



Norwegian Ministry of Children,  
Equality and Social Inclusion

Action Plan

# The Government's Action Plan for Universal Design

2015-2019





## SUMMARY OF ACTION PLAN INITIATIVES

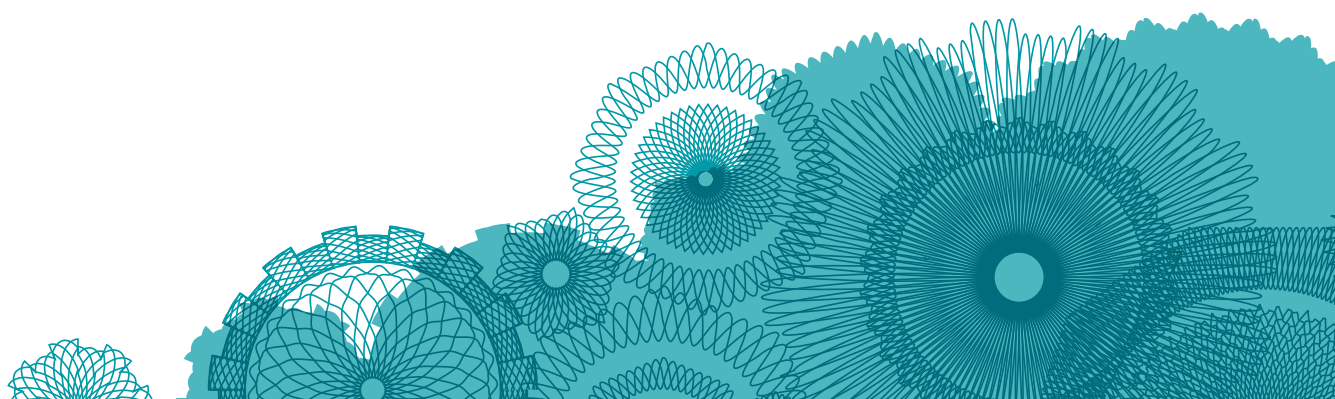
NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>ICT</b>		
<b>ICT 1</b>	Expand the scope of the Regulation for universal design of ICT solutions to apply to the education sector	The Ministry of Local Government and Modernisation, the Ministry of Children, Equality and Social Inclusion and the Ministry of Education and Research
<b>ICT 2</b>	Regulatory development within universal design of ICT	The Ministry of Local Government and Modernisation and the Agency for Public Management and eGovernment
<b>ICT 3</b>	Programme to boost digital skills and participation	The Ministry of Local Government and Modernisation
<b>ICT 4</b>	Oversight of enterprises	The Agency for Public Management and eGovernment
<b>ICT 5</b>	Sector oversight, indicators and statistics	The Agency for Public Management and eGovernment
<b>ICT 6</b>	Information and guidelines for achieving digital solutions for all	The Agency for Public Management and eGovernment
<b>ICT 7</b>	E-learning on universal design of ICT	The Agency for Public Management and eGovernment
<b>ICT 8</b>	Further development of the network and grants programme UnIKT	The Ministry of Children, Equality and Social Inclusion
<b>ICT 9</b>	Speech recognition tools in Norwegian	The Ministry of Labour and Social Affairs

NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>ICT</b>		
ICT 10	Pilot programme for non-verbal communication with Emergency Services	The Ministry of Justice and Public Security
ICT 11	Universal design of government websites and self-service terminals	The Ministry of Finance, the Ministry of Trade, Industry and Fisheries and others
ICT 12	Universal design of all of NRK's public broadcasting media	The Ministry of Culture
ICT 13	Better public accessibility to audio-visual productions	The Ministry of Culture
ICT 14	Better accessibility on Bokhylla.no and for other content in the National Library's digital library	The Ministry of Culture
NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>WELFARE TECHNOLOGY AND EVERYDAY TECHNOLOGY</b>		
TEC 1	Incorporate recommendations for universal design into "The Samveis roadmap for service innovation – welfare technology"	The Ministry of Health and Care Services in collaboration with the Ministry of Children, Equality and Social Inclusion
TEC 2	Self-declaration scheme mHealth	The Ministry of Health and Care Services in collaboration with the Ministry of Children, Equality and Social Inclusion
TEC 3	Consumer information about everyday technology and practical solutions	The Ministry of Children, Equality and Social Inclusion in collaboration with the Ministry of Health and Care Services
TEC 4	Recommendations and standardisation of user interfaces and infrastructure	The Ministry of Health and Care Services in collaboration with the Ministry of Children, Equality and Social Inclusion

NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>BUILDING AND CONSTRUCTION</b>		
BC 1	New action plan for universal design in the Directorate of Public Construction and Property	The Ministry of Local Government and Modernisation
BC 2	Regulation on technical requirements for building works	The Ministry of Local Government and Modernisation
BC 3	Basic loans from the Norwegian State Housing Bank	The Ministry of Local Government and Modernisation
BC 4	Grants for home adaptation	The Ministry of Local Government and Modernisation
BC 5	Grants from the Norwegian State Housing Bank for lifts and condition assessments	The Ministry of Local Government and Modernisation
BC 6	Skills development grants for sustainable housing and building quality	The Ministry of Local Government and Modernisation
BC 7	Investment grants to 24-hour care facilities	The Ministry of Health and Care Services
BC 8	Information about universal design	The Ministry of Local Government and Modernisation
BC 9	The Norwegian Award for Building Design	The Ministry of Local Government and Modernisation
NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>PLANNING AND OUTDOOR AREAS</b>		
PO 1	Grants for local planning and universal design	The Ministry of Local Government and Modernisation

NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>PLANNING AND OUTDOOR AREAS</b>		
PO 2	Sustainable urban development and area-based urban interventions	The Ministry of Local Government and Modernisation
PO 3	Universal design when processing plans	The Ministry of Local Government and Modernisation
PO 4	Geographical information system for obtaining and presenting universal design data	The Ministry of Local Government and Modernisation
PO 5	Securing important outdoor areas	The Ministry of Climate and Environment
PO 6	Universal design of important outdoor areas	The Ministry of Climate and Environment
PO 7	Grants for outdoor activities	The Ministry of Climate and Environment
PO 8	Communicating results from community-based interventions	The Ministry of Climate and Environment
NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>TRANSPORT</b>		
T 1	Continuous travel chains	The Ministry of Transport and Communications
T 2	Expertise and research	The Ministry of Transport and Communications
T 3	Operation of infrastructure and improvement of minor obstacles	The Ministry of Transport and Communications
T 4	Project planning and implementation	The Ministry of Transport and Communications

NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>TRANSPORT</b>		
T 5	Purchase of transport services	The Ministry of Transport and Communications
T 6	ICT, information and customer services	The Ministry of Transport and Communications
T 7	Universal design network for regional and municipal transport	The Ministry of Children, Equality and Social Inclusion
NO.	MEASURE	MINISTRY WITH PRIMARY RESPONSIBILITY
<b>CROSS-SECTORAL MEASURES</b>		
CS 1	Innovation programme for universal design	The Ministry of Children, Equality and Social Inclusion
CS 2	Development of universal design standards	The Ministry of Children, Equality and Social Inclusion
CS 3	Competence-building programme for the higher education sector	The Ministry of Education and Research, the Ministry of Children, Equality and Social Inclusion
CS 4	Opportunities for developing a universally designed society	The Ministry of Children, Equality and Social Inclusion and the Ministry of Health and Care Services
CS 5	Network collaboration in municipalities and counties	The Ministry of Children, Equality and Social Inclusion



# FOREWORD

The government's vision is a society in which everyone can participate. An important means of achieving this vision is good accessibility and environments that are safe and convenient to use. Universal design is an aspect of society that is particularly important for people with disabilities. Our goal is that society should include everyone regardless of disability. Equality also means equal opportunities in education, work and social life. To achieve this we need schools, workplaces, transportation, outdoor areas and technical solutions that as many people as possible can use.

It is crucially important for society that everyone should have the opportunity to contribute. Our social and economic sustainability depends on as many people as possible acquiring skills, finding work and living active and independent lives. This is true both for the elderly and for those with disabilities. Surveys indicate that universal design contributes to good social economics, and that government initiatives are necessary to ensure progress.

Accordingly, the government will continue to work for a universally designed society. In this action plan, we focus on information and communication technology and welfare technology. It is important that Internet solutions, ticket machines and other everyday technology can be used by all citizens. Good technology helps to develop our welfare, and the government's goal is that everyone should be able to use ICT.

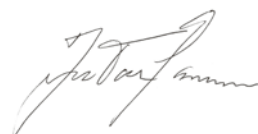
Today's society is not fully universally designed, but efforts are ongoing in key areas of society to ensure that we achieve our goal of a universally designed society. The government will therefore monitor efforts in the construction sector, the transport sector and outdoor areas.

This action plan has been developed with input from professional bodies, interest groups and professional organisations. This input was a valuable contribution to the finalisation of the action plan.

Oslo, 29 January 2016



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# 1

## INTRODUCTION



Schandorffs plass, Oslo, Norway. A relatively steep, tight space has been renovated to become a pleasant outdoor area with universal design. Winner of the 2011 Innovation Award for Universal Design in the landscape architecture category. Photo / Landscape architect: Østengen & Bergo AS.

## What is universal design?

“Universal design is the design of products and environments so that they can be used by everyone, to the greatest extent possible, without the need for adaptation or special design.”<sup>1</sup>

## Why universal design?

### Universal design benefits both individuals and society

The benefits for the individual, especially for people with disabilities, are well documented. Numerous analyses that have been conducted in recent years show that universal design can be commercially profitable in addition to providing socioeconomic gains.

