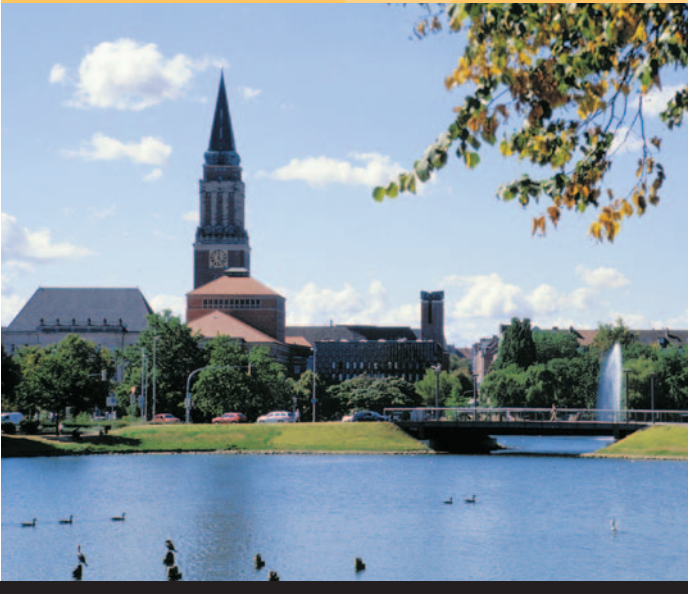




Concept and Local Participation Planning for Persons with Disability in Kiel, the State Capital

Amt für Familie und Soziales



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City of Kiel, the State Capital
P.O. Box 11 52
24099 Kiel
Department for Families and Social Welfare
Dept. "Coordinating Office Getting Older"
and "Coordinating Office for People with Disability"
Stephan-Heinzel-Straße 2
24116 Kiel
Phone: 04 31/901-3277
Telefax: 04 31/901-63216
E-mail: familie.soziales@kiel.de

www.kiel.de

Editor

Department for Families and Social Welfare
Dept. "Coordinating Office Getting Older"
and "Coordinating Office for People with Disability"

Department for Communication, Site Marketing and Economic Affairs

Photos

Department for Families and Social Welfare
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Preamble “Concept and Local Participation Planning”

Dignity, Participation, Justice – the Kiel Model

For quite some time, the City of Kiel, jointly with persons with disability, has sought an improvement in their living situation.

In 2007, a concept with requirements and recommendations for local participation was initially prepared.

The Concept has already shown positive effects. Now it is time to look at the results.

The updated Concept has been adapted to the UN Convention on the Rights of Persons with Disability.

In its work and planning on behalf of persons with disability, the City of Kiel has taken a leadership role in Schleswig-Holstein for over 50 years; a “Disability Plan” had already been established in the early 1980s.

Since the living conditions as well as legal and social settings, and also the technical possibilities are subject to continuous change, the City of Kiel places great emphasis on the continuous planning and continuing development of this work.

In 2005, an expert report was presented on the situation of persons with disability in Kiel which forms the foundation for the “Concept and Local Participation Planning for Persons with Disability in Kiel, the State Capital” which the City ratified and implemented in November 2007. The extensive process of discussions and communication involved self-help groups, associations and institutions, the Council for Persons with Disability, and also members of the political and administrative departments – this “Kiel Model” is truly unique in all of Schleswig-Holstein.

The Concept represented an important step in the process toward more dignity, participation and justice, and it also created an obligation for the municipal policy makers and administrators. The time has now come to review and analyze the initial results. Where does the “Concept and Local Participation Planning” show positive effects? Where is there a need for further action?

The existing Concept was further developed, updated, and adapted to the “UN Convention on the Rights of Persons with Disabilities”. The project working group, reappointed for this task by the Council Board in February 2010, presents the result of its discussions and evaluations in the following. On 9th June 2011, the Council Assembly unanimously passed the new Concept.

Each year, the City of Kiel generates a catalogue of measures toward the implementation of the Concept.

