Inland Norway universally designed 2025
– joint strategy for Hedmark and Oppland
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Foreword

The Counties of Oppland and Hedmark have been working together for years on the theme of “universal design”, striving for a society where everyone can participate on equal terms. The work on universal design is now firmly anchored in legislation, and we are seeing more and more areas of society implementing good standards. That said, we still have work to do.

Some of the biggest challenges facing us are:

- equal participation, socially and in the context of work
- a need to upgrade existing buildings and infrastructure
- the self-service society, where services are becoming increasingly automated and replacing personal interaction between customer and service provider

The vision “Inland Norway – universally designed 2025” is to guide the work. The objective of the strategy is to ensure strong cohesion in everything from everyday surroundings in the home and immediate vicinity, to central zone functions, transport and travel destinations. This also involves the opportunities and challenges posed by new technology.

We trust that this strategy document will help contribute to a continuation of targeted initiatives where state bodies, county and municipal authorities team up with the business community and organisations to achieve ongoing improvements, such that everyone can participate in and contribute to the Inland Norway community.

Even Aleksander Hagen  
Mayor of Oppland County

Per Gunnar Sveen  
Mayor of Hedmark County
Vision

Inland Norway – universally designed 2025

The Counties of Hedmark and Oppland are to work actively and consciously to develop a universally designed society, where everyone can participate on equal terms.

Photo: 1. Hedmark County, 2. Oppland County, 3. Oppland County, 4. Oppland County, 5. Hedmark fylkeskommune, 6. Hedmark County
1. Introduction

“Participation on equal terms is a fundamental precondition for democracy. A universally
designed society helps make this possible. Universal design has therefore become a key objective
for our society.” (dfi.no)

1.1 Facts about universal design

Universal design:
- is a long-term national strategy intended to help make society accessible to everyone, and to
  prevent discrimination.
- focuses on designing and adapting physical conditions so as to promote equal opportunities
  for participating actively in society.
- adds qualities to man-made surroundings that are positive for all citizens and for Norwegian
  society as a whole.
- takes into account the inherent diversity of people living in a local community at any given
  time, and views the person from a lifetime perspective.
- involves taking an innovative approach to planning and design, and entails an ambition to
  identify better, more inclusive solutions on an ongoing basis.

(Source: Theme guidelines, “Universal design and planning”, derived from the Norwegian Planning and
Building Act, KMD 2009)

A part of the essence of universal planning is that while it is necessary for the individual, it
simultaneously provides a quality boost to everyone. There are many people who face challenges
in participating on equal terms with people who have no disability. While 30% of disabilities are
visible, fully 70% are not immediately obvious.

Most of us will suffer a long or short period of disability in our lifetimes. For example we are almost
certain to experience a gradual decline in our mobility, sight and hearing as we grow older.

Status in Norway:
- 20% of the population suffer from some kind of disability
- Approx. 700,000 people have hearing difficulties; around 200,000 use hearing aids, and
  3,500–4,000 are deaf
- 160,000 people are visually impaired, including 1,000 who are clinically blind
- 70% of all Norwegians over the age of 70 develop cataracts
- 40,000 Norwegians over the age of 70 suffer from glaucoma
- Approximately 1.5 million Norwegians have some form of asthma and/or allergy
- 0.5 million have difficulty reading and writing
In addition, many people suffer from reduced mobility on account of:

- muscular and skeletal disorders, obesity, etc.
- various kinds of cognitive impairment
- cardio- and pulmonary illnesses, rheumatism
- having to use mobility aids such as a walker, crutches, a wheelchair
- psychological conditions that prevent or complicate participation in everyday activities

1.2 Status of a universally designed society

Provisions concerning universal design have been included in a number of laws and regulation documents over the past decade.

Improvements are constantly being made in public facilities with regard to buildings, outdoor areas and transport.

While universal design is a precondition for all new building projects, there are still major challenges linked to upgrades to and maintenance of existing buildings and infrastructure. Society is becoming increasingly based on the use of technology, and while this may contribute to making everyday life simpler for many people, it might also create new obstacles.

1.3 Background for a shared strategy for universal design in Inland Norway

It was only natural for the Counties of Hedmark and Oppland – with their clear common features, advantages and challenges – to work together. Developing our working relationship on universal design is sure to help us achieve greater results.