### More people working and being educated is an asset

Universal design contributes to social sustainability because it makes education, employment, housing and transport accessible to more people. Calculations indicate that we would experience a socioeconomic gain of NOK 13 billion over a ten year period if disabled people are able to increase their participation in working life by 5 per cent.<sup>2</sup> Public sector budgets would experience a savings of NOK 10 billion. Education plays a key role in allowing people with disabilities to participate in working life. The benefits for the individual, especially for people with disabilities, are well

documented. For example, it is socioeconomically profitable to:

- Install lifts in existing multi-storey blocks of flats.<sup>3</sup>
- Upgrade buses and stops to make them universally designed.<sup>4</sup>
- Invest in accessibility measures in buildings and outdoor areas.<sup>5</sup>

## The action plan is an important instrument

There is still a need to systematically coordinate efforts through an action plan.

It is an important instrument for following up new areas such as ICT and welfare technology, while continuing efforts in key areas of society such as transport, buildings and outdoor areas. There are areas where much remains to be done before we can say that we have achieved our goal of a universally designed society.

The formal, organisational and technical foundations for a universally designed society are

1 This definition is used with some variations in the UN Convention on the Rights of Persons with Disabilities (CRPD) and in Norwegian anti-discrimination legislation.

2 Socioeconomic analysis of increased employment of people with disabilities. AFI report 5/2012. Oslo 2012.

3 Socioeconomic costs of falls in residential stairs. NIBR report 2010:23. Oslo 2010.

4 Users of public transport and their appreciation of universal design measures. TØI report 1039/2009. Oslo 2009.

5 Measures for universal design in buildings and outdoor areas. Guidelines for socioeconomic analysis. Analyse & Strategi, Vista Utredning and WSP Analys & Strategi. Oslo 2011.

largely already in place. External evaluations of previous action plans for universal design have confirmed that the format of the action plan and the instruments that have been employed have been effective.<sup>6</sup> It has also been pointed out that the active involvement of the government and other public bodies, will still be required to ensure good progress.

Universal design affects a wide range of sectors and disciplines and a number of interest groups, professional organisations, professional institutions, counties and municipalities. Numerous conferences and consultation meetings were held to get input to this action plan.

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<sup>6</sup> Evaluation of the government's action plan for universal design and increased accessibility 2009–2013. Oslo Economics and Universell Utforming AS, Oslo, January 2013.

## Stavanger city centre

Stavanger has its own municipal plan for universal design 2014–2029. In 2014, 32 per cent of public buildings in the Stavanger city centre had entrances for mobility impaired persons. This is among the highest in the country. Photo: Getty Images / Sindre Ellingsen.



## Norway is well equipped to continue working for a universally designed society

### From social sector volunteering to binding sectoral responsibilities

Accessibility for persons with disabilities was incorporated into Norwegian legislation for the first time in 1976. Subsequently, the technical regulation to the Planning and Building Act was revised. The new requirements applied to adaptations for the mobility and visually impaired.

Previously, making buildings accessible was not required but a voluntary matter. Building owners who made accessible entrances and toilets were recognised by the Directorate of Health with the International Symbol of Access.

A lot has happened since 1976. Now, every sector has a responsibility and most sectors and ministries are involved in universal design. Accessibility is a statutory right in a number of areas, with a stronger emphasis on equal rights for all. We also have more knowledge about, and a greater understanding of, the economic effects.

International commitments have become considerably more formalised through agreements in the UN, the EU and the Council of Europe.

The formal, organisational, academic and theoretical basis for developing a universally designed society is largely present but there is still a need for systematic and concerted efforts.

### Considerable variation in goal attainment

A lot of work has been done to make society accessible to all. Some sectors have achieved good results in recent years. These include the



The International Symbol of Access (ISA)

- 51% points achieved on average by websites for private and public enterprises (2014).
- 52% of public enterprises have universal design as part of their ICT strategy (2015).
- 7% of public buildings in Norwegian municipalities have entrances for the mobility impaired. (21% for the visually impaired) (2014).
  - 32% of public buildings in the Stavanger city centre have entrances for the mobility impaired (2014).
  - 62% of buildings managed by the Directorate of Public Construction and Property have step-free access to the main entrance (2015).
- 45% of municipal authorities currently have a plan for universal design (2014).
- 16% of county authorities currently have a plan for universal design (2014).
- 3% of Norwegian railway stations (10 stations) were universally designed as of 2015.
  - 30% of Norwegian railway stations (103 stations) were accessible (2015).
- The Universal design requirements are met by 70–80% of Norway's major airports (2015).
- 33 of 36 ferries on stretches of state roads satisfy universal design requirements (2013).

universal design of websites, adaptations to major airports and ferry connections on state roads. In other areas, such as public buildings and outdoor spaces in cities, there is still a good deal of work to do.

Only 7 per cent of public buildings in Norwegian municipalities are accessible to disabled people. Information registered by the Norwegian Mapping Authority shows that there are wide variations between municipalities. For example, in the Stavanger city centre, 32 per cent of the buildings are accessible to disabled people. For the buildings managed by the Norwegian Directorate of Public Construction and Property, the corresponding figure is 62 per cent.

Although these figures do not provide a complete picture of the situation, they give clear indications of the state of universal design in Norwegian society. In recent years, systems for reporting and recording universal design have improved, but some areas require extensive new registrations, with regard to existing buildings and outdoor areas, for example.

In autumn 2014, the Agency for Public Management and eGovernment assessed the status of Norwegian websites. Around 300 websites were tested from both the public and private sectors. They were tested for key accessibility criteria such as usability and access to content. The average result of this assessment shows that companies on average meet 51 per cent of the requirements they were tested on. Among individual companies, however, there are large variations, and results vary from 18 to 78 per cent. This means that many Norwegians encounter digital obstacles on a daily basis. The status assessment shows that public enterprises by and large outperform private

enterprises. However, they all have a long way to go – especially the media, banking and finance and transportation industries face challenges.

## What should we do today about future challenges?

Population projections from Statistics Norway show a doubling in the proportion of elderly people (67 and over) in relation to the number of people of working age towards 2060. This will be a challenge for the welfare state and especially for the health care sector, which will have increasingly more to do with regard to the care of the elderly.

The way we perform health care work must change. We must implement more and new measures if current high standards are to be maintained. More people must be able to take care of themselves for as long as possible in their own homes, including those with disabilities. This is largely also a desire voiced by users. Housing, surroundings and communication with one's surroundings must be well adapted to broad user groups.

## Technology can improve welfare in everyday life

Welfare technology that will provide safety and security in our own homes will be an integral part of municipal health care work. Many municipalities are running trials, and introducing welfare technology in cooperation with governmental professional bodies.

For many, daily life will be easier if they become aware of, and learn to use, smart everyday

technology and functional products. It could be a potato peeler with a good handgrip, a light that turns on automatically if you need to get up in the night, an application on your mobile phone that helps you find the correct address, or a robot vacuum cleaner. *Universally designed* everyday technology can contribute to greater freedom and better coping for persons with disabilities, both young and old.

Everyday technology is mainly controlled by consumer choice. In some areas within ICT, a universal user interface is a requirement, but these are exceptions. To exploit the opportunities in the products and technology that surround us, we need good consumer information.

## TUVA cutlery

TUVA cutlery is designed to accommodate different grips and the needs of all user groups so that children, the elderly and people with reduced dexterity will experience the cutlery as functional and nice to use. TUVA cutlery won the Innovation Award for Universal Design in 2011 in the product category. Photo: DogA / Hardanger Bestikk.



# 2

## NATIONAL GOALS AND STRATEGIES FOR UNIVERSAL DESIGN





**To the left:** NSB's new regional train, Flirt, was developed with an emphasis on passenger needs. The train received the Honours Award for Design Excellence in 2012 in part thanks to high quality universal design. Photo: Øivind Haug.

The government's vision is a society in which everyone can participate. The government is acting to comply with the UN Convention on the Rights of Persons with Disabilities. Accordingly, the government plans to continue working for a universally designed society.

Universal design benefits many people and is particularly important for the elderly and for people with disabilities. In addition to publishing an action plan for universal design, the government is implementing policies, plans and measures in several areas:

- National transport plan
- Modern seniors strategy
- Local development programme
- The government's action plan for following up the HealthCare21 strategy and Care 2020
- Long-term plan for research and higher education 2015–2024 <sup>7</sup>

The aim of these initiatives is to promote participation in working life, technological development, community development, transport policies and housing policies that take into account broad user groups.

Norway ratified the UN Convention on the Rights of Persons with Disabilities in 2013 and submitted its first report on the status in Norway in 2015. Accessibility and universal design are follow-up points in the convention and accessibility for people with disabilities is also included in the UN's sustainability goals for 2030.

In addition, Norway follows up requirements for universal design and accessibility in the EU, the Council of Europe and the Nordic Council of Ministers.

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<sup>7</sup> (White paper Meld. St. 7 (2014–2015)).