The Committee for Social Affairs, Living and Health appointed the following persons as members of the project working group “Concept and Local Participation Planning”:

- ▶ **Brigitte Hinrichs,**
Advisory Board for Persons with Disability;
- ▶ **Wolfgang Goebel,**
Advisory Board for Persons with Disability;
- ▶ **Eckehard Raupach,**
Advisory Board for Persons with Disability;
- ▶ **Helga Kiel,**
State Assoc. for Persons with Physical and Multiple Disabilities;
- ▶ **Doris Michaelis-Pieper,**
Social Union Germany – Kiel Chapter;
- ▶ **Jens Kretzschmar,**
State Assoc. for Assistance to Persons with Mental Disabilities;
- ▶ **Brigitte Harbering,**
KIBIS self-help organization;
- ▶ **Jürgen Bischoff,**
Brücke SH;
- ▶ **Klaus Teske,**
Drachensee Foundation;
- ▶ **Thomas Wehner,**
SPD city government fraction;
- ▶ **Sönke Lintzen,**
CDU – city government fraction;
- ▶ **Bianca Kronschnabel,**
Bündnis 90 / DIE GRÜNEN – city government fraction;
- ▶ **Kirsten Röhl,**
FDP – city government fraction;
- ▶ **Hoger Pohreep,**
Die Linke – city government fraction;
- ▶ **Bernd Jenning,**
Direkte Demokratie – city government fraction;
- ▶ **Alfred Bornhalm,**
Dept. of Families and Social Welfare;
- ▶ **Fritz Schultz,**
Dept. of Families and Social Welfare.

Persons with disability shall determine themselves how they wish to participate in life within our city.

The measure for support shall be the individually unequal conditions for social participation.

Our goal is to eliminate exclusion and disadvantages.

The Concept is based on inclusion.

Social changes are still necessary. The core of our actions shall be respect for the wishes and desires of persons with disability.

1. Starting Point and Binding Benchmark: Persons with Disability in our City – Kiel Concept

Persons with Disability in our City

The basic objective is to allow persons with disability the self-determined and equal participation in all aspects of life within our city. All persons living in Kiel shall have equal opportunities to live their own life, to participate in all aspects and areas, and to develop a lifestyle which corresponds to their wishes and needs.

The causes for disabilities are as varied and different as the persons themselves. Therefore, our support to persons with disability is aimed at levelling the individually uneven conditions for the self-determined participation in social activities. Wherever desired or demanded, we provide information, support, encouragement and accompaniment on a comprehensive and sustained basis.

In the City of Kiel, all persons with and without disability shall have equal rights. We know that persons with disability – in the past as well as today – often encounter misunderstanding, exclusion and day-to-day disadvantages. We are aware of the fact that these handicaps always contain a personal as well as social aspect.

Our most important goal is therefore the social challenge to enable all persons living in Kiel with the self-determined participation in social activities and a barrier-free lifestyle throughout the city. This represents our objective and social challenge alike: an inclusion-oriented society and a barrier-free city.

To achieve these, we believe further changes in social structure and thought processes are necessary. We therefore vehemently oppose all forms of exclusion, disadvantages, discrimination and patronizing. We respect and protect the individual rights and interests of persons – especially in knowing their individual vulnerability. To us, the UN Convention on the Rights of Persons with Disabilities represents a goal and a benchmark alike for our actions.

Respecting the individual lifestyle of persons – enabling and supporting continuing developments

The planning of social and cultural lifestyles is the starting point of a self-determined participation. However, the necessary conditions for the planning of such a self-determined lifestyle must be found in the cultural and social settings. We strive for social interaction characterized by tolerance and mutual respect.

Persons with disability are usually disadvantaged in their activities through personal and frequently social circumstances as well. The development of the individual usually takes place at different speed and depth based on the respective biography. We work under the assumption, even in cases of severe disabilities and major need for support, that the person does have potential for development and learning.

Our first objective is to secure a comparable quality of life for all persons within the city. Another goal is to introduce the decision-making capabilities of the persons with disability as the experts in their own matters. The objective of our work here is to advance the competencies and developments, based on the individual needs, in order to achieve an independent and self-determined lifestyle.

Because we place great emphasis on inclusion, and implementation thereof, we look for ways to avoid exclusion from the very beginning. We favour approaches and solutions in a social setting which also make use of the resources available in the local district.

Each person with disability has individual options for improved participation. Independence and self-determination are the goal.

Support and advancement shall be provided where people live – in their personal and familiar environment.

Persons with disability and their family members shall receive special support.

The UN Conventions describe rights and show ways and means to change and improve the living conditions for persons with disability.

The Advisory Board for Persons with Disability represents the interests of persons with disability vis-à-vis the City.

Strengthening our joint commitment – Supporting the Council for Persons with Disability

All institutions, establishments, consulting agencies, self-help groups and organizations which are active within the city, and also all persons and players in the field actively pursue and encourage the rights, interests and needs of persons with disability, as well as their family members. Those family members are often exposed to particularly high stress due to their own commitment and involvement. This leads to the obligation to strengthen and encourage persons with disability and their family members in terms of their material, social and emotional security and well-being. This also applies in particular to children of parents with disability.

