

Project no.: **44289**  
Project acronym: **PTaccess**  
Project title: **Public Transport Systems' Accessibility for People with Disabilities in Europe**

**Specific Support Action**

**CALL IDENTIFIER: FP6-2005.SSP-5A**  
**Priority Area 2.4: Quality of life issues relating to handicapped/disabled people**  
**Task 1: Accessibility of public transport systems for people with disabilities**

Title of Report:

# **D.3.1**

## **Review on literature, projects and initiatives regarding social exclusion of disabled people**

**Status: final**

Start date of project:	<b>1. February 2007</b>	Date of preparation:	<b>29 June 2009</b>
Duration:	<b>24 months</b>	Version:	<b>1.0</b>
		Prepared by:	<b>JMP</b>
		Quality assurance by:	<b>TU Dresden</b>
		Dissemination level:	<b>PU (public)</b>



## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>9</b>
1.1	<i>Context of Literature Review.....</i>	9
1.2	<i>Methodology.....</i>	9
1.3	<i>Report Structure.....</i>	10
<b>2</b>	<b>EU Level.....</b>	<b>11</b>
2.1	<i>Policy Review.....</i>	11
2.1.1	<i>Social Exclusion.....</i>	11
2.1.2	<i>Employment.....</i>	11
2.1.3	<i>Disability.....</i>	12
2.2	<i>Research Evidence Review.....</i>	13
2.2.1	<i>Social Exclusion.....</i>	13
2.2.2	<i>Employment.....</i>	15
2.2.3	<i>Disability.....</i>	16
2.3	<i>Projects and Initiatives Review.....</i>	16
2.3.1	<i>Social Exclusion.....</i>	16
2.3.2	<i>Employment.....</i>	17
2.3.3	<i>Disability.....</i>	17
<b>3</b>	<b>Austria.....</b>	<b>19</b>
3.1	<i>Policy Review.....</i>	19
3.1.1	<i>Social Exclusion.....</i>	19
3.1.2	<i>Employment.....</i>	19
3.1.3	<i>Disability.....</i>	19
3.2	<i>Examples of Research, Projects and Initiatives.....</i>	20
<b>4</b>	<b>Belgium.....</b>	<b>21</b>
4.1	<i>Policy Review.....</i>	21
4.1.1	<i>Social Exclusion.....</i>	21
4.1.2	<i>Employment.....</i>	21
4.1.3	<i>Disability.....</i>	22
4.2	<i>Examples of Research, Projects and Initiatives.....</i>	22
<b>5</b>	<b>Bulgaria.....</b>	<b>24</b>
5.1	<i>Policy Review.....</i>	24
5.1.1	<i>Social Exclusion.....</i>	24
5.1.2	<i>Employment.....</i>	24
5.1.3	<i>Disability.....</i>	24
5.2	<i>Examples of Research, Projects and Initiatives.....</i>	25

<b>6</b>	<b>Cyprus</b> .....	<b>26</b>
6.1	<i>Policy Review</i> .....	26
6.1.1	Social Exclusion.....	26
6.1.2	Employment.....	26
6.1.3	Disability.....	26
6.2	<i>Examples of Research, Projects and Initiatives</i> .....	28
<b>7</b>	<b>Czech Republic</b> .....	<b>31</b>
7.1	<i>Policy Review</i> .....	31
7.1.1	Social Exclusion.....	31
7.1.2	Employment.....	31
7.1.3	Disability.....	31
7.2	<i>Examples of Research, Projects and Initiatives</i> .....	31
<b>8</b>	<b>Denmark</b> .....	<b>33</b>
8.1	<i>Policy Review</i> .....	33
8.1.1	Social Exclusion.....	33
8.1.2	Employment.....	33
8.1.3	Disability.....	33
8.2	<i>Examples of Research, Projects and Initiatives</i> .....	33
<b>9</b>	<b>Estonia</b> .....	<b>36</b>
9.1	<i>Policy Review</i> .....	36
9.1.1	Social Exclusion.....	36
9.1.2	Employment.....	36
9.1.3	Disability.....	36
9.2	<i>Examples of Research, Projects and Initiatives</i> .....	37
<b>10</b>	<b>Finland</b> .....	<b>38</b>
10.1	<i>Policy Review</i> .....	38
10.1.1	Social Exclusion.....	38
10.1.2	Employment.....	38
10.1.3	Disability.....	39
10.2	<i>Examples of Research, Projects and Initiatives</i> .....	39
<b>11</b>	<b>France</b> .....	<b>42</b>
11.1	<i>Policy Review</i> .....	42
11.1.1	Social Exclusion.....	42
11.1.2	Employment.....	43
11.1.3	Disability.....	43
11.2	<i>Examples of Research, Projects and Initiatives</i> .....	43

<b>12</b>	<b>Germany .....</b>	<b>45</b>
12.1	<i>Policy Review .....</i>	45
12.1.1	Social Exclusion .....	45
12.1.2	Employment .....	45
12.1.3	Disability .....	46
12.2	<i>Examples of Research, Projects and Initiatives .....</i>	46
<b>13</b>	<b>Greece.....</b>	<b>47</b>
13.1	<i>Policy Review .....</i>	47
13.1.1	Social Exclusion .....	47
13.1.2	Employment .....	48
13.1.3	Disability .....	48
13.2	<i>Examples of Research, Projects and Initiatives .....</i>	49
<b>14</b>	<b>Hungary .....</b>	<b>50</b>
14.1	<i>Policy Review .....</i>	50
14.1.1	Social Exclusion .....	50
14.1.2	Employment .....	50
14.1.3	Disability .....	50
14.2	<i>Examples of Research, Projects and Initiatives .....</i>	51
<b>15</b>	<b>Ireland.....</b>	<b>52</b>
15.1	<i>Policy Review .....</i>	52
15.1.1	Social Exclusion .....	52
15.1.2	Employment .....	53
15.1.3	Disability .....	53
15.2	<i>Examples of Research, Projects and Initiatives .....</i>	54
<b>16</b>	<b>Italy.....</b>	<b>56</b>
16.1	<i>Policy Review .....</i>	56
16.1.1	Social Exclusion .....	56
16.1.2	Employment .....	58
16.1.3	Disability .....	58
16.2	<i>Examples of Research, Projects and Initiatives .....</i>	58
<b>17</b>	<b>Latvia .....</b>	<b>60</b>
17.1	<i>Policy Review .....</i>	60
17.1.1	Social Exclusion .....	60
17.1.2	Employment .....	60
17.1.3	Disability .....	60
17.2	<i>Examples of Research, Projects and Initiatives .....</i>	61

<b>18</b>	<b>Lithuania.....</b>	<b>62</b>
	<i>18.1 Policy Review.....</i>	<i>62</i>
	18.1.1 Social Exclusion.....	62
	18.1.2 Employment.....	62
	18.1.3 Disability.....	62
	<i>18.2 Examples of Research,-Projects and Initiatives.....</i>	<i>62</i>
<b>19</b>	<b>Luxembourg.....</b>	<b>64</b>
	<i>19.1 Policy Review.....</i>	<i>64</i>
	19.1.1 Social Exclusion.....	64
	19.1.2 Employment.....	64
	19.1.3 Disability.....	64
	<i>19.2 Examples of Research, Projects and Initiatives.....</i>	<i>65</i>
<b>20</b>	<b>Malta.....</b>	<b>66</b>
	<i>20.1 Policy Review.....</i>	<i>66</i>
	20.1.1 Social Exclusion.....	66
	20.1.2 Employment.....	67
	20.1.3 Disability.....	69
	<i>20.2 Examples of Research, Projects and Initiatives.....</i>	<i>71</i>
<b>21</b>	<b>Netherlands.....</b>	<b>74</b>
	<i>21.1 Policy Review.....</i>	<i>74</i>
	21.1.1 Social Exclusion.....	74
	21.1.2 Employment.....	74
	21.1.3 Disability.....	74
	<i>21.2 Examples of Research, Projects and Initiatives.....</i>	<i>75</i>
<b>22</b>	<b>Poland.....</b>	<b>76</b>
	<i>22.1 Policy Review.....</i>	<i>76</i>
	22.1.1 Social Exclusion.....	76
	22.1.2 Employment.....	76
	22.1.3 Disability.....	76
	<i>22.2 Examples of Research, Projects and Initiatives.....</i>	<i>77</i>
<b>23</b>	<b>Portugal.....</b>	<b>79</b>
	<i>23.1 Policy Review.....</i>	<i>79</i>
	23.1.1 Social Exclusion.....	79
	23.1.2 Employment.....	79
	23.1.3 Disability.....	80
	<i>23.2 Examples of Research, Projects and Initiatives.....</i>	<i>80</i>

<b>24</b>	<b>Romania .....</b>	<b>82</b>
24.1	<i>Policy Review .....</i>	82
24.1.1	Social Exclusion .....	82
24.1.2	Employment .....	84
24.1.3	Disability .....	84
24.2	<i>Examples of Research, Projects and Initiatives .....</i>	85
<b>25</b>	<b>Slovakia .....</b>	<b>88</b>
25.1	<i>Policy Review .....</i>	88
25.1.1	Social Exclusion .....	88
25.1.2	Employment .....	88
25.1.3	Disability .....	88
25.2	<i>Examples of Research, Projects and Initiatives .....</i>	88
<b>26</b>	<b>Slovenia .....</b>	<b>90</b>
26.1	<i>Policy Review .....</i>	90
26.1.1	Social Exclusion .....	90
26.1.2	Employment .....	90
26.1.3	Disability .....	90
26.2	<i>Examples of Research, Projects and Initiatives .....</i>	90
<b>27</b>	<b>Spain.....</b>	<b>92</b>
27.1	<i>Policy Review .....</i>	92
27.1.1	Social Exclusion .....	92
27.1.2	Employment .....	92
27.1.3	Disability .....	92
27.2	<i>Examples of Research, Projects and Initiatives .....</i>	93
<b>28</b>	<b>Sweden .....</b>	<b>94</b>
28.1	<i>Policy Review .....</i>	94
28.1.1	Social Exclusion .....	94
28.1.2	Employment .....	94
28.1.3	Disability .....	94
28.2	<i>Examples of Research, Projects and Initiatives .....</i>	95
<b>29</b>	<b>United Kingdom .....</b>	<b>96</b>
29.1	<i>Policy Review .....</i>	96
29.1.1	Social Exclusion .....	96
29.1.2	Employment .....	96
29.1.3	Disability .....	97
29.2	<i>Examples of Research, Projects and Initiatives .....</i>	98

<b>30</b>	<b>Conclusions .....</b>	<b>102</b>
	<b>References .....</b>	<b>105</b>



## 1 Introduction

### 1.1 Context of Literature Review

There is a lack of EU level data regarding the accessibility of public transport for people with disabilities. The PTAcess project aims to fill the gap in knowledge and information on the current state of accessibility of urban and rural public transport systems in all EU Member States. To achieve this PTAcess has been divided into three main workpackages;

Workpackage 1 gives an overview of the status quo regarding the accessibility of urban and rural public transport systems for people with disabilities in 25 EU Member States.

Workpackage 2 identifies and analyses good practices and innovation in making public transport accessible, and enhance the scientific base of policy by providing an assessment of the costs and benefits of making public transport accessible.

This report (Workpackage 3) provides a state of the art international review of policy, literature and initiatives that examine the subject of accessibility of public transport for people with disabilities and the impact on their employment and social integration prospects. The conclusions of this report provide a summary of further gaps in policy, research and information on social exclusion, employment and disability.

### 1.2 Methodology

This study is a result of an extensive desktop research review. We have followed the same methodology for each of the EU Member States to ensure consistency and this consisted of:

- A comprehensive search on social exclusion, transport, employment and disability policies for each of the EU Member States;
- An analysis of each EU Member States National Strategy Reports on Social Protection and Social Inclusion to obtain information on policies and strategies for the future;
- A search of journals and research papers that examine the topics of social exclusion, transport, employment and disability; and
- A search of projects and initiatives, within each EU Member State, that aim to increase disabled people's access to employment and reduce the impact of social exclusion; where possible, the results of the WP1 interviews were used to identify such examples.

The search for journals and papers that examine the relationship between public transport accessibility and employment of people with disabilities was primarily carried out using internet search engines and academic search resources. The main problem encountered was the lack of information available for the majority of countries in relation to public transport accessibility and employment of people with disabilities. The evidence found regarding this topic is included within the individual country reports and summarised in the conclusions section.

The policy search was conducted using the countries National Strategy Reports on Social Protection and Social Inclusion 2008-2010 and internet search engines. Policy documents could be found for the majority of countries in relation to transport, employment and disability; but there will little evidence of policy documents that covered all three in the context of wider social inclusion.

### 1.3 Report Structure

The following sets out the structure of this document:

- **Section 2** provides the overview of EU Level policies, research and initiatives that address the subject of accessible transport for disabled people and the impacts of social exclusion and employment;
- **Sections 3 to 29** provide a comprehensive overview of each Member States' policies, research and initiatives. The policy section is divided into 'social exclusion', 'employment' and 'disability' sub-headings. The transport policies and examples of good practice have been presented in earlier reports (i.e. 'State of the Art regarding Information and Data on accessible Public Transport', 'State of the Accessibility of Public Transport Systems for People with Disabilities in Europe' and 'Report on good Practice Examples of accessible Public Transport' all available on the PTaccess website) and are not repeated here; and
- **Section 30** provides conclusions of the findings from this study and highlights areas for further research.

## 2 EU Level

### 2.1 Policy Review

#### 2.1.1 Social Exclusion

##### **EU Social Inclusion Process (2000)**

In 2000, European Union (EU) leaders established the Social Inclusion Process to make a decisive impact on eradicating poverty by 2010. Since then, the EU has provided a framework for national strategy development as well as for policy coordination between the Member States on issues relating to poverty and social exclusion. Participation by actors such as NGOs, social partners and local and regional authorities has become an important part of this process. Action at the European level had an impact in various ways. Integrating plans to combat poverty into national policies has increased the political awareness of poverty and exclusion and placed it higher on national political agendas.

In the field of social inclusion, EU action has finally created a clear consensus about the following key challenges:

- To eradicate child poverty by breaking the vicious circle of intergenerational inheritance;
- **To make labour markets truly inclusive;**
- Ensure decent housing for everyone;
- **To overcome discrimination and increase the integration of people with disabilities, ethnic minorities and immigrants;** and
- To tackle financial exclusion and over indebtedness.

(Source: <http://ec.europa.eu/social/main.jsp?catId=437&langId=en>)

#### 2.1.2 Employment

##### **The Council Directive 2000/78/EC of November 2000**

The directive established a general framework for equal treatment in the employment and occupation whereby ‘employers shall take appropriate measures, where needed in a particular case, to enable a person with a disability to have access to, participate in, or advance in employment, or to undergo training, unless such measures would impose a disproportionate burden on the employer.’

(Source: [http://ec.europa.eu/employment\\_social/news/2001/jul/directive78ec\\_en.pdf](http://ec.europa.eu/employment_social/news/2001/jul/directive78ec_en.pdf))

##### **The Framework Directive on Equal Treatment and Employment (2000)**

The policy brief titled: ‘The Labour Market Situation of People with Disabilities in EU25’ (2008) was produced by the European Centre for Social Welfare Policy and Research and provides an overview of the labour market using both qualitative and quantitative research. The key challenges faced by disabled people are low employment rates and a dependency on benefits. The report identifies a shift from passive approaches of employment integration policies such as regulation and employment quotas to a more active approach of rehabilitation programmes and availability of funds to adapt workplaces. It recognises that people with

disabilities represent a considerable addition to the labour market and will ultimately contribute to economic production of EU member states only if policy is created to support an inclusive working environment. The report sets out the following key components to policy success:

- Improve national and regional strategies;
- Modernise social protection systems;
- Attract and retain more people with disabilities in employment;
- Increase investment in human capital through better education and skills;
- Improve the matching process between employer and employee according to the market needs;
- Improve the adaptability of workers and enterprises; and
- Mobilise local communities.

(Source: <http://www.leeds.ac.uk/disability-studies/archiveuk/richard%20whittle/european%20Directive.pdf>)

---

### 2.1.3 Disability

#### **The Council Directive 2001/85/EC**

This Directive, adopted by the European Parliament and the Council of the European Union, relates to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat. The principal aim of the Directive is to guarantee the safety of passengers. Therefore, it also considers necessary the provision of technical specifications. These specifications are established to ensure accessibility for persons of reduced mobility to the vehicles. This is accomplished through technical solutions applied to the vehicles or by combining them with appropriate local infrastructure to guarantee access.

In accordance with the Directive 2001/85/EC, member states are free to choose the most appropriate solution to achieve improved accessibility in vehicles other than those of Class I (vehicles with a capacity exceeding 22 passengers and constructed with areas for standing passengers). However, if vehicles other than those of Class I are equipped with devices for PRM and/or wheelchair users, they shall comply with the requirements for technical devices concerning:

- Steps and their height, minimum depth, maximum slope, width and shape;
- Priority seats for passengers with disabilities and space for passengers with reduced mobility;
- Communication devices which shall be placed adjacent to any priority seat and within any wheelchair area;
- Pictograms for vehicles fitted with wheelchair spaces and/or priority seats;
- Floor slope that shall have a non-slip surface;
- Wheelchair accommodation provisions;
- Stability of wheelchairs through restraining systems;
- Door controls;
- Lighting; and
- Provisions for boarding aids such as kneeling systems, lifts and ramps.

## **European Transport Policy for 2010: time to decide**

The European Commission's White Paper titled 'European transport policy for 2010: time to decide' sets out the EU's transport policy until 2010. The emphasis is on sustainable transport systems and calls for the revitalisation of railways, improved quality in the road system, increased use of sea transport and consideration of the environment in relation to air travel. The paper does not specifically mention accessibility in relation to disabled people although this topic was discussed in the mid-term review. The European Commission's midterm review titled 'Keep Europe Moving: sustainable mobility for our continent' (2005) called for 'attention to be paid to increasing effective access to transport for passengers with reduced mobility.'

(Source: [http://ec.europa.eu/transport/strategies/2001\\_white\\_paper\\_en.htm](http://ec.europa.eu/transport/strategies/2001_white_paper_en.htm))

## **Amsterdam Treaty - Article 13**

Article 13 of the Amsterdam Treaty allows the European Council to take appropriate measures to combat discrimination based on disability. It also states the European Community must take the needs to disabled people when producing member state legislation.

(Source: <http://europa.eu/scadplus/leg/en/lvb/a10000.htm>)

## **EU Directive for Buses and Coaches 2001**

The EU Directive for Buses and Coaches (2001) stipulates vehicles with capacity to carry more than 8 passengers should have special provisions in place for accessibility. The legislation calls for the provision of boarding aids to increase accessibility to vehicles and contains standards for kneeling systems, lifts and ramps. It also calls for vehicles to have at least one wheelchair space with appropriate door access, floor covering, bell push and partitions. Full sized buses with a capacity of over 70 passengers will be required to install at least two sets of doors to allow for ease of boarding and alighting for all users. In addition handrails will need to be colour contrasting for the visually impaired and floors to be non-slip.

## **2.2 Research Evidence Review**

### **2.2.1 Social Exclusion**

#### **Matisse**

Matisse was a project funded by the European Directorate for Employment and Social Affairs and aimed to promote action to reduce the impacts of social exclusion. The 2003 report on 'Transport Strategies to Combat Social Exclusion' identifies disability as a factor that can trigger or accelerate social exclusion. It states that social exclusion is a problem that can affect individuals over time and prevent their full engagement in society increasing 'frustration, the feeling of being 'trapped' and a sense of hopelessness.' Matisse aimed to raise awareness of the links between transport and social exclusion, to demonstrate the impacts of transport policy on social exclusion and provide guidance to planners and policy makers on the design of appropriate strategies to improve accessibility.

The report found that 'the lack of cohesion between policy areas at European and national levels is seen to be hampering progress in developing consistent policies' to improve transport accessibility to the socially excluded. Matisse recommended the application of six 'enabling components' to increase accessibility for the socially excluded:

- Mobility – increase the ability to travel by providing access to public and private transport;

- Accessibility – co-ordinate service operating times and provide flexible provision of transport to match demand;
- Affordability – provide assistance through grants and loans on provision of transport;
- Awareness – provide up to date information and tutoring on transport services; and
- Assurance – increase the levels of security to services with civil police presence, closed-circuit television (CCTV), traffic calming measures and crime reduction strategies.

The report also calls for partnerships to be developed between social and transport agencies at EU, national and local levels that provide an inclusive action plan engaging excluded people and providing guidance to planners. This is something that to date has not been addressed by EU member states.

(Source: MATISSE, 2003, Transport Strategies to Combat Social Exclusion)

### **Illness, Disability and Social Inclusion**

In 2003 the European Foundation for Improvement of Living and Working Conditions studied people with illness and disability and their experiences of social exclusion in society. It states ‘society pushes people with illness and disability into a situation (social exclusion) that lies beyond their control. It recognises the lack of policy relating to education, employment and housing for disabled people with the issue of rights too often preventing implementation.

(Source: <http://www.eurofound.europa.eu/pubdocs/2003/35/en/1/ef0335en.pdf>)

### **Disability and Social Exclusion in the European Union: Time for change, tools for change**

The European Commission DG Employment and Social Affairs funded a project run under the guidance of the Greek National Confederation of Disabled People with the support of the European Disability Forum to collect qualitative and quantitative information on poverty and social exclusion experienced by disabled people. Within the report it recognises disabled people as a ‘group at high risk of social exclusion because of the physical, legal, financial, and attitudinal barriers from society.’ It recommends all aspects of social exclusion need to be tackled in order for policies to be effective. These include:

- Unemployment;
- Barriers to social environment;
- Stigmatization;
- Lack or limited access to goods and services;
- Inadequate education and training;
- Lack of economic compensation; and
- Structure of benefits system.

The project calls for policy makers to ‘envisage disability in its diversity.’ From this it can be said that disabled people face different types and levels of barriers according to their impairment. It identifies different types of impairments as ‘physical, visual, communicative, hearing, intellectual, psycho-social, persons with complex dependency needs, multiple disabilities, rare diseases, chronic illnesses or conditions.’

(Source: <http://cms.horus.be/files/99909/MediaArchive/pdf/disability%20and%20social%20exclusion%20in%20the%20eu.pdf>)

---

## 2.2.2 Employment

### **Disability and Social Exclusion in the European Union: Time for change, tools for change**

The European Commission DG Employment and Social Affairs funded a project run under the guidance of the Greek National Confederation of Disabled People with the support of the European Disability Forum to collect qualitative and quantitative information on poverty and social exclusion experienced by disabled people. The study found that only 30.5% of disabled people are in work and from this percentage the majority (57%) are in low income work. Although the study highlights the lack of accessible transport as a 'significant' obstacle to employment the results of the questionnaires indicate disabled people perceive other factors to be more important including:

- The prejudice of employers;
- The lack of education and training;
- The severity of their disability;
- The lack of adaptation of the workplace; and
- The lack of psychological support and guidance.

(Source: <http://cms.horus.be/files/99909/MediaArchive/pdf/disability%20and%20social%20exclusion%20in%20the%20eu.pdf>)

### **Employment and Disability: Back to Work Strategies**

The European Foundation for Improvement of Living and Working Conditions produced a report titled 'Employment and Disability: Back to work strategies' that seeks to examine social exclusion through illness and the process in which people are excluded from the workplace. The report emphasises the impact of chronic illness and disability on the European social model whereby there is an increase of social protection, ultimately affecting the competitiveness of economies. The report makes a number of recommendations to policy makers summarised below:

- Raising awareness of the issues regarding chronic illness and social exclusion;
- Policy makers need to move away from passive towards more active measures;
- The return to work should be a fundamental aspect to policy; and
- The links between the workplace, employees and service suppliers need to be reduced to provide a successful return to work.

(Source: <http://www.eurofound.europa.eu/publications/htmlfiles/ef04115.htm>)

---

### 2.2.3 Disability

#### UNIACCESS

UNIACCESS (2006) was a project funded by the European Commission through the Sixth Framework Programme for Research and Development to promote and support research on transport accessibility systems. The project aimed to achieve 'equality of access to public transport' in the EU. UNIACCESS observed from existing accessibility systems that they can often be out of order, not integrated to support journeys with connections and can cause frustration amongst non-disabled users due to extra deployment time.

UNIACCESS also highlighted the important issue that accessibility does not only affect the stereotypical disabled person in a wheelchair. The term 'reduced mobility' applies to those who have difficulties with 'walking, standing, gripping and understanding, expectant mothers, people suffering from temporary injuries and people below the age of 3 and over 65.' The project recommends the movement towards universal accessibility which is achievable at low cost and can benefit a large number of people. It states that 'an accessible public transport system benefits all passengers, the quality of a system is often a key factoring modal choice decisions.' In addition increased accessibility of existing transport systems can reduce the need for more specialist transport modes specifically for disabled people.

(Source: <http://www.osmose-os.org/documents/89/Uniaccess.pdf>)

---

## 2.3 Projects and Initiatives Review

---

### 2.3.1 Social Exclusion

#### PROGRESS Programme

PROGRESS is the EU's employment and social solidarity programme. Working alongside the European Social Fund (ESF), it started in 2007 and will run until 2013. This programme replaces the four previous programmes that ended in 2006 covering actions against discrimination, equality between men and women, employment measures and the fight against social exclusion. The EU opted for a single programme to rationalise and streamline EU funding and concentrate its activities to improve their impact.

The EU set up PROGRESS to accompany Member States efforts to promote more and better jobs and equal opportunities for all. The public are looking to the EU to strengthen social Europe so that it can deliver growth and more jobs and fight poverty and social exclusion. Member States have set targets as part of the European Employment Strategy and explained the paths they will follow to achieve them in their national action plans.

The EU carefully designed the new programme to support this policy development and its delivery in five areas:

- Employment;
- Social inclusion and protection;
- Working conditions;
- Non-discrimination; and
- Gender equality.

PROGRESS will ensure that EU social policy remains on course to face the key policy challenges and concentrate on actions that need a combined European effort. It will work to support Member States to ensure



they deliver on their EU commitments and implement and apply EU laws uniformly. To do this, it will work in partnership with governments, but also local authorities, employers, trade unions and the voluntary sector.

PROGRESS has six general objectives. These are:

- To improve the knowledge and understanding of Member states situation through analysis, evaluation and close monitoring of policies;
- To support the development of statistical tools, methods and common indicators in the areas covered by the programme (broken down by gender and age group where appropriate);
- To support and monitor the implementation of Community law and policy objectives in the Member States to assess their effectiveness and impact;
- To promote networking and mutual learning and identify and disseminate good practice and innovative approaches at EU level;
- To enhance stakeholder and general public awareness about each policy area; and
- To boost the capacity of key EU networks to promote, support and further develop EU policies and objectives.

