

# AccessibleEU – Accessibility Indicators Annual Report 2024 Belgium

## 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.....	7
Indicator 1.3: Scope of disability-related obstacles.....	9
Indicator 1.4: Reference to accessibility standards. ....	12
Indicator 1.5: Reference to enforcement mechanisms. ....	14
Indicator 1.6: Reference to mandatory involvement of people with disabilities. ....	17
Indicator 1.7: Application of enforcement mechanisms.....	19
Indicator 1.8: Application of mandatory involvement of people with disabilities. ....	21
Topic 2. Standards.....	23
Indicator 2.1: Alignment of national and European standards. ....	24
Topic 3. Strategic Plans.....	24
Indicator 3.1: Existence of national accessibility strategy and/or plan. ....	24
Indicator 3.2: Duration of accessibility strategy and/or plan.....	26
Indicator 3.3: Periodic review of accessibility strategy and/or plan .....	26
Indicator 3.4: Involvement of people with disabilities in accessibility strategy/plan	27
Topic 4. Audits .....	27
Indicator 4.1: Implementation of accessibility audits.....	27
Indicator 4.2: Number of accessibility audits. ....	28
Indicator 4.3: Involvement of people with disabilities in audit processes. ....	29
Topic 5. Complaints .....	30
Indicator 5.1: Number of complaints on accessibility. ....	30
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. ....	31
Indicator 6.3: Involvement of people with disabilities in trainings on Universal Design / Design for All.....	32
Indicator 6.4: Number of trainees on Universal Design / Design for All.....	33

Topic 7. Public Awareness .....	34
Indicator 7.1: Existence of public awareness raising campaigns on accessibility..	35
Indicator 7.2: Number of public awareness raising campaigns on accessibility. ...	35
Indicator 7.3: Involvement of people with disabilities in public awareness raising campaigns on accessibility.....	36
Indicator 7.4: Number of people reached out by public awareness raising campaigns on accessibility.....	36
Topic 8. Incentives.....	37
Indicator 8.1: Existence of public funding initiatives for accessibility.....	37
Indicator 8.2: Amount invested on public funding initiatives for accessibility. ....	38
Indicator 8.3: Number of recipients of public funding initiatives on accessibility. ....	38
Topic 9. Situation on the ground .....	38
Indicator 9.1: Number and proportion of services in compliance with legal requirements.....	38
Indicator 9.2: Number and proportion of population with convenient access to services .....	40

# 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
<b>INFORMATION</b>	<p><b>Flanders:</b>                      Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force:</p> <ul style="list-style-type: none"> <li>• The regulation applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification.</li> <li>• The accessibility standards are contained in the conditions for granting a building permit and they apply only to elements that are visible on buildings plans. Existing building are not covered by the accessibility standards.</li> </ul> <p>The regulation is currently under review, after a study in 2019 demonstrated problems with its implementation and enforcement. In response to the study, the Flemish Parliament approved a resolution in 2022, calling on the Flemish Government to adapt the 2009 regulations regarding the accessibility of buildings. The Flemish Government also drafted a concept note to adapt the regulations on the accessibility of buildings. The main objective of the new regulations is to provide for a widening of its scope and taking measures for better enforcement of the regulation. In the future, every urban permit application for publicly accessible buildings needs to include an accessibility report made up by an accredited accessibility reporter must be included as part of the mandatory dossier composition. Civil society was consulted to come up with new regulations. In the final stage before first approval of the text, concerns still emerged. The dossier was therefore not considered ready to be submitted to the current Flemish Government and passed on to the next Government due for the autumn of 2024.</p> <p><b>Walloon Region</b></p>

	<p>(Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels capital region</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built or renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d’Urbanisme (RRU)).</p>
<b>SOURCES</b>	NA

○ **Transport:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p><b>Rail Transport:</b> There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. Relevant articles are article 53 to 54. An Accessibility Master Plan foresees that 176 stations are to be made autonomously accessible by 2032. At these 176 stations, 70 percent of all Belgian train passengers board. Belgium has currently 555 stops served by a train. Specific targets are set forward for the different types of stations (small, medium, and large) and set out in annex 16 of the agreement. SNCB reports yearly on the implementation of the agreement to the Ministry of Mobility. End 2023, 103 stations are fully accessible (threshold-free route to all platforms, platforms at the European standard height of 760 mm, guiding lines, accessible vending machine and sufficient parking). All these stations meet with European standards. In 115 stations, passengers with disabilities can receive assistance to get on and of the train.</p> <p><b>Bus transport:</b></p> <ul style="list-style-type: none"> <li>• <b>Flanders:</b> For De Lijn, the public bus transport in Flanders operator, there is a management agreement between the Flemish Government, section 3.3.1.4. The Flemish government and De Lijn commit in the agreement to implementing the Accessibility Master Plan. This action plan aims to make 50% of the stops of the core and additional network accessible by 2030. Making the stops accessible is the responsibility of the road manager: the Flemish Roads and Traffic Agency for the stops on regional roads and local authorities for municipal roads. De Lijn gives advice on the location of the stop and its concrete layout.</li> <li>• <b>Brussels Capital Region:</b> There is a management agreement between the Brussels Capital Government and public bus operator STIB under which 50 above-ground stops per year are to be made fully accessible per year between 2019 and 2023. These targets were met . A new management agreement has to be made up by the new Government.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Walloon Region:</b> Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: (1) Dedicated (door-to-door) services using adapted minibuses, entrusted to local operators specializing in this type of transport. In 2020, 147.422 passengers were carried on this service. (2) Regular services through the adaptation, improvement and gradual development of the infrastructure, buses and all the products offered by the TEC.</li> </ul> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Management agreement between the Flemish Government and the public bus transport in Flander De Lijn</a></li> <li>- <a href="#">Management agreement between the Brussels Capital Government and public bus operator STIB</a></li> <li>- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p><b>Flanders:</b> Flanders transposed Directive (EU) 2016/2102 into the Administrative Decree, Section 4. All government agency websites and mobile apps must be accessible to everyone. Each website and mobile application must have an accessibility statement as well.</p> <p>Federal government: the federal government transposed Directive (EU) 2016/2102 into the Act of 19 July 2018 on accessibility of government agencies websites and mobile applications.</p> <p><b>Brussels Capital Region:</b> Ordinance of 4 October 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities</p> <p><b>The German-speaking community:</b> Decree on electronic communication, whether public or addressed to individuals, by the authorities of the German-speaking region</p> <p><b>The Walloon region:</b> Decree of 2 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</p>

