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EUROPEAN UNION

LESSONS LEARNED FROM A STUDY TRIP TO

UK

20 - 23 MARCH 2019





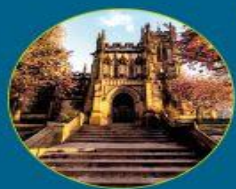
Town Hall Manchester 1

The Town Hall is a Grade I listed landmark of international significance, regarded for its exceptional craftsmanship and architectural quality. It is cherished by the people of Manchester having been the civic, political and administrative centre of the city since it opened in 1877.
manchester.gov.uk



National Football Museum 3

Experience the world's greatest sport at the National Football Museum. Whether you're a die-hard football fan, visiting with your family or on a weekend break in Manchester, enjoy a visit to the world's biggest and best football museum.
nationalfootballmuseum.com



Manchester Cathedral 4

Sporting a gorgeous interior with the best late medieval woodwork in the north – the quirs and the ceiling are splendid and full of life in the carved details, as well as spectacular modern glass windows that replaced the ones destroyed during the Manchester Blitz.
manchestercathedral.org



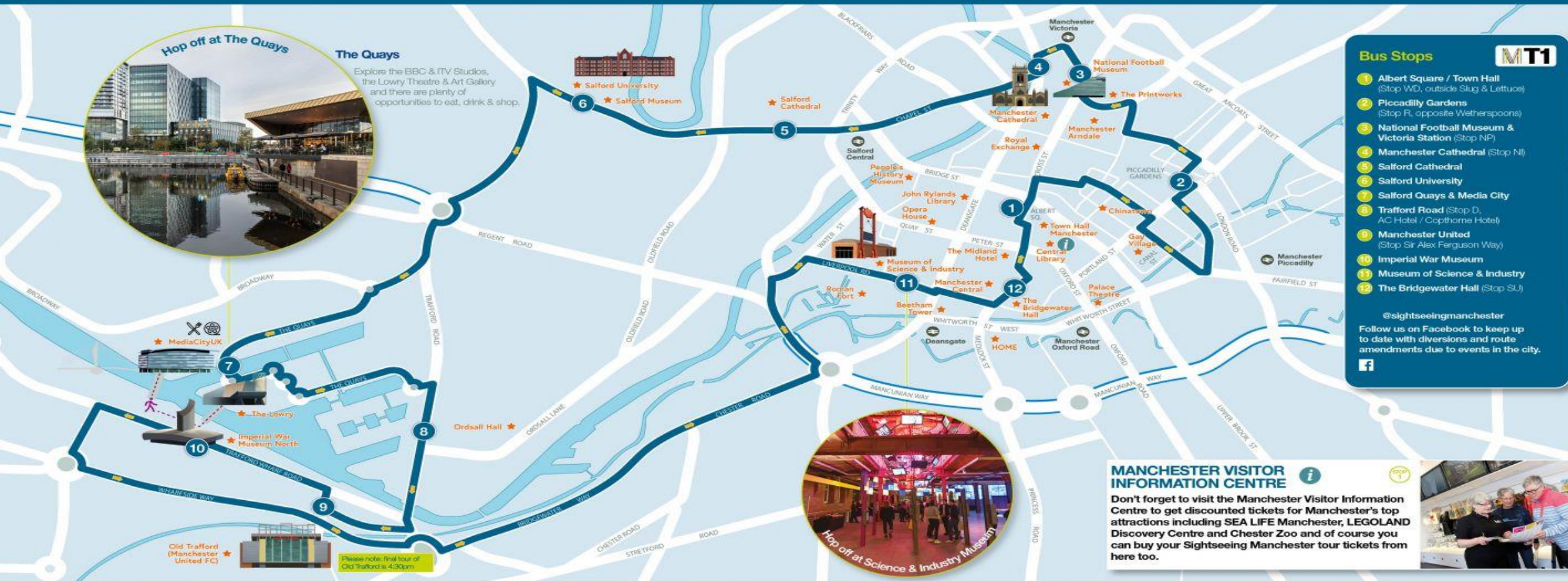
Science & Industry Museum 11

Based on the site of the oldest passenger railway station in the world, the Science & Industry Museum truly is a museum for everyone. Kids, big and small will be fascinated by the hands-on exhibitions, while the huge collection of vintage vehicles and historic working machinery is captivating.
scienceandindustrymuseum.org.uk



The Quays

Explore the BBC & ITV Studios, the Lowry Theatre & Art Gallery and there are plenty of opportunities to eat, drink & shop.



