

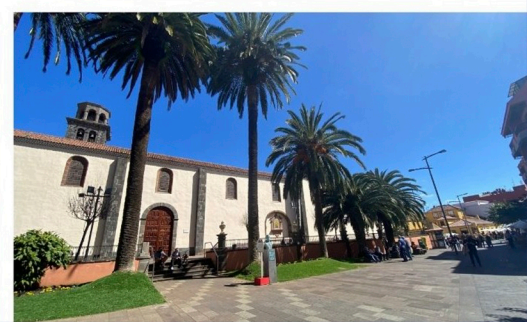
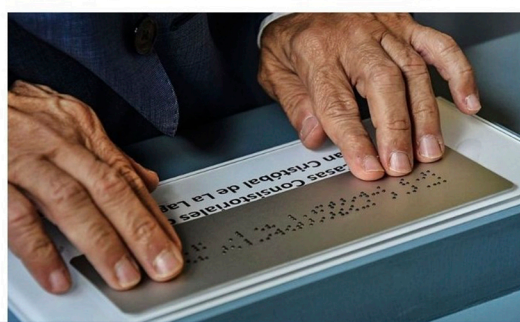
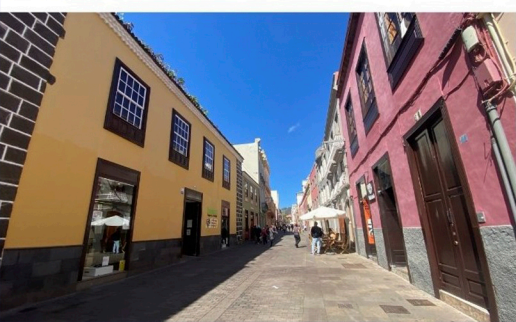
#EUAccessCity



1st PRIZE

San Cristóbal de
La Laguna España

ACCESS CITY AWARD 2024



INTRODUCTION

People with disabilities have the right to participate fully in all areas of life, just like everyone else. However, despite progress, millions of people with disabilities still face barriers in using transport, accessing buildings or receiving information. This is an issue of concern not only for people with disabilities, but for society as a whole. The Disability Rights Strategy 2021-2030 aims to make progress in this area, in line with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Since 2010, the European Commission has been organising the Accessible City Award. This award recognises and celebrates a city's willingness, ability and efforts to become more accessible to people with disabilities, in order to - guarantee equal access to fundamental rights; - improve the quality of life of its population and ensure that everyone - regardless of age, mobility or ability - has equal access to all the resources and pleasures that cities have to offer. Some 87 million people in the EU suffer from some form of disability and its population is also ageing. Moreover, Europe is now an essentially urban society, with around 70% of the EU population living in towns and cities.

As a society, we have a duty to ensure that people with disabilities can participate in society in the same way as others. By doing a good job on accessibility, municipalities ultimately improve safety and quality of life for all. A city is accessible when people with disabilities can, for example - get information; - use buses, trams and the metro; - enjoy parks and playgrounds; - enter and move around buildings such as the library, sports centre and town hall.

Participating in the Award is an opportunity for cities to gain European recognition and a unique opportunity to review their current situation. It is also an opportunity to share experiences with other European cities,

which helps to become an even better city to live in and to visit.

The winning city and the two runners-up also receive a financial prize. Candidates can also receive a special mention if they have done exceptional work in a particular area.

The overall message that the award scheme aims to convey at local level is that Europeans have the right to live in urban areas where services and leisure activities are accessible to all. Cities should therefore strive to improve the quality of life of their citizens by improving accessibility. More information on the Accessible City Award can be found on the official website of the European Commission:

<https://ec.europa.eu/social/accesscityaward>.



A) DESCRIPTION OF THE CITY

San Cristóbal de La Laguna is located in the northwest of the island of Tenerife, close to the capital, with which it is well communicated. It is a city with a long university, cultural, religious and commercial tradition. Also known as the "City of the Adelantados", it was the political, economic and social hub of Tenerife for four centuries.

Located in the Atlantic basin, it has been a nexus of cultures since its beginnings, linking Africa, Europe and America, culturally and technologically.

La Laguna was the first city of peace, not walled in history, whose layout without walls was imitated by the conquistadors throughout America.

The privileged location of La Laguna, in a valley five hundred metres above sea level, made possible the birth in 1588 of a new concept of city without walls. From that moment on, this model of city-territory was applied in many colonial enclaves throughout the Americas. This exceptional universal value as an open city dating back to 1500 was one of the fundamental factors that allowed

La Laguna to be declared a World Heritage City by Unesco.

More than five centuries later, the municipality continues to move forward to banish all barriers and become one of the most inclusive cities in the world. In 2023 and 2024 San Cristóbal de La Laguna holds the presidency of the Group of World Heritage Cities. The city has obtained the Cerme 2022 National Award for the Best Local Action granted by the National Committee of Representatives of People with Disabilities CERMI and the First Access City Award 2024, the highest award in the field of accessibility and inclusion at European level.



SCOPE OF INITIATIVES

General description of existing and planned initiatives, referring to one or more of the following areas:

1. Accessibility to the built environment and public spaces,
2. Accessibility to transport and related infrastructure,
3. Accessibility to information and communication, including information and communication technologies,
4. Accessibility to public services.

IMPACT *How have these city initiatives improved equal access and quality of life for people with disabilities? How do these initiatives benefit not only people with disabilities but also the wider population?*

B) ACCESSIBILITY IN THE BUILT ENVIRONMENT AND PUBLIC SPACES

Iniciative Pedestrianisation and accessibility of the historic centre

In 2005, the project for the pedestrianisation of the historic centre of La Laguna and the provision of accessibility to historic streets and buildings was initiated through the Special Protection Plan (PEP), which has allowed the pedestrianisation of the streets, the provision of universal accessibility to the urban space and the most important cultural buildings, the beautification of the main streets and the commercial recovery of the historic centre.



Benefits of this initiative for the population:

As a result of the Special Protection Plan (PEP) of the Historic Centre, new public spaces have been created in La Laguna, promoting it as a tourist and cultural attraction, a leisure and commercial area, accessible to all. To this end, more than 28,000 m² of public space between streets and squares have been reorganised and pedestrianised for the enjoyment of citizens (especially the elderly, people with disabilities and families with children). Also in the rest of the municipality, accessibility has been improved in its streets, squares and parks, with the aim of creating meeting places for all citizens.

Iniciative Annual plans for the elimination of barriers on public roads in the municipality to ensure mobility and accessibility for all citizens

The City Council of La Laguna, within the framework of the Municipal Accessibility Project, has developed successive annual plans for the elimination of barriers on public roads to guarantee the mobility of all citizens. To this end, a diagnosis of accessibility has been carried out in different areas, both in the main urban area of the city and in the peripheral areas that make up the municipality.