	<p><b>The federation Wallonie-Bruxelles:</b> Decree of 3 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</p> <p><b>The French Community Commission (COCOF):</b> Decree of May 9, 2019, on the accessibility of the websites and mobile applications of the French Community Commission's public institutions.</p> <p>Directive (EU) 2019/882 on accessibility requirements for products and services has been transposed into Belgian law in several instruments and aims to make products and services more accessible to persons with disabilities, and to improve the accessibility of relevant information for these persons. Examples of these instruments are:</p> <ul style="list-style-type: none"> <li>- Law of November 5, 2023, to partially implement the directive for the financial sector.</li> <li>- Law of July 20, 2023, to partially transpose the directive for electronic communications.</li> <li>- Decree of March 29, 2024, on e-books and related software</li> <li>- Flemish Media Decree, with requirements related to f.e. TV set-up boxes.</li> <li>- Act of 8 May 2024 on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation.</li> </ul>
<p><b>SOURCES</b></p>	<ul style="list-style-type: none"> <li>- <a href="#">Flemish Administrative Decree, Section 4</a></li> <li>- <a href="#">Federal Act of 19 July 2018 on accessibility of government agencies websites and mobile applications</a></li> <li>- <a href="#">Brussels Capital Region - Ordinance of 4 October 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities</a></li> <li>- <a href="#">German-speaking community - Decree on electronic communication</a></li> <li>- <a href="#">Walloon region: Decree of 2 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</a></li> <li>- <a href="#">The federation Wallonie-Bruxelles: Decree of 3 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</a></li> <li>- <a href="#">The French Community Commission (COCOF): Decree of May 9, 2019 on the accessibility of the websites and mobile applications of the French Community Commission's public institutions.</a></li> </ul>

○ **Public Policies:**

<p><b>RESULT</b></p>	<p><b>Yes</b></p>
<p><b>INFORMATION</b></p>	<p>In the Federal Law of July 14, 2016, on Public Procurement, article 53 paragraph 4 and 5 states the following:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account</p>

	<p>accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria.”</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

**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:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p><b>Flanders:</b> Since March 1, 2010, the ""Regional Urban Development Regulation on Accessibility"" has been into force and applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification. The regulation is currently under review and the Flemish Government drafted a concept note to adapt the regulations on the accessibility of buildings. The main objective of the new regulations is to provide for a widening of its scope and taking measures for better enforcement of the regulation.</p> <p><b>Walloon Region:</b> (Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels Capital Region:</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built or renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d’Urbanisme (RRU)).</p> <p>No specific information has been identified regarding the reference to the right to equal access.</p>
<b>SOURCES</b>	NA

- **Transport:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<b>Rail Transport:</b>

	<p>There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032.</p> <p><b>Bus transport:</b></p> <ul style="list-style-type: none"> <li>- Flanders: there is a management agreement between the Flemish Government and De Lijn, where they commit to implementing the Accessibility Master Plan.</li> <li>- Brussels Capital Region: There is a management agreement between the Brussels Capital Government and public bus operator STIB.</li> <li>- Walloon Region: Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: (1) Dedicated (door-to-door) services using adapted minibuses, entrusted to local operators specializing in this type of transport. (2) Regular services through the adaptation, improvement and gradual development of the infrastructure, buses and all the products offered by the TEC.</li> </ul> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p> <p>No specific information has been identified regarding the reference to the right to equal access.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Management agreement between the Flemish Government and the public bus transport in Flander De Lijn</a></li> <li>- <a href="#">Management agreement between the Brussels Capital Government and public bus operator STIB</a></li> <li>- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>Flanders transposed Directive (EU) 2016/2102 into the Administrative Decree, Section 4. All government agency websites and mobile apps must be accessible to everyone.</p> <p>Directive (EU) 2019/882 on accessibility requirements for products and services has been transposed into Belgian law in several instruments and aims to make products and services more accessible to persons with disabilities, and to improve the accessibility of relevant information for these persons. Examples of these instruments are:</p>

	<ul style="list-style-type: none"> <li>- Law of November 5, 2023, to partially implement the directive for the financial sector.</li> <li>- Law of July 20, 2023, to partially transpose the directive for electronic communications.</li> <li>- Decree of March 29, 2024, on e-books and related software</li> <li>- Flemish Media Decree, with requirements related to f.e. TV set-up boxes.</li> <li>- Act of 8 May 2024 on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation.</li> </ul>
<b>SOURCES</b>	- <a href="#">Flemish Administrative Decree , Section 4</a>

○ **Public Policies:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>In the Federal Law of July 14, 2016 on Public Procurement, article 53 paragraph 4 and 5 states the following:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria.”</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

**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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	In Flanders, the "Regional Urban Development Regulation on Accessibility" is currently under review to provide for a widening of its scope and taking measures for better enforcement.
<b>SOURCES</b>	NA

- **Transport:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p><b>Rail Transport:</b></p> <p>There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. An Accessibility Master Plan foresees that 176 stations are to be made</p>

