Design for All

Practical examples of Design for All

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Other regular features

Guest Editor:

IMMA BONET

After high education in Pharmacy in the University of Barcelona, she developed her professional carrier in the field of healthcare, associations, education, accessibility and Design for All.

From 1975 to 1980, she was Head of the Haematology Department at the Hospital San Juan de Deu (Barcelona) and from 1994 to 1997 representative of the people with mental disabilities sector in the Governing Council of the Institut Municipal de les Persones amb Disminució de Barcelona.

From 1995 to 2000 she was responsible for the External Relations in the Resources Centre for Personal Autonomy that belongs to the Barcelona Province Government.

From 2001 to 2021, she became Executive Patron of the Design for All Foundation where she is responsible for the general management.

She has been responsible for the development of many national and international projects in her position as: Design for All in Spanish Universities, The Flag of Towns and Cities for All, Museum for All, Society for All, Auditing system for the use of Design for All in companies and has coordinated the participation of the Design for All

Foundation in the European project IDeALL (Integrating Design for All in Living Labs) on processes of co-creation with users.

She has been also lecturer in several Spanish Universities, design schools and congresses.

From 2022, she is currently a freelance Design for All consultant working for organisations like Design for All International, Moventia, City of Oslo, Avanti-Avanti Studio and ProAsolutions among others.

Guest Editorial

Imma Bonet

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It is both a pleasure and an honor to be invited by Professor Sunil Bhatia to edit again a new issue of this excellent dissemination tool that is the Journal of the Design for All Institute of India.

The design of the cover is a representation of the Vitruvian Man created in 1490 by Leonardo da Vinci but, unlike the original aiming at represent the perfect man's body proportions, it shows the amazing diversity in human beings.

People have a lot of similarities among themselves, but there are also many aspects that differentiate us. Skin color and body shape, gender, age, language, unique intellectual, sensory, and physical abilities, culture, and beliefs are aspects that distinguish billions of human beings, but there are more aspects that we share that differences that separate us. This diversity reflects our ability to cope with change, to adapt to different environments, to transform the world, and to develop rich and original lifestyles.

It is essential not to live in a "Us" and "Them" paradigm but to switch to "all together" approach.

Nowadays the concept of "Design for All" is clear almost in all areas and now the current challenge is to promote its correct enforcement.

The theoretic awareness stage has finished, now it is necessary to convince by acting.

The history of the human evolution shows us that the good results come from collaboration, and we have learned that it is always better to share than to split. Therefore, it is necessary networking with people from abroad, trying to cooperate and share the knowledge.

In this issue of the Design for All Institute of India Newsletter you will find examples of Design for All in practice in different areas but sharing two key characteristics: the passionate commitment of the professionals that lead the projects and the involvement of end users along all of them.

- The article "Symbolic accessibility" discusses the ongoing experience in Barcelona's Bon Pastor neighbourhood. An experience of citizen participation that aims to capture in the public space the civic memory of the neighbourhood and a co-management experience between the neighbours, the University, the District of Sant Andreu (to which Bon Pastor neighbourhood belongs to) and the MUHBA (Museum of History of the City) considering the Design for All and accessibility.

- "Augmented accessibility in virtualization and 3d printing of heritage", the Museum of the City of Villajoyosa-Vilamuseum and Néstor F. Marqués, presents another new and emerging concept in the practice of art and design. Through a standardized method, accessible, affordable, sustainable, and innovative, 3D art collections can be created and managed by any museum or cultural institution.

- **In "Design for All Luxembourg", specifically in the Erliefnis Baggerweier project, we can see the step by step implementation of the Design for All together with the 7IFS (Interdependent Success Factors- consisting in: 1. commitment of decision-makers, 2. coordination and continuity, 3. networking and participation, 4. strategic planning, 5. knowledge management, 6. optimization of resources, 7. Communication and marketing).**

- **The article "Welcome to Norwegian Nature", we can find different examples of how accessible trails and parks, and easy access to Norway's coastline and waterways are important and have a positive effect on public health and people's quality of life.**

- **In this article, "Have we included everyone? A practical tool for education", three projects and some practical tools are included, which share a vision of inclusive education to inspire those who design or redesign school and education in a broad sense.**

- **Finally, in "Design for All is fundamental to Avanti Studio" we can appreciate how their design projects for orientation, urban narrative, museography and Urban Tactics are embedded by the principles of Design for All, based on the specific needs of people, its main objective is to develop projects that generate benefits for all, for citizens, organizations and the city.**

Enjoy it!

Antonio Espinosa-Ruiz *is the Director of Vilamuseu (Museums and Monuments of Villajoyosa). PhD in Prehistory and Archeology (Universidad Autónoma de Madrid, 1996). Associate Lecturer of Archeology at the University of Alicante (1997-2014, since then Honorary Collaborator), and since 1996 director of Vilamuseu (Municipal Network of Museums and Monuments of Villajoyosa).*

Co-director of the European Union project ANSER Anciennes Routes Marittimes Mediterranéenes in the Valencian Community, and the Franco-Spanish Villajoyosa Ibérica Project (2005-2011), with universities Paris X and Alicante, and CNRS in France, among others.

Scientific Co-editor of the Manual de Accesibilidad e Inclusión en Museos y Lugares del Patrimonio Cultural y Natural (Ed. Trea, Gijón, 2013), among many other books and publications. Member of the Permanent Committee that organizes the International Congress on Education and Accessibility in Museums and Heritage sites.

Lecturer of Master degrees and courses in several universities in Spain, Mexico or Guatemala, and invited speaker to many courses and lectures in several European and American countries. Member of the Asociación para la Interpretación del Patrimonio (AIP), of which he was president, and the NAI National Association for Interpretation; and member of the ICOFOM (International Committee for Museology) of the International Council of Museums (ICOM).

Néstor F. Marqués *is an archaeologist, specialist researcher in technology applied to heritage and cultural disseminator. He combines his technological work with historical and archaeological research, as well as technological and historical teaching. He works internationally digitizing heritage in 3D with the highest quality and resolution using photogrammetry. In recent years, he has also focused especially on facilitating access for researchers and the general public to heritage monuments and museum collections through 3D models. Based on these, he also develops universal accessibility strategies through the creation of life-size, increased or reduced replicas of museum pieces and structures thanks to 3D printing, in collaboration with experts such as the Vilamuseu team. Together with them he won the international award in 2020 for Silver of Universal Design (IAUD). He is a founding partner of the company 3D Stoa - Heritage and technology together with Pablo Aparicio and Miguel Fernández, of which comprehensive projects such as azoguejo1520.com stand out. He is a heritage Research Scientist at the Global Digital Heritage Foundation. He is also a co-founder and teacher of the* <u>*Koré Formación*</u> *platform, specialized in technology applied to heritage. Master of the* <u>*Sketchfab*</u> *platform community for visualizing 3D models and director of the project for the dissemination of the Roman world* <u>*Antigua Roma*</u>

al Día, which has more than 300,000 followers and with which he has published, to date, three books.

Augmented accessibility in virtualization and 3d printing of heritage

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Abstract

Augmented accessibility in virtualization and 3D printing of heritage is a project and a non-formal strategic alliance between a leading museum in UD, that is, Vilamuseu, the Museum of the City of Villajoyosa/La Vila Joiosa; and a leading professional in 3D technologies applied to heritage, Néstor F. Marqués - Patrimonio Virtual y Divulgación Cultural, now 3D Stoa - Heritage and technology. AA refers to the whole process of improving accessibility and usability of a 3D model or replica.

The main objective of the project is to develop a standardized method in creation and management of accessible 3D collections, affordable, sustainable and innovative, that can be replicated by any museum or

cultural institution, being within their reach, *de facto* democratizing practices that seemed complicated or expensive just a few years ago.

Keywords: *augmented accessibility, 3D printing, sustainability, heritage, Vilamuseu*

Context

Augmented accessibility in virtualization and 3D printing of heritage (AA, from now on) is a project and a non-formal strategic alliance between a leading museum in UD, that is, Vilamuseu, the Museum of the City of Villajoyosa/La Vila Joiosa; and a leading professional in 3D technologies applied to heritage, Néstor F. Marqués - Patrimonio Virtual y Divulgación Cultural, now 3D Stoa - Heritage and technology. AA refers to the whole process of improving accessibility and usability of a 3D model or replica.

Image 1.- Façade of Vilamuseu.

The method includes every step, from the selection of the most representative heritage items to planning the model, printing and finishing it, and then exhibiting and communicating it, both by personal (e. g., guides trained in inclusive attention) and non-personal means (e. g., UD based texts, audios, etc.).

AA includes five main processes:

1. Selection of key pieces and their adequacy to museum narrative purposes.

2. 3D virtualization via high quality photogrammetry. Post processing, optimization, uploading to Sketchfab.

3. Modify and enhance the 3D models to match AA standards, schematizing or highlighting features for haptic approach. For example, we can highlight some figures painted on a Greek pottery crater.

4. 3D print in the original plus the appropriate scale for AA. FDM 3D printers —layers 80-120 micrometers high— and MSLA —layers 25-50 micrometers high, for finer detail— are used. Finishing processes in Vilamuseu's laboratory to achieve contrast, secure touch, etc. Test by users.

5. UD based museography. Accessibility chain. Evaluation. Improvements.

The results are a series of 3D models that serve scientific documentation, preservation analysis and accessibility in dissemination. A case of success at Vilamuseu can be seen <u>here</u>.[1]

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[1] *http://nestormarques.com/restauracion-virtual-e-impresa-en-3d-el-simpulum-de-vilamuseu/*

Image 2.- Process of virtualization of an Iberian saber, 4th c. AD.

3D printed replicas are the perfect substitutes to fragile original pieces, they are true to the original geometry, low-cost and easily replaceable if damaged. AA is a revolution in inclusive museums, if it follows the principles of UD.

Models are also displayed virtually in Internet, making the museum collections available anywhere in the world, following the <u>Recommendation of the European Commission</u>. <u>Vilamuseu's virtual collection can be seen by clicking here</u>[2].

15 criteria have been taken into account:

> **I.   Selection of key museum pieces, not the easiest to digitize. It ensures a sense of global understanding.**

> **II.   Polyvalent file use. 3D files are the best possible kind of museum documentation and virtual preservation, serve as analytical info for researchers and restorers and as dissemination models via 3D online viewers and 3D printed replicas, fulfilling three main needs of every museum at a minimum cost.**

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[2] ***Recommendation of the European Commission**. **Vilamuseu's virtual collection can be seen by clicking here** https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011H0711*

Image 3.- Néstor F. Marqués working session in Vilamuseu

III.   Sustainability: printing in ecologic PLA, a non-toxic and ecologic material made from potato or beetroot starch. It is a very quick and affordable product, compared to others based on traditional scanning and polyester resin with moulds, etc. Museography in Vilamuseu is also ecological and sustainable.

IV.   Explore the best tactile options. Simplify reliefs to make them easier to distinguish; create reliefs from plain decorations by digitally detecting the painting microreliefs; increase sunk reliefs or inscriptions, etc.

V.   Final scale accessible to touch: an expanded scale for small objects —an additional 1:1 size replica for real sense of scale— and a reduced one for very large objects, not reachable with both hands.

VI.   Safe and aesthetic finish: edge polishing, priming and painting with non-allergic gouache. Safe attachment of the pieces to the table. The finish allows safely sanitize tactile pieces very often.

VII.   Accessible finish: we can increase the original colour contrast and take into account Dyschromatopsia.

VIII.   Test and evaluation by blind and partially blind people from the ONCE (National Blind Organization), by Talaies Center for Mental

Disabilities, by Fesord (Valencian Association of Deaf People) and many others.

Image 4.- Test visit of COCEMFE in 2018.

IX.   Accessible and secure tables or surfaces to display the 3D printed pieces, contrasted with the museum's walls and floor, so people with visual impairment can easily detect them. Many tables, close to the original pieces, not reduced to isolated "sensorial points".

X.   UD based information: contrasted macro-type interpretive information in Spanish, Valencian (local language) and English; texts in easy reading and pictograms of augmentative communication; sign language videos and 3 language subtitles in audio-visuals, etc. Some of them are provided via a self-managed webApp, no downloading needed, accessible via QR code. High-speed free WiFi in the whole Vilamuseu.

XI.   Search of safe options to handle tactile devices in the context of the post-COVID19: washable and sanitizable finish and clear cleaning protocols, security information along the museum, hydro alcoholic gel in tactile areas, gloves at disposal —ultra thin high-density polypropylene (HDPE), latex and protein free to avoid allergies, for ambidextrous and embossed to maintain the feeling of touch—, etc.

Image 5.- Detail of a Greek crater, 5th c. AD. Note the bas-relief, limited to the main figures to make the tactile exploration easier. The virtualization process allows us automatically to identify the micro-relief of the painted surfaces and convert it into a bas-relief.

XII. Personal information (guides) trained in audio-descriptive techniques.

XIII. Online availability of the 3D Digitized pieces, optimizing its loading speed and quality to make sure they are viewable by all devices, not only by most expensive ones[3].

XIV. Accessibility chain in the museum, natural or cultural heritage place: museography, paths, wayfinding, public spaces, website, visitor inclusive service, etc.

XV. Work in collaboration with other museums and first-rated professionals in the world (see below).

Vilamuseu's team is fully involved in the project: A. Marcos an D. Ruiz, chief curator and archaeologist, select the pieces and provides cultural information; the director, A. Espinosa, and museologist C. Bonmatí study the accessible furniture and the exhibition presentation; the restorer, M. J. Velázquez, directs the processes of imprimation and finish of 3D printed pieces; finally, Néstor F. Marqués creates the

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[3] *See: https://sketchfab.com/vilamuseu*

virtual models, 3D prints the objects and develops new ways to augment accessibility.

A number of experts are often consulted: the Provincial Direction of ONCE; Mrs. Begoña Consuegra, one of the main specialists in tactile heritage; Viviane Sarraf, manager of *Museus Acessíveis* (Sao Paulo, Brazil); the Museo Tattile Statale Omero in Ancona (Italy); Gabriela Aidar, Chief of the Education Department in the Pinacoteca de Sao Paulo, etc. Many final users and experts on other disabilities are consulted and participate in evaluation.

Image 6.- The replica in front of its non-tactile original.

3D pieces are included in exhibitions planned following aspects of human diversity: age, sex, sexual orientation, cultural background and interests, physical and mental capabilities, pregnancy and maternity, etc. The project takes into account criteria of respect for human diversity, safety, health, functionality, ease of understanding, appeal (aesthetics), affordability, ecology and sustainability.

Some examples are:

- **Age** is taken into account for example in macro types for interpretive labels and panels for elder people; in pictograms (suitable for children under 7, not only for people with mental disabilities); in easy-reading texts (especially interesting for children between 7 and 12 years); devices for kids so they can reach the tactile pieces, etc.

- **Sex** is always a crucial perspective in the discourse of every exhibition in Vilamuseu (also in non-sexist language). Sexual orientation is always considered (e. g., our last main exhibition is named Slaves to Beauty, in Spanish Esclavxs de la Belleza, where the "x" refers to sexual diversity, present along the visit).

- **Cultural background** is taken into account when writing exhibition texts according to the principles of heritage interpretation, to make them entertainable, short, clear, interesting, easy-to-understand, interesting to different publics. Language diversity refers to the use of Valencian/Catalan, Spanish and English everywhere, even social media (e. g. see @Vilamuseu on Facebook).

- **Physical and mental capabilities:** museographic furniture (for example, the tables on which the 3D printed pieces are displayed are accessible to wheelchairs), texts in easy-reading and pictograms, enough light in every hall, wide walking spaces, etc.

- **Pregnancy and maternity** have a reflect in the pieces chosen for the project: e. g., Phoenician amulets to protect pregnant women. As for the facilities, Vilamuseu has a fully equipped comfortable lactation room and every detail in the building is designed following accessible criteria.

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Image 7.- A good example of augmentation of visual accessibility: Phoenician flask nr. 022158. See the original in figure 8.

Some recent examples of the project's impact are:

• **Since 2018 more than 20.000 people with accessibility needs a year, most of them belonging to several programs for elder people or associations of people with disabilities (COCEMFE, Fesord, ONCE, etc.) have enjoyed Vilamuseu's tactile pieces.**

• **On February 20, 2018, the Tourism Bureau of the Regional Government and Predif organized a course in Vilamuseu on accessibility to tourism, in which the product was tested.**

• **On October 18, 2018, the Agencia Valenciana del Turisme and Predif organized a blogtrip to two important international disabled people, Martyn Sibley[4], from Cambridge, deemed the most influential disabled person in UK in 2017 and Núria Azanza [5]. They were explained the project and spread it in their blogs. Martyn wrote, referring to the whole blogtrip along all the Valencian Region: "Afterwards we headed**

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[4]Martyn Sibley http://martynsibley.com/2018/11/accessible-valencia/
[5] Blogtryp-Sixsense travel https://blog.sixsense.travel/tag/vilamuseu/

to the amazing Vilamuseu. Probably my best moment of the whole trip".

• On December 10 and 11, 2018 Vilamuseu was invited to open the sessions of the Working Group Barrier Free City for All of Eurocities in Berlin's Senate, as key speaker. The project was presented to specialists from some of the main European cities.

• On January 14 and 21, 2019 the Course "Museums for all people: planning, inclusive services and Universal Design" was organized by Vilamuseu and the Valencian Regional Government. It was a great success, with 90 participants from 34 museums.

• From 2019 to 2022 several visits from professional teams from different museums: Elche, Mahón, Manacor, Chile, Valencia and many others visited Vilamuseu to know more about our AA Project. Some of them have replicated the model.

• In 2019, Vilamuseu has been invited to a number of round tables, lectures, master classes, etc. in which the project has been presented, invited by the Ministry for Tourism, the Valencian Region Government or the Cátedra de Responsabilidad Social of the University of Alicante, among many others.

• Vilamuseu coordinates the Accessibility Group of the Valencian Network of Smart Tourist Destinations.

• Vilamuseu belongs to the Permanent Bureau of the International Congress on Accessibility in Museums and Heritage. The last edition was held in Sao Paulo, Brazil, on November 2019.

• Also, the project was presented at the 13th Meeting of Managers of the World Heritage Sites in Spain, held in November 6-8, 2019, been the director of Vilamuseu invited by the Ministry for Culture to give a lecture on "Accessibility and communication of heritage to all publics". AA Project has also been presented in the 2nd International Congress Tur4All (2020); the Smart Talk of the 7th Fitur Know-How & Export Meeting (2019), among others.

• In 2022, Vilamuseu is one of the 21 Spanish and international tourist destinations included by Segittur (Sociedad Estatal Española para la Gestión de la Innovación y las Tecnologías Turísticas) in the "Guía de buenas prácticas en accesibilidad para Destinos Turísticos Inteligentes. 21 actuaciones destacadas en accesibilidad turística en destinos nacionales e internacionales". Vilamuseu is one of the three tourist destinations that take part as exemples in the Webinar in which the Guide is officially presented (14/12/2022).

Image 8.- The original piece 022158. The 3D printed and painted piece in figure 7 is much more accessible and understandable by all people, not only blind.

AA Project has been awarded with the 2020 Design for all Foundation Best Practices Award and the 2020 International Association for Universal Design IAUD Silver Award, among other recent awards. All of them highlight the potential and interesting development of this union of accessibility and technology.

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Silvio Sagramola *is President of Design for All Luxembourg.*

After having led an institution for persons with diverse disabilities from 1982 to 1993, Silvio Sagramola became the director of Luxembourg's "National disability information and meeting center – Info-Handicap" since its creation in April 1993. His position allowed him to take influence on the implementation of accessibility and Design for All in many aspects of community living in Luxembourg and he initiated the national accessibility labelling system.

In 1999 he became the coordinator of EuCAN, the "European Concept for Accessibility Network" and was responsible for the publication and was co-author of ECA 2003 – Technical assistance manual, ECA 2008 - ECA for administrations, ECA 2013 – Design for All in practice and ECA 2017 – Destinations for All. All ECA documents have been translated from English into various languages in order to serve as guidance documents on national and international levels.

Other related activities: Coordinator of the EU funded project "Build for All" (2004-2006), Member of the European Jury of the EU Commission's "Access City Award" (2010-2013), Expert for the Council of Europe and co-author of the CoE publications "Major hazards and people with disabilities" (2014) and "Major hazards and people with disabilities – A toolkit for good practice" (2015).

Just before his retirement in May 2017, he created the non-profit organization Design for All Luxembourg asbl with the aim to continue

promoting Design for All in Luxembourg and since September 2018 he chairs the DFA-based project "Erliefnis Baggerweier" (experience dredging pond) in Remerschen/Schengen, which opened its doors in January 2020.

Design for All in Luxembourg

Silvio Sagramola, Design for All Luxembourg.

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Abstract

When the concept "Design for All" gained increasing importance at political level in Luxembourg, the challenge consisted in promoting its correct understanding and implementation.

A promising way to achieve that goal was the creation of the non-profit organization "Design for all Luxembourg" in 2015. The initiators of that new association were members of the "European Concept for Accessibility Network – EucAN", having been the (co-)authors of a number of publications presenting strategies and international showcases on how to understand, build up and maintain solutions "for all" in various contexts.

A very popular EuCAN achievement had been the definition of "seven interdependent factors for a successful implementation of Design for All" presented in 2010 with the publication "ECA for Administration". Translated into 7 languages, the "7 IFS" have been adopted and copied in a huge number of projects and initiatives.

The "7 IFS" are based on the following headlines: 1. commitment of decision-makers, 2. coordination and continuity, 3. networking and participation, 4. strategic planning, 5. knowledge management, 6. optimization of resources, 7. Communication and marketing.

It was obvious since the beginning, that the "7 IFS" would also be the starting point for the development of the project "Erliefnis Baggerweier", which literally translated means "Experience Gravel Pond".