(Source: <http://ec.europa.eu/social/main.jsp?catId=327&langId=en>)

---

## 2.3.2 Employment

### EQUAL

The EQUAL initiative is part of the EU's strategy for more and better jobs and ensuring that no one is denied access to them. The initiative aims to combat discrimination and exclusion on the basis of gender, age, disability, racial or ethnic origin or sexual orientation in working life.

(Source: [http://ec.europa.eu/employment\\_social/equal/activities/result\\_en.cfm?str=-16](http://ec.europa.eu/employment_social/equal/activities/result_en.cfm?str=-16))

---

## 2.3.3 Disability

### CIVITAS

CIVITAS - cleaner and better transport in cities - stands for City-VITALity-Sustainability. With the CIVITAS Initiative, the EC aims to generate a decisive breakthrough by supporting and evaluating the implementation of ambitious integrated sustainable urban transport strategies that should make a real difference for the welfare of the European citizen.

CIVITAS I started in early 2002 (within the 5th Framework Research Programme); CIVITAS II started in early 2005 (within the 6th Framework Research Programme). Within CIVITAS I (2002-2006) there are 19 cities clustered in 4 demonstration projects, whilst within CIVITAS II (2005-2009) 17 cities in 4 demonstration projects are taking part.

Eight categories of measures have been identified as the basic building blocks of an integrated strategy. Each CIVITAS city chooses an appropriate set of measures from those building blocks and combines them to form integrated solutions for clean urban transport in cities. In addition, it puts in place the appropriate planning framework, ensures political involvement and support, and establishes the necessary partnerships to ensure delivery of the plans.

Within the eight measure categories accessibility is an overarching key theme. This is particularly true for measures relating to ‘stimulation of collective passenger transport and the quality of service offered to passengers’. At a city level measures being rolled out have taken a variety of forms including the introduction or expansion of Demand Responsive Transport Services, making public transport services more accessible and integrated electronic ticketing for multi modal journeys.

(Source: [http://www.civitas-initiative.eu/cms\\_pages.phtml?id=348&lan=en](http://www.civitas-initiative.eu/cms_pages.phtml?id=348&lan=en))

## 3 Austria

### 3.1 Policy Review

#### 3.1.1 Social Exclusion

The Austrian 'Report on Strategies for Social Protection and Social Inclusion 2008 – 2010' (2008) includes a sub-section on 'Improving the Labour Market Participation of People with Disabilities'. This section of the report explains that the Federal Government makes a crucial contribution to boosting the labour market participation of people with disabilities with its set of measures promoting the employment of this group. The report goes on to state that, due to the low employment rate and higher unemployment of people with disabilities, they are a key target group of labour market policies.

The Federal Social Welfare Agency provides occupational measures and qualifications and has also intensified counselling and longterm support, including assistance enhancing the mobility and rehabilitation of those affected.

The federal states (Länder) have designed their programmes to ensure that the needs of persons who have only very limited employment opportunities in the primary labour market, due to the severity of their disabilities, are being addressed and such changes are taking place on an ongoing basis.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/austria\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/austria_en.pdf)).

#### 3.1.2 Employment

The Federal Ministry of Labour and Social Affairs (BMAS) is responsible for disability policies in general and disability employment policies in particular. The Minister is supported and advised by the Federal Disabled Council (Bundesbehindertenbeirat) that was set up in 1990. It is the responsibility of the Ministry of Labour and Social Affairs to enforce the Disabled Persons Employment Act for specific groups of disabled people including war veterans, victims of crime and registered people with disabilities.

#### 3.1.3 Disability

##### **National law for the equality of disabled people ('Bundesbehindertengleichstellungsgesetz')**

In January 2006, the national law for the equality of disabled people came into force. This law was informed through consultation with disabled people. The aim of the law is the elimination of discrimination against people with disabilities. It also sets out to ensure that people with disabilities can participate in the life of society on an equal basis with non-disabled people. A focus lies on the accessibility of public space, particularly public transport.

(Source: <http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit.html>)

## 3.2 Examples of Research, Projects and Initiatives

### **Austrian Report on Strategies for Social Protection and Social Inclusion 2008 – 2010 (2008)**

This report highlighted examples of mobility initiatives that are designed to improve access to employment opportunities through the provision of public transport at reduced fares. The report concentrated on the need to reduce the financial burden on low income earners using public transport as well as enhancing the mobility of this target group. The “Mobility Card” (Mobilpass) was introduced for all recipients of social assistance and in receipt of benefits that are equal to the minimum pension value in Vienna in April 2008.

The following groups of disabled people have access to a concessionary fare card - the VORTEILS card - and can use public transport at significantly reduced fares (up to 50% off the ticket):

- Eligible persons with disabilities under the Act on the Employment of People with Disabilities, with a level of disability of at least 70%;
- Recipients of long-term care benefits in accordance with legal provisions at Federal level or at Länder level;
- Recipients of disability benefits whose earnings capacity was reduced by at least 70%.

In addition to the VORTEILS card, another concessionary fare scheme, “Spezial” can be used on the rail and bus network of the Austrian Federal Railways (ÖBB) but excluding the transport system of the Transport Association for Eastern Austria (Verkehrsverbund Ostregion).

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/austria\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/austria_en.pdf))

### **Public Employment Service Programmes (2008)**

In 2007, the total number of people benefiting from employment, qualification and support programmes, provided by the Public Employment Service, included approximately 38,400 persons with health-related ‘placement’ disabilities, among them 6,900 (18%) people who are eligible for special support under the Act on the Employment of People with Disabilities (Behinderteneinstellungsgesetz). The number of persons with health-related placement disabilities increased by 12% between 2006 and 2007. In 2007, approximately EUR 136 million was spent on initiatives, including employer incentives in the form of subsidies for training, work experience and on the job training, grants for the adaptation of the work environment and technical support, bonuses and wage subsidies.

(Source: <http://www.ams.at>)

Bonuses are provided to employers who exceed their targets of employing disabled or mobility impaired people as set out in the Disabled Persons Employment Act. These premiums are mainly granted to smaller, rather than larger firms. Wage subsidies are usually granted to employers of eligible, registered disabled people who would not be able to keep their job otherwise. The amount varies on a yearly basis. When first employed, this amount could be about 50% but can decline as the employee becomes more familiar with the work.

## 4 Belgium

### 4.1 Policy Review

#### 4.1.1 Social Exclusion

##### **Strategic Report on Social Protection and Social Inclusion 2008-2010 (2008)**

This report provides details of initiatives that have been introduced to improve the 'quality of life' of disabled people. However it is not until the very end of the document that the association between 'disabled people' and 'employment' is actually made and is considered in the following single sentence:

'Finally, initiatives will be taken to improve the rate of employment of disabled or incapacitated persons.'

The Social Rehabilitation Act of 1963 underwent an institutional reform in 1980, which redistributed legislative and executive powers. Under the reform, the three legislature are: Federal, Regional and Community legislatures. Regions legislatures are responsible for their own socio-economic policy and this includes housing and employment policy (although various aspects remain under Federal control). Community legislatures focus on matters of a cultural or personal nature and social assistance. Policies aimed at improving the lives of disabled people tend to fall under the remit of the Community legislature. Community legislatures were also given responsibility for the Fund for the medical, social and educational care of disabled people. The National Fund for Social Rehabilitation, which emerged in 1963 as part of the Act, was dissolved in 1991 and a wide range of its functions were passed to Community legislatures.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/belgium\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/belgium_en.pdf))

#### 4.1.2 Employment

##### **Social Rehabilitation Act (1963)**

In Belgium, the Social Rehabilitation Act of 1963 formed the new decrees for the Flemish, French and German speaking communities. This act set up a National Fund for the four areas (the three linguistic areas plus Brussels) which was able to give direct support to individuals as well as to employers and institutions for rehabilitation and training.

The employment policy for disabled and mobility impaired people is now managed by the communities and federal governments. Communities are responsible for various forms of training for 'at risk' people including disabled and mobility impaired people (and can include those who have been out of employment for a long time).

Under the Act of 1963, a Royal Order established that a number of civil service posts should be reserved for those people with disabilities and/or mobility impairments. A committee was created to determine which posts are suitable for those with disabilities and the committee was also responsible for pointing out any adaptations needed within the work environment. The figures for the employment of disabled people has changed over the years. In 1976 the public sector was required to employ 90 disabled people. In 1984 and 1985 the telephone administration companies were required to recruit 50 disabled people. This rule was also applied for the Post Offices. In 1990 the telephone administration company numbers were increased to 100.

### 4.1.3 Disability

#### Disabled and Mobility Impaired Peoples Organisations

Disabled and Mobility Impaired Peoples Organisations is recognised by all four funds within the different Belgian regions. The Brussels Fund requires that disabled people should be able to participate as representatives for these organisations. In the Walloon region, such organisations are given the freedom to give their opinions on priorities, evaluate existing services, recommend changes and inform the wider community. The Flemish Advisory Council have a similar structure to the organisation of the Walloon region.

## 4.2 Examples of Research, Projects and Initiatives

#### Wage Subsidies

In order to encourage the employment of people with disabilities a system of wage subsidies has been introduced. Collective Agreement No.26 is an arrangement that exists whereby private (and not public) sector employers are compensated if they employ disabled people. The agreement works through disabled people receiving a full wage and depending on the output of the employee, the difference between their wage and performance is compensated back to the employer by the 'fund'. A time limit of one year is allowed with a cap at 50% of the wage. If an employee's performance is still not reflecting their wage, employers can apply again for further funding. In most cases 30% of the wage is compensated.

#### Grants for Modifications

Since 1965, grants have been made available to employers to assist them in making workplace modifications. In most cases, only the difference in cost between standard models and adapted models is eligible for financial aid. Grants do not cover non-physical modifications such as changing working hours, breaks, redistribution of tasks, provision of transport services to work, etc.

#### Additional Grants

Disabled workers are usually registered with one of the four funds in place. Workers are entitled to grants which help them to buy work tools or clothing which is required. They can also receive additional contributions for any extra costs of arranging transport to work. There are various limitations as to who can receive this grant and it is usually only available to those who are unable to use public transport. The rules regarding this grant vary according to the four funds.

#### Sheltered Employment

Sheltered workshops form a key employment area for disabled and mobility impaired people as they aim to provide jobs for people with disabilities, particularly those with learning difficulties or mobility impairments. They also provide skills training and assistance to support disabled people in accessing employment opportunities outside the sheltered organisation.

#### Accessibility

There is little information about disabled people accessing employment opportunities using public transport services. Many of the incentives aimed at supporting disabled people into work tend to focus on rehabilitation issues rather than how the individual will actually travel. Public transport improvements are being made and tend to focus on adapting existing vehicles. In addition, the STIB (who operate buses, trams and the underground in Brussels) drew up a plan in 2002 that aimed to improve access to public transport for mobility impaired people. The correlation between access to employment and accessible public transport services has not been made within the Belgian documents.

(Source: <http://www.dft.gov.uk/transportforyou/access/tipws/cmspt/carriageofmobilityscooterson6163?page=6>)

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>)

## 5 Bulgaria

### 5.1 Policy Review

#### 5.1.1 Social Exclusion

Strategy for Ensuring Equal Opportunities for People with Disabilities (2008)

In 2007, a Strategy for Ensuring Equal Opportunities for People with Disabilities 2008-2015 (2008) was adopted. However, research showed that basic human and civil rights are granted to all citizens except for those placed under guardianship. Overall, there is a lack of legislation of any kind relating to disabled and mobility impaired people.

(Source: [http://www.enothe.hva.nl/projects/docs/fpypdee\\_national\\_strategy\\_of\\_bulgaria\\_about\\_equal\\_opportunities.pdf](http://www.enothe.hva.nl/projects/docs/fpypdee_national_strategy_of_bulgaria_about_equal_opportunities.pdf))

The strategy aims to ensure that equal opportunities for disabled people are realised in society. Various activities have been outlined which will attempt to remove the barriers of 'psychological, educational, social, cultural, professional, financial and architectural nature.' Measures to be introduced include creating jobs and encouraging activity.

The Mental Health Europe (MHE) (2007) report, 'From Exclusion to Inclusion', outlines the Bulgarian policy for the integration of people with disabilities and shows that 'the most significant problem which is not adequately solved is related to accessibility of the environment.' Changes are being made, particularly regarding public attitudes and persons with disabilities are now being referred to as 'persons with different abilities'.

(Source: <http://www.epha.org/a/2971>)

#### 5.1.2 Employment

National Report on Strategies for Social Protection and Social Inclusion 2008-2010

The National Report on Strategies for Social Protection and Social Inclusion 2008-2010 (2008) makes reference to disabled and mobility impaired people. Throughout the report there is reference to removing barriers for participation in the labour market with regard to persons who have family obligations including looking after a disabled person. The report does state that efforts will be made to rehabilitate disabled people into the labour market, but no mention about how they will access this market.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/bulgaria\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/bulgaria_en.pdf))

#### 5.1.3 Disability

##### **The Law for Protection, Rehabilitation and Social Integration of Disabled People (2000)**

The wording of Article 28.(1) The Ministry of Transport and Communications and the Ministry of Regional Development and Public Works (according to the requirements of the Law of Movement on Roads and the Law



of Territorial and Urban Development), states “it shall develop standards and normatives for (the) use of transport services by disabled (people) and for (the) alleviation for disabled (people) in the road transport movement”. The Article goes on to state what standards and normatives will be covered, including:

- Adapting public transport to the needs and abilities of disabled;
- Providing specialised public and private transport for severely disabled people;
- Providing special conditions for movement and free of charge places for stopping and parking of motor vehicles driven by disabled people or vehicles transporting disabled people; and
- Providing lighting, sound and other signal facilities, direction and other technical facilities and appliances for persons with damaged sight or hearing.

(Source: <http://www.dredf.org/international/bulgaria.html>)

## 5.2 Examples of Research, Projects and Initiatives

### National Report on Strategies for Social Protection and Social Inclusion 2008-2010

In the National Report on Strategies for Social Protection and Social Inclusion 2008-2010 (2008) various initiatives and projects were mentioned for implementation. The following improvements, that are specifically linked to transport and/or employment services, were included in the report:

- ‘Acceleration of the activities and increasing the control on the provision of an accessible environment (architectural, transport, information) for people with disabilities;
- Promotion of social entrepreneurship from and for people with disabilities in the framework of the social economy and the promotion of employment with measures targeted both to the employers and the people with disabilities themselves; and
- Improvement in the work with the media and organisations in public information campaigns for equal access.’

### From Exclusion to Inclusion (2008)

The MHE report highlights that the main source of income for people with mental disabilities is their social pension for disability, which is approximately €30-50 per month, rather than salaried employment. The National Employment Agency has a comprehensive network of local offices (Labour Bureaux) in most towns. All unemployed people can receive free job services. Disabled and mobility impaired people will also lose their disability allowance if they do gain employment.

## 6 Cyprus

### 6.1 Policy Review

#### 6.1.1 Social Exclusion

##### **National Action Plan for Social Inclusion**

The National Action Plan for Social Inclusion 2004 – 2006 identifies eight over arching ‘action guides’ covering themes ranging from income poverty and labour market forces to vulnerable groups and immigration. Disabled people are highlighted as one of the six at risk groups.

The document also recognises that disabled people regularly face obstacles in their educational and professional life, many of which are solvable. For example, a reason for non-participation in the labour market for persons with physical or other disabilities may derive from the inaccessibility of buildings or even cities and from employers’ prejudice and lack of awareness.

(Source: [http://ec.europa.eu/employment\\_social/soc-prot/soc-incl/nap\\_incl\\_2004\\_cy\\_en.pdf](http://ec.europa.eu/employment_social/soc-prot/soc-incl/nap_incl_2004_cy_en.pdf))

#### 6.1.2 Employment

##### **The National Action Plan for Employment 2004-2006**

The National Action Plan for Employment 2004-2006 contains targets for employment, the fulfilment of which is a precondition for the achievement of the social inclusion objectives. Four key points are linked specifically to the strategy of social inclusion and point two, in particular, focuses on at risk groups such as disabled people. Point two specifically addresses the success of the ESF interventions, especially regarding vulnerable groups, and is linked to the possibility of providing tailored support to persons who are finding it difficult to gain employment. The employment support scheme for people with disabilities (mental health or multiple disabilities) was introduced in 1996 to further facilitate their employment in the open labour market. Support is provided in the form of job-coaching. These programmes are run by voluntary organisations and are financed to the tune of 75% by the Government.

In parallel to the ESF interventions, the Human Resource Development Authority (HRDA) carries out of a number of innovative actions, taking into account the needs of the individual and their experiences as well as the needs of enterprises and the labour market.

The report concludes that this individualised approach bears special importance for young people in their first contact with the labour market, for women with family obligations and for persons with disabilities.

(Source: [http://ec.europa.eu/employment\\_social/soc-prot/soc-incl/nap\\_incl\\_2004\\_cy\\_en.pdf](http://ec.europa.eu/employment_social/soc-prot/soc-incl/nap_incl_2004_cy_en.pdf))

#### 6.1.3 Disability

The policy for persons with disabilities aims at ensuring equal rights and opportunities; the promotion of full and equal participation in social and economic life; deinstitutionalisation; and promotion of independent living. Other targets are the provision of means and resources for a dignified quality of life, including the provision of

services for the prevention of disabilities, medical rehabilitation and care, education, training and employment, provision of technical means, removal of social and physical obstacles.

Within this framework, the Law Providing for Persons with Disabilities (127(I) of 2000) is particularly important. The Law applies to international declarations and standards with emphasis on the principle of non-discrimination and equal treatment so that full participation is achieved. In the second part of the Law, the rights of people with disabilities are enshrined including the following:

- The right to independent living;
- The right to full integration in the community; and
- The right to equal participation in the economic and social life.

(Source: [http://ec.europa.eu/employment\\_social/soc-prot/soc-incl/nap\\_incl\\_2004\\_cy\\_en.pdf](http://ec.europa.eu/employment_social/soc-prot/soc-incl/nap_incl_2004_cy_en.pdf))

The rights of persons with disabilities are protected by a combination of special and general legislation. The general legislation applies to all categories of disabled persons with respect to employment, the right to marriage, the right to parenthood/family, access to court-of-law, and the right to privacy. Benefits guaranteed by law to persons with disabilities include health and medical care, training, rehabilitation and counselling, and financial security.

(Source: [http://www.independentliving.org/standardrules/UN\\_Answers/Cyprus.html](http://www.independentliving.org/standardrules/UN_Answers/Cyprus.html))

#### **Law No. L127(I) 2000 for providing for persons with disabilities**

An important recent development has been the enactment in July 2000 of “The Law providing for Persons with Disabilities”. This law provides for the protection of disabled persons in general, including the safeguarding of equal rights and equal opportunities and the promotion of their social and economic integration. Specifically it provides for: specific measures in the field of employment (including recruitment, promotion in employment, vocational rehabilitation within the enterprise); special protection in cases of termination of employment; equal treatment in the provision of goods, services and facilities; specific measures in regard to transportation, communication and information. Moreover, the law provides for the establishment of the Rehabilitation Council (an advisory body), a number of executive committees, as well as for the establishment of a Fund aiming at the social and vocational rehabilitation of people with disabilities.

(Source: [http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/dmllegislation\\_en/dmllegislation\\_en?OpenDocument](http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/dmllegislation_en/dmllegislation_en?OpenDocument))

#### **Amending Law 57 (I) / 2004**

The Law Providing for Persons with Disabilities of 2000 has been amended by the Law of 2004 ( 57( I ) / 2004 ) in order to be harmonized with the provisions of Directive 2000/78/EC for non-discrimination in the employment and occupation of people with disabilities. More specifically, the Law prohibits any direct or indirect discrimination or any harassment against people with disabilities in relation to conditions of access to employment and all levels of vocational rehabilitation. The Law permits positive actions which aim at the prevention of discrimination and counterbalancing disadvantages related to disability. Furthermore, it states the right of the person with a disability to file complaints to the ombudsman against discrimination. In addition, it provides for a fine (up to c£4.000 (€6,834)) and/or imprisonment up to 6 months to a natural person or only a fine (up to c£7.000 (€11,960)) to a legal person for acts of discrimination against people with disabilities.

## Workers with disabilities in the Republic of Cyprus

According to the Law 127(I)/2000 for Persons with Disabilities, the disability of a person is described as any other form of insufficiency causing permanent (or of undefined duration) physical, intellectual or mental barriers to this person, when, in correlation with their medical records and other personal data, it depreciates or eliminates the possibility of the person completing one or more tasks or processes considered as normal and vital for the quality of life of people of the same age who do not have any kind of insufficiency or disability. Part II 'Rights of Persons with disabilities' (Article 4 (1)) is of great importance, because among the rights of people with disabilities it is emphasised that these people have rights for independent living, full accessibility in the community and equal participation in the economic and social life of the country.

This particular law is the most complete Legislative Paper concerning people with disabilities in Cyprus. It was written in accordance to International Declarations and International Standards giving emphasis to the principle of non-discrimination and equal treatments, with the goal of achieving the full participation in the community of people with disabilities (including those with mental or intellectual limitations). When it comes to employment, the Law enhances equal treatment. Article 5(1) makes provision for equal treatment with the rest of the employees from employers regarding the procedure of applying for a job, hiring, promoting, firing, compensating, compilation and other terms and privileges concerning employment.

Cyprus Legislation 61.H (1): for the design of buildings so that these are accessible to people with disabilities

(Source: [www.prosvasi.bogspot.com//2008/09/61-1.html](http://www.prosvasi.bogspot.com//2008/09/61-1.html))

### 6.2 Examples of Research, Projects and Initiatives

The 'Pancyprian Organisation of the Blind' in collaboration with the School for the Blind offers programs in the training of the use of personal computers, software, mobility and orientation and daily living skills. These programs are mainly directed towards adults that are visually impaired and either require retraining for a specific position or seek a new career. However, these programs are not available throughout the year and there is often a long waiting period due to lack of appropriate staff. The only training program that is running regularly since 1988 is that for the switchboard operators. Sixty persons have completed the program successfully until now, and all of them have been employed in the public sector and in banks.

According to the statistics announced by the President of the Pancyprian Organisation of the Blinds, 40.9% of visually impaired people living in Cyprus are of working age. From this group of persons, 21% are employed in the public or the not-for-profit sector, and only 12.5% are in the private sector, such as insurance companies, banks and investment institutes. Statistics show that 35% of visually impaired people are employed as switchboard operators. Only 30 of them are graduates of higher education institution and are occupied in governmental positions and the education sector. Only a small percentage, 1%, are self-employed, while 30% are unemployed. The remaining 35% receive a monthly disability pension or other financial support from the government.

As evident from the available data, the majority of disabled people who are employed tend to have jobs in the public sector. This could be attributed to the lack of awareness of policies and services amongst private sector employers. The "Service for the Care and Rehabilitation of Disabled Persons" is an attempt to reinforce the activities for the implementation of the principles of the existing legislation. It introduced several schemes that provide incentives to employers and to people with disabilities in order to improve their employability.

(Source:[http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/All/D2CDECBEE27246CFC2256E700037D9FA/\\$file/Σχέδιο%20Επαγγελματικής%20Κατάρτισης%20Ατόμων%20με%20Αναπηρίες.doc](http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/All/D2CDECBEE27246CFC2256E700037D9FA/$file/Σχέδιο%20Επαγγελματικής%20Κατάρτισης%20Ατόμων%20με%20Αναπηρίες.doc))

### **The Self-Employment Scheme**

Under this Scheme those with disabilities are entitled to a grant of up to c£2,000 (€3,417), and to an interest subsidy (c£300 (€512) for 5 years), for setting up their own business. In addition, the individual grant is increased in cases of a partnership of two or more persons with disabilities, by c£500 (€854) per person. During 2002, 9 persons were assisted by this scheme and the amount of c£15,796 (€26,989) was spent.

(Source:[http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/All/D72326C8159FC208C2256E700036CC96/\\$file/Σχέδιο%20Αυτοεργοδότησης%20Ατόμων%20με%20Αναπηρίες.doc](http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/All/D72326C8159FC208C2256E700036CC96/$file/Σχέδιο%20Αυτοεργοδότησης%20Ατόμων%20με%20Αναπηρίες.doc))

### **The Supported Employment Scheme**

This Scheme aims at providing support to persons with mental or multiple disabilities to facilitate their placement and employment in the open labour market. The support is provided in the form of a job-coach. Programs of Supported Employment are implemented by voluntary organisations and are financed by an amount of up to c£6.000 (€10,251) per year by the government. During 2002, which is the sixth year that the scheme runs, 15 group courses were organized and the total expenditure was c£83,000 (€141,813). At the end of 2002, 125 persons were employed.

(Source:[http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/All/2627F339D4D8B2EFC2256E700039901A/\\$file/Σχέδιο%20Απασχόλησης%20με%20Στήριξη.doc](http://www.mlsi.gov.cy/mlsi/dl/dl.nsf/All/2627F339D4D8B2EFC2256E700039901A/$file/Σχέδιο%20Απασχόλησης%20με%20Στήριξη.doc))

### **Scheme for the reimbursement of costs to employers for ergonomic and other arrangements for the employment of disabled persons**

Under this scheme employers are entitled to reimbursement of costs (up to c£500 (€854)) involved in providing to newly engaged disabled persons facilities like ramps, ergonomic alterations to machinery etc. During 2002 no grant was given since no application was submitted.

The main challenges facing the employment of people with disabilities in Cyprus are:

- Limitation for job alternatives, even for highly educated disabled people;
- Absence of qualified personnel that will deal with the assessment of the abilities, needs and interests of disabled people, in order to provide appropriate counselling;
- Lack of a rehabilitation centre with all necessary infrastructures that will provide vocational training in accordance to the needs of the labour market, and will take into account the employability prospects of each individual person; and
- Accessibility is another major challenge. The poor transportation network, the absence of appropriate pavements and the absence of easy access to buildings are some indicative barriers that prevent people with disabilities from their right of a full participation in the workplace.

### **Centre for the vocational rehabilitation of the disabled**

The main activity of the Centre for the Vocational Rehabilitation of the Disabled is the vocational guidance and training of people with disabilities. For the formulation and implementation of its policy, the Centre is assisted

by a Management Board, chaired by the Director of the Department of Labour and consisting of representatives from the Government Service, the Organisations of the Disabled and the Social Partners.

The Centre provides vocational training in accordance with the needs of the labour market, which takes into account the employability prospects of each individual person. In addition, the Centre provides services to the trainees, which aim to promote their skills, to become independent and to cope with any psychosocial problems.