This is achieved through reliable structures and processes oriented along continuity, professionalism and sustained improvements. Our objective is to provide the necessary social services and institutions in a timely and sufficient manner. Their planning and implementation is governed by the UN Convention on the Rights of Persons with Disabilities as well as UN Standard Rules “Agenda 22”. The expertise and experience of persons with disability and of those in their immediate surroundings will always remain the central elements of the process development.

In no small part due to this background, the Advisory Board for Persons with Disability takes on great significance within the City of Kiel: Appointed by the City Council, the Advisory Board provides valuable information, consultation, and assistance during the pre-decision-making process. Furthermore, it makes suggestions for a barrier-free Kiel. Either the chair person of the Council or another member so appointed by the Council has the right to speak and file motions before the political committees and during the Council Assembly. To fully exercise these tasks, the Council must be consulted and involved in all decision-making processes and projects early on. Following the conclusion of the respective measures, the Council must be informed whether and to what degree the respective suggestions

have been implemented. The administrative bodies shall develop a process for such. In general, the potential goal should be a participation of the Advisory Board well beyond the mere filing of expert opinions and motions.

For transparency reasons, the statutes of the Advisory Board for Persons with Disability require an annual report to the political committees, including an updated version of its tasks, objectives, successes and hindrances.

Major importance is assigned to the establishment of a barrier-free internet presence of the Advisory Board by the City of Kiel. The work of the Advisory Board is thus to be more accessible to the public, and to strengthen participation and communication among all people living in the City of Kiel.

The Advisory Board shall present an annual report on its efforts to the political committees.

The Administration serves all people in Kiel!

The Administration supports persons with disability in their pursuit of self-determination, participation and equality.

The participation planning shall be comprehensively discussed with all parties involved. The goals shall be jointly formulated.

2. Decreasing tension: From the bureaucratic state government to a social citizen state – Recommendation for action: Administration

Even if the Social Administration carries a special responsibility for the concerns of disabled persons, the same identical principles apply to the entire City of Kiel.

No other target group is affected as severely by the change in paradigms in institutions and administrations of the social security networks as persons with disability. The everyday interaction with institutions and administrations must not be governed by an authoritarian and overbearing attitude and action but instead must be oriented along self-determination, participation and equal rights, paying tribute to transparency and accessibility for all citizens.

Especially since the principles now stated in Social Welfare Code IX have yet to be implemented in practical use, it is the Administration's obligation to harmonize these principles with the actual needs and individual desires of persons with disability as quickly as possible. The objectives of participation, self-determination and equal rights represent an ongoing challenge to the City of Kiel, in turn requiring continuous change and development by the Administration itself.

The following initiatives, measures and suggestions shall be supported and implemented:

- ▶ The individual has a legal right to the creation of an overall plan as part of integration assistance. The associated participation planning shall take place in collaboration between the recipient and other parties involved. The process shall be a communicative procedure which warrants that the self-determination, capabilities and individual needs and desires of the individual find adequate consideration. In its "Guidelines for the Initiation and Implementation of Integration Assistance", the Dept. of Families and Social Welfare has already developed a binding procedure and uses it successfully. The deadlines specified in Social Welfare Code IX have been included.

- ▶ The implementation of the overall planning process requires a great deal of responsibility, and so the qualifications and continuing education of staff members must be continuously updated. The same applies to the controlling options through the Administration as the carrier organization of services, guaranties and costs. The Administration is responsible for the professional support and proper provision of services.
- ▶ In general, services related to integration assistance shall be provided not based on the available supply but on the needs of the individual. Through a dialogue with service providers, the goal is to achieve flexible offers and the creation of networks and support systems in close proximity to the residences. The working group pursuant to § 4 Social Welfare Code XII represents a suitable forum for the exchange, discussion and further development. In the interest of the service recipients, the goal is to achieve improved collaboration with the rehabilitation carrier organizations.
- ▶ Past experience in our practical consulting work has shown that the intercultural aspect must receive more emphasis in all assignment areas for persons with disability. This applies not only to the support itself but also to the information and advice received beforehand. Concepts are being developed to help minimize the access barriers for migrant persons with disability and their families.
- ▶ Intercultural competence is expected from and promoted within the employees, and they are obligated to make special arrangements for cultural differences in the living and nursing arrangements.

Employees shall receive continuing education to further their professional skills.

Administration and institutions must maintain a dialogue in order to properly coordinate the support and develop the offers according to need.

Persons with disability and migration background shall receive special support. There shall be an improved flow of information on their rights and opportunities. Government offices and municipal operations shall require more professional staff with intercultural competence.