Benefits of this initiative for the population:

These comprehensive actions have made it possible to create accessible itineraries so that all people can move around the municipality independently and safely. The projects carried out in the city centre, such as the actions to eliminate barriers in Calle 6 de Diciembre and Avenida Leonardo Torriani, as well as those carried out in other parts of the municipality, are particularly noteworthy.

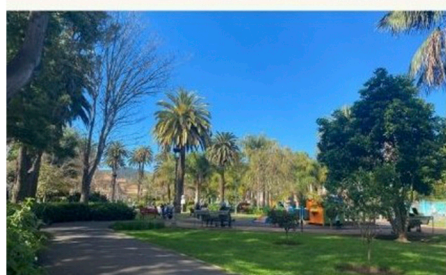
B) ACCESSIBILITY IN THE BUILT ENVIRONMENT AND PUBLIC SPACES

Iniciative Inclusive playgrounds Initiative

Almost twenty playgrounds in the municipality are inclusive. La Laguna invested more than half a million euros in 2020 and continues to improve the facilities of children's playgrounds every year. The municipality has a growing number of places for recreation, leisure and meeting, such as the inclusive playgrounds of: La Constitución, San Benito, Parque de La Vega, Mayber Llombet, el Polvorín de Taco, de Las Chumberas, de Salud Alto, del barrio de El Rocío, San Miguel de Geneto, the urban park of Pueblo Hinojosa and Valle Guerra, among others. To ensure continuous improvement, the City Council of La Laguna has approved a contract for Parks and Gardens, with a budget of 13.4 million euros and a period of three years, extendable for another two years.

Benefits of this initiative for the population:

Accessible play furniture has been installed in the municipality's parks, creating spaces that allow children with disabilities in La Laguna to enjoy their leisure time on an equal footing. Inclusive leisure furniture acts as an integrating element, promoting the awareness of other children.



B) ACCESSIBILITY IN THE BUILT ENVIRONMENT AND PUBLIC SPACES

Iniciative Bajamar Accessible Swimming Pools Initiative

In the north of Tenerife, due to the high waves, the beaches are not accessible. Bajamar, with its natural seawater pools, has established itself as a natural family water park and the only accessible bathing area for people with reduced mobility in the north of the island, protected from the oceanic impetus. Its pools, two large ones and a small one for children, have a sustainable and accessible architectural design that guarantees the enjoyment of the sea for the elderly and people with disabilities. It offers car parks, itineraries, rest areas, toilets, accessible showers and amphibious chairs and crutches, in addition to the service of accompaniment to the sea offered by lifeguards.

Benefits of this initiative for the population:

The quality of Bajamar's facilities and services guarantee the enjoyment of bathing in the sea for disabled and elderly people, both residents and tourists. The swimming pools of Bajamar and Punta del Hidalgo have been awarded the Blue Flag. These natural swimming pools in La Laguna were the first in Europe to receive this award.



BB) ACCESSIBILITY IN TRANSPORT

Initiative Tenerife Tramway Initiative

The Tenerife Tramway, managed by the Island Council, is one of the most accessible means of transport in Spain and Europe. It has received national and international awards for the quality and accessibility of its facilities and services, and all the trams (both its fixed and mobile infrastructures) are 100% accessible. The Tenerife Tramway offers an App that allows passengers to track their journey (lines, frequency, timetables, etc.).

Benefits of this initiative for the population:

The arrival of the Tenerife metropolitan tramway in the centre of La Laguna in 2007 was a fundamental milestone for the city. It meant an improvement in accessibility in an innovative and inclusive transport system, as well as an advance in communication with the island's capital and other locations in the metropolitan area. The Tramway is one of the most inclusive means of transport in Spain and Europe and has received more than six awards, one of them granted by the UN in 2021. 11% of passengers are disabled and 24% are over 60 years of age.



BB) ACCESSIBILITY IN TRANSPORT

Initiative Acoustic traffic lights

The main tramway station in La Laguna is on Avenida Trinidad, which is located close to the historic centre. This avenue is one of the main arteries of the city and has acoustic traffic lights and tactile paving to guide visually impaired people from the tram station to the historic centre.

Initiative Urban and interurban transport of Tenerife

Currently, the urban and interurban transport company of Tenerife (Titsa) has more than 600 fully equipped buses. As for its adapted vehicles, 92% of the urban fleet and 70% of the interurban fleet are accessible. Since 2023, public transport is 100% subsidised.



Initiative Parking spaces reserved for people with reduced mobility

La Laguna has 170 parking spaces throughout the municipality reserved for people with reduced mobility.

Initiative The La Laguna Inclusive Guide

(digital version) includes all accessible means of transport in the city. This publication includes all forms of inclusive transport in the municipality such as the Tenerife Tramway, public and private bus transport, accessible taxis, rent a car with automatic and platform lift vehicles adapted for people with reduced mobility, etc.

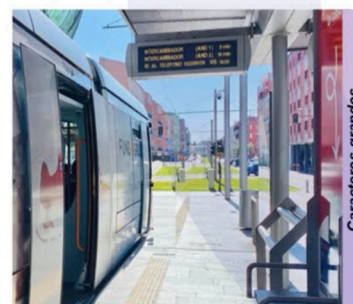
Accesibilidad de las Instalaciones Fijas

- **Entre la plataforma tranviaria y la acera contigua existen diferentes pavimentos.**

- **Los pasos de peatones** están situados al mismo nivel que el resto de calzada y aceras, y cuentan con diferentes tipos de pavimento, perfectamente señalizados y protegidos, que permiten el acceso con seguridad a las personas con dificultades visuales.



- **La información visual de las paradas** cuenta con grandes caracteres y está complementada con información sonora.



- **Los andenes** son amplios. Disponen de 40 metros de longitud y entre 3 y 4 metros de anchura. Las rampas de acceso a los andenes presentan una suave pendiente del 6 %.

- **La superficie del andén** –en todas las estaciones– está a la misma altura que la del piso del vehículo, facilitando el acceso a las personas con movilidad reducida. La distancia de separación entre el andén y el vehículo cumple también con las exigencias de la normativa vigente.

- **Las expendedoras y los sistemas de aviso de emergencia** se encuentran situados a menos de 1,40m de altura.

- **Se ha dotado de zonas de resguardo** mediante pilonas y barandillas para protección de los peatones.



BC) ACCESSIBILITY IN NEW TECHNOLOGIES AND IN COMMUNICATION

Iniciative Municipal procedures by telematic means

La Laguna makes it easier for citizens to carry out administrative procedures electronically. The municipal website allows most of the procedures to be carried out online and to request appointments.

Iniciative SVisual video-interpretation service to facilitate communication for deaf people

La Laguna offers the SVisual video-interpretation service between the staff of the Social Work Units and deaf people by video-call where a sign language interpreter facilitates communication for the completion of any municipal procedure.