	<p>autonomously accessible by 2032. End 2023, 103 stations are fully accessible (threshold-free route to all platforms, platforms at the European standard height of 760 mm, guiding lines, accessible vending machine and sufficient parking). All these stations meet with European standards. In 115 stations, passengers with disabilities can receive assistance to get on and off the train.</p> <p><b>Bus transport:</b> Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: (1) Dedicated (door-to-door) services using adapted minibuses, entrusted to local operators specializing in this type of transport. (2) Regular services through the adaptation, improvement and gradual development of the infrastructure, buses and all the products offered by the TEC.</p> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p><b>Flanders:</b> Flanders transposed Directive (EU) 2016/2102 into the Administrative Decree, Section 4. All government agency websites and mobile apps must be accessible to everyone. Each website and mobile application must have an accessibility statement as well.</p> <p>Federal government: the federal government transposed Directive (EU) 2016/2102 into the Act of 19 July 2018 on accessibility of government agencies websites and mobile applications.</p> <p><b>Brussels Capital Region:</b> Ordinance of 4 October 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities</p> <p><b>The German-speaking community:</b> Decree on electronic communication, whether public or addressed to individuals, by the authorities of the German-speaking region</p> <p><b>The Walloon region:</b></p>

	<p>Decree of 2 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</p> <p><b>The federation Wallonie-Bruxelles:</b> Decree of 3 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</p> <p><b>The French Community Commission (COCOF):</b> Decree of May 9, 2019, on the accessibility of the websites and mobile applications of the French Community Commission's public institutions.</p> <p>Directive (EU) 2019/882 on accessibility requirements for products and services has been transposed into Belgian law in several instruments and aims to make products and services more accessible to persons with disabilities, and to improve the accessibility of relevant information for these persons. Examples of these instruments are:</p> <ul style="list-style-type: none"> <li>- Law of November 5, 2023, to partially implement the directive for the financial sector.</li> <li>- Law of July 20, 2023, to partially transpose the directive for electronic communications.</li> <li>- Decree of March 29, 2024, on e-books and related software</li> <li>- Flemish Media Decree, with requirements related to f.e. TV set-up boxes.</li> <li>- Act of 8 May 2024 on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation.</li> </ul>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Flemish Administrative Decree , Section 4</a></li> <li>- <a href="#">Federal Act of 19 July 2018 on accessibility of government agencies websites and mobile applications</a></li> <li>- <a href="#">Brussels Capital Region - Ordinance of 4 October 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities</a></li> <li>- <a href="#">German-speaking community - Decree on electronic communication</a></li> <li>- <a href="#">Walloon region: Decree of 2 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</a></li> <li>- <a href="#">The federation Wallonie-Bruxelles: Decree of 3 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</a></li> <li>- <a href="#">The French Community Commission (COCOF): Decree of May 9, 2019 on the accessibility of the websites and mobile applications of the French Community Commission's public institutions.</a></li> </ul>

○ **Public Policies:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>In the Federal Law of July 14, 2016, on Public Procurement, article 53 paragraph 4 and 5 states the following:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly</p>

	<p>justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria.”</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

**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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p><b>Flanders:</b> Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force and applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification. The accessibility standards are contained in the conditions for granting a building permit. Accessibility standards apply only to elements that are visible on buildings plans. Existing building are not covered by the accessibility standards. The regulation doesn't make explicit reference to EU-legislation EN 17210:2021.</p> <p><b>Walloon Region</b> (Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels capital region</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built of renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d'Urbanisme (RRU)).</p>
<b>SOURCES</b>	NA

- **Transport:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. An Accessibility Master Plan foresees that 176 stations are to be made

	autonomously accessible by 2032. End 2023, 103 stations are fully accessible and meet European standards.
<b>SOURCES</b>	- <a href="#">Management agreement between the federal state and the rail operator SNCB</a>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p><b>Flanders:</b> Flanders transposed Directive (EU) 2016/2102 into the Administrative Decree, Section 4. All government agency websites and mobile apps must be accessible to everyone. Each website and mobile application must have an accessibility statement as well.</p> <p><b>Federal government:</b> The federal government transposed Directive (EU) 2016/2102 into the Act of 19 July 2018 on accessibility of government agencies websites and mobile applications.</p> <p><b>Brussels Capital Region:</b> Ordinance of 4 October 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities.</p> <p><b>The German-speaking community:</b> Decree on electronic communication, whether public or addressed to individuals, by the authorities of the German-speaking region.</p> <p><b>The Walloon region:</b> Decree of 2 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</p> <p><b>The federation Wallonie-Bruxelles:</b> Decree of 3 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</p> <p><b>The French Community Commission (COCOF):</b> Decree of May 9, 2019, on the accessibility of the websites and mobile applications of the French Community Commission's public institutions.</p> <p>Directive (EU) 2019/882 on accessibility requirements for products and services has been transposed into Belgian law in several instruments and aims to make products and services more accessible to persons with disabilities, and to improve the accessibility of relevant information for these persons. Examples of these instruments are:</p> <ul style="list-style-type: none"> <li>- Law of November 5, 2023, to partially implement the directive for the financial sector.</li> <li>- Law of July 20, 2023, to partially transpose the directive for electronic communications.</li> <li>- Decree of March 29, 2024, on e-books and related software</li> <li>- Flemish Media Decree, with requirements related to f.e. TV set-up boxes.</li> </ul>

	- - Act of 8 May 2024 on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation.
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Flemish Administrative Decree, Section 4</a></li> <li>- <a href="#">Federal Act of 19 July 2018 on accessibility of government agencies websites and mobile applications</a></li> <li>- <a href="#">Brussels Capital Region - Ordinance of 4 October 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities</a></li> <li>- <a href="#">German-speaking community - Decree on electronic communication</a></li> <li>- <a href="#">Walloon region: Decree of 2 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</a></li> <li>- <a href="#">The federation Wallonie-Bruxelles: Decree of 3 May 2019 on the accessibility of websites and mobile applications of public-sector bodies</a></li> <li>- <a href="#">The French Community Commission (COCOF): Decree of May 9, 2019, on the accessibility of the websites and mobile applications of the French Community Commission's public institutions.</a></li> </ul>

o **Public Policies:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	<p>There is no specific reference to accessibility standards in the Federal Law of July 14, 2016, on Public Procurement, article 53 paragraph 4 and 5:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria”.</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

