



Rights violations

Physical and/or organic disability

2024 Report *5th edition*

5 years documenting #DesigualtatPlus

More than 1,300 rights violations

More than 1,300 reasons to keep on going

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www.ecom.cat

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INTRODUCTION



Albert Carbonell
President of ECOM

This 2025 we are publishing the fifth edition of the **RADAR ecom** report. For the first time, it allows us to analyse trends in the medium term on the rights violations suffered by individuals with physical and/or organic disabilities in Catalonia.

The first edition of **RADAR ecom**, which was published in 2021 and which analysed rights violations registered in 2020, coincided with **ECOM**'s 50th anniversary, and was a decisive step in bringing to light circumstances that had been hidden for far too long. Up until then, as a movement we had denounced violations, but we lacked a tool for systematic collection, monitoring, and political advocacy to document whether the situation was improving. **RADAR ecom** was created to fill that gap, and to promote a culture of protest and formal complaints as a strategy to force public administrations to guarantee our rights.

In the past five years we have recorded **over 1,300 rights violations**. Far from decreasing, the number of cases has continued to grow; this shows that rights violations are a persistent, structural problem. **Accessibility, mobility, and transport continue to be the rights that are most frequently violated. Also, for the first time, the right to live independently and to be included in the community has appeared among the three most frequently violated rights.**

The **public administration continues to be the most frequent culprit of rights violations**, and **women experience the most violations (61%)**. This proves the importance of an intersectional perspective.

Furthermore, this year we have recorded particularly delicate violations such as **unwanted loneliness** or **sexual violence**. These are often not reported due to their nature, but they must be made visible if we want them to be addressed. And all this despite a significant challenge: **underreporting**. Many people do not file complaints because they believe that doing so is useless, or because they are tired of constantly doing so and receiving no response: *"We'll never stop filing complaints: our rights are constantly being violated"*, they tell us.

In this context, the **RADAR ecom** report continues to be a key tool for raising visibility, fostering citizen awareness, and preventing rights violations. The future is uncertain. The rise of the far right and hate speech are worrying signs of an increase in violation of the rights of groups at risk of exclusion. We must also remain vigilant to ensure that the expansion of artificial intelligence (AI) does not lead to new forms of discrimination. On the contrary, we need to work to make AI a tool that promotes inclusion—for example, by simplifying the bureaucracy that is all too often an unsurmountable barrier for those that require assistance.

To ensure that our rights are truly respected, we must:

- Integrate the **interconnectedness of rights and an intersectional perspective** into public policies.
- Invest in the **active participation** of individuals with disabilities.
- Promote **collaborative work** between administrations, social organizations, the private sector, and civil society.

With this fifth **RADAR ecom**, we remain committed to providing a voice, data, and new proposals. It is only through knowledge and collective work that we can build a fairer, more inclusive society that respects human diversity.

Thank you to all of the individuals and organizations that, year after year, make RADAR ecom possible.

Albert Carbonell
President of ECOM

1.

ABOUT US. DISABILITY THROUGH A RIGHTS-BASED MODEL. INEQUALITY AND NON-DISCRIMINATION

1.1.

ECOM. Eliminating barriers. Creating opportunities

ABOUT US

At ECOM we are a movement driven by individuals with physical and/or organic disabilities who, through empowerment and participation, work to achieve an inclusive society where we can effectively exercise our rights.

The ECOM name refers to both the ECOM Federation (created in 1971) and the ECOM Foundation (created in 2007).

The ECOM Federation is currently made up of 116 organizations of individuals with physical and/or organic disabilities from across Spain.

GOAL

To transform society so that it respects everyone's dignity.

MISSION

ECOM has a twofold mission:

- To directly defend the rights of individuals with physical and/or organic disabilities so that they can participate in society with the same opportunities as everyone else.
- To strengthen the physical and/or organic disability non-profit sector to respond to the needs and expectations of the people we represent.

VISION

To be the organization that leads and consolidates a change of model towards independent living and personal autonomy in a sustainable, innovative, and collaborative manner that focuses on the individual.

VALUES

ECOM's mission is based on the values of empowerment, inclusion, activism, participation, commitment and innovation.

* In Spain, the term 'organic disability' is used to refer to a type of disability resulting from a physical or functional impairment in a body organ, system or structure, which makes it difficult to carry out certain daily life activities.

1.2.

Understanding disability through a rights-based model

A disability is one characteristic of an individual, not their defining trait. Therefore, it is an inherent part of society and human diversity: enriching, positive, and evolving, as stated in the International Convention on the Rights of Persons with Disabilities.

For some time now, the perception of disability has been changing. We are moving towards a model where individuals with disabilities are seen as full-fledged members of society: with obligations, but also with the same rights as the rest of the population. People see the need to guarantee non-discrimination and equal opportunities through the development of policies that adapt to the individual, and not the other way around.

Those of us with disabilities need to participate actively in the community, and we understand the need to strengthen our demands for the right to decide for ourselves and to equip ourselves with the tools that we need to live with the same opportunities as the rest of the population.

Therefore, with this shift in paradigm we have gone from being the recipients of services to being responsible for our own lives. We have the right to make our own decisions, to make mistakes, and to not be seen simply as patients or as the beneficiaries of the decisions that other individuals or external services make.

In Catalonia, there are 381,352 individuals with an officially recognized physical and/or organic disability, 24,090 more than in 2023¹.

¹ Statistic on the number of individuals with disabilities in Catalonia. Ministry of Social Rights, 2024.

1.3.

The principle of equality and the right to non-discrimination

Article 7 of the Universal Declaration of Human Rights (adopted and proclaimed by the United Nations General Assembly on 10 December 1948) states that “All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration”.

In the International Convention on the Rights of Persons with Disabilities, “discrimination” was defined as “any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field”.

Equality and non-discrimination are two of the general principles that guide the Convention. Equality can only be a reality in the absence of discrimination. Therefore, these two concepts are intertwined.

