



Inclusive accessibility in the City of Ghent

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Accessibility Officer

INHOUD

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Integral accessibility and policy

'Policy note'

Persons with disabilities
2008-2013

- 40 actions for a more accessible Ghent
- *Action 2: Employment of an accessibility officer - 2008*

Integral accessibility and policy 'Gent 2020'

Cascade of main strategic – strategic and operational goals for the City of Ghent:
'Social sustainability'

Office of social services:

➤ *Activity: Extension of integral accessibility*

Legal Framework

Since March 1st 2010:

Flemish bye-law as regards accessibility for all newly built and renovation construction works of public accessible buildings who are submitted to a building permit

(barbershop to administrative center)

Attention:

- *Can not be compelled for accommodated houses or adaptable building*
- *Creative architects can evade the bye-law*
- *Guarding of consequent consultations and finetuning with internal and external partners (departement of heritage)*

Structure of Stad Gent

1. City Council
2. Mayor and Aldermen
3. Managementteam en City Secretary
4. 13 Departments
5. 74 Offices

Structure of the departments

Population and wellbeing <i>8 Offices</i> <i>AO en CPD:</i> <i>Office of social services</i>	Culture and Sport <i>11 Offices</i>	Facility Management <i>6 Offices</i>	Finances <i>3 Offices</i>	Environment and Health <i>5 offices</i>
Education <i>6 offices</i>	Staff and Organisation <i>6 Offices</i>	Planning, Mobility en Public Domain <i>7 offices</i>	Communication and Promotion <i>2 Offices</i>	Strategy and Coordination <i>5 offices</i>
Work and Economy <i>3 Offices</i>	City secretary <i>10 offices</i>	Firedepartement <i>Operational and non-operational</i>		

Accessibility Officer, Cell Persons with a disability and the Advisory Board for people with disabilities

- Transversal for all departments
- Focus Accessibility Officer: infrastructural
- Focus Cell: Communication and providing services
- **Attention:**
 - This transversal approach is only possible through intensive networking and trustbuilding
 - Too little manpower: Cell = 2 persons full time, Accessibility Officer= 1 person full time, Administrative support: 1 person half time

Accessibility Officer, Cell Persons with a disability

- Cooperation with met the Advisory Board for people with disabilities : representation of different user organisations

Accessibility Officer, Cell Persons with a disability and the Advisory Board for people with disabilities

- Working group communication
- Working group sensibilisation
- Working group accessibility

➤ Attention:

- Not every user organisation is included.

Accessibility officer and ATO (Consultancy Agency for Accessibility)

- Every province in Flanders has its own consultancy agency
 - Covenant with ATO since 2007
 - Consultancy building dossier, training and education, accessibility screenings
- **Attention:**
- 'covenant' is the providing of a service and must be replaced by a procurement
 - Consultancy agencies are not yet officially licenced

Accessibility Officer and Public Social Welfare Departement

- The accessibility officer is the guard of the public domain and the public accessible buildings
- Public social welfare department continues the accessibility and adaptibility of the interior of private property
- **Attention:**
 - Public social welfare department provides services for elderly who can not utilize the Federal Government services
 - Public domein can not be used to improve the accessibility of private houses.

Projects: universal design

- Cooperation between the academic world (architectural education, experience experts, policy and city administration)
 - 4th year in a row: different sites are studied in intensive workshops
 - Experience experts: Blind and visually impaired persons, persons in wheel chairs, persons with a learning disability
 - (Validated) output is used as a basis for further development of the site
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- **Attention:**
 - Financial means have to be nominatively included in the budget to realise the output in a sustainable manner

Projects: universal design Examples

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Projects: Needs Analysis

➤ Different themes:

- Citywide domains: communication, services, statics and monitoring events, the Advisory Board for people with disabilities
- **Specific domains:** health and wellbeing, housing, education, employment, culture, sports and leisure, planning, public domain and mobility.

➤ Output:

- Policy proposals are formulated

Projects: Needs analysis

- Internal and external survey
- Feedback and drafting actions
- **Attention:**
 - Follow-up of actions is crucial and needs to be built in a structural process

Projects: Accessible events + assistance of Vzw Intro

- Ghent Festival
- Halfvastenfoor (carnival)
- Integral accessible theater performance (Zoon)

➤ Attention:

- Little demand for assistance

Projects: WIS (Roads Information System) + example

Mapping of

- Quality and materials used within the public domain
- Accommodations in function of accessibility (accommodated sanitary, accommodated perking spots, accommodated public transport stops, ...)

➤ Attention:

- Internally used map, not disclosed to the citizens

Projecten: WIS Example

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Projects: Railway Station – accessibility of the yard area

- City renewal project for 2020
- Largest Railway station in Belgium
- 'Vlaamsoogpunt' nearby – central building for blind and visually impaired persons for Belgium

Attention:

Variable yard area

Services:

- Assistance:
 - Wheel chair users +/- 470 a month
 - blind and visually impaired persons +/-549 a month
 - Persons with another disability +/- 198 a month
- Maps from A to B in 'swelling paper'

Projecten: Railway station

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Projects:

- LEO (office and reception) and digital office
- Touristic accessible routes (on foot, by bike, across the water)
- Accommodated and free parking spaces can be found through GPS in cooperation with Ghent University
- TRACK: Art route (May- september 2012)
- Sign language interpreters
- City development projects

Sensibilisation: citizen in the centerpoint

- AO and CPD are central point
- Follow-up of complaints and questions
- Save the Sidewalk-action to keep sidewalks free of obstacles
- Sensibilisation for the execution of accommodations within buildings
- Hotspotwalks with experience experts and policy makers
- Screening and evaluating the accommodations for the public domain

Services: Minder Mobielen Centrale (Centerpoint for people with impaired mobility)

- Through cooperation with the public transport organisation
- Accommodated transport from door to door
 - Connection with 'Belbus' stops'
- Reduction in the long term (responsability of federal government): under investigation
- Transport by volunteers

Services: Office of Social Services

- Taxicheques – social billing

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Challenges:

- Input for the policy note 2013-2019
- Creating visibility for the finances concerning accessibility in the city budget
- Disclose accessibility on the website
- Organise training for project leaders (design) and controllers (execution)
- Create Adjustable building in cooperation with the Housing Office and the Public Social Welfare Department



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Any questions?

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