

# AccessibleEU – Accessibility Indicators

## Highlights 2024

### Italy

## 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 Italy

**Percentage of people with disabilities** ([Eurostat, 2024](#)): 20,6%

**AccessibleEU National Experts:** [Marco Pizzio](#) and [Roberto Scano](#)

**National Council of Persons with Disabilities** (member of the European Disability Forum): [Italian Disability Forum](#)

[Annual Country Report 2024 for Italy](#)

## 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:** Accessibility is tackled in Italian legislation in all areas. A [new Framework Law on Disability](#) has been issued in 2024. In Built Environment, several Italian laws have been implemented. In December 2023, a [Technical Committee](#) has been established to formulate new solutions for the improvement of accessibility in the national transport system. The legislative reference for web accessibility is the Italian law 9/2004.

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

- **Findings:** The Italian National Body for Standardisation (UNI) has released standards and incorporated European ones in the case of Built Environment, ICT and Tourism. No specific standards have been identified regarding transport.

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

- **Findings:** No accessibility-related strategies or plans have been identified in Italy.

## Process indicators

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

- **Findings:** There is no obligation for educational institutions to include courses or modules on accessibility topics, but universities and professional organizations offer optional courses in Built environment, transport and ICT. A notable example is the series of courses provided by the [Italian Digital Agency](#) to foster understanding and skills on digital accessibility.

**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:** The Italian Digital Agency monitors accessibility standards of public administrations websites. The [National Guarantor of Rights of Persons with Disabilities](#) will be operational in 2025 monitor compliance

with the rights and principles set by the UNCRPD. The [Ministry of Tourism](#) is compiling a directory with accredited certifying bodies that will be able to provide certification in terms of accessibility of tourism services.

**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:** Public awareness on accessibility in built environment focuses on the mapping of accessibility conditions of public places. Some companies and municipalities also run informative campaigns at local level informing about accessibility in transport. The last campaign identified in ICT was organised by the [Italian Digital Agency](#) on 2020.

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

- **Findings:** In the area of Built environment, the Italian Government has put in place public incentives to overcome of architectural barriers by providing a [75% tax reduction incentive](#). The National Plan for Recovery and Resilience has invested an overall amount of 80 million euros for the improvement of accessibility of digital public services. No public funding initiatives promoting accessibility in the areas of transport and public policies have been identified in Italy.

**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:** Federations and organizations of persons with disabilities are usually invited for auditions by the Italian Parliament and its related bodies. The main body established by the Italian Legislation in order to do so is the [National Observatory on the conditions of persons with disabilities](#).

## Outcome indicators

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

- **Findings:** The online database 'Disabilità in cifre' by ISTAT contains statistics concerning the conditions of persons with disabilities in various areas of public policies, such as [accessibility of schools](#): overall, 44.3% of Italian schools declare to still have architectural barriers present, while 33.7% declare to have removed them (22% did not respond).