Co-funded by the
Erasmus+ Programme
of the European Union

www.actproject.eu

IO7

Grant Agreement nº:	2015-1-ES01-KA203-015734
Project acronym:	ACT
Project title:	Accessible Culture and Training
Funding Scheme:	Erasmus +
Project Duration:	01/09/2015-31/08/2018 (36 months)
Coordinator:	Universitat Autònoma de Barcelona (UAB)
Beneficiaries:	UNIVERSITEIT ANTWERPEN (UA)
	UNIVERSITAET WIEN (UV)
	NTGent s.o.n. (NTGent)
	European certification and qualification association (ECQA)
	THE QUEEN'S UNIVERSITY OF BELFAST (QUB)
	Trànsit Projectes (TP)
	Agency Accessible Flanders (INTER)
	Departament de Cultura - Generalitat de Catalunya (GenCAT)

This project is supported by funding from the European Union.

Erasmus+

Project no. 2015-1-ES01-KA203-015734

ACT

Co-funded by the Erasmus+ Programme of the European Union

www.actproject.eu

Accessible Culture and Training

Funded by Erasmus + Programme 2014 - 2020
EU programme for education, training, youth and sport
KA2 Strategic Partnerships

IO7

Due date of deliverable: 31/08/2017
Actual submission date: 27/08/2018

Start date of project: 01/09/2015   Duration: 36 months

Author: Cristian Jiménez, Agnès Pros and Joan Martínez

History Chart

Issue	Date	Changed page(s)	Cause of change	Implemented by
Version 1.0	14/02/2018	All	Inputs	GENCAT
Version 2.0	16/7/2018	All	Inputs	GENCAT
Version 3.0	27/08/2018	All	Inputs	GENCAT

Validation

No.	Action	Beneficiary	Date
1	Prepared	GENCAT	June 2018
2	Approved	All	July 2018
3	Released	UAB	August 2018

TABLE OF CONTENTS

LIST OF ABBREVIATIONS

Government of Catalonia (GENCAT)
Public System for Stage and Music Facilities (SPEEM)
Universitat Autònoma de Barcelona (UAB)
The European Certification and Qualification Association (ECQA)
Universitaet Wien (UV)
Universiteit Antwerpen (AU)
Inter, Agentschap Toegankelijk Vlaanderen (INTER)
The Queen's University of Belfast (QUB)

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

1. Introduction

This document is based on the development of the Intellectual Output 7 for the European project ACT (Accessible Culture and Training): Policy Implementation Strategies.

The Intellectual Output 7 consists in the development of guidelines for the implementation of policy strategies in the field of accessibility for the scenic arts.

2. Objectives

The primary aim of IO7 is to design a guide to policies for implementing accessibility in the performing arts.

With this general goal, the main objectives are as follows:

- Provide tools and methodologies to promote accessibility policies in the sectors concerned.
- Draw up a guide to foster accessibility policies in the performing arts.
- Disseminate the guide in order to promote these policies.

3. KPI

- Guidelines for accessibility in the performing arts.

4. Methodology

The methodology of the Intellectual Output 7 consists in three phases: (1) the questionnaire, (2) the data analysis, (3) and the elaboration of the guide.

5. Intellectual Output

5.1. Questionnaire

The questionnaire is part of the European project ACT, Accessible Culture & Training. The project focuses on promoting equal opportunities and accessibility to cultural events (scenic arts) across countries and languages, searching to establish and qualify the profile of accessibility expert to empower all citizens and especially people with disabilities.

5.1.1. *Objectives*
- To gain an understanding of the current situation of collaborators in the field of accessibility.
- To analyse the collaborators' accessibility policies.

- To detect shortcomings and strengths as regards the various accessibility policies.

5.1.2. *Design*

The questionnaire has two parts: the first part is related to IO7, the second one is related to IO8, and it was set up by INTER in coordination with GENCAT. The document can be consulted using the link[1] below and in appendix 1, and has been elaborated with the following content:

- Topic one refers to accessibility legislation in the territory.
- Topic two refers to the organisation of stage and music facilities.
- Topic three refers to accessibility planning tools in the performing arts.
- Topic four refers to specific actions related to accessibility.

5.1.3. *Participants*

The following groups have participated in this questionnaire:

- Universitat Autònoma de Barcelona (UAB)
- The European Certification and Qualification Association (ECQA)
- Universitaet Wien (UV)
- Universiteit Antwerpen (UA)
- Inter, Agentschap Toegankelijk Vlaanderen (INTER)
- The Queen's University of Belfast (QUB)

The Government of Catalonia's Ministry of Culture indicated that each collaborator had to answer the questionnaire for its own territory.

Given that some collaborators shared the same territory, the following coordinators were allocated: ECQA for Austria, QUB for the United Kingdom, UA for Belgium and UAB for Catalonia.

The following users' profiles were identified: academic profile, centre of expertise and organization.

Firstly, the *academic* profile consists of the following users: QUB, UA, UAB and UV. Secondly, the *centre of expertise* consists of the following user: INTER. Thirdly, the organization profile consists in the following user: ECQA.

5.1.4. *Data collection*

The survey was taken between 1 September and 31 September 2017 and all participants responded.

5.2. Data analysis

---

[1] https://form.jotformeu.com/72352575730356
Appendix 1

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

Co-funded by the
Erasmus+ Programme
of the European Union

www.actproject.eu

The following aspects were analysed based on the data collection.