Bus Stops

MT1

- 1 Albert Square / Town Hall (Stop WD, outside Slug & Lettuce)
- 2 Piccadilly Gardens (Stop R, opposite Wetherspoons)
- 3 National Football Museum & Victoria Station (Stop NP)
- 4 Manchester Cathedral (Stop NI)
- 5 Salford Cathedral
- 6 Salford University
- 7 Salford Quays & Media City
- 8 Trafford Road (Stop D, AC Hotel / Copthorne Hotel)
- 9 Manchester United (Stop Sir Alex Ferguson Way)
- 10 Imperial War Museum
- 11 Museum of Science & Industry
- 12 The Bridgewater Hall (Stop SU)

@sightseeingmanchester

Follow us on Facebook to keep up to date with diversions and route amendments due to events in the city.



MANCHESTER VISITOR INFORMATION CENTRE



Don't forget to visit the Manchester Visitor Information Centre to get discounted tickets for Manchester's top attractions including SEA LIFE Manchester, LEGOLAND Discovery Centre and Chester Zoo and of course you can buy your Sightseeing Manchester tour tickets from here too.



MediaCityUK 7

There is never a dull day at MediaCityUK. The recently built area of The Quays is home to the BBC and ITV studios where they record well known British shows such as Coronation Street and Match of the Day, as well as great places to eat or sip cocktails overlooking the water.



The Lowry 7

A magnificent building alongside The Quays, inside you will find three stunning theatres as well as galleries showcasing artists of local, national and international renown. In addition there are cafes, restaurants and gift shops all set against spectacular waterside views, there is something for everyone at The Lowry.
thelowry.com



Imperial War Museum North 7 & 10

IWM North is about people and their stories; how lives have been, and still are, shaped by war and conflict. The Main Exhibition Space houses thousands of objects from a T34 Russian tank and Harrier Jump Jet to clothing, diaries and works of art, as well as a series of family interactive Action Stations.
iwm.org.uk



Manchester United 9

Old Trafford has welcomed millions of Manchester United fans over the years to enjoy a legendary football match or to learn more about the stadium's fantastic history. From the building of the stadium to the present day, learn about this world renowned team with a tour of the museum and stadium.
manutd.com

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**MANCHESTER,
UNITED KINGDOM**

**SECOND TOURIST CENTRE OF THE COUNTRY
ACCESSIBLE CULTURAL TOURISM SITES AND PLACES**



City of Manchester

City of Manchester

Manchester is a major city in Greater Manchester, England, with a population of more than two million, it is the second largest city by urban area in the United Kingdom.

It is fringed by the Cheshire Plain to the south, the Pennines to the north and east and the neighbouring city of Salford to the west. The two cities and the surrounding towns form a large continuous conurbation. Due to Manchester's size and global influence, it is considered the second city of the United Kingdom.

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City of Manchester

City of Manchester

The city is notable for its architecture, culture, musical exports, media links, scientific and engineering output, social impact, sports clubs and transport connections.

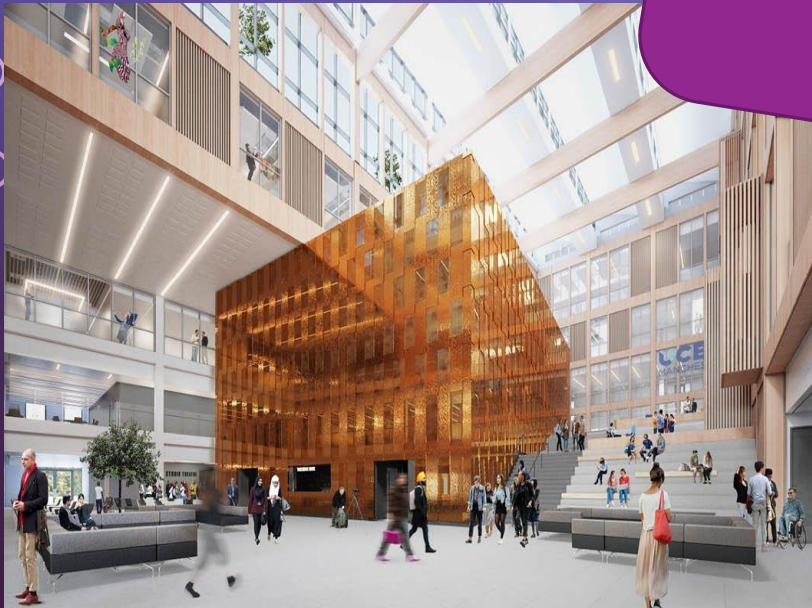
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City of
Manchester



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The UK Policy for the Disabled People

The legal framework governing disabled people's rights in the UK consists of both in domestic law, of the Equality Act 2010, and in international law, as well as of the UN Convention on the Rights of People with Disabilities.