A “personal budget”, a specified monetary amount shall be made available to all who wish to handle and manage their support services under their own direction.

The “Coordinating Office for Persons with Disability” represents a central interface within the Administration. A complaint management system shall be established for persons with disability.

Good policy making for persons with disability requires knowledge of the living conditions. This is not the case in the City of Kiel.

The City of Kiel needs to gather more relevant information.

- ▶ By law, the “personal budget” represents more than just a strengthening of self-determination for many people. It is the express objective of the legislature to grant the recipients as much of a self-determined lifestyle under their own direction as possible. Therefore, this demanding and important reform approach – indicative of a policy change in integration assistance like no other – must receive special and constructive attention by the social assistance carriers. To achieve this, a comprehensive communication and discussion process involving people with disability and various committees, professional associations, carrier organizations and Advisory Boards has been initiated.
- ▶ The “Coordinating Office for Persons with Disability” represents an important and central organizational unit and interface within the administrative apparatus. It is the contact for persons with and without disability, for the Advisory Board, additional committees, and for the Administration itself. Furthermore, it significantly ensures the implementation of the Concept and its recommended actions. The Coordinating Office for Persons with Disability will be preparing a complaint management system to comprehensively handle grievances by the citizens.
- ▶ The planning guidelines of “Agenda 22” specify that information and research form the basis for consistent policies and planning. They emphasize the necessity of statistical assessment and research into the living conditions of persons with disability as the basis for any improvement of same and to create equal opportunities for all. This demand, however, shines the spotlight onto a situation in Kiel which requires drastic action. The information deficit must be reduced on three levels: Above all, the relevant data on the living conditions of people with disability must be determined in a more sophisticated way. Also, information on relevant institutions and contact locations must be updated. And finally, the information on barrier-free mobility of persons with disability must be collected on a city-wide basis.

- Even though two joint service locations exist which were formed on the basis of Social Welfare Code IX, they do not – by a long shot – fulfil the services for which they had been intended. The successful introduction of joint cross-carrier service locations into the provider structure of personal social services for persons with disability in Kiel is to a large degree dependent upon the active cooperation of all rehabilitation carrier organizations. Even though the pension and health insurance organizations represent the largest rehabilitation carriers, the City of Kiel should actively support the continued development and expansion of such service locations.

A good level of collaboration between carrier organizations and the Administration must be ensured. Regular and comprehensive coordination is therefore necessary at the various “Service Locations”.

The realization of equal participation and self-determination is based on options in the living arrangements.

Existing living arrangements shall be further developed under consideration of various aspects.

Offers for consultation and complaint management do exist.

New ideas are jointly developed and implemented.

Barrier-free and affordable living arrangements must be created. The needs of

3. More than just a roof over your head – Recommended action: Residential Living

In the City of Kiel, persons with disability reside in various living arrangements. Of course, the topic of “residential living” is also subject to the realization of equal participation and self-determination for people with disability.

Persons with disability are provided with a residence pursuant to their needs and desires, including suitable options for individual support and assistance. Pursuant to the UN Convention on the Rights of Persons with Disability, various options are presented.

For the continued development of concepts in “Residential Living”, the aspects of self-determination and care are equally important. Aside from the concepts of participation, self-determination and equal rights, safety and legal protection are also of absolute necessity. The objective of socialization must be taken into consideration, and also various tools and equipment for quality assurance and assistance from qualified professionals.

The specifications and aspects of consumer protection must receive better consideration in general. This includes the option of different consulting offices, but also grievance locations and easy access to the various help organizations.

Jointly with the respective parties, future-oriented residential options are to be developed and implemented in order to realize self-determination and free will. This requires special consideration to create the necessary conditions for equal participation in residential matters and the appropriate design of residential options for the disabled themselves.

In order to provide persons with disability with options for a self-determined living in the first place, it is necessary to establish a more sophisticated building infrastructure. It must be barrier-free and affordable. The

objective is to promote the neighbourly togetherness of persons with and without disability in communal living arrangements. Persons with disability and a migration background shall receive special consideration and support.

The offers by the City of Kiel must be oriented along the needs of the elderly with disability. Especially offers such as short-term care and service-supported living should be promoted. The expectation is for a high demand in daytime-structured offers for retired persons with disability. The void of daily work should be seamlessly filled by meaningful and satisfying activities.

The area of health prevention and health care receives more and more significance. Offers for elderly persons with disability should be primarily established and expanded under the aspects of quality of life and participation during the retirement years.