**Indicator 1.5: Reference to enforcement mechanisms.**

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

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<b>Flanders:</b>

	<p>Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force and applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification.</p> <p>The regulation is currently under review, after a study in 2019 demonstrated problems with its implementation and enforcement. Inter, the agency Accessible Flanders, subjected the accessibility regulation in 2019 to a comprehensive evaluation study commissioned by the Flemish ministers of Equal Opportunities and Environment. The study yielded numerous insights, not least the striking finding that the regulation was correctly applied in only 9 of the 147 permit applications analysed. The study identified the following underlying bottlenecks: (1) insufficient knowledge among designers to correctly apply the regulation and make the right insufficient knowledge on the part of designers to apply the regulation correctly and to make the right considerations; (2) insufficient expertise and time on the part of environmental officials to check the correct application of accessibility regulation on a building plan; (3) enforcement is currently very limited. At the local enforcement level, there appears to be insufficient expertise available to carry out close monitoring of realization carried out.</p> <p>In response to the study, the Flemish Parliament approved a resolution in 2022, calling on the Flemish Government to adapt the 2009 regulations regarding the accessibility of buildings. The Flemish Government also drafted a concept note to adapt the regulations on the accessibility of buildings. The main objective of the new regulations is to provide for a widening of its scope and taking measures for better enforcement of the regulation. In the future, every urban permit application for publicly accessible buildings needs to include an accessibility report made up by an accredited accessibility reporter must be included as part of the mandatory dossier composition. Civil society was consulted to come up with new regulations. In the final stage before first approval of the text, concerns still emerged. The dossier was therefore not considered ready to be submitted to the current Flemish Government and passed on to the next Government due for the autumn of 2024.</p> <p><b>Walloon Region:</b> (Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels capital region:</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built or renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d'Urbanisme (RRU)).</p>
<b>SOURCES</b>	NA

○ **Transport:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p><b>Rail Transport:</b> There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. Relevant articles are article 53 to 54. An Accessibility Master Plan foresees that 176 stations are to be made autonomously accessible by 2032.</p> <p><b>Bus transport:</b></p> <ul style="list-style-type: none"> <li>- <b>Flanders:</b> For De Lijn, the public bus transport in Flanders operator, there is a management agreement between the Flemish Government, section 3.3.1.4.</li> <li>- <b>Brussels Capital Region:</b> There is a management agreement between the Brussels Capital Government and public bus operator STIB under which 50 above-ground stops per year are to be made fully accessible per year between 2019 and 2023.</li> <li>- <b>Walloon Region:</b> Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: dedicated (door-to-door) services and regular services.</li> </ul> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p> <p>No specific information has been identified regarding enforcement mechanisms.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Management agreement between the Flemish Government and the public bus transport in Flander De Lijn</a></li> <li>- <a href="#">Management agreement between the Brussels Capital Government and public bus operator STIB</a></li> <li>- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	The Federal Office for Digital Accessibility is designated to coordinate the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications.
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility</a>

- **Public Policies:**

RESULT	NA
<b>INFORMATION</b>	<p>No specific information has been identified regarding enforcement mechanisms for article 53 paragraph 4 ad 5 of the Federal Law of July 14, 2016:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria”.</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

### 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><b>Flanders:</b> Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force and applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification.</p> <p><b>Walloon Region:</b> (Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels capital region:</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built of renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d'Urbanisme (RRU)).</p>

	No specific information has been identified regarding reference to the mandatory involvement of people with disabilities.
<b>SOURCES</b>	NA

○ **Transport:**

<b>RESULT INFORMATION</b>	<p><b>NA</b></p> <p><b>Rail Transport:</b> There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. Relevant articles are article 53 to 54. An Accessibility Master Plan foresees that 176 stations are to be made autonomously accessible by 2032.</p> <p><b>Bus transport:</b></p> <ul style="list-style-type: none"> <li>- Flanders: For De Lijn, the public bus transport in Flanders operator, there is a management agreement between the Flemish Government, section 3.3.1.4. The Flemish government and De Lijn commit in the agreement to implementing the Accessibility Master Plan.</li> <li>- Brussels Capital Region: There is a management agreement between the Brussels Capital Government and public bus operator STIB under which 50 above-ground stops per year are to be made fully accessible per year between 2019 and 2023.</li> <li>- Walloon Region: Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: dedicated (door-to-door) and regular services.</li> </ul> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p> <p>No specific information has been identified regarding reference to the mandatory involvement of people with disabilities.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Management agreement between the Flemish Government and the public bus transport in Flander De Lijn</a></li> <li>- <a href="#">Management agreement between the Brussels Capital Government and public bus operator STIB</a></li> <li>- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>The Federal Office for Digital Accessibility is designated to coordinate the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications.</p> <p>No specific information has been identified regarding reference to the mandatory involvement of people with disabilities.</p>
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility</a>

- **Public Policies:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	<p>There is no reference to the mandatory involvement of people with disabilities to implement article 53 paragraph 4 ad 5 of the Federal Law of July 14, 2016:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria”.</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

### 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:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	<p><b>Flanders:</b></p> <p>Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force and applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification. The regulation is currently under review, after a study in 2019 demonstrated problems with its implementation and enforcement.</p> <p><b>Walloon Region:</b></p>

	<p>(Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels capital region:</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built or renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d'Urbanisme (RRU)).</p>
<b>SOURCES</b>	NA

○ **Transport:**

<b>RESULT INFORMATION</b>	<p><b>NA</b></p> <p><b>Rail Transport:</b> There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. Relevant articles are article 53 to 54. An Accessibility Master Plan foresees that 176 stations are to be made autonomously accessible by 2032.</p> <p><b>Bus transport:</b></p> <ul style="list-style-type: none"> <li>- <b>Flanders:</b> For De Lijn, the public bus transport in Flanders operator, there is a management agreement between the Flemish Government, section 3.3.1.4.</li> <li>- <b>Brussels Capital Region:</b> There is a management agreement between the Brussels Capital Government and public bus operator STIB under which 50 above-ground stops per year are to be made fully accessible per year between 2019 and 2023.</li> <li>- <b>Walloon Region:</b> Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: dedicated (door-to-door) services and regular services.</li> </ul> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p> <p>No specific information has been identified regarding enforcement mechanisms.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Management agreement between the Flemish Government and the public bus transport in Flander De Lijn</a></li> <li>- <a href="#">Management agreement between the Brussels Capital Government and public bus operator STIB</a></li> </ul>

	- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a>
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○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	The Federal Office for Digital Accessibility coordinates the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications.
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility</a>

○ **Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>No specific information has been identified regarding enforcement mechanisms for article 53 paragraph 4 ad 5 of the Federal Law of July 14, 2016:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria”.</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

### 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:**

<b>RESULT</b>	<b>NA</b>
	<p><b>Flanders:</b></p> <p>Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force and applies to all works on buildings that are accessible to the public, or public</p>

	<p>parts of such buildings, that require a building permit or building notification.</p> <p><b>Walloon Region:</b> (Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission (articles 414 and 415 of the Regional Guide to Urban Planning). Existing buildings open to the public are not covered by these standards.</p> <p><b>Brussels capital region:</b> As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built or renovated public buildings into the regulations on urban planning (chapter 5 of Le Règlement Régional d’Urbanisme (RRU)).</p> <p>No specific information has been identified regarding the involvement of people with disabilities.</p>
<b>SOURCES</b>	NA

○ **Transport:**

<b>RESULT</b>	NA
<b>INFORMATION</b>	<p><b>Rail Transport:</b> There is a management agreement between the federal state and the rail operator SNCB between 2023 and 2032. Relevant articles are article 53 to 54. An Accessibility Master Plan foresees that 176 stations are to be made autonomously accessible by 2032.</p> <p><b>Bus transport:</b></p> <ul style="list-style-type: none"> <li>- Flanders: For De Lijn, the public bus transport in Flanders operator, there is a management agreement between the Flemish Government, section 3.3.1.4. The Flemish government and De Lijn commit in the agreement to implementing the Accessibility Master Plan.</li> <li>- Brussels Capital Region: There is a management agreement between the Brussels Capital Government and public bus operator STIB under which 50 above-ground stops per year are to be made fully accessible per year between 2019 and 2023.</li> <li>- Walloon Region: Under the 2019-2024 public service contract with the Walloon government, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments: dedicated (door-to-door) and regular services.</li> </ul> <p>Since May 8, 2024, the Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation has been in effect. This Act foresees in a partial transposition of the Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services in the mobility sector.</p>

	No specific information has been identified regarding the involvement of people with disabilities.
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Management agreement between the federal state and the rail operator SNCB</a></li> <li>- <a href="#">Management agreement between the Flemish Government and the public bus transport in Flander De Lijn</a></li> <li>- <a href="#">Management agreement between the Brussels Capital Government and public bus operator STIB</a></li> <li>- <a href="#">Act on Accessibility Requirements for Transportation Services and Establishing the Federal Agency for the Regulation of Transportation</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>The Federal Office for Digital Accessibility is designated to coordinate the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications.</p> <p>No specific information has been identified regarding the involvement of people with disabilities.</p>
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility</a>

○ **Public Policies:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	<p>There is no reference to the mandatory involvement of people with disabilities to implement article 53 paragraph 4 ad 5 of the Federal Law of July 14, 2016:</p> <p>“For all public contracts intended for use by natural persons, whether by the general public or by the personnel of the contracting authority, technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for persons with disabilities or design for all requirements.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union, technical specifications shall, as far as criteria for accessibility for people with disabilities or design for all reference are concerned, be defined by reference to the relevant criteria”.</p>
<b>SOURCES</b>	Wet van 17/06/2016 inzake overheidsopdrachten (NL); Loi du 17 juin 2016 relative aux marchés publics (FR)

## 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, Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified regarding the alignment of national and European standards in Belgium.
<b>SOURCES</b>	NA

**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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>The Inter-federal Disability Strategy 2021-2030 aims at removing, in a structured and progressive way, the obstacles that persons with disabilities face to shape their lives in an autonomous way. The strategy builds on the UN Convention on the Rights of Persons with Disabilities and advances accessibility goals, among others.</p> <p>The federal government adopted a law whereby the drawing up of a federal action plan is mandatory within 12 months of a government taking office (Act of May 7, 2024 to strengthen federal disability policy). The current action plan was evaluated in a final report.</p> <p>In Flanders, there is no comprehensive accessibility action plan yet, but Inter is currently working on rolling out a Flemish</p>

	accessibility trajectory with Flemish government agencies that aims to result in an action plan for that specific agency.
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Inter-federal Disability Strategy 2021-2030</a></li> <li>- <a href="#">Final report of current federal action plan</a></li> </ul>

○ **Transport:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>The Inter-federal Disability Strategy 2021-2030 aims at removing, in a structured and progressive way, the obstacles that persons with disabilities face to shape their lives in an autonomous way. The strategy builds on the UN Convention on the Rights of Persons with Disabilities and advances accessibility goals, among others.</p> <p>The federal government adopted a law whereby the drawing up of a federal action plan is mandatory within 12 months of a government taking office (Act of May 7, 2024 to strengthen federal disability policy). The current action plan was evaluated in a final report.</p> <p>In Flanders, the Flemish government and De Lijn commit to implementing an Accessibility Master Plan on transport. This action plan aims to make 50% of the stops of the core and additional network accessible by 2030.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Inter-federal Disability Strategy 2021-2030</a></li> <li>- <a href="#">Final report of current federal action plan</a></li> </ul>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>The Inter-federal Disability Strategy 2021-2030 aims at removing, in a structured and progressive way, the obstacles that persons with disabilities face to shape their lives in an autonomous way. The strategy builds on the UN Convention on the Rights of Persons with Disabilities and advances accessibility goals, among others.</p> <p>The federal government adopted a law whereby the drawing up of a federal action plan is mandatory within 12 months of a government taking office (Act of May 7, 2024, to strengthen federal disability policy). The current action plan was evaluated in a final report.</p> <p>In Flanders, there is a strategy on e-inclusion and digital inclusion. Over the past three years, the equal opportunities policy in Flanders focused on e-inclusion at local level through the action plan 'Everyone digital'. With the Flemish Resilience recovery resources, local authorities are supported within this action plan to develop a local e-inclusion policy. The goal is for every local government to have a local digital inclusion operation by 2024, focusing on the various aspects of digital inclusion: access, skills, customized support and user-friendly and accessible digital services. Secondly, an overarching policy is also implemented, involving close cooperation with various partners. This joint effort focuses on providing information and support to local authorities, Flanders and the Flemish with regard to promoting digital inclusion.</p>

