

AccessibleEU – Accessibility Indicators

Highlights 2024

Netherlands

Background

AccessibleEU intends to monitor action and progress of member states to implement accessibility legislation and standards by using a framework largely based on the [United Nations \(2020\) Article 9: Illustrative Indicators, Human Rights Indicators on the Convention on the Rights of Persons with Disabilities \(CRPD\)](#) developed by the Office of the United Nations High Commissioner for Human Rights (OHCHR).

This monitoring framework is composed of structural indicators, process indicators, and outcome indicators:

- **Structural indicators** aim to capture the institutional aspects of national commitments.
- **Progress indicators** focus on efforts of member states to transform commitments into results.
- **Outcome indicators** relate to the impact of commitments and efforts onto individuals.

AccessibleEU uses a total of 30 indicators covering the areas of Built Environment, Transport, Information and Communication Technologies (ICT) and Public Policies.

Overview for the Netherlands

Percentage of people with disabilities ([Eurostat, 2024](#)): 32,4%

AccessibleEU National Expert: [Eric Velleman](#)

National Council of Persons with Disabilities (member of the European Disability Forum): [leder\(in\)](#)

[Annual Country Report 2024 for Netherlands](#)

Structural indicators

Topic: Legislation enacted ensuring the right to access, on an equal basis with others, to the physical environment, transportation, services, information and communications, including ICTs, and other facilities and services open or provided to the public, in both urban and rural areas.

- **Findings:** Legal frameworks that include accessibility requirements are in place across the sectors of the built environment, transport, ICT, and public policies. Recognition of the right to equal access is less explicit, and mainly manifest through mainstreaming of accessibility standards in relevant legislation. Enforcement mechanisms are foreseen in legislation in the areas of ICT and transport. The involvement of persons with disabilities in relevant procedures is not explicitly stated in primary legislative instruments in the four sectors.

Topic: Incorporation of EU accessibility standards and/or transposition of EU Directives in national legal frameworks

- **Findings:** Some notable examples are: the ongoing development of new national standards in the built environment based on EN 17210:2021; transposition of EU Directive 2019/882, which led to policy revisions nationally in a number of related fields to ensure harmonisation; transposition of EU Directive 2016/2102, focusing mainly on Public Sector websites and mobile applications; transposition of the AI act (Regulation (EU) 2024/1689) which includes accessibility requirements.

Topic: Accessibility related strategic and action planning is up to date on national level and aligned with EU relevant strategies.

- **Findings:** Standalone national action plans for accessibility have existed in the sectors of the Built Environment, ICT, and Transport. The National Disability Strategy "[Onbeperkt Meedoen](#)", which provides the overarching planning framework, has been running since 2018 – 2021 and continues for the period 2022 - 2025. Efforts are currently made to ensure the National Strategy addresses CRPD requirements. There is limited information about monitoring and review processes, including the level of involvement of organisations of persons with disabilities, at this stage.

Process indicators

Topic: Training on universal design and accessibility standards is part of higher education courses/ professional accreditation.

- **Findings:** Training courses on accessibility have been identified across the sectors of the Built Environment, Transport, ICT and Public Policies. A Master Course on Accessible and Inclusive Design by HAN University is available for the first time in Netherlands. The Hogeschool Utrecht has

started a Minor Accessibility in 2024. In addition, the [Accessibility Foundation in the Netherlands](#) supports Higher Education Institutions more widely to mainstream accessibility and inclusion into their curriculum, and with the participation of persons with disabilities.

Topic: Implementation of accessibility audits on government facilities, services and programmes that require the participation of persons with disabilities and their representative organizations, including with respect to emergency protocols, procedures, services and facilities.

- **Findings:** There is evidence of accessibility audits performed in the areas of the Built Environment and ICT. Every building undergoes accessibility assessment and certification as a regular process. A large number of public sector websites are monitored every three years.

Topic: Awareness raising campaigns and activities to promote accessibility across all services open to the public and promote knowledge of universal design and accessibility standards by relevant professionals, manufacturers and service providers, as well as informing individuals of their rights and responsibilities as they relate to accessibility.

- **Findings:** Ongoing awareness raising campaigns focus in the areas of ICT and Public Policies. Emphasis is placed on ensuring digital skills for all, including using Artificial Intelligence, and accessing digital government services.

Topic: Incentives and support provision to improve accessibility in the provision of goods and services and/or information about accessibility to potential users.

- **Findings:** No specific information identified about this topic.

Topic: Consultation processes undertaken to ensure the active involvement of persons with disabilities, including through their representative organizations, in the design, implementation and monitoring of laws, regulations, policies and programs, related to accessibility of the built environment, transportation, information and communication.

- **Findings:** There is limited evidence of systematic consultation processes in policy planning. One example is the Accessibility Action plan for the Built Environment 2018 by the Ministry of the Interior and Kingdom Relation. The plan was co-produced by a broad working group including experts, advocacy groups of people with disabilities, and stakeholders from the building, development, design, and consumer sectors.

Outcome indicators

Topic: Reported access to public transport, public buildings/spaces and websites and compliance with legal requirements.

- **Findings:** No specific information identified about this topic.