Iniciative Sign language service for municipal procedures and educational and cultural events

In La Laguna deaf people have the sign language service for municipal procedures and to access training, leisure and culture. The Sign Language Interpreter Service serves as a bridge of communication between deaf and hearing people, making information accessible in Spanish sign language.



Benefits of this initiative for the population:

In La Laguna an annual average of 80 interpreting services are carried out for people living in the municipality and 59 interpreting services in public or private entities. In addition, 6 basic workshops on how to communicate with a person with deafness and introduction to Spanish sign language are offered annually to entities in the municipality.

BC) ACCESSIBILITY IN NEW TECHNOLOGIES AND IN COMMUNICATION

Iniciative Guide-interpreter service for deafblind people to access leisure and culture

Deafblind people have the service of interpreter-guides so that they can carry out municipal procedures and access leisure and culture.

Benefits of this initiative for the population:

La Laguna provides an average of 60 guide interpreter services for deafblind people per year. Thanks to this service deafblind people enjoy inclusive cultural events in La Laguna.



Iniciative Orange Point, the service that guarantees fully inclusive outdoor cultural events

It is a specialised mobile space to make outdoor events in La Laguna accessible. It offers guides-interpreters for deaf-blind people, sensitive backpacks and sign language interpretation for deaf people, accompaniment for people with physical, visual and intellectual disabilities, anti-noise systems for people sensitive to noise, easy-to-read material and preferential spaces, among other services.

Benefits of this initiative for the population:

Inclusive events in La Laguna thanks to the Orange Point have improved the quality of life of people with disabilities by guaranteeing them access to leisure and culture, and have become a reference model for other cities.



BC) ACCESSIBILITY IN NEW TECHNOLOGIES AND IN COMMUNICATION

Iniciative Sensitive backpacks for deaf people to enjoy music La Laguna provides the service of sensitive backpacks

These are technological devices in the form of a backpack that are placed on the chest or back and allow deaf people to experience music through touch (in the form of vibration) at cultural events in the municipality.

Benefits of this initiative for the population:

This novel technology that transforms sound into vibrations was introduced in Madrid, for the first time in Spain, after its premiere in France. After being presented at events in the Spanish capital, it has now reached cultural events in La Laguna so that deaf and deaf-blind people can enjoy music. These sensitive backpacks have been included by the British band Cold Play in their concerts all over the world.



BC) ACCESSIBILITY IN NEW TECHNOLOGIES AND IN COMMUNICATION

Initiative Manuals and online courses aimed at older people to eradicate the digital divide

In the field of training aimed at older people, manuals and online courses have been created to eradicate the digital divide.

Benefits of this initiative for the population:

The training action to eradicate the digital divide has been given to the 35 associations of elderly people in La Laguna. This initiative has provided support so that older people can function effectively in an increasingly digitised world, and can exercise their rights in different areas of daily life that have a high degree of computerisation, such as the procedures of public administrations.

Manual 01: "Relación con las administraciones públicas"



BC) ACCESSIBILITY IN NEW TECHNOLOGIES AND IN COMMUNICATION

Iniciativa Guia de La Laguna Inclusiva for a full cultural experience in the city

In order to guarantee leisure and culture for all, the Guia de La Laguna Inclusiva has been published. It is a digital guide (also in easy reading format) that includes all the offer of the municipality accessible to people with physical, visual, hearing and intellectual disabilities: such as historic buildings, museums, religious buildings, natural pools, trails, hotels, nature activities, shopping centres, cinemas, theatres, markets, means of transport, as well as maps with all the accessible itineraries, among other sections.



Benefits of this initiative for the population:

The La Laguna Inclusive Guide has made it possible to provide inclusive and up-to-date information on the city's heritage and tourist resources to more than 400 people with physical, hearing, visual and intellectual disabilities, both residents and tourists.

Iniciativa Telecare service for the elderly

The service is provided by means of communications equipment through a telephone line and a specific computer system. The device worn by the elderly users of the service is in the form of a necklace, with a call button that allows them to keep in contact 24 hours a day, 365 days a year with a care centre staffed by specialised personnel trained to provide an immediate response to emergency situations.



Benefits of this initiative for the population:

The free home telecare service in La Laguna serves an annual average of 350 elderly people and makes almost 18,000 calls a year to the 350 users to remind them of medication and medical appointments.

BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

Description of existing and planned initiatives in public buildings and services

BD1) ACCESSIBILITY IN BUILDINGS

Initiative Special Protection Plan (SPP) for historic buildings

In 2005, the implementation of the Special Protection Plan (SPP) began for the rehabilitation and accessibility of the most relevant historic buildings and the creation of new cultural, leisure and commercial areas.



Benefits of this initiative for the population:

Numerous historic buildings are accessible thanks to the collaboration agreements between the Government of the Canary Islands, the Island Council of Tenerife and the City Council of La Laguna, such as: the Real Santuario del Cristo, Nuestra Señora de los Remedios Cathedral, San Benito Church, the History Museum, the Canary Islands and America Documentation Centre (CEDOCAM), the Cosmos Museum, among others, guaranteeing the inclusion of people with disabilities.

Initiative The City Council of La Laguna completes the refurbishment of 128 dwellings in the Padre Anchieta housing estate.

The City Council of La Laguna has completed the refurbishment process to improve the habitability and accessibility of 128 dwellings and 8 premises in the Padre Anchieta housing estate and has handed over the completed work to the communities of owners.



Initiative Initiative The City Council of La Laguna is carrying out the rehabilitation project of 438 homes in the Urbanización El Cardonal

The City Council of La Laguna is developing the project to rehabilitate 349 homes in the urbanisation El Cardonal, the investment of which amounts to 21 million euros. Of the overall amount, the Ministry of Transport, Mobility and Urban Agenda and the Autonomous Community are contributing 11 million (from the European Next Generation fund), the Cabildo of Tenerife is providing one million and the local Corporation is assuming 9 million.

BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

Initiative Initiative The City Council of La Laguna is executing the project for the demolition of 160 dwellings and the construction of 188 dwellings in the Las Chumberas housing estate.

The City Council of La Laguna is executing the project for the demolition of commercial premises and 160 dwellings corresponding to 10 blocks and the construction of 188 new dwellings and their corresponding commercial premises through the agreement between the Ministry of Development, Canary Islands, the Island Council of Tenerife and the City Council of San Cristóbal de La Laguna, relating to the replacement and redevelopment works of the Las Chumberas urbanisation, affected by aluminosis, which is scheduled for completion in 2027.

Benefits of this initiative for the population:

Through these initiatives, a considerable improvement has been achieved in the accessibility and habitability of the blocks and 128 dwellings of the Padre Anchieta housing estate, and the same objective will be achieved with the projects underway, such as that of the El Cardonal housing estate with 438 dwellings and that of Las Chumberas with 188 dwellings, which will improve the quality of life of the residents, as well as improving the environment of the three housing estates and their image.