The transitions between ambulatory, quasi-stationary and stationary living must be fluent. The determination for an ambulatory provision of services must not be dependent upon cost factors. If a person with disability so desires, the decision on the form of services must be flexible. The participation planning regarding the appropriate living arrangements must be transparent, the criteria for the underlying decision must be open and accessible, and all parties must be involved.

In the ambulatory sector, there should in general be a separation between the provision of living space (building infrastructure) and personal care and support. Ambulatory services for persons with disability must have reliable structures: Transitions from one form of living or care arrangement into another shall require special support and flexibility.

persons with a migration background shall receive special consideration.

Offers for elderly persons with disability shall be expanded such that their wishes shall receive primary consideration.

The transitions between various forms of living must be fluent, the participation planning must be transparent, and the form of services must be flexible.

In the ambulatory sector, there shall be a separation between the provision of living space and personal support.

There is need for special living arrangements for girls and women, as well as a gender-sensitive offer to consider the different needs of mothers and fathers and their children.

The goal of gender equality is equally pursued by providing special living arrangements for girls and women with disability. In general, any request for a gender-specific support or reference person shall be granted. Mothers and fathers with disability and their needs shall receive special support with the goal of allowing a lifestyle for themselves and their children equal to that of other citizens in our city.

4. Variety, vitality and education in day-care facilities and schools – Recommended action

Early advancement and pre-school education

Early advancement offers pre-school children important support for their cognitive, physical, language, motor and social development. The advancement of the child's personality within the social setting is one of the tasks in early advancement. Parents receive the appropriate advice and support.

If problems and handicaps in the pre-school development are recognized early on, treatment and counter-measures can be applied much more effectively. The City of Kiel will place special emphasis on this context and continues to support the existing offers of the City. All pre-school facilities must have such support measures available and must be capable of initiating the appropriate support offers.

The City of Kiel has implemented the joint education and support of all pre-school children throughout the entire city.

While considering the concept of inclusion for pre-school children, the question arises how the personnel and staff of day-care facilities take into consideration the individual requirements and needs of the children. Especially in day-care facilities, children can learn very easily that variety and differences can be quite normal.

Starting in 2013, if so desired by the parents, support in toddler and day-care facilities must be provided.

The City of Kiel expects that the carrier organizations of day-care facilities provide continuing education for their educators and educational concepts. Support is provided by the City of Kiel.

The advancement of all children shall commence as early as possible and shall be supported starting in Kindergarten.

Everyone together.

In day-care centres, children can learn that being different is quite normal.

Educators receive support in order to meet the needs of all children.

All schools are open and accessible to all students.

Joint schooling requires the appropriate concepts as well as local and desirable schools.

Each child shall be provided with the individually needed learning environment.

The City of Kiel wishes to expand barrier-free access in all schools.

All-day schools require the necessary personnel and proper framework conditions.

School education

The intended principle of equal participation by all people requires in the area of school education a concept for joint experiences in living and learning. The Concept and Local Participation Planning for Persons with Disability in the City of Kiel puts to the forefront the joint schooling of students with and without disability. For the legal aspect, it also means that the schools, as desired by parents, must be locally available for children and juveniles with disability.

According to the School Code of Schleswig-Holstein, all children and youth, with and without disability, are to learn together. In order to provide the individual support necessary for the advancement of student with disability, the City of Kiel is going to continue its work along this principle and will provide for the necessary framework conditions.

The joint schooling of all students and the cooperation between schools requires a comprehensively barrier-free school environment. In Kiel, however, only a small percentage of schools can currently guarantee such barrier-free access.

Therefore, in the future all schools must be designed such that students with different emphasis on advancement are actually able to attend such classes. Those schools which already meet the special education needs of students with disability must be redesigned with higher priority. Independently, however, the requirement is that existing advancement centres are equipped with barrier-free access and equipment.

Inasmuch as it is within the school carrier's responsibility, the financial and personnel situation for all-day schooling must be secured, and also the implementation and costs for transportation of those students who require such service. Furthermore, discussions need to be held with the State of Schleswig-Holstein to

financially secure the necessary support measures as part of school activities.

In addition, a qualified and target-group specific consulting package must be developed and implemented within the school sector for parents of children with disability.

Equally necessary are support options for children with disability during the school holidays.

Parallel to the expansion of schools toward the mainstream schooling, an integration concept must be developed in the day-care, toddler and nursery segment.

All persons with disability must be enabled to seize their education opportunities which are aligned with their living arrangements and vocational wishes. Special efforts need to be put in place to improve the current options for an autonomous lifestyle. The City of Kiel is thus obligated to pay more attention to gender equality and its implementation in framework conditions in vocational and other schools and similar education facilities.