Keywords: *Design for All, Baggerweier, Schengen, 7 IFS, lake, ponton, Tourism for All, social inclusion.*

Context

The origins of the project "Erliefnis Baggerweier"

The appearance of the local recreation area "Etangs de Remerschen" (lakes of Remerschen) in the municipality of Schengen along the southern Moselle region in Luxembourg, goes back to the 1960s, after the end of local gravel and sand quarrying. The remaining pits filled with water, creating thus an area with several natural lakes, and the local fauna and flora quickly regained the upper hand over the fallow land.

That "renaturing" was even accelerated as the area borders directly on the national and international bird sanctuary (Ramsar and Natura 2000 area) "Haff Réimech", the most species-rich wetland in Luxembourg.

With the time passing, the whole area has more and more evolved towards the today attractive area for swimming and nature walking. Whereas the municipality of Schengen invests considerable effort for managing and maintaining the whole area, it is a fact that the available resources are limited. In consequence, a series of incidents and accidents had lead to negative publicity in the media.

It was in that context, that the idea came up to entrust the management of the area to a non-profit organization responsible for transforming the project in terms of tourism in the sense of a "destination for all".

However, all measures were to be based on the three pillars of sustainability - social, ecological, economic, which for the initiators of the project "Erliefnis Baggerweier" are part of a correctly implemented "Design for All – approach", for example:
A stable and permanent destination, accessible to all, inclusion and integration, focus on regionality, economic factor for the region, protection of the natural environment, joining the national quality label(s)

The organisation "Erliefnis Baggerweier" was created in 2018 to start negotiations with the municipality of Schengen, a series of ministries and sponsors.

Image 1.- Panoramic view of the lake Baggerweier.

The project

As already mentioned, the "Baggerweier-area" has become a popular bathing and fishing area located in a nature reserve. As it is located in the so-called border region "three-countries-corner" its visitors and guests are coming from Luxembourg, France and Germany.

So, the project is about welcoming guests and offering appropriate infrastructure and services while respecting sustainability goals.

From the very beginning, it has been a main concern of the project management, that the initiative has to provide new perspectives to employees who, for a variety of reasons, have encountered difficulties in finding their way in the open job market.

Before starting the project, contracts were successfully concluded with:
- the municipality of Schengen entrusting the use of the area and guaranteeing the support of municipal services
- the ministry for labor and attached administrations guaranteeing the salaries of the employees
- the ministry for family and integration guaranteeing correct infrastructure and equipment
- the ministry for tourism supporting investments aimed at increasing touristic attractiveness
- the ministry of the environment supporting the organization of a preliminary sustainability study
- several partners and sponsors supporting the cost of infrastructure work and specific equipment
- experts in the field of design for all and sustainability.

In January 2020, the project "Erliefnis Baggerweier" could be launched with 24 employees, despite the critical situation due to the COVID pandemic.

First steps

Important transformation work had to be executed to improve the accessibility of the entrance area to the site, including the building with toilets and showers, such as the ticketing office and the ramp connecting the entrance area with the lakes area.

Image 2.-Complete retrofit of changing rooms Image 3.-Height change in ticket office

Image 4.-Construction of smooth ramp   *Image 5.-Creation of wooden paths*

Special equipment had to be bought to clean, on a daily basis, the beaches around the lake from the excrements of the massive wild geese (Canada geese and Nil geese) occurring there and being under protection.

Image 6.- Nil and Canadian geese

Image 7.- Some swans are also present

Image 8.-Cleaning the lakeshore

The pathway around the lake needed to be repaired in several places to allow a more easy use by the visitors and guests.

Visitor's toilets "for all" had to be installed at different places.
Watch towers had to be installed to guarantee the safety of the swimmers.

Image 9.- Watch tower to guarantee Image 10.-Comfortable pathway swimmers safety

Image 11.-Terrace in front of children beach   Image 12.-The paths connect all areas.

A special "ponton" was installed to allow all interested swimmers to get into the water, including users of wheelchairs, blind persons or any others persons with reduced mobility.

Image 13.- This newly designed ponton allows everyone to enter safely in the water

Image 14.- Children may jump to the water

Image 15.-A ramp allows a smooth entrance to those afraid from water

Image 16.- The ramp is also used to enter in the water with the amphibious wheelchair

The "7 IFS" in the project

During all the preparation steps and since the official start of the project, the "7 IFS" have always been the "fil rouge" in every decision making.

Searching for the commitment of various decision-makers to be contacted at many different levels has always been the first

prerequisite to guarantee the success of the project. It has precisely been the differences in expectations that brought up the obligation for the project to being broadly approached and organized right from the beginning.

The **coordination** of all initiatives was and is ensured by a dedicated and competent manager who is very well connected in the community and has been able to further expand this advantage with the ongoing development of the project.

The **networking** works very well through the regular exchange with the many different donors, all of whom have become real partners, but also through the contacts with many local stakeholders and businesspeople. Of course, the employees are actively involved in all planning and execution. And finally, there is permanently an open ear for suggestions from the guests and the local population.

The original **action plan** is constantly revised and adapted to new circumstances. It was therefore also possible to continue the project despite the corona pandemic. When no guests could come, work was done on the infrastructure and the repair of the area.

With a view at the specificity of the employees, the **knowledge management** is of course an essential factor for the success of any new initiatives. Ongoing training courses are being organised, such as lifeguard training, the correct use of hedge trimmers or chainsaws, de-escalation strategies in conflict situations with aggressive guests, etc.

Image 16/17/18.- Work and training activities were adapted with flexibility to changing circumstances

In addition, with the support of external experts, studies in the fields of security and safety, waste management, sustainability, etc.. are carried out to ensure that the project can evolve in the intended sense at ecological, touristic, and social levels.

These measures, including their internal communication, are supported through regular supervision by a specialist in Human Resources.

Admittedly, the touristic orientation of the project facilitates the design and implementation of new ideas, but this also has a financial impact. It is therefore necessary to check for possible **optimisation of** existing **resources** before looking for new ones.

One example is the creation of our carp pond, the so-called "Carpodrome". The massive growth of algae was difficult to control and the solution consisted in using carp, which use mainly the bottom of the pond, where they whirl up the ground and thereby clouding the water. Cloudy water hinders the sunrays to reach the bottom, thus

slowing down the growth of algae. At the same time, it was possible to gain new clients, namely carp anglers, who otherwise had to travel miles abroad. In addition, the practised "no kill procedure" means a win-win situation for fish and anglers.

Image 19 and 20.- Fishing areas where "no kill procedure" is practiced

Image 21 and 22.- Fishermen returning the fish to the water

Another example for the optimisation of resources is the area of increasing importance of event management, such as staff celebrations, weddings, children's birthday parties, etc., which allows for using the existing infrastructure even when the weather is not ideal for bathing.

Image 23 and 24.- Different events when the weather is not ideal for bathing.

Supplemental activities, such as a Christmas market, a national garden fair, a Halloween party, etc. also contribute significantly to the local integration of the project.

Image 25 and 26.- Christmas market

Image 27 and 28.- Halloween party

Not to be forgotten is the appreciation for our employees' experience at level of client-contacts.

The successful visibility of the project makes communication and marketing relatively easy, and yet it remains an important challenge for not forgetting the original values of the project.

The future

The "Baggerweier Experience" project offers the possibility and flexibility to develop a wide range of new ideas and, at the same time, of tasks to be carried out by the employees with the aim to identify and further develop their talents.

On the other hand, the project also offers the possibility to create new offers basing on special talents or skills from the employees. For example, thanks to the special experience of one employee in permaculture, the idea came up to create herb garden and to sell the products to local restaurants.

However, as tempting as it can be to keep talented employees within the project, the main goal remains placement on the open job market. Appreciation and mutual respect continue being the driving forces. **Networking** with our partners and many other actors in the region facilitate contacts between the employees of the project and potential employers and offers chances for professional development in the open labor market.

Conclusion

Through its wide and multifaceted orientation, the project "Erliefnis Baggerweier" allows for proving that the concept "Design for All" is far more than just a strategy to implement accessibility in the built environment to only benefit persons with disabilities or elderly people.

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"Symbolic accessibility"

Symbolic public space and culture on the outskirts of Barcelona. The case of Bon Pastor (Barcelona) [6]

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Abstract

The article discusses the ongoing experience in Barcelona's Bon Pastor district. An experience of citizen participation that aims to capture in the public space the civic memory of the neighbourhood. A co-

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[6] *This work continues, revises and updates a previous article published by Remesar, Antoni, & Vergel, Javier. (2020). Bon Pastor, a Neighbourhood with a Future. Let's Make its Remembrance. Claiming the Symbolic Accessibility. European Journal of Creative Practices in Cities and Landscapes, 3(2), 99–119. https://doi.org/10.6092/issn.2612-0496/11089*

management experience between the neighbours, the University, the District of Sant Andreu and the MUHBA (Museum of History of the City) with the creation of a space-museum focused on popular housing.

Once the policies of the Barcelona City Council for improving the accessibility of people to their residence, public space and public transport are described, they are analysed the new emerging rights that suggest we cannot exclusively consider "People's autonomy" from the individual dimension. Citizens, through existing participatory channels or new channels that can be opened, they have the right to actively participate in the proposals and projects for the built environment linked to their daily life, from a co-production and co-design perspective i.e. in "bottom-up" processes.

For this reason, the article calls for an extension of the concepts of accessibility to the symbolic dimensions of the public space that contributes to a better design for people. Certainly, understanding that this claim is only possible at a time when the social structure is or is on track to overcome the problems of physical accessibility.

The article concludes that this expansion of the concept and the tools necessary to do so can contribute effectively against the processes of social exclusion.

Keywords: *accessibility; social exclusion; civic participation; public space; Bon Pastor.*

Context

Bon Pastor emerges as a popular and working-class neighbourhood in the early 1920s, following the placement of large industries like La Maquinista, Sanchís and Sala in the territory. At this time, part of the industrial settlements were in lands within the bounds of Barcelona, while the former Bon Pastor's small neighbourhoods (La Mina, 1923; Estadella and Las Carolinas, 1926) were within the Santa Coloma[7] bounds.

In 1929, due to the pressing housing problem, the Barcelona's Municipal Authority for Housing, develops a low-cost houses estate -as well as the nearby Baró de Viver estate- with more than 700 small single-family houses, the largest of the four implemented in Barcelona. Early the 1940s, Barcelona annexed this territory, and following the Provincial Plan (1945) and, later, the County Plan (1953), the territory becomes an area for industrial – two big industrial estates start to grow up- and residential developments - several block housing projects will be executed-, growing in population, mostly emigrant from other parts of Spain. However, this growth is based on processes of spatial segregation (bad communications, isolation …) and economic and social segregation (poverty, lack of facilities, stigmatization ….).

In 1968, the Regional Plan, through a *Partial Plan for remodelling the housing group*, proposes the replacement of the 1929 single-family

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7 *Santa Coloma de Gramenet is a neighbouring municipality to Barcelona, on the left bank of the Besòs river, which marks the boundary between the two cities. However, until the mid-20th century, part of the agricultural land on the right bank of the river belonged to Santa Coloma. In the 1940s, Barcelona annexed these territories and, consequently, all the territory represented by Bon Pastor, and the neighbouring borough of Baró de Viver, effectively came under the control of the city of Barcelona.*

homes by isolated blocks. It starts a long process of give and take between different local governments and the neighbours, that will end in 2003, after a popular referendum, with a redeveloping plan, replacing the small houses by blocks to rehouse residents. A process split into five stages and currently under development now in its phase IV. A neighbourhood agenda for comprehensive intervention in the area complemented the redevelopment plan. This agenda was called *"Bon Pastor, a neighbourhood with future*[8]*".* This strategic document made it possible to implement a series of actions to enable physical, social, and economic improvements in this neighbourhood, actions that go well beyond the replacement of affordable housing in Bon Pastor. The principal aims of the proposal were:

- To promote the Bon Pastor as an open, plural and inclusive neighbourhood, linked to the district and city global project.
- To preserve its marked community personality, socially active and cohesive, and committed to educational quality.
- To preserve the intercultural and solidary neighbourhood, which maintains a balance between urban growth and productive activity and defends its commitment to the quality of its natural environment.

The Plan for the Future chose the model of sustainable and balanced development for Bon Pastor.

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[8] *"Bon Pastor, a neighbourhood with future" is a document emerging from a participatory process organized by the Neighbours Association. The document sets out guidelines for residential transformation of the neighbourhood. It assumes demolishing the old houses and replacing them with new block buildings. The document also includes the guidelines for the process of change, as well as the economic conditions for its realization. As mentioned, they approved the document in a neighbourhood referendum. Subsequently, the Association of Neighbours and the Housing Board of Barcelona signed an agreement setting out the conditions. The transformation process has not been exempt from social conflict, as a small part of the residents did not agree with the conditions, with a period of response and resistance to the process. (Col. Repensar el Bon Pastor, s.f.; Portelli, Stefano 2015).*

Barcelona`s Olympics (1992) projects had an urban impact in the area, being that a section of the city's beltway, designed in trench, runs parallel to the Besòs River and invades part of the neighbourhood lands. The only benefit that the neighbourhood got from the Olympics public works were the coverage of a part of the beltway with a large reinforced concrete slab, where there are sports facilities, a new pedestrian bridge to cross the Besòs river and a big solar power plant on top of a huge pergola built as roof of a civic square.

Just in the turn of the century, three projects of metropolitan dimension put more pressure on the territory. The first, was the environmental recovery of the Besòs River (1999) which, over time, became one of the best river parks in the Metropolitan Area of Barcelona. The second one, was the " *Sagrera's Plan*", an ambitious project linked to the HST arrival to Barcelona – with forecast of a 2,250M€ investment – , involving the construction of a new central station; the coverage of the old railway yards with a new park (3,7 Km long), several housing developments and the creation of a logistics area, the so-called "Railway Triangle" where, today, Amazon (2022) has set up a logistics centre. In any case, the "*Sagrera's corridor*" project is still in development. The third project was the urban redevelopment of the industrial district of Sant Andreu. One of the main undertakings was the construction of a large shopping centre, La Maquinista [9], which, in addition, incorporated the construction of nearly 829 homes[10] (Vergel 2022). They finished a first phase of the

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9 At the time, the Maquinista shopping centre was the largest shopping centre near Catalonia.
10 A first phase of the plan was finish in 2000, but in 2014 the City Council of Barcelona processed a Modification of the General Plan (MPG) to increase "La Maquinista" shopping area in 36,000 square metres and, in turn, building 588 new homes, a green area and a school.

plan in the first 2000´s, but in 2014 the City Council of Barcelona processed a Modification of the General Plan (MPG) to increase 36,000 square metres in "*La Maquinista*" shopping area and, in turn, building 588 new homes, a green area and a school. Finally, between 2021 and this year (2022), Barcelona City Council and the company Conren-Tramway have put a new urban operation up for public discussion: the transformation of the former Mercedes Benz site into a mixed industry 4.0 and housing operation (Henrich y Remesar 2020). In addition, we should take it into account that the "La Maquinista" and "Mercedes" new homes are integrated into the administrative division of the Bon Pastor neighbourhood. This means an increase of approximately 8% of residents in 2000, but it can reach 22-25% when completing both plans.

Morphologically, the neighbourhood is divided into two very clear areas: to the north the new buildings of the urban operation "La Maquinista" - the new buildings of "La Maquinista II" and "Mercedes".; to the south, Bon Pastor, the old neighbourhood. La Maquinista residential complex, shows a radical change in the way buildings are designed, by opting for a "gated communities" design that is alien to Barcelona's building system: its building typology, its public space and the social condition of its inhabitants, introduces a break with the old neighbourhood. The neighbourhood struggle has ensured that this building system will not be used in the new and future development of La Mercedes.

But the differences are not just morphological and related to a model of Urban Design. There are also sociodemographic and economical differences between the residents in each part of the Bon Pastor´s

Neighbourhood (Vergel, 2022). New residents - residents from the year 2000 onwards and those who will come in the next years- are different- socially, economically and culturally- from the former residents which come from popular strata. This phenomenon of a new population with different characteristics landing in the territory has triggered a return to neighbourhood identity reaffirmation in some sectors of the territory's population. In the same way, other sectors warn of the dangers of gentrification, or in other cases, of the deepening of segregation.

Be that as it may, in any of these cases, claims about the need to build cities from the citizenry arise once again. What this article proposes, in terms of accessibility to the symbolic, emerges within this field of discussion, which, definitely is the field of the right of the city.
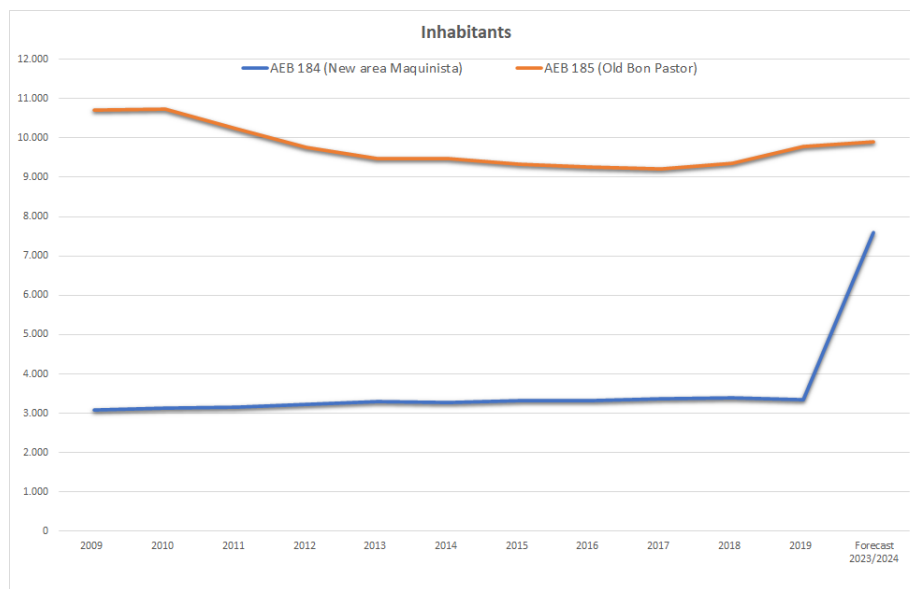
Image 1.- Inhabitants in the two areas of the neighbourhood (Maquinista area and area of the old Bon Pastor). Own elaboration based on data from the Barcelona City Council.

Accessibility: the city of 15 minutes and superblocks

Meanwhile, within the framework of the different policies of the Barcelona City Council, Bon Pastor presents notable improvements in facilities (Community Centre, Library, Old people Centre, new market, sports facilities). Since 2009, the City Council and the Generalitat co-finance the installation of elevators in homes, through the Housing Consortium's Lift Scheme. People's accessibility to Public Space (crossings, ramps, paving, lighting) has been improved in the framework that considers Bon Pastor as a sustainable neighbourhood. The district where the neighbourhood is located has specified an Integral Plan (Disctricte de Sant Andreu 2009) to remove architectural barriers[11] (Access to the Community Centre and the Health Centre; adequacy of pedestrian crossings with guidance elements for blind people, extension of sidewalks; standardization of single platforms on the streets including elements for blind people's guidance). As in the rest of the districts, a local signage system designed for pedestrians, has been developed providing the necessary information to be help people to move around[12].

Accessibility to the whole of the territory of Barcelona is more or less guaranteed by the extension of bus lines, the installation of a metro stop in the neighbourhood (2010). Improvements in transport accessibility include: Braille signage of the switches and the sound information system for visually impaired people, kneeling mechanisms

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11 The Integral Neighbourhood Plan, approved for funding by the Neighbourhood Law in 2009, sets clear priorities for investment in personal accessibility, public transport (metro in 2010, new bus lines), housing (Phases II to IV of the Re-housing Plan 2000) and public space (paving, lighting, and so forth). While an important part of the material achievements resulted from the financing of the Spanish Plan for the Stimulation of the Economy and Employment under the State Fund for Local Investment (2009), known as the Zapatero Plan
12 As a criticism of the system, we point out that it does not provide information to blind people

in the buses, retractable ramp on the central door, upgrade request pushers and child pusher warning--which cancels doors automatically –, and the guiding system Navilens13 for visually impaired people. In any case, following some of Ascher's ideas (Ascher, François 2001) we believe that universal accessibility must be understood, too, from the point of view of the access to "goods" and "services" available in the city and its metropolitan area.

The public decentralization policies developed in Barcelona since 1979 (Borja, Jordi 1988; Borja, Jordi (ed) 1995), have defined a highly decentralized city that aims to ensure a local universal access to goods related to health, leisure, sport, culture and basic education, goods and services to a large extent free of charge. Similarly, the 1980s policies for new central areas (Barnada, Jaume (Coord) 1987) allowed an easy access to a large portion of services related to local administration, trade and retail (Guàrdia, M; Oyon, J.L. 2010), and much of financial services to have a significant local accessibility. The combination of accessibility and mobility policies of the Barcelona City Council can be considered a forerunner of the 15-minute city (Moreno et al. 2021), especially with the subsequent development of the so-called "superblocks" (Rueda, Salvador et al. 2020).

Despite all these goals, decentralization plans and accessibility policies developed since the late 70s, the City is still a segregated medium. In fact, according to a study by the Urban Vulnerability

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13 NAVILENS is a type of VISUAL TAGS, a new type of fully innovative and revolutionary visual markers that through the use of artificial vision allow, among other things, the visually impaired to be able to move independently in environments unknown to them, simply using their mobile. Any cell phone.