Initiative Acaymo Centre

This is a municipal resource, managed by the Social Welfare Department, which provides two different services: the Day Centre and the Day Care Unit. The Day Centre, with a maximum capacity of 96 places, provides an intermediate service, which includes attention to the basic, therapeutic and social needs of the elderly without dependency. The Day Care Unit is a space for comprehensive care for the elderly (with dependency). The places, with a total of 35 people cared for, are managed 50% by the municipal Social Services and the Institute of Social and Socio-sanitary Care (IASS).



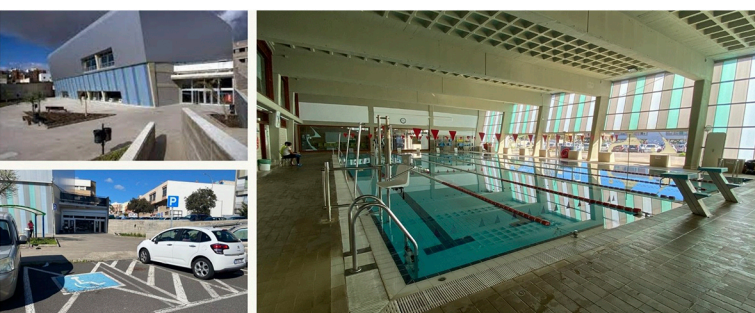
Benefits of this initiative for the population:

The Acaymo Day Centre annually attends 131 elderly people (96 in the Day Centre and 35 in the Day Care Unit). The satisfaction rating of the users is 97.8% and the centre promotes the autonomy and permanence of the users at home and in their usual environment.

BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

Iniciativa The social care units, sports centres and cultural buildings of La Laguna have accessible facilities

The social care units, sports centres, cultural centres, etc. have accessible facilities (parking, access, lifts, and equipment) and are in a process of continuous improvement to make them physically, visually, hearing and intellectually accessible.



Benefits of this initiative for the population:

The Citizen Centres as well as the sports centres, the Anchieta House, the ex-convent of Santo Domingo and the Church of San Agustín, are some of the examples of recent projects of rehabilitation of municipal public buildings that include accessibility in their improvement actions. These actions guarantee access to the social and cultural life of La Laguna for all citizens.

Iniciativa Punta del Hidalgo Tourist Office

This tourist information point is accessible, cardio-protected and runs exclusively on renewable energy thanks to a project financed by Feder Funds. This office is located "at the gateway to Anaga", one of the most biodiverse areas of the archipelago. In order to revalue this natural heritage and promote its conservation, the tourist office houses the Tenerife Sea and Fishing Interpretation Centre.

Iniciativa Cruz del Carmen Visitor Centre and the Los Sentidos and Las Hiedras accessible trails

This resource, managed by the Island Council, is located in the Anaga Rural Park, declared a Biosphere Reserve because it has preserved the laurel forest, a botanical jewel dating back millions of years. The centre provides information about the natural space, the Sendero de Los Sentidos (Path of the Senses) and the Sendero de Las Hiedras (Ivy Path). These inclusive multisensory routes offer different experiences through smell, sight and touch to discover the nature reserve.

Benefits of this initiative for the population:

The 400m-long Los Sentidos and 750m-long Las Hiedras accessible trails allow people with reduced mobility, the visually impaired, the elderly, families with children, residents and tourists who choose to enjoy them in their leisure time, to enjoy the millenary vegetation of the Laurisilva.

BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

BD2) ACCESSIBILITY IN PUBLIC SERVICES

Iniciative Municipal Office of Information and Social Services (OAS)

This is a service of the Social Welfare Department of La Laguna designed to speed up access to municipal social services for those people who are coming for the first time or who have not required their support for a year. The office is located at Calle 6 de Diciembre, 30 A, local bajo, and provides information on municipal social assistance, employment and training initiatives, Teleasistencia, the Servicio de Ayuda a Domicilio (home help service) and municipal nursery schools.



Iniciative Social Work Units (UTS)

The Area of Social Welfare of La Laguna offers a network of Social Work Units (UTS) in La Laguna Centre, Taco, La Cuesta, Valle Guerra and Bajamar-Punta del Hidalgo, in order to decentralize and bring services to citizens, from where information is provided, assessment and guidance, management of benefits to different social sectors in vulnerable situations: people with disabilities, the elderly, family units with children in their care in need of support, among others.

Benefits of this initiative for the population:

The social services, through the Work Units, offer information, assessment and guidance, management of benefits to different social sectors in a situation of vulnerability: people with disabilities, the elderly, family units with dependent minors in need of support, among others.

BD3) ACCESSIBILITY IN PUBLIC SERVICES

Initiative La Laguna Home Help Service (SAD) initiative

This service is managed by the Department of Social Welfare to meet the basic needs of people who require this service. The provision of home help covers all aspects related to hygiene, personal care and grooming, cleaning, maintenance or care of the home environment, and both psychosocial and educational care. In this area, the service also includes the so-called SAD Educativo, a socio-educational intervention service aimed at achieving family normalisation.

Benefits of this initiative for the population:

The Home Help Service of La Laguna assists 1,200 users monthly throughout the municipality (people with disabilities account for 2% of beneficiaries and 90% are elderly) and provides almost 257,000 hours of service throughout the year for the development of their daily tasks (personal hygiene, care of the domestic environment, ...) in order to improve their independence and self-esteem. For 80% of users, the service is free of charge.



BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

BD2) ACCESSIBILITY IN PUBLIC SERVICES

Initiative Guided tours "Feeling my city"

La Laguna offers an inclusive guided tour service, Sintiendo mi ciudad (Feeling my city), which includes two barrier-free tours each month to facilitate access to the history and culture of the only Heritage City in the Canary Islands for people with physical, visual, hearing and intellectual disabilities. Through this service offered by the Department of Social Welfare and Tourism, participants have the necessary transport, accompaniment and interpretation services, such as sign language interpreters for the deaf, guides-interpreters for the deaf-blind, easy-to-read material, among others, to enjoy a full experience in the historic centre of La Laguna.



Benefits of this initiative for the population:

The guided tours service has a user satisfaction index of 93.8 out of 100. Since 2021, a total of 300 people with disabilities have benefited from this service. This action has reinforced La Laguna's commitment to inclusion and the accessibility of its most emblematic spaces, providing inclusive services that allow this group to explore the rich heritage and cultural heritage.

Initiative Multisport Campus

La Laguna, thanks to the quality and accessibility of its sports facilities, has been offering the annual Adapted Summer Multisport Campus for children since 2018. It is aimed at people with disabilities in the municipality between the ages of 6 and 36.