### **Department of Labour**

The Service for the Care and Rehabilitation of the Disabled was established in January 1990 with a view to fill the gap of co-ordination on disability issues and to offer specialised services to people with disabilities in the fields of vocational rehabilitation and social integration. This Service:

- Promotes, through appropriate measures, the full participation of disabled people in vocational orientation and training, provides services and programmes for the vocational rehabilitation of disabled people and facilitates their employment in the open labour market;
- Provides special allowances to severely disabled people;
- Facilitates the social integration of disabled people by eliminating social and physical barriers;
- Provides technical aids and equipment to disabled people;
- Offers financial programmes of Supported Employment, which are implemented by voluntary organisations;
- Provides financial assistance for subsidising wheelchairs to people with disabilities; and
- Subsidises summer vacations for people with disabilities and their dependents.

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 7 Czech Republic

### 7.1 Policy Review

#### 7.1.1 Social Exclusion

No information was available.

#### 7.1.2 Employment

Under the Employment Act of 1991, the law stipulated that employers with more than 25 employees are required to reserve at least 4% of the jobs available within the organisation for disabled employees. Failure to comply with this rule led to organisations being charged a penalty amounting to 1.5 average monthly salary, or they were required to purchase products or services from companies with a workforce represented by 55% of disabled people.

Furthermore, the Act also states that all persons with disabilities shall have the right to vocational rehabilitation. Various incentives were introduced to encourage employers to recruit more disabled people and to encourage disabled people to find employment.

#### 7.1.3 Disability

The report, Access Legislation in the Czech Republic, (Maxa, 1991) outlines the main legislation documents that make reference to the accessibility of structures by persons with disabilities. These are Decree No. 53/1985, First Draft Regulation (CSN) on Structures for people with motor-disabilities and First Draft Regulation (CSN) on Structures for people with optic-disabilities.

(Source: <http://www.independentliving.org/cib/cibbudapest16.html>)

The First Draft Regulation on Structures focuses on access to residential buildings, services, physical training and recreation, health services and temporary accommodations. This regulation also covers access to structures from the street. But it does not include access to public transport services.

### 7.2 Examples of Research, Projects and Initiatives

#### Transport

Individuals who have a right to a full disability pension are able to travel on bus or train services at a lower fare than non-disabled people. However, for those who have a restricted disability pension, these benefits do not apply.

#### Incentive Schemes

Organisations who employ disabled people representing more than 50% of the staff can apply for grants aimed at supporting investment, modernisation or which cover operational expenses. Wage subsidies are also available

where employers can apply to receive contributions of over €1,200 for jobs created for disabled people. Vocational training is also offered within sheltered workshops.

### **The use of new technology in the employment of disabled people (Sirovatka, 2003)**

A report titled “The use of new technology in the employment of disabled people” by Tomas Sirovatka (2003) states that measures aimed at ‘Integration of disabled people into the labour market through vocational training and wage subsidies is not satisfactory.’ The report goes on to say that in most cases, employers prefer to pay the penalty rather than recruit a disabled person.

(Source: [http://pdf.mutual-learning-employment.net/pdf/spain03/CZ-Sirovatka\\_final.pdf](http://pdf.mutual-learning-employment.net/pdf/spain03/CZ-Sirovatka_final.pdf))

### **The National Action Employment Plan (2003)**

The National Action Employment Plan (2003) aims to improve the labour market position of disabled and mobility impaired people through rehabilitation programmes and better promotion of the existing measures aimed to benefit disabled people.

(Source: [http://www.mpsv.cz/files/clanky/1994/plan\\_2004-6.pdf](http://www.mpsv.cz/files/clanky/1994/plan_2004-6.pdf))



## 8 Denmark

### 8.1 Policy Review

#### 8.1.1 Social Exclusion

References to disabled people can be found in social policies in Denmark that focus on integration, normalisation and solidarity. The political objective, as described by the Social Inclusion National Report 2008-2010, states that 'everyone is ensured equal access to care regardless of gender, age, social connections and ethnicity. The welfare society must take care of the weakest, while also supporting personal responsibility and commitment.' Within this section the report often mentions disabled people.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/denmark\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/denmark_en.pdf))

In 1987, the Danish Parliament passed a resolution aimed at improving accessibility for disabled people and achieving better access to transport. This has led to various improvements on public transport.

#### 8.1.2 Employment

At present, unemployment is a top priority for the government. In 1993 the Danish Parliament recommended that 'all public and private authorities and business enterprises comply with the principle of equal treatment of disabled and non-disabled people.' (Thornton; Lunt 1997) The labour markets difficulties are usually resolved by 'social partners' and the government tends to keep a distance in labour market matters.

In 2004 the Government released a new strategy titled 'Disability and Job - An employment strategy for disabled people'. This document focused on helping disabled and mobility impaired individuals into employment. This strategy also aimed to lead the way on the development of new initiatives. In 2007 various amendments were made to existing legislation on the personal assistance scheme.

(Source: <http://www.ilo.org/public/english/employment/skills/hrdr/publ/041.htm>)

#### 8.1.3 Disability

In 2000, the Council of European Ministers for Transport reported that there was no general framework legislation on accessibility in the transport sector. However, there is a general political commitment to work towards making all public facilities, including transport facilities, accessible to people with reduced mobility.

(Source: CEMT, 2000)

### 8.2 Examples of Research, Projects and Initiatives

#### The Danish Welfare Model

The Danish Welfare Model focuses on offering a range of social services. These services are provided by the public sector and include services to older and disabled / mobility impaired people. Services are aimed at helping

with assisted living and residential accommodation facilities for people with disabilities. Access to care facilities is also included within the welfare model.

### **Schemes found in the Danish Compensation for Disabled People in Employment etc. Act**

A three year plan was organised in 1994 aimed at integrating disabled people into the workforce. This experiment took place in all 14 Employment Agency Regions. Disabled people were assigned disability consultants (based on their region) who provided jobs in open employment. The disability consultants were also disabled/mobility impaired. This pilot initiative has become permanent and disability consultants mainly provide information to employers and disabled people about access to jobs in the public sector and regulations on subsidised personal assistants. Preferential access gives disabled people who are deemed through a job interview to be as qualified as a non-disabled person, to be given the job in preference to a non-disabled individual. In the case of the company/organisation not selecting the disabled person, they will have to explain their reasons to the employment service.

(Source: <https://www.retsinformation.dk/Forms/R0710.aspx?id=3540>)

### **Wage Subsidies**

A regulation adopted in 1980 stated that 60% of wage costs for disabled people must be paid for by employers. In 1995 this was changed to 50-50. Not all disabled people would qualify for a wage subsidy and it is a precondition when applying that the disabled person in question must not meet the Anticipatory Pension requirements which is a form of early retirement.

### **Pensions**

The anticipatory pensions are made available to disabled people between the ages of 18 and 67 'who have a significantly reduced capacity for work' (Thornton; Lunt 1997). According to Hansen (1995) there are four types of pensions:

- Ordinary anticipatory pension is on the same level as old-age pension. It may be granted to people 60-67 years old whose working capacity is reduced by at least 50% due to physical, mental or social reasons.
- Increased ordinary anticipatory pension may be granted to people between 18 and 59, whose working capacity is reduced by at least 50% due to physical, mental or social reasons. The amount is the same as ordinary anticipatory pension supplemented with DKR 938 (€126) per month.
- Intermediate anticipatory pension may be granted to disabled people with two-thirds reduced working capacity. The amount is the same as ordinary anticipatory pension supplemented with a disablement allowance of DKR 1,798 (€242) per month.
- Maximum anticipatory pension is granted to disabled people with insignificant working capacity. The amount is the same as the ordinary pension with a disablement allowance of DKR 1,798 (€242) per month and an unemployment rate of DKR 2,48 (€33) per month.

### **Personal Assistance**

A Law was passed by the Danish Parliament in 1991 (Act no. 928) which stated that personal assistance can be offered to disabled workers in order to be able to have better chances in performing a job as a non-disabled person would. In 1992 this became a permanent scheme. This scheme is available to both employees and self employed individuals. The scheme is beneficial to disabled/mobility impaired individuals with hearing and visual impairments or those with severe disabilities. Assistants are paid for a maximum of 20 hours per week.

The Employment services consider all applications for this scheme and grants are paid directly to the employer. In 2007 this scheme was amended to include those with mental disabilities and not just physical disabilities.

### **Financial Aid to Employers**

Like other countries, Denmark also grants financial aid to employers in order to make various modifications to the work environment in order to accommodate disabled/ mobility impaired persons. Disabled people can also apply for loans to set up their own businesses. Thornton and Lunt (1997) have stated that 'Article 43 of the Social Assistance Act of 1974 says that 'assistance may be granted for setting up a trade or business, including the supply of a motor vehicle forming a normal part of the particular trade of business''.

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 9 Estonia

### 9.1 Policy Review

#### 9.1.1 Social Exclusion

Within Estonian Law, there is no specific anti discrimination legislation. Article 12 of the constitution establishes a ban on discrimination stating ‘Everyone is equal before the law. No one shall be discriminated against on the basis of nationality, race, colour, sex, language, origin, religion, political or other opinion, property or social status, or on other grounds.’ (Rights of People with Intellectual Disabilities, EUMAP, 2005) As is evident, this article does not make any specific reference to people with disabilities.

(Source: [http://www.eumap.org/journal/announcements/id\\_released](http://www.eumap.org/journal/announcements/id_released))

#### 9.1.2 Employment

##### **National Report on Strategies for Social Protection and Social Inclusion 2008-2010**

There is currently a lack of opportunities for disabled or mobility impaired people to enter the labour market. There are plans in place through the National Report on Strategies for Social Protection and Social Inclusion 2008-2010 to help disabled people to enter the labour market through the provision of professional and vocational rehabilitation, assisted work, protected work, personal assistants, support persons and transport opportunities.

The National Report also cited that ‘people with disabilities experience several difficulties with participation in the labour market.’ Most disabled individuals would prefer to work part-time but in Estonia, part-time work is not very common. Local governments also fail to provide adequate transportation for disabled people. A survey (Survey on Coping and Needs of the Disabled) discussed in the report stated that ‘25% of disabled persons believed that their opportunities for commuting between home and work were restricted.’

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/latvia\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/latvia_en.pdf))

##### **Rights of People with Intellectual Disabilities: Access to Education and Employment in Estonia (EUMAP, 2005)**

This report states that ‘there is no specific legislation on the employment of people with disabilities. The Employment Contracts Act does not protect the rights of people with disabilities. As yet Estonia has not adopted specific legislation to comply with the EU Employments Directive.’

#### 9.1.3 Disability

##### **Constitution of the Republic of Estonia: Article 28**

According to Article 28 of the Constitution of the Republic of Estonia, disabled people are under the special care of the state and local governments.

In 2000, the Parliament (Riigikogu) passed an Act on Public Transport which included the following:

1. Financial support from the State Budget is foreseen for the procurement of vehicles for disabled people, utilised for public transport or for adopting public service vehicles for the transport of people with disabilities. In the latter case up to 100% of the cost for adoption can be recovered.
2. In domestic rail, road and water transport (including commercial lines), disabled children, people 16 years and older with severe disabilities and guide dogs accompanying people with visual impairments are entitled to travel free of charge. Persons accompanying disabled children or people with major disabilities are entitled to receive reimbursement up to 50% of the travel fare. Local governments and city and county councils can establish additional facilities (e.g. for travel by older people). In Tallinn (and some other cities), public transport is free for individuals over the age of 65years.
3. In international transport, an operator can grant facilities based on international agreements. Facilities, granted by an operator on commercial transport, can not be reimbursed.

(Source: CEMT, 2000)

## 9.2 Examples of Research, Projects and Initiatives

### National Report on Strategies for Social Protection and Social Inclusion 2008-2010

Estonia has planned to carry out five major surveys which look at disabled and mobility impaired people in the work environment. The five surveys will include (as stated in the National Report):

- ‘Survey on disabled persons should map the changes in the coping and employment of disabled persons since 2005 to evaluate the implementation and efficiency of the policies and measures for disabled persons.
- Survey on employment support measures for disabled persons will collect in-depth information on the employment barriers and motivators of disabled persons and assess the efficiency of employment support measures offered to disabled persons. The data collected in the survey will serve as an input for developing and improving the measures to support employment of disabled persons, incl. professional and vocational rehabilitation, and improve the quality of social and labour market services.
- Survey on care burden on the families of disabled persons will be used to obtain the missing information on the care burden of the family members of disabled persons, the associated restrictions to employment and participation in social life, as well as the need for and availability of services that reduce the care burden.
- Survey on the provision and organisation of rehabilitation services will map the current situation and problems of the providers of rehabilitation services and rehabilitation teams. The conclusions of the survey will be used to develop the rehabilitation system, incl. vocational rehabilitation and training of rehabilitation teams and specialists.
- Survey on the attitudes of employers will identify the attitudes and practices of employers when employing people from different social groups (incl. disabled persons) and managing their professional lives.’

### Allowances

In January 2008, the Estonian Government introduced a paid working allowance for disabled people. The allowance compensates costs which emerge from the individuals disability.

## 10 Finland

### 10.1 Policy Review

#### 10.1.1 Social Exclusion

##### **National Report on Social Protection and Social Inclusion 2008-2011 (2008)**

The Government Strategy Document highlighted the four key areas of welfare policy for the Finnish Government. The National Report on Social Protection and Social Inclusion 2008-2011 stated that these areas were 'strengthening basic services, improving access to health and medical care, lowering the risk of exclusion and preparing for an ageing population. Within the welfare policy, the government has identified ten focal points of which are listed below:

- A rewarding and just social protection system;
- Comprehensive and effective social and health services;
- Social and health care services innovation project;
- Well-being of families;
- Sustainable pension policy;
- Sustainable substance abuse policy;
- Other social and health policy;
- Developing working life;
- Employment policy; and
- Improving gender equality.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/finland\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/finland_en.pdf))

##### **Disabled Act 1988**

The Services and Assistance for the Disabled Act came in to effect in 1988. The Act further imposed the need for equal opportunities and the promotion of independent living for persons with disabilities. All measures resulting from the Act have become the responsibility of the local authorities. When the Act was first introduced, most of the focus was on service and rehabilitation, but recently this has shifted to focus more on removing barriers and increasing social inclusion with the living environment and transport being of considerable importance.

(Source: [www.vane.to/disabilityact1987.doc](http://www.vane.to/disabilityact1987.doc))

#### 10.1.2 Employment

##### **Act on Vocational Rehabilitation Legislation of Disabled War Veterans and Disabled Persons Welfare Act**

The first disability legislation was passed in Finland in 1942 during World War II, The Act on Vocational Rehabilitation Legislation of Disabled War Veterans and later in 1946 the Disabled Persons' Welfare Act. Throughout the 1960s and 1970s, disabled employment services were being expanded. In the 1980's new legislation, the Act on Co-operation in Respect of Rehabilitation Service, required that various bodies/services co-operated with each other. These bodies/services included municipal/social welfare authorities, education authorities, representatives of employment administrations and the Social Insurance and Employment Pensions Institutions.

(Source: [http://training.itcilo.it/ils/CD\\_Use\\_Int\\_Law\\_web/Additional/Library/English/ILO\\_S\\_B/general\\_gurveys/25982.htm](http://training.itcilo.it/ils/CD_Use_Int_Law_web/Additional/Library/English/ILO_S_B/general_gurveys/25982.htm))

### **Ministry of Labour**

The main governing body on employment matters is The Ministry of Labour and labour administrations. This is also the body which supports the reintegration of disabled and mobility impaired people into work. The Social Insurance Institution is the body responsible for allowances and pensions as well as other insurances and disability benefits.

### **Occupational Safety Act**

The Occupational Safety Act states that the scale and placing of work and tools, machinery and equipment should not hinder employees from performing their work duties. In 1993, this Act was amended to include the use of technical aids and the special needs of disabled people must also be taken into account.

---

## **10.1.3 Disability**

### **The Rehabilitation and Integration of People with Disabilities: Policy Legislation**

The Rehabilitation and Integration of People with Disabilities: Policy and Legislation (2003) report drawn up by the Committee on the Rehabilitation and Integration of People with disabilities outlines the key principles in transport. Finland's main objective is to achieve 'obstacle-free access which applies equally to vehicles and other equipment, passenger terminals, the walking environment, information, services and traffic system planning.'

(Source: [http://www.coe.int/t/e/social\\_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf](http://www.coe.int/t/e/social_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf))

### **Towards Intelligent and Sustainable Transport**

The needs of disabled people have also been included in policy guidance such as Towards Intelligent and Sustainable Transport. This report focuses more on social equality and the rights of disadvantaged individuals in relation to transport. The Passenger Transport Act passes on a duty to municipalities and local authorities to consider the needs of vulnerable members of society.

(Source: [http://www.coe.int/t/e/social\\_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf](http://www.coe.int/t/e/social_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf))

## **10.2 Examples of Research, Projects and Initiatives**

### **Land Use and Building Act (2000)**

In 2000, a new Land Use and Building Act was passed and aimed to create a living environment that fulfils the needs of elderly and people with disabilities. The Act on Passenger Transport stipulates that all planned improvements to transport services must take into account the needs of vulnerable people in society such as children, elderly and disabled people. This Act along with Policy Guidance Towards Intelligent and Sustainable Transport led to public transport improvements.

(Source: <http://www.ymparisto.fi/default.asp?contentid=65699&lan=en#a0>)

### **The National Report on Social Protection and Social Inclusion 2008-2011**

The Welfare Policy includes targets to improve the social inclusion of the disabled and mobility impaired. The National Report on Social Protection and Social Inclusion states that the disability legislation will be reformed

during 2009-2010. The objective is to ‘combine the Services and Assistance for the Disabled Act and the Act on Special Care for Mentally Handicapped and to develop the system of personal assistants for people with disabilities, in order to guarantee the equality of people with disabilities and promote their social inclusion.’ This scheme which Finland is looking to put in place is similar to other Nordic countries including Denmark.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/joint\\_report\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/joint_report_en.pdf))

### **The Employment Act 1994**

The Employment Act of 1994 included a statute that passes on responsibility to the state to provide and arrange vocational rehabilitation services for disabled people. These services are to be embedded in the employment services. A list of these services is provided below:

- Training;
- Mainstream assessment and training;
- Specialist training;
- Supported employment; and
- Return to work and work retention.
  
- Training: Mainstream assessment and training

Pre 1987, vocational training was not very flexible and a reform was introduced to allow for more flexibility. The priority of this reform was to enable disabled people and mobility impaired people to study in mainstream institutions. This works through the purchase of employment training from vocational training institutions, training centres, universities and private enterprises. Individuals who are being trained under the scheme also receive a subsidy which is equivalent to an unemployment benefit with additional allowances covering travel and related expenses.

#### **Specialist Training**

There are also a number of vocational institutes who cater solely for disabled and mobility impaired people. There are a total of 16 institutes in Finland. All individuals receiving training obtain financial support as well as any necessary aids.

#### **Supported Employment**

The Finnish Network for Supported Employment (FINSE) has two primary functions: removing structural barriers of the Finnish social services system to employment and change attitudes towards supported employment. The project will offer individuals a paid job within integrative work environments, with on site training and job support.

#### **Return to Work and Retention**

In the case of reduced capacity to work, individuals are eligible for support in setting up self-employment and they will also have the opportunity to carry out training to improve their capacity. Various policy priorities include encouraging individuals to return to work earlier which led to the reform of rehabilitation legislation. When disabled or mobility impaired people are taking part in rehabilitation, the Social Insurance Institution pays a further 10% to the individuals disability allowance.



### Additional Incentives

Alongside these services financial incentives are also offered. These include wage subsidies, traineeships, grants for adaptations and self employment grants. Traineeships are schemes which provide on-the-job-training which may lead to further vocational training. Job training is open to all employees.

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>)

## 11 France

### 11.1 Policy Review

#### 11.1.1 Social Exclusion

##### Disability Act

The Disability Act (1975) is the main disability legislation document. The Act states in article 1 that it is a national obligation to integrate disabled persons into the educational system and working and social life. In order to achieve this, various services have been made available under the Act including measures to promote disabled access.

In 1991, a new law was passed to improve accessibility for disabled and mobility impaired people. Any workplace or office employing more than 20 employees were encouraged to improve access to their establishments, workplaces and places of residence and education. This law also included controls on the construction of public buildings.

##### Equal Rights and Opportunities, Inclusion and Citizenship for the Disabled

The law for “equal rights and opportunities, inclusion and citizenship for the disabled” (2005), or “handicap law”, makes it compulsory to make the movement chain accessible: buildings, public transports, highways and public spaces. It is the latest crucial legislative step in France of a series of laws and decrees having started in 1975 aiming –among other things- at making public transports accessible to disabled people.

Compared to previous decrees and laws, the 2005 law brings two changes:

- All disabilities are taken into account: physical, sensorial, cognitive and psychological.
- A delay of 10 years to apply this law is given to: public buildings and public transport services. This delay is however not imposed upon the highway and public spaces (the public realm).

The local authority in charge of public transport (“autorités organisatrices de transport”) had to integrate this requirement into their local transport plan (PDU = Plan de Déplacement Urbain) within 3 years of the publication of this law (i.e. by February 2008), either when writing or reviewing their local transport plan. A specific appendix dedicated to accessibility and including practical measure and a phasing plan had to be added.

The same law also states that organised and financed alternative transport modes for disabled people must be provided if it is not technically possible to make changes to the existing public transport network. The cost of the ‘special service’ must not be more expensive than the cost of buying a public transport ticket. Following this law, financial public aids to public transport can only be given if accessibility is taken into account.

(Source: <http://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000000809647&dateTexte>).

---

## 11.1.2 Employment

### Law of 1987

The law of 1987 sought to influence the culture of employment in France and particularly focussed on disabled and mobility impaired employees. This law imposed an enforceable obligation on public and private sector employers. Any employer who employed at least 20 employees was required to employ disabled or mobility impaired individuals. This was enforced by setting targets which increased yearly. The aim of the law was to improve the quality of life as well as to secure minimum standards to working conditions.

### Commission Technique d'Orientation et de Reclassement Professionnel (COTOREP)

Various institutions and bodies enforce the various laws. One such organisation is the Commission Technique d'Orientation et de Reclassement Professionnel (COTOREP). This organisation manages all enquiries and applications relating to employment, training and financial aid as well as social assistance for disabled and mobility impaired people. COTOREP is also the official body which produces many guidance documents and training and placement services.

(Source:[http://wallis.kezenfogva.iif.hu/eu\\_konyvtar/projektek/vocational\\_rehabilitation/france/fra\\_rap/cons.htm#](http://wallis.kezenfogva.iif.hu/eu_konyvtar/projektek/vocational_rehabilitation/france/fra_rap/cons.htm#))

---

## 11.1.3 Disability

### The Equality of Rights and Opportunities

In 2005, new laws were passed which address the needs of disabled and mobility impaired people in a bid to improve accessibility. The new laws include The Equality of Rights and Opportunities and The Involvement and Citizenship of Disabled People. The laws stipulate that by 2020, public transport should be accessible to people with disabilities and mobility impairments.

## 11.2 Examples of Research, Projects and Initiatives

### Law no. 91-663

In 1991 the law looked to improve access for individuals with disabilities or mobility impairments. This was to be carried out through improvements to establishments, workplaces and places of residence as well as education. This was further extended to include accessibility improvements to any organisation/establishment/institution employing more than 20 people.

### Wage Subsidies

Most incentives are directed at employers and a handful at disabled and mobility impaired individuals. Like most countries, state subsidies are available to employers to promote the recruitment of disadvantaged groups. This subsidy does not solely apply to disabled persons and is mainly focussed on the recruitment of people who have difficulties finding employment.

### AGEFIPH Grants

The AGEFIPH runs a programme of offering lump-sum integration grants which are paid to disabled people and their employers. These grants are exceptionally popular due to the generous sum given. A total of FF30,000 (€4,573) is awarded to the employee and FF40,000 (€6,098) to employers for the first disabled/mobility impaired person recruited. The minimum working hour requirements are 16 hours per week and the grant is paid in two

installments. In 1995 the sum granted was reduced to FF15,000 (€2,287) to employers and FF10,000 (€1,524) to the employee. Other restrictions which apply are grants can only be awarded to full-time permanent jobs or for jobs with at least 12 months.

(Source:[http://wallis.kezenfogva.iif.hu/eu\\_konyvtar/projektek/vocational\\_rehabilitation/france/fra\\_rap/cons.htm](http://wallis.kezenfogva.iif.hu/eu_konyvtar/projektek/vocational_rehabilitation/france/fra_rap/cons.htm)  
#Association for the Management of Funding for Integration of Disabled Persons)

### **CIE Grant**

The CIE (Contrat initiative-emploi) is a contract which was introduced in 1995. The contract grants exemption to employers from paying national insurance for 12-24 months and awards them a further FF2,000 (€305) per month for the same period.

### **Workplace Adaption Grants**

Grants are also awarded by the AGEFIPH to companies adapting the workplace or workstations for disabled employees. AGEFIPH also handles all applications for job retention.

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 12 Germany

### 12.1 Policy Review

#### 12.1.1 Social Exclusion

Overcoming access barriers to public transport is a key enabler to social participation and personal, social and professional development, in particular for disabled people.

The key national policy, which has encouraged the need for this principle to be disseminated into other policies, is the "policy for the equality of disabled people and to other policy changes" (Gesetz zur Gleichstellung behinderter Menschen (BGG) und zur Änderung anderer Gesetze), the equivalent of the UK Disability Discrimination Act (DDA).

This policy has recently influenced the following changes in the public transport, rail, air travel and road construction context with fall within the responsibility of policies at federal government level, including:

- Gemeindeverkehrsfinanzierungsgesetz (GVFG) – law on local government funding policy on transport investments;
- Personenbeförderungsgesetz (PBefG) – law on public transport policy;
- die Eisenbahn-Bau- und Betriebsordnung (EBO) – rail operation and construction policy;
- das Luftverkehrsgesetz (LuftVG) – law on air travel policy; and
- das Bundesfernstraßengesetz (FStrG) – law on national motorway policy.

These changes show the commitment at federal government level which is understood as benefitting the qualitative level of service provided.

( Source: <http://www.bmvbs.de/-,1492/knoten.htm> )

#### 12.1.2 Employment

The German legislative approach to the employment of disabled people is committed to their rehabilitation rather than benefits. Policy documents such as the Act to Combat Unemployment among Severely Disabled Persons, the Act to Improve Training and Employment for the Severely Disabled and the Disability Equality Act are dedicated to improving the participation of disabled people in work and society.

The Act to Combat Unemployment among Severely Disabled Persons (2000) legislates that public and private enterprises of a certain size are obliged to have a quota of people with disabilities. If an employer does not comply with these requirements, they must pay a compensatory levy each month of €105, €180 or €260 depending on the degree of compliance. The levy is used to promote the participation of people with disabilities in employment.