In the first part of the questionnaire, legislation, the following was observed:

- QUB, UA, UAB, UV and INTER have specific state/regional/autonomous/local legislation pertaining to accessibility.
- The Government of Catalonia, the Federal Ministry of Labour Social Affairs and Consumer Protection in Austria, and the Equality and Human Rights Commission in England, Scotland and Wales; the Equality Commission and the Human Rights Commission in Northern Ireland, and various different governments in Belgium have competence in the legislation and execution of accessibility policies.
- These organisations have competence in the legislation and execution of accessibility policies in the following territories: Austria, the United Kingdom, Catalonia and Belgium respectively.
- The specific legislations regarding accessibility in the various territories coincide in the areas in which accessibility legislation is regulated: in the territory, in means of transport, in products, in services, in communication and in cultural, sports and leisure activities.
- The Government of Catalonia applies accessibility legislation via the deployment of an accessibility decree, whereas the Federal Ministry of Labour, Social Affairs and Consumer Protection in Austria applies it through the Federal Disability Equality Act. With respect to the Equality and Human Rights Commission in England, Scotland and Wales it is applied via the Equality Act 2010; Equality Commission Human Rights Commission of Northern Ireland applies the Disability Discrimination Act 1995. Finally, in Belgium the accessibility legislation is related to different regions (Flanders, Wallonie, Brussels and the German part) dependent on the theme, the legislation is a regional or federal responsibility.

In the second part of the questionnaire, the organisation and coordination of stage and music facilities, the following was observed:

- In Catalonia, publicly managed theatres and auditoriums represent 70% of the total, with the other 30% corresponding to private theatres and auditoriums. With regard to Austria, publicly managed theatres and auditoriums represent 70% of the total, private theatres and auditoriums with public ownership represent 20%, and private theatres and auditoriums represent 10%. As for the United Kingdom, a report by the Arts Council England explains that it is impossible to evaluate the finances of the performing arts sector, given that detailed information on the breakdown of income sources are unavailable. However, the report underlines the importance of private funding in the theatre sector, in that 86% of finances 'at work in the theatre industry' stem from the private sector. Similarly, no percentages could be found regarding the distribution of public/private funding in Scotland, Wales or Northern Ireland.
- The Government of Catalonia has a system for coordinating stage and music facilities, called the 'Public System for Stage and Music Facilities'. This system is an organised set of companies that own stage and music facilities, in which the Administration of the Catalan Government has a stake, and local entities that promote stage and music programming. Northern Ireland has a Department for Communities in the local government, which

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

provides funding for arts, whilst the Arts Council Strategy establishes the artistic policy and provides support to arts initiatives.

- Meanwhile, the Government of Catalonia's Ministry of Culture provides economic support to stage and music facilities via the following mechanisms: Operating contracts, agreements and subsidies. With regard to Belgium, some governmental bodies provide financial support via local and state allowances, whilst in Northern Ireland, the Department for Communities funds the Arts Council NI distributes funding on behalf of the Exchequer and in the name of The National Lottery.

In the third part of the questionnaire, accessibility planning tools in the performing arts, the following was observed:

- The Government of Catalonia's Ministry of Culture has an accessibility planning tool for the performing arts, via accessibility plans. In accordance with the Accessibility Act, public administrations must elaborate these plans, within the scope of their own competences, identifying and planning the required actions. In Flanders (Belgium) INTER carries out different actions through an accessibility action plan.
- The Government of Catalonia's Ministry of Culture organises two meetings per year with an accessibility working group, in which they coordinate activities, and INTER has structural contacts with the governmental bodies in Flanders and also has regular meetings with other stakeholders. The University of Belfast does not know whether there is a governmental accessibility group, but highlights the good practices of the Grand Opera House, where a Disability Advisory Group meets each quarter.

In the fourth part of the questionnaire, accessibility actions, the following was observed:

- The Government of Catalonia's Ministry of Culture promotes accessibility in stage and music facilities via: the elaboration of an accessibility guide, an accessibility-based good practices manual and an accessibility badge for stage and music facilities. For its part, Belgium promotes accessibility via: centres of expertise in accessibility, such as INTER, various organisations like universities, specialised websites and cooperation with regional and local organisations.
- The Government of Catalonia's Ministry of Culture offers a consultation service to these facilities, as part of the Department for Accessibility Promotion, within the Ministry of Labour, Social Affairs and Families. INTER provides accessibility services such as: events and activities; organises assistance, consultations and advice on policy; management, adaptations (as a 'reasonable adjustment' at those places where basis accessibility is missing and support by services live a sound shuttle, an accessible stage…); they also provide training, for instance on how to provide "customer friendly reception"; accessible stages, sanitation supplies, reserved parking spaces, etc.
- With respect to specific programmes for people with disabilities and those at risk of social exclusion, the Ministry of Culture is promoting the 'Apropa Cultura' programme to facilitate access to regular programming for these groups. ECQA includes the definition of a new professional profile specialised in accessibility, in the framework of the Accessible Culture and Training project, with a specific programme.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

- With regard to accessible communication, the Catalan Ministry of Culture disseminates criteria for easy reading, whilst the European Certification and Qualification Association in Austria has introduced accessible communication via increased awareness of sign language and online accessibility.
- The Government of Catalonia's Ministry of Culture provides accessibility training via practical workshops, aimed at different professionals involved in the performing arts. The European Certification and Qualification Association (ECQA) qualified and certified Web Accessibility Experts within its Job Role Committee.
- With respect to accessibility funding, the Government of Catalonia's Ministry of Culture promotes financing that includes accessibility as an evaluation criterion for agreements and additional activities with stage and music facilities.

5.2.1. *Conclusions of the results*

a) There is some specific legislation in place regarding accessibility in the project's collaborating countries. The local implementation is very diverse so it is necessary to encourage a model of accessibility policies in the performing arts to work holistically and in all areas of accessibility.

b) The ACT partners carry out specific actions to promote accessibility. Nevertheless, the following elements are still missing:
  - Sector organisation and coordination in the performing arts.
  - Tools for planning and coordination of policies in the field of accessibility.