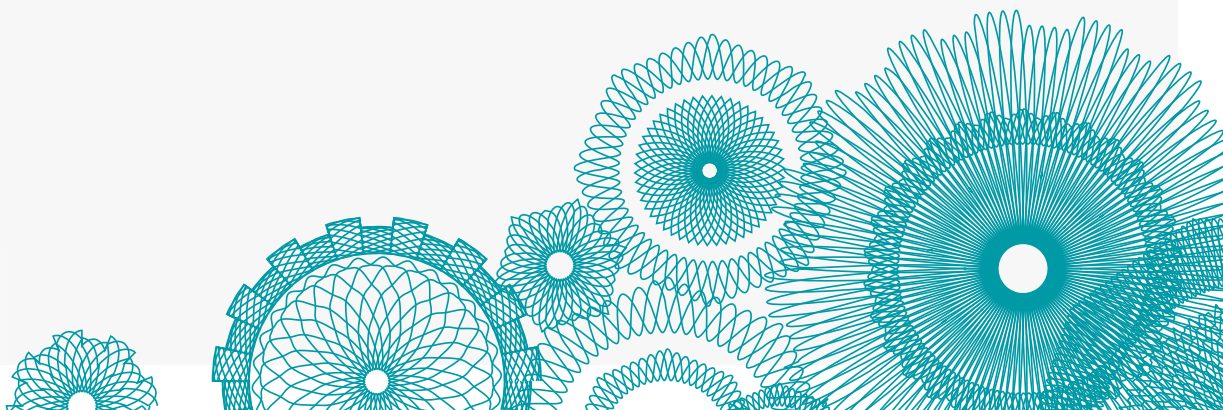


## Fishing bridges on Myrbærholmen Island

The fishing bridges on Myrbærholmen Island north of Molde provide safe and excellent fishing opportunities for all. The bridges received an honourable mention from the jury for the Innovation Award for Universal Design in 2011. Photo: DogA.

# 3

## ICT AND WELFARE TECHNOLOGY



**To the left:** The Internet weather service yr.no was developed in a collaboration between NRK and the Norwegian Meteorological Institute. The website is designed so that as many people as possible can check the weather forecast and is characterised as a pioneer project when it comes to usability and accessibility for all. It won the Innovation Award for Universal Design in 2011 in the services and interaction design category. Photo: DogA.

## ICT and welfare technology

As part of the policy of creating an easier life for most people, there is a focus on the use of modern information and communication technology and welfare technology.

ICT can provide great opportunities to facilitate access to 24-hour public sector services. Digital communication between the public sector and citizens should be the first choice. Before this can happen, people must have mastered digital communications on computers, tablets and smartphones. Universal design contributes to this goal.

The national ICT policy has been detailed in the white paper Digital Agenda for Norway (Meld. St. 23 (2012–2013)). Work is now underway on a new white paper. The objective of the ICT policy is to renew, simplify and improve the public sector. The government plans to use a targeted ICT policy to lay the foundation for user-oriented, efficient and adaptable administration and increased value creation and participation for all. Key priorities in the ICT policy will include:

- Putting the user in focus
- Increasing digital skills
- Participation

Universal design is an essential part of these priorities.

The digitisation process in the public sector is allowing citizens to access information faster. It should also make communication with the public sector more flexible. For example, it will be easier for people to submit forms and applications digitally than to manually complete forms and send them in by mail.

Universal design and new digital solutions will make it easier for everyone to access audio-visual material, literature and media.

Not everyone is as familiar with new technology. *Digidel* has been established as a two-year programme from 2015 to 2017 to increase the digital skills and participation among the population, in addition to focusing on universal design of ICT solutions.

This programme is a direct result of the white paper Digital Agenda for Norway (Meld. St. 23 (2012–2013)). The government's objectives for digital participation include:

- Anyone who wants to use digital tools and services should be able to do so.
- Facilitate proper and relevant training that is adapted to particular target groups.
- The number of people who are not on the Internet should be halved from 270,000 to 135,000 within five years.

Universal design of ICT is part of Norwegian equal opportunity and anti-discrimination policies. The government plans to follow up anti-discrimination legislation in this area and has proposed to extend requirements for the universal design of ICT to include the training and education sector.

The purpose of welfare technology is primarily to provide technological assistance that contributes to increased safety, security, social participation, mobility and physical and cultural activity. This technology enhances the ability of individuals to fend for themselves in everyday life despite any illness and social, psychological or physical disabilities.

Welfare technology can also act as a support

system for family members and otherwise help to improve accessibility, use of resources and the quality of services. In many cases, welfare technology can prevent the need for services or institutionalisation. (White paper on Future Care (Meld. St. 29 (2012–2013))). Welfare technologies can be both digital and non-digital technologies.

Examples of welfare technology include electronic door locks, automatic door openers, fall sensors and other safety technology. This technology also provides other opportunities for the involvement and treatment of patients than traditional, physical encounters between therapist/doctor and patient. For example, patients with diabetes and COPD and patients in mental health care can be monitored using tablets and mobile sensors.

Health care services face major tasks ahead. As the age structure of the population changes, the complexity of these tasks will increase.

Future care services must empower users to increasingly become a resource in their own lives, and welfare technology must give users new ways to cope with everyday life. Increased use of welfare technology is also one of several factors that can contribute to sustainable care services in the future.

The government will utilise the opportunities available through new technological tools, such as mobile health technology, welfare technology and dialogue services. These efforts are grounded in the white paper on Future Care (Meld. St. 29 (2012–2013)).

The Directorate of Health administers initiatives put forth by the Ministry of Health and Care Services related to welfare technology,

including the national programme for the development and implementation of welfare technology, Norway's participation in the international mobile health technology programme, Be He@lthy – Be mobile, and the national welfare technology project for distance treatment and monitoring of chronically ill patients. Measures that have been implemented include work on standardisation and infrastructure, development and testing in municipalities and development of guidance and training tools for local councils.

Within the field of research, welfare technology is included in programmes under the auspices of the Research Council of Norway. Innovation Norway provides expertise and funding for development to Norwegian enterprises that develop and produce welfare technology products. In addition, both the Norwegian State Housing Bank and county authorities have grant schemes for promoting expertise, innovation and investment related to welfare technology. Norway also participates in the international cooperative research programme Health, Demographic Change and Wellbeing as part of the European Framework Programme for Research and Innovation, Horizon 2020.

Efforts are also being targeted at making welfare technology a vocational training subject in the healthcare sector.

It will take a significant, concerted effort to develop and implement welfare technology for care services in Norwegian municipalities. This technology is largely based on the idea that users should be able to use it themselves. This applies both to equipment used in the home and to equipment used for e.g. distance monitoring of chronically ill patients in a national project for welfare technology and mobile

health technology. For distance monitoring, patients themselves measure values such as blood sugar levels, blood pressure and oxygen uptake. A tablet is then used to send results to healthcare personnel and the patient and healthcare personnel use video communication to stay in contact.

This makes it important to focus on the user interface of welfare technology products. Products must be universally designed to the greatest extent possible so they could be used by anyone.

The range of products that can make life easier and safer is growing, and many are already available to consumers in ordinary shops. These products can be useful in the home and can include e.g. potato peelers with a good handgrip, cookers that automatically turn off to prevent fires or robot vacuum cleaners. There

are also products that make it easier and safer to go outdoors. We already have a number of these types of products without even realising it. Mobile phones have applications that can tell us where we are, when the bus is going and when we need to be in specific locations. We have handy magnifying glasses that help us to read the small print on the boxes in the supermarket and we have mobile applications that do the same.

There is a wide range of mainstream products and technology that individuals can acquire without huge costs. This everyday technology can be better utilised by improving the information to consumers about products and applications.

Everyday technology and welfare technology have significant development opportunities. Accordingly, it is important to maintain our focus on innovation and product development.

## The Trafikanten mobile app

The Trafikanten mobile app is a real-time travel planner with information and timetables for public transport in Eastern Norway. The app is used by 100,000 people every day and colour contrasts and visual symbols are clear and particularly suitable for the visually impaired.

The app can also use the phone's talkback feature for the visually impaired. The app received the Award for Design Excellence in 2013 and received an honourable mention by the jury for the Innovation Award for Universal Design in 2011. Photo: DogA.



# 4

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## FOLLOW-UP IN OTHER KEY AREAS OF SOCIETY



Accessibility to buildings, transport, outdoor spaces and digital communication is essential for people to have access to education, work and an active social life.

Universal design has made new buildings, new outdoor areas, new infrastructure and new means of transportation more accessible to everyone.

Work is also underway to strengthen the content of academic programmes in the higher education sector.

To ensure continued progress towards a universally designed society, we must maintain and monitor this work. Indicators and targets show that there is slow but steady progress in most areas. For example, the number of public buildings with access for the mobility impaired increased from 4 per cent to 7 per cent from 2013 to 2014, according to figures from the Norwegian Mapping Authority. This is positive, but also illustrates that it may take time to upgrade existing buildings. The same is true for existing facilities and outdoor areas.

These are tasks that must be addressed over time, with steady and systematic efforts on the part of the various sectors. The National Transport Plan is an integral part of our continued efforts for universal design in the transport sector. The Norwegian Environment Agency's local community initiative and programme for sustainable urban development and area-based urban interventions include universal design of recreation areas, outdoor areas and infrastructure.

**To the left:** Selvika picnic area on the road to Havøysund in Finnmark addressed universal design requirements in an original and elegant way. The rest area received the 2013 Betongtavlen Award for outstanding architecture and first-rate use of concrete. Photo: © RRA.



## Bergen Light Rail at a stop

Universal design was a premise when designing Bergen Light Rail and it is the first light rail system in Norway that is fully universally designed. Bergen Light Rail won the 2015 Innovation Award for Universal Design in the transport category. Photo: Knut Opeide / Norwegian Public Roads Administration.

# 5

## MEASURES





# MEASURES FOR THE TWO PRIORITY AREAS

## 1) ICT

### **MEASURE ICT 1: EXPAND THE SCOPE OF THE REGULATION FOR UNIVERSAL DESIGN OF ICT SOLUTIONS TO APPLY TO THE EDUCATION SECTOR**

The government's platform states that increased use of ICT in teaching situations is contingent on solutions being available to all. To be specific, the government wants to emphasise universal design within ICT. It is an important goal that people with disabilities have the opportunity to participate in education on an equal basis with others.