The Severly Disabled Persons Act legislates all employers to examine every vacant position to see if it is appropriate for a severely disabled worker. Under the Act, employers must not discriminate against severely

disabled persons when considering promotion opportunities or when arranging in-house vocational training programmes.

---

### **12.1.3 Disability**

German constitutional law (Grundgesetz) makes it illegal to discriminate against a person on the basis of physical or mental disability. In April 2001, the Social Welfare Code IX (SGB IX) came into force, focussing on rehabilitation and access for disabled people.

(Source: The German National Action Plan against Social Exclusion 2008-2013).

The Act on Equal Opportunities for Disabled Persons (2002) aims to create barrier free environments for people with disabilities, enabling full participation in all areas of life, such as accessing buildings and means of transport.

## **12.2 Examples of Research, Projects and Initiatives**

### **Jobs without Barriers**

The 'Jobs without Barriers' initiative for the training and employment of disabled people is being implemented with the aim to make employers aware of the regulations on the integration of disabled people into working life. The initiative shares examples of best practice and highlights possible areas for financial assistance.

### **Eurofound**

A pilot project in the federal state of Baden-Wurttemberg looks to a range of services to people with disabilities in order to promote their employment. Services provided include career guidance, work placements, vocational training, support in finding a suitable job and financial support.

### **Free Travel for People with Disability**

Those with a serious disability may travel on public transport for free. A disability card can be obtained from the Pensions and Benefits Office. This will either be completely free or for a small payment depending on the degree of disability.

### **Transport Accessibility**

The majority of railway stations in Germany are accessible to people with physical disability, with facilities such as lifts and ramps. The majority of buses, bus stops, trams and tram stops are accessible to people in wheelchairs. In Berlin accessible buses are marked with a wheelchair symbol, with timetables providing footnotes of which buses will be accessible. Both buses and trams have straps provided to prevent wheelchairs from rolling during the journey.

(Source: <http://berlin.angloinfo.com/information/32/disabled.asp>).

## 13 Greece

### 13.1 Policy Review

#### 13.1.1 Social Exclusion

##### **National Strategy Report on Social Protection and Social Inclusion (2008-2010)**

The Working Group for the National Action Plan for Social Inclusion 2008-2010 was established in the Ministry of Employment and Social Protection, which undertook the coordination for drafting the National Strategy Report for Social Protection and Social Inclusion 2008-2010. Participants in the group were representatives from the Central Service of the Ministry of Employment, the General Secretariat of Social Security, the General Secretariat for Community Funds and other Resources Management, the Ministry of Health and Social Solidarity, the National Statistical Service, the National Actuarial Agency, Employment Observatory Informatics Research S.A., the National Centre for Public Administration and Local Government (EKDDA) and the Manpower Employment Organization (OAED).

The report promotes the social inclusion of people with disabilities from an access to work, through actions that ensure access to employment, point of view. It doesn't however mention how public transport accessibility could facilitate this. Instead, interventions aimed at disabled people tend to be linked to the provision of social care services rather than supporting independent living.

There still exists a shortfall of social awareness and sufficient enforcement for compliance with legal provisions. This fact is also associated with inadequate actions performed up to present by state authorities and Local Administration Organisations to eliminate access problems for people with disabilities to public services and public areas. During the 2006-2008 period actions geared towards publicity/awareness of the public opinion on issues related to accepting differences and combating all forms of discrimination and providing support to the specific groups (counselling / legal services, networking) were intensified. The report also states the importance of ensuring that disabled people can access employment and education opportunities; but again the term 'access' is used much widely and does not include 'public transport access'.

(Source: [http://ec.europa.eu/employment\\_social/spsi/strategy\\_reports\\_en.htm](http://ec.europa.eu/employment_social/spsi/strategy_reports_en.htm))

##### **Employment policy in favor of special population groups**

The national government's goal is to facilitate both disabled people's access to employment and prevent social exclusion. For these groups, OAED plans and implements special programmes. These programmes focus on all long-term unemployed, with special emphasis on disabled people, rehabilitated persons, persons released from prison, young offenders or young persons facing social risk, cultural groups (such as Gypsies and Pomacks) and long-term unemployed above 45 years of age. OAED is planning a paradigm intervention program to promote employment of long-term unemployed, unemployed of an advanced age and unemployed from vulnerable social groups aiming to reduce the level of unemployment by at least 25% for these groups by 2013. This employment policy does not mention public transport as a means of supporting people to access employment opportunities.

##### **Preparation procedure for the National Action Plan of Social Inclusion (ESDEN)**

The Ministry of Employment and Social Protection was the coordinator for the preparation and drafting of the ESDEN 2008-2010. Participation of all relevant government bodies and social partners was sought after to ensure completeness and the Plan's integrated character. Special attention was given to achieve effective cooperation between the agencies directly involved in drafting the National Strategy Report for Social Protection

and Social Inclusion 2008-2010 as it is obvious that all three sections of the Report (Social inclusion, Pensions, Health) present important interactions and synergies.

---

### 13.1.2 Employment

#### Law 751 of 1948

As with many disability employment laws, Greece only introduced employment laws for disabled people in 1948, by providing employment for war veterans. This law did not include other disabled people until 1979. Prior to this the employment of disabled people within the public sector was prohibited. The first quota system was introduced by the OAED and introduced guidance on placement and training of disabled and mobility impaired individuals.

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>)

#### OAED (The National Manpower Employment Organisation)

The OAED is the main organisation applying government policy on employment in Greece. This organisation is also responsible for planning and is administered by a board of directors who are representatives of other employees' and employers' associations. OAEDs' main responsibilities include:

- 'Matching labour supply and demand through employment offices;
- Paying unemployment benefits and family allowances and part financing certain social allowances;
- Undertaking vocational guidance through special services;
- Providing vocational training in its training centres;
- Supervising the apprentice system for young people;
- Financing the creation of new jobs through employer subsidies for groups who have difficulty being hired; and
- Taking responsibility for vocational rehabilitation of disabled people through special measures in specially created offices.'

The OAED will only allow disabled people who have been assessed for eligibility to join vocational training and rehabilitation support. In order to be able to qualify for employment support services, health authorities typically issue a certificate to disabled and mobility impaired individuals. This certificate carries detailed information about the nature of the individual's disability/impairment.

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>).

---

### 13.1.3 Disability

#### 1975 Constitution Articles 21 and 25

For individuals who find themselves in constant need, Articles 21 and 25 of the Constitution of 1975 clearly identify that the state is responsible for providing assistance. . The first vocational and rehabilitation laws were introduced in 1979 as part of laws 963 and 1000. The two laws focus on housing and health care as well as



regulating state assistance. The 1980's saw a further improvement in disability laws when a shift was achieved from the focus of a person's disability to a focus on their special need.

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>).

## 13.2 Examples of Research, Projects and Initiatives

### Financial Support for Employers

Since the laws of 1979, various types of financial support are made available to employers of disabled and mobility impaired people. Short-term subsidies were awarded to employers who newly recruited a disabled or mobility impaired individual and a further grant is available which can be used to make changes to the disabled persons work area as well be used for any architectural alterations. A new law passed in 1995 offered a lump-sum integration grant of DRA 150,000 (€440).

Subsidies are paid to employers for creating new jobs for people with various forms of disability/impairment. Employers are also granted a daily grant of DRA 5,000 (€15) for the first 12 months and then a further DRA 3,000 (€9) for the next 12 months.

### Compulsory Employment

Jobs have been reserved for various disabled and mobility impaired individuals in the public sector, banks and local authorities. Most of this work entails specified occupations such as messengers, night watchmen, cleaners, receptionists and gardeners. The law stipulates that one in five of these occupations should be filled by a disabled person.

For blind people, the law stipulated that 80% of switchboard roles should be filled by blind people as many of them were exempt from some of the occupations mentioned above.

Any organisation which fails to follow these laws is charged a penalty. There are no clear records to state how many companies have been charged this penalty.

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>).

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 14 Hungary

### 14.1 Policy Review

#### 14.1.1 Social Exclusion

A Government body (the Government Office for Equal Opportunities) was established in May 2003 with the aim of ensuring equal opportunities for all members of society.

#### 14.1.2 Employment

The rights of disabled people are covered under the Constitution Act 1949, which guarantees the right to work, the right to freely choose a job or profession and the right for equal pay.

The Disabled Persons Act legislates that if people with disabilities cannot secure employment on the open market, sheltered workplaces must employ them. Sections 15 and 16 of the Act of Equal Rights and Opportunities for Disabled People states that employers must create an appropriate working environment for people with disabilities. Through the law, employers must ensure the workplace environment meets the needs of people with disabilities to perform their work. It also enables the application to the central budget for support to cover the cost of modifications.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/hungary\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/hungary_en.pdf))

#### 14.1.3 Disability

The most relevant policy covering disabled people's access to transport is the Act of Equal Rights and Opportunities for Disabled People (1998). Sections 8-11 legislate that public transport systems, including information signs, must be made suitable for safe use by people with disabilities. For people with disabilities who do not have access to public transport, section 9 legislates for the operation of a door to door service.

Early in 2005 a Government resolution was adopted that set a deadline for fully accessible transport by 31 December 2010. This is supported by a number of annual interim deadlines allowing for the planning and monitoring of the final deadline.

A Government Decree on National Requirements and Building Activity (OTEK) (1997) specifies that all places used by disabled people, including the workplace and highways, must be fully accessible to wheelchair users. OTEK has become a Hungarian government regulation and sets strict rules and measures that became applicable from 1 January 1998.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/hungary\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/hungary_en.pdf))

## 14.2 Examples of Research, Projects and Initiatives

### The Salva Vita Foundation

The Salva Vita Foundation aims to support the integration of people with disabilities in the social and labour markets. The initiative supports disabled people with the search for employment in the open labour market and in receiving equal pay relative to people in similar positions. The programme specifically works with people with mental health problems, learning difficulties, autism and sensory disabilities. The service receives 120 applications per year. In the last 10 years, the Salva Vita Foundation has placed 150 long term employed clients with 90 employers.

(Source: Salva Vista Foundation Programme: [http://www.salvavita.hu/?oldal\\_tipus=text&oldal\\_id=23](http://www.salvavita.hu/?oldal_tipus=text&oldal_id=23))

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 15 Ireland

### 15.1 Policy Review

#### 15.1.1 Social Exclusion

A report submitted to the EU, titled “National Report for Ireland on Strategies for Social Protection And Social Inclusion 2008 – 2010” reported that Ireland has made significant investments and improvements in transport in the country which have been a factor in reducing long term unemployment in the country and ending involuntary emigration and increasing return migration. This report outlines future policy objectives.

As part of The National Development Plan 2007-2013 Transforming Ireland – A Better Quality of Life for All (NDP), Towards 2016 was launched in January 2007 (identifying €183 billion of investment). In conjunction with the NDP, Ireland has also developed the national Action Plan for Social Inclusion (NAPinclusion). The office of social inclusion published a report entitled “National Action Plan for Social Inclusion 2007-2016” in February 2007.

(Source: <http://www.ndp.ie/documents/ndp2007-2013/NDP-2007-2013-English.pdf>)

(Source: <http://www.socialinclusion.ie/documents/NAPinclusionReportPDF.pdf>)

The vision for this plan is to reduce the number of those experiencing consistent poverty to between 2% and 4% by 2012, with the aim of eliminating consistent poverty by 2016. The plan targets five vulnerable groups in society: -

- Children;
- People of Working Age;
- Older People;
- People with Disabilities; and
- Communities.

In four out five of these categories better access to public transport is seen as a factor in achieving social inclusion for these members of society.

#### **Communities**

The overall aim of the NAPinclusion is to build viable and sustainable communities, improving the lives of people living in disadvantaged areas and building social capital. One of the issues being tackled as part of the plan is The Rural Transport Initiative (RTI), which was launched in February 2007.

The target of the RTI is to develop community-based transport to redress social exclusion related to unmet needs for public transport in rural areas. This has been put on a permanent footing following the end of the pilot period in 2006. Funding of €9 million was provided in 2007 to facilitate the transition of the RTI into the beginning of the mainstreaming process. Some €11 million was provided for the RTP in 2008, which will support the provision of improved and additional RTP services together with pilot crossborder rural community transport services, at present under consideration in the North South Ministerial Council. It was planned that by end-2008, RTP Groups will be operational in every county and will be working towards maximising coverage in their

operational areas. The NDP commits some €90 million to the RTP over its full term. Funding is also available to the RTP from the Department of Social and Family Affairs in respect of the Free Travel scheme and from other interests that support the initiative.

---

### 15.1.2 Employment

In the NAPinclusion plan one of the categories which needed to be helped on the issue of social inclusion were People of Working Age. It is hoped that all people of working age have sufficient income and opportunity to participate as fully as possible in economic and social life. All individuals and their families are supported by a range of quality public services to enhance their quality of life and well-being. As part of the plan, one of the long term goals is: every family should have access to health and social care, affordable accommodation appropriate to their needs and a well functioning public transport system.

---

### 15.1.3 Disability

The National Development Plan 2007-2013 and Towards 2016 outlines high level goals for social inclusion including 9 goals (these are discussed further in the NAPinclusion). One of which relates to People with Disabilities.

Increasing the employment of people with disabilities who do not have a difficulty in retaining a job is one goal. The immediate objective is to have an additional 7,000 of that cohort in employment by 2010. The longer term target is to raise the employment rate of people with disabilities from 37% to 45% by 2016 as measured by the Quarterly National Household Survey. The overall participation rate in education, training and employment will be increased to 50% by 2016. These targets will be reviewed in the light of experience and the availability of better data.

The vision for this vulnerable group is to enable people with disabilities, to the greatest extent possible, to have the opportunity to live a full life with their families and as part of their local community be free from any discrimination. An integral aspect to achieving this goal is that every person with a disability would have access to public spaces, buildings, transport, information, advocacy and other public services, and appropriate housing.

The plan goes on to outline how this can be achieved. A key objective of transport policy is to ensure the accessibility of the public transport system by providing fully accessible city buses and enhanced access to bus and railway stations in line with the Department of Transport Sectoral Plan under the Disability Act, 2005. Measures include:

- The replacement of inaccessible Bus Éireann and Private Operator coaches with coaches that are accessible to people with mobility, sensory and cognitive impairments by 2015;
- Making all urban buses accessible to people with mobility, sensory and cognitive impairments by 2012; and
- Making practically all inter-urban passenger rail services accessible to people with mobility, sensory and cognitive impairments by 2009.

There is a requirement in the Disability Act, 2005 for six government Departments to actively consult with people with disabilities or their representatives prior to publication of the Sectoral Plans. In addition legislation specifies a number of supplementary issues on which information needs to be provided. The Department of Transport is required to provide the following: -

- Access to public passenger transport services for people with disabilities;
- A programme of measures to provide access to such services;
- The timescale within which these measures will be taken;
- The proposed arrangements to facilitate access to passenger transport services from a public road; and
- Any other matter which the Minister considers appropriate.

(Source: [http://www.socialinclusion.ie/activities\\_national.html](http://www.socialinclusion.ie/activities_national.html))

Further to these policy plans, in July 2006 the Department of Transport produced a sectoral plan entitled “Sectoral Plan for Accessible Transport under the Disability Act 2005”. The Plan sets out policy and objectives for accessible transport and defines the concept 'Transport for All'.

(Source: <http://www.environ.ie/en/Publications/LocalGovernment/Administration/FileDownload,2011,en.pdf>)

## 15.2 Examples of Research, Projects and Initiatives

### **Travel behaviour and transportation needs of the disabled: case study of some categories of disability in Dublin, Ireland.**

This paper by O’Mahony and O’Neill (2005) examines the current quality of service on a variety of modes and mode ancillaries such as stations and stops as determined by individuals with disabilities. This is followed by an examination of the measures required by disabled people to improve the quality of service.

(Source: <http://www.tara.tcd.ie/bitstream/2262/20259/1/O%27Neill+and+O%27Mahony%2C+Travel+Behaviour+and+Transportation+Needs+of+Disabled+Final.pdf>).

### **The Transport Rich and the Transport Poor: Car dependency and social class in four European cities.**

This paper by Wickham and Lohan (1999) outlines the huge divide in transport and they argue that transport is related to social inequality. A sample survey was carried out in defined areas in the city; this showed that Dubliners had a very poor view of public transport and would choose not to use it if there was an alternative.

This novel research links how people actually use cars to the different social and political structures of four European cities. It is led by the Employment Research Centre (ERC) and funded by the European Commission in its ‘Targeted Socio-Economic Research’ (TSER) programme. If a city is car dependent, some people suffer more than others. Where people cannot afford a car but where public transport is bad, then they become ‘transport poor’ – out of reach of jobs, shopping, entertainment. Dublin’s car dependency therefore worsens social exclusion in the outer suburbs.

The ERC is a group of researchers at Trinity College Dublin. One emerging focus is the relationship between employment and 'mobility'. Travel to work can mean the daily car commute, but also it can mean temporary or permanent migration between countries. Furthermore, travelling and working at the same time is becoming increasingly common. Given the environmental impact of much travel, this in turn links employment to questions of sustainability in novel ways, while putting the current debates on immigration in Ireland in the broader context of global migration (<http://www.tcd.ie/ERC>). As part of the ERC James Wickham presented to the Conference on Public Transport and Urban Citizenship, the Policy Institute at Trinity College Dublin with a presentation entitled “Making Dublin the Capital of Ireland”. He outlines in this presentation about how Dublin is a very car dependent city, and therefore car usage is necessary for daily social activities, such as work, shopping etc. He goes on to discuss how this affects social exclusion in society as not all people can afford to

have a car and so in turn limits peoples access to work. He proposes development of public transport and quality of urban life as a way of combating these problems.

(Source: <http://www.policyinstitute.tcd.ie/Professor%20James%20Wickham.pdf>)

The Irish Wheelchair Association (IWA) along with County Offaly Citizen Information Service (CIS) have published a report titled “ The Movement of People with Disability from Unemployment to Employment – The Journey” in 2005. This report addresses training, work issues and employment support within County Offaly and extended areas. Focus groups and questionnaires were used as part of the research which indicated that there were several themes which needed to be addressed, one of which was Access and Transport. The two key areas which needed improvement of transport were:

- Access onto public transport
- More support in accessing private transport options

The Irish Wheelchair Association submitted a report to the Department of Transport 2020 Vision-Sustainable Travel and Transport called “Promoting Equality Access”.

(Source: <http://www.iwa.ie/Docs/IWA%20submission%20Transport%202020%20Vision%2008.pdf>).

The Irish Wheelchair Association (IWA’s) direct aim in contributing to this consultation process is to advance the vision and realisation of an all inclusive and accessible society. With reference to the Government policies the IWA in this report outlines what improvements to public services would be required to allow people with disabilities to use the systems as commuters.

Having an accessible Public Transport system is vitally important for people with disabilities to live and commute independently. IWA is constantly in communication with the organisations that manage Public Transport in Ireland as well as participating on many of the disability user groups (<http://www.iwa.ie/issues/IssuesPublic.aspx>). These include:

- Dublin Bus;
- Bus Eireann;
- Iarnroid Eireann; and
- Luas.

(Source: <http://www.iwa.ie/Docs/IWA%20submission%20Transport%202020%20Vision%2008.pdf>).

**16 Italy****16.1 Policy Review****16.1.1 Social Exclusion**

The cornerstone of the Republic, the 1947 Constitution, celebrates the importance of work in its very first article “Italy is a Democratic Republic, founded on work”. Art 3 sets equal social and legal status for all citizens. It also sets the duty for the State to remove economic and social obstacles which limit individual freedom and equality, thus hindering individual’s full development and participation in the country’s political, economic, and social life. As a direct consequence, the Constitution protects the right of all citizens to work and establishes that the State has to promote the conditions which will make this right effective (Art 4). It follows that workers have the right to be provided with and assured of adequate means for their needs and necessities in cases of accidents, illness, disability and old age, and unemployment (when this does not result from their own choice). Finally, the Constitution recognises the right to education and the need for it to be accessible to everybody (art 34 and 38), as a means to elevate the individual, follow his/her aspirations (including his/her professional career) and contribute to the community’s good.

Such a central role for education and work has led to the subsequent production of a number of detailed laws addressing the needs of vulnerable groups. The physical environment has been one of the early areas of intervention.

Law 118/1971 enforces the elimination of physical barriers in public buildings and requires disabled access to public transport. The President of Republic Decree (DPR) 503/1996 details specific technical requirements for the internal and external structures of public buildings and other essential facilities. Local Authorities (Comuni) have the duty to control and enforce the law.

Private buildings are regulated separately. In particular Law 13/1989 requires different levels of accessibility in relation to the typology of building and their use. The law distinguishes between accessibility (i.e. the possibility for everyone to easily reach buildings and spaces and move through them in conditions of safety and without the need of help), visibility (accessibility to only part of a building / unit, but without undermining social relationships for the disabled) and adaptability (possibility to easily adapt spaces and buildings in the future).

In order to ease the elimination of barriers, the state has allocated financial resources to fund physical interventions. Technical requirements are specified in the subsequent Decree of the Public Works Minister 236/89. In transport, car circulation for disabled permit holders is allowed even when general restrictions apply (art. 5 DPR 384/1978), reserved parking in accessible locations (art. 4 DPR 384/1978), a proportional amount of free spaces in attended car parks. Extra measures include allowances and financial help for the adaptation of cars for special requirements and special public transport and taxi provision (Law 21/92).

The disabled can benefit from this provision for both work and leisure. Law (118/1971) also requires free transport for disabled pupils (in primary and secondary schools). The approach has been recently confirmed by the Consiglio di Stato (case 2361/2008). On this occasion the court remarked on the constitutional need to protect vulnerable subjects not simply by providing treatment and health assistance but also by ensuring their social inclusion, at all levels; family, school and work.

This is in line with the principles established by Law 104/92, an important framework for the support, social inclusion and rights of disabled citizens. It aims at the elimination of the cause of the handicap (in the sense of an



environmental rigidity/limitation affecting the disabled), and the promotion of an independent life and of social inclusion. It explicitly pursues the following objectives:

- I. Develop research (in all fields), while involving the disabled and their families as active and informed contributors;
- II. Ensure the prevention, early diagnosis and therapy and analysis of the causes of physical/mental disability;
- III. Ensure therapy and rehabilitation in line with the most updated knowledge and techniques available, while maximising the effort to treat the person in their familiar and social environment to enhance social integration;
- IV. Support the disabled family with health and social advice to help people to understand the implication of disability;
- V. Seek for the disabled, family and wider community collaboration to unlock his/her potential;
- VI. Enable the prevention throughout the development of children and young people to avoid or identify at the early stages possible causes of physical/mental disability and reduce and overcome its effects;
- VII. Decentralise all services relating to prevention, support and rehabilitation. Coordinate their integration with other local services;
- VIII. Support the disabled and his/her family on the psychological and learning side, with the provision of tools and financial support if required;
- IX. Promote, with the collaboration of dedicated organisations/associations, initiatives of dissemination of information and community involvement to prevent handicaps, support the disabled and the social integration of the individual;
- X. Grant the right to choose the most appropriate services even outside the local area;
- XI. Defeat every form of social exclusion.

Law 68/99 establishes rules for the rights of disabled workers. One of the main provisions relates to “targeted employment”. It aims at the evaluation of working skills/capabilities to allocate them to the optimal tasks in the companies that better respond to their needs/characteristics. Local offices create dedicated lists and agree with private and public companies/organisations employment plans. Employers are bound by law to recruit disabled workers in proportion to the organisation’s size, and receive a more favorable tax regime in exchange.

Law 67/06 "Measures for the legal protection of persons with disabilities, victims of discrimination" follows up the European directive on the same subject (a 2008 decree completed the procedure with the preparation of the approved list of associations and organisations authorised to defend in court the disabled who have been discriminated against). This law defines the concept of discrimination (in the new framework the disabled is not considered a person with special status anymore, but rather the logic is reversed putting on society the duty to become more inclusive – this does not imply that disabled people receive the same treatment as non-disabled, but that disabled individuals cannot be disadvantaged.) and established a solid legal protection framework for the disabled.

Finally, Italian regions have a fundamental role in promoting access to work for the disabled. Good examples of legislation are:

Lombardy Regional Law 13/2003: "On the promotion of access to work for disable and disadvantaged people”

Emilia Romagna Law 17/2005 "legislation in favour of promotion of employment and its quality, safety and continuity.”

## 16.1.2 Employment

Law 428 of Act 1968 focussed on reserving occupations for disabled and mobility impaired people. In particular, this focussed on those disabled through war and also set the standards for working conditions, dismissals, welfare etc. A newer Act (Act of 1971) also made further provisions for training and sheltered employment. Various laws emerged in later years which focus on ‘types’ of disabilities such as the 1985 law (113) which focussed primarily on blind people by stipulating that they should receive more specific and adequate training.

### S.I.L.

Emphasis has been placed on finding work for young disabled and mobility impaired individuals. The establishment of S.I.L. Offices (Servizi Inserimento Lavorativo – services for integration in the work-place) was promoted by local authorities to help increase the number of young people who are disabled to find employment. The S.I.L. has implemented a number of actions as identified by the Council of Rehabilitation and Integration of people with disabilities:

- ‘Promoting initiatives to provide information and gain support from the general public;
- Outlining and managing projects and technical proposals regarding insertion in the workplace;
- Assessing the feasibility of insertion for individuals and mediating entrance into the workplace of disabled people; and
- Supporting and verifying each experience and the overall project for integration in the workplace.’

## 16.1.3 Disability

### Framework Law 1992

In 1992, the first comprehensive disability law was introduced law 142 and is entitled ‘Framework Law on support, social integration and the rights of disabled people’. It was based on the UN programme for disabled people. The law covers many aspects such as diagnosis, treatment and rehabilitation, domestic and personal assistance, the right to education and educational integration as well as social and vocational integration. These laws are further broken down to include accessibility and personal care and access to public transport (also mentioned in the Social Exclusion section).

(Source: <http://www.oit.org/public/english/employment/skills/disability/download/18countries.pdf>).

## 16.2 Examples of Research, Projects and Initiatives

Most of the initiatives relates to local authorities (comuni):

- Structural works to remove physical barriers from streets and public buildings - an interesting case in Tuscany, Regional Law 47/1991 with the creation of BEPA (Piani per l'Eliminazione delle Barriere Architettoniche), plans for the elimination of physical barriers. These are planning tools that assess the built environment to identify all physical and cultural barriers that limit free circulation.
- Pre-paid taxi cards;
- Door-to-door transport services;

- Genoa Mobility Service, free 4-wheeled scooter rental for mobility impaired people;
- FIAT Autonomy Program [www.fiatautonomy.com/english](http://www.fiatautonomy.com/english); and
- Information: InformaHandicap in Venezia informs disabled citizens about services and their rights. It aims at easing the access to information and improve the quality of life of people in relation to leisure, work, transport and education.