5.3. Guide to accessibility implementation policies in the performing arts

As a proposal, we should point out that the survey results from the Autonomous University of Barcelona, whose territorial scope is Catalonia, and the Government of Catalonia's Ministry of Culture, demonstrate certain competences that comprise a starting point for developing the guide to accessibility implementation policies in the performing arts, given that:

- GENCAT has an organisational system in place for public performing arts, via the Public System for Stage and Music Facilities.
- GENCAT provides a tool for coordinating accessibility policies through the Accessibility Plan, enabling the creation of an annual accessibility action plan through the agreements with the Accessibility Commission.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

Co-funded by the
Erasmus+ Programme
of the European Union

5.3.1. *Theoretical framework*

5.3.1.1. Legislation

European, national and/or local legislation provides the legal framework for implementing accessibility policies in the performing arts.

The purpose of the United Nations Convention[2] on the Rights of Persons with Disabilities is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity. The Convention is the first comprehensive human rights instrument that is binding on all the States that have ratified it.

The European Union drew up the European strategy on disability 2010-20 so that all people with disabilities would be able to enjoy their rights and benefit fully from their participation in the European economy and society.

The Strategy identifies eight main areas of action:

- Accessibility: Ensure accessibility to goods, services including public services and assistive devices for people with disabilities.
- Participation: Achieve full participation of people with disabilities in society.
- Equality: Eradicate discrimination on grounds of disability in the EU.
- Employment: Enable many more people with disabilities to earn their living on the open labour market.
- Education and training: Promote inclusive education and lifelong learning for pupils and students with disabilities.
- Social protection: Promote decent living conditions for people with disabilities.
- Health: Foster equal access to health services and related facilities for people with disabilities.
- External action: Promote the rights of people with disabilities within the EU's external action.

In addition to the European Disability Strategy 2010-2020, national and/or local legislation also has to be taken into account.

By way of example, Spanish national legislation: Royal Legislative Decree 1/2013, of 29 November, which enacts the recast text of the Rights of Persons with Disabilities and Their Social Inclusion Act. The Act harmonises the content of the previous Acts 13/1982, 51/2003 and 49/2007.

---

[2] http://www.un.org/disabilities/documents/convention/convoptprot-e.pdf

5.3.1.2. Implementation of public policies

If a public policy is to be implemented that enables the provision of services and products which are suitable for city residents, a work methodology will need to be adapted which satisfactorily achieves our goals under economy and usability principles.

That is why any public policy's preparation, implementation and evaluation will be open to scrutiny.

a) Preparation

A political approach is coming into play in this field which falls outside the decision-making scope of the various organisations, and which is exemplified in the first of the initial design stages in the public policy preparation process.

The research stage, including the detecting and definition of problems that create a problematic appraisal on the part of the organisation, its introduction to the political agenda and the preparation of the various alternatives.

The following step is the public-policy formulation stage which consists of analysing and applying proposed solutions, taking decisions and establishing goals. A preliminary analysis of the situation, on the one hand, and, on the other, proposing the various possible solutions.

b) Implementation

From a jurisdictional framework that enables any organisation to intervene in the development of accessibility policies and beyond the various particularities that may be found territorially, implementation consists of three basic elements: planning, mainstreaming and managing knowledge.

I. Planning

This is understood as all the processes for achieving a goal within a determined time frame under continuous evaluation. The processes respond to a series of questions that frame the complete planning cycle, that is:

What is to be done? the final goal, the desired future where we wish to go. These need to be realistic by definition, that is, acceptable and invariable and have to be separated from the initiatives.

When does it have to be done? Every goal has to be scheduled, whether general, specific or operational, from a strategic perspective up to their operational level. A comprehensive strategic development can frame short- and long-term operational goals in a much shorter time than the general plan.

How does it have to be done? Determining the initiatives which will lead us to realising our operational goals. These have to be acceptable, realistic, efficient and effective with a specific

schedule and evaluation systems that enable the suitability and level of achievement to be determined.

Who has to do it? Allocating responsibility for the various initiatives and the management of the general plan.

The action plan is the tool that sets out, in an organised way, the strategic goals, the various operational goals and the various associated initiatives as well as the indicators that enable evaluations of the results.

These issues are temporarily resolved in four very well defined stages and which have to be included in the action plan: planning, implementation, monitoring and evaluation and, where necessary, revision of the plan.

II. Mainstreaming

Mainstreaming allows us to overcome the problem that comes with introducing policies that affect numerous administrative bodies as well as the players involved, within a classical vertical organisational structure.

At the same time this open approach enables its application to several conceptual and organisational frameworks as it sets out a brand-new relationship between the various participants, a starting point that goes beyond traditional and geographical schemes in time and place.

So, then, the various participants accept a common goal from the entire organisation that is pursued with the own resources of each within a coherent plan that enables a permanent change to the behaviour of the entire organisation and the strengthening of the commitment for action among its components.

One of its secondary effects is detecting the organisation's gaps and possible duplications within a framework that goes beyond inter-departmental cooperation.

Own tools for implementing this mainstreaming within an organisational framework in our organisation would be:

• Working groups / or project
• Inter-departmental committees
• Horizontal information systems
• Intersectoral tables

At the same time in the organisational field, or beyond our organisational structure in relation to the other groups:

• Corporate-integration bodies
• Sectoral citizen-participation bodies

| IO7 |
| Version: 3.0 Date: 27/8/2018 |
| Author: Government of Catalonia |
| Dissemination status: PP |
| File name: ACT_IO7 |

Co-funded by the Erasmus+ Programme of the European Union

www.actproject.eu

• Social-coordination bodies (Associations, Circles etc.)

This horizontal approach allows us to tackle, from an open goal-oriented dynamic, collaboration and the generation of new work methods that need to be complemented with the following point.