In children from migrant families, it is often difficult to differentiate if any learning difficulties are due to deficits with the German language or due to other causes. Using suitable measures, the schools must be supported in recognizing the causes for any learning difficulties early on. Only then is it possible to provide the necessary support for those children.

In order to improve the quality and quantity of existing measures to assist migrants with disability, it is reasonable to create a network of support structures, thereby ensuring equal participation. The specialized migrant services will receive support from the City of Kiel in this matter.

A comprehensive consulting offer shall be made available to parents of children with disability.

Appropriate educational offers must be available to all.

Children with learning difficulties whose parents speak a language other than German, frequently encounter special difficulties. They shall receive earlier and better support.

Post-school education

The City of Kiel must actively exercise its influence to the fullest in order to create barrier-free environments at educational institutions, such universities, technical colleges, adult education centres and academies to promote third level and lifelong education opportunities.

5. Self-determined participation through tasks and activities – Recommended action: Work and employment

Work and employment are essential components for social and self-determined participation. Work gives identity, helps with the development of the capacity to act, and provides satisfaction as the result of productive activities.

The goal for all people in Kiel – with or without disability – is to find sustained employment in the general job market which also leads to statutory social security premiums. Unfortunately, the current difficulties in the general job and employment market make this a difficult proposition.

It is a binding obligation for the City of Kiel and its municipal operations and partnerships to comply with and continuously increase the employment quotas for persons with disability. The City shall exercise its influence in such partnerships and businesses in order to increase the employment quota.

Through increased public relations and consultation with employers, the City of Kiel promotes the creation of so-called outside jobs, away from the workshops. The City shall review its own operations, plus those of its partnerships, where the corresponding jobs could be established.

Participation in the workforce essentially requires more and more sophisticated job offers which are adjusted to the needs of persons with disability. The expansion of services through integration specialists and workforce assistance represents an effective employment measure. Excellent conditions and perspectives for that are provided by the Supported Employment project (“Unterstützte Beschäftigung”) as well as the establishment and expansion of integration business operations.

Business advancement by the City of Kiel provides initiatives toward the establishment and expansion of integration business operations. Here the City will assume a brokerage function for potential partners in the region, also reviewing the establishment process itself.

Work and employment help with self-determination and personal development.

The goal is for all people to find sustained employment and comprehensive insurance coverage.

The City of Kiel, within its realm of influence, shall ensure that persons with disability shall receive preferential employment.

Jobs, adaptation and support services must be aligned with the needs of people.

This goal can be achieved with the establishment and expansion of integration business operations.

Here the City of Kiel shall develop concepts and supplemental measures for special target groups.

New training professions and partial qualifications will provide an improved outlook.

Schools, workshops and rehabilitation carrier organizations must work together more closely.

Existing offers in work-shops and other institutions must remain available.

As part of its own community labour and employment policies, the City of Kiel will create a concept – jointly with the relevant players – toward a programme for more work and better employment for persons with disability.

This programme is intended to develop specific measures, especially for women with disabilities, persons with psychological handicaps, offers for person with disability aged 55 and older, and also qualification measures for employable persons with disability who are supported by the Agency for Labour and Integration (Job Centre).

In order for more young people with disability to complete a qualified training programme, the City of Kiel shall take up the following initiative: Jointly with the Chamber of Industry and Commerce (IHK), the trade guilds, trade unions and additional partners, the City will review to what degree partial qualifications in training-certified professions might be recognized.

Furthermore, the City will pursue the objective of further developing or redesigning previous offers for low-level training jobs (workers).

Prior to the entry of young persons with disability into the vocational training sector of the workshops, the rehabilitation carrier organizations shall pursue an early and closely-knitted meshing with the school system. The objective of the City of Kiel is that they – as future service providers – need to be involved in the process at an earlier stage.

The work and employment offers for persons with disability in recognized workshops, daytime support facilities and other employment facilities will remain to be of absolute necessity.

The workshops are responsible for the development of new work and employment concepts. This also includes the creation of new workstations in businesses of the primary job market. The workshops shall open their facilities for a closer cooperation with businesses of the general job market.

The need for job offers in workshops for persons aged 55 and older will continue to increase. The City of Kiel, in collaboration with the persons with disability and the service providers, shall develop new offers for the transition from workforce to retirement.

The City of Kiel shall be obligated to award orders to the workshops for persons with disability.

The Welfare Office, pursuant to the Severely Handicapped Code, shall review the Kiel businesses on a 2-year cycle (or less). Aside from providing consulting offers for severely handicapped workers, accompanying assistance during the employment years and questions related to job security, the Welfare Office also provides information on the Severely Handicapped Code in general and in individual cases. The consultation with employees also includes measures in support of new hiring or continued employment of severely handicapped persons.