Hedmark and Oppland worked together as pilot counties for universal design in the period 2009–2013. In December 2013, the County Council in Hedmark and the County Committee in Oppland agreed to collaborate on contributing actively to continuing the work with universal design in Inland Norway, based on the vision of *Universal design for Norway, 2025*. This decision resulted in a re-establishment of the network group devoted to universal design in Inland Norway, featuring representation from the county authorities as well as other public and private sector parties from Inland Norway, including: the County Governors, the Association of Local and Regional Authorities (KS) and the Councils for equal opportunities for disabled people.

The objective of the network group’s work is to prepare proposals for a strategy for universal design in Inland Norway, 2025. This is to be presented to both county councils for approval subsequent to a public hearing. Action plans are to be prepared subsequently for separate approval by the two counties.
2. Principal challenges to universal design in Inland Norway

2.1 Population composition

Old age pensioners are set to become an increasingly large section of the population; in some local authorities, statistics indicate that more than 40% of the population will be over the age of 67 in 2030. This is a projected result of increasing centralisation in urban areas, low birth rates and rising life expectancy.

The need for universally designed residences and community centres will therefore continue to rise as the population ages.

2.2 Equal opportunity participation in society

The employment rate for people with disabilities (43%) is lower than that for the population as a whole (74%). Additional focus on inclusive employment is essential in ensuring participation for all – irrespective of the capacity to work.

Public health work has to do with both reducing the risk of illness, and promoting quality of life and well-being. There is a clear link between perceived quality of life and health, with participation in social interaction providing a sense of belonging and an experience of self-determination. The workplace and leisure activities are arenas where significant contributions are made in this context.

People with disabilities are under-represented in both arenas as compared to the population in general. The reason for this is complex. Greater emphasis on universal design of workplaces and public buildings will help remove obstacles and lower barriers to participation.

Reference, employment rate: http://www.ssb.no/helse/artikler-og-publikasjoner/_attachment/99595?_ts=13d1b366718

2.3 Existing buildings and infrastructure

Most buildings in Inland Norway were constructed before the requirement for universal design was introduced in 2008 and were therefore often inappropriately laid out. Fully 80% of the current buildings in Norway are expected to remain in use in 2050.

One of the biggest challenges in the context of achieving the objective of universal design for Inland Norway in 2025 centres on upgrading and adapting existing buildings and outdoor areas. These aspects are not covered by legislation in the same way as new buildings, but major remodelling projects for existing buildings are also subject to universal design requirements. It is therefore important to ensure that the benefit value of universal design in and of itself be recognised by building owners, and that it contribute to upgrade projects.
Streets, squares and public areas in central zones are laid out as important leisure forums for Norwegians. At the same time, central zones represent important junctions for public infrastructure with public services and transport arrangements. Most local authorities are currently working with urban renewal processes and projects to develop built-up areas. Here, it is essential to integrate universal design in these processes so as to make central zones even more attractive meeting places for everyone.

Universally designed infrastructure such as roads and public transport requires costly upgrades, which in turn demand long-term national input.


2.4 Leisure society

Mobility is increasing among the population as a whole, and increased consumer awareness is sure to lead people to make demands on universal design standards for events and leisure activities.

Travel in Inland Norway is not well adapted across all market groups to meet the consumer demands of the future and to tackle competition from an international market with regard to accessibility for all. There are few destinations in Inland Norway with truly accessible accommodation options, cafés, restaurants and attractions.

A great many of the travel-related buildings in Inland Norway are old and fail to live up to contemporary requirements for accessible destinations.

People who need universal design can find extremely little information about accessibility on web pages devoted to travel in Inland Norway today, and few opportunities exist to book rooms and tickets online. Good examples exist from other countries in Europe, where it is possible to search for and find accessible destinations and firms skilled in providing good experiences for travellers.
2.5 The self-service society

Both public and private sector players are making increasing use of self-service solutions. Information technology has made it possible to carry out tasks more quickly and irrespective of opening hours and geographical location. If you need to book tickets, look up information or send an application, it has become increasingly common to use a self-service system to do so. Cash dispensers, ticket machines, web pages, smartphones and online shops have become a regular part of our everyday lives. However, this has not necessarily made things easier for users of these services. It often requires more knowledge to use an automated service than to be served by a customer service employee. In addition, automated systems make higher demands on sight, hearing, motor skills and cognitive abilities than interacting with a company employee. Services and machines should be designed to allow everyone to use them – irrespective of age or (dis)ability.

2.6 Fragmented societal development

A number of service suppliers and public sector services team up in various ways to provide their services. Unclear and fragmented division of responsibility means that it can be difficult for users to identify the appropriate party.