When universal design is lacking, large student populations can be excluded from taking part in education on equal terms. Through a new, broad Anti-Discrimination Act, the government proposes to expand the scope of the Regulation for on universal design of ICT solutions to apply to the education sector. A relevant information campaign is currently under planning.

**Implementation: 2016–2017**

**Responsible:** The Ministry of Local Government and Modernisation, the Ministry of Children, Equality and Social Inclusion and the Ministry of Education and Research

**To the left:** This payment machine from Melin Medical is a user-friendly payment system for the health care sector. The terminals follow universal design principles and payment can be made with two keystrokes. The payment machine won the 2015 Innovation Award for Universal Design in the service design category. Photo: DogA / Melin Medical, Lasse Hyldager.

### **MEASURE ICT 2: REGULATORY DEVELOPMENT WITHIN UNIVERSAL DESIGN OF ICT**

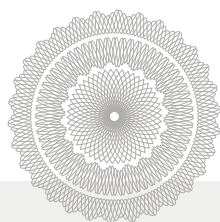
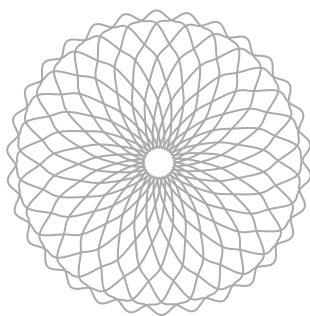
Universal design is a dynamic field and we must keep up with international developments and our international obligations to assess whether the regulatory scope should be changed.

Section 14 of the Anti-Discrimination and Accessibility Act includes a duty to implement universal design in ICT solutions. The Regulation for universal design of information and communication technology (ICT) solutions specifies universal design requirements for ICT in more detail. Current legislation sets requirements for network solutions and self-service terminals. The applicable standard for network solutions is the international standard WCAG 2.0, while ten national and international standards stipulate requirements for self-service terminals.

Rapid and extensive technological developments require an ongoing assessment of which solutions are regulated and which standards the regulation should reference, to ensure that regulations are relevant at any one time. The Agency for Public Management and eGovernment is currently working to evaluate standards for self-service terminals. It will also be relevant to consider any other standards for Internet solutions.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation and the Agency for Public Management and eGovernment



### **MEASURE ICT 3: PROGRAMME TO BOOST DIGITAL SKILLS AND PARTICIPATION**

The Ministry of Local Government and Modernisation has launched the Digidel 2017 programme aimed at increasing digital participation, in an effort to strengthen cooperation and boost current efforts by various public agencies, NGOs and the ICT industry. Digidel 2017 will offer training materials and venues for exchange of experience and knowledge building for instructors and trainers who work with digital literacy training.

**Implementation: 2015–2017**

**Responsible:** The Ministry of Local Government and Modernisation

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### **MEASURE ICT 4: OVERSIGHT OF ENTERPRISES**

Section 29 of the Anti-Discrimination and Accessibility Act gives the Agency for Public Management and eGovernment the authority to oversee enterprises that have new ICT solutions aimed at the general public. This oversight involves checking whether the enterprises are in compliance with legislative and regulatory requirements for the universal design of ICT solutions. This oversight scheme is risk-based. This means that oversight inspections are conducted following an assessment of what best contributes to achieving the objectives of the Regulation for the universal design of ICT solutions.

The Regulation for universal design of information and communication technology (ICT) solutions came into force on 1 July 2014.

**Implementation: Ongoing**

**Responsible:** The Agency for Public Management and eGovernment

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### **MEASURE ICT 5: SECTOR OVERSIGHT, INDICATORS AND STATISTICS**

Sector oversight will provide an overview of the status of universal design of ICT in the public and private sectors. The Agency for Public Management and eGovernment will identify the status and developments in the sector through measures such as status assessments, surveys and analyses. This will provide the basis for policy making and regulatory development, as well as strategic oversight priorities – both in terms of supervision and guidance.

**Implementation: Ongoing**

**Responsible:** The Agency for Public Management and eGovernment

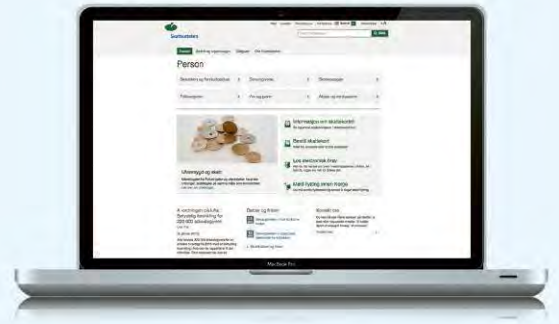
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### **MEASURE ICT 6: INFORMATION AND GUIDELINES FOR ACHIEVING DIGITAL SOLUTIONS FOR ALL**

The Agency for Public Management and eGovernment provides information and guidance with regard to universal design of ICT, including regulations and best practices. The main target groups are enterprises that must

## Skatteetaten.no

The website skatteetaten.no provides information on taxation. When the site was planned, there was great emphasis on universal design and plain language. That laid the foundation for the text, design and technology. The site won the 2015 Innovation Award for Universal Design in the information and interactive design category. Photo: DogA.



comply with regulations, suppliers, trade organisations, interest groups and user organisations. Information and guidelines related to this oversight work are primarily available on uu.difi.no (universal design). Other priority information initiatives include training seminars/conferences and other events.

**Implementation: Ongoing**

**Responsible:** The Agency for Public Management and eGovernment

### MEASURE ICT 7: E-LEARNING ON UNIVERSAL DESIGN OF ICT

The Agency for Public Management and eGovernment launched the Universal Design School as part of the website uu.difi.no in 2013. The website is a key resource for guidance and information on universal design of ICT. As part of the Universal Design School, the agency plans to develop e-learning courses on the universal design of ICT solutions. This training can include small courses on important topics within universal design of ICT and will be presented as interactive courses with text, sound and video.

**Implementation: 2017**

**Responsible:** The Agency for Public Management and eGovernment

### MEASURE ICT 8: FURTHER DEVELOPMENT OF THE NETWORK AND GRANTS PROGRAMME UNIKT

The UnIKT programme was initiated in 2013 as a forum and a grant scheme for the universal design of ICT. UnIKT aims to strengthen the work on digital participation and help more digital initiatives benefit more people. UnIKT will also encourage good, inclusive digital projects aimed at the general public.

The forum has over 30 members from user organisations, the public sector, the academic community and the business sector.

The forum and the grant scheme will be maintained and further developed. Everyday technology and welfare technology will be included as topics to be addressed by UnIKT. UnIKT is run under the auspices of the Delta Centre / the Directorate for Children, Youth and Family Affairs.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Children, Equality and Social Inclusion

### **MEASURE ICT 9: SPEECH RECOGNITION TOOLS IN NORWEGIAN**

The Ministry of Labour and Social Affairs has budgeted NOK 13 million for the development of Norwegian speech recognition software. This technology allows users to control computers and dictate text, and will be of great benefit to many people with disabilities.

Speech recognition will be able to act as an aid for e.g. people with musculoskeletal disorders, and will also be useful for students with reading and writing difficulties. Furthermore, it will be possible to use the technology for subtitling live television programmes, which could be of great benefit for the deaf and hearing impaired. This technology is already available in English, but not in Norwegian.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Labour and Social Affairs

### **MEASURE ICT 10: PILOT PROGRAMME FOR NON-VERBAL COMMUNICATION WITH EMERGENCY SERVICES**

Work is underway to set up a pilot programme that will enable non-verbal communication directly with Emergency Services. The pilot project will initially target the deaf and hearing impaired. The Directorate for Emergency Communication is in the process of drawing up technical requirements for such a solution and envisions that it will be connected to a collocated Emergency Communication Centre.

**Implementation: Ongoing**

**Responsible:** The Ministry of Justice and Public Security

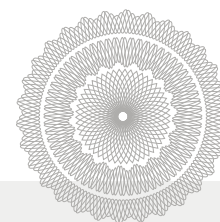
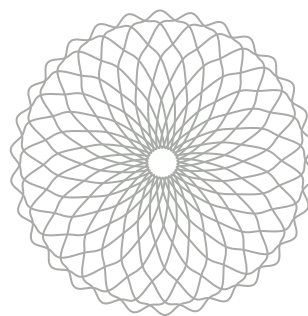
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### **MEASURE ICT 11: UNIVERSAL DESIGN OF GOVERNMENT WEBSITES AND SELF-SERVICE TERMINALS**

Ministries and government agencies follow up and safeguard universal design considerations within the national targets and strategies adopted for universal design.

The Directorate of Norwegian Customs is developing a customs app with great emphasis on universal design.

The Financial Supervisory Authority of Norway, the Government Agency for Financial Management, Norwegian Customs Service and the Norwegian Tax Administration also follow requirements for universal design in their development work on ICT solutions.



The Brønnøysund Register Centre has initiated an extensive project to renew its website [www.brreg.no](http://www.brreg.no). In addition to information and guidance, the website includes a number of digital services for looking up entities in the registers. The Brønnøysund Register Centre is working systematically based on established guidelines and accessibility requirements.

The Ministry of Culture is working on a new electronic administration system for applications for lottery funding and a register of sports facilities. The solution will satisfy requirements for universal design of ICT.

Enterprises receiving operational subsidies from the government have already been subject to a requirement to have all new ICT solutions universally designed by July 2011. Public Art Norway (KORO) and the National Museum of Art, Architecture and Design have implemented this requirement on their new websites. Arts Council Norway and the National Library of Norway are continuously working on improving their websites.