III. Knowledge management

Knowledge management is concerned with identifying, gathering, recovering, compressing and evaluating the knowledge of the organisations for the purposes of our being able to manage and harness that knowledge for everyone, by setting out a new paradigm between personal and corporate knowledge.

We should have the following identifiable stages in this process: creation – gathering – structuring and processing – dissemination and transparency – acquisition – application.

There are two essential methodological tools for carrying out the critical processes of gathering and structuring and processing:

> • Good practices, collecting and highlighting the best examples of action within a specific framework. If we add to that a mainstreaming structure, the field of action for both collecting and disseminating opens up exponentially.

> • Communities of practices, geared to practical exchanges and development in more specific issues.

Taking these two reference frameworks as a model, we can establish new work dynamics which, together with a clear and realistic structured planning, provide guidelines for developing complex and multidisciplinary subject matter as well as accessibility in all its variations.

c) Evaluation

Its purpose is to measure each of these elements to control and correct, where appropriate, public policies in the face of possible deviations. That is why measurable and quantifiable goals are needed which enable an objective evaluation for ensuring both the real feasibility and possible redesigning of the project.

The means for obtaining this evaluation is the indicator, variable or list of variables that enable a comparison with the satisfactory standards over time. Indicators that can be in relation to the implementation of the action plan:

> • Efficiency indicators, relating to the productive factors effectively used and the results generated.
> • Effectiveness indicators, where we focus solely on the goals and functioning of the systems, without considering the resources
> • Impact indicators: linked to the achievement of a goal

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

- Activity indicators: linked to the development of an activity
- Economy indicators: where we have the relationship between the activity and its costs.
- Opinion and/or perception indicators, linked to the results of public policies on citizens.

Their proper application both in objective initiatives and operational goals allow us to develop a control panel, a tool that systematically includes the implementation of initiatives and achievement of goals.

If we are to construct this control panel, we will need to:

- Clearly determine our goals.
- Identify the main players, producers of services and processes, their key points which have to be measured with appropriate indicators.
- Design the correct indicators within a time frame adapted to the plan to be implemented as well as its features.

A correct preparation of this control panel and its management would allow us to have a direct and reliable vision of the development of policies as well as their various associated processes.

5.3.2. *Example of good practices: Catalan Accessibility Plan*

The Accessibility Plan identifies and plans the actions required to ensure that the different areas of accessibility comply with the accessibility conditions established by the Act and its implementation regulations.

The main features of this tool are:

- It contains a diagnosis of existing accessibility conditions.
- It specifies the actions needed.
- It sets priority criteria which make it possible to decide which actions are to be carried out in different periods.
- It sets out the control, monitoring, maintenance and updating measures.
- It sets the deadline for review.

The Catalan local legislation (Act 13/2014, of 30 October) specifies that within their remit public authorities have to draw up accessibility plans. These plans should identify and plan the actions required to ensure that by means of reasonable adjustments the region, buildings, means of transport, products, services and communication comply with the accessibility conditions set by the Act and its implementation regulations.

5.3.2.1. *Background and general framework for Accessibility Act 13/2014*

- The organisation of the 1992 Paralympic Games in Barcelona

Previous statutes highlighting the promotion of accessibility as a tool for achieving equality among citizens:

Decree 100/1984, on removing architectural barriers.

Act 20/1991 on promoting accessibility and removing architectural barriers and the implementation of the Act under Decree 135/1995, of 24 March, approving the Accessibility Code.

Important progress has been made, but even so, many entities and associations have also been pressing for equality and full participation for exercising their rights.

• The Statute of Autonomy of Catalonia and the Spanish Constitution stipulate that it is the public authorities that have to promote the conditions for freedom and equality of individuals to be effective and which have to facilitate everyone's participation in political, social and cultural life.

The Statute of Autonomy establishes that the public authorities have to ensure the dignity, safety and integral protection of people and the most vulnerable.

• The United Nations' Convention on the Rights of Persons with Disabilities was ratified by the Spanish State on 21 April 2018 and establishes the commitment to promote, protect and ensure the full enjoyment of fundamental human rights and freedoms under equal conditions.

The Catalan Parliament, through Resolution 4/VIII of 19 June 2007, called on the Government of Catalonia to adopt the necessary measures for compliance with the Convention: it endorsed the principles of the Convention and expressed its wish to ensure the guaranteed equality of people with disabilities as fully fledged citizens.

• The European Disability Strategy 2010-2020 and the Spanish State's Act 53/2003, on equal opportunities, non-discrimination and universal accessibility of people and finally, Act 26/2011, of 1 August, on adapting regulations to the International Convention on the Rights of Persons with Disabilities, which established new precepts for strengthening compliance with the commitments undertaken on the Convention's ratification.

• Catalonia, in accordance with its Statute of Autonomy, has exclusive jurisdiction over its social services, and in matters relating to accessibility (commerce, culture, housing, transport, communications, public works etc.,) and approves Act 13/2014 on Accessibility as a concept of accessibility in a universal sense that takes processes, products and services into account. Catalonia has around half a million people with a recognised disability, according to the data.

• Article 22 of the Statute of Autonomy establishes that everyone has the right to access, under equal conditions, culture and the development of their individual and collective creative capacities.

5.3.2.2. *Act 13/2014 on accessibility*

The Statute of Autonomy establishes that Catalonia's public authorities have to promote the conditions for the freedoms and equality of individuals and groups to be real and effective. The public authorities therefore have to enable the participation of everyone in the country's political, economic, cultural and social life, in other words, make it possible for everyone in every part of society to take part.

It is from this conceptual framework that the promotion of accessibility is configured as one of the main tools of the public authorities for achieving the equality and therefore freedom of individuals. Hence the coming into force of Act 13/2014, of 30 October, on accessibility, on 5 November 2014.