CAMPUS MULTIDEPORTE ADAPTADO

Dirigido a niñas y jóvenes (entre 5 y 35 años) con:
 DISCAPACIDAD SENSORIAL
 DISCAPACIDAD FÍSICA
 DISCAPACIDAD INTELECTUAL

... información e inscripciones:
www.deportelagunero.com
 Tel. inscripciones@deportelaguna.com
 922263890 | 922740019 (WhatsApp)
 Horario de oficina de 9:00 a 18:00

Twitter Instagram Facebook
 @DeporteLagunero

Benefits of this initiative for the population:

To ensure the inclusion of all participants, the programme of sports activities has monitors specialised in the care of people with disabilities and specific sports equipment. Given the great acceptance of the Multisport Campus activity, the number of places has been increased from 60 in its first edition in 2018 to 114 places at present.

BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

BD2) ACCESSIBILITY IN PUBLIC SERVICES

Initiative Inclusive Canarian Folklore

The Area of Social Welfare of La Laguna, the Folkloric Group Los Majuelos and several social and volunteer entities of the municipality have created the Inclusive Canarian Folklore training programme. It is the first experience in the Canary Islands, and the only one of its kind in Spain, to bring traditional music closer to people with disabilities.

Through the Inclusive Folklore workshops, several dance groups have been created (two specifically for people with intellectual disabilities), two for deaf people and two for deafblind people. There is also a singing group.



Benefits of this initiative for the population:

The Social Welfare Department has supported the initiative proposed by the Grupo Folklórico Los Majuelos to develop the Inclusive Folklore workshop with the aim of bringing people with physical, hearing, visual and intellectual disabilities to the stages and folklore festivals as artists, promoting Canarian culture as a means of inclusion and eliminating stereotypes and prejudices in society. This workshop is unique in the world.

Initiative Bloko Percussion Workshops for Diversity

This initiative is offered thanks to the collaboration agreement between the Department of Social Welfare of La Laguna and the Bloko Sociocultural Movement. The Percussion Workshops for Diversity are especially aimed at people with intellectual disabilities, as a new activity aimed at their integration where music is used as a therapy.



Benefits of this initiative for the population:

The percussion workshops have been attended by 60 people with intellectual disabilities and older people. It is a local commitment to contribute to the psychosocial well-being of this group through musical and artistic expression in general, using percussion as a tool for inclusion and tolerance.

Initiative Calderón Project

Benefits of this initiative for the population:

Iniciative Cinedfest
Educational Film Festival

Benefits of this initiative for the population:

ACCESSIBILITY IN PUBLIC SERVICES

ACCESSIBILITY IN PUBLIC SERVICES

Initiative Leisure programme for the elderly

This is a multi-annual training and leisure programme organised by the Social Welfare Department which includes activities aimed at the elderly of the municipality, with a full and varied agenda offering almost 9,000 places and proposals for leisure, training and active ageing.

This programme also brings some adapted activities, such as music therapy, to the homes of people in a situation of dependency.

Benefits of this initiative for the population:

The leisure programme for the elderly in La Laguna is the most comprehensive in the Canary Islands with more than 200 workshops. Throughout the year there are 41 weeks of educational workshops throughout the municipality, 9,000 places every two months in the various activities (such as guided mycological routes, hiking and whale watching excursions), and more than 300 transport services, among other actions, in which 16,000 people over 60 years of age participate.



BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

BD2) ACCESSIBILITY IN PUBLIC SERVICES

Initiative The Laguna holds two large annual meetings of the elderly

The Laguna holds two large annual meetings of the elderly, one in the town of Valle Guerra and the other in the historic centre of the city, which offer a programme of music and entertainment adapted to the elderly public, including transport and attendance at the events completely free of charge. They are socio-cultural meetings that want to promote exchange and collaboration between groups of older people in the villages and neighbourhoods of La Laguna, are also leisure days to face the unwanted loneliness and bet on healthy aging.

Benefits of this initiative for the population:

These events, which will celebrate their third edition in 2023, have counted with the presence of the 36 associations of older people in the municipality and with an audience of almost a thousand people each. It is worth mentioning that one of the editions of the meeting in La Laguna counted with the performance of Los del Río and they created a historic evening with a review of the most important hits of their career, especially with the song of the Macarena. These meetings have strengthened the bonds of collaboration and friendship that exist between the elderly associations of the municipality. This action is included in the action plan "La Laguna, a city friendly to the elderly".



BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

BD2) ACCESSIBILITY IN PUBLIC SERVICES

Initiative VI Volunteering Fair

La Laguna organises the annual Volunteer Fair by the Department of Social Welfare and brings together 80 social and institutional entities in its historic centre to make visible the work done by volunteers in the municipality in the areas of disability, social inclusion and integration, the environment, animal welfare and culture and to encourage the recruitment of new volunteers. The Fair is a meeting point for citizens and the organisations and federations that represent the Third Sector.

Benefits of this initiative for the population:

The 6th Volunteering Fair was one of the most popular events on the island, with thousands of attendees and 80 third sector organisations. In order to adapt the programme, which included talks, workshops, musical performances, etc., and to make it accessible, all the resources of the Orange Point were included: interpreter guides, sensitive backpacks, sign language interpreter, etc. Each edition of the fair demonstrates the social commitment of the citizens of La Laguna with more than 15,000 people involved, altruistically and voluntarily, to improve the lives of their neighbours, neighbours and environment.



BD) ACCESSIBILITY IN PUBLIC BUILDINGS AND SERVICES

BD2) ACCESSIBILITY IN PUBLIC SERVICES

Initiative Initiative Financial aid for people with disabilities, the elderly and vulnerable families and families with dependent children

La Laguna annually grants individual financial assistance for people with disabilities, elderly and vulnerable families and families with children in their care. These are three lines of aid aimed at improving the quality of life of residents of La Laguna with significant social needs.

The annual call for individual financial aid for people with disabilities has an allocation of 260,000 euros (for 2024) to help cover the needs in areas such as rehabilitation treatments psychomotor, speech therapy or physiotherapy; In the period 2019-2023 the average budget items for people with disabilities ranged in 151,000 euros.

In the case of the elderly, La Laguna also offers a line of benefits totalling 109,000 euros per year for the purchase or renewal of basic equipment, such as articulated beds, anti-decubitus mattresses, lifts or certain household appliances, and to pay for the elimination of architectural barriers in the home. The call for complementary aid aimed at families with dependent minors has a budget of 140,000 euros and is intended to alleviate situations of primary need in the areas of food, education and health.

The Social Welfare Department has an annual budget of 2 million euros for more than 20 different lines of Municipal Economic Benefits (PEM) that allow emergency or force majeure situations that may alter the socio-economic stability of family units to be addressed.

The PEM are classified as Basic, to cover food and hygiene needs; Housing, for rent, mortgage

repayments, basic supplies (water, electricity), alternative accommodation, maintenance of the usual and permanent home, elimination of architectural barriers, small improvements to the usual home and purchase of basic household goods; Social and health care, for eye, hearing or dental prostheses, dental treatment, prostheses, orthoses and pharmaceutical expenses; Social integration, for non-public nursery schools and occupational benefits, as well as other benefits assessed by the Social Work Unit.