They must also continue to develop in order to achieve the goal of inclusion.

Especially elderly people require good support in the workforce and in retirement.

The City of Kiel shall provide consultation and support to businesses.

The City of Kiel wishes to provide all persons with disability with their best options: Improved living conditions, equality of opportunity, local participation options.

The UN Convention for the Rights of Persons with Disabilities and the "Agenda 22" shall be implemented within Kiel.

All people are asked to participate.

Kiel buses, boats and taxis for all!

People with a disability code "aG" are entitled to use transportation services.

The emergency and fire rescue system must be barrier-free!

6. Barriers and barricades are more than a mental hindrance – Recommended action: Barrier-freedom and mobility

The City of Kiel shall assume special responsibility for improving the living conditions of persons with disability. The rules for creating equality of opportunities must be complied with. Success shall be measured by the opportunities for participation available locally.

The UN Convention for the Rights of Persons with Disabilities as well as the Kiel Action Programme, equivalent to the requirements of "Agenda 22" for the implementation of the UN Standard Rules, demand the continuous reduction of existing barriers which also exist in the City of Kiel.

All citizens of Kiel, the Advisory Board for Persons with Disability and other parties involved must actively participate in the entire process – from planning to implementation to evaluation. If everyone contributes to the design of planning and realization processes from the very beginning, persons with disability will be able to achieve a greater degree of independence. No self-determined lifestyle will be possible without.

In order to enable all persons to use public transportation, the transportation system must be designed and redesigned as barrier-free. In close cooperation with the Kiel taxi cab companies, agreements shall be put in place to ensure a sufficient number of barrier-free taxis and rental cars.

Persons with disability are entitled to equal access to the public transportation system. However, since this demand has not yet been met sufficiently and mobility has not yet been fully implemented, the City of Kiel shall provide transportation services for severely handicapped persons with disability code "aG", to the extent specified by the City Council.

A mobile emergency and fire rescue system for severely handicapped persons in Kiel must be barrier-free. The emergency call centre as well as police and fire rescue numbers must be accessible barrier-free as well.

All public buildings must be barrier-free. The City of Kiel and its Department for “Barrier-Free Building” also provides support for private residences. The use of government offices, schools, adult education centres, kindergartens, sports facilities, theatres, convention halls for municipal meetings and other event and citizen facilities must be accessible to all persons. Especially the educational offers of the “Kieler Runde” – Kiel Roundtable Cooperative for Continuing Education by the Adult Education Centre in Kiel and other facilities for persons with disability must have barrier-free and open access for all.

Publicly accessible buildings, such as businesses, hotels, restaurants, medical offices and similar facilities may demand certain requirements – subject to applicable standards – for granting the necessary permit.

The barrier-free design of apartments may be supported through incentives, and building permits may be subject to certain requirements. The goal is to reserve a certain number of residences and apartments for persons with disability, and to design all entrances and exterior facilities barrier-free in principle. The City of Kiel shall generate a freely accessible directory of barrier-free residences.

All parks, paths, plazas, streets, signage and signal systems, playgrounds, youth meeting places and other facilities shall be adjusted to the needs and requirements of the different target groups over time, and they must be accessible to all.

The planning and installation of new plazas and paths must be implemented such that county fairs and similar events can be held without barriers. Any existing barrier-free condition must not be blocked, not even temporarily.

The establishment of a special emergency service as part of the existing emergency and transportation system, accessible to all wheelchair users, shall be expressly supported.

Barrier-free access to all public buildings and offices must be ensured.

The same shall apply to all buildings with public access

Incentives and requirements may be used to achieve barrier-free living for all.

Public spaces, as well as events, shall be available to all and must be designed accordingly.

Emergency services for wheelchair users shall be secured and expanded.

Emergency services for wheelchair users shall be secured and expanded.

In order to achieve the goals specified in this Concept, all barriers shall be removed and eliminated to enable the equal and self-determined participation of all.

7. Culture is for everyone! – Recommended action: Culture, recreation and sports

Culture, sports and other recreational activities can unify the people within the city. Since cultural opportunities are supposed to reach as many people as possible, all cultural events within the City of Kiel shall have barrier-free access. This participation in social activities must be secured in Kiel through special initiatives for persons with disability.

Persons with disability do not have any different recreational interests than other people without disability. Therefore the main task is to take down the existing barriers which block or impede the necessary access. This applies to cultural and sports events, the entertainment industry and nature encounters. Still existing barriers shall therefore be listed and removed one-by-one. Institutions and clubs shall receive special support if their offers are inclusive of all people.