## 17 Latvia

### 17.1 Policy Review

#### 17.1.1 Social Exclusion

The Latvian National Action Plan for Reduction of Poverty and Social Exclusion (2004 – 2006) recognises disabled people as a group who are most at risk of social exclusion. The plan states that one of the risk factors for disabled people is their low employment level. To ensure the social inclusion of disabled people, the plan highlights the need to receive social rehabilitation and social services. Such services should be in close proximity to places of residence. In relation to social exclusion and transport, the National Action Plan for Reduction of Poverty and Social Exclusion states that ‘public transport services are essential for ensuring the mobility of people.’ It calls for increased transport networks and access to public transport services for everybody.

(Source: [http://ec.europa.eu/employment\\_social/social\\_inclusion/docs/nap\\_incl\\_2004\\_lv\\_en\\_version.pdf](http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf))

#### 17.1.2 Employment

The Labour Law (first adopted in 2001) was last amended in April 2004, with the aim of bringing Latvian legislation in line with the EU Employment Directive. The amendments aim to combat discrimination and differential treatment in the workplace. Section 7 legislates for all citizens to work in fair, safe and healthy working conditions, with equal pay. It also prohibits direct and indirect discrimination in relation to race, gender, skin colour, age, disability, religion or other any other circumstance.

In Latvia there is no quota system for people with disabilities and no Government incentives to specifically encourage the employment of people with disabilities.

In October 2005, the Latvian Cabinet of Ministers approved the National Lisbon programme of Latvia for 2005 – 2008 with the aim to facilitate the growth and employment of Latvia. The programme promotes an inclusive labour market, encourages economic activity and aims to reduce unemployment. However, people with disabilities are not included as a specific group in the programme. In Latvia there is no specialised body addressing cases of discrimination in employment for people with disabilities. Currently, in such cases, a person can apply directly to the courts or submit a complaint to the State Labour Inspectorate. Complaints can also be submitted to the National Human Rights Office (NHRO).

The Open Society Institute report on the ‘Rights of People with Intellectual Disabilities; Access to Education and Employment’ (2005) states that ‘the Government has not adequately addressed the specific needs of people with intellectual disabilities in the labour market.’

(Source: [http://ec.europa.eu/employment\\_social/social\\_inclusion/docs/nap\\_incl\\_2004\\_lv\\_en\\_version.pdf](http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf)).

#### 17.1.3 Disability

The Law on People with Disabilities 2004 addressed the employment of people with disabilities. Article 11 on social assistance, states that every person with disabilities has the right to a place in society with the opportunity to work in any occupation. Article 13 relates to employment assistance in finding a suitable job or occupation

and improving an individual's knowledge in his or her profession. All assistance is provided by the State Employment Agency.

(Source: [http://ec.europa.eu/employment\\_social/social\\_inclusion/docs/nap\\_incl\\_2004\\_lv\\_en\\_version.pdf](http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf))

## **17.2 Examples of Research, Projects and Initiatives**

### **The Social Integration Centre (SIC)**

The Social Integration Centre (SIC) has been developed in Latvia to encourage equal working conditions among groups at most risk of social exclusion. The support centre aims to cooperate with the employers and help people with disabilities find employment. The Centre aids people with disabilities in marketing themselves in a way that best suits their skills and competencies.

(Source: [http://ec.europa.eu/employment\\_social/social\\_inclusion/docs/nap\\_incl\\_2004\\_lv\\_en\\_version.pdf](http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf))

### **The Use of New Technology in the Employment of People with Disabilities**

In Latvia the employment problems of people with disabilities are connected to inaccessible environments, unmotivated employees, a lack of education, the lack of special state and municipal support programs and a lack of professional rehabilitation centres. It stated that people with disabilities in Latvia lack sufficient education and professional training, which means people with disabilities often have unskilled and low paid jobs. Employment opportunities for people with disabilities are stronger in the capital, Riga.

(Source: <http://pdf.mutual-learning-employment.net/pdf/spain03/LAT-final.pdf>)

## 18 Lithuania

### 18.1 Policy Review

#### 18.1.1 Social Exclusion

After becoming a member of the EU, Lithuania has been actively involved in the process of coordinating social inclusion and social protection policies. From 2004 -2006 Lithuania implemented the National Action Plan against Poverty and Social Exclusion.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/lithuania\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/lithuania_en.pdf))

#### 18.1.2 Employment

The Law on the Social Integration of the Disabled (1991) legislates against the discrimination of people with disabilities in the employment process. It states that if a disabled person has the necessary qualifications for a job, the employer cannot refuse to employ him or her or discriminate in any way.

In 2005, the Republic of Lithuania passed a new Law on the Social Integration of the Disabled (2005) that introduces a new assessment system on the working capacity of people with disabilities. The new system allows the assessment of an individual's capacity to work rather than a generic system. The assessment of disability and working capacity level is delegated to one institution, the Disability and Working Capacity Assessment Office, part of the Ministry of Social Security and Labour.

The Labour Code (2002) regulates the right to work in Lithuania and establishes the fundamental principles and requirements of labour law. Although the Labour Code provides for equality on a number of grounds, this does not include disability.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/lithuania\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/lithuania_en.pdf))

#### 18.1.3 Disability

The Law on Equal Treatments was passed in November 2003 and regulates equality on the basis of sexual orientation, disability, race and ethnic origin, religion and belief. The Law legislates that state institutions, educational institutions and employers observe equal rights for all. The 2005 Law on the Social Integration of the Disabled introduces new definitions of the terms 'disabled' and 'disability', substituting the old terms 'invalid' and 'invalidity.'

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/lithuania\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/lithuania_en.pdf))

### 18.2 Examples of Research,-Projects and Initiatives

#### KTU Regional Science Park

The Kaunas University of Technology (KTU) regional science park is a public institution established in 1998 to increase the efficiency of research and development. Under their 'Equal' project they aim to aid people with disabilities who wish to work and earn to develop their own business. The project encourages business activity

undertaken by people with disabilities through cooperation and influencing the activities of governmental institutions and legislation. To date, the project has created six business development centres for disabled people, created a database of disabled people and possible work places and influenced Lithuanian national policy on the integration of disabled people into the labour market.

(Source: <http://www.ktc.lt/4079/about-ktc.html>)

#### **Employment Support Law: Article 26 (2006)**

Under Article 26 of the 2006 Employment Support Law, employers who hire a person with a disability with working capacity between 45% and 55% are eligible to a fixed term subsidy for a period of up to 12 months and a bonus on their social insurance contribution fee. Employers who hire disabled people on permanent work contracts are entitled to further bonuses.

Social enterprise employers are supported under the 2004 Law on Social Enterprises that facilitates six funding schemes, which can be applied for by social enterprises with a disabled workforce. Initiatives for people with disabilities are covered by Article 26 of the 2006 Employment Support Law and Article 129 of the 2002 Law on Labour. People with disabilities are entitled to adjustments and arrangements in their working hours, shifts and rest periods. In the case of redundancy, people with disabilities have a four month (instead of two) notice period compared to people without disabilities. People with disabilities are also entitled to five weeks (compared to four) of annual leave.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/lithuania\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/lithuania_en.pdf))

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 19 Luxembourg

### 19.1 Policy Review

#### 19.1.1 Social Exclusion

Under Luxembourg's National Reform Programme, furthering social cohesion is seen as crucial to the country's future. The Programme aims to encourage cohesion through a strengthening of the welfare state.

Luxembourg's policy on social exclusion also focuses on the integration of immigrants. In July 2008 the Luxembourg Parliament adopted a law on the free movement of persons and immigrants. The Government has also introduced a number of policy documents targeted at improving the social cohesion of immigrants through additional annual leave to learn the national language, the opportunity to acquire dual nationality and the opportunity to vote. The Government has developed four overarching policy objectives for the National Action Plan for Social Inclusion. These include:

- Returning to full employment;
- Preventing failure at school and increasing skills levels;
- Reconciling family and working life; and
- Providing access to housing.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/luxemburg\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/luxemburg_en.pdf))

#### 19.1.2 Employment

Article 15/2 of Luxembourg's Anti-Discrimination Act relates to the employment of people with disabilities. It prohibits the discrimination of people with disabilities in relation to the recruitment process, access to the workplace, access to guidance and training and terms of an employee's contract. The Act also sets out the options that are available to employees who feel they are being discriminated against. The Labour Inspectorate has overall responsibility for ensuring that labour law is followed.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/luxemburg\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/luxemburg_en.pdf))

#### 19.1.3 Disability

In 2003 Luxembourg adopted a new disability law that seeks to promote the economic security and independence of people with disabilities, and to improve their socio-economic protection. The law includes a number of measures with a view to achieving this objective.

(Source: <http://www.eurofound.europa.eu/eiro/2003/10/feature/lu0310103f.htm>)



## 19.2 Examples of Research, Projects and Initiatives

### **New Benefit System**

The 2003 Disability Law established a new benefit system for people with disabilities. The law provided a secure income benefit for people with disabilities who are unable to perform any work and have no employment-linked income.

(Source: <http://www.eurofound.europa.eu/eiro/2003/10/feature/lu0310103f.htm>)

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

### 20.1.1 Social Exclusion

In recent years, the rights of Maltese persons with a disability have been improved and better articulated. Among them the rights to economic and social integration and equal opportunities have increased disabled persons' independence and their ability to live a high quality of living. Policy has been focussed on inclusion into society through an assessment of attitudes and social barriers, which cause a disability to be more apparent.

Malta recognises the need for a change in attitudes towards disabled people and their families. Recent policies and publications have highlighted this as a key issue when addressing social exclusion. Currently, Malta is working towards a change in social attitudes to disabilities and impairments and is re-assessing accessibility in planning policies and services provided by the Government. A key aim of many organisations when improving social inclusion is to provide a 'higher quality of life for all'.

#### **Rights, not Charity 2007**

The Rights, not Charity manual describes the social attitudes towards disabilities and explains that it is socially constructed barriers that hinder disabled persons and their families from living an independent and high quality of life compared to non-disabled persons. The manual suggests that the solution to this socially-created problem includes a change in mentality and attitudes of all the members of the Maltese society. The manual calls for a change in society in order to bring about better opportunities for disabled persons and their families to live a good quality of life, without any discrimination.

The manual stresses the need to reduce the negative effects present in society for disabled people and highlights what should be done to improve their quality of life. The manual states that: 'within the concept of physical accessibility, one also has to include transport, homes and open spaces (for example: roads, public gardens, beaches, etc.)'. Areas that have been emphasised are:

- Accessible buildings;
- Accessible roads and other open-air areas;
- Accessible transport;
- Accessible information;
- Accessible communication;
- Accessible services;
- High quality inclusive education;
- Economic independence (through work and social benefits);
- Positive attitudes;

- Ideas which are not stereotyped;
- Independence without excessive protection; and
- Empowerment.

The manual provides guidelines on how to make disabled people feel included by breaking down each of the above areas. A key concept which stands out in the manual is the 'need for disabled people to come out of the isolation that they are currently in or have been put in'. The manual states that: 'this isolation may have been brought about by the person's relatives through over protection and also excessive fear and paternalism or maternalism'. This has largely to do with the social misconception that disabled persons are not able to live independently and without assistance. The manual describes how in many cases this is not true and it is actually social barriers that give rise to dependency, however in some cases, this is true for those people who have severe/multiple disabilities. A guidance on etiquette and do's and don't's are provided as to tackle non-disabled people's misconceptions about disabled people.

The manual emphasises that there is a need to accept a person's disabilities as they cannot be changed and to do everything that is reasonably possible to eliminate obstacles that have been created by society which cause 'disability'. Support services are essential in making this possible.

(Source: [www.kndp.org](http://www.kndp.org)).

---

### 20.1.2 Employment

Many publications looking at social inclusion and accessibility for disabled people provide some guidance on employment but this is by no means exhaustive. Support services are available through various voluntary/non-voluntary organisations and the 'National Commission Persons with Disability' (KNPD). Only the Equal Opportunities (Persons with Disability) Act 2000 (EoA) provides specific legislation for employment. Other publications like 'Rights, not charity' and 'Access for All' touch on the subject.

#### **Employment Act (1969)**

According to the provisions of the Employment Act (1969), for which the Employment and Training Corporation (ETC) is responsible, companies that employ more than twenty people have to employ no less than two percent of their work force among those registered as persons with a disability. Although this Act is in place, the reality is that this regulation has never been implemented and very few companies comply with it.

#### **Equal Opportunities (Persons with Disability) Act 2000**

Part 3 of the Act states that: 'No employer shall discriminate on the grounds of disability against a qualified person with a disability'. It continues to say that this is in regard to all areas of employment such as application process, hiring, promoting, dismissing, compensation, job training and any other terms, conditions and privileges provided by the employer.

The Act goes on to say that reasonable accommodation must be provided and discrimination extends to where an applicant is not employed due to the employer not willing to provide 'reasonable accommodation'. Reasonable accommodation is described by the Act as:

- Making existing facilities used by employees readily accessible to and usable by persons with disabilities; and
- Restructuring jobs, instituting part-time or modified work schedules, reassigning vacant positions, acquiring or modifying equipment or devices, appropriately adjusting or modifying examinations, training materials or policies, providing qualified readers or interpreters, and making any other similar accommodation for a person with a disability.

The Act extends this legislation to include Trade Unions and Employment Agencies.

(Source: [http://www.dredf.org/international/2000\\_Malta.pdf](http://www.dredf.org/international/2000_Malta.pdf))

### **The Employment and Training Corporation (ETC)**

The ETC is Malta's public employment service and assists jobseekers and employers through training and employment programmes. ETC services disadvantaged groups, particularly disabled persons within the labour market. The report states that: 'Policy emphasis has increasingly been in encouraging the recruitment, integration and retention of persons with disability'.

The Supported Employment Section was introduced as an individualised department within ETC and is responsible for providing individualised services to persons with disability who are seeking employment or who require any form of assistance necessary to gain employment and training. The department is also linked to a series of co-operation agreements with non-government agencies who provide training initiatives and job placement for persons with intellectual disability and individuals with mental health difficulties. ETC has also put aside limited funds so that people with a disability can be provided with the necessary training to find suitable work.

Joining the European Union has had a big influence on Malta's policies and legislation. This change has been crucial to meet the EU criteria and has become particularly important to promote the integration of disadvantaged groups including that of people with disabilities. The ETC responds to this by addressing the need for the development of these persons' employability, the increase of job opportunities and the prevention of discrimination against them.

Malta is also obliged to provide evidence of evaluation of the effectiveness and efficiency of any programmes launched on a regular basis. Malta's National Action Plan for Employment covering the year 2004 lists measures which include the setting up of a specialised working group and the launch of a new employment and training scheme, which forms ETCs responsibility. The Supported Employment Section measures employment and unemployment gaps and will target unemployed people with disability in particular and intends to cover training, work exposure, job coaching and personal assistance to participants as well as financial incentives to employers. This scheme is a European Social Fund (ESF) project.

ETC also offers support to disabled persons wishing to become self employed.

(Source: <http://www.etc.gov.mt/>)

### **Rights, not Charity**

This publication by 'National Commission Persons with Disability' (KNPD) has outlined the steps that should be taken to include disabled people into society. It provides guidelines of how one should interact with a disabled person by looking at five types of disabilities. It also provides guidelines on how to write material, how to make a website and other communications more accessible to disabled people and provides contact details for services. These are:

- Intellectually Impaired;
- Hearing Impaired;
- Visually Impaired;
- Physically Impaired; and
- People with mental health difficulties.

Although the publication is meant for general guidance by society, this guidance is very useful to employers and ensures that they meet the EoA legislations. The guidance points out that there is a lack of access to work opportunities and training for disabled people. It also briefly touches on social activities such as including a disabled person in after-work and recreational activities ensuring that their needs are met. The emphasis is on disabled people being able to participate holistically.

There is a small number of people who cannot work and therefore the State has to guarantee an adequate financial income and relevant support services where needed.

### **The Economic Dimensions of Independent Supported Living for People with Disability**

Employment plays a critical role in Independent Living. It not only provides income and hence reduces dependency but work is also a powerful social activity which brings people with disabilities into direct contact with everyday activities and relationships. Disability policies, employment of people with disabilities is still uniformly and persistently low. This implies that not only is implementation, enforcement and compliance lacking but that discrimination is still an inherent and ingrained problem.

---

#### **20.1.3 Disability**

Through joining with the European Union in 2005, Malta has committed to improve the lives of disabled persons. Part of the commitment requires that all policies and schemes should be monitored and evaluated to ensure that they are benefitting the disadvantaged within society. In 2005, a visible shift in Government priorities towards disabled people within society and as a result more research and schemes have been put into effect since.

#### **Equal Opportunities (Persons with Disability) Act 2000**

The Equal Opportunities (Persons with Disability) Act 2000 provides legislation in relation to disabled people in society. The Act has highlighted areas where it deems it unlawful to discriminate against a person for their disability. The Act describes in detail what will be considered as unlawful and also has a section explaining situations where an exemption can be made. The main areas that the Act is divided into are:

- Employment;
- Education;
- Access;
- Provision of Goods, Facilities and Services;
- Accommodation; and
- Exemptions.

Part 5 of the Act, requires the appointment of a Commission. It will be this Commission's responsibility to identify, establish and review all policies directly or indirectly related to disability issues. This Commission is called The National Commission for Persons with Disability (KNPD) and it will be their role to enforce this Act and investigate complaints.

(Source: [http://www.dredf.org/international/2000\\_Malta.pdf](http://www.dredf.org/international/2000_Malta.pdf)).

### **The National Commission for Persons with Disability (KNPD) 2000**

The National Commission for Persons with Disability (KNPD) provides a range of services for disabled peoples and their families aimed at bettering their quality of life. The Commission's responsibilities are outlined in the Equal Opportunities (Persons with Disability) Act 2000 and have been summarised by the Commission into a mission statement stating: 'The Commission commits itself to make Maltese society more inclusive so that persons with disability enjoy a better quality of life by means of equal opportunities in all sections of society. In order to implement this commitment, the Commission engages itself to ensure society eliminates all forms of direct or indirect discrimination against people with disabilities or their families while providing them with necessary support.'

The Commission is made up of fourteen members. Seven of these members are appointed as representatives of the Ministries for Social Policy, Labour, Health, Education, Housing and Economic Planning. The remaining seven members are selected by the Prime Minister from persons who best represent voluntary organisations working for or with disabled people.

Services provided by the Commission include: Register of People with Disability, Special Identity Card, Assisstive Apparatus Service, Resource Centre, Disability Issues, Continuing Education, Training and Research Programme (PEKTUR) and Equal Opportunities Compliance Unit. The Commission also gives advice to the departments concerened with the following (but not limited to):

- The vetting of applications for development to the Planning Authority (MEPA);
- The exemption from custom duty on cars to the Ministry of Finance;
- The exemption of payment of road licenses to the Department of Licenses;
- The Blue Sticker to the Commissioner of Police; and
- Work Permits to the Personal Assistants to the Department of Citizenship.

It is also the responsibility of the Commission to identify, establish and update all national policies directly or indirectly related to disability issues and to investigate any complaints of discrimination made by disabled peoples or their families. This can stretch further to include providing legal and financial assistance.

(Source: [www.knpd.org](http://www.knpd.org)).

## 20.2 Examples of Research, Projects and Initiatives

### Special Identity Card

A Special Identity Card is issued to disabled people. The aim of the card is to help disabled people to achieve an active role in society. The card can be used to apply for a number of services aimed at disabled people including free transport to and from all government run hospitals (by advance booking).

According to the National Commission for Persons with Disability (KNPD), the card is given to:

- People with disability as defined by the Social Security Act 1987 as amended;
- People with permanent hearing impairment of a degree not less than 70 decibel or who use a hearing aid regularly;
- People who have permanent total paralysis or serious permanent total malfunctioning of one limb;
- People who have severe psychological problems that cause disability.

Once issued, the Special Identity Card is valid for ten years and must be renewed thereafter. All people who apply for the Special Identity Card are then put onto a Register of Persons with Disability. By being added to this register, disabled people have the option of receiving the KNPD newsletter titled 'Indaqs (Equal)', which is published twice a year. The main purpose of this newsletter is to keep those registered informed of the work of KNPD.

### Individualised Transport

The Foundation for Respite Care Services offers a transport service for people with disability who cannot use public transport. This service is offered primarily for employment and educational reasons but nowadays transport for other activities is also available on a first come first served basis. The Government subsidises a substantial amount of the expenses.

(Source: [www.darilkaptan.org](http://www.darilkaptan.org)).

### Indaqs (Equal) Magazine

KNPD produces a publication twice a year aimed at disabled people to advertise and promote services and support schemes available to them and their families. An automatic subscription is made when a disabled person is granted a Special Identity Card from the Government Register. The magazines can be found online in both Maltese and English.

(Source: [www.knpd.org](http://www.knpd.org)).

### Blue Sticker

The Blue Sticker is given by the Commissioner of Police upon recommendation by the KNPD to people who are entitled to the Special Identity Card and who have mobility restrictions. This sticker can also be granted temporarily to those who have a lack of mobility expected to last longer than a year.

Those who have been granted this sticker are entitled to park their vehicles in places reserved for disabilities. The person must display the Blue Sticker on their windscreen or other visible place in the vehicle. The Blue

Sticker can be used throughout the EU as it is the same symbol in all the EU countries. It is most commonly referred to internationally, as the Blue Badge.

### **Day Services for Adults with Disabilities (Governmental service)**

The Foundation for Social Welfare Services within the Ministry for the Family and Social Solidarity is currently in the process of taking on the responsibility of administering the day services for adults with disability who have great difficulties in finding a job. These services are being administered by the Ministry with the aim of reaching the following targets:

- Providing an environment which allows those who attend to acquire skills and participate in useful activities;
- Providing a respite environment for their families; and
- Providing opportunities to those who benefit from this service to participate more fully in life in the community.

(Source: [www.edenfoundation.com](http://www.edenfoundation.com))

### **PEKTUR**

The National Commission for Persons with Disability (KNPD) runs a Disability Issues Programme which is made up of talks and courses that focus on the social aspect of disability and the barriers in place which increase a person's disability - a barrier which is believed to be constructed by society.

The programme works on three levels; a theoretical aspect, an experimental aspect and an attitudinal aspect. By the end of the programme participants will have a better understanding of disability issues and of society's responsibility to remove socially constructed barriers and changing their attitudes and generally becoming a more inclusive society, which provides equal opportunities for all.

The programme is open to persons with a disability as well as a parent of an individual with a disability, an under-graduate, a recent graduate or an experienced professional. The Training and Research Programme provides an opportunity for sharing experience, further education, training and undertaking applied research. Its learning and research programmes will be of interest to people with disabilities and their families, other concerned individuals, practitioners, administrators, policy makers and educators in a variety of human services sectors.

The programme provides attendees with the opportunity to benefit from other peoples' experience, research and expertise in the field, as well as from university educators and researchers. The objective is for the programme to link day to day activities with current research and policy. Grants are given subject to availability of funds and beneficiaries are expected to contribute to the Training and Research Programme and the disability sector in Malta according to the grant awarded.

(Source: [www.knpd.org](http://www.knpd.org)).

### **Job Search and Persons with Disability**

The Employment and Training Corporations (ETC) Research and Development Division put together a publication in 2005 aimed at researching the 'experiences' and 'aspirations' of people with disabilities who are seeking employment as well as those who have managed to do so. The ETC also aim to understand the factors



and conditions that affect the access of people with disabilities to the labour market in positive or negative way, and aims to distinguish what would be the best policy approaches that respond to these issues. The report is based on the results of two surveys, one carried out with people with disabilities and another among employers.

Disabled people currently face the problem of prolonged periods of unemployment and difficulties in obtaining a job. According to the report, most of the respondents had been actively looking for work for more than a year. A significant number of unemployed respondents mentioned registering for work with the ETC for two years or more. A majority of respondents had expressed that their jobsearch experience was difficult. Mostly, they encountered difficulties because of their disability, lack of a response from employers, not enough job opportunities and because the support needed at work was lacking.

Those who have managed to find employment generally have a stable employment history with low job mobility. Those employed, stated that they had been working in their current job for two years or more and were working on a full-time basis. However most respondents, including the unemployed, mentioned that they worked in low-status jobs such as plant and machine operators, elementary occupations or clerks. Many felt that a lack of support at work seems affected their ability to retain their job.

The report also provided an analysis into employer perceptions of employing disabled people and showed how most employers felt that they needed to 'do more' for an employee with a disability. This report forms part of Malta's commitment to monitor policies and strategies in place to improve social inclusion of disabled people.

### **The Economic Dimensions of Independent Supported Living for People with Disability**

This research document's primary aim is to assess how Government funding is being spent on disabled people within society. It explores the possibility of re-directing funding and re-assessing schemes and programmes aimed at people with a disability to provide a better service for them and their families. A key aim here is to establish a system which permits and provides incentives for independent living. This is to be done on the basis of a cost benefit analysis taking into account economic and social considerations. The research has expressed that any 'recommendations arising out of the study will take full account of equity and ethical issues, as well as of the economic and financial constraints that the country is presently facing.'

Another important objective is to point out the deficiencies in the present policies towards people with a disability. The study recognises that the present scheme of benefits may be bringing in a habit of dependence and actually discouraging disabled people from seeking employment. The document explores current practices of Independent Supported Living within Malta and the EU and compares the schemes success and effectiveness.

The document seeks to present avenues whereby significant welfare improvements could be derived by re-designing policies, without the need for an excessive increase in resources absorbed. This study also presents data and information regarding the present state and aspirations of people with a disability which would provide inputs into further studies and indicate avenues for further research.

(Source: <http://www.knpd.org>).

## 21 Netherlands

### 21.1 Policy Review

#### 21.1.1 Social Exclusion

Since 1 July 1998 new legislation has been introduced, which offers disabled people a range of tools, to improve their access to employment. The benefits include allowances to adapt the workplace and to travel to work. Individual applications are taken into consideration by the UWV, the implementing body for employee insurance schemes in the Netherlands.

A contribution may be asked from the individual, which varies depending on income and residence of the individual. If there is a mobility issue, in the first instance an assessment will be undertaken to understand if participation in a collective transport system, where the person will share a taxi or (mini)bus, can offer a solution. The municipality usually has arrangements with a taxi company to provide this collective service (CVV). The municipality has an obligation to arrange transport for disabled within their region. The CVV is supplementary to regular public transport services. The Dutch Ministry of Traffic and Transportation is investigating whether bundling of CVV transport systems is possible.

(Source: <http://www.hollandrijnland.net>).