Benefits of this initiative for the population:

In the period 2020- 2023 La Laguna has granted aid to citizens for an amount of : 7.4 million euros.

Breakdown of the investment between 2020-2023: In 2020, 1.7million euros. In 2021 1.8 million euros. In 2022 1.9 million euros. In 2023 2 million euros. In addition La Laguna has funded 70 projects each year during the period 2020 to 2023, amounting to a total of 280 social initiatives developed by NGOs in the municipality (in the field of disability, elderly, families, women, etc.) Breakdown of funding to the Third Sector. In 2020 La Laguna granted NGOs 1.4 million euros. In 2021, 1.4 million euros. In 2022 €1.5m. In 2023: 1.5 million euros, for a total amount in 4 years of 5.8 million euros.

C) OWNERSHIP / LEVEL OF COMMITMENT

Describe the general approach and overall strategy to improve accessibility in your city and how the policy is implemented or planned to be implemented.

La Laguna, in 2020, approved the institutional declaration for the defence of the rights of persons with disabilities. In 2021 it approved the Regulation of the Disability Council, which includes the creation of the Council and the Ombudsman for Persons with Disabilities.

La Laguna also has the Council for the Elderly, the Children's Council, the Women's Council, the LGTBIQ Council, the Volunteering Council, the Migrant People's Council, the Roma People's Council and the Homeless People's Council. In December 2022, the Ombudswoman for People with Disabilities was elected and is based at the Anchieta Volunteer Centre. Its task is to advise independently from the City Council as well as to coordinate and promote the city's initiatives in the field of accessibility in collaboration with the Disability Council.

La Laguna has implemented different accessibility plans since 2005 and disability care plans since 2016. The last Disability Care Plan was approved in 2022. Its drafting and implementation has the collaboration of the associations representing people with disabilities through their Council and is led by the Social Welfare Department, while the Department of Works and Accessibility leads the plans to make public spaces accessible. The structure for coordinating advances in accessibility is the Disability Council, and prior to the Council this function of collaboration and participation was carried out by the technical accessibility committees.

The City Council prepares the annual budget with the necessary funds for the fulfilment of these municipal plans for accessibility and attention to the disabled, which are assigned to the Area of Works and Infrastructures and the Area of Social Welfare respectively.



E) QUALITY AND SUSTAINABILITY OF RESULTS

E1) How do you guarantee the quality and sustainability of accessibility measures?

La Laguna, in 2023 to ensure the sustainability of the actions offered to citizens had an annual budget of around 227 million euros, of which the Department of Social Welfare has had 30 million euros and the Department of works, infrastructure and accessibility, with 17 million euros.

In order to provide the necessary social services, the Town Hall receives a shared effort from the Canary Islands Government, which co-finance more than 2.6 million euros per year, and from the Island Government, which grants a total of 1,100,000 euros.

The City Council has incorporated accessibility in its policies and strategies. A large amount of investment has been allocated to the built environment, roads, public spaces, services and ICTs. In La Laguna, the quality of initiatives is guaranteed by having solid structures such as the Disability Council, the Council for the Elderly, the Children's Council, the Women's Council, the LGTBIQ Council, the Volunteering Council, the Migrant People's Council, the Roma People's Council and the Homeless People's Council.

They also have their own regulations and strategic plans, and the councils have their own budgets and staff. The Social Welfare Area has increased its financial allocation for aid, services and care for the most vulnerable people by 86% compared to the beginning of the mandate, which means that La Laguna has increased its social spending per inhabitant to more than 188 euros, more than large capitals such as Madrid or Seville.

E2) What are your plans and initiatives to continue these efforts in the future?

La Laguna distributes annually 2 million to citizens and 1.5 million to the third sector for the implementation of 70 social projects of which almost half a million euros are earmarked for the field of disability.

La Laguna has submitted for 2023 more than 200 initiatives for European funds linked to the 2030 strategy. Next Generation EU funding is being used for: the Municipal Office of Information and Social Care, the rehabilitation of 439 social housing units in El Cardonal (with 21 million, of which 11 million are Next Generation), among other projects.

The municipal commitments for 2024 and the immediate future are:

- Reinforcement of the Home Help Service (SAD), with a growth in investment of almost 39% and an item of more than 5 million euros to improve general conditions and increase the number of users.
- Execution of the rehabilitation project for 438 dwellings in the El Cardonal housing development, with an investment of 21 million euros.
- Execution of the project for the demolition of 160 homes and the construction of 188 homes in the Las Chumberas housing development, which is scheduled for completion in 2027.
- The project for the first phase of the Tejina Sports Complex (115,000 euros).
- The project for the construction of the Municipal School of Music in Gracia-Finca España (150,000 euros);
- The municipal budget has a budget item of 350,000 euros for actions to improve accessibility. The main focus of this budget is people and the defence of the most vulnerable groups.

F) PARTICIPATION OF PEOPLE WITH DISABILITIES AND RELEVANT PARTNERS

FA) Describe the participation of people with disabilities, their representative organisations and accessibility experts in the planning, implementation and maintenance of city policies and initiatives aimed at improving accessibility.

People with disabilities are directly involved in municipal policies through the Disability Council. La Laguna has approved the legal figure of the Ombudsman for Persons with Disabilities. The Social Welfare Department has an annual budget of almost 2 million euros for more than 20 lines of direct aid to citizens. Specifically, it grants annual financial aid for people with disabilities, the elderly and vulnerable families with dependent minors.

La Laguna distributes 1.5 million euros among almost 70 projects to the Third Sector, of which half a million are destined to the field of disability. At the Anchieta volunteer centre and with municipal funding, disability organisations offer guidance to people with disabilities on the benefits and services available to this group in the municipality.

The Municipal Volunteering Office is a space where attention is offered to the organisations representing volunteering in the municipality. It is the headquarters of the La Laguna Solidaria platform with almost 200 volunteer organisations. Together with the Third Sector, La Laguna has organised six editions of the Volunteering Fair where visitors can find out about the social work carried out by 80 organisations and groups based or working in the municipality. It also holds a Solidarity Market at Christmas time for the same purpose.



F) PARTICIPATION OF PEOPLE WITH DISABILITIES AND RELEVANT PARTNERS

FB) Do you carry out awareness-raising or information activities related to accessibility? Do you exchange and share experiences and good practices with other cities at local, regional, national and/or European level? If yes, please describe them.

La Laguna organises an increasing number of awareness-raising campaigns, activities, conferences and exhibitions. It also offers sign language courses.

The city annually commemorates the International Day of Persons with Disabilities and the European Day of Independent Living. It also supports groups in the celebration of their commemorative days (International Down Syndrome Day, Autism Day, Deaf People's Day, Sign Language Day, Deafblindness Day, Fibromyalgia Day, among others).

