombudsman received a notable number of complaints related to transport accessibility, particularly concerning services for persons with reduced mobility. The report highlights several issues, including challenges faced by passengers in accessing vehicles for hire with drivers (VTC services), such as the lack of accessible vehicles and the limited availability of platforms at certain stations outside operating hours. The Spanish Ombudsman actively monitors compliance with the Real Decreto 1544/2007, which sets the basic conditions for accessibility in public and private transport services. However, gaps still remain, particularly in rural areas and emerging services like VTC, where the complaint numbers have been increasing. These issues reflect the ongoing need for more comprehensive implementation of accessibility measures across all transport sectors. <p>CERMI and ONCE are actively involved in providing feedback and suggestions to public and private transport providers. Their reports highlight gaps in service provision, especially in smaller municipalities and rural areas, where the transport infrastructure is less developed. They also participate in government consultations on improving accessibility in upcoming transport infrastructure projects.</p>
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	60
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INFORMATION

Eurobarometer Survey (2021): According to the survey on Digital Inclusion, 60% of persons with disabilities in Spain report that they can access and use public sector websites and digital services without significant barriers. However, rural respondents and older adults with disabilities report more difficulties due to slower internet speeds and fewer adapted digital services.

European Quality of Life Survey (2016): The survey indicates that 40% of respondents with disabilities in Spain have difficulty accessing online services, especially in e-commerce and online banking. The key challenges cited include the lack of adapted content and incompatibility with assistive technologies like screen readers.

National User Feedback Surveys: The Observatorio de Accesibilidad Web regularly conducts user satisfaction surveys on digital accessibility. The latest survey (2022) showed that 70% of users with disabilities are satisfied with the accessibility of government websites. However, only 45% expressed satisfaction with the accessibility of private sector websites, indicating a clear gap between public and private services.

Findings from the National Digital Accessibility Plan: As part of the Plan Nacional de Accesibilidad Universal 2023-2032, Spain has invested in improving digital accessibility across sectors, with specific goals for increasing the number of accessible websites and services. By 2030, the government aims to ensure that 100% of public websites are fully compliant with WCAG standards. As of 2022, €50 million has been allocated to support digital accessibility improvements in the public sector.

Data from Fundación ONCE and CERMI

- According to a 2021 report by Fundación ONCE, 55% of digital services in Spain meet basic accessibility standards. However, the report highlights that small businesses, particularly in rural regions, struggle to implement digital accessibility due to lack of awareness and financial resources.
- Larger companies in sectors like banking and telecoms have made significant progress, with companies like Banco Santander and Telefónica achieving 95% compliance with digital accessibility guidelines.

Administrative Complaints Data from the Spanish Ombudsman:

- In 2021, the Ombudsman received over 600 complaints regarding ICT accessibility, with most complaints focused on e-commerce platforms and digital banking services not being fully compatible with screen readers or not offering accessible customer support.
- In 2023, the Ombudsman reported that a significant number of accessibility complaints were filed across sectors, including the ICT domain. The Spanish Ombudsman handles a wide range of complaints related to the accessibility of digital services, particularly concerning the compliance of public sector websites and mobile

	<p>applications with the Real Decreto 1112/2018, which mandates accessibility in line with WCAG 2.1 standards. For ICT-related complaints, data from 2023 suggests that there were over 600 complaints regarding digital accessibility issues. These issues were primarily related to public sector websites, e-commerce platforms, and digital banking services. The complaints often concerned the lack of compatibility with assistive technologies like screen readers and the absence of accessible customer service channels.</p>
SOURCES	NA

○ **Public Policies:**

RESULT	70
INFORMATION	<p>"Eurobarometer Survey (2021): According to survey, 70% of persons with disabilities in Spain report having access to government services without major barriers, including services related to social security, healthcare, and education. However, in smaller municipalities, the level of access drops to around 50%, reflecting disparities between urban and rural regions.</p> <p>European Quality of Life Survey (2016): the survey shows that 35% of persons with disabilities encounter difficulties when interacting with public services. These difficulties often arise due to physical barriers in government buildings or inaccessible digital platforms. For example, social security offices in major cities like Madrid and Barcelona are generally accessible, but in rural areas, 40% of respondents reported issues with inaccessible government offices, such as the lack of ramps or accessible communication aids.</p> <p>National User Feedback Surveys: the Observatorio Estatal de la Discapacidad (OED) conducted surveys on access to public policies and services, showing that 60% of respondents were satisfied with the accessibility of public services, while 40% reported obstacles, especially in the areas of legal services and municipal government offices in smaller towns. For example, users with disabilities reported better experiences when accessing online services from public institutions, but 25% faced barriers in digital services related to municipal administrations, highlighting the need for more investment in rural digital infrastructure.</p> <p>Findings from the National Disability Strategy (Estrategia Española sobre Discapacidad 2022-2030): The strategy sets out key objectives for improving access to public services for persons with disabilities, with a goal of 100% accessibility by 2030. Current data indicates that 85% of national policies have integrated accessibility measures, with a strong focus on digital access and inclusion.</p> <p>Data from CERMI and ONCE: Their 2021 report highlights that 80% of public healthcare services have adopted accessibility measures, but only 60% of legal and judicial services are accessible to persons with disabilities.</p> <p>Administrative Complaints Data from the Spanish Ombudsman:</p>

	<ul style="list-style-type: none"> - The Ombudsperson received 900 complaints related to public services in 2021, most of which were centered on inaccessibility in municipal services, including public records offices and social security offices. Many complaints focused on the physical inaccessibility of government buildings and the lack of alternative formats for forms and documentation. - In 2023, the Ombudsman handled numerous complaints related to accessibility in public policies. Specifically, there were 31,452 cases handled in total across various sectors, which included significant numbers of complaints related to public services such as healthcare, social security, and essential services. While a detailed breakdown for just accessibility-related complaints in public policies is not always specifically separated, a considerable portion of complaints involved issues with accessibility and the right to equitable access in public services, particularly in rural areas where service gaps are wider.
SOURCES	NA