For travelling across regions, the national travel service called Valys, provides door-to-door transport services for disabled by integrating local collective transport systems (taxi, minibus or bus) with the national train network. This service is however set up for social and recreational trips and is not designed to facilitate commuter trips. The annual number of kilometres using this service is capped.

(Source: [http://www.verkeerenwaterstaat.nl/Images/20078161%20bijlage\\_tcm195-201759.pdf](http://www.verkeerenwaterstaat.nl/Images/20078161%20bijlage_tcm195-201759.pdf)).

#### 21.1.2 Employment

The Equal Treatment on the Grounds of Disability or Chronic Illness Act (2003) legislates against the discrimination of people with disabilities in the workplace. The Medical Examinations Act stipulates that no questions may be asked regarding a person's health during the interview stage of a application. Medical examinations are not permitted throughout the employment process.

#### 21.1.3 Disability

The Dutch Consitution (1983) prohibits discrimination on the grounds of religion, belief, political opinion, race or sex, 'or any other grounds.' The Equal Treatment on the Grounds of Disability or Chronic Illness Act (2003) stipulates that it is prohibited to discriminate against someone because of a disability or chronic illness. This law applies to work, vocational and professional education and public transport.

## 21.2 Examples of Research, Projects and Initiatives

### Dutch Ministry of Traffic and Transportation

A report issued by the Dutch Ministry of Traffic and Transportation (J.P Schepers, April 2007), stated that most local and regional buses are not accessible for disabled people. Merely 4% of disabled people travel by public transport (Socialdata, 2005). Many disabled people, who cannot drive a car or cycle, feel restricted in their mobility. Research by Socialdata (2005) indicates that 5.6% of the Dutch population has a disability that limits their ability to travel.

(Source: [http://www.verkeerenwaterstaat.nl/Images/20078161%20bijlage\\_tcm195-201759.pdf](http://www.verkeerenwaterstaat.nl/Images/20078161%20bijlage_tcm195-201759.pdf))

### Social and Cultural Planning Bureau

Further research by the SCP ('Social and Cultural Planning Bureau, The Hague, July 2007) stated that many people with mobility issues are reliant on demand responsive transport, such as the Regiotaxi. The use of mobility scooters has increased between 1995 and 2003. Issues related to travelling with a disability have been reported in various documentation (Rapportage gehandicapt en 2002 (De Klerk 2002), Jeugd met beperkingen (Kooiker 2006), Ondersteuning gewenst (De Klerk en Schellingerhout 2006).

Approximately 22% of the users of demand responsive transport are not satisfied with the services. A study amongst people with a long term disability shows that 92% feels that reaching their destination takes quite some effort. Difficulties encountered relate to belated arrival of the vehicles for pick up and the inflexibility of the service due to the required pre-booking time (minimum of one hour).

(Source: [http://www.scp.nl/publicaties/boeken/9789037703108/Meedoen\\_met\\_beperkingen.pdf](http://www.scp.nl/publicaties/boeken/9789037703108/Meedoen_met_beperkingen.pdf))

### Benefits to Improve Employment Opportunities

Since 1 July 1998 a new legislation has been introduced, which offers people with disabilities a range of tools to improve their chances of employment. The benefits include allowances to adapt the workplace and to travel to work. Individual applications are taken in consideration by the Uitvoeringsinstituut Werknemers Verzekeringen (UWV), the implementing body for employee insurance schemes in the Netherlands. Benefits may include:

- Subsidies for adjustments to privately owned bicycle or car;
- The use of a pool car, 'mobility scooter' or 'tricycle'; and
- Allowances (per kilometre) for the use of private car or taxi.

The individual may be asked to provide a contribution, which will vary depending on their income and residence. For those with mobility disabilities an assessment will be undertaken to determine whether participation in a collective transport system, where the person will share a taxi or (mini)bus, can offer a solution. The municipality usually has arrangements with a taxi company to provide this collective service (CVV). The municipality has an obligation to arrange transport for disabled within their region. The CVV is supplementary to regular public transport services.

For travelling across regions, the national travel service called Valys, provides door-to-door transport services for disabled by integrating local collective transport systems (taxi, minibus or bus) with the national train network. This service is however set up for social and recreational trips and is not designed to facilitate commuter trips. The annual number of kilometres using this service is capped.

## 22 Poland

### 22.1 Policy Review

#### 22.1.1 Social Exclusion

The Government Fund for the rehabilitation of disabled people (PFRON) supports the promotion of social inclusion especially in the employment processes by funding different incentives aiming to improve access for disabled people. The funds cover amongst other things:

- Workplace equipment according to the needs of disabled people;
- Purchase or conversion of workplace equipment facilitating the proper functioning in a workplace;
- Part of salaries of disabled workers;
- Financial help for disabled people willing to set up a new business; and
- Funding the costs of the elimination of the physical barriers constraining the access of disabled people.

PFRON is in line with the policy on 'Employment of the disabled' from 1997.

#### 22.1.2 Employment

In August 1997 the government issued the 'Employment of the disabled' the policy; which provides the legislation in relation to the employment of people with disabilities. It states that it is unlawful to discriminate against such people in the employment process or work opportunities on the basis of their disability. In addition, the policy also sets out the range of benefits to both the employee and the employer from the employment of the disabled people. It also mentions the possible workplace facilities that should be introduced to improve conditions for disabled workers.

(Source: <http://www.niepelnosprawni.gov.pl/ustawa-o-rehabilitacji/>).

The policy continues to mention the primary aim behind the policy, which is described as 'to enable the highest possible level of integration of disabled people by employing a range of actions focusing on health, education and social inclusion.' The policy mentions transport as being critical in meeting the above objectives. The policy also sets out the detailed description of the conditions of the employment of the disabled people such as the maximum number of hours, extra breaks for the essential exercises, etc.

#### 22.1.3 Disability

The Discrimination Act (from 1/08/97) sets out the rights of disabled people with the emphasis placed upon the accessibility of the services and full integration in society. The policy recognises the significance of accessible transport as a mean of ensuring that disabled people are able to access the services (e.g. employment and education) and are fully integrated in society. The policy continues to mention that in order for transport to provide links to the social integration it needs to ensure that the transport service itself is barrier free and

accessible to disabled people. In other words, the more accessible the transport service the greater the ease with which disabled people can integrate.

Policy 6 of the act aims to ensure that disabled people are employed according to their qualifications and abilities and that the workplace is equipped with facilities in accordance with their needs.

Policy 10 sets out the rights of disabled people to fully participate in all social, sports and cultural activities in accordance with their interests and needs.

(Source: <http://www.niepelnosprawni.gov.pl/karta-praw-osob-niepelnosprawnych/>)

## 22.2 Examples of Research, Projects and Initiatives

### TUS

TUS is a private organisation offering transportation services for disabled people, it was set up in 1993 in Warsaw, the capital of Poland, to promote the accessibility of disabled people and to demonstrate that it should be natural for those people to move around and access relevant services across the capital. TUS has stated that its services have led to more disabled people becoming more independent due to not having to depend on their relatives if they wanted to access some services. The importance of this type of transport is invaluable for many disabled people as in Poland only some buses are equipped with facilities for people with disabilities. The customers only need to pay 15% of the fare as the rest is funded by the government fund.

(Source: [http://www.tus.org.pl/tus\\_mambo/index.php?option=com\\_content&task=view&id=1&Itemid=2](http://www.tus.org.pl/tus_mambo/index.php?option=com_content&task=view&id=1&Itemid=2))

### Winda do Pracy (Lift to Work)

The major objective of the scheme is to increase the number of disabled people in the active employment by identifying and eliminating barriers constraining their employment opportunities. This is to be achieved by:

- Increasing the qualifications of the disabled people especially focusing on the new computer technologies;
- Increasing the independence of disabled people by providing them with personal assistants;
- Increasing the interest of the employer in employing disabled people; and
- Increasing the number of people coming back to the employment (re-integration).

(Source: <http://www.miesnie.szczecin.pl/equal/strgl.html>)

### Fuga Mundi

The organisation was set up in 1995 and aims to ensure equal opportunities for socially excluded people such disabled people. The aim is achieved by:

- Providing advice on employment opportunities;
- Financial aid for taking up full employment by disabled people; and
- Promoting new, flexible ways of working such as working from home for disabled people

(Source: <http://www.ffm.pl/>)

### **National Organisation for Disabled People**

The National Organisation for disabled people (Krajowa Rada Konsultacyjna do Spraw Osób Niepełnosprawnych) was set up to provide an advice for the PFRON on:

- New incentives aiming to increase the social inclusion of disabled people;
- Providing new solutions which would meet the needs of disabled people; and
- Advising on the amendments of the existing relevant policies.

Transport is seen as an integral part in eliminating the physical barriers and therefore promoting social inclusion of disabled people. With this in mind disabled people can take advantage of discounted or free travel passes depending on the level of disability. Disabled people are also entitled to a parking card which allows them to park for free in designated parking bays.

(Source: <http://www.niepelnosprawni.s.test.ideo.pl/krajowa-rada-konsultacyjna-ds-os/kompetencje/>).

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 23 Portugal

### 23.1 Policy Review

#### 23.1.1 Social Exclusion

Article 71 of the Constitution makes explicit reference to disability/ chronic illness. The “disabled public enjoy the same rights ... except to the extent that their disability renders them unfit to exercise or perform them. The state should develop a national policy and support citizens with disabilities.”

(Source: <http://www.eurofound.europa.eu/pubdocs/2003/35/en/1/ef0335en.pdf>)

The correlation between poverty and social exclusion was not recognised as a problem in Portugal until the 1980's and so there were no specific or coherent policies to address the issues. When Portugal joined the EU the subject gained more visibility. During the 1990's social protection systems were developed and more people had access to services, benefits and assistance.

The Ministério do Trabalho e da Solidariedade Social (MTSS) (Ministry of Labour and Social Solidarity) is responsible for the definition, orientation and practice of labour and employment policies, as well the rehabilitation of disabled people. Policies are targeted at vulnerable groups including people with disabilities. Policy development is centralised but partnerships between public and private institutions, at both the local and national levels, are common.

(Source: [http://www.cpa.ie/msi/publications/presentations/2004\\_MSISeminars\\_Presentation\\_PolicyDevelopmentPortugal.ppt#256,1,Poverty and Social Inclusion Policy Development in Portugal](http://www.cpa.ie/msi/publications/presentations/2004_MSISeminars_Presentation_PolicyDevelopmentPortugal.ppt#256,1,Poverty and Social Inclusion Policy Development in Portugal))

In Portugal, the National Council for the Rehabilitation and Integration of People with Disabilities advises the Minister. The Ministry of Social Security, Family and Children is responsible for the definition, orientation and development of social protection systems, including social security policies. The Commission of the Co-operation Pact for Social Solidarity is consulted on social policies.

The National Action Plan for Inclusion 2006-2008 constitutes a strategic instrument as its major aims are the promotion of inclusion of all citizens, ensuring the access to the resources, rights, goods and services needed for participation in society, as well as both the promotion of participation in labour market and fight poverty and the exclusion. The aim is to overcome discrimination by integrating people with disability.

(Source: [http://www.unece.org/pau/\\_docs/age/2007/AGE\\_2007\\_MiCA07\\_PanBPresnPRT.pdf](http://www.unece.org/pau/_docs/age/2007/AGE_2007_MiCA07_PanBPresnPRT.pdf))

#### 23.1.2 Employment

The Council for Economic and Social Co-operation (comprising central government, unions and social partners) is consulted on employment policies as is the National Commission for the Social Employment Market. Sheltered workshops are considered to be as normal companies. In Portugal the social protection schemes are identical to those for the open sector.

(Source: [http://www.cpa.ie/msi/publications/presentations/2004\\_MSISeminars\\_Presentation\\_PolicyDevelopmentPortugal.ppt#256,1,Poverty and Social Inclusion Policy Development in Portugal](http://www.cpa.ie/msi/publications/presentations/2004_MSISeminars_Presentation_PolicyDevelopmentPortugal.ppt#256,1,Poverty and Social Inclusion Policy Development in Portugal))

The assessment of work reduction is mainly medical (impairment). In most cases reference is made to ‘suitable’ or ‘appropriate’ work, which means that social factors such as education and experience should be taken into

account. However, this is not always so in practice. Large discrepancies may arise if the required minimum degrees of disability are compared. Moreover, the minimum period for an illness or disability to be considered permanent ranges from six months to one year. However, in Portugal it could be three years.

Under Law 29/2001, people with disabilities should make up 5% of the labour force in public companies.

The dominant criterion for the granting of an employment subsidy or assistance is the presence of difficulties in obtaining or keeping a job due to mental, physical or sensorial impairments. The definition, or a similar one, proposed by the International Labour Office (ILO) in its Convention N° 159, is used in Portugal.

People with disabilities benefit from supported employment in the labour market under the National Action Plan.

---

### 23.1.3 Disability

The National Action Plan for the Rehabilitation and Integration of People with Disabilities (PNAI) promotes the social and professional integration of people with disabilities (POEFDS/ESF).

(Source: [http://www.cpa.ie/msi/publications/presentations/2004\\_MSISeminars\\_Presentation\\_PolicyDevelopmentPortugal.ppt#256,1,Poverty and Social Inclusion Policy Development in Portugal](http://www.cpa.ie/msi/publications/presentations/2004_MSISeminars_Presentation_PolicyDevelopmentPortugal.ppt#256,1,Poverty%20and%20Social%20Inclusion%20Policy%20Development%20in%20Portugal))

## 23.2 Examples of Research, Projects and Initiatives

### Social Network Programme

This programme aims to create a network of all partners with relevant social interventions in each district (decentralised entities of the Central Government, Local Authorities, IPSS (Private Not-for-Profit Organisation etc). Partnerships established under the Social Network Programme (SNP) are constituted within the territories of municipalities. The SNP is being implemented in 275 of 278 Portuguese continental municipalities (population: approx. 9,000,000)

(Source: [http://www.eukn.org/eukn/themes/Urban\\_Policy/Social\\_inclusion\\_and\\_integration/programa-rede-social\\_1882.html](http://www.eukn.org/eukn/themes/Urban_Policy/Social_inclusion_and_integration/programa-rede-social_1882.html))

(Source: <http://www.oecd.org/dataoecd/29/53/35350898.pdf>)

The programme is based on common objectives, to make the most of synergies in terms of planning social interventions, namely with regard to the fight against poverty and social exclusion and the promotion of local social development.

“The Social Network is a forum for the articulation and assembly of efforts based on free participation by the local authorities and public or not-for-profit private entities with a view to the eradication or attenuation of poverty and social exclusion and the promotion of social development. The aim is to create a collective consciousness of social problems and contribute towards the activation of solution-finding vehicles and agents and the optimisation of resources for action on the ground.”

These social policies are aimed specifically at reinforcing the dynamics of inclusion in Portuguese society. Partnerships were established as part of the SNP and promote integrated responses to the multi-dimensional nature of disadvantage, poverty and exclusion.

The policy development process in Portugal is centralised and the most frequently used level of consultation is national. Partnerships between public and private institutions, at local and national level, are very common and partnership working is well established. This experience has created the conditions for the incorporation of the



partnership principle in current management of social policies and increased the participation of representative national organisations in policy development. The underlying principles are integration, co-ordination, subsidiarity, innovation and participation.

The general objectives of partnerships are to combat poverty and social exclusion and to promote local social development through the introduction of joint strategic planning. Partnership tools include: Social Diagnosis (identifying the principal problems at a local level and the priorities for intervention) and Social Development Plans (including the principal areas of intervention, such as employment, social action, health, access to the services and education access).

(Source: <http://www.oecd.org/dataoecd/29/53/35350898.pdf>)

Research by D Sciulli, A Menezes, J AC Vieira, shows that disabled persons with muscular, skeletal, geriatric and sensorial problems experience the longest unemployment spells. Organic (visual, hearing or linguistic) disabilities also significantly reduce the probability of finding a job, while intellectual or psychological disabilities do not. The research also found that having previous employment experience and vocational training raise the probability of leaving unemployment into employment. Policies that seek to promote job accessibility should therefore take into account the heterogeneous nature of the effects of different disabilities on re-employment. Countries with positive discrimination measures, including a quota scheme (such as Portugal) achieve relatively better results in re-employment.

(Source: Unemployment Duration and Disability: Evidence from Portugal, D Sciulli, A Menezes, J AC Vieira, IZA Discussion Paper No. 3028, September 2007)

## **CIARIS**

Portugal leads CIARIS (Learning and Resources Centre on Social Inclusion), an EU network that runs the Bridges for Inclusion with the objective to make more clear and effective the relationship between employment, social welfare and social inclusion and to enhance strategies and practices, particularly those coming from the fields of inclusive entrepreneurship, social economy and local development, where this positive relation can be concretized. Bridges for Inclusion is a partnership between several organisations.

(Source: <http://www.ciaris.org/partner>)

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 24 Romania

### 24.1 Policy Review

#### 24.1.1 Social Exclusion

Between 1999-2004 the legislation of social protection was amended. People with disabilities were awarded social protection rights, access to employment and residential provision, and protection against discrimination. In addition, support was made available to those providing opportunities for people with disabilities, such as employers. These rights were adopted under “The Social Charter from Strasburg” (3 May 1996) which was ratified in 1999 and approved: The National Strategy for Social Protection and Work Employment for People with Disabilities. Romania has also adopted and applied the international regulation regarding human rights and special regulations for people with intellectual disabilities. People with intellectual disabilities have equal rights to health, medical assistance, education, rehabilitation, economic support, protection, and quality of life.

(Source: [http://ec.europa.eu/health/ph\\_projects/2004/action1/docs/action1\\_2004\\_a08j\\_14\\_en.pdf](http://ec.europa.eu/health/ph_projects/2004/action1/docs/action1_2004_a08j_14_en.pdf))

People with disability rights are described in Law 705. There are specific rights which afford specific protection for people with disabilities. Romanian law, for example, obliges companies or institutions with over 75 employees to provide 4% of jobs to people with disabilities. This legislation is not enforced however. By the end of 2004 only 0.1% of jobs were carried out by people with disabilities.

(Source: [http://www.eumap.org/reports/2005/inteldis\\_country/romania](http://www.eumap.org/reports/2005/inteldis_country/romania))

(Source: [www.foc.ro/anr/uk\\_invedu.html](http://www.foc.ro/anr/uk_invedu.html))

All legal bodies and institutions dealing with disabled people are coordinated by the Romanian State Secretariat for the People with Handicap which is subordinated to the Ministry of Health. The Secretary of State collaborates with other ministries and authorities of central and local public administration and also with NGOs. The Romanian State Secretariat for the People with Handicaps is represented in the territory by its own branches, called “Territorial State Inspectorates for the People with Handicaps”, which are specialised Public Administration authorities at central and local level.

(Source: The National Authority for the Persons with Handicap, The Change: Romania -more accessible for the Persons with Handicap (1992 – 2000))

(Source: Lansdown Gerison, Disability Awareness in Action, 2003)

The State Secretariat for Handicapped People takes care of disabled people after they are 18 years old. The national co-ordinating committee reports to the State Secretariat for Handicapped Persons. The committee includes representatives of several Ministries, of organisations of people with disabilities, other NGOs, the private sector and local administration. The committee is expected to participate in policy development and also to improve accessibility. According to the Government the establishment of the co-ordinating committee has had following effects: improved co-ordination of measures/programmes, legislation, integration of responsibility, a better dialogue in the disability field, more accurate planning, more effective use of resources, and promotion of public awareness.

(Source: [http://ec.europa.eu/health/ph\\_projects/2004/action1/docs/action1\\_2004\\_a08j\\_14\\_en.pdf](http://ec.europa.eu/health/ph_projects/2004/action1/docs/action1_2004_a08j_14_en.pdf))

In 2003 there was, under EU harmonisation, the law regarding “the implementation of a community action program in order to enlarge the accessibility to transport of disabled person” and the means of transport are due to be arranged in such a way to permit access of persons with handicap. On the basis of the National Action Plan elaborated for 2002-05 the strategy for the integration of disabled people was implemented by the State Secretariat for the People with Handicaps.

(Source: <http://www.euophamili.org/protect/media/120.pdf>)

The European Commission has suggested that Romania has to integrate disabled people into society, putting emphasis especially on de-institutionalisation, which has to be done step by step, during a period of transition.

(Source: [http://www.eumap.org/reports/2005/inteldis\\_country/romania](http://www.eumap.org/reports/2005/inteldis_country/romania))

Policies elaborated until now demonstrate how important the problem of disabled people is in Romania. The report from 2003 regarding disabled people showed that progress was made for their integration in the society. Unfortunately Romania still faces difficulties concerning the treatment offered to disabled people.

Other laws which have been enacted concern:

- The equalization of chances for disabled people;
- The employment of disabled people; and
- The establishment of an action programme for the vocational rehabilitation of disabled people.

(Source: The National Authority for the Persons with Handicap, The Change: Romania -more accessible for the Persons with Handicap (1992 - 2000))

Social problems like exclusion, unemployment, disability were taboo subjects for the communist authorities. In Romania persons with disabilities are among the most marginalised groups. This could be noticed in the way people talk about disabled people, often using terms like ‘idiot’, ‘cretin’ or ‘prost’. The National Authority for Persons with Handicap established that the terms of ‘invalid’, ‘incapable of work’ should not be used to characterise disabled people, as these terms do not reflect the reality and bring prejudice to human dignity”. Corresponding to the last demands of the WHO, the Secretary of State for People with Handicap supports the harmonisation of the Romanian terminology from the disabled person’s field, by reporting it to the International Classification of the Disability and Health Functioning”. In 1999 a Governmental Ordinance replaced the old law. This Ordinance brought important changes in mentality, terminology and also defined the institutional background for assistance. The newest law came into force in December 2006 and was modified in March 2007.

(Source: The National Authority for the Persons with Handicap, The Change: Romania -more accessible for the Persons with Handicap (1992 - 2000))

According to the Romanian Social Security law disability is defined as the inability to do any substantial gainful activity by reason of any medically determinable physical or mental impairment which has lasted or can be expected to last for a continuous period not less than 12 months. In Romania the concept of the disabled has been enlarged. According to the new concept disabled people are all those with a physical or mental disability, those who are chronically ill (including those without a visible handicap like epilepsy, heart diseases, asthma, haemophilia, cystic fibrosis and many other illnesses) and also those who have psychological or psychiatric problems.

Order 726 of the Health Ministry establishes the medical and social criteria required for the identification of the individual’s degree of disability (Order Nr. 726 from 1 October 2002: basic criteria to established degree of handicap for adults. Ministry of Health and Family; MO: No. 775 from 24 Oct 2002: applies measures of the

social protection for people with disabilities). The Order defines a person with intellectual disability as someone with a mental or psychiatric disability caused by a development deficiency or by a neuropsychiatric disorder, who requires special care and social protection. The terms “oligophrenia” and “mental retardation” are used in these documents. Mental retarded is classified by IQ (there are 4 degrees of handicap).

(Source: [http://ec.europa.eu/health/ph\\_projects/2004/action1/docs/action1\\_2004\\_a08j\\_14\\_en.pdf](http://ec.europa.eu/health/ph_projects/2004/action1/docs/action1_2004_a08j_14_en.pdf))

There are laws and regulations requiring that public places, the outdoor environment, and means of transportation are made accessible. Accessibility in the built environment is observed by a national authority and local governments. The following measures have been promoted by the Government in order to facilitate accessibility in the built environment: marking parking areas, installing lifts and accessible toilets, improving accessibility in housing, financial incentives for accessibility measures, installing special lighting for visually impaired, and provision of specially adapted motor vehicles. Special transport arrangements for people with disabilities include: free urban and inter-urban transport on buses and trains and are available for the following purposes: medical treatment, education, work and recreation. According to the Government, the most difficult obstacles when planning to build accessible environments are attitudinal factors, lack of knowledge, research and information. There is no disability awareness component incorporated in the training of planners, architects and construction engineers.

(Source: [http://www.enothe.hva.nl/projects/docs/fpypdee\\_government\\_action\\_on\\_disability\\_policy.pdf](http://www.enothe.hva.nl/projects/docs/fpypdee_government_action_on_disability_policy.pdf))

---

### 24.1.2 Employment

Institutional changes have been helped by the continuing change in legislation from 1990 until now. In 1992 the first law about disability in Romania appeared. This law introduced a special tax – Risk and Accident Fund – which has to be paid by employers and which has to assure the financing of the new financial and in-kind rights and facilities accorded by this law. The law introduced a financial help (half of minimum salary) for disabled people who had no other incomes, free travelling, free telephone, tax facilities and also the possibility to have a hired personal assistant.

(Source: <http://www.europhamili.org/protect/media/120.pdf>)

People with intellectual disability have the same rights as other persons with different types of Disabilities. People with a severe disability (labelled Degree 1), are provided with a person to care for them if they are not in residential settings because these individuals are deemed unable to care for themselves. In the case of somebody with a second degree level of disability, a pension and some additional rights (free telephone, free tickets for travel, medical insurance) are provided. A person with a third degree level of disability is entitled to some special rights, such as medical insurance, but people with this level of disability do not receive a pension because they are deemed to be able to work. While there is an expectation that people with the third degree of disability can work, this is rarely the case as they find it very difficult to secure employment. People with degree one of handicap receive free travel tickets entitling them to twelve return trips per year.

(Source: [http://ec.europa.eu/health/ph\\_projects/2004/action1/docs/action1\\_2004\\_a08j\\_14\\_en.pdf](http://ec.europa.eu/health/ph_projects/2004/action1/docs/action1_2004_a08j_14_en.pdf))

---

### 24.1.3 Disability

The officially recognised disability policy in Romania is expressed in law. The emphasis - in descending scale - is on: rehabilitation, prevention, individual support, accessibility measures and anti-discrimination. The Government has conveyed the message of full participation since the adoption of the rules through mass-media, working meetings, seminars, etc. The rights of persons with disabilities are protected both by special and by

general legislation. There are no judicial mechanisms available to protect the rights of persons with disabilities however.

(Source: [http://www.enothe.hva.nl/projects/docs/fpypdee\\_government\\_action\\_on\\_disability\\_policy.pdf](http://www.enothe.hva.nl/projects/docs/fpypdee_government_action_on_disability_policy.pdf))

The general legislation applies to all categories of disabled people with respect to: education, employment, etc. Employment is guaranteed by law to people with disabilities as is independent living, and participation in decisions affecting them. No new legislation concerning disabilities has been enacted since the adoption of the Rules.

In 2003 a national strategy for the protection of disabled people, which is based on international documents was adopted. The international documents are: the Social European Charter Revised (art. 15 second part); UN Standard Rules on Equality of Opportunities for Persons with Disabilities 1993; EU Resolution of the Council and of the Representatives of the Governments of the Member States within the Council on Equality of Opportunities for Persons with Disabilities (97/C12/01) 1996; Council of Europe Recommendation No. R (92) on a coherent policy for the Equalizing Chances for Persons with Disabilities (1992); ILO Convention 159 on Training and Employment of Disabled Persons (1983); and the World Action program for disabled persons issued by the UNO General assembly in its resolution 37/53 from December 1982.