The City Council of La Laguna maintains a very prominent profile on local news channels and social networks, where it gives visibility to accessibility issues and engages in dialogue with citizens.

The Social Welfare Area of La Laguna has published the Guide of 111 Good Practices of Inclusive La Laguna, which compiles a set of actions (in the field of transport, new technologies, public spaces and buildings, culture, sport, and especially in the field of services provided by the Social Welfare Area) carried out with criteria and guidelines aligned with Universal Accessibility and Design for All.

La Laguna, World Heritage City, participated as an example of Best Practices in the IV International Congress on Technology and Tourism for people with disabilities.

La Laguna has been a member of the Group of World Heritage Cities of Spain since 1999. In 2023 and 2024 it holds its presidency.

This Group has signed successive agreements with the Fundación Once to promote Universal Accessibility in the 15 cities of the Group. La Laguna has joined the Network of Cities Friendly to the Elderly, the Network of Welcoming Cities and Cities of Refuge. It has also been recognised as a UNICEF Child Friendly City.

The City Council of La Laguna has been awarded in 2022, with the CERMI Award granted by the Spanish Committee of Representatives of People with Disabilities to the Best Local Action.



G) WHY DOES YOUR CITY DESERVE THE AWARD?

General Accessibility Policy and Actions.

In modern cities, making new projects accessible can be relatively simple. However, adapting existing environments, particularly in historic cities, is an even greater challenge.

Despite facing these challenges, La Laguna has made exceptional progress, and has done so through an ambitious Plan for the adaptation of public buildings, spaces and services that it implements every year. Since 2005, La Laguna has expanded the pedestrian zones in its historic centre to an area of 28,000 m². This measure has reduced traffic by 30%, reduced pollution levels and resulted in a more pleasant environment. It has also made its historic buildings more accessible.

The rest of the municipality has also improved its accessibility: in its streets, squares, parks, cultural and sports centres and social services for its citizens, such as support programmes for people with intellectual disabilities, as well as for people with physical and sensory disabilities.

In addition, the arrival of the Tenerife metropolitan tramway in the centre of La Laguna in 2007 was a major milestone for the city. It meant an improvement in accessibility in an innovative and inclusive transport system, as well as an advance in communication with the island's capital and other locations in the metropolitan area. As a result, people with disabilities in La Laguna now have a greater degree of mobility and more inclusive forms of communication and are better integrated into society.

The results can be seen in the fact that people with disabilities in La Laguna frequent the city more, so that awareness and empathy on the part of other citizens has increased significantly.

La Laguna has received the national award of the Spanish Committee of Representatives of People with Disabilities 2022 for the Best Local Action.

La Laguna was declared a World Heritage Site by Unesco for having been the first city of peace, not walled, designed in 1588, whose model of city-territory without walls was imitated by the conquistadors throughout America.

La Laguna was conceived, from the beginning, as a city without barriers, accessible, open and inclusive. More than 5 centuries later, the municipality continues to move forward to banish all barriers and become one of the most inclusive localities in the world.

The city of La Laguna is aware that it has already come a long way on the road to accessibility and there is still a long way to go in its firm commitment to create an open and inclusive city for all.



LA LAGUNA HAS WON THE ACCESS CITY AWARD, EUROPE'S LEADING AWARD FOR ACCESSIBILITY AND DISABILITY

La Laguna has won the Access City Award 2024, the European Union's most important award for universal accessibility and disability. The award annually recognises the work of cities in eliminating the barriers that people with any type of physical, hearing, visual or intellectual disability have to face on a daily basis.

The jury's decision was announced at a gala held on 1 December 2023 in Brussels, organised by the European Commission and the European Disability Forum, which was attended by the Councillor for Social Welfare and Quality of Life, María Cruz, and the technical coordinator of the area of Dependency, Pilar Herrero Vázquez, who were responsible for collecting this prestigious international recognition in the field of inclusion. The project presented by La Laguna won in the final phase against the cities of Łódź (Poland), Saint-Quentin (France), South Dublin County (Ireland) and Tübingen (Germany).

For La Laguna, this award places the municipality among the European benchmarks in terms of accessibility, and is recognition of the work carried out for years in a cross-cutting manner by the entire Corporation, especially from the areas of Social Welfare and Works and Infrastructures, and above all from the groups and entities of the municipality with which it has been working on accessibility and disability.

The added value of this award granted to La Laguna is that it demonstrates that heritage cities can also be accessible without renouncing the safeguarding of their historical sites.

The award received by La Laguna has a direct impact on the services provided by the Social Welfare Department, and more specifically by the Disability and Dependency Unit, whose function is not only to eliminate physical barriers but also sensory (visual and auditory), intellectual and mental barriers that allow people with disabilities full access to any social, cultural or leisure event.

Among the reasons taken into account by the jury of the Access City Award to recognise La Laguna are the work carried out over the years to eliminate barriers and adapt infrastructures, public spaces, facilities, street furniture and services to all citizens, without exception. The jury particularly valued the services offered by La Laguna to deafblind people, one of the most severely neglected groups in many European cities. The challenges facing La Laguna in the near future are the implementation of the Disability Plan, already approved, and the improvement of the Accessibility Plan, which aims to eliminate any physical barrier in all areas of the municipality.

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La Laguna gana el premio Access City Award, el principal galardón europeo en accesibilidad y discapacidad

Contenidos de la noticia:



LA LAGUNA HAS WON THE ACCESS CITY AWARD, EUROPE'S LEADING AWARD FOR ACCESSIBILITY AND DISABILITY

La Laguna was already awarded in 2022, with one of the most prestigious Spanish prizes in accessibility: the CERMI Award granted by the Spanish Committee of Representatives of People with Disabilities. In 2020, the Consistory approved an institutional declaration for the defence of the rights of people with disabilities and, a year and a half later, approved a specific regulation and the creation of the Council for Disability and the figure of the Ombudsman for People with Disabilities.

Another of the milestones of recent years is the incorporation of inclusive areas in all public events in La Laguna, as could be seen in the recent edition of La Noche en Blanco.

The Orange Point, which includes interpreter guides, sensitive backpacks and a sign language interpreter, is also included in the agenda of cultural events to guarantee the fundamental right to leisure and culture for everyone. One of the proposals that most attracted the attention of the European jury was the Canarian folklore workshop project for people with physical and intellectual disabilities, where deaf and deaf-blind people dance thanks to the sensitive backpacks and the help of interpreters and interpreter guides.

This folklore workshop is unique in the world.

La Laguna also offers guided tours for people with disabilities and whale-watching excursions at sea for deaf, visually impaired and intellectually disabled people. The City Council of La Laguna also financially supports different social initiatives promoted by third sector entities and organisations in the municipality. In this sense, about 1.5 million euros is distributed annually to 70 projects, of which about 500,000 euros have focused on initiatives in the field of disability and 2 million euros in the form of 20 lines of aid aimed at citizens.