Legal configuration of the Act on Accessibility

Act 13/2014, of 30 October, on accessibility, represents a step forward in promoting and truly achieving the equality and therefore freedom of citizens in Catalonia.

Formal and material aspects

From a formal and legislatively technical point of view, the new Act establishes an inclusive regulatory package that attempts to implement in a single text a diverse range of provisions on accessibility (State and international rules); from a material and content-focused point of view, the new Act establishes the general framework for work, rights and obligations in the field of accessibility.

It is along these lines that the preamble establishes that the Act has two main goals: on the one hand, achieving an inclusive and accessible society that enables progress towards the full independence of people, prevents discrimination and promotes equal opportunities for everyone, especially for people who have disabilities; and on the other, updating and providing its own regulatory framework on accessibility that is more flexible, adapted to international, European and State guidelines, in the Government of Catalonia's exercise of its sovereign authority.

Purpose and scope of application

Under Article 1, the purpose of the Act is as follows:

a) To establish the conditions of accessibility necessary for spaces of public use, buildings, means of transport, products, services and communication processes guarantee the independence, equal opportunities and non-discrimination of persons with a disability or other difficulties interacting with the environment.

b) To integrate basic accessibility conditions into Catalonia's regulatory framework, in line with international and domestic guidelines.

c) To promote the use of accessibility-support products that improve the quality of life of persons with a disability or other difficulties interacting with the environment.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

As for the scope of application, Article 2 establishes that its provisions cover any natural or legal person, public or private, that carries out any of the initiatives that are subject to it as regards accessibility in the territory's areas, building, means of transport, access to products and services and communication.

Definition of accessibility:

The Act defines accessibility as a set of comprehensibility and usability conditions that have to be complied with in the environment, spaces, buildings, services, means of transports, processes, products, instruments, devices, tools, measures, mechanisms and similar elements so that everyone can use them and enjoy them in safety and comfort and as independently and naturally as possible (Article 3.a).

Areas of accessibility:
- In the territory
- In building
- In means of transport
- For products
- For services
- In communication
- For cultural, sports and leisure activities

Accessibility plans.

The Act's implementation is coordinated through the accessibility plans. Therefore, under Article 42.1, public authorities have to prepare accessibility plans, in their own areas of jurisdiction, which identify and plan the necessary initiatives so that the territory, buildings, means of transport, products, services and communication achieve, through reasonable adjustments, the accessibility conditions established under this Act and by the corresponding implementing regulations.

The accessibility plans prepared by the Government of Catalonia's ministries have to include a diagnosis of the existing conditions; determine the initiatives necessary for making the areas mentioned in Section 1 accessible which are under their jurisdiction; establish priority criteria that enable decisions to be reached on which initiatives have to be carried out in various periods; define the necessary control, monitoring, maintenance and updating measures for guaranteeing that, once the accessibility conditions have been achieved, they last over time, and set out the maximum period for their revision, under the criteria that are established by the regulations.

As a result, the Act stipulates that the authorities have to identify, define and plan a priori the appropriate interventions for compliance with the Act's prescriptions.

Sectoral configuration: the area of jurisdiction of the Subdirectorate-General for Cultural Promotion

Under Article 51 of DECREE 142/2017, of 19 September, on the restructuring of the Department of Culture, the Subdirectorate-General for Cultural Promotion is the body with the jurisdiction for

promoting and coordinating initiatives from the Directorate-General on cultural, stage, music and visual-arts facilities within its area of action.

5.3.2.3. *Scope of action*

This accessibility plan's area of action consists of stage and music facilities. The accessibility plan for public stage and music facilities affiliated to the Public System for Catalan Stage and Music Facilities (SPEEM) came in to force in 2015.

The Public System for Stage and Music Facilities is an organised group of entities owning stage and music facilities shared by the Government of Catalonia and local entities promoting stage and music programmes.

Its regulatory framework comes from Decree 9/2017, of 31 January, on the Public System for Catalan Stage and Music Facilities, and CLT Order/168/2017, of 21 July, on the minimum parameters for certain facilities belonging to the Public System for Catalan Stage and Music Facilities and cooperation networks.
The Decree on the System defines the functions of the facilities of which it is formed, describes the requirements and obligations for belonging to it, defines the support mechanisms and types of connection, and establishes the procedures for inclusion and exclusion. SPEEM aims to promote activities in the performing arts in conjunction with local entities and the business world working in the sector.

SPEEM also seeks an optimisation of resources, joint work between various facilities and coordination between these and between the facilities with the authorities The Government of Catalonia therefore assigns technical and financial resources to the facilities making up SPEEM. Decree 9/2017 establishes SPEEM's functions and the duties and requirements for belonging to it, the types of stage and music facilities, the support mechanisms, the types of links with the Government of Catalonia, the structure and organisation of the system, the territorial functions and the administrative procedures for membership. Under the Decree, it is mandatory for entities owning stage and music facilities that are part of the Government of Catalonia's administration to belong to SPEEM. On the other hand, entities owning facilities shared by the Government of Catalonia can also be part of it where they are a non-profit entities, as well as facilities belonging to municipal entities that meet the requirements. The Government of Catalonia provides its support through connections from programme contracts, agreements or generic support. SPEEM is therefore becoming a framework for organising the cultural policies implemented by the Government of Catalonia. Facilities are classed according to scale as follows. National stage and music facilities, local multi-purpose facilities, basic stage and music facilities and other local stage and music facilities.
In addition, as stated under Articles 25, 26 and 27 of Decree 9/2017, SPEEM has three central bodies: the Institutional Committee, the Technical Board and the Forum. The Institutional Committee is the higher collegiate government body that carries out SPEEM's institutional management. Its function is to establish SPEEM's guidelines and general lines of action. The Technical Board is the collegiate body that carries out the SPEEM's technical management within the framework of the general guidelines established by the Institutional Committee, preparing and

implementing action plans. Finally, SPEEM's Forum, which is the collegiate body that brings together all its members in an assembly.