The UN Convention on the Rights of Persons with Disabilities was approved on 3 December 2006, and came into effect in Spain in May of 2008. The Convention seeks to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all individuals with disabilities, and to promote their inherent dignity.

2.

THE VIOLATION OF THE RIGHTS OF INDIVIDUALS WITH PHYSICAL AND/OR ORGANIC DISABILITIES

2.1.

Making rights violations visible

WHEN ARE WE DEALING WITH A RIGHTS VIOLATION?

Our legal system includes laws and regulations that promote, protect and defend the full and equal enjoyment of human rights and freedoms by individuals with disabilities. Nevertheless, experience has shown us that all too often, this legislation is not put into practice.

Rights are only rights if they are effective and can be exercised. It is precisely when a law or regulation that recognizes a right is transgressed that a rights violation takes place.

RADAR ecom'S GOALS

- **INCREASE VISIBILITY. Make rights violations visible** whenever they are suffered by individuals with physical and/or organic disabilities.
- **RAISE AWARENESS. Generate public awareness** regarding the rights of those with physical and/or organic disabilities.
- **PREVENT. Establish action plans** (with different audiences) to prevent possible rights violations or discrimination due to disability.

RADAR ecom'S METHODOLOGY

- **Period analysed:** from January 2024 to December 2024
- **Geographic area analysed:** Catalonia
- **Reference framework:** UN Convention on the Rights of Persons with Disabilities

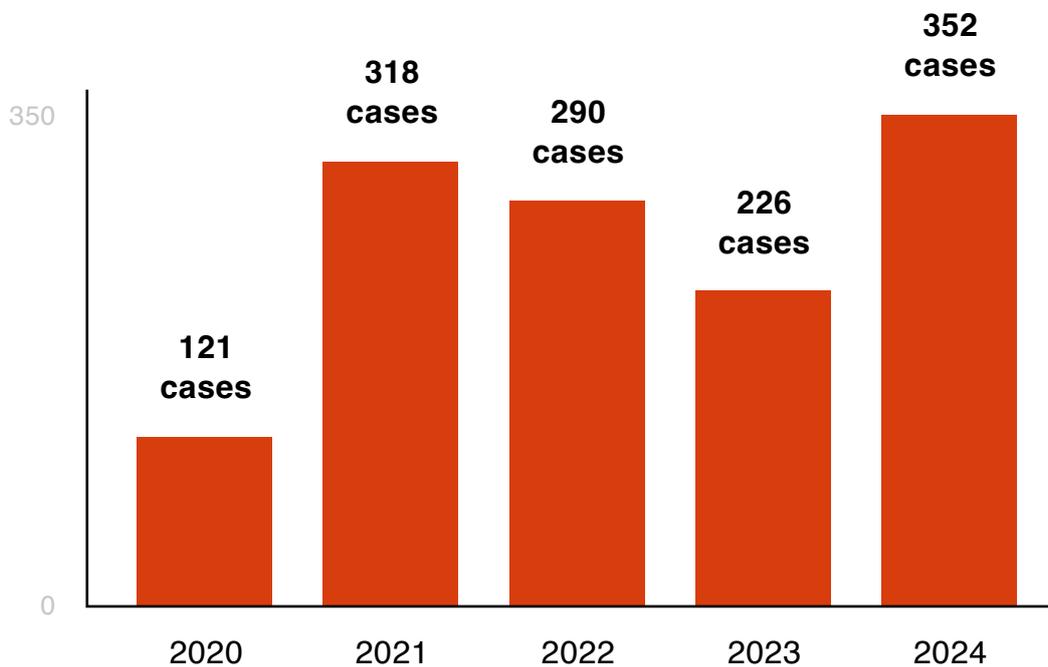
The **RADAR ecom** report **combines quantitative analysis with qualitative** analysis, and seeks to present the information registered by combining the free expression of participants. Using this mixed methodology, we have been able to explore and evaluate different levels of information, amplify our perspective, and dive deeper into the different problems identified in the diagnosis.

* We have applied a system of decimal rounding to all data. As a result, in some parts of this report the total sum of percentages may be slightly above or below 100.

2.2. Evolution: data from five years of RADAR ECOM

Number of violations

During the five years spent preparing the **RADAR ecom** report, we detected a total of 1,307 violations.



2. The violation of the rights of individuals with physical and/or organic disabilities

Evolution of rights

- ▶ The rights most frequently violated since 2020 have been **accessibility, work,** and the right to **mobility and transport**.
- ▶ The right to mobility and transport and accessibility were the two most frequently violated rights for two consecutive years: 2024 and 2023.
- ▶ For the first time, in 2024 the right to live independently and be included in the community was one of the three most frequently violated rights.

Principal culprits

The agents that have most frequently violated rights are: the **government of the autonomous region**, followed by **municipal governments**. In third place is **staff from private companies**, which includes both management and coworkers.

Profile of the individuals whose rights have been violated

Gender

During the five years analysed, **more than 50%** of cases of rights violations affected **women**.

Geography

From 2020 to 2024, **Barcelona** was the province where the most rights violations were reported. Barcelona and Badalona were the municipalities with the most reports of rights violations.

2. The violation of the rights of individuals with physical and/or organic disabilities

Age

Individuals over 35 were the age group reporting the highest number of rights violations. Year after year, those aged 35 to 49 and 50 to 60 were ranked in the first positions.

Underreporting

Over these five years, **only 21% of individuals have filed complaints**; of those who have, **only 5% have seen their problem solved**. The main reason for choosing not to file a complaint is the **generalized belief that doing so is useless**.

2.3.