Communication in society is run through a variety of media and networks. Information for citizens and the public debate are primarily to be found on electronic media, so to play an active role in society, everyone must be able to access information and make use of all available channels. That part of the population which is unskilled in ICT and/or does not have access to the internet, will not have the same opportunities to participate in the democratic process using the most important information channel available to society. The public sector has a particular responsibility to ensure that everyone has the opportunity to access information and play an active role in society.
3. **Subsidiary objectives and grounds for the choice of themes**

In order to achieve the objective of a universally designed society, where everyone is to have the same options for personal development, participation in society and quality of life, the concept of society must be operationalised through the selection of specific themes.

The figure above can be read from left to right as a journey from near to far. It takes as its starting point what happens at home: ICT services and housing. The next step is the local environment and transport.

School/place of work – and, possibly, the central zone with its shopping, culture and services – is positioned in the next sphere. Farthest out are the travel destinations. In many areas, travel agencies and experience companies will also be a part of the local environment for social interaction locations and leisure activities. The barriers facing individuals will vary in the different situations and in the communication between these.

Because the population is ageing, it is important to focus in particular on the expectation of an increase in the number of people with reduced understanding (cognitive impairment). Awareness of a decline in cognitive function must therefore be taken as a fundamental premise in all themes and strategies. Fact sheets concerning cognitive functions have been enclosed at the end of this document.
In choosing themes, consideration has been given to the latitude and responsibility of the county authorities, county governors and municipal authorities, what it is important to do something about, and what can be left to others.

This document presents the path to the objective at strategic level. Specific solutions and operational measures are to be laid out in separate action plans for each of the counties.
### Schematic presentation of theme areas, goals and strategies: from close to distant

<table>
<thead>
<tr>
<th>Theme</th>
<th>Inland Norway – universally designed 2025</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| 1     | **ICT-services**                         | • County govenor  
• County authority  
• Local authority  
• Other public sector  
• Volunteers |
|       | **Goal:** Websites and vending machines intended for the general public in Inland Norway to feature universal design.  
**Strategy:** Communicate knowledge and good examples, lay the foundations for involvement, and act as role models. |                |
| 2     | **Housing**                              | • Local authority  
• Builders  
• Real estate agents  
• College/University  
• The Norwegian State Housing Bank |
|       | **Goal:** Increase the share of accessible residences, both new and existing.  
**Strategy:** Encourage local authorities to make active use of planning and regulation provisions in municipal plans to achieve the goal for accessible residences. Communication of benefit to society and the individual. |                |
| 3     | **Local environment**                    | • Local authority  
• Landowners  
• Housing cooperatives  
• Residents' associations  
• County authority |
|       | **Goal:** Everyone to have the opportunity to live an active life in his/her local environment.  
**Strategy:** Encourage development of more accessible meeting places and green areas for interaction and physical activity close to where people live. |                |
| 4     | **Transport/transportation**             | • The Norwegian Public Roads Administration  
• County authority  
• Local authority  
• JBV/NSB/ROM  
• Private players |
|       | **Goal:** Universal design of the entire travel chain.  
**Strategy:** Clear prioritisation of the key measures for ensuring cohesion in the travel chain, and provision of information about travel options. |                |
| 5     | **School/kindergarten**                  | • County authority  
• County govenor  
• Local authority  
• Private school owners  
• Kindergarten-owners |
|       | **Goal:** All schools/kindergartens and their outdoor areas to be universally designed.  
**Strategy:** Map and prepare action plans and budget priorities. |                |
| 6     | **Central zones**                        | • County authority  
• Landowner  
• Business community |
|       | **Goal:** Outdoor areas and buildings in central zones that are intended for the general public to be accessible to everyone.  
**Strategy:** Map and delimit prioritised central zones and follow up on these with guidelines and stimulation measures. |                |
3.1 Information technology (ICT)

**Goal:** Websites and vending machines intended for the general public in Inland Norway to feature universal design.

**Strategy:** Communicate knowledge and good examples, lay the foundations for involvement, and act as role models.

The principal rule is that ICT solutions in Norway are to be universally designed. The regulation on the universal design of ICT solutions limits this to apply to websites and vending machines. These are ICT solutions that attract a great many users, and high accessibility is therefore essential in ensuring equal opportunity for participation in society. Both public and private sector companies, associations and organisations are obliged to comply with the regulations. As from 1 July 2014, all new ICT solutions developed must be universally designed. Existing solutions must comply with requirements for universal design before 1 January 2021.