As a result, the accessibility plan's strategic goals will be incorporated into the framework of the Public System for Stage and Music Facilities with the creation of the accessibility work group from SPEEM's Technical Board which conveys initiatives in this area.

5.3.2.4. *Accessibility Plan*

The drafting of this plan was begun with approval from SPEEM's Technical Board, and carried out before there was any legal obligation.

The drafting of the Accessibility Plan for Public Stage and Music Facilities was accordingly approved on 16 June 2015 (at a meeting of the Technical Board for the Public System for Stage and Music Facilities) in accordance with Act 13/2014 on Accessibility.

A working group was therefore created within the SPEEM framework for preparing which includes representatives from the Catalan Ministry for Work, Social Affairs and Families, representatives of Catalan stage and music facilities, representatives from the Catalan Ministry of Culture and guest members from the Autonomous University of Barcelona.

Methodologically, the Accessibility Plan for Stage and Music Facilities follows the preparation guidelines set out under Act 13/2014 and under Article 42.1 "The accessibility plans prepared by the Government of Catalonia's ministries have to include a diagnosis of the existing conditions; determine the initiatives necessary for making the areas mentioned in Section 1 accessible which are under their jurisdiction; establish priority criteria that enable decisions to be reached on which initiatives have to be carried out in various periods; define the necessary control, monitoring, maintenance and updating measures for guaranteeing that, once the accessibility conditions have been achieved, they last over time, and set out the maximum period for their revision, under the criteria that are established by the regulations. It was developed in 4 years.

The Action Plan for 2016-20 for stage and music facility accessibility was finally approved and validated on 20 October 2016 (at a meeting of the Technical Board for the Public System for Stage and Music Facilities).
The Accessibility Plan is a tool that identifies and plans the necessary initiatives for the various areas of accessibility to achieve the conditions of accessibility established under legislation and the corresponding implementing regulations and their implementation.

The tool's features are as follows:

• It includes a diagnosis of the existing accessibility conditions.
• It determines the necessary initiatives.
• It establishes priority criteria that enable decisions on which initiatives have to carried out in various periods.
• It defines the control, monitoring, maintenance and updating measures.
• It establishes the maximum period for their revision.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

5.3.2.5. *Methodology*

The Accessibility Plan for stage and music facilities consists of three stages:

Stage 1: Diagnosis

The Public System for Stage and Music Facilities has 210 entities and some 250 facilities throughout Catalonia. For the purposes of making a diagnosis of the state of accessibility in these facilities, it would appear to be appropriate to analyse a representative sample of these facilities and conduct a survey on the various areas of accessibility. A questionnaire was accordingly prepared and field work carried out. The questionnaire proposal was validated within the working group for the Public System for Stage and Music Facilities on accessibility. Field work was subsequently carried out and the questionnaire sent to a representative sample of the facilities. Finally, the responses obtained were analysed and the diagnosis made on the state of accessibility of the facilities.

Stage 2: Action plan

Based on the conclusions from the diagnosis, an action plan was designed and the priorities, schedule and budget for each initiative established.

Stage 3: Preparation of monitoring and evaluation indicators

The plan's evaluation and monitoring indicators were prepared according to the implementation initiatives provided for.

5.3.2.5.1. *Phase 1: Diagnosis*

A diagnosis was made, during the first stage of the Accessibility Plan, on the current state of accessibility in the area of action, starting from the Public System for Stage and Music Facilities. The decision was taken here to conduct a survey on a representative sample of the Catalan public stage and music facilities, which was prepared taking into account the types of facilities, number of inhabitants and reference province, 44 of which responded to the survey.

• Preparing a questionnaire to find out about the current state of accessibility of the facilities. The questionnaire's contents:

- The facilities' general-accessibility conditions.
- The tools that identify and plan the initiatives to be carried out for achieving accessibility conditions.
- Assisting people with accessibility.
- Services in accessibility for persons with visual, hearing, learning or physical disabilities.
- Planned accessibility-related projects.
- Requests, complaints, suggestions and considerations from persons with a disability who are users of the facility.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

• Validating the questionnaire with SPEEM's accessibility board.
• Sending the questionnaire to a representative sample of SPEEM's facilities: 44 facilities responded to the questionnaire.
• Collecting, ordering and processing the answers obtained.
• Analysing the answers and preparing a diagnosis on the current state of accessibility.

The field work was carried out between the months of June and September 2015. As for the results, it was observed that all the facilities had good accessibility conditions both in their access points and in their itineraries and toilets. The accessibility services for deaf and blind groups are mainly taken into account in national facilities, in other words, in large facilities, with a higher budget and a greater number of visitors.. Shortcomings were also detected with regard to the number of workers trained to attend to people with a disability and the need for offering resources that would improve communication. It was also found that planning for specific activities for groups with people with a disability was linked through external programmes such as Apropa Cultura and that no facility had any specific accessibility plan, beyond the one envisaged by legislation, as regards facilities and reserved parking places.

5.3.2.5.2. *Phase 2: Action plan*

The plan's strategic goals were designed on the basis of the diagnosis' conclusions. The plan organised the planning and control of resources given for achieving goals, producing results or having an impact. The plan was understood as a tool aimed at achieving a set product, service or result with a specific time and method.

The plan establishes strategic goals that have associated aims and specific initiatives for achieving them. The degree of achievement of the strategic goals is measured according to the evaluation indicators of the initiatives carried out. The degree of achievement of the specific aims and initiatives will determine the plan's success.