New rights violations identified in 2024 and the challenge of underreporting

Total number of violations

We have identified a total of **352 rights violations that took place in 2024** through 210 consultations made to ECOM and 142 survey responses. These 352 violations were suffered by 279 individuals:

Violations	352
Consultations addressed	210
Survey responses	142
Individuals	279

2. The violation of the rights of individuals with physical and/or organic disabilities

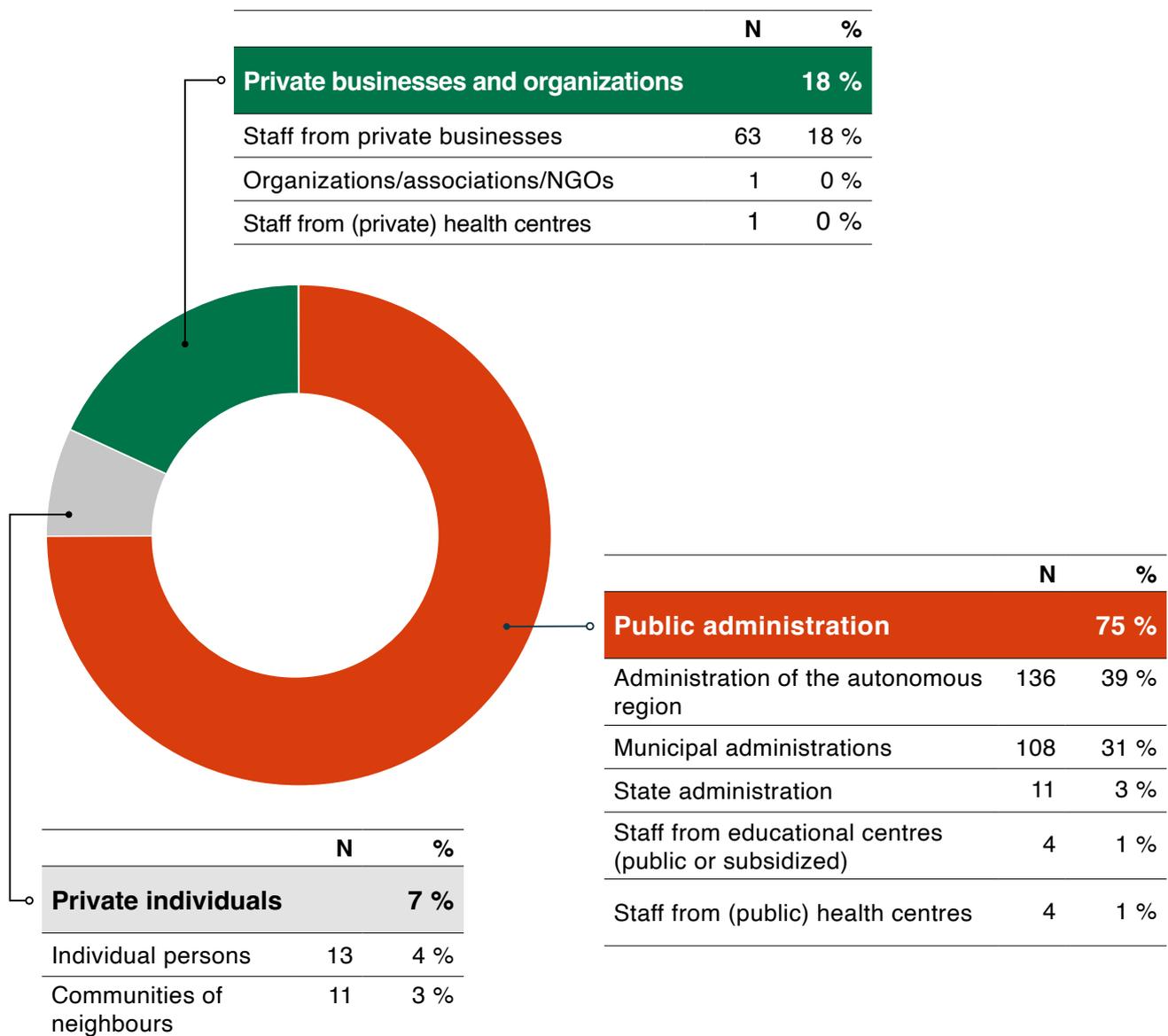
Profile of individuals who have suffered a rights violation

Gender	Geography
<p>Most registered violations are suffered by women (61%), with men affected in 31% of cases. We lack this information for 7% of cases.</p>	<p>Barcelona is the province where the most rights violations are reported, with 69%. This is 2% more than in 2023. In second place is the province of Girona with 10%, followed by Lleida with 9%. Tarragona is the province where the lowest percentage of rights violations have been identified—just 5%. We lack this information for 7% of cases.</p> <p><i>*These differences in geographic distribution may be influenced by ECOM’s zones of action, which are located primarily in the province of Barcelona. Nevertheless, there are specific organizations working to defend the rights of individuals with physical and/or organic disabilities in the provinces of Lleida and Girona, and we suspect that inhabitants of these provinces have likely reached out to the organizations operating nearest to them.</i></p>
Age	Level of education
<p>As we noted in 2022 and 2023, the age groups most affected by rights violation include those aged 50 to 64, and those aged 35 to 49, with 27% and 22% respectively.</p>	<p>Individuals with higher educational qualifications (university and vocational training) are the groups that appear to suffer the most rights violations; this is likely due to them having more tools to identify those violations and defend their rights.</p>