La Laguna has been recognised as a member of the Network of Age-Friendly Cities by the World Health Organisation and as a Child-Friendly City by UNICEF. It is also a member of the Cities of Refuge Network and the Cities of Welcome Network.



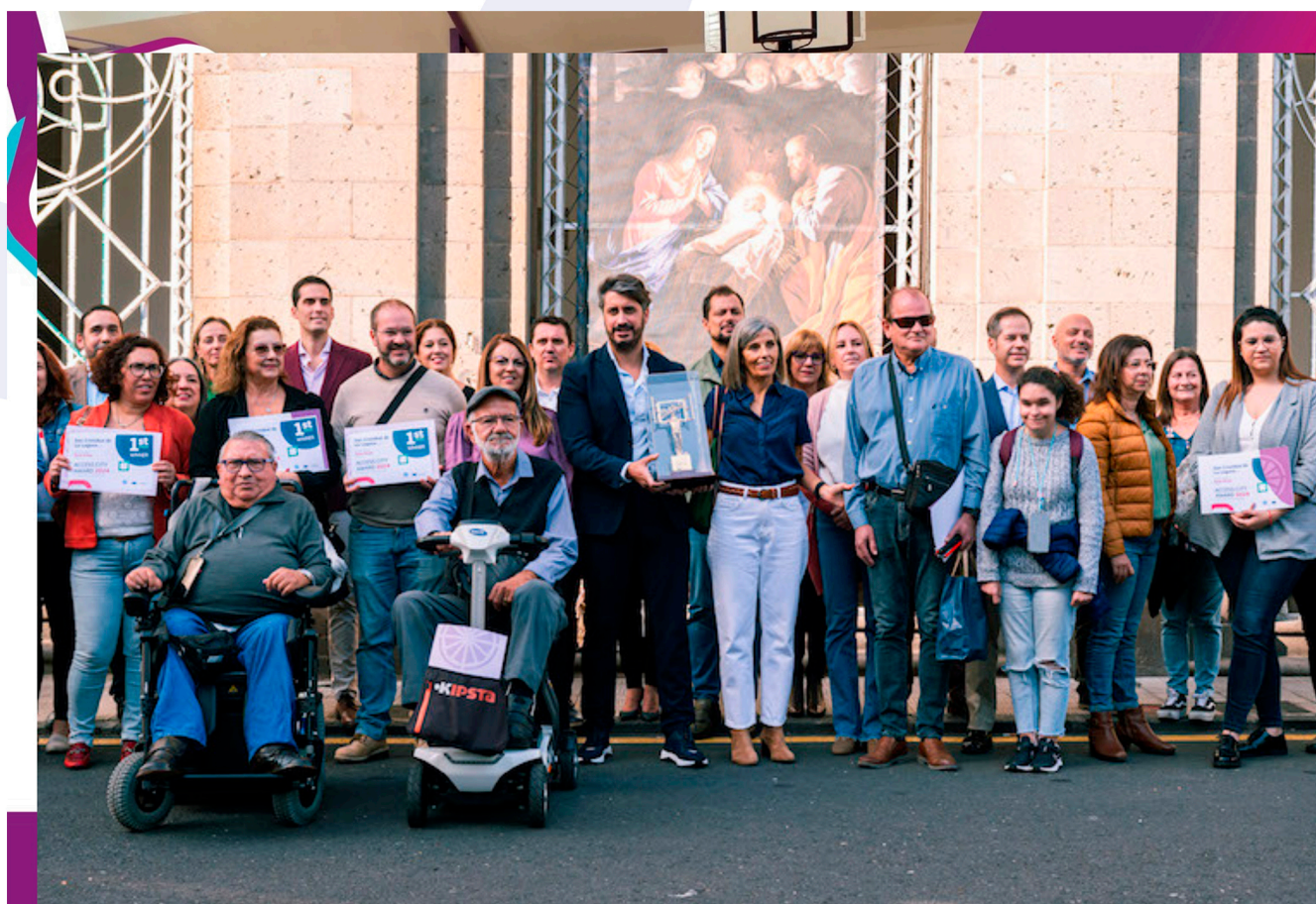
AWARDING OF THE ACCESS CITY AWARD OF THE CITY COUNCIL OF LA LAGUNA TO THE SOCIAL ENTITIES REPRESENTING PEOPLE WITH DISABILITIES

The City Council of La Laguna, through the Department of Social Welfare and Quality of Life, has organised a public event for the social entities representing people with disabilities working in the municipality to recognise their work and share with them the Access City Award 2024, the most important award of the European Union in the field of universal accessibility and disability.

The event, held in the plenary hall of the Consistory, was chaired by public representatives and was attended by representatives of associations such as Asocide, Parkinson Tenerife, Ahete, Hermanas Hospitalarias Acamán, Fundación Sonsoles Soriano, Funcasor, Atem, Afiten, Queremos movernos, Acamed, Apedeca, Abia, Coordcanarias, Alejandro Da Silva and Asinladi, who were presented with a replica of the diploma accrediting the Access City Award 2024.

For La Laguna it is an award for the collective effort of the local administration and entities to create a municipality committed to accessibility and where all people can enjoy their daily lives regardless of their abilities.

This achievement has only been possible thanks to the efforts of many people who dedicate their daily lives to making life easier for so many citizens with physical or intellectual disabilities and their families.



THE CITY COUNCIL OF LA LAGUNA, THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND QUALITY OF LIFE, WILL INVEST PART OF THE 150,000 EUROS CORRESPONDING TO THE EUROPEAN ACCESS CITY AWARD

In the refurbishment and improvement of the Centre for Disability Entities Anchieta where 14 entities representing people with disabilities have their headquarters.

The City Council of La Laguna, through the Department of Social Welfare will invest the 150,000 euros of the Access City Award of the European Commission in various accessibility improvements for public facilities that provide some kind of service in the municipality.

This international recognition is an incentive for the municipality to continue improving services for social groups, especially people with disabilities, in order to guarantee their full inclusion in society. This award for universal accessibility and disability is the result of joint work between the local administration and social entities. Among the improvements planned to be financed thanks to the Access City Award are new access ramps, lifts and other services aimed at this sector of the population. One of the municipal objectives in the short term is to promote the Care Plan for People with Disabilities.

Through the collaboration of the Social Welfare area with the disability entities of the municipality, different actions have been estimated to make this infrastructure even more accessible, including the installation of a new lift adapted to the needs of the users who make use of this building, as well as other interventions on the exterior and interior of the building to improve its maintenance. These works respond to some requests that have been addressed in previous meetings with this sector of the population.

El Consistorio obtuvo este reconocimiento de la Unión Europea por los avances que se han registrado en materia de accesibilidad y servicios para las personas con algún tipo de discapacidad



El Premio