**Why universal design of ICT?**

It is a question of creating solutions that everyone can use. Both public and private sector players are making increasing use of self-service solutions. If you need to book tickets, look up information or send an application, it has become increasingly common to use a self-service system to do so. Cash dispensers, ticket machines, web pages, smartphones and online shops have become a regular part of everyday life. Nevertheless, many people find it difficult to use websites and vending machines, for example. Services should be designed to allow everyone to use them – irrespective of age or (dis)ability.

Universal design of ICT makes individuals more independent and improves their opportunities to play an active role in society and the labour market. User-friendly ICT solutions allow users to accomplish tasks more efficiently, and make it easier for people to access information and services.
Universal design of ICT broadens the scope of impact for companies, allowing them to contact more potential users and to offer self-service solutions to a greater extent. Universal design of ICT helps ensure equal opportunities for all members of society, and creates better opportunities for achieving the goal of digital self-service for all.

**Legal Requirements:**
Requirements for universal design of information and communication technology (ICT) are stipulated in Section 14 of the Norwegian Anti-discrimination and Accessibility Act (DTL).

The regulations on universal design of ICT solutions explain the legal requirements in detail.

### 3.2 Housing

**Goal:** Increase the share of accessible residences, both new and existing.

**Strategy:** Encourage local authorities to make active use of planning provisions in municipal and regulation plans, so as to ensure compliance with requirements concerning accessible residences, even in cases where technical regulations do not automatically ensure this. Communicate the benefits – to society and the individual – of adapting existing buildings to allow more people to continue living in their own homes.

The share of available residences with all functions on a single level should be increased to allow more people to live at home, irrespective of their level of physical ability. It will be quite a challenge to increase the share of accessible apartments in step with the rise in demand and demographic development. The shortfall of apartments is biggest in the local authorities with a low level of construction activity. Local authorities have the opportunity to draw up their own provisions stating how large a share of residences are to be “accessible”, and should take active steps to ensure this share is high.

The 2015 housing report from the County of Oppland highlighted a major shortfall of apartments in the county. The survey revealed that the reason why 50 percent of pensioners chose to relocate was to move into a central apartment on a single level.

The Norwegian Regulations on technical requirements for building works (TEK 10) lay down minimum accessibility requirements for residences. The concept of “accessibility” in the regulations is a standard in which not all requirements for universal design apply, but they do stipulate a minimum solution for the use of wheelchairs, as well as a number of requirements as guidelines.
**Legal Requirements:**
Norwegian Regulations on technical requirements for building works (TEK10)

**Is universal design a requirement in housing?**
Universal design is not an absolute requirement in housing, but regulations do require accessibility for some residences and residential units.

**When do accessibility requirements apply to housing?**
Accessibility to a housing unit is required if the unit is in a building subject to requirements for a lift, or if all the main functions are located on the ground floor. This also applies to any basement apartments with a separate entrance. In this context “main functions” is taken to mean living room, kitchen, bedroom and bathroom/toilet. Section 12-2 of TEK 10 lays down the requirements for accessible housing units.

**What requirements apply to holiday homes?**
If the holiday home comprises multiple housing units, the same requirements as for standard housing apply. The requirements that apply to holiday homes are presented in Section 1-2 of TEK 10.

### 3.3 Local environment

**Goal:** Everyone to have the opportunity to live an active life in his/her local environment.

**Strategy:** Encourage the development of more accessible meeting places and green areas for interaction and physical activity close to where people live.

The areas in the immediate vicinity are of particular importance to children, the elderly, people with disabilities and others with a limited mobility radius.

The closer the park, sports centre, fishing spot, swimming area or scenic path is to your home, the lower the barrier to making use of the area or path in question. Functional green areas with benches/seats and good illumination in the immediate vicinity are beneficial from the perspectives of perceived safety, well-being, public health, the environment and traffic safety.

**Prioritisation:**
The physical conditions (terrain, etc.) in the location should be used as the starting point. Where differences in elevation are only slight, it is generally simple to achieve universal design. Such areas should be prioritised.

In outdoor areas where it is not possible to meet all requirements for universal design, work should be done to plan solutions that suit as many people as possible. For example, areas should always feature notice boards that clearly present information about accessibility.
Difference between man-made and natural conditions:
As is made clear in circular Q-29/2010 regarding universal design in the Norwegian Anti-discrimination and Accessibility Act, the law differentiates between man-made and natural conditions. The requirement for universal design does not apply to natural conditions.