2. The violation of the rights of individuals with physical and/or organic disabilities

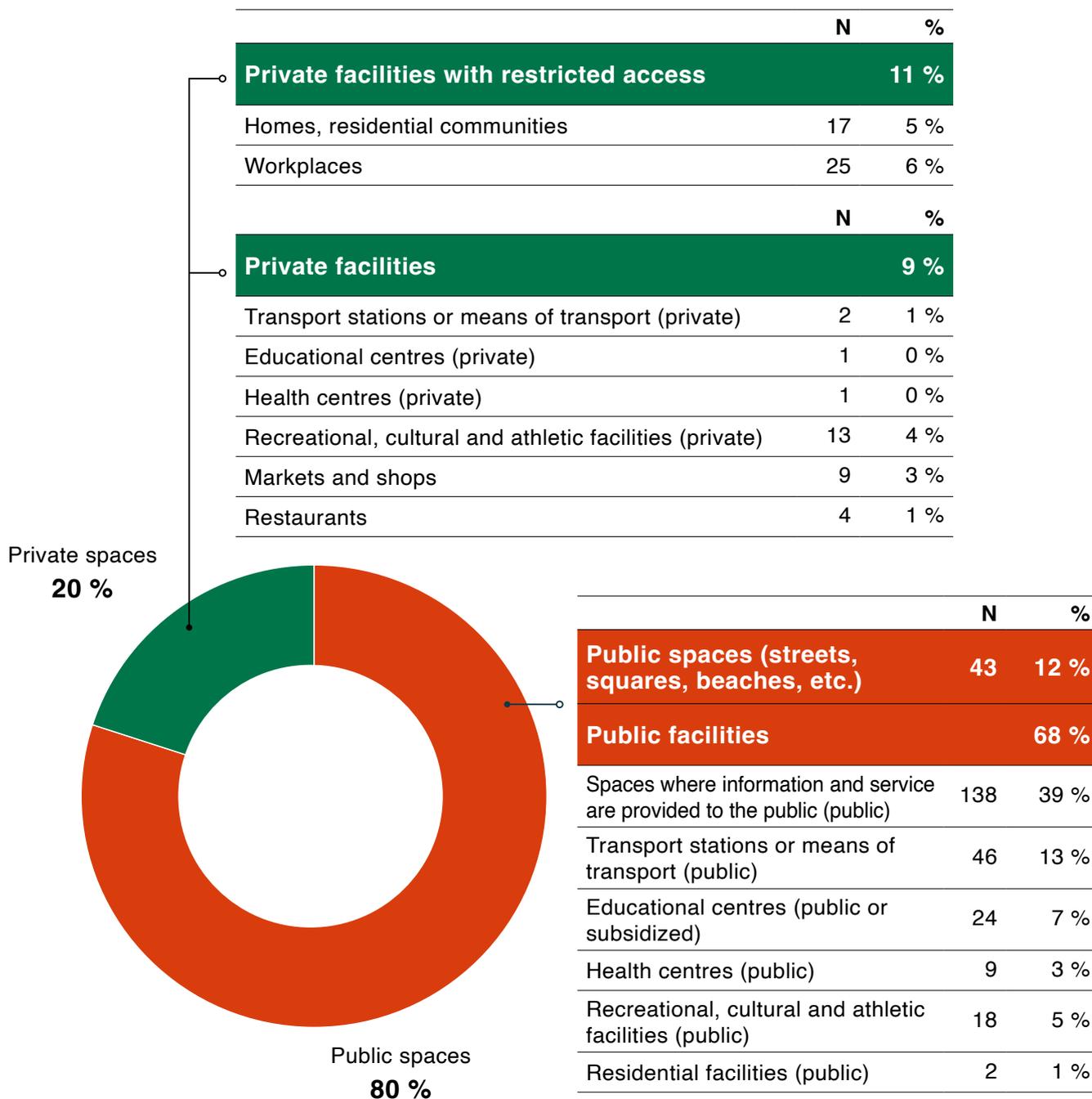
Who commits rights violations, and where?

In 2024, the primary culprit of **75%** of detected rights violations was the **public administration**; this is a 9% increase compared to 2023. In second place were private businesses and organizations, with 18% (here, “business” refers to spaces where professional activities are carried out and goods and services are offered, such as markets, stores, and restaurants). These were followed by private individuals, with 7%.



2. The violation of the rights of individuals with physical and/or organic disabilities

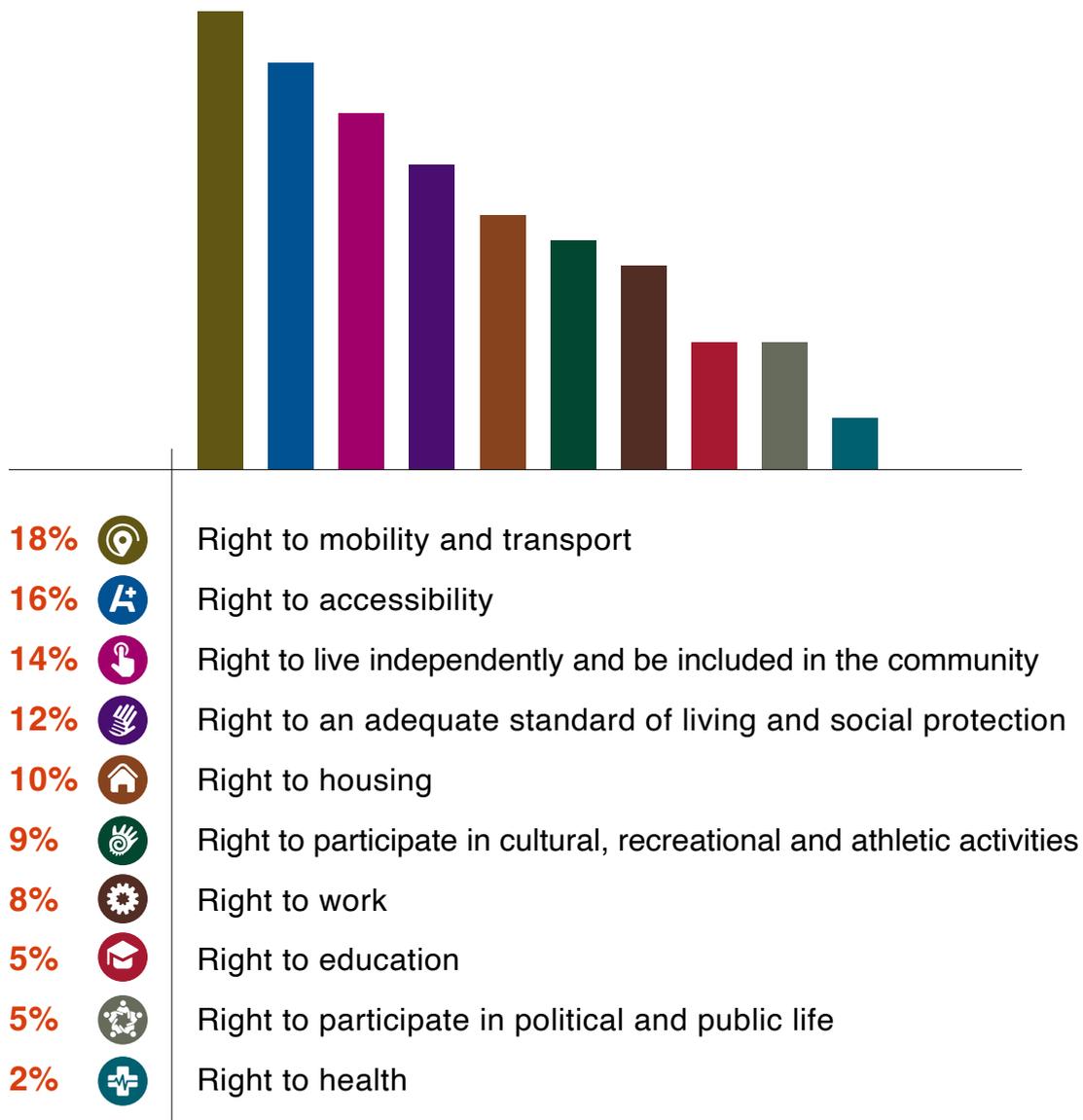
Following the trends of previous years, **most rights violations (80%) are committed in public spaces and facilities**. We consider these spaces to include buildings for in-person service as well as the different websites and online platforms provided. Where we have detected the fewest rights violations is in private spaces:



2. The violation of the rights of individuals with physical and/or organic disabilities

Violated rights

The **352 rights violations identified** correspond with the following rights, in order of the frequency of reports:



2. The violation of the rights of individuals with physical and/or organic disabilities

The right most often violated in 2024 was **the right to mobility and transport** (18%), followed by **the right to accessibility** (16%) and **the right to live independently and be included in the community** (14%).

In light of the 352 violations detected and registered by ECOM in 2024 (and taking into account that there are many others that have not been counted or made public), we must invest in the following **transversal goals**:

- **We continue to emphasize the need to design public policies that include a diverse perspective and an intersectional approach.** Given that 75% of identified cases name the public administration as the primary culprit of rights violations and that these situations have taken place primarily in public spaces and facilities, in order to prevent future rights violations disabilities must be taken into account in all fields.
- **We must ensure the effective application of legislation related to the rights of those with disabilities** in order to achieve equal treatment and eliminate all forms of discrimination. To this end, it is essential to include effective sanctions in cases of noncompliance and to promote reparative and remedial measures.
- To address the needs of individuals at risk of social exclusion (including many individuals with physical and/or organic disabilities), **it is essential to increase budgets allocated to social policies in the coming years.**
- Regarding gender, **it is essential to promote policies with a transversal focus that take into account the needs, demands and particular circumstances of women and children with disabilities.** We must also include indicators disaggregated by sex and disability when collecting data in order to be able to evaluate the real impact of initiatives aimed at this group and guarantee the effective promotion and protection of their rights.

2. The violation of the rights of individuals with physical and/or organic disabilities

- ① **The design, development and implementation of public policies and strategies must include the active participation of individuals with physical and/or organic disabilities, as well as the organizations that represent them.** Their involvement is essential if we want to ensure that any initiatives adopted effectively address their needs and rights.

Right to mobility and transport



18 % of
352 rights violations
recorded in 2024



As happened in the two years prior, in 2024 **problems accessing the public transportation network were once again the category with the highest percentage of rights violations, at 57% (15% more than in 2023)**. Users constantly find themselves unable to access stations and vehicles, especially busses and trains. These challenges increase outside of major cities, where less public transport is available. Likewise, as in 2023, **poor maintenance of lifts, ramps and platform lifts has been noted**.

Once again, **reserved parking** is the second category where the most rights violations are identified (**23%**), with continued occupation of these spaces by people without disabilities. **12%** of rights violations involve **accessible taxis**. Once again, an insufficient number of these vehicles and limited hours of availability have been noted. This often affects individuals' ability to get to work on time.

Finally, we must take note of the **discriminatory attitudes (8%)** faced by individuals with physical and/or organic disabilities in the realm of mobility and transport.

Right to mobility and transport



 The **primary culprits are municipal administrations (38%)**.

 These rights violations have occurred primarily **at public transport stations or on public means of transport (44 violations** of 65 detected). In this category, we include private operators (including intercity transport and taxis) that provide public services.

 **72%** of rights violations affect **women** with physical and/or organic disabilities.

 Within Catalonia, the **province** where the most violations occur is **Barcelona (over 60%)**.

Goals

- Work towards the development of an **accessible, affordable and sustainable transport network across Catalonia**.
- Ensure the full connectivity and accessibility of different parts of the transportation network** (information, services, stops, vehicles, validation systems, etc.) and their proper maintenance.
- Implement an integrated social fare system** for public transport in Catalonia.
- Ensure the proper use and availability of reserved parking,** and facilitate access to it.
- Raise awareness and provide diversity training** to different agents involved in both public and private settings, and to the public in general.

¿Have you noticed that some people can't open train doors?

My arms and legs are short.

I stopped taking Renfe trains because the cars are too far up off the platform.

I couldn't open the doors—I couldn't reach them. If there wasn't anyone there to open the door for me, I couldn't get on the train. Plus, at some stations, the gap is so wide that I'm afraid my foot will get stuck and I'll fall in.

That doesn't happen with FGC trains: the door usually opens on its own, and there's not such a big gap.



— Woman, 59 years old



Right to accessibility



16 % of
352 rights violations
recorded in 2024



In line with the trend over the last three years, the categories with the highest percentages are urbanism and public spaces (36%), and general construction (21%).

In 2024, there are still plenty of structures belonging to public administrations that do not comply with regulations on accessibility. Also, multiple problems have been identified in the restaurant sector: a lack of accessible restrooms, venues that only have high tables, outdoor tables that take up too much of the sidewalk for wheelchairs to pass...