Observatory[14] (2011), Bon Pastor was one of the 27 neighbourhoods of Barcelona with some degree of urban vulnerability and one of the 7 with a medium degree of vulnerability (since the rest remain in a low degree). For this reason, between 2009 to nowadays, in the neighbourhood has been deployed a series of Integral Plans to reduce these vulnerabilities[15]. The effect of these plans on the urban built environment is relevant, and the improvement is evident either in residential or public space terms. However, according to the data, it doesn't seem that the employment and training policies developed by the City Council have had remarkable success in providing accessibility to employment and, better still, to quality jobs (Remesar Aguilar, Nemo 2016; Remesar Aguilar, Nemo A. y Borja, Manolo 2014).
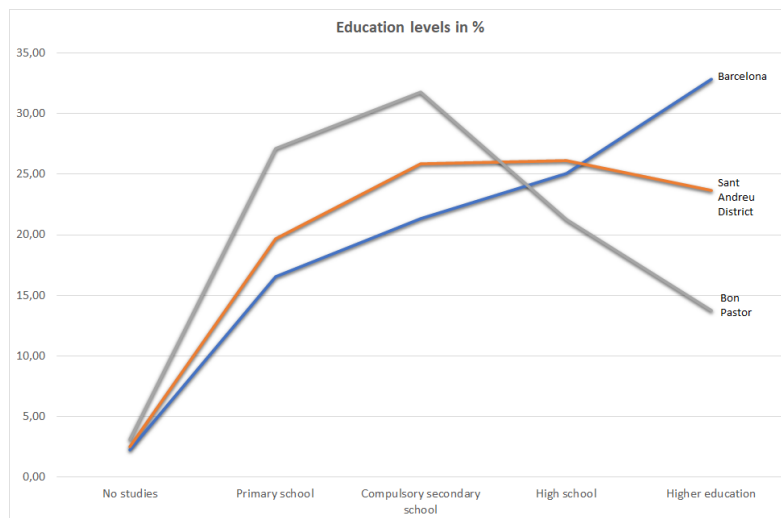
Image 2. Neighbourhoods such as Bon Pastor show that there is a noteworthy decrease in study levels when the stages of compulsory education are exceeded. Vocational and university education policies do not have the mechanisms (free of charge, scholarships, etc.) to ensure universal access to all levels of education. Source: Ajuntament de Barcelona.

14 The Urban Vulnerability Observatory is a project of the Spanish Ministry of Development that is responsible for studying the situation of the neighbourhoods of the whole of the Spanish State from a multi-variable approach.https://www.mitma.gob.es/arquitectura-vivienda-y-suelo/urbanismo-y-politica-de-suelo/observatorio-de-la-vulnerabilidad-urbana
15 The two most important examples of that have been: the 2009's Comprehensive Intervention Project, related to the 2004's Neighbourhood improvement Law; and the 2016's Neighbourhood Plan of Barcelona's City Council (Pla de Barris 2019).
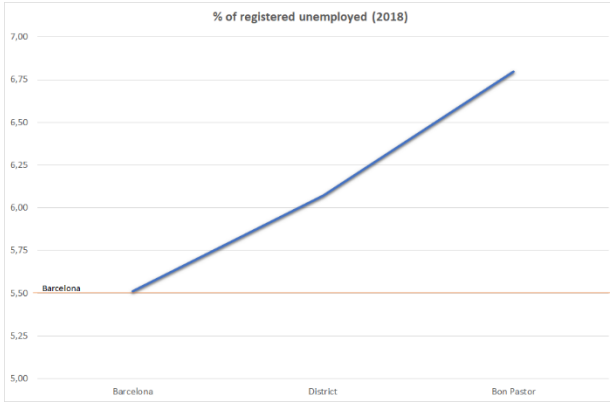
Image 3. % of registered unemployment. Barcelona and its metropolitan area are an eminent area of services (tertiary, quaternary and quinary), both those with high added value, and those that are based on "garbage" jobs. Access to education ensures better employability and, therefore, a reduction in the unemployment rate. (Barcelona, Sant Andreu's District, Bon Pastor) Source: Ajuntament de Barcelona
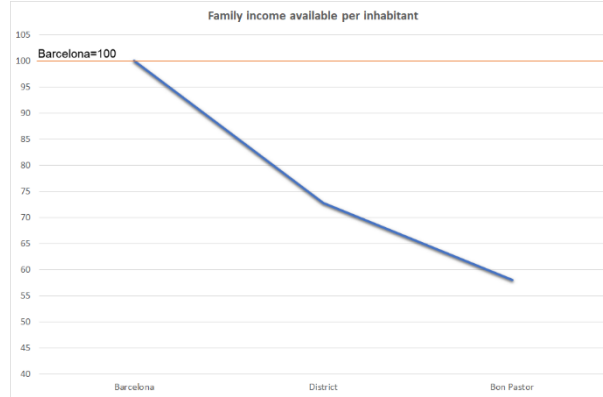
Image 4. Family income per inhabitant. The level of training relates on the one hand to the risk of unemployment and on the other to the type of work and remuneration to achieve, it is logical that we find that the level of income in this neighbourhood, almost 50 points below the 100 index for the whole city. (Barcelona, Sant Andreu's District, Bon Pastor) Source: Ajuntament de Barcelona
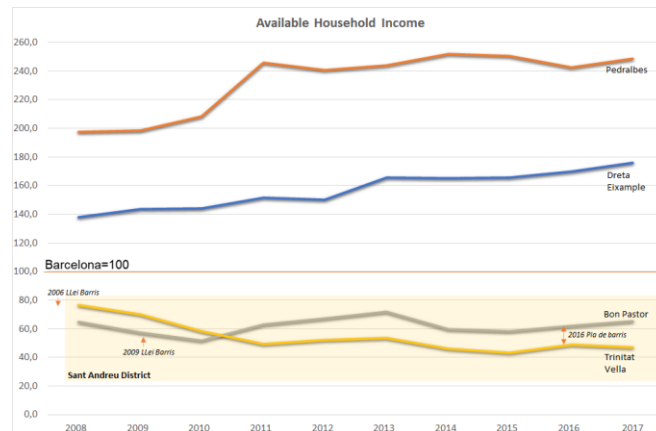
Image 5. It presents the evolution of the disposable income in 4 neighbourhoods of Barcelona. Two in the affluent districts of the city. Two others in the District of Sant Andreu: Trinitat Vella and Bon Pastor. These two neighbourhoods hosted processes of the Neighbourhood Law and the Neighbourhood Plan. This indicator presents us with two very different scenarios. While the operations of the Law and Plan seem to impact the increase in disposable income in Bon Pastor, everything shows that its impact on Trinitat has been less. The Image also shows that since the 2008 crisis, inequalities between the different areas of Barcelona have increased dramatically. Source: Ajuntament de Barcelona.

Accessibility as civic remembrance

Often, vulnerable neighbourhoods such as Bon Pastor, with a strong territorial attachment among its inhabitants, are able to develop self-managed cultural and solidarity networks among neighbours. Although the Bon Pastor community network has gone through moments of certain fragility, it has always had strong organisations concerned about the future of the area: in the 1980s, the Neighbourhood Association promoted the creation of the "Sports Association", which has managed the Bon Pastor Municipal Sports Centre since 1983; later, in the years 2000-2001, they proposed the creation of the "Time Bank", currently one of the oldest active Time Banks in Spain; lately, in the second decade of the 2000s, this Association promoted the creation of the "Food Bank", becoming one of the most relevant solidarity organisations in the neighbourhood. These, together with numerous other initiatives, are just a few, but enlightening, examples of this kind of collective dynamics. These types of "social infrastructures" (Klinemberg 2018) are of great importance to favour the development of symbolic accessibility mechanisms and the effective exercise of the right to the city through participation.

Topics about participation, and democratic governance got a renewed actuality during the first decade of the new XXI century. As mentioned above, during this years, as a part of the project *"Bon Pastor a neighbourhood with future[16]"* (Plan de Futuro del Bon Pastor 2000),

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16 "Bon Pastor a neighbourhood with a future" is a multidimensional intervention programme. Since 1998, they defined the affordable housing redevelopment plan in parallel to the Plan for the Future. However, the Plan for the Future already included, among its planned actions, "to develop te the Special Affordable Housing Redevelopment Plan" (Translated from Plan de Futuro del Bon Pastor 2000). But

the City Council, through the Municipal Authority for Housing, begins the construction of the new buildings that replace the old houses of the 1929 estate. As mentioned, this programme takes place in 5 phases and, today, the keys to the homes of the 4th phase have just been handed over to their owners and tenants (2022). The first buildings were delivered to the neighbours in 2006, starting the staggered rehouse of residents in the old *"affordable houses".* Were the times of the Universal Forum of Cultures in Barcelona 2004 and Monterrey 2007, that launched the Universal declaration of Emerging Human Rights[17], a proposal to adapt classic Human Rights to the 21st century.

This new "Declaration" focus on some aspects that introduce new dimensions to the concept of accessibility. The statements are based on the principles of "social inclusion" and the "principle of horizontality", among others. The Article 5*. Recognises the right to pluralistic democracy*, and in its part 3: *The right to the recognition and protection of the common cultural identity*. Article 7. *Recognises The right to participatory democracy*. This article unfolds in several aspects interesting for our purpose

- Paragraph 1. The right to the city[18]

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here, it is important to keep in mind that these are two interconnected but separate plans.

17 "All human beings - free, equal and endowed with dignity - are entitled to more rights than just those that are recognised, protected and guaranteed. The Declaration of Emerging Human Rights arises from the global civil society at the beginning of the 21st century with the aim of contributing to the design of a new horizon of rights that will orientate the social and cultural movements of communities and peoples, and that will at the same time be inscribed in contemporary societies, institutions, public policies and the agendas of leaders in order to promote and favour a new relationship between the global civil society and the authorities".(Institut de Drets Humans de Catalunya 2009)everyday

18 "All human beings and every community have the right to participate actively in public affairs and to enjoy a democratic administration at all levels of government".

- **Paragraph 5. The right to participation,**[19]
- **Paragraph 7. The right to public spaces, monumentality and attractive town-planning**[20]**,**
- **Paragraph 9. The right to the conversion of the marginal city into the city of citizenship**[21]**,**

In other words, these new emerging rights suggest that we cannot exclusively consider "People's autonomy" from the individual dimension, but the concept must be extended to some collective dimensions. Citizens, through existing participatory channels or new channels that can be opened, they have the right to actively participate in the proposals and projects for the built environment linked to their everyday life, from a co-production and co-design[22] **perspective (Remesar, Antoni 2019; 2020) i.e. in "bottom-up" processes (Bovaird, Tony 2010; Bovaird y Loeffler 2012), once the demands for the most basic in living conditions (housing, health, transport) have been overcome, the claim of a decent built environment and a public space for all and by all emerges as an imperative, while claiming a role for pro-active citizenship**[23]**.**

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19 "which entails the right of all individuals and communities to participate, through effective channels, in the adoption and control of public decisions on the matters that concern them, and to challenge before the courts the decisions with respect to which they allege a right or a direct or indirect interest as grounds for their legitimation".

20 "which entails the right to an urban setting articulated by a system of public spaces and endowed with elements of monumentality that lend them visibility and identity incorporating a aesthetic dimension and a harmonious and sustainable urbanism"

21 "which entails the right of all individuals to inhabit quality urban areas, with a character of centrality"

22 Claiming co-production and co-design is not something new. It is implicit in Arnstein's historic article (Arnstein 1969), the Gibson's participatory proposals in the 1970s (Gibson 1979), in the work by Sanoff (Sanoff 2000)or in the Latin American approach to the construction of the popular city (Takano y Tokeshi 2007)

23 There is a widespread tendency to exclusively identify "vulnerability" with "social exclusion". It is true that vulnerability is a condition of social exclusion. In a democratic society, however, there are other ways of social exclusion. Specifically, setting aside or preventing citizens from actively participating in decision-making

Moreover, citizens have the right to reflect on their collective past (where we come from), not only to "write" history, but to capture this civic memory in public space as an instrument of "self-recognition" as a collective body, enhancing their collective identity and facilitating the appropriation of public space and its elements.

It is no coincidence that in Barcelona, in parallel with the district's municipal archives - intended to preserve administrative memory -, have proliferated what we can call "civic archives", focused on preserving the social and civic history and remembrance of the neighbourhoods and their inhabitants. The existence of these "civic archives" is not at odds with the official ones. On the contrary, it would be timely and relevant to "link" both archive types. A challenge for municipal policy on "historical memory". And it is in this way the "access" to the different readings about the past would be guaranteed.

The civic remembrance project

In this context, the Bon Pastor's Neighbours Association started a double working process in order to preserve their social and historical remembrance. On the one hand, the Association began to work with the Museum of History of the City (MUHBA) on a project for a physical exhibition space devoted to popular housing. This space-museum

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that affect their living environment, since as Subirats (Subirats, Joan 2006) points out social exclusion is the impossibility, or intense difficulty, of reproducing and accessing mechanisms that allow the population to develop on a personal level, we can understand that active participation in the design of the local public space , in the manifestation of identity memory in this public space, can be tools to combat social exclusion, when they also generate clear processes of social innovation(MacCallum, et alS 2009; Pradel, Marc; García Cabeza, Marisol 2018) that should place the emphasis on citizenship and the modes of participation and action to achieve these results

would be located in a block of the old houses that would be preserved for this purpose.

Figure 6a. View of the group of small houses destined for the MUHBA museum and the Bon Pastor civic archive.

Figure 6b. Remodelling work on the old houses to convert them into a museum space (MUHBA) and headquarters of the Bon Pastor-Baró de Viver remembrance archive. The museum is expected to open in February 2023.

On the other hand, the Association with the cooperation with CR POLIS developed the participatory project "*Building Bon Pastor's Remembrance*" The project was based on a previous project carried out in the neighbouring Baró de Viver borough: the "Remembrance

Wall" an experience, which resulted from a citizen participation process in the neighbouring district of Baró de Viver (2005-2011).

Image 7. Baro de Viver's Wall of Remembrance (2011). Taking advantage of the construction of an acoustic wall, we developed a participatory process so that the neighbours could capture their "memory" of the neighbourhood. The mural occupies an area of 125 m linear x 4 m high and comprises the photographs provided by the neighbours in the participation process.

Ending 2013, the Bon Pastor Neighbourhood Association contacted the POLIS Research Center[24], with the aim of developing a project similar to that in Baro de Viver. The project on "Civic Remembrance" of Bon Pastor started early 2014 with some resistance from the district administration – at that time in the hands of the right-wing nationalists (CIU). In 2015, CR POLIS, the district of Sant Andreu and the Neighbourhood Association signed a cooperation agreement for the development of a participatory project on the implementation in the public space of the Historical- Social Memory of the neighbourhood. We started a long participatory process based on creative workshops and neighbourhood forums, that concluded in early 2018 with the public presentation of a "strategy" for the development of neighbours proposals. Participants in the creative participatory workshops concreted a work program and chose 12 neighbourhood sites that could realize the dimensions that the neighbours wanted to preserve: the neighbourhood's industrial past

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24 *Detailed information about our research centre can be found at: http://www.ub.edu/escult/index.html and https://polisresearchcentre.org/*

and present, the social movements and social struggles and the most relevant aspects of the urbanization processes of the neighbourhood (Angosto, Salvador 2019). The key idea was: we not only "want that," but too "we want that like this." **The series of participatory workshops reached the conclusion that the translation of the "Remembrance" project into the public space could not reproduce the linear scheme based on images that we used in Baró de Viver. So, we opted to work on the idea of a "Remembrance Spatial System". We analysed the different points of the Remembrance Space System regarding the three dimensions above mentioned, deciding that the system would make it possible to mark certain points in the territory with noteworthy social value. Starting from this premise, the "Ideas Lab[25]" of the M.A. in Urban Design, developed some proposals focused on the deployment of "spatial marks" on the ground, trying to avoid the multiplication of vertical signs in public space (Vergel, Javier 2017).**

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25 The structure of the POLIS Research Centre is articulated both in research, with the development of competitive projects and contracts, and in education. In the latter field, the researchers of the CR POLIS are part of the staff of the PhD programme "Public Space and Urban Regeneration" (1999-2017) and of the Master's in Urban Design. This structure makes it easier for postgraduate students to carry out placements in the format of "research project placements". In this way, students develop project aspects linked to the research projects. They have contact with grassroot movements, while they can freely develop their own projects, generating a stock of ideas to be used in research. We call this type of academic activity related to research "Ideas Lab" - or if you prefer "Thinktank"

Image 8.- Plant of the neighbourhood that summarizes the participatory process, with the 13 points of interest for the civic remembrance project. Based on Google Maps

Each of the points are marked with an intervention on the pavement, using the most widespread paving system in Barcelona (Esparza Lozano 2017) since the beginning of the 20th century: the so-called "panots:" pieces of 20 x 20 x 5 cm of hydraulic concrete with different forms. Several of the points also involve an intervention of public art to highlight its civic importance.

These indications on the ground should have the complement in the local signalling system. In addition, they can incorporate elements such as "QR," or similar, to make it possible to provide augmented reality data via mobile phone. In some places of special significance for the neighbourhood, it is planned to incorporate: public art works; visual improvement of the landscape and a proposal for a colour plan (especially on the party walls); even, welcome marks to the neighbourhood, as it can happen in the embankment of the Besos river.

From the projection onto the floor, to

the projection onto the party wall

From the two-dimensional image, *Trompe-l'oeil*

To a three-dimensional graphic representation
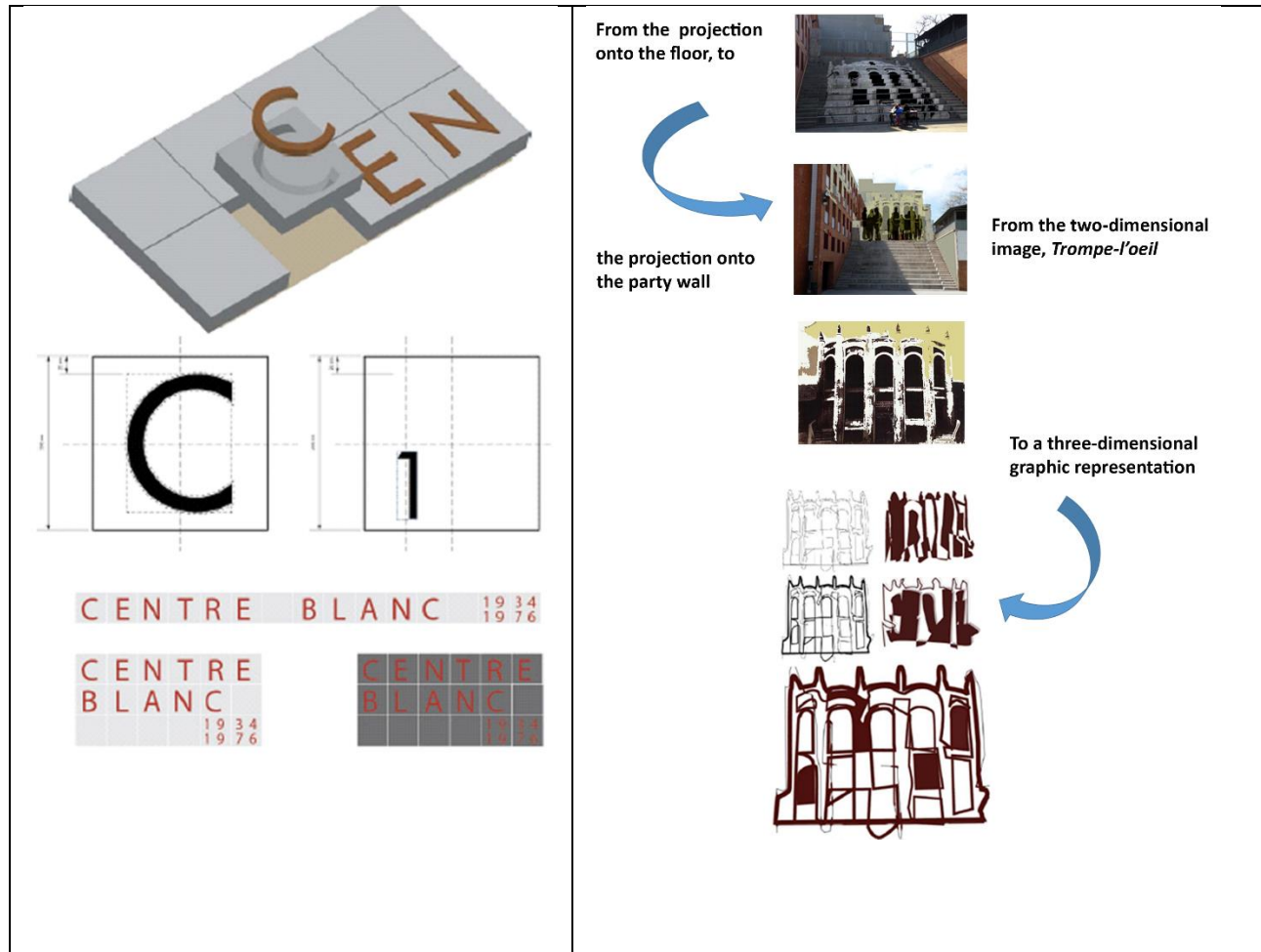
Image 9.- Preliminary ideas made in the Master's in Urban Design (Laboratory of Ideas) regarding the use of panot as the main element to signal the points of the Space Remembrance System.

Image 10.- The Community Centre of the neighbourhood is located in the place that for many years was the site of the so-called "White Centre", a reference for social movements. Monument preliminary study by Monica Bellido (M.A. in Urban Design)

A particularly significant point is the location of the "museum space," in the rows of houses that will be kept, within the framework of the museography project of the MUHBA (Museum of History of Barcelona). The urbanization of the environment at the site has created a square surrounded by greenery. In the square will be a monument to the nine victims of the bombing of Italian aircrafts in 1937. A monument combining water and light – a subtle monument remembering those who died under fascist bombs. The monument is still under study.