Provisions concerning the allocation of gaming funds (2015, Norwegian Ministry of Culture, V-0732B):
2.2.2 Requirement for universal design
It is a requirement that sports facilities be accessible to people with reduced physical ability, as participants, spectators, coaches, referees and event-technical staff. In this context “universal design” is taken to mean that accessibility is ensured through the principal solution of the facility, without the need for adaptations, special solutions or supplementary solutions.

See Section 2.5.5 regarding sports functional advance approval of plans with regard to accessibility and universal design.
See Section 9.2 regarding current legislation, including the Norwegian Planning and Building Act and the Norwegian Anti-discrimination and Accessibility Act.

3.4 Transport
Mål: Universal design of the entire travel chain.

Strategy: Clear prioritisation of the key measures for ensuring cohesion in the travel chain, and provision of information about travel options.

The travel chain consists of a number of elements that must all be accessible if everyone is to have equal access and opportunity to travel. Travellers typically start by planning their journey, and finish by arriving at their destination.

A universally designed travel chain must allow all travellers to make use of information systems, means of transport and infrastructure, and must ensure that all travellers have equal access to the elements that make up the travel chain.

The travel chain consists of the following elements:

- Access to and from the bus/train station/stop
- Commuter parking (cars and bicycles)
- Stop/terminal/station
- Means of transport (train, bus, boat, taxi)
- Information
- Ticket sales
- Assistance and training
- Operation and maintenance
This means that a great many players are involved in creating an unobstructed travel chain, so it is important to establish a holistic perspective. Different players are responsible for the different sections of a travel chain, and the input of different players must therefore be coordinated in order to develop holistic travel chains and information.

**Legal Requirements:**
The Norwegian Anti-discrimination and Accessibility Act lays down requirements for the universal design of companies intended for the general public, and this includes public transport companies.

The design of buses is subject to the regulations concerning universal design of motor vehicles for the performance of transport of persons requiring a permit, and to the Norwegian motor vehicles regulations. The design of stops, stations, etc. is subject to the instructions in the Norwegian Public Road Administration’s manuals.

### 3.5 Schools/kindergartens

**Goal:** Universally designed schools/kindergartens and associated outdoor areas in all local authorities

**Strategy:** Finish mapping the status of universal design in all school buildings. Complete mapping of kindergartens. Prepare specific action plans, with budgets and prioritisation of individual measures and renovation of existing buildings. This is to include the outdoor areas associated with the schools and kindergartens.

The Norwegian Working Environment Act, Education Act and Kindergarten Act stipulate requirements on adapting conditions to everyone with special needs in the context of teaching or building design.

Many existing schools and kindergartens are old and require comprehensive updating to fulfil requirements for equal opportunity participation in all activities. School facilities are important social arenas in which many activities for the entire local population take place. Pupils acquire much of their fundamental social experience and skill at school.

Schools also feature workplaces of various types, and are often used for a range of different sports and cultural activities in the evenings and on weekends. Schools are also used to a large extent as polling stations.

Parents and employees are expected to participate in an interaction between home and school/kindergarten, which requires them to be present at the school/kindergarten and take part in meetings and other activities.
Legal Requirements:
The Norwegian Education Act:
Section 9a-2. The physical environment
Schools must be planned, constructed, furnished and operated so as to take into consideration the security, health, well-being and education of the pupils.

The Norwegian Kindergarten Act:
Section 2 stipulates that care, discipline and education in kindergartens are to promote human equality ... etc.

In addition, the Norwegian Anti-discrimination and Accessibility Act applies to school and kindergarten activities through provisions pertaining to universal design regarding public and private business intended for the general public.

3.6 Central zones

Goal: Outdoor areas and buildings in central zones that are intended for the general public to be accessible to everyone.

Strategy: Map and delimit prioritised central zones and follow up on these with guidelines and stimulation measures. Universal design as a consistent theme in municipal planning. Develop buyer expertise in the local authorities.

The way we design towns and built-up areas is of significance to many people in their everyday lives. The development of central zones must take into account the diversity of the people living in a local community at any given time, and planners must view people from a lifetime perspective. Well facilitated urban areas and high-quality meeting places promote contact between people, and play a key role in the social life in the area.

Universal design will boost quality in the central zones and improve access to shopping, culture and service for everyone. Parks, squares and pedestrian streets in towns and built-up areas are being mapped by the Norwegian Mapping Authority in relation to universal design. This mapping should be followed up with measures to make all local centres accessible.