(Source: The National Authority for the Persons with Handicap, The Change: Romania -more accessible for the Persons with Handicap (1992 – 2000))

## **24.2 Examples of Research, Projects and Initiatives**

People with intellectual disabilities in Romania face limited education and employment opportunities. This is revealed by the monitoring report, Rights of People with Intellectual Disabilities: Access to Education and Employment in Romania, released on 31 August 2005.

Only the organization “For You”, from Timisoara, provides supported employment services. These services help people with disabilities secure employment in the work place by offering daily support and work preparation. “For You” is an organization specifically for people with intellectual disabilities. Protected units for employing people with disabilities can be developed but to date they are in the early stages of development. Protected units are companies where 30% of employees have disabilities. The employees with disabilities have certain forms of support such as reduced taxes and other financial assistance. Social networks are companies where all employees have disabilities. These networks were developed by NGOs.

(Source: [www.fcc.ro/legi/uk\\_hot610.html](http://www.fcc.ro/legi/uk_hot610.html))

At the level of the County Commission, special codes are used for disabilities making it difficult to analyse the specific data relating to intellectual disability. Commission registers provide medical information and diagnoses on all persons who appear before the Commission. At the ANPH level, only the disability code and level of disability is registered. A manual search of the register would provide more detailed information, however if the ANPH files were recorded electronically, a search would be considerably easier. Extended files also provide information based on a social investigation, and again, an electronic database of this data would provide interesting information.

In recent years some private NGOs have been established. Along with the Federation of organisations for people with intellectual disability, these organizations provide occupational programs and support for employment. The foundation “For You”, for example, provides activities to help people find employment.

The World Bank’s Social Inclusion Project for Romania aims to improve living conditions and social inclusion for some of the most disadvantaged and vulnerable groups in the country, including people with disabilities. The project was developed under the new Country Partnership Strategy principles to help Romania meet the

commitments in the Joint Inclusion Memorandum signed with the European Commission. The protection system for the over 400,000 registered persons with disabilities is currently sub-standard.

The Social Inclusion Project has four components, including the Social Assistance Component that focuses on rehabilitating care facilities for disabled people, building new care institutions, training staff, and providing occupational counselling services for people with disabilities.

Through the Social Inclusion Project (SIP) the technical relationships that have already been developed will continue, by explicitly using, and thus building, country systems. The Project is designed to be consistent with Government reforms, fostering ownership and authority within local authorities, while transforming the ministries into technical entities, rather than implementers. The third component comprises the Disabilities Program, whose key inputs and outputs include: goods, works, training, and consultant services, and, trained staff, monitoring and evaluation methodology, methodological guidelines; and public information materials.

(Source: <http://web.worldbank.org/external/projects/main?pagePK=64312881&piPK=64302848&theSitePK=40941&Projectid=P093096>)

### **Syntesis**

The EU project “Syntesis – integrated social services for the most vulnerable groups” is carried out by Romania's Ministry of Labour, Family and Equal Chances (MMFES). It is worth €800,000 of which Romania's contribution stands at €23,400. The ministry will collaborate with its counterparts from Italy, Spain, France, Slovenia, Lithuania, Greece, Poland and Finland.

(Source: <http://www.cugetliber.ro/1204236000/articol/14961/romania-gangs-up-with-other-european-countries-to-work-on-social-inclusion-matte/>)

The countries involved will elaborate reports on social inclusion, a good practice guide and a web page to provide information on the project. The partners will share their experience through an exchange programme and each of them will hold a conference and publish an information bulletin to present news and events regarding social inclusion. Social inclusion comprises various services such as health, education or access to employment. Romania currently has social inclusion commissions in each county. The project aims to develop a European network of social services and create common programs in two years.

### **CASPIS**

One of the functions CASPIS has is to monitor the general impact of anti-poverty strategies and the poverty and social exclusion profiles. With a view to this, the CASPIS Technical Secretariat has initiated a number of research projects on aspects specific to social exclusion. The various research projects produce a series of reports evaluating the status on poverty and the key social problems related to social exclusion, as follows: I. Reports to evaluate the poverty and social exclusion dynamics - analysis on the situation of poverty in 2001 (December 2002), 2002 (April 2003), 2003 (March 2004), trends of social inclusion indicators (November 2004) II. In-depth analyses on the key social problems related to social exclusion in Romania, developed together with institutional and academic experts: - sectoral analyses on the key social policy fields - approaches on urgent social problems within the context of the Romanian society.

(Source: <http://www.caspis.ro/pagini/en/studii.php>)

### **The Local General Urban Plan (Suceava City)**

The local General Urban Plan for Suceava City, approved by the Local Council, includes a Traffic and Transport Plan which defines the transport policy for the city. Current planning policy for Suceava places special emphasis on concentrating development and regeneration activities in order to encourage the use of sustainable forms of

transport. Suceava Municipality will seek to provide a modern public transport system in order to increase the number of passengers. New buses will have facilities for older and disabled people. Special bus services and facilities for elderly and disabled people – the new alternative buses will have facilities close to European standards regarding elderly and disabled people - will make public transport accessible for almost all citizens.

If the demonstration project is successful then improvements in Public Transport will be extended in other residential areas in Suceava and in other cities in Romania.

(Source: [http://esteast.unep.ch/default.asp?community=est-east&page\\_id=7E419EF3-0F1F-4E18-A712-6662767DBD46](http://esteast.unep.ch/default.asp?community=est-east&page_id=7E419EF3-0F1F-4E18-A712-6662767DBD46))

### **The Handicapped Persons' Association**

The Handicapped Persons' Association of Harghita County was established after the fall of Communism in 1989; in a few days about 270 people with physical disabilities had declared their interest in joining the new organisation. From the very beginning the Association has sought to protect the interests of physically disabled people and has raised a strong voice for the implementation of existing laws and for bringing in new and more effective laws. It demands the right to work for physically disabled persons and struggles for equality of opportunity for those living in any disadvantaged situation. The Association wants disabled people to be fully integrated with local society and with something to offer within the limits of their disabilities.

In May of 2005 the Handicapped Persons' Association from Harghita County together with the Harghita County Council, Directorate of Social and Children' Rights started a transport service for physically disabled people. This was a first for Romania. This service provided free transportation for disabled people living within 45 kilometers of the city. They are transported mainly to different medical appointments, and to the medical commission, etc., by microbus equipped with a special elevator for those in wheelchairs.

(Source: <http://www.handicap-hr.org.ro/index.htm>)

## 25 Slovakia

### 25.1 Policy Review

#### 25.1.1 Social Exclusion

The Slovak Union for Disabled people, 'Slovensky zväz telesne postihnutých', deals with issues relating to people with disabilities.

In general Slovakian society is not as empathetic to the needs of disabled people in public places even though Bratislava airport has recently become very wheelchair friendly. Motorists have a bad habit of parking over sloping pavements designed for pedestrians and wheelchair users wishing to cross the road. It is impossible to board public transport without having to negotiate steps and few public buildings have wheelchair access. Slovaks can be very supportive to people having difficulties in these situations but the logistics can be very challenging. Reductions are provided for bus and railway transport for families with disabled persons and their companions.

#### 25.1.2 Employment

No information found.

#### 25.1.3 Disability

No information found.

### 25.2 Examples of Research, Projects and Initiatives

#### Strategic Evaluation on Transport Investment Priorities under Structural and Cohesion

A Study on Strategic Evaluation on Transport Investment Priorities under Structural and Cohesion funds for the Programming Period 2007-2013 reports that the plan is to execute the construction of platforms and semi-platforms to provide for access by disabled people. It also includes actions providing for accessibility to common public transport services for certain target groups (older people, disabled persons).

(Source: [http://ec.europa.eu/regional\\_policy/sources/docgener/evaluation/pdf/evalstrat\\_tran/slovakia.pdf](http://ec.europa.eu/regional_policy/sources/docgener/evaluation/pdf/evalstrat_tran/slovakia.pdf))

#### The Supported Employment Agency

The Supported Employment Agency in Banská Bystrica ran the project - Change in attitudes of employers in respect of citizens with a changed working ability - in 2002. The aim of this project was to familiarise the employer with the issues of employing disabled people, to create for these people conditions in an integrated working environment for their proper gainful activity and thus improve their equal access to the labour market.

The agency's workers contacted 53 employers operating in the district of Banská Bystrica. At the beginning the contacts were made by telephone and in the case of interest they continued on the basis of personal meetings. In the framework of these contacts, on the one hand, information on the services of Agency was provided and, on the other, a request for employing the agency's clients was made.



Employers offered 20 jobs. A positive result of the project was also presented interest in future cooperation in searching for employees and solving the issues of employing disabled persons, in particular from the side of large employers (Harmanecke papierne, Tlaciarne BB, Tesco, etc.). The basic argument for employers is the agency's ability to prepare its clients for entry into work and long-term targeted care for them.

The project's success may be also seen in the fact that the Agency raised its awareness profile among the disabled unemployed who are continuing to use its services. In 2003 the Agency realised the project Supported Employment – Job Assistance, the aim of which was to provide a package of services aimed at the integration into the labour market of, in particular, the unemployed with a changed working ability. At almost the same time there was also running the Activation Motivation programme of the Supported Employment Agency, through which 56 clients participated on average in three motivation activities with the help of which the participants learnt the ability to use knowledge and skills acquired in practice. The APZ introduced a new form of assistance – consultation via e-mail for disabled persons also outside the Banska Bystrica region.

(Source: [http://ec.europa.eu/employment\\_social/soc-prot/socincl/nap\\_incl\\_2004\\_sk\\_en\\_version.pdf](http://ec.europa.eu/employment_social/soc-prot/socincl/nap_incl_2004_sk_en_version.pdf))

### **Local Social Inclusion Partnerships (LSIPs)**

The high unemployment rate of socially excluded groups and the ambition to assure higher employment influenced the creation of LSIPs. LSIPs provide a platform for citizens and local communities to jointly make efforts to find solutions to their problems and concerns. The main objectives of LSIPs are to ensure the social inclusion of marginalised groups and communities in respective territories and to achieve higher employment of these groups. The LSIPs are based on four key priorities: to stimulate economic activities, to promote equal opportunities and eliminate social exclusion, to seek new innovative approaches in order to engage communities and to contribute to a better coordination of government activities (local and national), and of public, private and non-profit (voluntary) organisations. 27 Partnerships are established in five regions of Slovakia (Banská Bystrica, Košice, Prešov, Nitra, Žilina). The average population of the regions covered is 3,000,000. The Local Social Inclusion Partnerships (LSIPs) are created in the framework of the Social Development Fund.

(Source: <http://www.oecd.org/dataoecd/29/52/35350919.pdf>)

### **Social Development Fund (SDF)**

The SDF is an organisation funded by the state and constituted by the “Ministry of Labour, Social Affairs and Family” of the Slovak Republic. LSIPs nominate their steering committee members. Social Inclusion Action Plans are prepared as part of the LSIPs. They include micro projects, which focus on the employment of groups affected by and/or at risk of social exclusion. Based on the partnership and community principles, these micro projects are evaluated by LSIPs Boards.

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 26 Slovenia

### 26.1 Policy Review

#### 26.1.1 Social Exclusion

Under the Constitution of the Republic of Slovenia, all citizens have equal human rights and fundamental freedoms irrespective of disability.

#### 26.1.2 Employment

The Vocational Rehabilitation and Employment of Disabled Persons Act (2004) introduced a quota system for the employment of people with disabilities. However, those with mild, moderate or severe intellectual disabilities (as defined in the Social Care Act) are not included in the provisions of the Vocational Rehabilitation Act. Under the Act, they are automatically determined as being incapable of paid employment, and cannot register at an Employment Office as a job-seeker.

The Slovenian Action Programme for Persons with Disabilities 2007-2013 includes an objective to ensure that people with disabilities have access to work and employment without discrimination. It states that work and employment are ‘key elements of social inclusion, economic independence, individual autonomy and dignity of persons with disabilities.’ Actions in this area include developing programmes that provide training for people with disabilities and ensuring support to employers in the employment of people with disabilities.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/slovenia\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/slovenia_en.pdf))

#### 26.1.3 Disability

In 2006 the Slovenian Government produced an Action Programme for Persons with Disabilities 2007-2013. One objective of the plan is to raise awareness of people with disabilities and to encourage respect for their ‘rights, dignity and needs.’ Actions to achieve this objective include publishing of information materials and encouragement of the media to report on this subject.

One of the main objectives of the plan is to ensure disabled people have access to the built environment, transport, information and communications. The plan states buses, coaches and trains should be adapted to suit people with ‘functional and sensory impairments.’ The same provisions apply for stations, bus stops and airports.

(Source: [http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti\\_\\_pdf/api\\_07\\_13\\_en.pdf](http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti__pdf/api_07_13_en.pdf)).

### 26.2 Examples of Research, Projects and Initiatives

#### Vocational Rehabilitation Act and Employment of Disabled Persons Act

Under the Vocational Rehabilitation Act and Employment of Disabled Persons Act, disabled people can receive social security benefits. Benefits include the basic living costs of a person living at home with their family but would not allow them to live independently. As previously stated, the Vocational Rehabilitation and Employment of Disabled Persons Act introduced a quota system in relation to the employment of disabled

people. Employers who do not meet this quota have to pay a fine each month into the Fund for Promoting Employment of Disabled People.

(Source: [http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti\\_\\_pdf/api\\_07\\_13\\_en.pdf](http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti__pdf/api_07_13_en.pdf))

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 27 Spain

### 27.1 Policy Review

#### 27.1.1 Social Exclusion

Spain's strategy on social inclusion is to concentrate on active policies that target those who are marginalised in the labour market. This includes immigrants, young people, older workers and people with disabilities.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/spain\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/spain_en.pdf))

#### 27.1.2 Employment

##### **Law 43/2006**

Law 43/2006 was created as a result of the Agreement to Improve Growth and Employment and contains measures aimed at boosting and supporting employment and permanent recruitment.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/spain\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/spain_en.pdf))

##### **The Social Security Law of 2007**

Approved in November 2007, the Social Security Law provides for a general reform of the social security system. The law provides incentives for extending working life through a pension increase for those willing to work over the age of 65. The law entitles people with disabilities to early retirement.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/spain\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/spain_en.pdf))

#### 27.1.3 Disability

Disability policy in Spain is legislated through law, guidelines adopted by a national disability council and in policy adopted by NGO's. The fundamental objective of disability policy in Spain is to increase the social integration of people with disabilities through employment. To achieve this Spain has adopted a strategic approach which covers employment policy and employment legislation.

##### **Royal Decree 870/2007**

The decree regulates the programme of support for the employment of people with disabilities who have the most difficulty in finding work. As part of the decree, a 'supported employment' measure provides counselling and personalised support activities for disabled workers at the place of work.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/spain\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/spain_en.pdf)).

## 27.2 Examples of Research, Projects and Initiatives

### **The Institute of the Elderly and Social Services 272 (IMSERSO)**

The Institute for the Elderly and Social Services 272 (IMSERSO) have used financial incentives to improve the accessibility of the public transport systems since 1992. Some of the incentives have been used to encourage the acquisition of low floor buses and accessible interurban buses and trains.

(Source: TennØy and Dotterud, Accessible public transport - A view of Europe today – policies, laws and guidelines, 2008)

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 28 Sweden

### 28.1 Policy Review

#### 28.1.1 Social Exclusion

The Swedish Government committed to reducing the impacts of social exclusion in 1976, and included providing disabled people with the opportunity to participate in society.

#### 28.1.2 Employment

The Work Environment Act (1977, amended 1991) states that working conditions should be adapted to people's needs. The Employment Protection Act (1982) is intended to give all employees increased job security. People with disabilities are entitled to additional protection under its provisions.

Swedish employment policy aims to create 'employment for all' although there is no quota system for the employment of people with disabilities in Sweden. The Prohibition of Discrimination in Working Life of People with Disability Act (1999) protects both job applicants and employees. Within this law, an employer must treat all job applicants the same, whether they have a disability or not.

(Source: [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/sweden\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/sweden_en.pdf))

#### 28.1.3 Disability

The Disability Ombudsman Office was established in 1994 to look after the interests of disabled people in Sweden. The Office monitors issues relating to the rights and interests of disabled people and lobbies Government about the defects and limitations of legislation.

(Source: Thornton and Lunt (1997), Employment Policies for Disabled People in Eighteen Countries: A Review).

The policy relating to accessibility of public transport for people with reduced mobility is outlined in the National Action Plan on disability policy (2000) 'From Patient to Citizen.' The policy signified a shift in policy from social issues and welfare matters to democracy and human rights. The policy states 'accessibility to the transport system should continuously improve: accessibility should be taken into consideration in all planning and purchasing of infrastructure, means of transport, traffic and other services.' The bill sets a target for all public transport to be accessible for disabled people and people with reduced mobility by 2010.

The national aims of Sweden's disability policy are:

- A social community based on diversity;
- A society designed to allow people with disabilities of all ages to participate in community; and
- Equal opportunities in life for all people with disabilities.

The National Plan for the Swedish Road Transport system 2004 – 2015 states an accessible transport system as delivering one of six main goals. The Plan sets a target for all public transport systems to be accessible for people with disabilities and people with reduced mobility by 2010.

(Source: Tennøy and Dotterud, 2008, Accessible public transport - A view of Europe today – policies, laws and guidelines)

## **28.2 Examples of Research, Projects and Initiatives**

### **Wage Subsidies**

Wage subsidies can be paid to employers hiring job seekers who have a disability. The wage paid will be determined by an agreement between the trade union and the employer's organisation.

Examples of initiatives examining the public transport accessibility needs of disabled people, in relation to accessing employment opportunities and the wider context of social inclusion, were not found.

## 29 United Kingdom

### 29.1 Policy Review

#### 29.1.1 Social Exclusion

##### **Making the Connections: Final Report on Transport and Social Exclusion**

The report by the Social Exclusion Unit (2003), *Making the Connections: Final Report on Transport and Social Exclusion*, examines the links between social exclusion, transport and the location of services with a particular focus on work, learning and healthcare. The report has identified five main barriers to accessing work and services key to social inclusion:

- Availability and physical accessibility of transport;
- Cost of transport;
- Services and activities located in inaccessible places;
- Safety and Services; and
- Travel Horizons.

Within the document the Social Exclusion Unit state for ‘two out of five jobseekers lack of transport is a barrier to getting a job. One on four jobseekers say that cost of transport is a problem getting to interviews.’ The policy calls for a systematic approach to assessing accessibility to work through consultation between local transport authorities and other relevant agencies such as JobCentre Plus, Primary Care Trusts and the Learning and Skills Council.

(Source:[http://www.cabinetoffice.gov.uk/media/cabinetoffice/social\\_exclusion\\_task\\_force/assets/publications\\_1997\\_to\\_2006/making\\_transport\\_2003.pdf](http://www.cabinetoffice.gov.uk/media/cabinetoffice/social_exclusion_task_force/assets/publications_1997_to_2006/making_transport_2003.pdf))

##### **2010: The Government’s Ten Year Transport Plan**

The Department of Environment, Transport and the Regions’ (DETR) ten year transport plan is the Government’s long term strategy for delivering a ‘quicker, safer, more punctual and environmentally friendly transport system.’ The strategy states the improvement of public transport is a key factor to reducing social exclusion in the UK.

#### 29.1.2 Employment

##### **A New Strategy for Learning Disability for the 21<sup>st</sup> Century**

In 2001 the Department for Health’s white paper, ‘A New Strategy for Learning Disability for the 21<sup>st</sup> Century,’ identifies people with learning disabilities as one of the most socially excluded groups in society. One of the key objectives of this report is to enable more people with learning disabilities to engage in all forms of employment and to make a valued contribution to work. The Department for Health identify three main reasons for the exclusion of people with learning disabilities from employment:

- Over dependence on social security benefit leading to disincentives to finding employment;



- Employers can have low expectations of what people with learning disabilities can achieve and therefore overlook employment; and
- Difficulties progressing from supported employment into mainstream employment.

The strategy commits the Government to helping people with learning disabilities to develop the skills they need to move into the labour market. The opportunity to engage in employment has the ‘potential to improve people’s financial situation, open up another source of friends and social contact and increase people’s self esteem.’

(Source: <http://www.archive.official-documents.co.uk/document/cm50/5086/5086.pdf>).

---

### 29.1.3 Disability

#### **Disability Discrimination Act 1995**

The Disability Discrimination Act (1995) provides legislation in relation to disabled people’s ability to work that deems it unlawful for an employer to discriminate throughout the employment process and in terms of opportunities within the company. It also sets out legislation for employers to make arrangements for disabled employees in terms of providing access. The Act provides a number of examples of possible measures to be taken by employers to improve conditions for employees with disabilities:

- Making adjustments to premises;
- Allocating some of the disabled person’s duties to another person;
- Transferring him to fill another vacancy;
- Altering his working hours;
- Assigning him to a different place of work;
- Allowing him to be absent during working hours for rehabilitation, assessment or treatment;
- Giving him, or arranging for him to be given, training;
- Acquiring or modifying equipment;
- Modifying instructions or manuals;
- Modifying procedures for testing or assessment;
- Providing a reader or interpreter; and
- Providing supervision.

Part 3 of the Disability Discrimination Act includes a section making it a criminal offence to not provide access for disabled people on public transport vehicles carrying fare paying passengers.

(Source: [http://www.opsi.gov.uk/acts/acts1995/ukpga\\_19950050\\_en\\_1](http://www.opsi.gov.uk/acts/acts1995/ukpga_19950050_en_1))

#### **2010: The Government’s Ten Year Transport Plan**

DETR’s ten year transport plan is the Government’s long term strategy for delivering a ‘quicker, safer, more punctual and environmentally friendly transport system.’ The strategy signifies the Government’s commitment to providing an accessible transport system to disabled people with increased responsibility on transport operators to factor in disabled people’s needs in their plans. ‘Local authorities and transport operators should ensure that

the transport needs of disabled people are factored into their plans and that the full benefits of improved public transport are accessible for all.’

## 29.2 Examples of Research, Projects and Initiatives

### Research Evidence

#### Moving in, staying in, falling out: employment transitions of disabled people

In 2001 Tania Burchardt reported on employment transitions of disabled people in a project funded by the Joseph Rowntree Foundation. Using data from the British Household Panel Survey, Burchardt focuses on movements into work, retention for new entrants and loss of employment after becoming disabled. Burchardt found that disabled people are one-sixth as likely to enter employment as non-disabled people and the majority of this work will be manual and part time. Furthermore, one-third of those disabled people are likely to have left employment within a year, compared to one-fifth of non-disabled people. For those who became disabled while in work, 22 per cent left within the first year with a further 10 per cent leaving in the following year. Burchardt identifies three main sources of disadvantage for disabled people as:

- Impairment-specific barriers;
- Disabled people are more likely to have characteristics that put them at a disadvantage in the labour market. This can include age and qualifications; and
- The difference between advantage and disadvantage is sharper for disabled than non-disabled people.

#### Breakthrough UK

In 2000 Breakthrough UK published a report on the barriers to employment for disabled people. The research used the ‘Trailblazers’ project to gather first hand information of employment experiences through face to face and telephone interviews with disabled people, employers and training providers and two focus groups of disabled people who had not been placed in employment.

The report highlights the key barriers to employment for disabled people as ‘poor transport, inaccessible buildings, poor access to information, negative attitudes, inflexible practices, the ‘benefits trap’, slow and inadequate service from agencies who are supposed to ‘help,’ and poor management and organisational policies and practices.’ Four key points came from the section examining poor transport with the interviewees stating:

- There is limited wheelchair accessible transport;
- It is difficult to ensure parking is available for disabled people in private transport;
- There is a lack of accessible information and timetables for disabled people; and
- Disabled people consider public transport to be unreliable.

(Source: <http://www.breakthrough-uk.com/publications.shtml#Barriers>)

#### Secondary Analysis of Existing Data on Disabled People

In 2006 the Centre for Disability Studies at the University of Leeds was commissioned by the Disability Rights Commission to carry out a secondary analysis of data on disabled people’s experiences of public transport in the UK. During their analysis it became clear that disabled people are twice as likely (when compared to non-disabled people) to turn down a job because of travel difficulties. Furthermore, from the National Travel Survey 2002-2004 they concluded that disabled people in work were most likely to travel by ‘car as driver’ rather than

use public transport. The report states disabled people feel their use of public transport would increase if made more accessible and affordable with this substantially contributing to their quality of life. In the concluding comments the report admits improvements to public transport access would be complex and recommends any actions taken should be simultaneous across all fronts.

(Source: [http://83.137.212.42/sitearchive/drc/library/research/services\\_and\\_transport/experiences\\_of\\_public\\_transport.html](http://83.137.212.42/sitearchive/drc/library/research/services_and_transport/experiences_of_public_transport.html))

### **Measuring Disablement in Society**

Ann Salvage and Gerry Zarb in their 1995 working paper on the Measuring Disablement in Society project also emphasize the need for all aspects of the travel environment to be addressed in order to achieve accessibility. The report cites Cosby's observation of difficulty getting to the bus stop remaining one of the biggest barriers to public transport for disabled people. The paper highlights the 'extents to which different parts of the public transport system (each of which may be the responsibility of a different authority) have to be made accessible before the whole system can be used with confidence by disabled people.'

(Source: <http://www.leeds.ac.uk/disability-studies/archiveuk/Salvage/meas%20work%20paper%201.pdf>).

### **Attitudes of Disabled People to Public Transport**

The research study conducted for the Disabled Persons Transport Advisory Committee (2002) titled 'Attitudes of Disabled People to Public Transport' establishes the views of disabled people towards transport in England and Wales. In doing so, the study aims to provide a clearer representation of attitudes when preparing advice to Government. The methodology aimed to document, using qualitative and quantitative data, the views of 1,000 disabled people on the importance of public transport, the modes of transport used and their priorities for improvements. The research found that disabled people's views on public transport are similar to non-disabled people, for example regarding the reliability and frequency of services and congestion. However these concerns can have a greater impact on the mobility of disabled people than for non-disabled users of public transport. The survey provided further evidence of the need to improve the whole infrastructure of transport for disabled people with the condition of pathways causing most concern ahead of the need for accessible service vehicles.

Disabled people reported pavement and road condition to be the major problem with transport followed by access and frequency of public transport services. It also reiterates previous literature stating getting to the bus stop and train station is just as much a barrier as boarding public transport vehicles once there. The report states disabled people are a third less likely to travel than non-disabled people. The car remains the central mode of transport in England and Wales for disabled people, despite the fact they are a lot less likely to have their own vehicle.