#### **Implementation: 2015–2019**

**Responsible:** The Ministry of Finance, the Ministry of Trade, Industry and Fisheries and others

#### **MEASURE ICT 12: UNIVERSAL DESIGN OF ALL OF NRK'S PUBLIC BROADCASTING MEDIA**

In connection with the revision of the Broadcasting Act, the Ministry of Culture plans to submit a proposal to general consultation with the following contents:

Specific quantitative requirements for NRK's offerings, sign language, subtitling and audio description.

Requirements for subtitling live television programmes will be expanded, so that they apply to the entire day with the proviso that it is technically and practically possible.

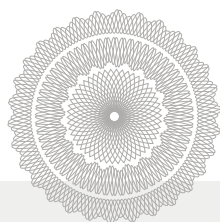
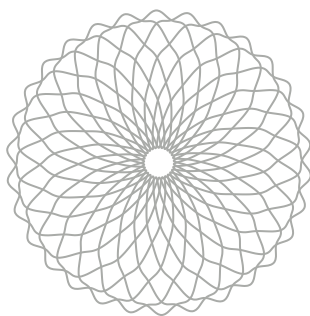
Programmes that have been subtitled on TV should also be available with subtitles when the programme is made available through an audio-visual ordering service.

NRK's regional broadcasts should be made available with subtitles as soon as possible when the programme is made available through an audio-visual ordering service.

These measures were announced in the white paper Open and Informed (Meld. St. 38 (2014–2015)).

#### **Implementation: Ongoing**

**Responsible:** The Ministry of Culture



### **MEASURE ICT 13: BETTER PUBLIC ACCESSIBILITY TO AUDIO-VISUAL PRODUCTIONS**

The Regulation on support for audio-visual productions stipulate that all films intended for regular theatrical distribution, and which receive public funding from the Norwegian Film Institute, must be subtitled, so that it is only possible to view the movie with text.

In the white paper on a Future-Oriented Film Policy (Meld. St. 30 (2014–15)), the Ministry of Culture proposes that the grants system for audio-visual productions be made platform neutral. As a result, the white paper lists the following measures to ensure greater accessibility for the public:

- The subtitling requirement should be extended to apply to all Norwegian films regardless of format and platform.
- Audio description requirements for films should be included in the Regulation on support for audio-visual productions. Initially, this will only apply to films intended for the cinema, and which receive a grant from the Norwegian Film Institute (NFI).

**Implementation: 2016**

**Responsible:** The Ministry of Culture

### **MEASURE ICT 14: BETTER ACCESSIBILITY ON BOKHYLLA.NO AND FOR OTHER CONTENT IN THE NATIONAL LIBRARY'S DIGITAL LIBRARY**

The National Library of Norway is investigating solutions to make Bokhylla.no and other digital library content more accessible to the blind, visually impaired, dyslexic and other users of the Norwegian Library of Talking Books and Braille (NLB).

Software to generate good Norwegian speech from text will be a key tool. This work is done in consultation with the Norwegian Library of Talking Books and Braille (NLB).

**Implementation: 2015–2016**

**Responsible:** The Ministry of Culture

# MEASURES FOR THE TWO PRIORITY AREAS

## 2) WELFARE TECHNOLOGY AND EVERYDAY TECHNOLOGY

### **MEASURE TEC 1: INCORPORATE RECOMMENDATIONS FOR UNIVERSAL DESIGN INTO “THE SAMVEIS ROADMAP FOR SERVICE INNOVATION – WELFARE TECHNOLOGY”**

“The Samveis roadmap for service innovation – welfare technology” ([www.samveis.no](http://www.samveis.no)) is a key tool for providing guidance to services on how to actively implement welfare technology solutions. The roadmap provides municipal authorities with tools and guidance for the various phases of innovation processes, and contains information from A to Z on what services need to include – from before the idea phase, through building a foundation of support, preparations, service design, user involvement, service innovation phase and the transition to operations, benefits realisation and measuring results.

A plan will be developed to ensure that good welfare technology solutions are implemented. The Directorate of Health has invested heavily in municipal networks. This will also be a priority in the future. There is a need to evaluate means for disseminating information and knowledge about universal design within the field of welfare technology. This strategy will be developed by the Directorate of Health. The roadmap will be a key element of this strategy.

Universal design is also relevant in the design of services. Clearer recommendations and tools for universal design in the roadmap could help to ensure the application of universal design to services.

Reviews and recommendations relating to universal design will be built into the roadmap and included in follow-up activities in collaboration with the Delta Centre / the Directorate for Children, Youth and Family Affairs.

**Implementation: 2015–2016 (version 2 of the Roadmap was launched on 10 September 2015, an updated version is planned for June 2016)**

**Responsible:** The Ministry of Health and Care Services in collaboration with the Ministry of Children, Equality and Social Inclusion

## **MEASURE TEC 2: SELF-DECLARATION SCHEME MHEALTH**

Mobile health technology and health apps encompass a broad range of uses and functionality, and more and more applications are being used for health-related purposes. In this context, it is important that patients and health care providers can be confident that the tools are safe to use. This is particularly true where solutions are to be used in connection with the treatment and monitoring of illness and disease, such as with diabetes. There is a significant difference when it comes to requirements for such health apps and apps for other purposes, such as fitness apps, health journals and pedometers.

The number of applications that are used for health purposes is increasing rapidly, and highlights the importance of quality requirements and a requirement that information is handled safely and responsibly.

Accordingly, as part of its work with mobile health technology, the Directorate of Health is studying approval schemes for mobile health technology. Initially, efforts will be focused on developing a self-declaration scheme for health apps.

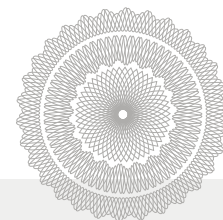
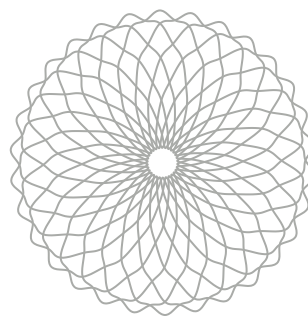
In the first phase of this self-declaration scheme, the focus will be on the development of quality criteria, so that suppliers can verify that the software/app meets requirements for information security, privacy and other functional requirements. Then, a recommendation scheme will be set up for verified health apps to make it easier for citizens, patients, users and healthcare professionals to choose solutions that are safe and secure to use.

As part of this work on the self-declaration scheme, the Directorate will, in cooperation with the Directorate for Children, Youth and Family Affairs / the Delta Centre, consider whether universal design requirements should be part of the scheme and how they would be implemented.

**Implementation: 2015–2017 (the first phase of the self-declaration scheme is planned to start in 2016)**

**Responsible:** The Ministry of Health and Care Services in collaboration with the Ministry of Children, Equality and Social Inclusion





### **MEASURE TEC 3:** **CONSUMER INFORMATION ABOUT EVERYDAY TECHNOLOGY AND PRACTICAL SOLUTIONS**

There are many useful products on the market. This is true for both practical everyday products and digital technology such as apps for mobile phones and tablets. These are products that we do not immediately think of as welfare technology, however, many of them can meet relevant needs for security and an easier life.

An information programme is being developed to provide information to consumers on everyday technology and practical solutions. It will include both an overview of products and areas of use. The information programme will be in operation from 2017 and development work will include user participation, practical pilot projects and necessary studies.

We are looking to establish partnerships with trade organisations from the business sector, patient organisations and professional institutions working with consumer affairs.

#### **Implementation: 2015–2019**

**Responsible:** The Ministry of Children, Equality and Social Inclusion in collaboration with the Ministry of Health and Care Services

### **MEASURE TEC 4:** **RECOMMENDATIONS AND STANDARDISATION OF USER INTERFACES AND INFRASTRUCTURE**

Products and systems for welfare technology and everyday technology that are based on information and communications technology cannot always communicate with each other. It would be advantageous to establish open and common standards for this, so that different components and products can be used in combination with each other. This will increase and simplify options both for consumers and for those responsible for municipal procurements.

The Directorate of Health will draw up an architecture and infrastructure that will help improve services, contribute to the cost-effective implementation and operation of welfare technology and innovation and ensure a viable market.

It is also vital that guidelines be developed so that products can be designed in line with universal design principles and be used by everyone.

Guidelines for universal design should be included as part of the Directorate of Health's efforts to establish an architecture and infrastructure. These guidelines will be drawn up in cooperation with the Directorate for Children, Youth and Family Affairs / the Delta Centre.

#### **Implementation: 2015–2019**

**Responsible:** The Ministry of Health and Care Services in collaboration with the Ministry of Children, Equality and Social Inclusion

# MEASURES FOR OTHER IMPORTANT AREAS OF SOCIETY

## BUILDING AND CONSTRUCTION

### **MEASURE BC 1:** **NEW ACTION PLAN FOR UNIVERSAL DESIGN IN THE DIRECTORATE OF PUBLIC CONSTRUCTION AND PROPERTY**

The Directorate of Public Construction and Property has an important role to play as the governmental client and relevant agency. The Directorate of Public Construction and Property manages 2,350 buildings and organises, plans and executes about 160 large and small projects at any one time, of which 20 to 30 major projects are completed each year.

The government's objective is that the workplaces and public buildings (except prisons) that are managed by the Directorate of Public Construction and Property should be universally designed by 2025. The Directorate of Public Construction and Property will draw up a new action plan for this work for the period 2016–2020.

