

1. INSTITUTIONAL SETTING

- From the city with disabled access to the city for all
- 10 guiding principles in the disability policies of the federal state of Berlin for the sustainable implementation of the UN Convention on the Rights of Persons with Disabilities by 2020
- Coalition agreement and government policy guidelines
- The “inclusive society is a key principle in the policies of the government of the federal state of Berlin”

2. STARTING POINT



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- To formulate the different interests involved
- To identify and analyse common ground
- To develop a common language
- To create an awareness of problems
- To hold joint press conferences and to do joint PR work
- To build trust between politics, administration, interest groups and civil society

3. APPROACH



- Design for All
- To position Berlin as a barrier-free city with a high quality of life
- To develop common ground
- To develop lighthouse projects

4. OUTPUTS

Barrier-free tourism service chain:

- Arrival and departure
- Arriving and finding one's bearings
- Accommodation
- Food and drink
- Sightseeing and shopping
- Entertainment and culture
- Leisure and sport
- Service and assistance



5. LESSONS

- Cities as actors and negotiation partners
- Involvement and inclusion of actors from outside the city's administration
- Inclusive urban development must be a “top priority”

6. FOLLOW UP

- Eurocities Working group (“Barrier-free City for All”)
- Networking by exchanging ideas about best practice (Policy Transfer Platform)
- Design for All as potential for innovation, for example:
 - M4guide and its actual implementation at the International Garden Exhibition Berlin in 2017
 - Pilot project: “the speaking stop” on the transport network