In addition, issues have been noted in the recreation sector (19%), with non-accessible playgrounds (sand that has not been compacted, elements that have been installed incorrectly,

etc.). Many nightlife venues only have stairs and lack the elevators or ramps that would make them accessible to wheelchair users.

7% of accessibility-related violations occur in the **mobility and transport** sector, primarily because many stations are not accessible.

Furthermore, we continue to find architectural barriers in **educational centres (9%** of rights violations). The remaining **2%** have to do with **social protection**, where we find that in spite of denouncing these problems year after year and all the new technological advancements that have been made, there is still no effective, non-degrading alternative for those who cannot reach the buttons used to request municipal tele-assistance.

Right to accessibility



 **Municipal administrations are the primary culprit**, responsible for **76%** of violations.

 **Over 70%** of rights violations occur in **public spaces**.

 **64%** of rights violations affect **women** with physical and/or organic disabilities.

 The **province** with the highest number of rights violations is **Barcelona (52%)**.

Goals

- Ensure proper implementation of Decree 209/2023, which approves the Accessibility Code of Catalonia.** Although it emphasizes municipal government, it also promotes the participation of the nonprofit sector.
- Guarantee accessibility from a transversal perspective, implementing universal accessibility criteria** in accordance with legally established standards and in coordination with all sector-based plans (accessibility, mobility, housing, recreation, culture, etc.).
- Raise awareness of disability through the joint efforts of the different agents involved**, while also ensuring comprehensive care grounded in diversity and an intersectional perspective.

Did you know that not everyone can take out their rubbish?

I can't take out my rubbish because I can't reach the bins.

I have TAR syndrome: I'm 1.45 metres tall and my arms are short.

If there's no one around, I have to leave the rubbish on the ground.

I didn't have this problem where I lived before because there the pedal worked properly. But where I live now, the bins are old and not adapted.



— Woman, aged 57



Right to live independently and be included in the community



14 % of
352 rights violations
recorded in 2024



Last year, the category “resources for independent living” made up 100% of registered violations. In 2024, however, violations involving a **lack of empathy and training in diversity awareness (6%)** were also registered. Nevertheless, **the category with the highest number of violations is still resources for independent living (94%)**.

The biggest problem detected is a lack of access to information on personal assistants and the insufficient hours of service provided. The invisibility of

this resource means that the individuals with physical and/or organic disabilities that require it cannot rely on the support they need to ensure their right to choose how to live. This, combined with receiving fewer hours of assistance than needed, means that the person with a disability ends up having to rely on private assistants without specialized training, and that they often face additional shortcomings shaped by financial limitations. In other words, they do not receive the attention they deserve.

Right to live independently and be included in the community



 **The administration of the autonomous region** is the primary culprit in **88%** of cases.

 **90%** of these rights violations take place in **public citizen service offices**, including both in-person offices and online platforms.

 **51%** of violations are suffered by **women** with physical and/or organic disabilities.

 The province with the highest number of rights violations is **Barcelona (69%)**.

Goals

-  Promote the right to live independently through a **community care model focused on the individual**, providing access to the support needed for the person to live their life as they choose.
-  **Approve a decree that regulates personal assistance in Catalonia** in order to guarantee the right to independent living for people with physical and/or organic disabilities.
-  **Implement the figure of the personal assistant throughout Spain** in keeping with the principles established by the Convention, especially regarding the recognition of the number of hours needed for the person to live independently without having to pay part of the cost.
-  **Redefine the focus of the training model for personal assistants**, based on the 50-hour model established by CERMI (the Spanish Committee of Representatives of Persons with Disabilities), and make the individual with a disability the main agent in this training.

Did you know that there are people who need personal assistance 24/7?

I'm currently living with my mother, because I haven't been able to move out and live on my own.

I have major support needs, which means that I need personal care services 24/7, 365 days a year.

We should demand that public institutions guarantee everyone's ability to access personal care services that match their needs.



— Woman, 35 years old



Right to an adequate standard of living and social protection



**12% of
352 rights violations
recorded in 2024**



Unlike in the three years prior, **in 2024 the category with the highest percentage** of rights violations was related to **bureaucratic obstacles and delays in accessing subsidies (46%)**. It has become clear that there is a great lack of awareness regarding existing subsidies, and that public administrations do little to make this information known. Furthermore, the complexity of the bureaucratic process and the lack of support when presenting applications often means that people with physical and/or organic disabilities do not end up receiving the aid they need. Once again, this shows the distance between the administration's effectiveness as an organization that should guarantee rights

and social protection and what individuals with disabilities actually receive.

In second place, with **41%**, is the category of the **reduction, denial and/or loss of subsidies**. Once again, we observe a lack of recognition of disabilities, as well as evaluations that do not align with people's real circumstances. This makes it impossible to access adequate subsidies and support.

The remaining **12%** refer to the rights violations stemming from **a lack of empathy and training in care for diversity** among individuals working in social protection services.

Right to an adequate standard of living and social protection



 The **main culprit** is the **government of the autonomous region (78%)**.

 **100%** of violations take place in **public service offices and public services**.

 **Women** face **59%** of rights violations.

 The Catalan **province** with the greatest number of rights violations is **Barcelona (83%)**.

Goals

- ✓ **Promote a care model focused on the person**, while also redefining the current list of social services to make the administration accessible and focused on providing social protection.
- ✓ **Ensure that moving from one autonomous region to another does not interrupt benefits**, while also ensuring effective communication of the situation to the individuals affected.
- ✓ **Take into account the comparative economic burden of the cost of living for individuals with disabilities** when defining the services and subsidies to be received by individuals with physical and/or organic disabilities.
- ✓ **Reduce waiting times** in processes for the recognition and revision of levels of disability, as well as in evaluations related to situations of dependency.

What would you do if you were on the street, without a home or job?

I suddenly lost my job.
Because I couldn't pay the rent, I was evicted.