**Implementation: 2015–2020**

**Responsible:** The Ministry of Local Government and Modernisation

### **MEASURE BC 2:** **REGULATION ON TECHNICAL REQUIREMENTS FOR BUILDING WORKS**

The regulation helps to ensure that projects are planned, designed and constructed based on considerations of good visual quality, universal design and in compliance with technical requirements for safety, environment, health and energy. Universal design is a general requirement in the regulation. There are requirements for universal design of new general public buildings and workplaces, facilities and outdoor areas. There are also accessibility requirements for residences.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation

## Eidsvoll House

Eidsvoll House was restored for the Constitutional Jubilee in 2014. It was done "in the spirit of democracy". The building has been made accessible to people with disabilities and they even found room to install a lift to the first floor where the hall where the Constitution was signed is located. Photo: Norwegian Directorate of Public Construction and Property / Trond Isaksen.



### **MEASURE BC 3: BASIC LOANS FROM THE NORWEGIAN STATE HOUSING BANK**

Among other things, basic loans from the Norwegian State Housing Bank should promote important housing features, such as environmental aspects and accessibility / universal design in connection with renovations of existing homes and the construction of new housing.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation

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### **MEASURE BC 4: GRANTS FOR HOME ADAPTATION**

Grants for home adaptation are to help ensure that people with special needs have their homes adapted to their needs. This grant is administered by the Norwegian State Housing Bank, and distributed mainly via municipal authorities. The grant is awarded based on an economic means test.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation

## **Elevator Project in Årdal**

The Flotane and Sauekvei housing association in Årdal in Sogn og Fjordane has added a lift and a new stairwell with support from the Norwegian State Housing Bank and the Norwegian Labour and Welfare Administration (NAV). The lift improves the quality of life for many residents, allowing them to live at home longer.

Photo: The Norwegian State Housing Bank.

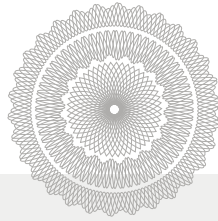
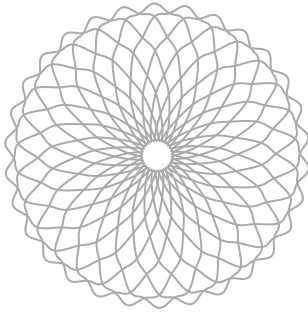


### **MEASURE BC 5: GRANTS FROM THE NORWEGIAN STATE HOUSING BANK FOR LIFTS AND CONDITION ASSESSMENTS**

This grant goes to condition assessments of housing associations, condominiums and the like, and the design and installation of lifts in existing residential buildings. The Norwegian State Housing Bank administers the scheme. The grant is intended to help increase accessibility in existing homes and buildings.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation



**MEASURE BC 6:**  
**SKILLS DEVELOPMENT GRANTS FOR  
SUSTAINABLE HOUSING AND BUILDING  
QUALITY**

This grant will contribute to more environmentally- and energy-friendly and universally designed homes, buildings and outdoor areas. The grant is administered by the Norwegian State Housing Bank and is awarded to competence and knowledge-development programmes, information and pilot projects on energy consumption and environmentally-friendly solutions, universal design, accessibility and usability in homes, buildings and outdoor areas, and on sustainable building practices. The grant is given to e.g. advocacy groups, municipal authorities, foundations and research institutions.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation

**MEASURE BC 7:**  
**INVESTMENT GRANTS TO 24-HOUR CARE  
FACILITIES**

Investment grants from the Norwegian State Housing Bank to 24-hour care facilities are intended to encourage local authorities to renew and increase their offering of nursing home places and care homes for people in need of 24-hour care and health services, regardless of the resident's age, diagnosis or disability. Facilities that receive grants must satisfy requirements for universal design and be adapted for people with dementia and cognitive impairment, and ready to connect and install electronic aids, communication and warning systems and other welfare technology.

**Implementation: Ongoing**

**Responsible:** The Ministry of Health and Care Services

## MEASURE BC 8: INFORMATION ABOUT UNIVERSAL DESIGN

[The Norwegian State Housing Bank](#) and [the Directorate for Building Quality](#) have information, guidance materials and tools for universal design and accessibility in homes, buildings and outdoor areas on their websites.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation

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## MEASURE BC 9: THE NORWEGIAN AWARD FOR BUILDING DESIGN

This is an honorary award for buildings and their facilities that, through workmanship, materials, and interaction with the location and the environment, help to elevate, renew and develop general building design. Candidates for the award should follow good architectural design principles and must fulfil key criteria with regard to the environment and universal design. The award is presented annually. The Ministry of Local Government and Modernisation appoints the jury.

**Implementation: Ongoing**

**Responsible:** The Ministry of Local Government and Modernisation

## Prekestolen (Pulpit Rock) Mountain Lodge

The Prekestolen (Pulpit Rock) Mountain Lodge in Strand municipality in Rogaland provides excellent usability for all. Universal design has been implemented both inside the building and outdoors. Prekestolen (Pulpit Rock) Mountain Lodge received the Norwegian Award for Building Design in 2009. Photo: Jiri Havran / The Norwegian State Housing Bank.



# MEASURES FOR OTHER IMPORTANT AREAS OF SOCIETY

## PLANNING AND OUTDOOR AREAS

### **MEASURE PO 1: GRANTS FOR LOCAL PLANNING AND UNIVERSAL DESIGN**

Grant scheme where funds that are related to universal design will be oriented towards research, competence-building and good planning practices. Grants can be given to organisations, enterprises and others.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Local Government and Modernisation

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### **MEASURE PO 2: SUSTAINABLE URBAN DEVELOPMENT AND AREA-BASED URBAN INTERVENTIONS**

Universal design is part of the ministry's focus on sustainable urban development through a focus on planning and area-based urban interventions. These efforts will include promoting sustainable housing and urban policies, improving the physical environment and participation in the community in line with the intentions of government planning guidelines for coordinated housing, land use and transport planning. These efforts will continue until 2017 and 2018, respectively.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Local Government and Modernisation

### **MEASURE PO 3: UNIVERSAL DESIGN WHEN PROCESSING PLANS**

The ministry will examine how local authorities follow-up universal design in their planning guidelines and processing. The four-year evaluation programme EVAPLAN08 will examine important social considerations and effects of the part of the Planning and Building Act of 2008 that relates to planning. Results will be communicated on an ongoing basis during the programme phase until 2018. Furthermore, the ministry will continue its efforts to provide guidance for good planning practices.

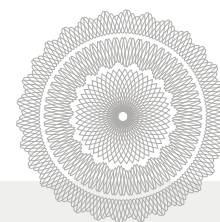
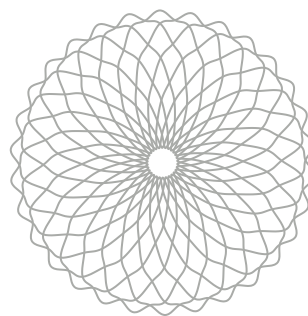
**Implementation: 2015–2019**

**Responsible:** The Ministry of Local Government and Modernisation

## Strandgata in Hamar

Strandgata in Hamar has been upgraded with high-quality universal design. The Hedmark branch of the Norwegian Association of the Blind and Partially Sighted gave the Strandgata project in Hamar the "Accessibility Award" in 2013. Photo: Randi K. Øverland.





#### **MEASURE PO 4: GEOGRAPHICAL INFORMATION SYSTEM FOR OBTAINING AND PRESENTING UNIVERSAL DESIGN DATA**

The measure P2 *Geographical information system for obtaining and presenting universal design data* will be continued and developed into four tasks to be organised by the Norwegian Mapping Authority:

- *Accessibility portal* with information about mapped information will be developed and maintained.
- *Universal design in the land register* will be continued with the aim of developing methods and making appropriate adjustments to the system in order to implement building information related to universal design in the land register. A subsidiary objective is to establish a universal design indicator for buildings from 2017. A target for the period 2016–19 is to localise and register building information related to universal design in other national registries.
- *Universal design will be included in the national map database (FKB)*. The Norwegian Mapping Authority will continue its work with computer modelling of map objects that are relevant to national universal design goals. Product specifications will be drawn up to give local authorities a basis for entering, updating and managing data about universal design in their ordinary map documentation. During the period 2016–19, such data will be standardised in the FKB through Geovekst (a cooperation programme for establishing digital geographic data).

- *A set of indicators for universal design in localised information will be developed*. The Norwegian Mapping Authority will continue to systematise registered accessibility and universal design data to facilitate the extraction of indicators of trends at the national and the local level. This data collection will continue during the 2016–19 period, data will be kept up to date and indicators relating to digital cooperation in Norway will be extracted.

**Implementation: 2015–2017**

**Responsible:** The Ministry of Local Government and Modernisation

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#### **MEASURE PO 5: SECURING IMPORTANT OUTDOOR AREAS**

As part of the scheme for governmental protection of outdoor areas (section 1420, item 30), the government provides financial support to local authorities and committees for recreational areas to purchase important recreation areas. It is important to facilitate outdoor recreation for many user groups. Access to areas that are secured under this scheme is often improved. This provides access to these areas for many users. In many cases, additional measures are implemented in recreation areas secured through this scheme to improve accessibility for people with disabilities.

**Implementation: Ongoing**

**Responsible:** The Ministry of Climate and Environment

## Climate Park 2469

The walkway into Climate Park 2469 in the Jotunheimen mountains is a small intervention in nature that has had a great effect. The walkway represents an innovative initiative to help more people to experience the mountains and climate park. The project received an honourable mention from the jury for the 2015 Innovation Award for Universal Design in the landscape architecture category. Photo: Landskapsfabrikken.



### MEASURE PO 6: UNIVERSAL DESIGN OF IMPORTANT OUTDOOR AREAS

The main objective of the grant scheme “Measures in government protected recreation areas”, which provides support for the development and adaptation of government protected recreation areas, is to reduce the physical barriers to outdoor activities and facilitate increased outdoor activity for everyone. Measures for people with disabilities are among the priority actions.