Before the 2019 municipal elections, under pressure from the neighbours, the district, taking advantage of the remodelling of one of the squares of the neighbourhood, "granted", in a gesture of "placation[26]", the construction of one of the points of the system. It is the dedicated to the old cultural and recreational association "La Pinya" that in the 1980s and early 1990s organized the activities that today develop the Community Centre and the Library of bon Pastor. As we see in the image (11) , the point of "La Pinya" is not complete. The QR, Beacon or Visual Tag is missing, necessary to connect the physical part of the system with the Augmented Reality part. The absence of this element is due to technical and jurisdictional limitations that make it necessary to adapt the particularities of the project to the circumstances at any given time.[27]

Image 11.- Point 12 of the system. La Pinya. (pointing to the site of the former La Pinya cultural centre) Unveiled March 2019

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26 *"Placation, is simply a higher level tokenism because the ground rules allow have-nots to advise, but retain for the powerholders the continued right to decide".(Arnstein 1969, 217)*
27 *Recently, Barcelona City Council has decided not to incorporate QRs or Beacons in public space materials. According to what we have been told, this is a security measure in relation to the possible hacking of municipal computing systems.*
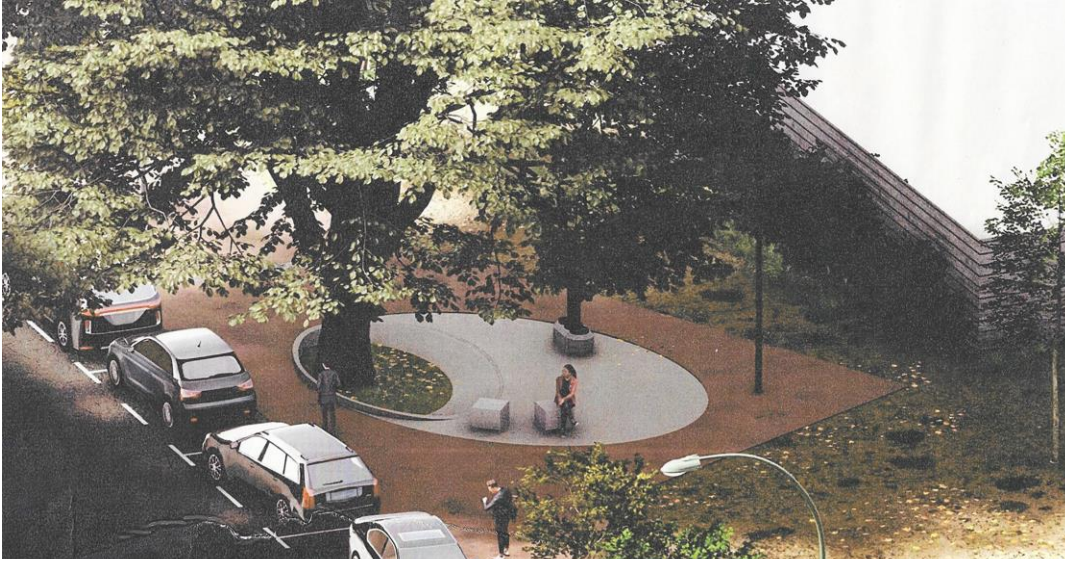
Image 12. Rendering of the "Small Landscape" (IMPUQV) for the mulberry tree in Bon Pastor.

Image 13. Rendering of the ongoing intervention on the party walls and boundary wall in a square in Bon Pastor " (IMPUQV).

Two other projects are in progress **(Remesar et al. 2022)**. The first is the spatial development of the site of a centuries-old mulberry tree, which is much appreciated by the residents. The second comprises the intervention of a large party wall and a wall of some properties that have been affected urbanistically since the 1953 county plan, both in Felix Rodriguez de la Fuente square. In the case of the party walls, the proposal comprises an intervention of thermal insulation **(Chavez, Tatiana 2021)** of the walls and a treatment with ceramic curtains that guarantee the landscape continuity of the public space. In the wall's case, an intervention will introduce plaques with images reflecting the history of this part of the territory and a space called "Memoria Viva" (Living Memory) for a work programme with the schools where the children can creatively express aspects of the neighbourhood, previously worked on in the classrooms.

These two projects are managed by the City Council's IMPUQV (Institute for Urban Landscape and Quality of Life). The intervention in the mulberry tree is part of the "Small Landscapes" program, while the intervention in the party walls is part of the party walls program that the IMPUQV has been developing since the 1980s. It should be noted that both projects receive funding from Barcelona Tourism (from the income from the tourist tax) as well as from the "advertising banners" program that the IMPUQV manages in the remodelling and improvement works of buildings in the central area of Barcelona.

Image 14. Ray-Ban collaborates with the remodelling of the party walls in Félix Rodríguez de la Fuente square in Bon Pastor

Image 15. This company collaborates in the recovery of the "Small Landscape" of the mulberry tree in the Bon Pastor neighbourhood

The development of the public space project linked to the fourth phase of the process of "replacing" the old houses with new buildings has made it possible to implement, through participatory processes, two new symbolic elements in the public space. The "spiral" of the Bon Pastor - an artistic intervention on the pavement- is a spatial mark that generates the centrality of the space and recalls the old houses with the use of part of the mosaics taken from the renovation of the museum space. Near the spiral, a red brick star - also on the ground - recalls the organisational and organisational activity of the Neighbourhood Association. The star, pointing north, reproduces the first logo of the Association (1970s). In the centre, a plaque explains the creation of this important neighbourhood organisation.

Image 16. Two images of the "Espiral del Bon Pastor", designed by J. Henrich, with IMU (Instituto Municipal de Urbanismo). 2022.

Figure 17.- The first logo of the Neighbourhood Association. It was made by IMU in 2022. In the participatory process and given the similarity of the logo to a compass rose, it was decided to mark the North with the intention that it would be used by schools to explain how a compass works. In the centre, the memory is in the form of a plaque. He text is "Within the framework of Franco's Law of Associations, the Heads of Families Ass. (1968) was set up, the which, for a few years, was the driving force behind neighbourhood demands and the conquest of citizens' rights.
After several attempts to legalise it since 1973, on 3 April 1976, the constituent assembly of the Bon Pastor Neighbourhood Association was held, which for several years shared its headquarters with the Heads of Family Association in the "Centro Blanco", until the agreement to merge the two entities.
This space reproduces the seal that, until the constitution of the Neighbourhood Association, was associated with the neighbourhood's demands for its improvement."

As mentioned above, another aspect of the strategic plan is the creation of a neighbourhood archive[28]. This archive would be installed in the space-museum and would become, as well, a documentation centre about the neighbourhood and popular housing in Barcelona. The space-museum would also facilitate the organization of exhibitions based on the documentation and studies carried out by the Archive. The first of these exhibitions has been designed and exhibited in several schools, in the market, in the library, in the sports centre, etc.

Image 18a,Community Centre, 2020

Image18b. Professional Institute "Rubió I Tudurí", 2020

Image 18c. School Institute the "Til·ler", 2021

Image 18d. Bon Pastor Market, 2021

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28 Vilabesos, Bon Pastor and Baró de Viver Study Centre/Archive, is the name of this archive that has begun its course since the COVID 19 pandemic has made it possible to normalise meetings and continuous work sessions.

Image 18e.Library, 2021-2022

Image 18f. Municipal Sports Center, 2022

Image 18g. "Va de Besòs" Civic Festival, 2022

The travelling exhibition "Bon Pastor, A Changing Territory", the first activity of the Study Centre/Archive, in its different locations.

The Muhba's urban policy. Integrating peripheries

Image 19.- Decentralized museography plan of the MUHBA for the North of Barcelona. The thematic axes: Water, Industry, Popular housing

Previously. we talked about the confluence of the two projects developed by the neighbours, that of "Fem la Memòria del Bon Pastor" and the space- museum of cheap houses as museum space of the MUHBA program.

For a few years now, the Museum of History of the City has initiated a policy of "decentralization" of its exhibition spaces, using, for this, the conversion of old industrial enclosures out of use. The central idea of this policy is to territorially balance the museum spaces of the city, excessively concentrated in the Central (Ciutat Vella) and Western areas of the city. Water[29], Industry[30], Working and Popular Housing[31] are the axes on which the new exhibition spaces of MUHBA are based.

"A part of the "museum" space will be devoted to reproducing the physical environment (furniture, household goods ...). Another to a permanent exhibition about popular and working-class housing in Barcelona. In addition, a conference room. Neighbours, like actors of the facility, demand to manage an archive on the popular and working-class housing. This archive would produce the web content to virtually increase the information of the sites product of

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[29] *The Northern Zone has historically been linked to the provision of a good as necessary as water. Since the time of the Romans an important part of the provision of water to the city came from the aquifers of the Besòs River. In the Middle Ages the waters of this river watered the fertile fields of the North and East of Barcelona thanks to the construction of the Comtal ditch. A ditch that would eventually be used to provide driving force to the first manufacturing and industrial facilities.*
[30] *This area has also been the large area in which industrialization took its body in Barcelona from the nineteenth century until well into the twentieth century. Even today, Bon Pastor's neighbourhood cannot be understood without the existence of the last large industrial estates located within the city limits.*
[31] *Since the beginning of the twentieth century this area has been a good example of the transition from the rural to the urban(Lefebvre, Henri 1970) . Initially, buildings were related to the deployment of the various Economic House Laws, including the two large estates of Bon Pastor and Baró de Viver in 1929. Subsequently, new residential estates, with block building typology, have shaped the landscape since the 1950s. Buildings for workers and popular classes under the different laws developed during the Franco`s regime and Early Democracy in Spain*

the participatory process. The archive, should manage the contents of an information system in the metro station hall consisting of large screens emitting different types of contents and that is intended to negotiate with TMB, the municipal public transport company of Barcelona". (Angosto, Salvador 2019)

The archive within the museum space will be the practical link between the two neighbourhood remembrance projects: historic and civic remembrance.

Conclusions

In a situation in which the problem of physical and economic accessibility to housing, public space or public transport is relatively well solved thanks to public policies that support a certain Welfare State; when the demands regarding urban services (health, housing, education) are satisfied within the current limited framework of the Welfare State, the residents of a territory begin to concern themselves with other dimensions of accessibility.

Eminently symbolic dimensions related to the right to the city of the neighbours, trying to understand and express "where they come from and where they are going", to write and capture their history and memory, to organise, manage and disseminate the documents that support this journey to civic memory, a journey that will also be intergenerational. They also claim access to the design of the space where their daily lives unfold, access not only as "actors, but as "agents", in the production of this space through various modes of "co-production" and "co-design", expressing a clear opposition to being considered mere "users" of the space, of the goods and services of the city.

Co-design and co-production imply articulating new forms of citizen participation, forms that transcend the levels of consultation incorporated in the different citizen participation regulations, to enter into the "creative" dimensions for both public and common spaces, as well as into the organisational forms that allow for a satisfactory level of self-management of these dimensions by the citizen. All this in a challenging context involving various actors and agents, both public and private. The local administration must adopt a new attitude in order to transmit this "accessibility to the symbolic" as part of the range of actions against social exclusion. This new situation requires an attitude of attachment to the field on the part of the local administration and a capacity to circumvent the processes that Arnheim called "tokenism". The case of Bon Pastor, an experience, albeit a timid one of co-management and co-design, is still in progress but marks a path of social innovation aimed at enabling citizens to exercise their "right to the city".

In any case, we must test whether the local administration is prepared to internalise new modes of urban governance, in which the "bottom-up" criterion will be a reality and not just a slogan in electoral narratives.

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Acknowledgement

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Alex Dobaño *is the founder and Creative Director of Avanti Studio, a strategic design agency for the identity, wayfinding and narrative of environments, from the critical vision of "Design for citizens".*

He is also was the Spokesperson for Design for All in the Official College of Designers of Catalunya, a Patron of the Design for All Foundation and the Founder and co-editor of the magazine "Hola, Design for All".

Alex shares his knowledge about "Design for citizens" and wayfinding design by giving workshops and also by speaking at International Conferences, Schools of Design and Universities.
Avanti Studio, the Agency is a cross sector strategic design company with more than twenty years experience. The Agency assists their own clients and other design companies to connect with their present and potential customers. Always bearing in mind their diversity, needs and expectations.

Critical design thinking is what drives Alex and his collaborators forward to offer practical ways of looking for sustainability in each project and helping to build a more liveable, equitable and viable world.

Design for All is fundamental to Avanti Studio

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Abstract

Avanti Studio is a "Design for citizens" agency that brings together different design disciplines focused on making cities more legible, prosperous and inclusive.

The principles of Design for All are fundamental to our wayfinding design, urban narrative, museography and Urban Tactics projects. We start from the specific needs of people, with the aim of developing projects that generate benefits for all; for citizens, organisations and the city.

Keywords: *wayfinding, diversity cube, Citizen participation, readability*

Context

Universal Design is having a major positive impact on our projects. The orientation and information signage we designed for the Sagrada Familia has ordered the flow of routes for more than 11,000 visitors a day, through an easier, more enriching and accessible visiting experience. In Barcelona, we helped broaden the representation of citizen diversity by changing the symbols on Barcelona's school road safety signs. And with Leer Madrid, the city's new pedestrian signage, Design for All will bring legibility, safety and accessibility to hidden

neighbourhoods, while promoting physical activity and the use of public transport.

Image 1.-Lead Madrid
(Photo: Aramis León)

Image 2.- Attention at school
(Photo: Aramis León)

Image 3.-Sagrada Família (Photo: Pep Herrero)

In order to achieve successful results, it is necessary to introduce the perspective of citizen diversity from the beginning of the design

process. The participation of potential users is essential to identify their needs and to adjust and validate the design at each stage of the project. Of all our projects, Leer Madrid is the one that has seen Design for All implemented to its maximum extent and care.

Lead Madrid. The wayfinding design that transforms the city

Image 4.-Lead Madrid (Photo: Aramis León)

Cities concentrate a great deal of human diversity. Visitors, tourists, residents, new residents... Each person perceives the environment in a different way and the changes and conditions of the city can make it a confusing and stressful place.

Madrid is the capital of Spain and with its 3,286,662 inhabitants is the largest and most populous city in the country. In 2016 it received 9.03 million tourists. In 2016 the city council of Madrid called a tender for a new signage system. According to a study, it was difficult to find one's way around the city, up to 32% of visitors and 23% of residents had got lost in the last week.

Therefore, the British agency Applied Wayfinding joined forces with local urban planners, designers and architects such as Avanti Studio

(wayfinding and design for citizens), Paisaje Transversal (urban strategists), Urban Networks, Paralelo 39 (urban planners and architects), CG Arquitectos and Dimas García. This multidisciplinary team was the winner of the competition, acted initially as a consulting group and also ended up designing the new signage for Madrid.

From the initial study of the master plan to the implementation of the pilot projects, citizen participation and Design for All has been fundamental in the development of the wayfinding system.

Image 5.-Lead Madrid- Images of Madrid (Photo: Aramis León)

What is a wayfinding system

Wayfinding Design is aimed at implementing a unified system of pedestrian signage in the city that is universal, sustainable and intelligent. Its function is to improve the legibility of the city, making it easier for everyone to find their way around.

Planning and designing this layer of city information is fundamental to influencing the way people navigate Madrid, the travel choices they make and their perception and lasting impression of the city. it must therefore be easy to use, encourage appropriate route and mode choice and be accessible to all regardless of physical or cognitive ability, physical or cognitive capacity, age, language, location, ethnicity, wealth or access to online or digital tools.

Wayfinding is beneficial to all

A universal pedestrian guidance system benefits everyone; citizens, tourism and the city, making it a friendlier, healthier and more inclusive environment for all.

Benefits for people:

Leer Madrid promotes physical activity. Provides information about street conditions and services, providing safety and autonomy to the most vulnerable people. The representation of diversity in its symbol system promotes a culture of inclusion.

Benefits for the city:

Wayfinding brings transparency to the more opaque areas of the city and favours the development of stronger local commerce and promotes social cohesion. By promoting walking and the use of public transport, Leer Madrid will reduce car use and emissions. It projects a positive image of the city as a more accessible and inclusive tourist destination. It allows the city to take control and ensure reliable, personalized and up-to-date information on its streets.

Image 6.-Lead Madrid- Applied & Avanti Studio

Design principles and diversity perspective

The desire and aspiration to address human diversity is a key point in the development of the guidance system and, moreover, in how the city should understand its citizens.

The system will only be successful if it is designed for people of all abilities, not as an accumulation of complementary accessibility resources, but as a fundamental and integrated part of the planning and design approach.

Image 7.- Principles Scheme-Lead Madrid- Applied & Avanti Studio

Cube of diversity

The Diversity Cube is a model created by Avanti Studio and Design for All International. Each of its sides realistically represents the conditions that determine the individual's capacity for orientation in the city:

Language - functional ability - socio-economic profile - as well as; the reason, pace and the way we move around.
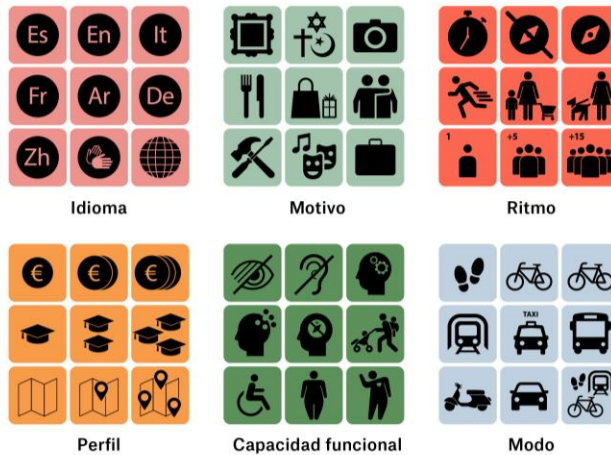
***Image 8.-** Cube of diversity-Avanti Studio & Design for All International*

The cube allows us to simulate the multiple conditions of each person in their movements and the complexity of situations to which the system will have to respond. It is also an educational and awareness-raising tool for all the people, institutions and organisations involved in our projects.

***Image 9.-** Cube of diversity-Avanti Studio & Design for All International*

Compensation principle

In order to facilitate the orientation of everyone in the city, the system must be flexible and adaptable to any situation in order to compensate.

Compensate both for the lack of individual resources or capacities of people (red) and for the limitations of legibility of the environment (blue).

The system (identified in yellow) must adapt naturally to as many situations as possible, the fewer personal skills or the lower the legibility of the environment, the more resources the system will provide.
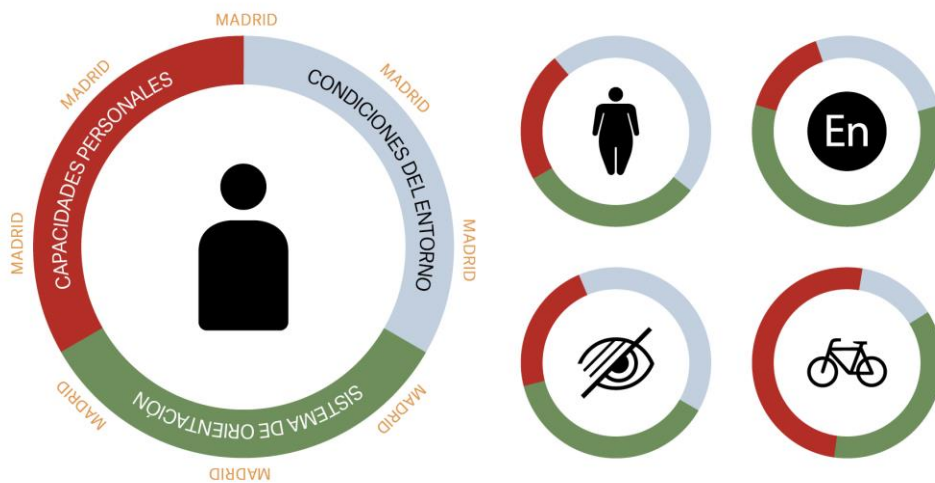
Image 10.- Lead Madrid- Applied & Avanti Studio

Citizen participation in the planning and design of Read Madrid

From the beginning of LeerMadrid, the participation of citizen groups and organisations has been fundamental. The representation of citizen

diversity has been introduced from the beginning of the system design process.

Surveys and interviews

The project started with a long process of research about the city. More than 500 street surveys and interviews with representatives of Madrid's organisations were carried out. People provided a lot of nformation about the structure of the city, how they perceived it and which were its most significant places and landmarks. The mental maps drawn by the people interviewed also helped to define how people interpret Madrid.
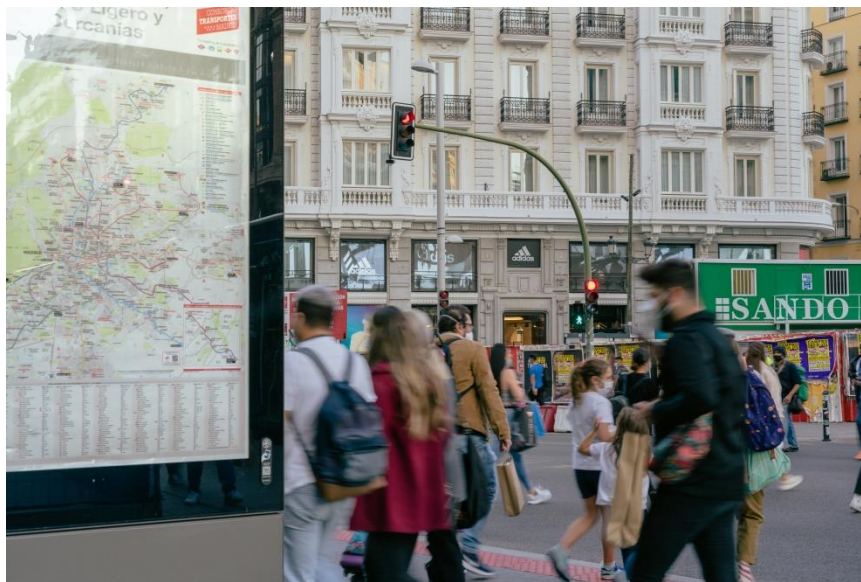
Image 11.-Lead Madrid (Photo: Aramis León)
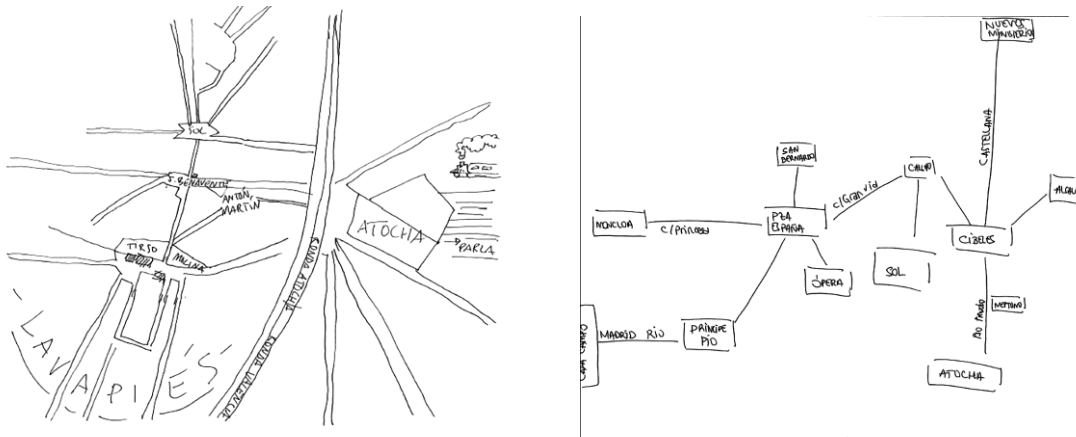
Image 12 and 13.- Mind maps – Archive Applied

Workshops and walks

The toponymy workshops were fundamental in order to generate a superstructure of names agreed by the organisations, citizens and the city council. In these workshops, the groups of people with disabilities were fundamental to guarantee that the services and places of interest to them would be included in the future orientation maps of the city.