<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Inter-federal Disability Strategy 2021-2030</a></li> <li>- <a href="#">Final report of current federal action plan</a></li> </ul>
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○ **Public Policies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>The Inter-federal Disability Strategy 2021-2030 aims at removing, in a structured and progressive way, the obstacles that persons with disabilities face to shape their lives in an autonomous way. The strategy builds on the UN Convention on the Rights of Persons with Disabilities and advances accessibility goals, among others.</p> <p>The federal government adopted a law whereby the drawing up of a federal action plan is mandatory within 12 months of a government taking office (Act of May 7, 2024, to strengthen federal disability policy). The current action plan was evaluated in a final report.</p> <p>In Flanders, there is no comprehensive accessibility action plan yet, but Inter is currently working on rolling out a Flemish accessibility trajectory with Flemish government agencies that aims to result in an action plan for that specific agency.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Inter-federal Disability Strategy 2021-2030</a></li> <li>- <a href="#">Final report of current federal action plan</a></li> </ul>

**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, Transport, Information and Communication Technologies and Public Policies:**

<b>RESULT</b>	<b>9</b>
<b>INFORMATION</b>	The Inter-federal Disability Strategy covers the period 2021-2030.
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Inter-federal Disability Strategy 2021-2030</a></li> </ul>

**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, Transport, Information and Communication Technologies and Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified regarding the periodic review of the Inter-federal Disability Strategy covers the period 2021-2030.
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Inter-federal Disability Strategy 2021-2030</a></li> </ul>

### 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, Transport, Information and Communication Technologies and Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>No specific information has been identified regarding the involvement of people with disabilities to implement the Inter-federal Disability Strategy covers the period 2021-2030.</p> <p>In Flanders, there is no comprehensive accessibility action plan yet, but Inter is currently working on rolling out a Flemish accessibility trajectory with Flemish government agencies that aims to result in an action plan for that specific agency.</p>
<b>SOURCES</b>	- <a href="#">Inter-federal Disability Strategy 2021-2030</a>

## 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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>Inter, the agency Accessible Flanders, elaborated labels on accessibility. Labels involve a detailed set of accessibility criteria and are linked to mandatory advisory processes carried out by Inter.</p> <ul style="list-style-type: none"> <li>- Accessibility of sports accommodations</li> <li>- Accessibility of MICE accommodations (meeting and conference venues)</li> <li>- Accessibility of events</li> </ul>

	- Accessibility of tourist accommodation
<b>SOURCES</b>	<a href="#">Accessible Flanders</a>

- **Transport:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	No accessibility audits in transport have been identified in Belgium.
<b>SOURCES</b>	NA

- **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	The Federal Office for Digital Accessibility is designated to coordinate the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications. On Dec. 23, 2021 (and every three years thereafter), Belgium must provide a monitoring report to the European Commission. Simple and specialized screenings happen. The first report is published in 2021 and presented to the European Union. The Belgian Web accessibility authority screens a selection of websites and provided Inter with detailed information. The Federal Office for Digital Accessibility also provides automated tools to screen websites.
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility</a>

- **Public Policies:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	No accessibility audits in public policies have been identified in Belgium.
<b>SOURCES</b>	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:**

<b>RESULT</b>	<b>334</b>
<b>INFORMATION</b>	Number of accessibility audits by Inter in 2023: <ul style="list-style-type: none"> <li>- 112 screenings of places for the Accessible Flanders database <a href="http://www.toevla.be">www.toevla.be</a></li> <li>- 216 reviews of adapted and reserved parking spaces for people with disabilities in West Flanders, see <a href="http://www.navigeerenparkeer.be">www.navigeerenparkeer.be</a>.</li> <li>- 6 reviews of walking and cycling routes in West Flanders, 4 of which are published on <a href="http://www.iedereenfietst.be">www.iedereenfietst.be</a>.</li> </ul>
<b>SOURCES</b>	<a href="#">Accessible Flanders</a>

- **Transport:**

<b>RESULT</b>	<b>0</b>
<b>INFORMATION</b>	No accessibility audits in transport have been identified in Belgium.
<b>SOURCES</b>	NA

- **Information and Communication Technologies**

<b>RESULT</b>	<b>748</b>
<b>INFORMATION</b>	The Belgian Web Accessibility Office carries out accessibility compliance tests on public websites and applications. For the period 2020-2021, a total of 748 sites were controlled: 717 sites by a simplified method and 31 sites by an in-depth method.
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility for 2020-2021</a>

- **Public Policies:**

<b>RESULT</b>	<b>0</b>
<b>INFORMATION</b>	No accessibility audits in public policies have been identified in Belgium.
<b>SOURCES</b>	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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Inter, the agency Accessible Flanders, elaborated labels on accessibility. Labels involve a detailed set of accessibility criteria and are linked to mandatory advisory processes carried out by Inter. <ul style="list-style-type: none"> <li>- Accessibility of sports accommodations</li> <li>- Accessibility of MICE accommodations (meeting and conference venues)</li> <li>- Accessibility of events</li> <li>- Accessibility of tourist accommodation</li> </ul>
<b>SOURCES</b>	<a href="#">Accessible Flanders</a>

- **Transport:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified regarding accessibility audits in transport in Belgium.
<b>SOURCES</b>	NA

- **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	The Federal Office for Digital Accessibility is designated to coordinate the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications. The Belgian Web Accessibility Office carries out accessibility compliance tests on public websites and applications. No specific information has been identified regarding the involvement of people with disabilities.
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility</a>