Section 20 of the Act makes provisions regarding the requirement to make reasonable adjustments for disabled people in relation to services and public functions, premises, work, education and associations, which is imposed in various parts of the Act. The explanatory notes provide an overview of the duty to make reasonable adjustments.

The duty comprises three requirements that apply where a disabled person is placed at a substantial disadvantage in comparison with non-disabled people. The first requirement covers changing the way things are done (such as changing a practice), the second covers making changes to the built environment (such as providing access to a building), and the third covers providing auxiliary aids and services (such as providing special computer software or providing a different service).

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The Accessible Tourism in UK

The facilities on offer for visitors with special needs are steadily improving. Recently designed or newly renovated buildings and public spaces that provide lifts and ramps for wheelchair access are becoming more common. Buses are also becoming increasingly accessible, and, if given advance notice, train, ferry or bus staff will happily help any disabled passengers. If a travel agent is asked about the Disabled Persons Railcard, it will entitle a discount in rail fares. Nowadays many banks, theatres and museums provide aids for the visually or hearing-impaired. Specialist tour operators, such as Tourism for All, cater for physically disabled visitors.

More general information on facilities for disabled travelers provides Disability Rights UK

<https://www.disabilityrightsuk.org>

The association also published two books that carry a wealth of information for disabled holidaymakers, which could be useful. To assist journey planning for a holiday of a disabled person, groups or families, there is detailed guide at “Tourism for All”.



“Tourism for All” are a small, vibrant, independent, national charity who are the voice of accessible tourism and travel in the UK. They are passionate about ensuring that people can participate in all areas of community life, whatever their mobility or ability. Furthermore, all of the UK’s regional tourist boards provide information about disabled access in their accommodation and sightseeing guides.



<https://www.tourismforall.org.uk>

In UK is evented and well operating a National Accessible Scheme (NAS) that rates the accessibility of accommodation in Britain and awards a certificate. The NAS covers three types of impairments: mobility, hearing and visual. Assessed properties will have facilities such as hand rails, ramps, hearing loops and color contrast

VisitEngland 

<https://www.visitengland.com>

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OLDER AND LESS MOBILE GUESTS

If you can climb a flight of stairs, but banisters or grip handles would make this easier, look out for this logo.



PART-TIME WHEELCHAIR USERS

If you have problems walking or can walk a maximum of 3 steps, or need to use a wheelchair some of the time, this logo applies to you.



INDEPENDENT WHEELCHAIR USERS

Similar to the international logo for independent wheelchair users. If you are a wheelchair user and travel independently, look out for this logo.



ASSISTED WHEELCHAIR USERS

If you are a wheelchair user and travel with a friend or family member who helps you with everyday tasks, this logo applies to you.



ACCESS EXCEPTIONAL LOGOS

Access Exceptional is awarded to establishments that meet the requirements of independent wheelchair users or assisted wheelchair users and also fulfill more demanding requirements.



VISUALLY IMPAIRED AND BLIND PEOPLE 1

If you have difficulty reading small print, are registered blind, have poor sight or a visual impairment, accommodation with this logo is suitable for you



VISUALLY IMPAIRED AND BLIND PEOPLE 2

An exceptional level of facilities and services that would be suitable for anyone with a visual impairment from mild sight loss to having no sight at all.



HEARING IMPAIRED AND DEAF PEOPLE 1

If you have a slight hearing difficulty, are deaf, wear a hearing aid or have a hearing impairment, look out for accommodation displaying this logo.



HEARING IMPAIRED AND DEAF PEOPLE 2

An exceptional level of facilities and services that would be suitable for anyone with a hearing impairment from mild hearing loss to profound deafness.

Policy for Accessibility in Manchester

The City Council of Manchester could be a leading example of well-organized activities in the field of management of a city, as well turning it into an accessible city.

<https://www.manchester.gov.uk>

There four important planning document:

Manchester Strategy – Our Manchester (MSOM)

That is a planning document, setting a long- term vision for Manchester's future and describes how it will be achieved. It provides a framework for actions by all partners working across Manchester – public sector organizations, businesses, the voluntary sector and the communities. It is not a strategy for Manchester City Council, but for Manchester, relying on each and every of its citizens to have a role to play in making the city the best it can be. It defines the future Manchester as “A liveable city, clean, safe and attractive”. The Strategy is developed to provide long-term plans that have to be implemented for creation of new jobs, a growth in Manchester, ensuring that everyone can benefit from, and contribute to, the city's success.