Numerous players and stakeholders are involved in organising and running activities in the central zones. One theme that demands especial attention with regard to accessibility comprises maintenance in the winter months, adaptation for sheltered housing and preparation in connection with major events.
Buildings intended for the general public
Universal design of existing public buildings is a focus area that requires closely targeted work over a protracted period. The buildings need to be mapped, and action plans must be prepared with budget prioritisation so that the various measures can be implemented. Simple measures must be applied on an ongoing basis.

For existing buildings, facilities and outdoor areas intended for the general public, requirements may be made for upgrading to universal design. Such requirements have not yet been made. These requirements may refer to different building categories, facilities and outdoor areas. When renting premises for public sector events or services, requirements for universal design must be made.

Legal Requirements:
As regards existing buildings and installations, the Norwegian Anti-discrimination and Accessibility Act stipulates universal design of public and private sector businesses intended for the general public, unless this places a disproportionate burden on them. The responsibility is incumbent on the business itself and not on the owner of the building or installation.

Circular Q-29/2010 concerning universal design in the Norwegian Anti-discrimination and Accessibility Act states that the law stipulates that universal design must be applied to existing buildings on the basis of a gradual and prioritised approach.

To which buildings do requirements for universal design apply?
Buildings for public use and work buildings must be universally designed. The requirement for the universal design of buildings is laid down in Section 12-1 of the Regulations on technical requirements in building works (TEK 10).
3.7 Travel

**Goal:** Develop accessible destinations, accommodation and experience companies such that Inland Norway becomes an attractive destination district for everyone.

**Strategy:** Measures to boost demand for accessible travel and experience companies and eateries in Internal Norway, which encourage placing emphasis on the application of universal design in these businesses.

- Improved accessibility and universal design for festivals and other events.
- Repeat the message that universal design expands the market and generates competitive advantages.
- Standardisation of symbols and marketing on websites for companies and destinations.
- Market communication that boosts demand for accessible travel destinations.
- Labelling scheme.

More destinations, travel agencies and experience companies in Internal Norway are to fulfil the Norwegian Standards for “Accessible travel destination” and “Universal design of cultivated outdoor areas”, and market accessibility on the businesses’ and destination companies’ websites. It is also important to improve accessibility and universal design at festivals and events.

**Marketing:**
Develop uniform, credible and intuitive information that is easy to find for the local population, cabin residents and travellers so as to boost demand for accessible/universally designed travel and experience companies.

**Good examples:**
Exposure of a number of destinations as good examples to be copied in both counties. A key strategy for generating additional results and increased value creation of the mapping work that has been carried out at around 90 per cent of travel agencies and experience companies.

**Competence:**
Augment competence levels in universal design for travel agencies, experience and destination companies in Internal Norway, so that this is emphasised as one of the tools for:

- raising quality and sustainable development,
- increased market potential and competitiveness,
- the capacity to ensure good accessibility and memorable experiences for most people.
**Strategy for applying influence at national level to reach the goal**

The Travel division of the Confederation of Norwegian Enterprise (NHO), politicians, ministries and Innovation Norway to be influenced to prioritise universal design in the travel sector, from the perspectives of both product development and marketing. In addition, accessible destinations to be showcased on a national net portal (VisitNorway): this is a key strategy for achieving the goal of universal design in the travel industry by 2025. Requirements to be made on the implementation of universal design in projects financed with public funds.

**Legal Requirements:**

The Norwegian Anti-Discrimination and Accessibility Act  
Section 13 states: “Public and private businesses catering to the general public are obliged to ensure universal design of the business’ standard function as long as this does not place a disproportionate burden on the business.”

**DIBK – TEK 10: What requirements apply to rooms in hotels and other overnight accommodation buildings?**

Section 12-7, article 5 states that in buildings that are subject to universal design requirements and which comprise multiple rooms with the same function, it is sufficient that one-tenth of these rooms be universally designed in accordance with the provisions in the regulations. The same applies to sanitary installations, meeting and conference rooms with the same function.
4. Definitions

There are two official definitions of “universal design” in Norway:

Section 13 of the Norwegian Anti-Discrimination and Accessibility Act (DTL), which came into effect in 2009 and was revised in 2013, defines universal design as follows:

“Universal design means design or arrangement of the principal solution in the physical conditions, including information and communication technology (ICT), in such a way as to allow the standard function of the business to be used by the most people possible.”