The organisation of neighbourhood walks focused on the identification of citizen diversity. Groups of experts together with members of various organisations (migrants, LGTBI, older people and people with disabilities) formed inclusive groups with whom we went for walks. These walks were fundamental to identify existing urban elements and supports that should potentially be incorporated into the orientation system.

Image 14.- Walks through the Vallecas neighbourhood (Photo: Avanti Studio)

Design validation processes

Inclusive validation groups were involved in the various design consultations. At all times the design was monitored by experts and validators. Thanks to their input, all design elements underwent continuous modifications to improve accessibility and efficiency.

Image 15 and 16.- Consultations on the design of plans (Photo: Avanti Studio)

Image 17.- Street consultations on signage prototypes (Photo: Avanti Studio)

Information for comfort and physical accessibility

Leer Madrid is a personalised system for the city. This condition allows us to include in the maps information that does not appear in the generic navigation systems and that is essential for many people.

1. The map focuses on existing information within a 5m minute walking radius of the person looking at the map.

2. Too steep streets are marked

3. The entrances to all facilities, buildings and transport systems are differentiated by accessibility.

4. Pedestrian streets are differentiated from those intended for transit.

5. Play, rest and exercise areas are included

6. It also indicates the direction of metro stations within 10 minutes outside the radius of the map.

7. Warns of the existence of tunnels and walkways that can be intimidating.

Comprehensibility improvements

The design of the initial plans was greatly simplified in order to eliminate all visual noise, leaving only the essential information (Fig.1). The signs incorporate a system of pictograms and illustrations to improve the cognitive accessibility of the plans for people with reading and writing limitations (children, foreigners or people with cognitive disabilities (Fig.2). A collection of illustrations of the most unique buildings and monuments in Madrid has been generated, which are indispensable as reference points for getting around the city. A system of pictograms of urban services based on international ISO systems has also been unified.

Headings and legends were added to the plans to complement the graphic symbols (Fig.3). A specific legend was also incorporated for acronyms and abbreviations in the texts of the plans. (Fig.4).

New elements were added as a marker towards Sol (square) a cardinal point as important as the north for the people of Madrid. (Fig.5).

Fig 1-Image 18 before and Image 19 after - Lead Madrid - Illustrations by Applied
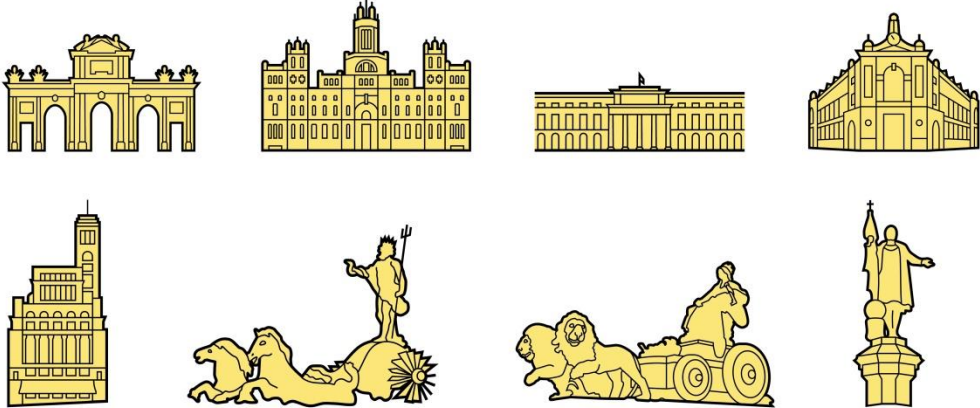
Fig 2-Image 20 - Lead Madrid - Illustrations by Applied

Fig 3-Image 21 - Lead Madrid - Illustrations by Applied

Fig 4-Image 22 - Lead Madrid - Illustrations by Applied
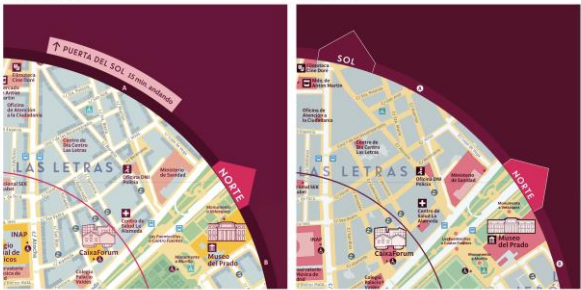
Fig 5-Image 23 - Lead Madrid - Illustrations by Applied

Improvements for readability

Based on the conclusions of the consultation process with users, the graphic style was rethought as a whole.

In order to have more space and to be able to lower the main plane, a second plane was eliminated to inform about transport in the rest of the areas. The density of the texts of legends and plans was simplified to be able to grow in size.

Illustrations were increased in size and their visual contrast was improved.

The changes in the colour treatment made it possible to improve their chromatic contrast and make them more accessible to people with colour blindness and vision loss.
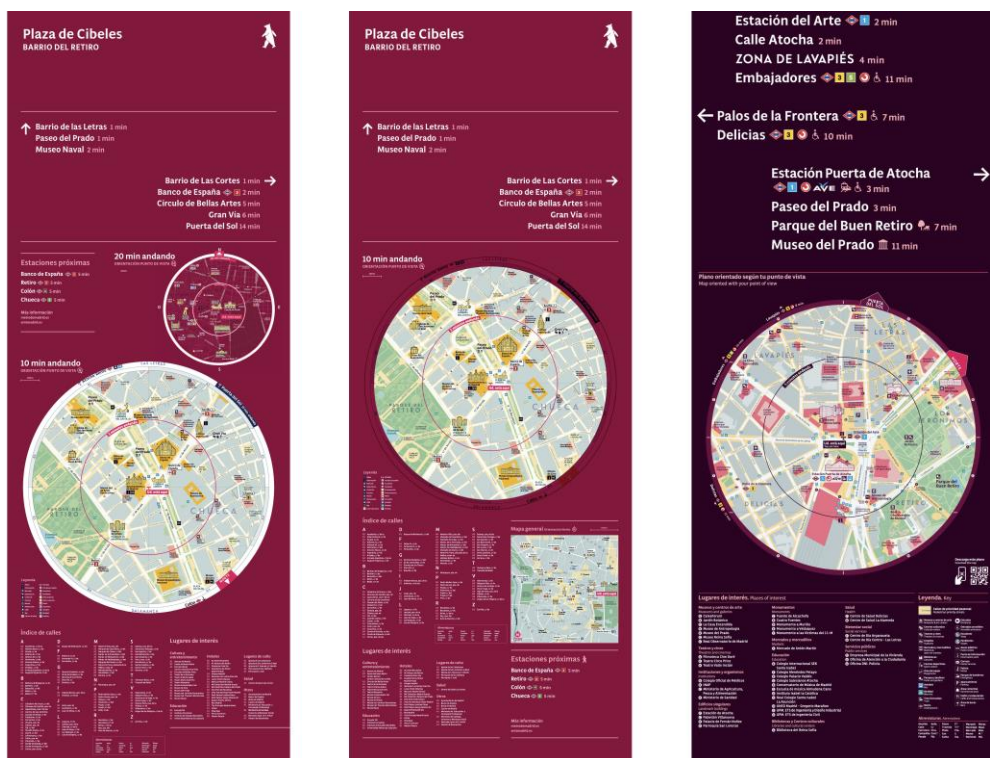
Image 24 - Lead Madrid - Illustrations by Applied

Gender-responsive branding

Historically, the most commonly used symbol to represent pedestrian routes has been a male figure walking. Madrid is an LGTBI Friendly city, and the system had to be respectful of these people. After analysing several options, the bear walking was chosen. The bear is the main symbol of the city's coat of arms and a figure related to nature that arouses positive emotions.
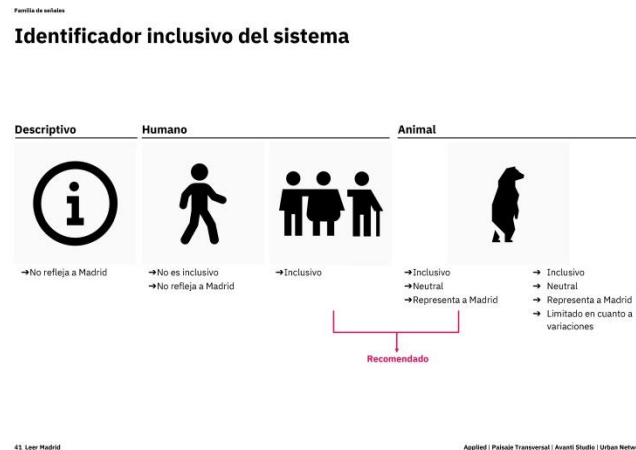

Image 25 – Tours Vallecas - Lead Madrid - Illustrations by Applied

The Read Madrid Future. An open system for innovation

The City Guidance System will start to be implemented from 2023 with several pilot projects in the main streets of the city.

Leer Madrid will be progressively deployed throughout the city and will serve millions of people on their journeys through the capital's neighbourhoods. In the future, Leer Madrid will have to incorporate new layers of information adapted to the requirements of very specific groups. Leer Madrid foresees the incorporation of technology and QR

codes to make the leap into the digital sphere and continue its commitment to accessibility and citizen diversity.

Image 23 - Lead Madrid - Illustrations by Applied

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Manual of accessibility and Inclusion in Museums and places of Natural and Cultural Heritage. Publisher: Trea.

https://trea.es/producto/manual-de-accesibilidad-e-inclusion-en-museos-y-lugares-del-patrimonio-cultural-y-natural/

¿ Museums for All?

Monograph of the E- magazine "Miradas desde la Copa" Vic University

http://issuu.com/santosmmateos/docs/miradas 04

Sign Language

Complete Typography of the sign alphabet of Spanish sign language (LSE) and Catalan sign language (LSC)

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Eszter Salamon *is the Director of Parents International – also doing research, training and advocacy there - and an education inclusion consultant and researcher for the European School Heads Association. Currently she is also a visiting professor at Vytautas Magnus University in Lithuania. Originally trained as a teacher, she started her career as a teacher at a primary cum secondary school. Later she became an economist and has been teaching in higher and vocational education. She started dealing with rights of the child topics in 1989 and has specialized in students' rights and parents' rights in the past 20+ years, being active on European level since 2009 and international level since 2015. She has earned her Doctorate at education leadership focusing on parental empowerment and engagement, and child participation. Her activities and research interests are related to 21st century education, school leadership, parental engagement, quality and inclusion, education-related rights and accountability, and collaboration. Her recent publications include research on teacher and school leader roles and careers, open schooling, innovative and inclusive STE(A)M education, family support systems, and parents' perceptions of and engagement in education. Her team has developed globally acknowledged practical initiatives on parental engagement, child participation, open schooling, education*

inclusion. She has been invited to participate at expert groups at the Council of Europe and OECD. In the field of parental engagement, her main area of activities is related to professionals' perceptions and capacity-building needs for better collaboration. Her work is framed by her experience as a teacher, as a parents, as a school board president as well as a researcher and trainer.

Have we included everyone?

A practical tool for education

Eszter Salamon, Stichting IPA (Parents International) Parents International, Inclusive Education for the European School Heads Association.
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Abstract

The United Nations Convention on the Rights of the Child defines the right to the education that is right for each child as a basic child right. It means that school systems need to be accessible for all and also provide relevant activities to support the best learning of each individual child. Universal Design for Learning (UDL) is the approach that can help school think their provisions over and change to an approach that ensures this basic right to the right education. In this article, I would like to share a vision of inclusive education to inspire those (re-)designing school and education in the broader sense, as well as share some practical tools for professionals and parents to make it a reality. The choice of three projects that are included was not easy, but they show our approach, and if they spark interest, me and my team are always happy to share more.

Keywords: *Education for inclusion, Universal Design in Education, United Nations Convention on the Rights of the Child, MultInclude and digital tools.*

Context

Universal Design in Education for Inclusion

A student is successfully included, in my opinion, if they can reach their full potential, become happy particle physicists, musicians or bakers depending on their desires and talents, their career choice is appreciated by the community (without any bias towards more academic paths), and they have a drive and skills for developing their skills later in life. Education policy has defined some wonderful goals, providing quality, equitable, inclusive education to everybody being one of them. We can fill whole libraries with answer to what we mean by quality, but it is not totally straightforward what we mean by inclusive. Schools call themselves inclusive if anybody with a disability can thrive there or if they are prepared to welcome newly arrived migrants. But does this same school have answers to inclusion needs of others? I believe that real inclusion in education is close to fully individualised education, and it can only become a reality if a number of factors come together in a good constellation.

Most probably many of the readers are familiar with the picture explaining the difference between equality and equity with little boys being given a number of crates to be able to watch a football match over a fence, but I've recently found a more elaborate version of it on the internet that also defines inclusion by removing the fence and making it possible for the boys to not only watch, but also join the game. It is still a dream, but even in an "inclusive" football field we also need to think of those who only want to watch the match (no compulsory participation at all activities) and those who can/want to be the referee or the coach being way more experienced than others,

so the tribune and the coach's bench is still missing. (The original meme only had the middle 3 pictures.)
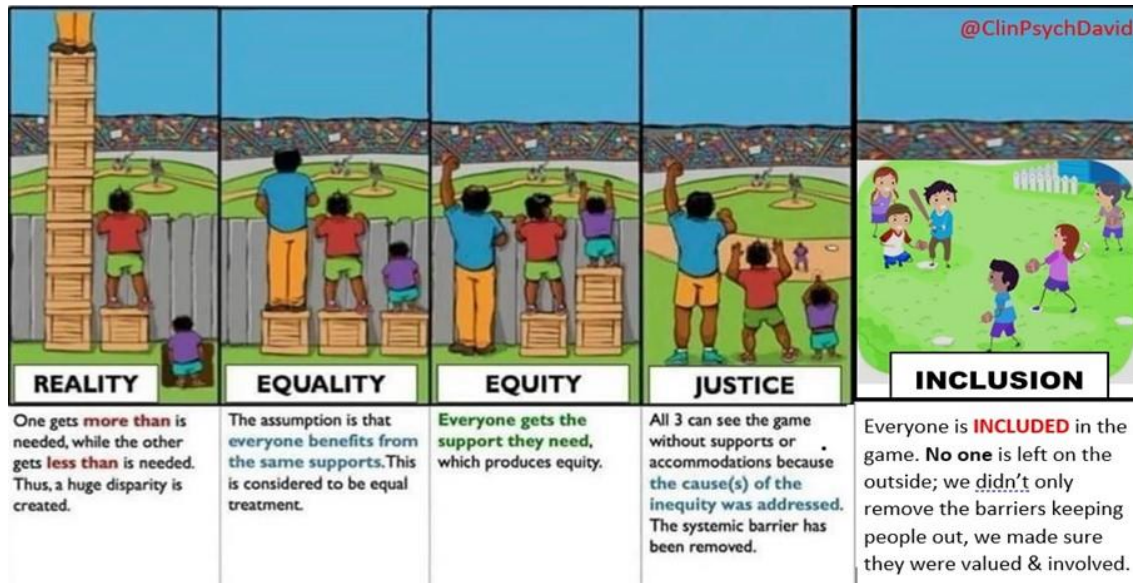

Image 1.- The picture explaining the difference between equality and equity with little boys being given a number of crates to be able to watch a football match over a fence.

Students have always been diverse, but in the digital age diversity is wider than before. We also need to take it into consideration that the goal of education is being redefined. The world needs less and less obedient, uniform people – their jobs are the ones to be taken over by robots. We need people with diverse skills and mindsets, but this is not the only change from the original goal of mass education. In most education systems in the past century the focus has shifted from providing basic knowledge and skills for everyone and higher-level academic content to a much smaller group to starting already with information heavy academic knowledge, with no consensus what counts as basic skills anymore, but aiming for some kind of average in both, giving little room for individual talents or interests. We even less need to assimilate people to an organisation's requirements. Inclusion

efforts need to aim for preserving diversity of skills, knowledge and mindsets.

What our goal is in an UDL-based education

The most important argument against home-schooling and unschooling is that these children will not have the opportunity to learn living in a diverse community. Most families have a circle of friends who are not very different from them, so this is true to a certain extent. But those sending their children to school are rarely or never confronted with this goal of education. Professionals need to have families on board to understand that while academic skills can be developed later, even at home by the computer, the learning outcomes of working together with very different people are extremely valuable. And this is just one element why parents and families need to be involved and empowered to understand inclusion for success.

The Future of Jobs Reports by the World Economic Forum regularly publish the list of skills and competences that are necessary for the workforce now and in the years to come, and they are very far from the skills and competences developed in schools. The past 2.5 years clearly shown that critical thinking (especially at being able to differentiate between fact and opinion that teachers are worse at than the general population [32]) and resilience are probably the most important skills for today.

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[32] *Protopstaltis, A., Salamon, E. (2022). A whole school approach for sustainable development, with a particular focus on the role and competences of school leaders to support the implementation of it. ESHA, Utrecht, the Netherlands.*

Image 2.- Top 10 skills of 2025

(Source: World Economic Forum)

We can also set the goals that are considered to support inclusion, like reducing early school leaving or having a certain percentage of people in tertiary education as the European Union has done, but at the end of the day we need to educate people who do not lose their appetite for and joy of learning. Thus, inclusive education must start early. Any intervention, programme or project in early childhood education or primary school that protects and further boosts the joy of learning, a phenomenon in every child before they start formal education, should be celebrated as an inclusive attempt. (This also includes parental empowerment programmes as parents have the largest impact on learning outcomes until age 11-12, regardless the education level of parents.[33]) Strong foundations in basic skills and self-esteem in this period of life also protects children in later school life, even if higher levels are not as inclusive.

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[33] *Goodall, J. (2017) Narrowing the achievement gap: Parental engagement with children's learning, Routledge, London and New York.*

Main systemic challenges

Education inflation is another phenomenon that may prevent inclusion. In many countries in Europe and beyond there is a still growing body of academic content that children need to show their knowledge of before they can focus on their personal pathways. In a really inclusive system students need to be offered a high level of flexibility also in requirements and they need to be protected from failure in areas they have little to no affiliation for. You can find examples of this among our case studies.

I think by now a number of teachers, school leaders, but also other people have imagined me to be a lunatic. How can this happen in a school with large classes? The answer is in redefining the role of teachers and make them forget the idea of teaching anything. They need to become learning facilitators. Being trained originally a teacher, I also had to jump my own shadow. My 'aha' moment and turning point was when I had to do training for a group with 5 different languages that I didn't know (each group had one English-speaker). I really needed to change my mindset, but I realised very quickly that I see when they were stuck and needed support.

The last factor I want to mention here is the need for collaboration between formal, informal and non-formal education. An open school policy is imperative to achieve real inclusion. There will always be students whose needs cannot be catered for without opening up the school and reaching out to other educators for support be it an NGO, another school, a local business or parents/grandparents. This cannot happen without a certain level of autonomy in school leadership. In an ideal situation this is offered by school policy and leaders are

supported in this role also by training, but our recent research shows that very often this can be achieved even in overcentralised, less flexible systems if you have the right professionals in place.

For some readers it may seem like a utopia. On the one hand we need to make all possible efforts to make it a reality for the goal mentioned in the first paragraph: SDG4, providing quality, inclusive education. On the other hand, the case studies we have collected and ask members of the Learning Community to share with us show that this actually becoming a reality in more and more places, so we mustn't rule it out as a utopia. It is possible.

MultInclude – let's make a diagnosis and define strategic goals

Developing local school inclusion strategies largely depend on the mindset and competences of school professionals, and also on a leadership vision. But first and foremost, there is a need for a diagnosis to explore where the school is, and what areas need further development. As part of MultInclude (an Erasmus+ project funded by the European Union), we developed a diagnostic tool, a scoring matrix (with Vienna Children's University taking the lead) that school can use for this purpose. It was piloted in over 60 schools across Europe supporting schools to evaluate their inclusion strategies and practices along the lines of various dimensions. The website also provides a collection and analysis of practices for inspiration to support schools in improving their inclusiveness.