The MSOM starts with the world tendencies for the cities development - the age of the city, when more people are living in ever-bigger cities, (by the time of 2050, two-thirds of the world's population will live in cities). Then is described the Manchester city status, which has undergone a huge physical transformation alongside a transformation in its economy, its population and the quality of its environment.

The vision for Manchester by 2025 is defined - to be in the top flight of world-class cities, when the city will: Have a competitive, dynamic and sustainable economy; Possess highly skilled, enterprising and industrious people; Be connected, internationally and within the UK; Play its full part in limiting the impacts of climate change; Be a place where residents from all backgrounds feel safe, can aspire, succeed and live well (here is the aspect of accessibility); Be clean, attractive, culturally rich, outward-looking and welcoming city.

The objectives are formulated as: A thriving and sustainable city; A highly skilled city; A liveable and low-carbon city; A connected city. Delivering the strategy and the monitoring progress are the closing accents. Every year the collective progress is shown through the State of the City Report.

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All-Age Disability Strategy (AADS)

The document is developed for everyone living, working, studying in or visiting Manchester. This is because it is everyone's responsibility to ensure that Manchester has disabled children, young people, adults and older people can play a full part in society. They do this by exercising their rights and equal opportunities to access services and facilities and get the support they are entitled to.

The All-Age Disability Strategy (AADS) is Manchester's plan to support and enable the disabled people to fully integrate into all the city's opportunities, facilities, activities and communities. The AADS is also written from the perspectives of the Social Model of Disability, the 12 Pillars of Independent Living, and the UN Convention on the Rights of the Person with Disabilities.

The Social Model of Disability says that it is not people's conditions or impairments that disable people, but environmental and societal conventions and the way society is organized that create barriers and do not accommodate difference, and therefore disable people. The intention for this strategy is that when these barriers are removed we will have a 'disabled people-friendly city'.



All-Age Disability Strategy (AADS)

The 12 Pillars of Independent Living are:

- Appropriate and accessible information;
- An adequate income;
- Appropriate and accessible health and social care provision;
- A fully accessible transport system;
- Full access to the built environment;
- Adequate provision of technical aids and equipment;
- Availability of accessible and adapted housing;
- Adequate provision of personal assistance;
- Availability of inclusive education and training;
- Equal opportunities for employment;
- Availability of independent advocacy and self-advocacy;
- Availability of peer support.

Manchester City Council is committed to working with disabled people and partners to embed the social model of disability in the city's services, as well as implement the All-Age Disability Strategy.

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Manchester Accessibility Strategy (MAS)

The purpose of the Manchester Accessibility Strategy is to ensure accessibility of the curriculum, physical environment and information for pupils with Special Educational Needs and Disabilities (SEND). It is central to the delivery of services in Manchester and supports schools and settings with the development of their accessibility plans. The vision for Manchester's children and young people with SEND is that they achieve their potential in education, have happy and fulfilled lives, have choice and control and make a successful transition to adulthood.

Strategic objectives are related to:

- To continue to further develop the work to maximize independence for children and young people with Special Educational Needs and Disability (SEND);
- Increase choice and control for children and young people with SEND and their families; Increase access to local and universal opportunities, facilities, activities, services within local communities;
- Ensure that education is inclusive and improves attainment and other outcomes for children and young people;



- Ensure there is better transition and integration within education, health and care;
- Secure more post 16 choices for young people such as increased access to supported internships, training and opportunities to move onto employment;

- Increase opportunities and develop ways to improve how the voice of children and young people is included in service design and delivery.

Further in MAS, special attention is drawn to the following themes:

- Increasing Participation in the School Curriculum, the Curriculums, the Early Years Foundation Stage (EYFS), Matching Provision to Need Tool (MPNT);
- Outreach Support;
- Medical Needs;
- Resourced Provision;
- Pupil Referral Units;
- Hospital School;
- Sensory Impairment;
- Special Schools;
- Quality Assurance Process;
- Travel Co-ordination Units.

Also there is presented the Improving the physical environment of schools and Early Years settings – Overview and Buildings. Measures are defined for the Improvement of the delivery of information to disabled pupils and their families - Assistive Technology, Manchester City Council's Website and Manchester's Local Offer for children and young people with SEND School websites. A Continuity is guaranteed, discussing the transition and the Preparing for Adulthood.