- **Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified regarding accessibility audits in public policies in Belgium.
<b>SOURCES</b>	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, Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified regarding accessibility-related complaints in Belgium.
<b>SOURCES</b>	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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). To support the training sessions, Inter also developed some tools at the request of teachers, which are accessible via <a href="http://www.udesign.world">www.udesign.world</a> .
<b>SOURCES</b>	<a href="http://www.udesign.world">UDesign</a>

- **Transport:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	The Flemish government provides a coaching program to make bus stops accessible. 30 municipalities per year can participate.
<b>SOURCES</b>	<a href="#">Coaching Program</a>

- **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Once a year, Anysurfer, an expertise center on digital accessibility organizes training courses on “accessibility for web editors” and “accessibility for front-end developers” for employees of the Flemish Government and municipalities/cities.
<b>SOURCES</b>	NA

- **Public Policies:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). To support the training sessions, Inter also developed some tools at the request of teachers, which are accessible via <a href="http://www.udesign.world">www.udesign.world</a> .
<b>SOURCES</b>	<a href="http://www.udesign.world">UDesign</a>

## 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:**

<b>RESULT</b>	<b>22</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). Inter organizes an annual 10-day training on all aspects of accessibility, and 1 training day per month.
<b>SOURCES</b>	<a href="#">UDesign</a>

- **Transport:**

<b>RESULT</b>	<b>30</b>
<b>INFORMATION</b>	The Flemish government provides a coaching program to make bus stops accessible. 30 municipalities per year can participate.
<b>SOURCES</b>	<a href="#">Coaching Program</a>

- **Information and Communication Technologies**

<b>RESULT</b>	<b>2</b>
<b>INFORMATION</b>	Once a year, Anysurfer, an expertise center on digital accessibility organizes training courses on “accessibility for web editors” and “accessibility for front-end developers” for employees of the Flemish Government and municipalities/cities.
<b>SOURCES</b>	NA

- **Public Policies:**

<b>RESULT</b>	<b>22</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). Inter organizes an annual 10-day training on all aspects of accessibility, and 1 training day per month.
<b>SOURCES</b>	<a href="#">UDesign</a>

### 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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space

	and service design...). To support the training sessions, Inter also developed some tools at the request of teachers, which are accessible via <a href="http://www.udesign.world">www.udesign.world</a> .
<b>SOURCES</b>	<a href="#">UDesign</a>

- **Transport:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	The Flemish government provides a coaching program to make bus stops accessible. No specific information has been identified regarding the involvement of people with disabilities.
<b>SOURCES</b>	<a href="#">Coaching Program</a>

- **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Once a year, Anysurfer, an expertise center on digital accessibility organizes training courses on “accessibility for web editors” and “accessibility for front-end developers” for employees of the Flemish Government and municipalities/cities. No specific information has been identified regarding the involvement of people with disabilities.
<b>SOURCES</b>	NA

- **Public Policies:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). To support the training sessions, Inter also developed some tools at the request of teachers, which are accessible via <a href="http://www.udesign.world">www.udesign.world</a> .
<b>SOURCES</b>	<a href="#">UDesign</a>

## 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:**

<b>RESULT</b>	<b>1653</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). The training reached 1500 people in 2023 alone. Various people with a coordinating role in accessibility participate (municipal, Flemish and federal public officers, architects, accessibility experts).

	Inter also provides a teaching package on accessibility, developed for teachers and children aged 8 to 14 years. The material was used 153 times to date (Teaching young children about accessibility).
<b>SOURCES</b>	<a href="#">UDesign</a>

○ **Transport:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	The Flemish government provides a coaching program to make bus stops accessible. 30 municipalities per year can participate. No specific information has been identified regarding the number of trainees.
<b>SOURCES</b>	<a href="#">Coaching Program</a>

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	Once a year, Anysurfer, an expertise center on digital accessibility organizes training courses on “accessibility for web editors” and “accessibility for front-end developers” for employees of the Flemish Government and municipalities/cities. No specific information has been identified regarding the number of trainees.
<b>SOURCES</b>	NA

○ **Public Policies:**

<b>RESULT</b>	<b>1653</b>
<b>INFORMATION</b>	Inter has since 2021 structural and free training offer for design schools (architecture, interior architecture, product design, space and service design...). The training reached 1500 people in 2023 alone. Various people with a coordinating role in accessibility participate (municipal, Flemish and federal public officers, architects, accessibility experts).  Inter also provides a teaching package on accessibility, developed for teachers and children aged 8 to 14 years. The material was used 153 times to date (Teaching young children about accessibility).
<b>SOURCES</b>	<a href="#">UDesign</a>

## 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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	<p>The “warmste entrée” is a Belgian awareness campaign in collaboration with the trade federation Comeos, Inter and Cawab to raise awareness on the importance of the accessibility of stores, web shops and restaurants. The campaign focusses on different types of businesses, but also on different types of disabilities.</p> <p>In the past, Inter also launched several campaigns and publications to promote the accessibility of shops, restaurants, and voting booths.</p>
<b>SOURCES</b>	<a href="#">Warmste Entrée</a>

- **Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	No public awareness campaigns in the areas of transport, ICT and Public Policies have been identified in Belgium.
<b>SOURCES</b>	NA

### 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:**

<b>RESULT</b>	<b>1</b>
<b>INFORMATION</b>	<p>The “warmste entrée” is a Belgian awareness campaign in collaboration with the trade federation Comeos, Inter and Cawab to raise awareness on the importance of the accessibility of stores, web shops and restaurants. The campaign focusses on different types of businesses, but also on different types of disabilities.</p> <p>In the past, Inter also launched several campaigns and publications to promote the accessibility of shops, restaurants, and voting booths.</p>
<b>SOURCES</b>	<a href="#">Warmste Entrée</a>

- **Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>0</b>
<b>INFORMATION</b>	No public awareness campaigns in the areas of transport, ICT and Public Policies have been identified in Belgium.
<b>SOURCES</b>	NA