If necessitated by the handicap of a person, assistance for recreational activities shall be provided.

In order to enable the participation of previously locked-out persons, the City of Kiel shall provide special offers in the cultural, sports and entertainment sectors, and thus encourages active recreational activities. Information on offers specifically addressed to persons with disability shall be provided on a regular basis.

Here two initiatives shall be named as role models: New impulses were provided by the “Integrative Theater” in Kiel, especially in cooperation with the “Theater im Werftpark”, where people with and without disability have enriched the theatre scene of Kiel with their public performances. It is a welcome development that the City of Kiel has now assumed responsibility for this project. Also, the Integrative Painting Group at the New Town Hall, supported and promoted by the City of Kiel, is another prime example for excellent cooperation. These projects must not be jeopardized, and the City of Kiel must initiate and support additional projects.

Culture can unify people and must be accessible to all.

Persons with disability do not have any different recreational interests than other people without disability.

Anyone shall be able to participate, using assistance if necessary.

People with and without disability enrich the cultural scene in Kiel.

For the culture and recreational sector as well, the following holds true: The City of Kiel must take into consideration the various lifetime experiences and situations of men and women with disability.

8. Information and advertising are of absolute necessity – Recommended action: Public Relations and Media

Information – a vital necessity for self-determined participation in social life.

The public relations and media work of the City of Kiel shall be aligned with the concept of inclusion, and shall provide barrier-free access.

For persons with disability, information on the city, the administration, clubs and associations is of absolute necessity. Such information must be provided in a comprehensive and up-to-date manner according to the respective target groups.

An active and strategic public relations and media work will contribute to the lowering of barriers in people's minds. It also serves to inform the public of the situation and circumstances of persons with disability, and also to implement the Concept and Local Participation Planning. Improved collaboration between the acting parties, institutions, clubs, associations and carrier organizations shall be necessary.

From the very beginning, persons with disability must be closely involved in the public relations and media work. This type of involvement strengthens participation and improves the quality of the resulting products, including press releases, brochures, flyers, etc.

Each year, the City of Kiel, in coordination with institutions, clubs, associations and carrier organizations in the disability field, and jointly with the Advisory Board for Persons with Disability, develops a coordinated programme for public relations work with the objective of informing about and implementing the Concept and Local Participation Planning.

The City of Kiel and the Advisory Board for Persons with Disability shall continuously provide the public with information and reports on decisions, discussions, measures and projects for which a communication concept shall be prepared.

The City of Kiel shall present its public relations work in a barrier-free, up-to-date, comprehensive and target-group specific manner. The guiding concept shall be the inclusion of all people.

The public shall be informed of the situation regarding persons with disability.

Persons with disability shall be included in public relations and media activities.

An annual programme of publications shall be developed jointly with the parties involved.

This also includes the continuous public reporting on decisions and discussions of the municipal committees.

The barrier-free internet presence of the City of Kiel shall be expanded, all publications shall be placed online, and shall be published in simple language.

Previous publications (Prospects, Wheelchair User Guide, Fit in Kiel) shall be further developed and updated.

Brochures with recreational offers, for parents of children with disability un and on vocational training shall be rewritten.

Modern information and communication technology is capable of providing all persons with barrier-free access to the outside world and to up-to-date information of any kind. Such media shall be especially promoted and used.

The City of Kiel shall pursue and develop, if necessary, the following individual projects:

- ▶ Expansion of its own barrier-free websites (incl. municipal operations/partnerships).
- ▶ Internet access to all publications.
- ▶ Increased publication of materials in simple language.
- ▶ The guidebook "Prospects" shall be updated every two years and published in English, Polish, Turkish and Russian on the internet.
- ▶ The "City Guide for Wheelchair Users" as well as the "City Map for Persons with Disability" shall be further developed, updated and published on the internet.
- ▶ The brochure "Fit in Kiel" shall be further developed.
- ▶ A brochure with recreational and cultural offers, plus a brochure with information and presentation of day-care centres and schools for parents of children with disability shall be developed and published.
- ▶ A brochure on vocational training, work and employment in workshops and daytime advancement centres in the Kiel region shall be prepared.

Please note that additional materials on the socio-political hearing “Inclusion – The Kiel Model for Persons with and without Disability” as well as statements and comments received can be accessed at the Coordinating Office for People with Disability at the Department for Families and Social Welfare (Leitstelle für Menschen mit Behinderung im Amt für Familie und Soziales), Stephan-Heinzel-Str. 2, 24116 Kiel.