“Our Approach to Equality” Program

Manchester City Council has developed and implement a program “Our Approach to Equality”, contacting Equality Objectives 2016-2020, available at:

https://www.manchester.gov.uk/info/200041/equality_and_diversity/5885/our_policy_approach

The Equality Objectives show the commitment to equality and diversity and help to describe the things to be done to support Manchester's vision to be progressive and equitable. There are three equality objectives for 2016 – 2020 (each with a set of aims), that describe the areas and activities that should be at a focus for the year in order to ensure a progress achievement.



“Our Approach to Equality” Program

Objective 1 – Knowing Manchester Better. Manchester’s citizens and partners in the public and voluntary sectors work together to increase the quality of the information, knowledge and understanding about Manchester’s diverse communities.

Including:

Aim 1: Improve the way that the communities and the people who are using the services get to know and engage with them.

Aim 2: Involve a wide range of people and organizations in developing and reviewing the work on equalities, strengthening our relationships with the partners and benefitting from the strong links that the voluntary sector partners have with Manchester’s communities.

Aim 3: Influence government policy and the decisions made nationally about equality monitoring, research and information that is gathered about people and how it’s used. **Aim 4:** Use the growing and shared knowledge of Manchester communities with the partners, to make sure that there is a joined up way of analyzing how all the big changes in the city affect different communities.



“Our Approach to Equality” Program

Objective 2 – Improving Life Chances. Everyone living in Manchester should have a good quality of life and equal chances.

There are four aims to support this:

Aim 1: Improve the health and wellbeing of all residents and increase the life expectancy of Manchester people, by making sure they get better health and social care.

Aim 2: Improve the life chances and increase the aspirations and achievements of all Manchester children and adults in education, making sure that the right support is in place to make access to a good education and pathways into employment attainable for everyone.

Aim 3: Provide volunteering, apprenticeship and training opportunities in the city, working with public and voluntary sector partners to do this and influence other organizations to do the same.

Aim 4: Take a joined up approach with public and voluntary sector partners to raise awareness of hate crime and help people feel more confident to report it.



“Our Approach to Equality” Program

Objective 3 – Celebrating Our Diversity. Manchester’s great strength is its diversity; They have achieved a lot for their different communities.

There are three aims to support this:

Aim 1: Collaborate across sectors to organize and promote events and targeted communication campaigns that celebrate Manchester’s diverse communities and give a greater awareness and understanding of them.

Aim 2: Grow Manchester’s national and international profile as a diverse, inclusive city that cares about equality.

Aim 3: Make good use of the communication channels, that all partners have available to celebrate our diverse city and tell people across the world how we are achieving these objectives.

Manchester City Council is committed to improving access for disabled people to all of their services, including those relating to the build environment.



Manchester Disabled People's Access Group (MDPAG)

For achieving the objective Manchester to be an Accessible city, the City Council works in close collaboration with Manchester Disabled People's Access Group

<http://www.mdpag.org.uk>

Manchester Disabled People's Access Group (MDPAG) is an organization of disabled people and a registered charity. It promotes best practice in inclusive design and access standards and work to improve access to buildings, transport, public spaces, events, information and services. They do this through membership and project activities, through access consultancy, contributions to consultations, training for disabled people and for organizations, publications and campaigns.

MDPAG works with disabled people, businesses, architects and designers, the public sector and the voluntary and community sector in Greater Manchester and elsewhere.



Accessible Manchester

Manchester is one of the favorite UK cities to visit. Known for its industrial past, its canal system, and its sport, museum, and nightlife culture, Manchester has so much to see and explore. There are a few top attractions that worth to see.

- Manchester Town Hall is a gorgeous building - arguably the prettiest in town. It's positively oozing history, having been built late in the 19th century, packed with busts, sculptures, and murals that depict some of the history of the city. With the exception of the clock tower, the rest of the building is easily explored by wheelchair by the available lifts.
- Whitworth Art Gallery and gardens, containing about 55,000 items in its collection. The gallery is located in Whitworth Park and is part of the University of Manchester. In 2015, the Whitworth reopened after it was transformed by redevelopment that doubled its exhibition spaces, restored period features and opened itself up to its surrounding park. The interior and the exterior are completely accessible with proper constructed paths.