The study found the telephone inquiry service to be the most widely used means of obtaining information on accessible public transport. In recommending expectations for the future the report calls for increased awareness of the existence and operational details of accessibility for disabled people.

(Source: <http://www.dptac.gov.uk/research/apt/pdf/apt.pdf>)

### **'Mind the Gap'**

In 2003 Leonard Cheshire produced their fifth research report on the impact of inaccessible transport on social exclusion experienced by disabled people. The report surveyed 456 disabled people for the quantitative research and held three focus groups of between 5 and 12 disabled people for the qualitative research. It highlights concerns that car ownership is in fact masking the problems experienced by disabled people. 30% of respondents reported that 'difficulty in accessing public transport had made it difficult or impossible to get to the social functions that they wish to attend.' This rose to 45% for disabled people without access to a car. This is mirrored

in terms of employment, training and attending healthcare appointments with the problems of inaccessible transport more likely to affect those with visual impairments and without access to a car.

In relation to social exclusion the report draws attention to the ‘consequences of inaccessible transport...[including] social isolation, missed opportunities, unemployment and limited life horizons – in other words, social invisibility.’ From this it can be said there exists a significant transport accessibility barrier for disabled people in relation to creating a more inclusive society. The report recommends the simplification of transport legislation for disabled people through a Disability Bill and urges transport operators to take action to reduce the physical barriers or provide alternative means to avoid such barriers.

(Source: <http://www.lcdisability.org/?lid=8117>)

### **Social Inclusion: Transport Aspects**

The report produced by the Centre for Transport Studies at Imperial College, Social Inclusion: Transport Aspects, states ‘inclusion implies participation in process and activities (eg labour markets, social services, social networks etc.) and this participation will often in turn depend upon physical access to the relevant facilities.’

(Source: <http://www.dft.gov.uk/pgr/inclusion/sittransportaspects.pdf>)

### **Transport and Social Exclusion in London**

Church et al (2000) identify seven dimensions of transport related social exclusion:

- Physical exclusion – based on physical, cognitive or linguistic barriers;
- Geographical exclusion – based on shortcomings in spatial coverage of transport provision;
- Exclusion from facilities – based on the location and/or nature of the facilities themselves;
- Economic exclusion – based on cost of transport services;
- Time based exclusion – based in scheduling conflicts and incompatibilities between the schedules of transport services;
- Fear-based exclusion – based on concerns regarding personal safety and security associated with the use of transport services; and
- Space exclusion – based on inappropriate design of transport interchanges and related public spaces.

(Source: Church, A., Frost, M. and Sullivan, K. (2000) ‘Transport and social exclusion in London’, Transport Policy 7(2) 195-205.)

### **From Exclusion to Inclusion**

In 1999 the Disability Rights Task Force produced a paper titled ‘from exclusion to inclusion’ aiming to examine the issues affecting disabled people and advise the Government on the best actions for social inclusion. The report highlights research that found 85% of the British public think there is prejudice against disabled people in relation to employment.

(Source:<http://www.leeds.ac.uk/disability-studies/archiveuk/disability%20rights%20task%20force/From%20exclusion%20to%20inclusion.pdf>)

## **Projects and Initiatives**

### **Crosslink**

Crosslink provides access for communities of North Sheffield to local services including colleges and hospitals. It is funded through the Department for Transport's Urban Bus Challenge, Sheffield City Council and South Yorkshire Passenger Transport Executive. Passengers are charged a minimal fee to use fully accessible minibuses. The Passenger Transport Executive Group (PTEG) good practice report on Transport and Social Inclusion states Crosslink 'has exceeded its target passenger figures and demand now outstrips supply on occasion...The service has made a significant contribution to the regeneration of the area: promoting journeys to work and training, and reducing the perception of social exclusion felt by these residents.' 35% of passengers have mobility difficulties with 35% of all journeys made to access employment or training.

(Source: <http://www.pteg.net/TakeaTour/3-TacklingSocialExclusion/Goodpracticeguide.htm>)

### **Doing Work Differently**

Doing Work Differently (DWD) is the Royal Association for Disability and Rehabilitation's (RADAR) guide to getting and keeping a job while managing ill health, injury and disability. The booklet brings together information and guidance from people with first hand experience of managing disability in the workplace and is written in a question and answer format. Content included in the document explains what you can expect from an employer, what in-work support may be available, and that adjustments to working practices/environment need not be complicated. DWD has been piloted in four areas of the UK with Jobcentre Plus, A4e, Shaw Trust and General Practice surgeries. A report on the initial results shows a positive reaction to the booklet with 9 out of 102 respondents finding employment within three months of receiving the document and 74% of all respondents stating their experiences of job seeking had been better as a result of DWD.

(Source: <http://www.radar.org.uk/radarwebsite/tabid/158/default.aspx>)

### **Travel to Interview Scheme**

The Travel to Interview Scheme (TIS) is available to the unemployed, and people under written notice of redundancy, who at the time of application are seeking work. It aims to help jobseekers back to work by encouraging them to widen their jobsearch by providing financial assistance so that they can attend job interviews.

(Source: [http://www.dsdni.gov.uk/index/ssa/benefit\\_information/work\\_incentive\\_schemes/travel\\_to\\_interview\\_scheme.htm](http://www.dsdni.gov.uk/index/ssa/benefit_information/work_incentive_schemes/travel_to_interview_scheme.htm))

### **Workpath**

Workpath is the overall name given to three support programmes provided by Jobcentre Plus; Access to Work, Work Preparation and WORKSTEP. Each programme aims to overcome or remove the barriers to accessing employment for disabled people through practical and financial advice. The programmes also give advice for employers on their responsibility and the measures they can introduce to adopt good employment procedures.

### **Access to Work**

Access to Work is available to employers in order to help overcome the barriers experienced when employing people with disabilities. By offering practical advice Access to Work aims to provide tailored assistance depending on the needs of a person in a particular job. The scheme also provides grants towards approved costs including having a communicator at the interview and help with travel to and from work.

## 30 Conclusions

The search for research evidence on the relationship between public transport accessibility and employment of people with disabilities, in the context of social inclusion, produced few results in the majority of EU Member States. A review of the key policies and legislation showed that Member States are actively implementing initiatives to support the needs of disabled people in terms of their access to education, training and skills development as well as support in finding employment, either in the private sector or through supported or sheltered employment schemes. For example the following employment-led initiatives have been introduced by the following member states:

- Supported / sheltered employment (often in the public sector or social enterprise schemes): Belgium, Cyprus, Denmark, Finland, Greece, Romania, Slovakia and the UK.
- Specific grants available for modifying workplaces: Belgium and France.
- Employer incentives / financial aid and reimbursement costs / targets to recruit disabled people: Austria, Bulgaria, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Lithuania, Poland, Portugal, Romania, Slovakia and Slovenia.
- Wage subsidies and taxation benefits: Belgium, Denmark, France, Hungary, Luxembourg and Sweden.

The following public transport accessibility-led incentives have specifically been mentioned in policies, reports or initiatives that Member States have introduced to enable disabled people to access employment opportunities using public transport. These include:

- Reduced Public Transport Fares: Austria, Czech Republic, Germany, Ireland, Malta, Netherlands and the UK.
- Grants to assist disabled people in using public transport to travel to work: Belgium, Cyprus, Finland and the UK.
- Public transport accessibility improvements: Austria, Germany, Ireland, Romania, Slovakia, Spain and the UK.
- Accessible Environment: Bulgaria, Finland, France, Ireland, Italy, Latvia and the UK.

The results of this literature review have been used to design a series of questions for the WP1<sup>1</sup> and WP3<sup>2</sup> interviews. The aim of these interviews was to further explore the barriers and challenges that disabled people experience when accessing employment opportunities using public transport. The interviewees were also asked to comment on whether inaccessible public transport systems prevent disabled people from accessing employment and the wider implications of this in terms of social inclusion. The ‘Correlation between Social

---

<sup>1</sup> Interviews with representatives of National Government Department for Transport; Public Transport Operators and individuals representing Disability Organisations.

<sup>2</sup> Individuals representing National Government Department for Employment and Social Affairs.

Inclusion and Accessible Transport' (D3.2) Report provides an overview of the key findings from the interviews and identifies a series of recommendations for the future.

In summary, the results of this literature review showed:

- Disabled people as a group are at high risk of social exclusion because of the physical, legal, financial, institutional and attitudinal barriers that continue to exist in society;
- Inaccessible public transport services are often mentioned in research reports as being one of the key barriers that disabled people identify as making it difficult for them to access employment. Other perceive other factors to be more important including: the prejudice of employers; the lack of education and training; the severity of their disability; lack of adaptation of the workplace; and lack of psychological support and guidance;
- Employment plays a critical role in Independent Living. It not only provides income and reduces dependency but work is also a powerful social activity which brings people with disability into direct contact with everyday activities and relationships. Only 30.5% of disabled people living in Europe are in work and from this percentage the majority (57%) are in low income work;
- The low levels of disabled people who are in work highlight that disability policies, which focus on the employment of people with a disability, are not working. The results imply that not only is implementation, enforcement and compliance with disability policies still lacking but that discrimination is still an inherent and ingrained problem;
- Some Member States have shifted from passive approaches of employment integration policies (such as regulation and employment quotas) to a more active approach of rehabilitation programmes and availability of funds to adapt workplaces;
- The benefits system that exists in some Member States was considered by some of the PTaccess Workpackage 1 interviewees as being the main reason why disabled people do not need to access employment opportunities and as such they felt investment in the accessibility of public transport services is not essential;
- Expectation exists within some Member States that disabled people will continue to use 'special transport services' in the future and therefore they do not need to use the public transport system;
- Driving licence and car ownership levels amongst disabled people are much lower compared to non-disabled people. Due to the general poor provision of public transport services in rural areas disabled people are dependent on 'special services', which limits the individual's ability to make spontaneous trips. This also results in disabled people not taking up employment opportunities that require travel to meetings, other offices and so on;
- There is an EU-wide lack of Best Practice examples and initiatives available that aim to improve disabled people's access to employment using public transport services;
- There is a lack of partnerships between social and transport agencies at EU, national and local levels that provide an inclusive action plan, engaging and providing guidance to disabled people, employers, transport operators, spatial planners and key policy makers; and
- Coordination of social inclusion policies is a challenge. The programmes and actions that are designed and implemented at national, regional or local level are often fragmentary and cannot be classified under a holistic strategy of priorities or even evaluation. Lack of cohesion between policy areas at European and national levels is limiting progress in developing consistent policies to improve transport accessibility for disabled people.

- There are a number of projects and initiatives to support the employment of people with disabilities in EU Member States. The majority of these focus on monetary funds or grants either for the person with disability or the employer in order to make improvements/modifications to the workplace.
- For a number of EU Member States there is a lack of up to date information on policies and research available. Where information is available, the quality is often poor.
- At an EU level, the 'Disability and Social Exclusion in the European Union: Time for change, tools for change' research found accessible transport to be a 'significant' obstacle to employment. However, it also stated that other factors such as the prejudice of employers, lack of education and training, severity of disability, the accessibility of the workplace and lack of support to be more important factors.
- Research evidence in the UK provided the most positive results with a number of studies examining public transport accessibility and employment of people with disabilities. The Breakthrough UK (2000) report highlights the key barriers to employment for disabled people as 'poor transport, inaccessible buildings, poor access information [and] negative attitudes.' An analysis of disabled people's experiences of public transport in the UK found disabled people were twice as likely to reject a job offer due to travel difficulties when compared to people without disabilities.
- The Irish research report 'The Movement of People with Disability from Unemployment to Employment – The Journey' (2005) found access to public transport when searching for employment to be a key area that required improvement for people with disabilities.



## References

- Austrian Report on Strategies for Social Protection and Social Inclusion 2008 – 2010 ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/austria\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/austria_en.pdf))
- Austrian Public Employment Service (2009) (<http://www.ams.at>)
- Balodis I, The Use of New Technology in the Employment of People with Disabilities – Statement and Comments (<http://pdf.mutual-learning-employment.net/pdf/spain03/LAT-final.pdf>)
- Belgium's Strategic Report on Social Protection and Social Inclusion 2008-2010 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/belgium\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/belgium_en.pdf))
- Brandfield F and Maynard Campbell S (2000) Common Barriers and Their Removal (<http://www.breakthrough-uk.com/publications.shtml#Barriers>)
- Bulgaria's Law for Protection, Rehabilitation and Social Integration of Disabled (2002) (<http://www.dredf.org/international/bulgaria.html>)
- Bulgaria's National Report on Strategies for Social Protection and Social Inclusion 2008-2010 ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/bulgaria\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/bulgaria_en.pdf))
- Bulgaria's Strategy for Ensuring Equal Opportunities for People with Disabilities 2008-2015 ([http://www.enothe.hva.nl/projects/docs/fpydee\\_national\\_strategy\\_of\\_bulgaria\\_about\\_equal\\_opportunities.pdf](http://www.enothe.hva.nl/projects/docs/fpydee_national_strategy_of_bulgaria_about_equal_opportunities.pdf))
- Church A, Frost M and Sullivan K (2000) Transport and Social Exclusion in London, Transport Policy 7 (2) 195-205.
- CIVITAS Initiative ([http://www.civitas-initiative.eu/cms\\_pages.phtml?id=348&lan=en](http://www.civitas-initiative.eu/cms_pages.phtml?id=348&lan=en))
- Committee on the Rehabilitation and Integration of People with Disabilities (2003) Rehabilitation and Integration of People with Disabilities: Policy and Legislation ([http://www.coe.int/t/e/social\\_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf](http://www.coe.int/t/e/social_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf))
- Committee on the Rehabilitation and Integration of People with Disabilities (2003) Towards Intelligent and Sustainable Transport ([http://www.coe.int/t/e/social\\_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf](http://www.coe.int/t/e/social_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf))
- Cyprus' National Action Plan for Social Inclusion 2004 – 2006 ([http://ec.europa.eu/employment\\_social/soc-prot/soc-incl/nap\\_incl\\_2004\\_cy\\_en.pdf](http://ec.europa.eu/employment_social/soc-prot/soc-incl/nap_incl_2004_cy_en.pdf))
- Czech Republic's National Action Employment Plan (2003) ([http://www.mpsv.cz/files/clanky/1994/plan\\_2004-6.pdf](http://www.mpsv.cz/files/clanky/1994/plan_2004-6.pdf))
- Denmark's Social Inclusion National Report 2008-2010 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/denmark\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/denmark_en.pdf))
- Department of Health (2001) Valuing People: A New Strategy for Learning Disability for the 21<sup>st</sup> Century (<http://www.archive.official-documents.co.uk/document/cm50/5086/5086.pdf>)
- Department of Transport (no date) Carriage of Mobility Scooters on Public Transport – Feasibility Study (<http://www.dft.gov.uk/transportforyou/access/tipws/cmspt/carriageofmobilityscooterson6163?page=6>)

Disabled Persons Transport Advisory Committee (2002) Attitudes of Disabled People to Public Transport (<http://www.dptac.gov.uk/research/apt/pdf/apt.pdf>)

Disability Rights Commission (2006) Secondary Analysis of Existing Data on Disabled People's Use and Experiences of Public Transport in Great Britain ([http://83.137.212.42/sitearchive/drc/library/research/services\\_and\\_transport/experiences\\_of\\_public\\_transpor.html](http://83.137.212.42/sitearchive/drc/library/research/services_and_transport/experiences_of_public_transpor.html))

ECORYS Nederland BV, Study on Strategic Evaluation on Transport Investment Priorities under Structural and Cohesion funds for the Programming Period 2007-2013 (2006) ([http://ec.europa.eu/regional\\_policy/sources/docgener/evaluation/pdf/evaslrat\\_tran/slovakia.pdf](http://ec.europa.eu/regional_policy/sources/docgener/evaluation/pdf/evaslrat_tran/slovakia.pdf))

EQUAL Initiative ([http://ec.europa.eu/employment\\_social/equal/activities/result\\_en.cfm?str=-16](http://ec.europa.eu/employment_social/equal/activities/result_en.cfm?str=-16))

Estonia's National Report on Strategies for Social Protection and Social Inclusion 2008-2010 ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/latvia\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/latvia_en.pdf))

EUMAP (2005) Rights of People with Intellectual Disabilities, ([http://www.eumap.org/journal/announcements/id\\_released](http://www.eumap.org/journal/announcements/id_released))

European Centre for Social Welfare Policy and Research (2008) The Labour Market Situation of People with Disabilities in EU25.

European Commission (2000) EU Social Inclusion Process: (<http://ec.europa.eu/social/main.jsp?catId=437&langId=en>)

European Commission (2001) European Transport Policy for 2010: time to decide

European Commission (2005) Keep Europe Moving

European Commission Disability and Social Exclusion in the European Union: Time for change, tools for change (<http://cms.horus.be/files/99909/MediaArchive/pdf/disability%20and%20social%20exclusion%20in%20the%20eu.pdf>)

European Foundation for Improvement of Living and Working Conditions (2003) Illness, Disability and Social Inclusion, (<http://www.eurofound.europa.eu/pubdocs/2003/35/en/1/ef0335en.pdf>)

European Foundation for Improvement of Living and Working Conditions (2005) 'Employment and Disability: Back to work strategies', (<http://www.eurofound.europa.eu/publications/htmlfiles/ef04115.htm>)

European Industrial Relations Observatory On-line, new law adopted on people with disabilities (2003) (<http://www.eurofound.europa.eu/eiro/2003/10/feature/lu0310103f.htm>)

European Parliament (2000) The Framework Directive on Equal Treatment and Employment (2000)

European Parliament (2000) The Council Directive 2000/78/EC of November 2000

European Parliament (2001) EU Directive for Buses and Coaches

European Parliament (1997) Amsterdam Treaty – Article 13

Finland's Employment Act (1994) (<http://www.ilo.org/skills/lang--en/index.htm>)

- Finland's Land Use and Building Act (2000) (<http://www.ymparisto.fi/default.asp?contentid=65699&lan=en#a0>)
- Finland's National Report on Social Protection and Social Inclusion 2008-2011 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/finland\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/finland_en.pdf))
- Finland's Services and Assistance for the Disabled Act (1988) (<http://www.vane.to/disabilityact1987.doc>)
- Finland's Vocational Rehabilitation Legislation of Disabled War Veterans and Disabled Persons Welfare Act (1998) ([http://training.itcilo.it/ils/CD\\_Use\\_Int\\_Law\\_web/Additional/Library/English/ILO\\_S\\_B/general\\_gurveys/25982.htm](http://training.itcilo.it/ils/CD_Use_Int_Law_web/Additional/Library/English/ILO_S_B/general_gurveys/25982.htm))
- France's Commission Technique d'Orientation et de Reclassement Professionnel (COTOREP) ([http://wallis.kezenfogva.iif.hu/eu\\_konyvtar/projektek/vocational\\_rehabilitation/france/fra\\_rap/cons.htm#](http://wallis.kezenfogva.iif.hu/eu_konyvtar/projektek/vocational_rehabilitation/france/fra_rap/cons.htm#))
- France's Equal Rights and Opportunities, Inclusion and Citizenship for the Disabled (2005) (<http://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000000809647&dateTexte>)
- Germany's National Action Plan against Social Exclusion 2008-2013 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/all\\_english.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/all_english.pdf))
- Greece's National Strategy Report on Social Protection and Social Inclusion (2008-2010) (2008) ([http://ec.europa.eu/employment\\_social/spsi/strategy\\_reports\\_en.htm](http://ec.europa.eu/employment_social/spsi/strategy_reports_en.htm))
- Hungary's National Action Plan of Social Exclusion 2008-2010 (2008), ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/hungary\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/hungary_en.pdf))
- Imperial College of Science, Technology and Medicine (no date) Social Inclusion: Transport Aspects (<http://www.dft.gov.uk/pgr/inclusion/sittransportaspects.pdf>)
- Ireland's National Report for Ireland on Strategies for Social Protection and Social Inclusion 2008 – 2010 (2008) (<http://www.dft.gov.uk/pgr/inclusion/sittransportaspects.pdf>)
- Ireland's National Government (2007) National Development Plan 2007-2013 (<http://www.ndp.ie/documents/ndp2007-2013/NDP-2007-2013-English.pdf>)
- Ireland's National Government (2007) Transforming Ireland – A Better Quality of Life for All (<http://www.socialinclusion.ie/documents/NAPinclusionReportPDF.pdf>)
- Ireland's Sectoral Plan under the Disability Act (2005) (<http://www.environ.ie/en/Publications/LocalGovernment/Administration/FileDownload,2011,en.pdf>)
- Italy's National Plan for Social Inclusion ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/all\\_english.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/all_english.pdf))
- KTC Project (2009) (<http://www.ktc.lt/4079/about-ktc.html>)
- Latvia's National Action Plan for Reduction of Poverty and Social Exclusion (2004-2006) ([http://ec.europa.eu/employment\\_social/social\\_inclusion/docs/nap\\_incl\\_2004\\_lv\\_en\\_version.pdf](http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf))
- Leonard Cheshire Disability (2008) Mind the Gap: the next step (<http://www.lcdisability.org/?lid=8117>)

- Lithuania's National Report on Social Protection and Social Inclusion Strategies 2008-2010 ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/lithuania\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/lithuania_en.pdf))
- Luxembourg's National Strategy Report on Social Protection and Social Inclusion 2008-2010 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/luxemburg\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/luxemburg_en.pdf))
- Malta's Equal Opportunities (Persons with Disability) Act (2000) ([http://www.dredf.org/international/2000\\_Malta.pdf](http://www.dredf.org/international/2000_Malta.pdf))
- Romania's Rights of People with Intellectual Disabilities: Access to Education and Employment Summary Report (<http://www.eumap.org/topics/inteldis/reports/summaries/romania/romania.pdf>)
- Romania's Government Action on Disability Policy, A Global Survey (1997) ([http://www.enothe.hva.nl/projects/docs/fpypdee\\_government\\_action\\_on\\_disability\\_policy.pdf](http://www.enothe.hva.nl/projects/docs/fpypdee_government_action_on_disability_policy.pdf))
- Matisse Consortium (2003) Transport Strategies to Combat Social Exclusion
- Maxa (1991) Access Legislation in the Czech Republic (<http://www.independentliving.org/cib/cibbudapest16.html>)
- MHE (2007) 'From Exclusion to Inclusion' (<http://www.epha.org/a/2971>)
- National Authority for the Persons with Handicap, The Change: Romania – more accessible for the Persons with Handicap (1992-2000)
- Netherlands National Strategy Report on Social Protection and Inclusion (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/nl\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/nl_en.pdf))
- Poland's National Strategy Report on Social Protection and Social Inclusion 2008-2010 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/poland\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/poland_en.pdf))
- Portugal's National Strategy for Social Protection and Social Inclusion 2008-2010 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/portugal\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/portugal_en.pdf))
- Progress Programme (<http://ec.europa.eu/social/main.jsp?catId=327&langId=en>)
- PTEG Good Practice Guide (no date) Transport and Social Inclusion (<http://www.pteg.net/TakeaTour/3-TacklingSocialExclusion/Goodpracticeguide.htm>)
- RADAR (2007) Doing Work Differently: Pilot Report (<http://www.radar.org.uk/radarwebsite/tabid/158/default.aspx>)
- Rehabilitation and Integration of People with Disabilities: Policy Legislation (2003) ([http://www.coe.int/t/e/social\\_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf](http://www.coe.int/t/e/social_cohesion/soc-sp/7th%20edition%20legislation%20E%20in%20color.pdf))
- Romania's Strategic National Report Regarding Social Protection and Social Inclusion 2008-2010 (2008) ([http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/romania\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/romania_en.pdf))
- Salvage A and Zarb G (1995) Measuring Disablement: Working Paper 1, Disabled People and Public Transport (<http://www.leeds.ac.uk/disability-studies/archiveuk/Salvage/meas%20work%20paper%201.pdf>)
- Sirovatka, T., (2003) The use of new technology in the employment of disabled people ([http://pdf.mutual-learning-employment.net/pdf/spain03/CZ-Sirovatka\\_final.pdf](http://pdf.mutual-learning-employment.net/pdf/spain03/CZ-Sirovatka_final.pdf))

- Slovakia's Local Social Inclusion Partnerships (2005)  
<http://www.oecd.org/dataoecd/29/52/35350919.pdf>
- Slovakia's National Strategy Report on Social Protection and Social Inclusion 2008-2010 (2008)  
[http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/slovakia\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/slovakia_en.pdf)
- Slovenia's National Report on Strategies for Social Protection and Social Inclusion 2008-2010 (2008)  
[http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/slovenia\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/slovenia_en.pdf)
- Slovenia's Action Programme for Persons with Disabilities 2007-2013 (2006)  
[http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti\\_pdf/api\\_07\\_13\\_en.pdf](http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/api_07_13_en.pdf)
- Social Exclusion Unit (2003) Making the Connections: Final Report on Transport and Social Exclusion  
[http://www.cabinetoffice.gov.uk/media/cabinetoffice/social\\_exclusion\\_task\\_force/assets/publications\\_1997\\_to\\_2006/making\\_transport\\_2003.pdf](http://www.cabinetoffice.gov.uk/media/cabinetoffice/social_exclusion_task_force/assets/publications_1997_to_2006/making_transport_2003.pdf)
- Spain's National Report on Strategies for Social Protection and Social Inclusion 2008-2010 (2008)  
[http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/spain\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/spain_en.pdf)
- Sweden's Strategy Report for Social Protection and Social Inclusion 2008-2010 (2008)  
[http://ec.europa.eu/employment\\_social/spsi/docs/social\\_inclusion/2008/nap/sweden\\_en.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/sweden_en.pdf)
- TennØy and Dotterud, Accessible public transport - A view of Europe today – policies, laws and guidelines, (2008) <http://www.toi.no/getfile.php/Publikasjoner/T%D8I%20rapporter/2008/952-2008/952-2008.pdf>
- Thornton P and Lunt N (1997) Employment Policies for Disabled People in Eighteen Countries: A Review
- UNIACCESS, 2006, Design of Universal Accessibility Systems for Public Transport, <http://www.osmose-os.org/documents/89/Uniaccess.pdf>
- United Kingdom's Disability Discrimination Act 1995  
[http://www.opsi.gov.uk/acts/acts1995/ukpga\\_19950050\\_en\\_1](http://www.opsi.gov.uk/acts/acts1995/ukpga_19950050_en_1)
- Wickham J (2007) Making Dublin the Capital of Ireland, Conference on Public Transport and Urban Citizenship  
<http://www.policyinstitute.tcd.ie/Professor%20James%20Wickham.pdf>
- Xinxo S, Chivu C and Manez C, Disability in Albanian, French and Romanian Cultures (no date)  
<http://www.europhamili.org/protect/media/120.pdf>