The initiatives that are carried out under the Accessibility Plan are linked to the goals through the following items:

• Action
• Description
• Unit with jurisdiction
• Targets
• Schedule
• Budget
• Indicator

The action plan is structured over a 4-year period and takes account of initiatives already carried out prior to the plan such as the Apropa Cultura programme and the EU ACT project.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

As for the accessibility plan for stage and music facilities, it is based on the following strategic goals with the main initiatives described below:

Goal 1: Promoting accessibility and the corresponding specific plans

The accessibility plan for stage and music facilities seeks to disseminate the idea of the universal design of facilities, as well as offer them tools for their planning and implementation. Improving accessibility conditions requires managers to have a basic knowledge of accessibility and methodological resources for introducing changes.

Main initiatives:
A Guide for Preparing Accessibility Plans for stage and music facilities and a Manual for Good Accessibility Practices are expected to be drafted.

Goal 2: Improving the facilities' accessibility conditions

Improving the conditions of facilities is understood as the physical conditioning of the facilities' construction so that they meet accessibility and universal-design criteria. Improving the facilities provides them with physical accessibility. Such types of intervention are aimed as a priority at persons with a physical disability, taking into account their positive effect on the elderly and the blind.

Main initiatives:
Promoting advice on improving facilities from the Area of Promotion of Accessibility and Removal of Architectural Barriers from the Catalan Ministry of Work, Social Affairs and Families.

Goal 3: Launching accessibility services and programmes for groups with a disability

The specific programmes and services for people with a disability or those at risk of social exclusion are specific activities or initiatives aimed at encouraging and promoting participation and attending the cultural programmes of certain sectors. It is understood there is a series of barriers that create difficulties in or hinder participation in cultural activities for certain groups, and that specific programmes and services are being carried out to improve the situation. These programmes and services include numerous possibilities, such as personal, material and technological aid, booked tickets, tickets at reduced prices and specific activities aimed at facilitating the work's understanding.

Main initiatives:
The main accessibility services and their implementation are being promoted in the performing arts (such as audio-description, subtitles/surtitles, audio-subtitles, additional materials, "touch-tours" and magnetic loops), and the Apropa Cultura programme is being promoted and extended. The Apropa Cultura programme is an initiative for inclusion that encourages the attendance and participation of groups at risk of social exclusion in Catalonia's performing arts. On the other hand, it also strengthens the life experiences of these groups and makes the right of access to culture a reality for everyone.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

The programme offers the following services:

Attending music, theatre, dance and circus shows: facilities that are members of Apropa Cultura offer places on their regular programme at greatly reduced prices.
Participatory activities designed exclusively for these groups.
Training in the performing arts and music for social educators to encourage the presence of the performing arts in the daily lives of people and groups. Each season includes organised courses such as the Educa en l'Art.

Goal 4: Promoting accessible contents, initiatives and activities for groups with a disability and those at risk of social exclusion

Specific activities are promoted for groups with a disability and those at risk of social exclusion.

Main activities:
Participatory activities are promoted which are exclusively designed
for groups with a disability, under the Apropa Cultura programme. These activities could be workshops and therefore behind closed doors without the public, but they promote active participation through the arts (music, theatre and dance). The aim is to open up scenic spaces during daytimes in the week while also showing rehearsals and opening up spaces to the community. Opening theatres to participation from social entities that bring together highly vulnerably people (day centre for people dependent on others or who have Alzheimer's disease, occupational centre for people with learning disabilities, Centres for the Community Rehabilitation of people with mental-health problems). For example, an orchestra morning.

Another type of activity are those that incorporate issues of social exclusion or disability on stage and therefore with a public presence. We are talking about professional shows with diversity on stage. One such case would be the "Et toca a tu" project from the Auditori, where vulnerable people taking part in social projects around music and integration share concerts with the Barcelona Symphony and Catalan National Orchestra (OBC). To ensure this is possible there is a specific work commissioned for the occasion where the composer writes their own work taking into account the subject matter/style that is relevant to participants and the "music capacities" they have as well as the OBC's possibilities.

Goal 5: Incentivising accessible communication

The Accessibility Plan sets the goal for improving accessibility in the facilities' communication. Accessibility in communication is understood as the adaptation of the forms, channels and means of information for anyone to be able to access contents and understand them.

Main initiatives:
The dissemination of Easy Reading criteria will be promoted. Easy Reading establishes criteria and guidelines based on the International Federation of Librarian Associations regarding language, content and form of texts. Easy Reading is aimed at everyone, given that a proper use of texts

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

facilitates the understanding and transfer of information to people with reading difficulties, new speakers of the language, people who have learnt to read late in life or people with cognitive disorders.

Goal 6: Training and providing specific staff for dealing with groups with disabilities

The presence of staff with the skills for providing an appropriate service to users with a disability and training current staff. Training is understood as providing the facilities' workers with the appropriate knowledge and resources for offering the proper treatment for people with a disability who are using the facilities.

Main initiatives:
Several types of training have been designed within the framework of the Accessibility Plan for providing workers with skills. The types of training are as follows:

• Basic course on stage and music facility accessibility
• Accessibility services, technologies and their funding within the framework of stage and music facilities
• Assistance for people with a disability and special needs in stage and music facilities
• Accessibility in communication in stage and music venues
• Preparing accessibility plans for cultural facilities

Goal 7: Promoting the funding of accessible activities and initiatives

The Plan's implementation does not have its own budgetary allocation (whether from the Catalan Ministry of Work, Social Affairs and Families or the Catalan Ministry of Culture) for which reason it has had to incorporate funding for specific initiatives under the plan into its strategic goals. Here then: the recommendation is to have its own exclusive budget for funding initiatives.

On the other hand, several initiatives already had their own exclusive funding for their activities, as in the case of the Apropa Cultura programme. In addition, participation in the EU ACT project represented a source of funding that went directly back to the plan's implementation initiatives.