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Accessible Manchester

- People's History Museum is located in a building - a one-time hydraulic pumping station, refurbished as a somewhat striking modern museum. It is quite the display of history, and with wheelchair-accessible lifts and various facilities in place to serve specific needs (such as audio tours for people with hearing impairments), it is an attraction that has thought a lot about accessibility.
- Old Trafford is one of the most renowned and historic football venues in the world. Accessibility can often be a challenge in an older stadium, but Old Trafford is known to be fairly accommodating, with accessible seating, wheelchair bays, an accessible lounge, audio headsets and a Changing Places facility.
- John Rylands Library, famous as a masterpiece of Victorian Gothic architecture, hosting world class collection includes the oldest known piece of the New Testament, the St John Fragment and other vast, varied collection include magnificent illuminated medieval manuscripts. Almost completely accessible with walk paths and lifts are available for the people with disabilities.

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Accessible Manchester

- Victoria Baths are very pretty attraction. First constructed early in the 20th century as functioning public baths, closed in the 1990s. Following a very expensive restoration, the facility now stands essentially as a tourist destination. In addition, the wheelchair accessible viewing points make it yet another suitable stop in Manchester.
- Piccadilly Gardens is a green open-space area situated in the heart and soul of the Manchester city center. They are the central hub of Manchester's public transport system. The Gardens is the perfect location for a range of music and cultural events that are held throughout the year. As an accessible gateway to the city, it provides both work and leisure opportunities for people with disabilities.
- Castlefield, designated an "Urban Heritage Park," is an excellent place for exploring Manchester, among lovingly restored Victorian houses along the old canals or through the reconstructed Roman Fort. There is the Bridgewater Canal, constructed in 1761 and the many old warehouses that have been restored and turned into offices, shops, hotels, and restaurants. Completely accessible place to enjoy the old Manchester and its channels.



Visited sites in Manchester

During the stay in Manchester and UK, the project team members visited the following sites:

- **Whitworth Art Gallery and gardens** – nicely renovated historical building turned into a cultural center of modern art, which is completely accessible for people with disabilities.
- **University of Manchester** – one of the biggest universities in UK, providing special care for the people with various discrepancies.
- **Victoria Baths** – very nice old premises, presently undergoing reconstruction for reaching perfect accessibility.
- **Manchester Visitor Information Centre** – modern accessible tourist information center, completely accessible.
- **Piccadilly Gardens** and city walk tour in the Northern Quarter up to the Manchester Cathedral – city trade center accessible for visitors.
- **Manchester Cathedral** – historical building, still requiring activities for complete accessibility.



Visited sites in Manchester

During the stay in Manchester and UK, the project team members visited the following sites:

- **Manchester Town Hall/City Council** - the premises for provision of services for citizens, incl. disabled.
- **Central Library** - the ICT appliances for services provision.
- **John Rylands Library** – amazing historical building, accessible for people with different discrepancies.
- **"Urban Heritage Park," Castlefield** – modern renovated accessible historical urban area.
- **People's History Museum,**
- **Manchester Art Gallery,**
- **Museum of Science and Industry,**
- **Old Trafford Stadium.**



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Manchester
Whitworth Art
Gallery



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Manchester
Whitworth Art
Gallery



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Manchester
Whitworth Art
Gallery