The questionnaire for the matrix consists of 163 items was developed along the lines of the following 7 dimensions and 4 domains:
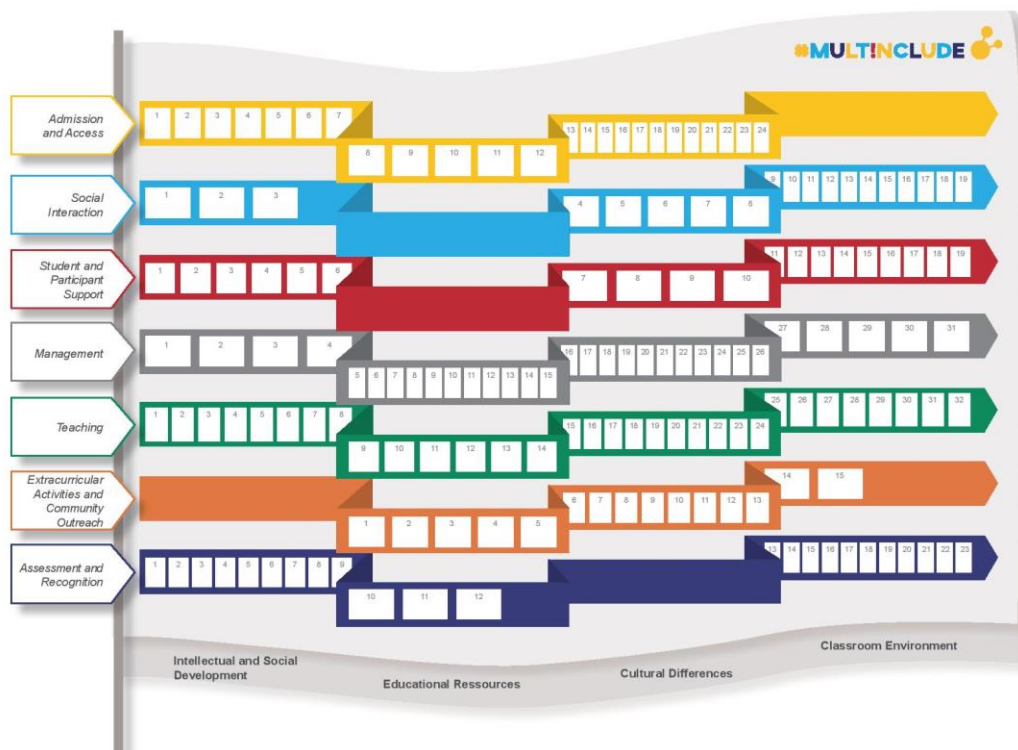
Image 3.- The questionnaire for the matrix.

By using this matrix, your school or a group of teachers from the school can explore the areas the school is currently scoring low, decide how important the given area is for your school. It is a snapshot that can then be used as a starting point for developing or improving internal strategies and processes as well as to decide on action for improvement. For example, if a school identifies a need to update their management or teaching practices in the domain of catering for cultural differences, they can develop a plan for that.

The MultInclude scoring matrix has proven to be useful tool for even the most inclusive schools to evaluate and subsequently improve their institutional inclusion strategies. There are always new challenges and

also room for further improvement. As the tool has been designed to cover a very wide range of inclusion aspects, it leads to more systemic thinking in areas that have been covered by inclusion practice, but not yet by strategy. You can use the English version after registering in the MultInclude learning community, but it can also be used on paper, using the downloadable resources available in this link of MultInclude34

Praise for MultInclude and the Scoring Matrix:

> **"I love it when complex concepts are translated into hands-on processes. And so, I'm a big fan of the MultInclude project's tool for self-assessing inclusion within schools."** – Mari Varsányi, teacher, trainer and consultant specialising on Intercultural and Inclusive Education, the Netherlands.

Tools for advocates

Having a diagnosis and a vision on where a school would like to go is a necessary starting point, but schools as well as other educators, like parents and/or non-formal education providers, need to convince decision makers about the real need for introducing new strategies.

We have identified some core elements of open schooling provisions. The first and most important element is that policy and school needs to embrace the idea and understand that it is the best possibility to provide for individual learning needs of all students. There is no school in the world that can afford to provide everything alone, but schools must collaborate with each other and other educators. Access – the

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[34] *https://multinclude.eu/activities/impact/inclusion-matrix-toolkit/*

physical, legal and financial provisions are also key. Accessibility for disabled children is the first thing that comes to your mind. At the same time, the lack of money cannot prevent anybody from having access to the right education, but similarly, all educators should have free entry to the school and children need to be free to leave the school for education activities outside of the school building.

In the PHERECLOS project (financed by Horizon2020) a very unique set of policy recommendations were developed, focusing on promoting open schooling, so far the best approach to providing each student what they need in education with the renewed school in the centre. The recommendations highlight 5 main messages and give advice to international and national governmental bodies as well as local education stakeholder on necessary policy change.
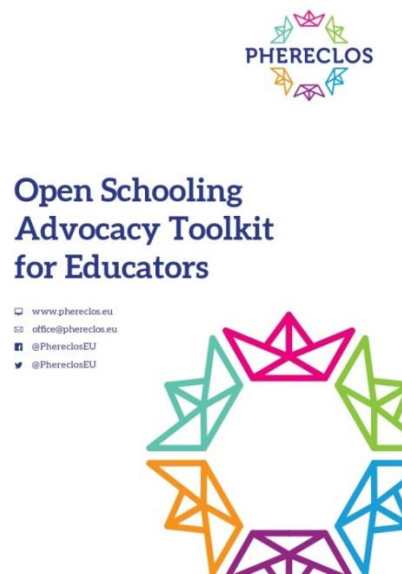

Image 4.- Cover of the publication PHERECLOS-Toolkit FINAL

This set of policy recommendations is accompanied by an advocacy toolkit for educators taking the form of an adventure book. Depending on the role of the reader in education, the education environment, their level of experience and some other factors, they are guided to create their own toolkit that helps them to plan and execute the necessary advocacy work. This book in itself is a good example of Universal Design in Education. When we were writing it, we realised that there is no traditional way of designing it to cater for diverse needs, so we had to move out of our comfort zone to design something that is close to universal without being general.

Digitalisation: the welcome and feared beast

Digital tools are among the best available means of universal design in learning, making individualisation a reality. Research has also confirmed that for the children of today online and offline presence means a continuum, not two separate fields of life. Online tools, and especially social media provide the platform for getting together, for organising social life, for expressing views and debating them, for widening their horizon and learning about the world around them. Many games, not explicitly designed for education has offered a plethora of learning opportunities (and actually lead to a new methodology in education called gamification that often has nothing to do with games, but implements methods that incentivise children in individualised ways to make an effort in studying).

However, the leading adult approach of risk prevention online is based on a number of fears. Most people are afraid of their children being bullied online, but they don't consider two things. Online bullying – a phenomenon mostly happening among children is (nearly) always an

extension of offline bullying behaviour, and often a sign of the bully being bullied. And sadly, we also need to understand that child-to-child bullying is not the most prevalent. Children are most often bullied (offline) by teachers with trusted adults from the family and circle of friends being the second. Another major concern is about pornographic content, but that has been on the table for decades, probably centuries. Children always found ways to access such content, without adult presence, if forbidden. A third area of concern is being exposed to violence. In this field research is not conclusive, but the balance is dipped towards research results showing that violent content is rarely a trigger for violent behaviour. At the same time, violent games often play the role of a punchbag.
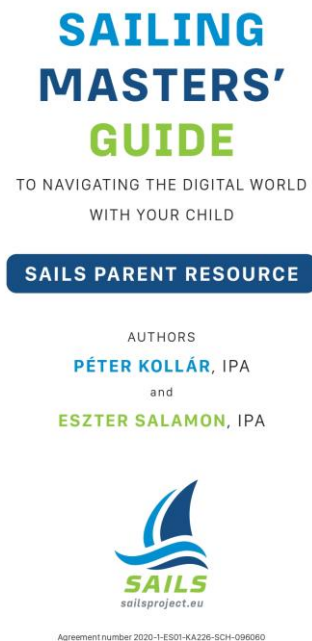

SAILING MASTERS' GUIDE

TO NAVIGATING THE DIGITAL WORLD
WITH YOUR CHILD

SAILS PARENT RESOURCE

AUTHORS
PÉTER KOLLÁR, IPA
and
ESZTER SALAMON, IPA

SAILS
sailsproject.eu

Agreement number 2020-1-ES01-KA226-SCH-096060

Image 5.- Cover of the publication "Sailing Master's Guide"

Some recently published research has proven that exposure to online risks has a lot of advantages. They underline that the only way to learn sailing safe online is to actually do it, and the more children use

digital tools and social media the more confident and resilient they become. It is also clear that while regular users know when and from whom to ask for help, the adults around them, especially teachers, are not always prepared for the job.

My colleagues, Luca László, Péter Kollár and I developed tools for school leaders and parents to support the implementation of a risk mitigation approach in digitalisation by supporting the adults around the child to exercise their duties and responsibilities in ensuring the rights of children as well as in supporting their learning in the digital age.

References

The resource for parents (or anybody else directly supporting the child's learning) can be downloaded from here:

https://library.parenthelp.eu/sailing-masters-guide-to-navigating-the-digital-world-with-your-child-the-sails-parent-resource/

The resource for school leaders can be found here:

https://library.parenthelp.eu/captains-handbook-sails-resource-for-school-leaders/

MultInclude
https://multinclude.eu/activities/impact/inclusion-matrix-toolkit/

#Inclusion
https://www.linkedin.com/feed/hashtag/?keywords=inclusion&highlightedUpdateUrns=urn%3Ali%3Aactivity%3A6706169587131547648

PHERECLOS project - Recommendations
https://library.parenthelp.eu/phereclos-open-schooling-policy-recommendations/

Toolkit PHERECLOS
https://library.parenthelp.eu/phereclos-open-schooling-advocacy-toolkit-for-educators/

Christian Hellevang *is a senior adviser at The Norwegian Association of Local and Regional Authorities (KS). He works with volunteering, leisure time for children and young people, youth democracy, social housing work and universal design. Hellevang has a bacheloor-degree in public administration from the Norwegian School of Management and Social Sciences (NKSH), 60 credits (ECTS) in public information from Lillehammer University College and a master's degree in public administration (MPA) from the Copenhagen Business School (CBS). He also has 28 credits from the Nordic School of Public Health in Gothenburg (NHV) and 30 credits in "Health in plan" from the University of Agder (UIA) and 10 credits in universal design from NTNU and 10 credits in universal design from VID. In addition, he has 30 credits from Osmolet in oral narration.*

Hellevang has previously worked in The tenants union of Oslo (LBF), The Directorate of Integration and Diversity (UDI), The Norwegian Directorate for Children, Youth and Family Affairs (Bufdir), The Confederation of Norwegian Enterprises (NHO), The union of students in Norway and the National Youth council of Norway.

Hellevang has held many positions in various organizations. He has been president of Youth for understanding Norway, president of the tenants 'association in Oslo, president of the Norwegian tenants' association and also a former board member of IUT.

Hellevang has sat on many different juries, now he sits on the Housing Bank's jury for social housing work and Bufdir's jury for good youth work.

Hellevang has been member of many public bodies, among them is the Norwegian Rent Tribunal.

Welcome to Norwegian Nature

Christian Hellevang, *The Norwegian Association of Local and Regional Authorities (KS).*

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Text: Marianne Alfsen/Felix Media

All photos: Fredrik Naumann/Felix Features

Abstract

Outdoor recreation is deeply rooted in the Norwegian identity and cultural heritage, but Norway's deep valleys, high mountain peaks and rugged coastline are not accessible to all. That is something many people are eager to do something about.

"Getting into the wild is one thing, however, we also know that ample access to outdoor recreation close to where people live have a positive effect on public health and quality of life. Accessible trails and parks, and easy access to the coastline and waterways are important, while accessible cultural heritage sites can serve as a motivation for many to get out and be active," says Christian Hellevang.

He is responsible for Universal Design at The Norwegian Association of Local and Regional Authorities (KS) – the largest employer organisation for local governments in Norway. All of the country's 356 municipalities and 11 county councils are members, as well as about 500 municipal, intermunicipal and county council undertakings.

Keywords: *Norwegian, nature, Universal design.*

Context

Sharing best practices

"Since 2013, we have developed a network for Universal Design. More recently, we also developed a network for age-friendly communities. The purpose of both networks is to share best practices. We believe that by learning from each other, we can go even further in creating inclusive communities," says Hellevang.

To disseminate the insights, ideas and best practices gained through the networks, KS have over the years produced a collection of booklets and videos. They present projects in local communities across Norway – from the grand and innovative, to the ingenious low hanging fruits – that requires smart thinking rather than big investments.

"We have covered everything from schools and kindergartens to town halls and parks. In this article we want to share some of the great projects aimed at getting everyone out and about and into the wilderness for which Norway is so renowned," says Hellevang.

Tampering with nature?

"It is not uncontroversial. Norwegians crave the unspoilt. So, the question is always: How much can we tamper with nature before we ruin the sense of wilderness? These are some examples that show how elegantly the need for accessibility and the ideal of preservation of nature can be combined, for the benefit of all," says Hellevang.

Image 1.- A path into the Sognefjell mountains. "It's about challenging myself and feeling empowered", Marianne Brattland, wheelchair user.

High up in the mountains, at the edge of Jotunheimen National Park, a beautifully executed project shows that universal design can be successfully applied to one of our most beloved sites of natural beauty.

In the Sognefjell mountains, a one-point-one kilometre path has been constructed across a mountain plain and lake. The light-weight steel bridges and the gravel paths are designed to blend in with nature. The longest bridge is 47 metres long, but still ultra-thin, only two centimetres thick.

The path allows everyone to walk, be pushed or roll into the magnificent landscape, providing a different experience than taking it all in from the side of the road. The new path connects with existing trails for hikers.

"Being able to enjoy the mountains is one thing, but in everyday life, keeping active where you live is paramount to public health. In the

past decade, authorities have prioritised providing ample opportunities for outdoor recreation in urban areas. The aim is for everyone to have a walking path less than 500 metres from their home. Preferably universally designed," explains Christian Hellevang.

Image 2.- A suspended path over the lake. "We want as many people as possible to be able to get out into nature, not just the most active people", Aslak Momrak-Haugan, Project Manager.

Fyresdal, in the south of Norway, is surrounded by wild and beautiful nature. Municipal authorities had an ambition to create an accessible activity park that is suitable for as many people as possible, in every age group, regardless of functional ability.

The park is situated close to residential areas, and natural hubs such as schools and kindergartens. The highlight of the two-point-four kilometre trail, is a suspended wooden bridge, clinging to the rock above a lake.

In January 2022, the activity park won the Grand Award in the International Design Award competition, hosted by the International

Association for Universal Design.

Image 3.- A bridge in harmony with nature. "The Midgard Serpent refreshes the meaning of Universal Design. It is not a matter of dull facilitation, but creating exciting design for everyone", Anne Reidun Garpestad, Project Manager.

Another wooden bridge, in the south-western part of Norway, has made a beautiful lake more accessible. The so-called 'Midgard Serpent' combines aesthetics and ambitious architecture with Universal Design – and thus creating something better than if they had focused on one or the other.

Named after a terrible sea monster in Norse mythology, the footbridge wriggles like a serpent across the Frøyland lake. It is made of 33 000 narrow lime pine timber planks, and looks almost like a twig – its organic form and colour blending perfectly with the surrounding nature.

The Midgard Serpent connects one side of the lake with the other, making the 16-kilometre trail around the lake more accessible to those who prefer shorter trips. The idea came from the local Residents'

Association, and the footbridge was funded in a way which in Norway is considered ideal: A combined public and private venture.

The footbridge has become more than a convenient shortcut; it has become a landmark, and an attraction in itself.

Image 4.- Going up to the treetops!. "You must believe in the impossible", Truls Korsæth, Project Manager.

That is also the case with another project, situated in a suburb in Oslo: The Stovner Tower is another proof that the ideal of a society where everyone can participate on equal terms can inspire spectacular architecture.

It all began with a hairy idea, enthusiasts with a plan and a municipality that cares about universal design. The idea was to allow people to enjoy the surrounding forest from a new perspective – high above the treetops. It is part of an urban regeneration project, adding qualities to one of the most socially challenged urban areas in Oslo.

The 260 metres long walkway spirals up with a gradient allowing wheelchair users to get to the top without the help of others. The Stovner Tower forms the heart of a universally designed activity park and trails.

Image 5.- Feeling the waterfall. "I don't think people take notice of the fact that this is a universally designed space. It just is", Kari Bergo, Landscape Architect.

A contrast to these grand designs, is the more subdued path constructed by a waterfall in Western Norway: Here, the landscape architect wanted to allow everyone to get so close to the waterfall, that they can feel the spray.

However, she did not want any railings, high walls or other constructions that would ruin the experience of wild nature. The seemingly unimpressive path is the result of a comprehensive

landscape analysis.

The trail meanders in harmony with nature, circling around rock formations and between shrubs – for minimum impact. The orientation lines are natural – dark kerbstone in contrast to the lush greenery. The paved path does not rise too high in the terrain, making it safe without railings.

Image 6.- A sleepover under the sea spray. "It was magical to watch the wet and windy weather, while ships sailed past in the night", Gro Eileraas, Wheelchair user.

Last, but not least, to ensure universal access to nature, you also need accommodation suitable for all. The Norwegian Trekking Association owns and manages many cabins across Norway. In recent years, they have made a conscious effort to ensure that more of them are accessible to all.

One of the newly constructed Floke Cabins by the ocean in southwestern Norway, is twice as big as the others and universally designed. This too got its name from Norse Mythology, the Viking king

Floke, who was the first to settle in Iceland. Here, you can experience the stormy seas, from the comfort of a warm and safe space.

"I hope you have been inspired by these examples. They represent just a few of the great projects featured in our latest publication 'Norwegian Nature is for Everyone', issued in January 2023," says Christian Hellevang, adding that: "We are happy to share our materials with our international friends, and I invite you to get in touch."

References

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Oslomet
https://www.oslomet.no/en

Housing Bank's jury
https://www.husbanken.no/english/

Bufdir's
https://www.bufdir.no/uu/English_info/

Norwegian Rent Tribunal
https://www.htu.no/en

Letter from the Chairman's Desk
By Sunil Bhatia PhD

This world is beautiful because nature takes care of us. Our living cells process more than 10 million pieces of information in an individual capacity in nanoseconds but the collective result of all cells that make us living is always best for all living beings. Nature is caring and works to promote cooperation among us. I am a product of such system where the majority are working for making this world better. What I am at present is collective efforts of the people's thought process from the world of making this world worth living and the best part is they initiated in translating into actions. It was not confined and limited to thought process but put all energy in this direction for making everyone's life comfortable with complete at ease. No one should be left in this process and this thinking helps in benefits human efforts that should in direction for help everyone in progress. Our publication is such a platform that helps in disseminating such efforts happening around the world and makes these information to all for using that special knowledge in the progress of all living beings.

When I thought of initiating such a publication but was unaware about such a concept exists in the design world. While writing emails for the contribution of articles in the area of design my destiny guided me to meet Pete Kercher of EIDD who wrote a long but encouraging reply

and suggested I name DESIGN FOR ALL for my publication. He not only contributed but helped in making contact with Richard Duncan of NCSU, Universal design department and he also submitted a great article written by Prof Ran Mace for our inaugural issue. My philosopher and Guide Prof Lalit Das helped and guided me whenever a crisis appeared. He was aware of initial hick-ups in publication and I Tool complete advantage of his vast experiences.

The earliest organization that helped me was the Design for All Foundation and I special thanks to Ms. Imma Bonet who accepted the Guest Editor of the special issue and she was the first to do so .It was a new beginning and added a new dimension to our efforts. Later on many proud moments surfaced and it was a great moment for us when the world's oldest organization IDSA endorsed by accepting our invitation to be Guest Editor for a special issue and the president nominated a Guest Editor of that special issue. We published more than six occasions special issues with IDSA, EIDD and many more.

We have monthly publications and maintain the discipline of publishing on time and completed the 17th year of publication without missing a single month. I feel like standing and saluting those who made these memorable moments of celebrating in the 18th year of publication. It was the love and confidence they showed on us by contributing their articles in our journal. It is estimated that we have largest readership base in design community.

My special thanks to Prof Ricardo Gomes of SFSU and respected and lovable IDSA member who made our landmarks of publication of the

100th or 150th or 200th special issue a truly memorable and reference material by accepting our invitation of Guest Editor.

It was destined to be popular of our publication among design communities those are making every product accessible to all for commercial benefits and maximization of profits. The concept of Universal/ design for All/ Accessible/ Barrier-free / Sustainability provdes the social responsnblity without investing at any extra cost.

All our publication is free for all and we do not charge anything for our monthly publication from our contributors and readers. We do not have revenue model. It is social theme oriented.
I am thanking all of you for your sibncer efforts in making this project a successes story.

Lambert Academic publication for celebration of 150th special issue by publishing a book by compiling editorials
"Design For All, Drivers of Design" was translated into eight different languages from ENGLISH to French, German, Italian, Russian, Dutch, and Portuguese. Kindly click the following link for the book. "Morebooks", one of the largest online bookstores. Here's the link to it:

https://www.morebooks.de/store/gb/book/design-for-all/isbn/978-613-9-83306-1

*"**Wishing all of you and family member a Happy and Prosperous New year 2023**"*

Enjoy reading, be happy, and work for the betterment of society.

With Regards

Dr. Sunil Bhatia

Design For All Institute of India

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Forthcoming Issues

February 2023 No-2

Amelia Dray

"Amelia is a designer exploring childhood, play, and democracy. Her interdisciplinary practice works across fields such as leadership development, organisational change, service design, and child culture design. Her work aims to explore local forms of democracy alongside, with and for children.

Amelia is a strong advocate for children's play, how children lead, and how they offer new perspectives and wisdom. These concepts infuse her work across multiple contexts; working on large organisational change programmes overseas and in the UK, led design work with schools, charities and local + central government, and continuously developing her material practice as a designer."

March 2023 Vol-18 No-3

Meghan Preiss

Meghan is currently a Manager of CX Design Integration at Delta Airlines where she creates design strategies to prioritize the customer experience and infuse design thinking into the corporate culture. She is an instinctive translator traversing between complex details and big picture ideas. Meghan's passion to provide new paths for future generations to impact the world around them is becoming more of a reality with each new role she takes on. It was this passion that led her to become the youngest board member of the World Design Organization (WDO) in their 60-year history. Previously the United States female representative in WDO's inaugural Young Designers Circle, Meghan has worked with global communities to elevate design education and gender equality design initiatives. In the United Kingdom, she taught 12- to 18-year-olds how to merge design, engineering, user research, and business, while also mentoring them through different phases of life. Meghan's devotion to giving back has led her to volunteer and/or guest lecture within her favorite communities: Industrial Designers Society of America, SHiFT Design,

Auburn University, Columbus College of Art and Design, Lehman College, Western Michigan University, and more.