The international definition of universal design is laid down in the “UN Convention on the rights of persons with disabilities”, which Norway ratified in 2013:

“Universal design means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.”

The difference between the two explanations of universal design is that the Norwegian version is intended for an explicitly legal purpose, while the definition in the UN Convention is designed for political and professional work with universal design.
5. **History**

5.1 **International**

On 3 June 2013, Norway ratified the UN’s standard regulations for equal opportunities for people with disabilities, where the guiding principle is the perspective of human rights.

5.2 **National**

In Norway, the principle of universal design was established as a principle for politics and legislation as from the end of the 1990s.

The key document was NOU 2001:22 From user to citizen (2001), which was the Manneråk Committee’s report on the living conditions of persons with disabilities in Norway. This report concluded that Norway needed anti-discrimination legislation.

NOU 2005:8 Equality and accessibility (2005) took a step further in this direction and included a proposal for an anti-discrimination and accessibility law, as well as a legal report on what universal design as a legal principal entails.

In addition to a definition of universal design, the draft legislation in Proposition No. 44 to the Odelsting (2007–2008) concerning the act prohibiting discrimination on the grounds of disability, included considerations about universal design in the areas of ICT, transport, buildings and outdoor areas. The revision of the Norwegian Planning and Building Act, effective as of 2009, and the new Norwegian Regulations on technical requirements for building works (TEK 10) are also results of this work.

National action plan: Norway, universally designed 2025 – the government’s action plan for universal design and improved accessibility 2009–2013 was published in 2009. The action plan backed the implementation of a new anti-discrimination and accessibility act, a new planning and building act, and other legislation pertaining to universal design. The action plan was also to help Norway fulfil its obligations through ratification of the UN Convention on rights for persons with disabilities.

According to the action plan, the government’s vision of Norway being universally designed before 2025 was to be achieved through a variety of measures adapted to suit different sectors and assignments. The focus was on four prioritised areas of initiative: outdoor areas/planning, buildings, transport and ICT. In addition, the work was to include some inter-sectorial perspectives, such as the focus on county and local authorities.
In 2015, a new action plan for universal design for the period 2015–2019 is to be launched. This work is being coordinated by the Norwegian Ministry of Children, Equality and Social Inclusion. The principal emphasis here is on welfare technology and ICT.

5.3 Concerning the work on universal design in Hedmark and Oppland

In the 1990s, the Norwegian Ministry of the Environment (MD) established a network for universal design, and the ‘City for all’ project in Lillehammer (1991–96 and 2000–03) was part of the government action plan for people with disabilities.

The national BU31 project under the auspices of MD was run in the period 2006–08, featuring the Municipalities of Eidskog, Kongsvinger, Gjøvik and Vestre Toten as the pilot local authorities.

The county committees for equal rights for people with disabilities (RLF) in Hedmark and Oppland have acted as key driving forces behind the working relationship between the two counties, and for the involvement in the national work.

As from 29 May 2009, Hedmark and Oppland were accorded the same status as pilot counties in one of the initiatives under the government’s action plan for universal design 2009–13, largely as a result of the input of the county authorities and county governors.

Under the pilot project, Hedmark and Oppland had defined four prioritised areas of initiative: travel, public health, location development and public transport. In addition, the counties maintained focus on their own activities and shared national goals. The Municipalities of Gjøvik, Vestre Toten and Eidskog were given the status of resource local authorities within this initiative. New pilot and initiative municipalities were recruited subsequently: Hamar, Gran, Stange, Løten, Tynset, Nordre Land, Søndre Land, Østre Toten, Jevnaker and Sel.

A total of 39 local authorities and 11 counties are participating in the Ministry of Local Government and Modernisation’s project entitled “K2: taking universal design to new heights – work targeted at county and local authorities” in the period 2014–15. Inland Norway is represented by the Counties of Hedmark and Oppland, as well as the Municipalities of Lesja, Lillehammer, Vestre Toten, Nordre Land and Kongsvinger.
6. Legislation

Universal design is included in a number of acts and regulations in Norway. The two most important acts are:

- The Norwegian Anti-Discrimination and Accessibility Act.
  This act is intended for companies and businesses. Public and private businesses catering to the general public are obliged to ensure universal design of the business' standard function as long as this does not place a disproportionate burden on the business.