### 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:**

<b>RESULT</b>	<b>Yes</b>
<b>INFORMATION</b>	The “warmste entrée” is a Belgian awareness campaign in collaboration with the trade federation Comeos, Inter and Cawab to raise awareness on the importance of the accessibility of stores, web shops and restaurants. The campaign focusses on different types of businesses, but also on different types of disabilities.  In the past, Inter also launched several campaigns and publications to promote the accessibility of shops, restaurants, and voting booths.
<b>SOURCES</b>	<a href="#">Warmste Entrée</a>

- **Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified regarding public awareness campaigns in the areas of transport, ICT and Public Policies in Belgium.
<b>SOURCES</b>	NA

### 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:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>The “warmste entrée” is a Belgian awareness campaign in collaboration with the trade federation Comeos, Inter and Cawab to raise awareness on the importance of the accessibility of stores, web shops and restaurants. The campaign focusses on different types of businesses, but also on different types of disabilities.</p> <p>In the past, Inter also launched several campaigns and publications to promote the accessibility of shops, restaurants, and voting booths.</p> <p>No specific information has been identified regarding the number of people reached out by these public awareness campaigns.</p>
<b>SOURCES</b>	<a href="#">Warmste Entrée</a>

- **Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>0</b>
<b>INFORMATION</b>	No public awareness campaigns in the areas of transport, ICT and Public Policies have been identified in Belgium.
<b>SOURCES</b>	NA

## 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, Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>No</b>
<b>INFORMATION</b>	No public funding initiatives promoting accessibility have been identified in Belgium.
<b>SOURCES</b>	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, Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>0</b>
<b>INFORMATION</b>	No public funding initiatives promoting accessibility have been identified in Belgium.
<b>SOURCES</b>	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, Transport, Information and Communication Technologies, and Public Policies:**

<b>RESULT</b>	<b>0</b>
<b>INFORMATION</b>	No public funding initiatives promoting accessibility have been identified in Belgium.
<b>SOURCES</b>	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:**

<b>RESULT</b>	<b>6</b>
<b>INFORMATION</b>	Since March 1, 2010, the "Regional Urban Development Regulation on Accessibility" has been into force and applies to all works on buildings that are accessible to the public, or public parts of such buildings, that require a building permit or building notification. Inter, the agency Accessible Flanders, subjected the accessibility regulation in 2019 to a comprehensive evaluation study commissioned by the Flemish ministers of Equal Opportunities and Environment. The study yielded numerous insights, not least the striking finding that the regulation was correctly applied in only 9 of the 147 permit applications analyzed, which represents 6% of the permit applications.
<b>SOURCES</b>	NA

- **Transport:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p><b>Rail Transport:</b> According to SNCB, 103 stations are fully accessible across Belgium end 2023 (threshold-free route to all platforms, platforms at the European standard height of 760 mm, guiding lines, accessible vending machine and sufficient parking). All these stations meet with European standards. In 115 stations, passengers with disabilities can receive assistance to get on and of the train.</p> <p><b>Road Transport:</b></p> <ul style="list-style-type: none"> <li>- Flanders: According to the most recent figures of January 2024, on a total of 26050 bus stops, 4204 bus stops (16%) are autonomously accessible for wheelchair users and 8761 bus stops are accessible with assistance (33%). 2219 stops (8.5%) of the stops have the appropriate facilities for people with visual impairment. All the busses and 85% of the trams comply with Regulation No. 107 of the United Nations Economic Commission for Europe (UNECE).</li> <li>- Walloon Region: At December 31, 2021, 4151 boarding points were accessible, on a total number of bus stops of 32014 (12%)</li> </ul>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Bus Transport Flanders</a></li> <li>- <a href="#">Atingo</a></li> </ul>

- **Information and Communication Technologies**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>The Federal Office for Digital Accessibility is designated to coordinate the approach to screening the regions, communities and federal government regarding the accessibility of public sector websites and applications. The Belgian Web Accessibility Office carries out accessibility compliance tests on public websites and applications. For the period 2020-2021, a total of 748 sites were controlled: 717 sites by a simplified method and 31 sites by an in-depth method.</p> <p>In 2020, the percentage of non-accessible sites (&gt;50 % of the criteria breached) that were controlled by the simplified method is 9.6% (total scanned sites: 145).</p> <p>In 2021, the percentage of non-accessible sites (&gt;50 % of the criteria breached) that were controlled by the simplified method is 45.6% (total scanned sites: 572).</p>
<b>SOURCES</b>	<a href="#">Report of the Federal Office for Digital Accessibility for 2020-2021</a>

- **Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified.
<b>SOURCES</b>	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:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>The website Toevla contains information about the accessibility of public buildings in Flanders.</p> <p>The Everyone Everywhere website contains information about the accessibility of restaurants and cafes. People with disabilities were and are actively involved in the development of the website and screenings of catering establishments.</p>
<b>SOURCES</b>	<ul style="list-style-type: none"> <li>- <a href="#">Toevla</a></li> <li>- <a href="#">Everyone Everywhere</a></li> </ul>

- **Transport and Public Policies:**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	No specific information has been identified
<b>SOURCES</b>	NA

○ **Information and Communication Technologies**

<b>RESULT</b>	<b>NA</b>
<b>INFORMATION</b>	<p>The Digital Trust Index report analyzed the accessibility of websites. Over 260,000 European websites were analyzed for the study, of which 7,408 were Belgian. The study, carried out by the Belgian digital advisory company Craftzing, tested whether each page met the accessibility requirements based on the Web Content Accessibility Guidelines (WCAG).</p> <p>All 18 evaluated countries scored poorly: 94% of the websites failed at least one test, while one in four failed more than three tests. Belgium ranked seventh.</p> <p>The most common issues involved insufficient color contrast and a lack of descriptive text for buttons, links and images. Despite the significant frequency of these issues, most are relatively easy to fix by those with knowledge of accessibility requirements.</p>
<b>SOURCES</b>	<a href="#">Digital Trust Index report</a>