After graduating Savannah College of Art and Design with degrees in Service Design and Industrial Design, she gained experience in both consulting and corporate design roles. She spent a few years working as a Lead Design Research and Strategist at a design consultancy in Los Angeles where she had the opportunity to work through a variety of challenges with companies like LEGO, Boston Scientific, Hamilton Medical, BMW, Honda, and more. Working on large strategy problems from the outside, Meghan soon became interested in how she could potentially make a larger impact by working in-house, moving her career to work for Ford Motor Company and IBM.

April 2023 Vol-18 No-4

Prof Dr Rachna Khare

Dr. Rachna Khare is full Professor and Head of Department of Design at School of Planning and Architecture Bhopal, a Government of India Institution of National Importance. She served the institute in several administrative positions like Dean (Research) and Head of the Departments (Architecture, Landscape and Conservation). Starting her career in the early nineties, Rachna is a dedicated teacher and keen researcher for last twenty two years. Rachna's research interests in the field of 'Universal Design' and 'Designing for Special Needs' have

earned her grants and awards nationally and internationally. She is recognized as 'Inspired Teacher' by Hon'ble President of India and stayed Scholar-in-Residence at Rashtrapati Bhavan in 2016. She is also two times winner of Fulbright Fellowship (2022 and 2007) and availed those at George Washington University, Washington DC and Georgia Institute of Technology, Atlanta. Rachna has done several sponsored research projects with All India Council of Technical Education, University Grants Commission and Design Innovation Center Project of Ministry of Education in India. She has lectured worldwide on Inclusive Design and has more than 50 papers in various National and International journals and conferences to her credit. She has authored 3 books, 12 book chapters and edited more than 15 refereed journals. Rachna is well known as an activist and is a founder member of 3 NGOs working for the upliftment of vulnerable populations in India. Other than her regular teaching and research at her institute, Rachna founded and chairing a Centre for Human Centric Research (CHCR) that aims to build a body of knowledge that responds to the design needs of diverse human population otherwise marginalized in the past design practices.

May2023 Vol-18 No-5

Ercan Tutal, *completed the Bachelor of Social Sciences in the University of Tubingen- Germany in 1996.*

An accomplished Executive Manager, with expertise in leading the social change to close the gap between where people with disabilities are and where they should have been. Proven ability to innovate social responsibility projects with local and multinational companies in Turkey. Solid experience in creating strategies and processes that enhance the integrity of socially disadvantage population into the community. Strong management and leadership skills, with ability to motivate volunteers and promote volunteerism and develop smart solutions on disability.

Excellent communicator, with emphasis on building strong relationships with local and multinational non-governmental organizations. Deep understanding of how to lead organizational changes.

He is an expert on accessibility solutions.

Worl ambassador of Design for All Foundation.

Founder of: AYDER–Alternative Life Association, Dreams Academy, Alternative Camp, Social Inclusion Band, Dreams Kitchen, D-Film, Best Buddies Turkey and SortyApp.

Among his social accomplishments include being Olympic Torch Bearer in 2004 Athens & 2012 London.

Throughout his career he has received various awards such as:

2002 - NTV / Nameless Hero of the Year
2004 - Olympic Torch Carrier
2011 - CnnTurk / " Fark Yaratanlar "
2012 - Olympic Torch Carrier

June 2023 Vol-18 No-6

Debra Ruh CEO Global Impact

| Executive Chair, Billion Strong | Host of Human Potential at Work AXSChat Co-Host
Talks about #inclusion, #tech4good, #accessibility, #digitalinclusion, and #disabilityinclusionTalks about hashtag inclusion, hashtag tech4good, hashtag accessibility, hashtag digitalinclusion, and hashtag disabilityinclusion

Rockville, Virginia, United States

November 2023 Vol-18 No-11

Dr. Soumyajit **Bhar** *is currently an Assistant professor of environmental studies at Krea University, India, where he offers and coordinates a course on Design Thinking. Soumyajit straddles action and academic research with more than 14 years of experience (both volunteering and full-time) working with various environmental and sustainability issues. He holds a Ph.D. in Sustainability Studies (with a specialization in ecological economics) from Ashoka Trust for Research in Ecology and the Environment (ATREE) as part of a unique interdisciplinary Ph.D. program. His dissertation attempts to understand socio-psychological drivers and local and regional scale environmental impacts of conspicuous/luxury consumption basket in India. Soumyajit is furthering postdoctoral research at the intersection of rising consumerism, sustainability concerns, and inequality levels in the context of the Global South. He is also keen to explore how design education can broaden students' perspectives and help them delineate pathways to a better world. He has published in international journals and popular media. He is also interested in larger questions of philosophy and ethics, particularly pertaining to environmental issues.*

New Books

it is available on www.morebooks.de one of the largest online bookstores. Here's the link to it:
https://www.morebooks.de/store/gb/book/design-for-all/isbn/978-613-9-83306-1
The Ultimate Resource for Aging in Place With Dignity and Grace!

Are you looking for housing options that are safer and more accommodating for independently aging in place? Do you want to enjoy comfort, accessibility, safety and peace of mind – despite your disabilities, limitations and health challenges? The help you need is available in the Universal Design Toolkit: Time-saving ideas, resources, solutions, and guidance for making homes accessible.

This is the ultimate resource for individuals and professionals who want to save time, money and energy when designing, building, remodeling or downsizing a home. The Universal Design Toolkit will help you take the steps to design homes for your clients or yourself while eliminating the costly trial and error challenges you'd inevitably encounter if faced with this learning curve on your own.

Rosemarie Rossetti, Ph.D., teamed with her husband Mark Leder in creating this unique Toolkit. They bring ten years of research, design and building expertise by serving as the general contractors for their home, the Universal Design Living Laboratory– which is the highest rated universal design home in North America.

Within the Toolkit's 200 richly illustrated pages, you'll find: Insights that distinguish *essential* products, services and resources from the *unnecessary*.

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—STEPHAN J. SMITH, EXECUTIVE DIRECTOR, ASSOCIATION ON HIGHER EDUCATION AND DISABILITY

Harvard Education Press

UNIVERSAL DESIGN IN HIGHER EDUCATION
From Principles to Practice, Second Edition
EDITED BY SHERYL E. BURGSTAHLER • FOREWORD BY MICHAEL K. YOUNG

This second edition of the classic *Universal Design in Higher Education* is a comprehensive, up-to-the-minute guide for creating fully accessible college and university programs. The second edition has been thoroughly revised and expanded, and it addresses major recent changes in universities and colleges, the law, and technology.

As larger numbers of people with disabilities attend postsecondary educational institutions, there have been increased efforts to make the full array of classes, services, and programs accessible to all students. This revised edition provides both a full survey of those measures and practical guidance for schools as they work to turn the goal of universal accessibility into a reality. As such, it makes an indispensable contribution to the growing body of literature on special education and universal design. This book will be of particular value to university and college administrators, and to special education researchers, teachers, and activists.

SHERYL E. BURGSTAHLER is an affiliate professor in the College of Education at the University of Washington in Seattle, and founder and director of the university's Disabilities, Opportunities, Internetworking, and Technology (DO-IT) and Access Technology Centers.

"Sheryl Burgstahler has assembled a great set of chapters and authors on universal design in higher education. It's a must-have book for all universities, as it covers universal design of instruction, physical spaces, student services, technology, and provides examples of best practices."

—JONATHAN LAZAR, PROFESSOR OF COMPUTER AND INFORMATION SCIENCES, TOWSON UNIVERSITY, AND CO AUTHOR OF *ENSURING DIGITAL ACCESSIBILITY THROUGH PROCESS AND POLICY*

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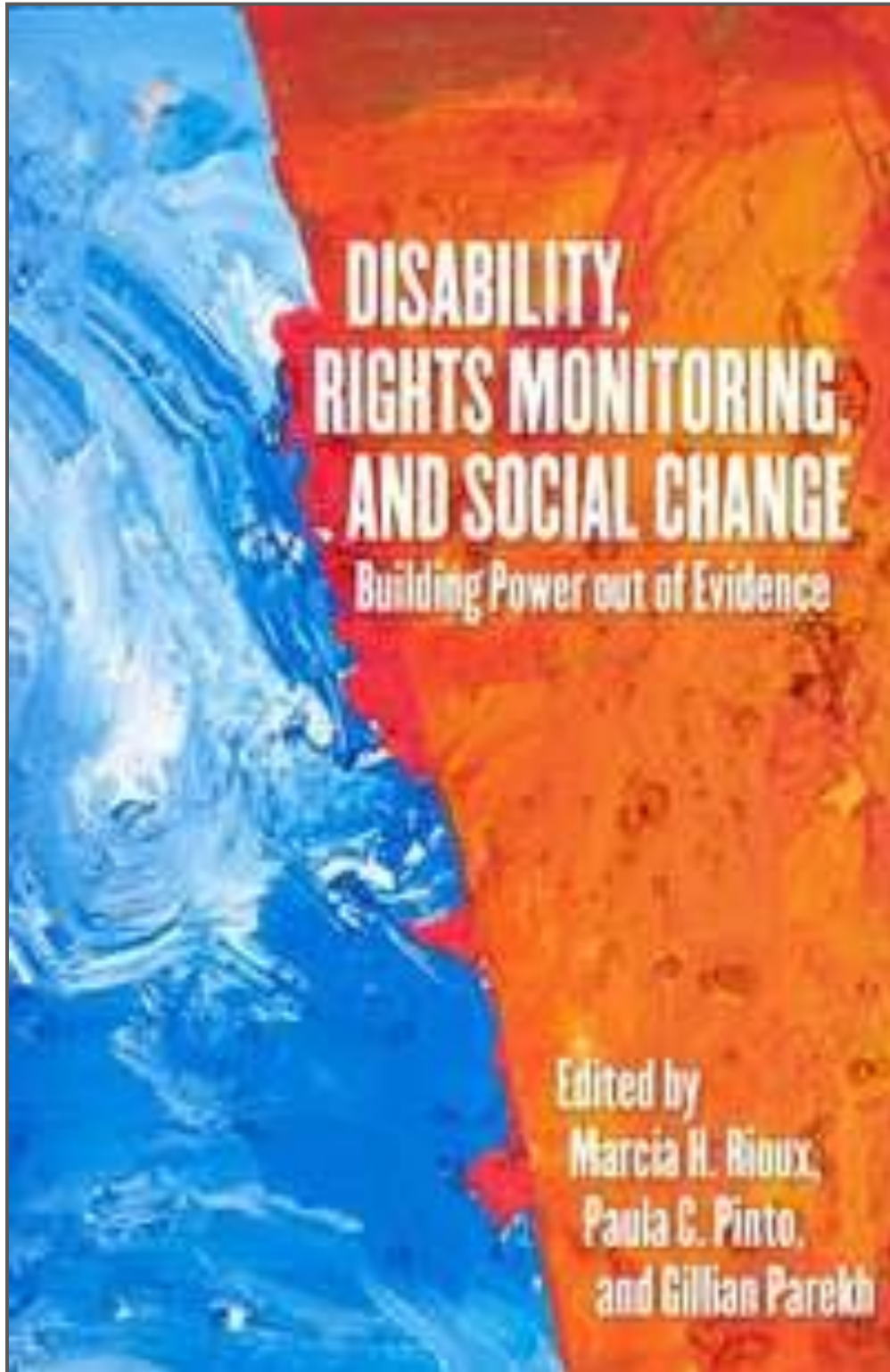c/o PSSC
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Disability, Rights Monitoring and Social Change:

New Update: ELIVIO BONOLLO (2015/16) PRODUCT DESIGN: A COURSE IN FIRST PRINCIPLES
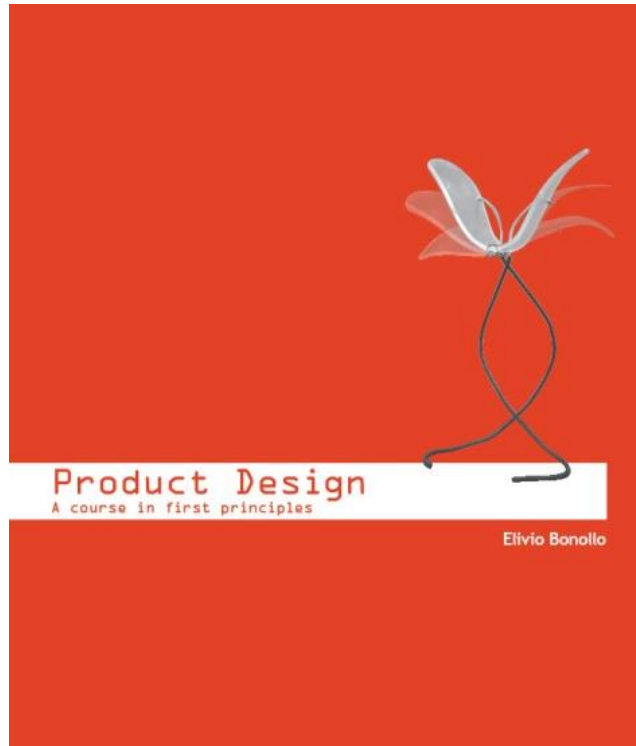
Available as a paperback (320 pages), in black and white and full colour versions (book reviewed in Design and Technology Education: An International Journal 17.3, and on amazon.com).

The 2018, eBook edition is available in mobi (Kindle) and ePub (iBook) file versions on the amazonand other worldwide networks; includingon the following websites:

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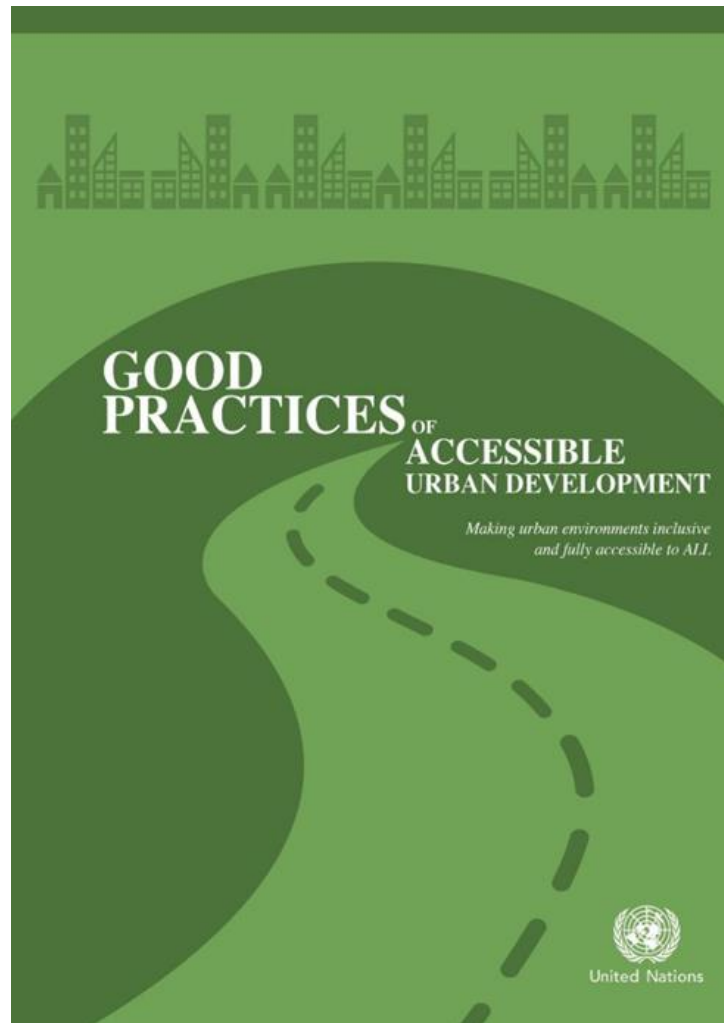
DEBRA RUH

INCLUSION

BRANDING

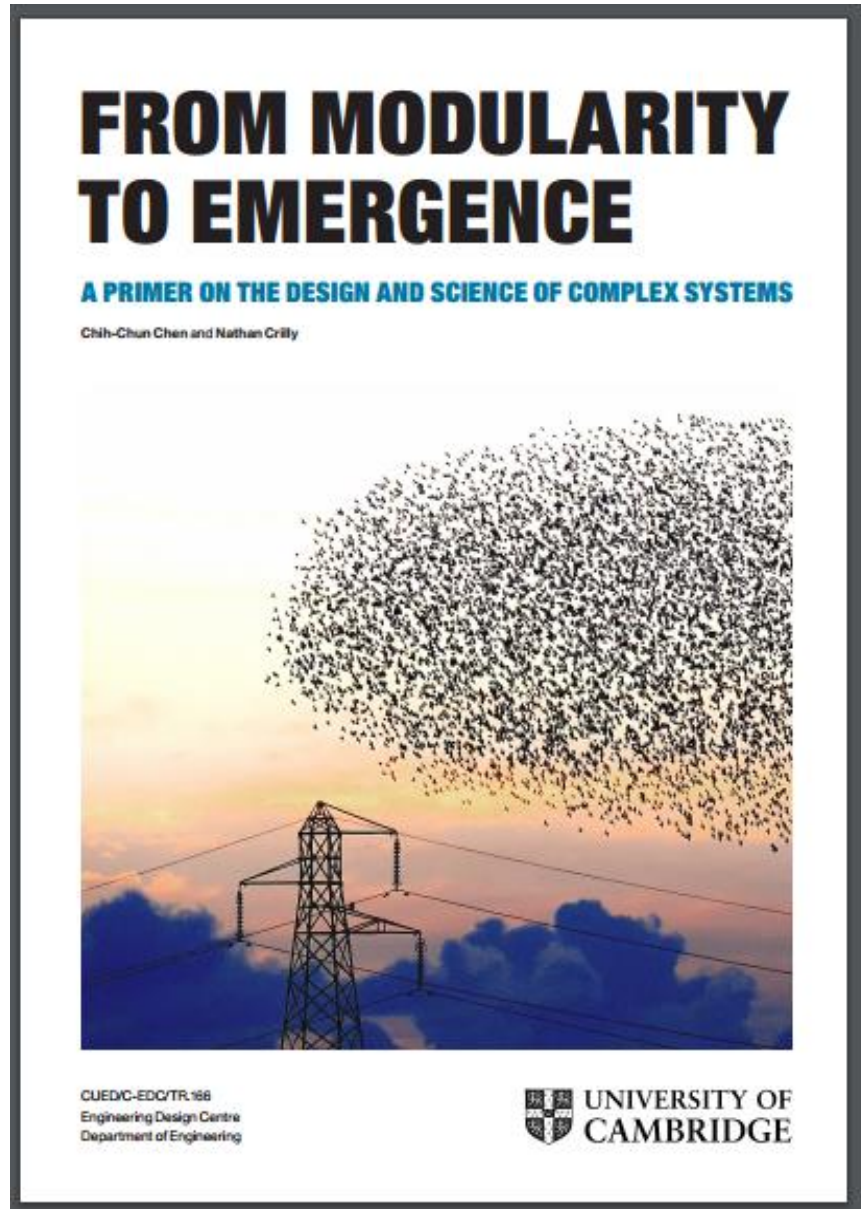### Revealing Secrets to Maximize ROI

In light of the forthcoming United Nations Conference on Housing and Sustainable Urban Development (HABITAT III) and the imminent launch of the New Urban Agenda, DESA in collaboration with the Essl Foundation (Zero Project) and others have prepared a new publication entitled: "Good practices of accessible urban development".
The publication provides case studies of innovative practices and policies in housing and built environments, as well as transportation, public spaces and public services, including information and communication technology (ICT) based services.
The publication concludes with strategies and innovations for promoting accessible urban development. The advance unedited text is available
at:http://www.un.org/disabilities/documents/desa/good_practices_urban_dev.pdf

FROM MODULARITY TO EMERGENCE

A PRIMER ON THE DESIGN AND SCIENCE OF COMPLEX SYSTEMS

Chih-Chun Chen and Nathan Crilly

CUED/C-EDC/TR.166
Engineering Design Centre
Department of Engineering

UNIVERSITY OF CAMBRIDGE

Dr Chih-Chun Chen and Dr Nathan Crilly of the Cambridge University Engineering Design Centre Design Practice Group have released a free, downloadable book, _A Primer on the Design and Science of Complex Systems_.
This project is funded by the UK Engineering and Physical Sciences Research Council (EP/K008196/1).
The book is available at URL: http://complexityprimer.eng.cam.ac.uk

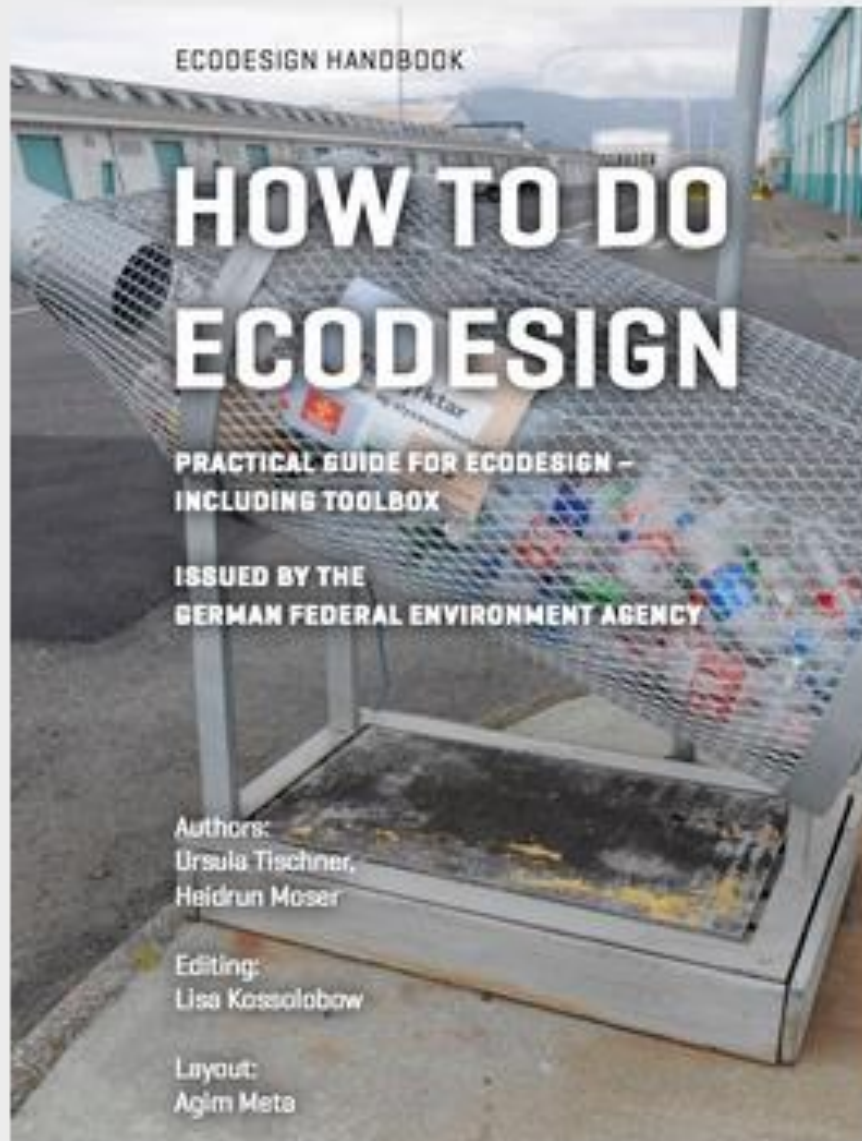# Changing Paradigms: Designing for a Sustainable Future