I went to the social services,
but they didn't provide a solution.
I found myself living on the street
and was helped by a group from the Baix Montseny area
that defends the right to housing.

In addition to accessibility issues (I use a wheelchair),
I have the challenge of being an immigrant.

What I want is for the government to do its job.
There are laws, we have rights!



— Man, 53 years old



Right to housing



**10 % of
352 rights violations
recorded in 2024**



In keeping with the trend from 2023, in 2024 **access to housing came in in first place at 56%** (9% more than in 2023). Issues related to the supply of accessible, affordable, supported housing continues to be the primary issue—particularly in rural areas. However, we have also received multiple complaints related to information on improved access to housing, with many people stating that they do not know where to find information on these services.

Problems with communities of neighbours once again came in second, at **32%**. Neighbours continue to show a lack of willingness to take on their share of the cost of eliminating architectural barriers, especially when it comes to installing lifts. Some individuals stated that they were treated differently than the rest of their neighbours simply because they have a disability.

The categories with the lowest percentages continue to be **problems with property (9%) and the risk of residential exclusion (3%)**.

Right to housing



 The **administration of the autonomous region** is the **main culprit (53%)**.

 As a result, **62%** of rights violations take place **in public service offices and public services**, including both in-person and virtual spaces.

 **Men and woman** experience the same percentage of rights violations: **47%**.

 The Catalan province with the most rights violations is **Barcelona (79%)**.

Goals

-  **Introduce an inclusive, intersectional perspective into the measures and policies** implemented to address problems with access to housing.
-  **Increase the supply of accessible, supported housing, while also continuing to promote the social housing market in collaboration with nonprofit organizations** for building, managing and/or monitoring the housing stock.
-  **Ensure that communities of neighbours are aware of current regulations regarding accessibility**, encouraging the execution of the work needed to ensure mobility for all neighbours in shared spaces.
-  **Continue promoting the inclusion of residential centres in the community** to ensure that residents can participate in social and community settings.

What would you think if you were refused a flat because you use a wheelchair?

When you're going to look at houses or flats to rent, everything is fine until you say that you're in a wheelchair. That's when the problems begin.

They tell you that it's not adapted, or they just say "no" outright. I wanted to join co-housing projects and they also turned me down because of my wheelchair.

Housing is a major problem for us. If the government doesn't take action, we won't be able to go on.



— Woman, 63 years old



Right to participate in cultural, recreational and athletic activities



**9 % of
352 rights violations
recorded in 2024**



In 2024, the category with the highest percentage of rights violations was **non-inclusive activities (58%)**, continuing the previous year's trend. Once again, it is clear that there is a lack of information and awareness regarding physical and/or organic disabilities. This leads to situations where infrastructures are not accessible, and those who need them are not provided with accessible activities. And, as always, **there is a lack of accessible public restrooms.**

The second category with the most rights violations is **the lack of information on accessible recreation and the issue of reserved spaces (35%)**. There is no clear, easily accessible

information for individuals with physical and/or organic disabilities. This issue primarily involves civic centres, theatres and cinemas as well as the field of athletics, where the figure of the changing-room assistant is widely unknown. Furthermore, **few travel agencies or platforms think to offer inclusive activities.**

The remaining **6%** involves **discriminatory attitudes**. Some involve individuals participating in activities (we have received reports of discrimination at swimming pools), while others involve staff (especially regarding access to venues and performances).

Right to participate in cultural, recreational and athletic activities



 The **main culprits** are municipal governments, at **45%**.

 Most rights violations (**48%**) take place at **public recreational, cultural, and sports facilities**.

 **Women** face **45%** of rights violations, while men face 32%.

 The province with the most rights violations is **Barcelona (61%)**.

Goals

- Ensure compliance with current regulations on accessibility and equal opportunities** for people with disabilities in cultural, athletic and tourist facilities.
- Guarantee the participation of people with disabilities in athletic and recreational activities—both in the activities themselves and in the planning process**, while ensuring the necessary support.
- Ensure that everyone involved in the organization and execution of cultural, athletic, recreational, tourist, and other activities receives training in diversity awareness.**

Did you know that not everyone can choose what time they want to go to the beach?

On the beaches of Segur de Calafell, the bathing support service is only available at specific times, during the sunniest hours.

I want to go at 9 in the morning, but I can't.

In addition, there is only one specific point on the beach where the service is offered, and you have to expressly go there.

They put out four chairs and there are three that do not work. I know that this doesn't happen on other beaches; there are cordoned-off chairs and railings.

Why can't Segur de Calafell do the same?



— Woman, 59 years old



Right to work



8 % of
352 rights violations
recorded in 2024



Following the trend of the past two years, **the category with the highest percentage in 2024 was workplace discrimination (66%)**—3% more than in 2023. Mainly, it has been noted that some individuals are pressured to complete tasks without taking into account their accessibility needs. Some have also received lower salaries, differences in treatment as compared to coworkers without disabilities, and an excess of work hours or tasks.

The second category with the highest number of rights violations is the **bureaucratic hurdles and the time needed to access subsidies, at 24%** (11% more than in 2023). Especially worth noting is the challenge of making appointments with SEPE, and the concern that failing to do so may result in subsidies being revoked.

The remaining **10%** corresponds with violations detected in **selection processes**: a lack of consideration by companies for the support and/or adaptations that the candidate may require, or a disability leading to a candidate being disqualified from the selection process.

Right to work



 The **primary culprit is staff from private companies**, at **69%**.

 **76%** of rights violations occur **in the workplace**.

 **69%** of all violations are suffered by **women** with physical and/or organic disabilities.

 The Catalan **province** with the highest percentage of rights violations is **Barcelona**, with **72%**.

Goals

- Generate decent jobs** by reviewing current political policies to include individuals with physical and/or organic disabilities in everyday companies, and expanding criteria for subsidies from the autonomous government to encourage hiring.
- Implement measures to ensure compliance by all companies that are required to meet the legal quota of 2%** of employees with disabilities.
- Revise the current system for social benefits and social security** to avoid incompatibilities with formal employment.
- Promote awareness and training** in diversity in private companies and society in general, with the goal of eliminating discrimination against individuals with physical and/or organic disabilities by management or coworkers.