Main initiatives:
The initiatives were mainly centred on including accessibility in the Directorate-General for Cultural Cooperation's various lines of support, such as:

a. Including accessibility as a criterion for evaluating agreements in the regular programmes of multi-purpose stage and music facilities. The Subdirectorate-General for Cultural Promotion has been incorporating the evaluation criterion for accessibility since 2016 to fund accessible activities.
b. Including activities and plans in accessibility in the funding line for complementary activities to the regular programme of local and basic local facilities.
The Subdirectorate-General for Cultural Promoting since 2017 Including initiatives and plans in the facilities' accessibility

Funding plan:

The Plan's implementation does not have its own budgetary allocation (whether from the Catalan Ministry of Work, Social Affairs and Families or the Catalan Ministry of Culture) for which reason it has had to incorporate funding for specific initiatives under the plan into its strategic goals. Here then: the recommendation is to have its own exclusive budget for funding initiatives.

On the other hand, several initiatives already had their own exclusive funding for their activities, as in the case of the Apropa Cultura programme. In addition, participation in the EU ACT project represented a source of funding that went directly back to the plan's implementation initiatives.

5.3.2.5.3. *Stage 3: Monitoring and evaluation*

The third stage of the Plan's methodology involves preparing the plan's evaluation and monitoring indicators according to the implementation initiatives provided for.

The Government of Catatonia's Ministry of Culture is implementing the action plan with the monitoring and evaluation committee made up of members of SPEEM's accessibility group which includes representatives from the Catalan Ministry of Work, Social Affairs and Families, representatives of Catalan stage and music facilities, representatives from the Ministry of Culture and members of the Autonomous University of Barcelona.

This committee meets up quarterly and has the following functions:

• Establishing the action plan and the corresponding evaluation indicators.
• Coordinating the monitoring of the initiatives established.
• Drafting the annual report which evaluates the achievement of the initiatives and their goals through the indicators.
• Detecting deviations in the implementation of the strategic goals and the initiatives that come from them.
• Receiving and studying the needs, initiatives and improvement proposals that are raised from the various sectors.
• Proposing changes or improvements in the framework of the action plan.

The Government of Catalonia's Ministry of Culture evaluates the plan on two levels: general and specific.

The plan will be evaluated on two levels: general and specific. On the one hand, at the general level, the degree of the facilities' accessibility will be evaluated and a systematic comparative analysis made for evaluating the improvements of the facilities in terms of accessibility.

On the other hand, at the specific level, the degree of implementation of each initiative will be monitored as will their results according to the indicators established.

a) General analysis of the accessibility plan: the plan's general indicators

A survey will be conducted every year, sent to all the stage and music facilities affiliated to SPEEM. This survey will have to include the following indicators:

First and foremost, the survey will be conducted specifically within the updating schedules for SPEEM's and PICEM's databases. A project will subsequently be prepared, by the Catalan Ministry of Culture's Technical Office, for systematically incorporating these indicators within the corresponding databases, as well as the statistics for the stage and music facilities.

b) Specific analysis: evaluation indicators for each initiative

The committee will monitor the degree of implementation of the initiatives and evaluate the results of each of these according to the goals initially considered and the indicators established. The monitoring committee has to prepare annual monitoring reports for the indicators established, evaluating success according to degree of achievement.

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

6. Appendix

www.actproject.eu

APPENDIX 1/ IO7 QUESTIONAIRE

1.   Legislation

1.1.   Is there any specific state/regional/autonomous/local accessibility legislation available to you?

NO (if not, go to section 2).
YES

1.2.   Which body/ bodies has/ have legislative jurisdiction and authority to implement the accessibility policies?

1.3.   To which regional area does the accessibility authority correspond?

1.4.   What are the regulatory areas of the accessibility legislation?

    a.   The region
    b.   The building
    c.   The means of transport
    d.   The products
    e.   The services
    f.   Communication
    g.   Cultural, sports and leisure activities

1.5.   How is accessibility legislation applied?

2.   Authority and organisation of stage and music facilities

2.1.   What is the proportion (as a percentage) of ownership of theatres and auditoriums in your region?

•   Publicly managed theatres and auditoriums

•   Private theatres and auditoriums with public involvement

•   Private theatres and auditoriums

2.2.   Do you have the authority to organise and coordinate the stage and music facilities?

NO (if not, go to section 3).

YES

2.3.   Do you have a system for coordinating the stage and music facilities?

	IO7
Co-funded by the Erasmus+ Programme of the European Union	Version: 3.0 Date: 27/8/2018 Author: Government of Catalonia Dissemination status: PP File name: ACT_IO7

www.actproject.eu

NO

YES. If so, what is your coordination system?

2.4.   Do you provide any financial support for the stage and musical facilities?

NO

YES. If yes, what kind of financial support?

3.   Planning tools for accessibility in performing arts

3.1.   Do you have any planning tool for accessibility in performing arts?

NO (if not, go to section 4)

YES. If so, what is the planning tool?

3.2.   Do you have a work group in place to encourage accessibility in performing arts?

NO

YES. If so, how often does the work group meet?

4.   Accessibility actions

4.1.   Do you promote accessibility at the stage and music facilities?

NO

YES. If so, how?

4.2.   Do you make improvements to accessibility at the facilities?

NO

YES. If so, how?

4.3.   To you promote special programmes for groups with disabilities and at risk of social exclusion?

NO

YES. If so, how?

IO7
Version: 3.0 Date: 27/8/2018
Author: Government of Catalonia
Dissemination status: PP
File name: ACT_IO7

www.actproject.eu

4.4.   Do you promote accessible communication?

NO

YES. If so, how?

4.5.   Do you carry out accessibility training aimed at professionals?

NO

YES. If so, how?

4.6.   Do you promote accessibility financing?

NO

YES. If so, how?