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Manchester
Cathedral



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Manchester
Cathedral



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Cathedral



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Manchester
Cathedral



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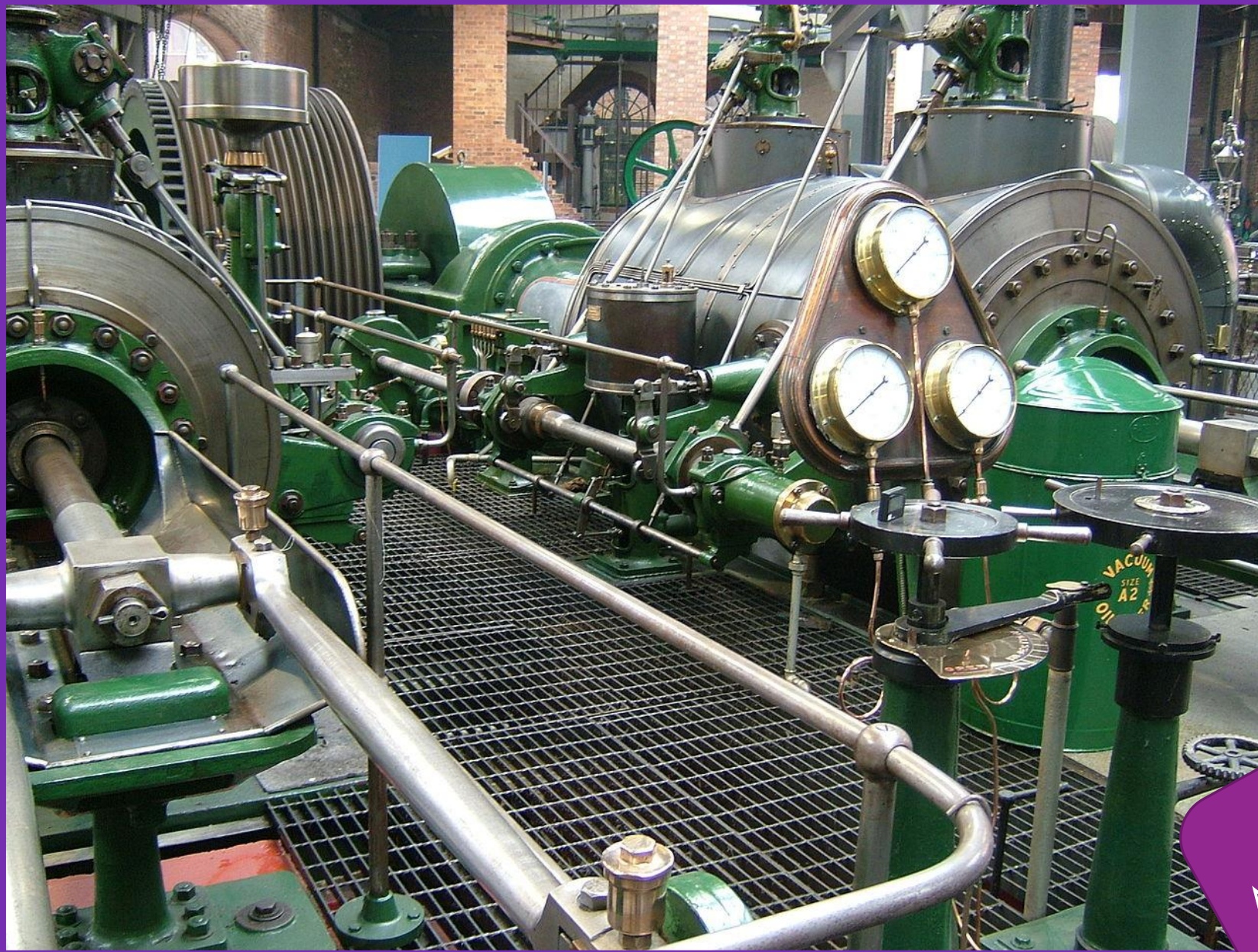
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Manchester
Museum of Science
and Industry



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**Manchester
Victoria Baths**



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**Manchester
Victoria Baths**



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Victoria Baths



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Manchester,
accessibility paths
to river



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Manchester,
accessibility paths
to river



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Manchester,
accessibility paths
to river



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Manchester
Street



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Manchester



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Manchester



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Manchester



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Manchester,
Pedestrian walk path



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Manchester
Visitors Information
Centre