Universal design is included in various guides for green structures and outdoor activities. Universal design of walking trails and recreation areas is discussed at length in the Norwegian Environmental Agency’s guide M100-2014 “Planning green infrastructure in cities and towns”. In the Norwegian Environmental Agency’s guide M98-2013 “Mapping and appreciation of recreation areas”, access for the disabled is an important criterion.

**Implementation: Ongoing**

**Responsible:** The Ministry of Climate and Environment

### MEASURE PO 7: GRANTS FOR OUTDOOR ACTIVITIES

Activities that are not resource-intensive and easily accessible to various user groups are a priority in the grant scheme “Grants for outdoors activities” (section 1420, item 78). Persons with disabilities and people who are not very physically active are among the priority groups in the grant scheme. In 2015, the Norwegian Cancer Society, the National Heart and Lung Association and the Norwegian Public Health Association received funding under the grant scheme.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Climate and Environment



## MEASURE PO 8: COMMUNICATING RESULTS FROM COMMUNITY-BASED INTERVENTIONS

Accessibility for all is a central aspect of the Norwegian Environmental Agency's community efforts. By following a few selected pilot projects, they identify how the local community can best be adapted for outdoor recreation so that all groups can be active in the outdoors. This also includes measures to improve accessibility for people with disabilities. The project portion of the initiative concluded in 2015. Knowledge is an important prerequisite in order to improve accessibility for people with disabilities; the right measures must be selected, while enjoyment value and natural assets must be safeguarded. In the years ahead, the Norwegian Environment Agency will communicate the results of these efforts to municipal authorities, outdoor recreation committees and other stakeholders working on safeguarding and adapting recreation areas.

**Implementation:** Ongoing

**Responsible:** The Ministry of Climate and Environment

## The Parkettpromenaden pathway in Ladeparken

The Parkettpromenaden pathway in Ladeparken in Trondheim with Himmelstigen and Akrobat Square in the background. The main principles of universal design were fundamental for the design of the park. Ladeparken was voted Norway's best outdoor area in 2013 in a competition organised by the Norwegian Association of Local and Regional Authorities and the Norwegian Association of Municipal Engineers. Photo: Synlig.no.



# MEASURES FOR OTHER IMPORTANT AREAS OF SOCIETY

## TRANSPORT

### National transport plan

The National Transport Plan for the period 2014–2023 (NTP) is contributing to the universal design of travel chains, so that the transport system can be used by everyone to the greatest extent possible. The NTP is followed up through the Norwegian Public Roads Administration and the National Rail Administration's 2014–2017 action programme for the NTP, and through annual budgets, Prop. 1 S and allocation letter for the Ministry of Transport's area of responsibility.

### MEASURE T 1: CONTINUOUS TRAVEL CHAINS

Avinor, the Norwegian National Rail Administration and the Norwegian Public Roads Administration will contribute to ensuring the universal design of travel chains. This work is done both within each transport sector and across transport sectors and administrative levels, for example through the development of hubs. The Norwegian Public Roads Administration is responsible for coordinating universal design throughout the road sector, i.e. state, county and municipal roads. The Norwegian Public Road Administration is working for better coordination between different stakeholders, different modes of transport and at different administrative levels. This is important for ensuring a continuous journey, from door to door.

The National Public Roads Administration is also working on behalf of the Ministry of Transport to facilitate a national travel planner that will contain information about the characteristics of stops and hubs. This is important in order to be able to plan a continuous journey.

The Norwegian Public Roads Administration and Norwegian National Rail Administration include information on the status of work on universal design in their annual reports. Avinor reports status through its ownership report and monitoring of the NTP.

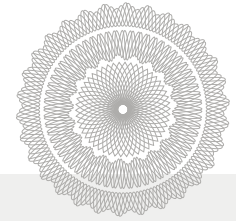
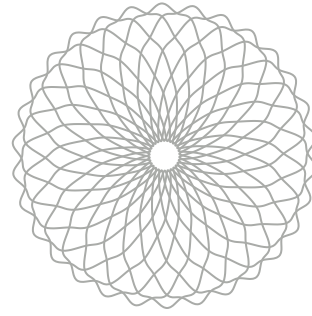
**Implementation: 2015–2019**

**Responsible:** The Ministry of Transport and Communications

### Gjøvik station

Gjøvik station is an important public transport hub for the whole Mjøsa region. The project received the 2015 Accessibility Award from the Norwegian Association of the Blind and Partially Sighted. Photo: Terje Borud.





## MEASURE T 2: EXPERTISE AND RESEARCH

Competence-building and increased knowledge of universal design is a priority area. Where relevant results can be expected, Avinor, the Norwegian National Rail Administration and the Norwegian National Public Roads Administration will provide local authorities with knowledge about best practices for solutions and participate in knowledge exchange. The Norwegian Public Roads Administration will undertake various activities to increase our understanding of what universal design entails, and continue efforts to get an overview of accessibility levels at stops and hubs. The Norwegian National Rail Administration will implement an educational programme on universal design for operations managers at stations, and maintain its overview of the accessibility levels at stations. Other activities for competence-building and research will be assessed on an ongoing basis.

The Norwegian Public Roads Administration and Norwegian National Rail Administration include information on the status of work on universal design in their annual reports. Avinor reports status through its ownership report and monitoring of the NTP.

**Implementation: Ongoing**

**Responsible:** The Ministry of Transport and Communications

## MEASURE T 3: OPERATION OF INFRASTRUCTURE AND REPAIR OF MINOR OBSTACLES

Avinor, the National Rail Administration and the Norwegian Public Roads Administration must have procedures in place to safeguard universal design in the operation of infrastructure. This includes good winter maintenance, clear walkways, good contrast marking, good lighting, functioning audio induction loops, universally designed alarm systems, functional lifts and maintenance of guide lines. They must work to ensure winter maintenance to ensure a continuous network of walkways, across administrative levels.

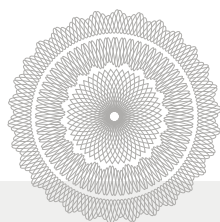
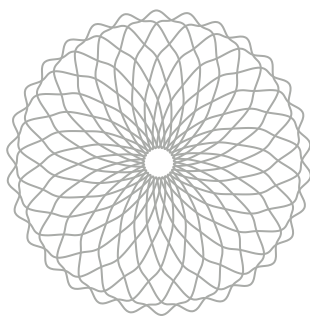
Avinor, the National Rail Administration and the Norwegian Public Road Administration should prioritise cost-effective measures for repairing minor obstacles to improve accessibility during the period. This may include contrast marking, good lighting, etc.

Avinor, the National Rail Administration and the Norwegian Public Roads Administration should, where appropriate, work to standardise solutions across units and administrative levels with regard to operations and repairing minor obstacles, and to ensure that information on good solutions is readily available for public and private enterprises.

The Norwegian Public Roads Administration and Norwegian National Rail Administration include information on the status of work on universal design in their annual reports. Avinor reports status through its ownership report and monitoring of the NTP.

**Implementation: Ongoing**

**Responsible:** The Ministry of Transport and Communications



#### **MEASURE T 4: PROJECT PLANNING AND IMPLEMENTATION**

Universal design should be an integral part of all plans for significant upgrades to, and construction of, infrastructure planned and built for Avinor, the Norwegian National Rail Administration and the Norwegian Public Roads Administration. Avinor, the National Rail Administration and the Norwegian Public Roads Administration have procedures in place for reviewing universal design in projects being planned or which have been completed.

Advocacy groups for the disabled are consultative bodies in development projects involving public spaces. An invitation to participate in consultations must be sent to these advocacy groups at both the local and the central levels. Upon completing large projects, Avinor, the National Rail Administration and the Norwegian Public Road Administration should carry out an evaluation together with these organisations about the process and other relevant topics.

During the project execution process, Avinor, the Norwegian National Rail Administration and the Norwegian Public Roads Administration should ensure that suppliers have sufficient expertise in universal design to implement the planned solutions. They should also have a dialogue with suppliers throughout the project to ensure that universal design is implemented in the best possible way. During the project execution process, they should ensure that accessibility, availability and safety for pedestrians should provide for accessibility, availability and safety for pedestrians.

Avinor, the National Rail Administration and the Norwegian Public Roads Administration should, where appropriate, work to standardise solutions across units and administrative levels. In addition, they should ensure that information on good solutions is readily available for public and private enterprises.

The Norwegian Public Roads Administration and Norwegian National Rail Administration include information on the status of work on universal design in their annual reports. Avinor reports status through its ownership report and monitoring of the NTP.

**Implementation: Ongoing**

**Responsible:** The Ministry of Transport and Communications

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#### **MEASURE T 5: PURCHASE OF TRANSPORT SERVICES**

When purchasing transport services, the government will work to ensure that universal design is implemented. Government purchases of transport services include e.g. train services, ferry services in connection with state roads, the Bergen–Kirkenes coastal service, and flights on the STOL network. Among other things, this includes follow up of boarding solutions, customer information and sales solutions, toilets, etc.

**Implementation: Ongoing**

**Responsible:** The Ministry of Transport and Communications

## MEASURE T 6: ICT, INFORMATION AND CUSTOMER SERVICES

Efforts should be made to ensure that information at stations, bus stops, hubs, information on the Internet, mobile phones and various personal digital platforms, as well as customer services, are universally designed and comply with applicable legal requirements. Avinor, the National Rail Administration and the Norwegian Public Roads Administration must endeavour to satisfy universal design requirements in these areas.

Stations, stops and hubs should have logical and readable signs and guide lines. Information at stations, bus stops and hubs should be universally designed. All relevant information, including route deviation information should as far as possible be given both on screen and verbally. Services on digital platforms and customer services should also be universally designed. Among other things, this sets requirements for opportunities to make written customer service enquiries, the use of audio induction loops at counters and more.