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Peter Stebbing
Ursula Tischner

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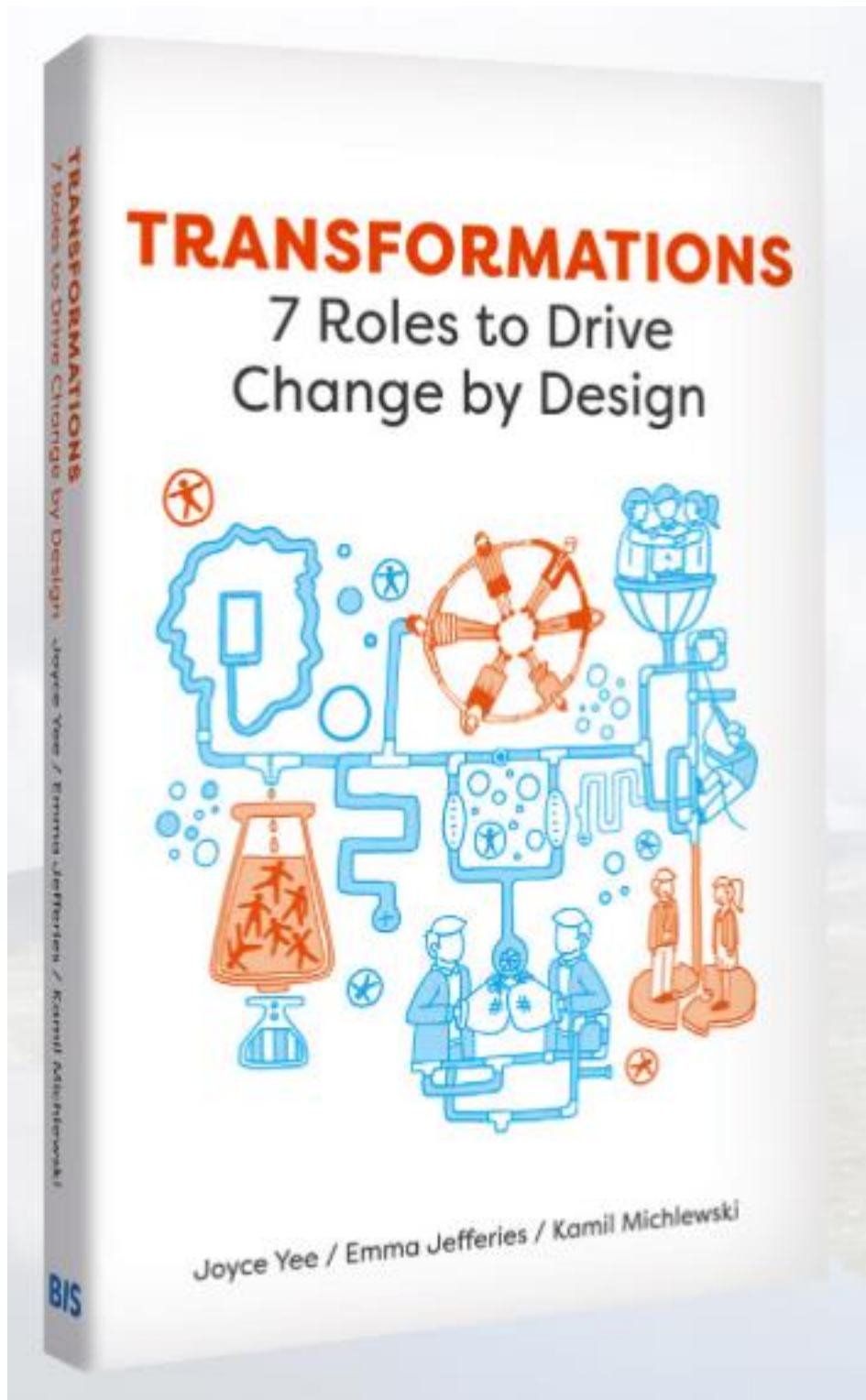
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Changing Paradigms: Designing for a Sustainable Future

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Authors:
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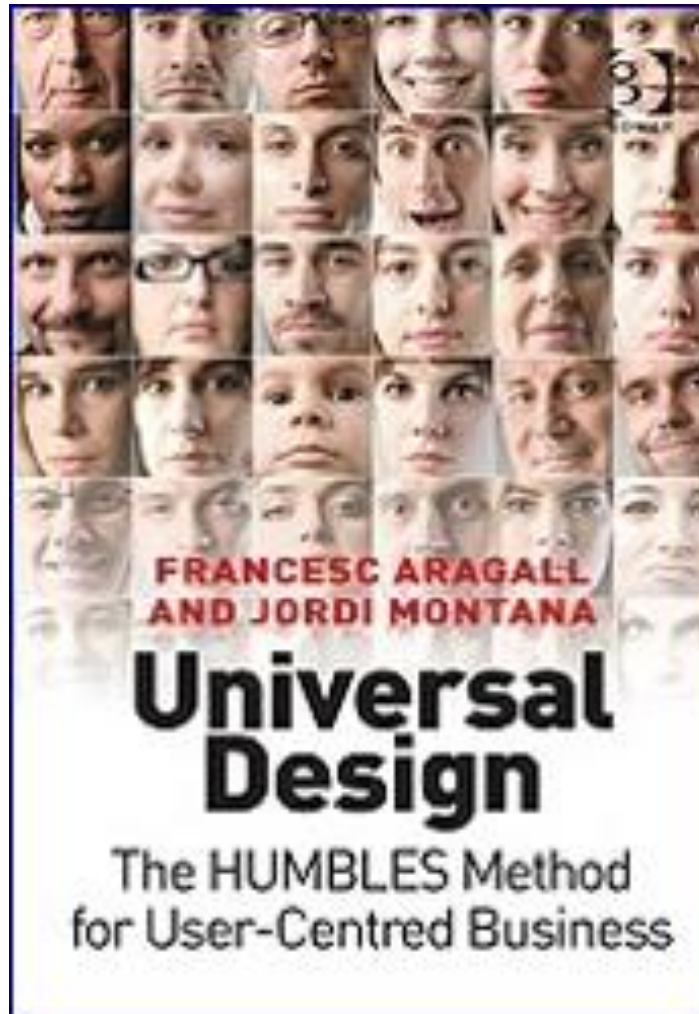
Joyce Yee / Emma Jefferies / Kamil Michlewski

Arnar Árnason and Sigurjón Baldur Hafsteinsson

DEATH AND GOVERNMENTALITY

Neo-liberalism, grief and the nation form

Universal Design: The HUMBLES Method for User-Centred Business

"Universal Design: The HUMBLES Method for User-Centred Business", writtenbyFrancescAragall and JordiMontañaandpublishedbyGower, providesaninnovativemethod to supportbusinesseswishing to increase the number of satisfiedusersand clients andenhancetheirreputationbyadaptingtheirproductsandservices to the diversity of their actual andpotentialcustomers, takingintoaccounttheirneeds, wishesandexpectations.

The HUMBLES method (© Aragall) consists of a progressive, seven-phaseapproach for implementing Design for All within a business. Byincorporating the user'spoint of view, itenablescompanies to evaluatetheirbusinessstrategies in order to improveprovideanimproved, morecustomer-orientedexperience, andtherebygain a competitiveadvantage in the marketplace. As well as a comprehensiveguide to the method, the bookprovidescasestudies of multinationalbusinesswhichhavesuccessfullyincorporated Design for All intotheirworkingpractices.

According to SandroRossell, President of FC Barcelona, who in company withotherleadingbusiness professionals endorsed the publication, it is "requiredreading for thosewhowish to understandhow universal design is the onlyway to connect a brand to the widest possible public, increasing client loyaltyandenhancing company prestige". To purchase the book, visiteither the Design for All Foundation website

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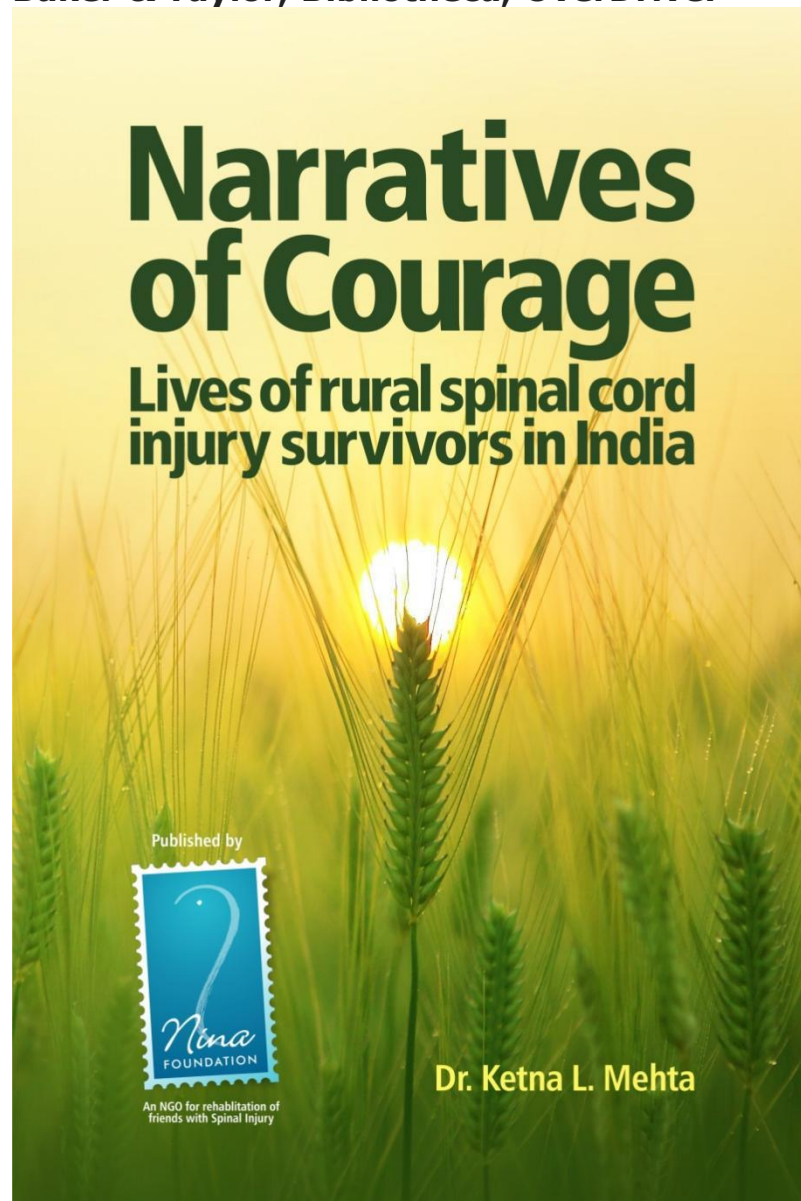**AMAZON INTERNATIONAL EDITION -**
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News

1.

What is Universal Design?

Córrego Grande Linear Park / JA8 Arquitetura Viva - 3. Image © Lio Simas

Created by the American architect Ron Mace in the 1980s, the concept of *Universal Design* deals with the perception of the projects and environments that we design and inhabit, considering the possibility of its use by different user profiles: from children to the elderly, including language limitations and people with disability or temporary limitations.

Universal Design is a concept that proposes the creation of spaces with democratic use, guaranteeing egalitarian conditions in terms of quality of service. The main goal of Universal Design is to allow everyone to use them to the fullest extent possible without the need for adaptations. Considered a concept that applies to architecture and other areas such as product design, Universal Design serves people considering their characteristics, age and individual abilities.

One   Green Mile / MVRDV - 11. Image © Suleiman Merchant

While architectural accessibility can be understood as a design tool to ensure conditions of use for different groups of people, Universal Design brings a broader perspective to architecture, becoming a design concept from the beginning of the process. Through Universal Design, architecture projects ensure that everybody has the same opportunities and spaces without adaptations, exceptions, or different routes.

© Avanti Avanti Studio & Design for All Foundation

Ron Mace and a group of architects who study the subject came to define seven principles to guide and help understand what Universal Design is. First, the Universal project, product or object must be egalitarian, that is, ensure the use of people with different skills, such as sliding doors that open automatically via a sensor. Second, the design must provide use flexibility, accommodating different abilities and allowing people to choose the best way to use it.

© Courtesy CHC

The third principle is simple and intuitive use, which means being easy to understand, regardless of each person's experiences or language skills. Fourth: the universal design must be easy to understand and must be able to communicate, inform and instruct anyone. The fifth principle provides that projects or products are error tolerant, mitigating the consequences and protecting people. The sixth principle deals with the need for low physical effort. Finally, the last one guarantees the scope of access, use and manipulation of spaces and objects, always considering the different existing bodies.

For architecture, this means designing spaces that are receptive to children, adults and the elderly, people with the most diverse appearances and conditions of comprehension and locomotion.

Besides accessibility standards, architecture can take advantage of ramps as architectural paths, for example, or even use wayfinding as a tool, thinking of textures, colors and materials as important constructive elements not only for aesthetics but also in communication and stimulation.

Primary Healthcare Center - UBS Parque do Riacho / Saboia+Ruiz Arquitetos - 15. Image © Leonardo Finotti

Universal **Design** guides inclusion, not only as an appendix to the standard use but transforming the standard itself, ensuring broad use by all groups, profiles and existing bodies, bringing accessibility as an irrevocable tool. Almost 40 years after its creation, we can still add new guidelines to be discussed in this universality, such as socioeconomic inclusion, race or gender. One of today's challenges in architecture is understanding how to design for broader and more diverse audiences.

(Courtesy: ArchDaily)
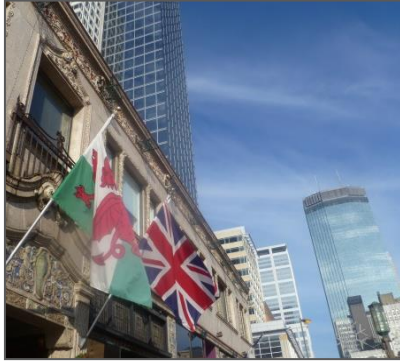
Programme and Events

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Submit essay proposals by November 1
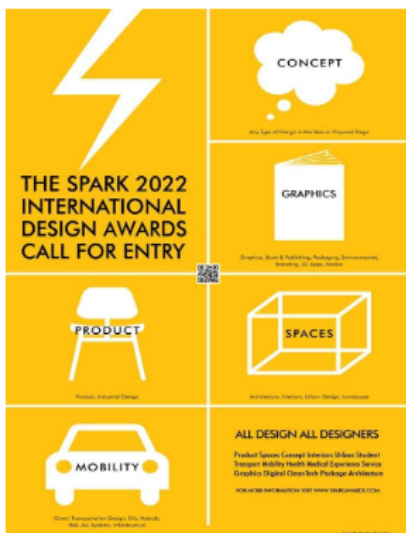
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Hyderabad Regional Chapter of IIID (Institute of Indian Interior Designers), is hosting the fourth edition of its flagship event "IIID Showcase Insider X 2022

Hot News For Students and Educators!
We're on the Final Approach for this year's Spring Semester Student submissions. We only have a few days before the final entry deadline, so if you're interested in joining the competition, please complete the submission process immediately. You know where to find us: www.sparkawards.com

The last and final deadline is Midnight, California time, June 17. The jurors begin their judging on June 18.
We're delighted with the high caliber of entries we've seen this year. Recently schools like MIT, SVA, Art Center College, Tdelft, Pratt, Harvard, Tsinghua, RAC, Honglk, SADI, Savanna, RIT and companies such as Hitachi, Samsung, HP, Midea, Philips, Dell, Google, Fuseproject, Whipsaw & Pepsi have joined the participants. It will be fun 😄
All Best--Stay Well!
--Spark

THIS YEAR'S TOPIC:

ARCHITECTURE DESIGNED FOR AGING

The First Berkeley Prize 1998-99

ARCHITECTURE IS A SOCIAL ART

The BERKELEY PRIZE supports the study and teaching of the social art of architecture. The online, two-stage Essay Competition (in English) is open to undergraduate architecture majors in accredited schools of architecture throughout the world. The Travel Fellowship Competition is open to the Essay Competition semifinalists.

PURSE

Essay Competition: 25,000 USD; 8,500 USD first prize; Multiple prizes

Travel Fellowship Competition: Stipend and airfare; Multiple prizes

2023 JURORS

The Berkeley Prize Committee

In honor of the 25th Anniversary, this year the members of the Berkeley Prize Committee will select the semifinalists, the finalists and the overall winners.

SCHEDULE

Competition opens: **September 15, 2022**; Stage One entries due: **November 1, 2022**.

For more information go to www.berkeleyprize.org

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Please forward this message to undergraduate student message boards, newsletters, any and all electronic platforms, and to those who might be interested. Download PDF for full size image to post.

HELEN KELLER AWARDS

DEAwards seeks entries with educational influence on Design

DEAWARDS CALLS FOR 2023 ENTRIES

Competition 'Design Educates Awards' (DEAwards) goes a step further as it combines architecture and design with an educational impact. The aim is to push aesthetics to reach and obtain a lasting, informative influence on society. Visual arts have always been perceived and used as means of expression socially and politically, but the competition seeks to change this through original concepts and ideas revolving buildings or products that can be implemented for their function and effectiveness. Renowned Architects like Toyo Ito and Anna Heringer make part of the jury panel that is set to select the outstanding projects based on implementation, aesthetics, feasibility, and quality of the informative layer.

To join the Awards and register click the link here before it's too late! **Deadline for submissions is February 2, 2023.**

→ Announcing the 2022 Victorian Premier's Design Awards Finalists

Job Openings

Assistant Professor/Associate Professor/Professor, Design

Recruiter

VELLORE INSTITUTE OF TECHNOLOGY

Location

Tamil Nadu, India

Posted

03 Jan 2023

End of advertisement period

02 Feb 2023

Academic Discipline

Arts & Humanities, Art, Performing Arts & Design

Job Type

Academic Posts, Professors / Chairs, Principal / Senior Lecturers / Associate Professors, Lecturers / Assistant Professors

Contract Type

Permanent

Hours

Full Time

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Job Description:
Designations Available:
Assistant Professor, Associate Professor, and Professor

Desired Skillset:
- Applicants should preferably hold a Ph.D. in the relevant subject from reputed Institutions.
- Should have sufficient experience in Teaching, Industry & Research with reputed Institutions.
- Should have research papers published in International / National Journals.
- Should have books published and Scholars awarded / currently working for.
- Applicants with patents registered / consultancy works carried out will be given preference.
- Exposure in handling high-value funded projects will be an added advantage

Preferred Qualifications:
Ph.D. in relevant streams with good academic records

Areas of Specializations:
- **Industrial Design**
- **User Experience Design**
- **Ergonomics**
- **3D Modelling & Animation**
- **Film Studies & Production**
- **Visual Effects & Compositing**
- **Game Design & Development**
- **Audio Production**

Responsibilities:
Academics:
- Classroom presentation
- Laboratory Instructions
- Development Learning of Resource Materials & Laboratory Development
- Student Assessment & Evaluation including Examination work of University.
- Participation in Co-curricular & extracurricular activities
- Student's guidance, counseling & helping in their personal, ethical, moral, and overall character development
- Keeping abreast of new knowledge and skills, help to generate new knowledge and help dissemination of such knowledge through books, publications, seminars, handouts, etc.
- Continuing Education Activities Self-development through upgrading qualifications, Experience & Professional activities

Research Consultancy:
- Research development activities & Research guidance
- Industry sponsored projects

- Providing consultancy and testing services
- Promotion of industry–institution interaction and R & D

Academic / Administration:
- Academic and Administrative management of the institution
- Policy planning, monitoring & evaluation, and promotional activities; both at the department level and institution level
- Design and development of a new programme.
- Preparing projects for funding in areas of R&D work, laboratory development, modernization, expansion, etc
- Administration both at departmental & institutional levels
- Development, administration, and management at Institutional levels
- Monitoring and evaluation of academic and research activities
- Participation in policy planning at the Regional / National level for the Development of Technical Education
- Helping mobilization of resources for the Institution
- Develop, update and maintain MIS
- Plan and implement Staff Development activities, conduct Performance Appraisal
- Maintain Accountability
- Extension / Industrial Connectivity
- Interaction with Industry and Society
- Participation in Community services
- Providing R&D support and consultancy services to Industry and other user agencies
- Providing non-formal modes of education for the benefit of the Community
- Promotion of Entrepreneurship and Job rotation
- Dissemination of knowledge
- Providing Technical support in areas of social relevance

Apart from the above duties, any other relevant work is assigned by the Dean of the respective schools.

Department: Design (V-SIGN)
Open Positions: 1
Location: Vellore, Tamil Nadu, India
Years Of Exp: 0 to 20 Years
Posted On: 19-Jul-2022
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With regards
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