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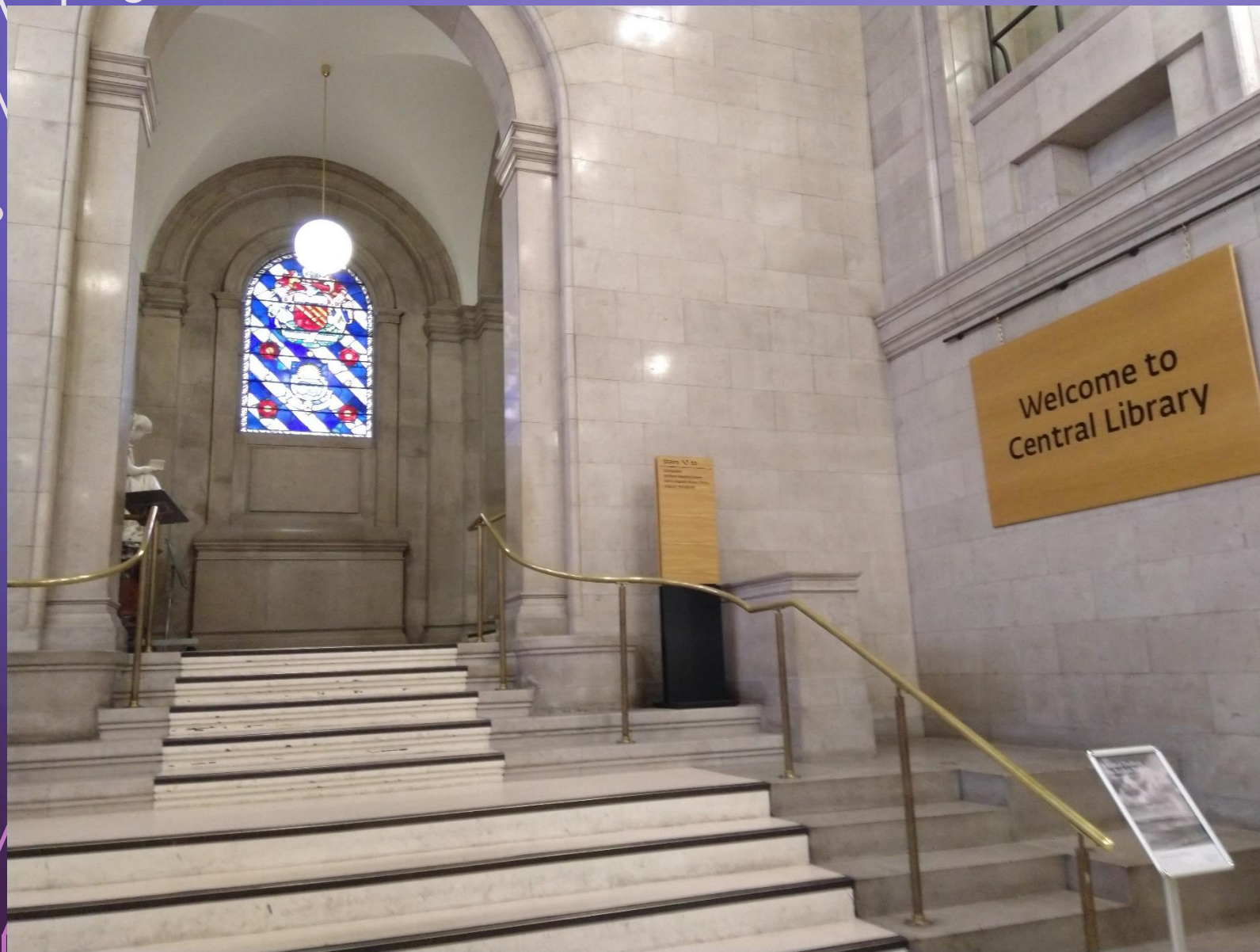
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Manchester
Central Library



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Manchester
Central Library



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Central Library



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Central Library



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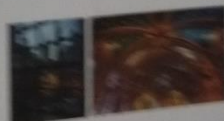


Manchester
Central Library

MANCHESTER TOWN HALL

THE TOWN HALL IS NOW
CLOSED SO THAT WE CAN
LOVINGLY RESTORE IT. WE'LL
REOPEN THE BUILDING IN 2024.

FIND OUT ABOUT THE PROJECT ONLINE AT
MANCHESTER.GOV.UK/OURTOWNHALL



Manchester
Central Library

Lessons Learnt

- All study visits can be defined as unforgettable and valuable for each participant.

Study visit in Manchester, United Kingdom

The care of the UK state and the local authorities for the people with disabilities, elder people and their families is developed as so high level, so it could be a leading model for each state, local & civil structure. It is based on a precision legislation, creative planning and design, and the most important it is realized in wide partnership collaboration of the three sectors – institutional, civil and private.

The programming documents of Manchester City Hall: Manchester Strategy – Our Manchester (MSOM), All-Age Disability Strategy (AADS), Manchester Accessibility Strategy (MAS), and the program “Our Approach to Equality” (contacting Equality Objectives 2016-2020) are perfectly developed papers. Furthermore they are proved working toolkit for making a city with the size of Manchester and even smaller ones into places friendly to the disabled and elderly people.



Friendly discussions and experience sharing with colleagues from Manchester University and Manchester Disabled People's Access Group, UK

Study visit in Manchester, United Kingdom

The model and know-how of the established civil partnership structure - Manchester Disabled People's Access Group (MDPAG), as an organization of disabled people, is an equal partner of public authorities of the city for the realization of the defined policy for accessibility and equality.

Unforgettable is the knowledge acquainted about the tender methods of services provision to the disabled citizens by the City Hall, the Information Center, and especially by the Manchester University. The approaches and cares of the academic authorities of MU could be defined only as excellent and to be set a template to be followed.

Good examples were seen about the accessibility urban buildings – historical, religious, cultural and sports. All of them could be good examples to apply and follow in Bulgaria and Greece.



At Manchester Visitor Information Centre, UK

The Presentation is designed under project
“Pathways for Accessible Heritage Tourism”
(ACCESS2HERITAGE),
Ref No 2055, MIS code 501 88 90,
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national funds of the countries



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<http://www.greece-bulgaria.eu/>