The Norwegian Public Roads Administration and Norwegian National Rail Administration include information on the status of work on universal design in their annual reports. Avinor reports status through its ownership report and monitoring of the NTP.

**Implementation: Ongoing**

**Responsible:** The Ministry of Transport and Communications

## Battery ferry MF Ampere

New generations of ferries are being developed following universal design principles and are well adapted for people with disabilities. MF Ampere was built in 2014/2015 and is the world's 100 per cent battery-operated ferry. The ferry was put into operation in January 2015 on the Lavik – Oppedal connection in the Sognefjord. Photo: Samferdselsfoto.



## MEASURE T 7: UNIVERSAL DESIGN NETWORK FOR REGIONAL AND MUNICIPAL TRANSPORT

A network will be established, consisting of county authorities, large municipalities, government transport agencies, public and private public transport operators and user organisations.

The purpose of the network is to contribute to ensuring that local and regional public transport is universally designed.

The network is managed by the Delta Centre / Ministry of Children, Equality and Social Inclusion.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Children, Equality and Social Inclusion

# MEASURES FOR OTHER IMPORTANT AREAS OF SOCIETY

## CROSS-SECTORAL MEASURES

### **MEASURE CS 1: INNOVATION PROGRAMME FOR UNIVERSAL DESIGN**

An *innovation programme* should contribute to better design based on user needs. It should also help promote innovation and value creation. The Norwegian Centre for Design and Architecture will continue its efforts to promote the use of inclusive design. This is an effective strategy for innovation in the Norwegian business sector to increase the degree of innovation, competitiveness and profitability.

Main activities include communication of information, public awareness campaigns, the dissemination of knowledge and practical skills development. Among other things, there will be collaboration projects with the private sector, public sector bodies and the various professions within design and architecture.

The innovation programme will also further develop its role both as a driver and as a centre of expertise for universal design and innovation in relation to relevant target groups, including the private sector, the design and architecture industry, R&D arenas, the education sector and public enterprises. Continuous exchange of experience, professional development and national and international networking will be important for the programme's progress and goal attainment.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Children, Equality and Social Inclusion

### **MEASURE CS 2: DEVELOPMENT OF UNIVERSAL DESIGN STANDARDS**

Standards that provide professional advice and guidelines on how universal design should be implemented in various areas represent important guidance material. Standards Norway has developed a number of standards for universal design based on a consensus between various interests, including for buildings, transport and ICT. Standards Norway also leads the SAGA secretariat, which is an advisory group that was commissioned by the European Commission to coordinate the work on universal design in new CEN standards and updates.

This work will continue and they will also take a closer look at standards within welfare technology, everyday technology and consumer products. (See measure TEC 4: Recommendations and standardisation of user interfaces and infrastructure). The government is looking at implementing R&D projects that could help clarify the functional requirements of universal design and accessibility. This work is being coordinated between relevant ministries and directorates.

**Implementation: 2015–2019**

**Responsible:** The Ministry of Children, Equality and Social Inclusion

## Awards ceremony

Jury President Knut Hovland and Minister Solveig Horne presented the Innovation Award for Universal Design to St Olav's Hospital at the Norwegian Centre for Design and Architecture (DOGA) on 18 February 2015. Photo: Johnny Syversen / DOGA.



### MEASURE CS 3: COMPETENCE-BUILDING PROGRAMME FOR THE HIGHER EDUCATION SECTOR

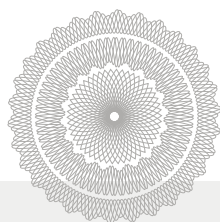
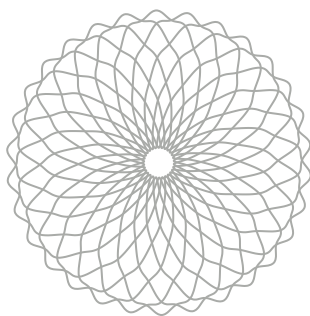
The competence-building programme for the higher education sector will continue.

The programme aims to develop universal design in education and provide support for competence-building projects at Norwegian educational institutions. The programme will also include information initiatives with regard to the accessibility of educational institutions and buildings, information on the Internet, visits to educational institutions and contributions at conferences.

In line with the main aspects of the new action plan for universal design, starting in 2015, there will be greater emphasis on ICT and welfare technology. The competence-building programme is administered by the Universal Design Unit at the Norwegian University of Science and Technology (NTNU).

#### Implementation: 2015–2019

**Responsible:** The Ministry of Education and Research, the Ministry of Children, Equality and Social Inclusion



#### **MEASURE CS 4: OPPORTUNITIES FOR DEVELOPING A UNIVERSALLY DESIGNED SOCIETY**

The government will continue working for a universally designed society. The government will also propose a strategy for a modern seniors policy in autumn 2015. This strategy will aim to make all sectors more aware of the consequences of population aging and how we can facilitate the participation of seniors.

Creating a universally designed society and creating a senior-friendly society are two sides of same coin. The solutions coincide with each other, making challenges more visible.

A study will be conducted built on scenario techniques, which will look at opportunities, freedom of action and the time horizon for achieving a universally designed society. The study will also describe the various effects and innovation potential of a universally designed society.

This task will be performed by the Delta Centre / the Directorate for Children, Youth and Family.

**Implementation: 2015–2016**

**Responsible:** The Ministry of Children, Equality and Social Inclusion and the Ministry of Health and Care Services

#### **MEASURE CS 5: NETWORK COLLABORATION IN MUNICIPALITIES AND COUNTIES**

A network collaboration will be established among municipal authorities and county authorities to boost expertise at the local levels. This is a good tool for strengthening the effective implementation of universal design measures and increasing accessibility in cities, towns and neighbourhoods.

Emphasis will be on achieving concrete results in local communities and areas used by the population by building on the experience of local authorities with knowledge from key research environments, NGOs and other bodies. The current methodology for the registration of universal design and data from completed registrations in municipalities will be used to prioritise, plan and implement measures.

The network is led by the Association of Local and Regional Authorities (KS) and will include up to 60 municipalities. The Ministry of Children, Equality and Social Inclusion provides funding to the project.

**Implementation: 2016**

**Responsible:** The Ministry of Children, Equality and Social Inclusion

**To the right:** The scenic trail on Eldhusøya Island in the municipality of Averøy in More og Romsdal is perfect for everyone. An elevated walkway protects the terrain and provides good accessibility. Photo: Jan Andresen / Norwegian Public Road Administration.



# 6

## ORGANISATION OF WORK

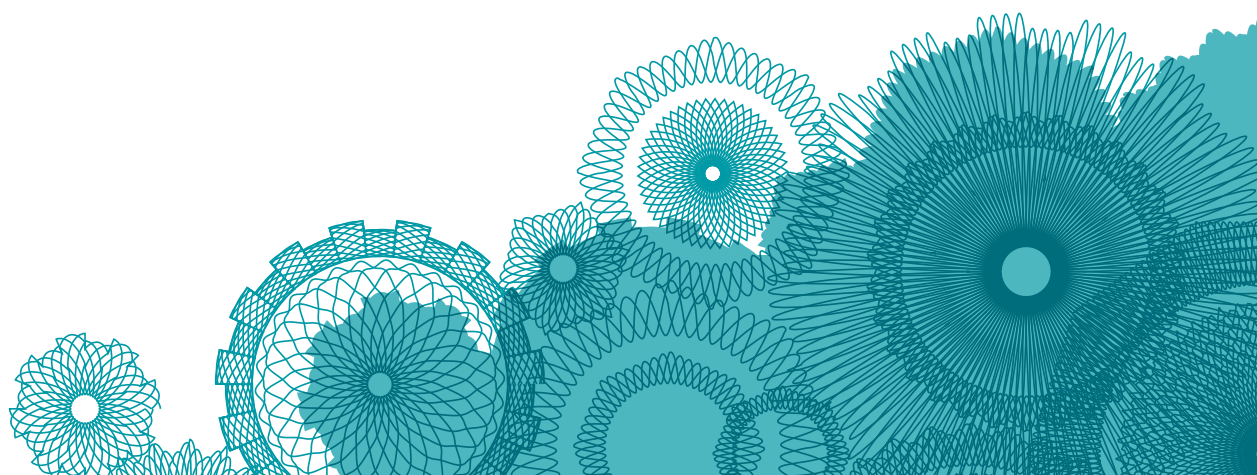


The Ministry of Children, Equality and Social Inclusion is the coordinating ministry for this action plan, with special responsibility for cross-sectoral challenges and measures. Action plan stimulus funds of NOK 26 million (2015) will be directed towards cross-sectoral and high-priority measures.

The sector responsibility principle is fundamental to the implementation of the measures in the plan. Ministries are responsible for inclusiveness and implementation in their areas of responsibility.

A forum will be created to exchange information and views on measures, profile and progress of the action plan. The plan will have an effective duration of 5 years.

Interest groups, professional organisations and professional bodies will be invited to participate. The forum will be managed by the Delta Centre / the Directorate for Children, Youth and Family Affairs.



## Credits

This action plan uses results and statistics from research and studies conducted by: the Work Research Institute, the Institute of Transport Economics, the Norwegian Institute for Urban and Regional Research, Analyse & Strategi, Oslo Economics, Universal Utforming AS, Vista Utredning AS, WSP Analys & Strategi, the Norwegian Mapping Authority, the Norwegian National Rail Administration, Norwegian State Railways, Avinor, the Delta Centre / the Norwegian Directorate for Children, Youth and Family Affairs and Statistics Norway.

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