- The Norwegian Planning and Building Act.
  This act concerns the design of the physical conditions. Principal solutions must be designed in such a way as to allow the standard function of the business to be used by the most people possible. The requirements for universal design are described in detail in Norwegian Regulations on technical requirements for building works (TEK 10).

6.1 Requirement for universal design in the Norwegian Regulations on technical requirements for building workd

Universal design

The definition taken as the basis for the building applications section of the Norwegian Planning and Building Act is formulated as follows: “Universal design means design or preparation of the principal solution in the physical conditions so as to allow the standard function of the business to be used by the most people possible”.

In this context “universal” carries the sense of “inclusive” and “equal”. The concept of “physical conditions” differentiates between man-made and natural conditions. (Proposition No. 45 to the Odelsting (2007-2008))

The universal design of buildings stipulates that principal solutions must be designed to allow them to be used on equal terms by the most people possible.
Buildings for the public
In this context, “buildings for the public” is taken to mean all types of buildings and installations to which the general public has access. “Buildings” may refer to culture centres, cinemas, public sector offices, doctors’ offices, station buildings and the like. “Installations” may refer to sports arenas, jetties, outdoor swimming areas, cultural arenas, and so on.

Work building
A “work building” is a building containing workplaces – such as an office, factory, workshop, museum, library or school. Work buildings are often “buildings for the public”, and vice versa.

Principal solution
In practice, universal design means that it is no longer sufficient to implement targeted solutions for separate groups. There is to be just one solution – the principal solution – which as many people as possible must be able to use. For example, it should not be necessary to set up separate entrances for wheelchair users. It should be possible for everyone who uses the building to use the same entrance, the same lift, and so on.
7. **Further follow-up**

On the basis of this strategy document, two county-specific action plans are to be prepared and adopted separately in the two counties over the course of 2016. Measures and responsibility for follow-up will be specified in the action plans. User input is essential in developing good solutions.

8. **Network group for universal design in Hedmark and Oppland**

The proposal for the strategy document has been prepared by the network group for universal design in Hedmark and Oppland. The group consists of:

- The County Governor in Oppland
- The County Governor in Hedmark
- The Municipality of Ringsaker
- The Municipality of Lesja
- The Confederation of Norwegian Enterprise (NHO) – Travel
- The council for equal opportunities for disabled people in Hedmark
- The council for equal opportunities for disabled people in Oppland
- Gjøvik University College
- The County of Hedmark
- The County of Oppland
9. Fact sheet – Cognitive challenges

Reduced cognitive function – what does that mean?
Our cognitive functions have to do with our capacity to think, and the intellectual and mental processes that take place in our brains.
A person may be born with a cognitive defect, or such a defect may develop following an accident, an illness or some form of poisoning.

Cognition is another word for understanding, which we use to acquire and use knowledge:
• We receive and process information
• We remember and learn
• We organise information when we think
• We use language and communicate
• We are aware and attentive

Cognitive impairment may entail:
• Reduced capacity to concentrate
• Attention deficit issues
• Difficulty with language, memory and space/direction
• Problems with logical thought, abstraction and creative processes.

Possible symptoms of cognitive impairment include:
• Reduced mental capacity and fatigue
• Memory issues
• Difficulty interpreting sensory input
• Attention deficit issues
• Difficulty controlling behaviour and emotions
• Slower pace
• Impaired problem-solving and logical capacity
• Difficulty using language, talking and saying the right thing in a given situation.

Consideration in physical planning and product design
• Information that is easy to understand – use large writing and symbols
• Easy to find your way between different parts of buildings and outdoor areas
• Logical and intuitive floor plans
• Use of colour codes
• Products and technologies whose use is easy to understand
• Objects for sensory orientation (sense of sight, hearing, smell and touch)
Current areas of knowledge and challenges in society

- Focus on resources, opportunities and capabilities rather than disabilities
- The capacity to live on one’s own, coping with different forms of cognitive impairment
- Welfare technology to boost safety in the event of cognitive impairment – tracking and notification
- Cultural participation and cognitive impairment
- IT and participation in everyday activities

References, cognitive challenges:

- [http://www.hjernehjelp.no/kognitive-funksjoner-og-svikt](http://www.hjernehjelp.no/kognitive-funksjoner-og-svikt)
- [http://www.folk2.no/doc.ashx%3Fid%3D7192](http://www.folk2.no/doc.ashx%3Fid%3D7192)
- [http://www.youtube.com/watch%3Fv%3DOf6eVjTycI](http://www.youtube.com/watch%3Fv%3DOf6eVjTycI)