How would you feel if you had to use crutches and your employer wouldn't let you?

When I started working as support staff at a centre which offers a dining hall for the elderly, I experienced two very unpleasant situations:

my boss told me that I couldn't use my crutches and that I couldn't use the centre's rubbish bins to throw away the nappies that I need to use.

I have to carry a bag and take them home. I felt discriminated against.



— Woman, 38 years old



Right to education



**5 % of
352 rights violations
recorded in 2024**



In 2024, student support resources continue to be the category with the highest percentage of violations (53%).

Just like in the previous year, most complaints involved the refusal or failure to offer support staff for educational activities outside the classroom (camps, field trips, end-of-year trips, etc.). It is also worth noting that this support is not provided in non-regulated and/or non-compulsory studies, which makes it more difficult for individuals with disabilities to pursue ongoing education.

The failure to adapt the educational system (42%)

comes in second, with a 33% increase as compared to the previous year. The main factors identified are: a lack of spots in educational centres that can provide the necessary support, and the failure to take disability into account when planning studies or distributing students.

Violations that are the result of **discriminatory attitudes** where students with disabilities are treated differently from their classmates represent **5%** of the remaining rights violations.

Right to education



 The primary **culprit** is the **government of the autonomous region**, with **84%**.

 **95%** of registered rights violations take place **in public or publicly subsidized schools**.

 **Women and girls** face the largest number of rights violations (**63%**).

 The Catalan **province** with the highest number of rights violations is **Barcelona (95%)**.

Goals

- ✓ **Implement Decree 150/2017** of 17 October, on educational support for students within the framework of an inclusive educational system.
- ✓ **Within measures for inclusiveness in the educational system, take into account equality outside of a strictly academic setting** (such as in cafeterias or recreational activities), and **ensure access to support staff** (even in non-regulated and non-compulsory studies).
- ✓ **Strengthen the role of Special Educational Centres Providing Services and Resources (CEEPSIR)** and the specialized support they offer ordinary schools.
- ✓ **Guide and train** teachers and staff working directly with students **in methods for addressing diversity**.
- ✓ **Establish indicators to evaluate the educational system and how resources are managed** in order to guarantee universal accessibility in schools across Catalonia.

There are teenagers who can't go to the same secondary school as the rest of their friends. What do you think of that?

My son has been assigned a secondary school 2 km from home, alone, without his classmates. And, on top of that, the accessibility of the school is questionable.

I don't understand why disability is not taken into account when assigning schools and why maintaining social circles is not prioritised.

It hasn't been easy for him to make friends, and now he has to start from scratch at a school that is not fully accessible either.



— Mother of an 11-year-old boy



Right to participate in political and public life



5 % of
352 rights violations
recorded in 2024



As in 2023, when it comes to participation in political life, **the category most often cited is access to polling places (41%)**. The main issues noted are unsuitable ground access and slopes that are not adequate for wheelchair users.

Violations related to **mobility inside polling places (29%)** is in second place. Accessible buildings are of little help if, once inside, obstacles keep you from being able to cast your vote.

In third place are rights violations caused by a **lack of empathy**

and training in diversity awareness (18%), both within the polling place and when participating in other spheres of public life. Discriminatory attitudes were detected among members of the press.

The remaining **12%** of rights violations correspond to **loneliness**. This is the first year that this element has been listed in RADAR ECOM, but it has often been mentioned. Nevertheless, few people are willing to report this problem because—as they tell us—they are ashamed to admit that they feel lonely.

Right to participate in political and public life



 **Municipal governments are the main culprits, at 71%.**

 **94%** of violations take place in **citizen service offices and public services**, including polling places.

 **Women** face the largest number of rights violations (**88%**).

 The **province of Barcelona** accounts for **82%** of the rights violations identified in Catalonia.

Goals

- Guarantee accessibility and mobility at polling stations**, in terms of both access to the building where elections are held (pavement suitable for wheelchair users, etc.) and the elements inside (signage that is not posted too high, booths with enough space for wheelchairs, etc.).
- Provide training for the different agents involved in political and public life** (those in charge of planning and carrying out elections, journalists, etc.).

Are elections really for everyone, or only for the healthy?

I couldn't go vote because that day I was in great pain.
And the deadline for voting by mail had already passed.

Why can't they set up other systems,
such as voting from your mobile,
with all the technology out there?

I can't know in advance how I'll be feeling;
that's part of my illness!
I also have the right to vote!



— Man, 35 years old



Right to health



**2 % of
352 rights violations
recorded in 2024**



Unlike in 2023, three categories tied for first place, with **29% each: discriminatory attitudes, lack of adequate medical spaces and equipment, and inadequate medical treatment.**

Once again, we are told that incorrect diagnoses derived from inadequate treatment often worsen the health of disabled individuals. There is a shortage of urinary drainage bags, and not everyone can access the scales at community health centres.

We should note that women with disabilities are often ignored as active subjects of sexuality

and reproduction. Furthermore, discriminatory attitudes persist: insurance companies that refuse to cover rare diseases, not being attended from accessible counters even when they are present at health centres, etc.

The remaining **14%** of rights violations involve a **lack of empathy and training in attention to diversity**, due to patients with physical and/or organic disabilities not being treated as individuals with full cognitive abilities, and professionals not valuing the needs they express.

Right to health



 The **main culprits** of violations in the right to health are **staff from public health centres (57%)**.

 **71%** of registered rights violations take place in **public health centres**.

 **71%** of all rights violations affect **women** with physical and/or organic disabilities.

 **Barcelona** is the Catalan province with the highest percentage of rights violations: **71%**.

Goals

- Ensure the accessibility of all medical facilities**—structural, material and procedural—through the creation and application of an accessibility plan.
- Put organic disabilities on the same footing as other types of disabilities** in the protocols and action plans of public administrations.
- Guarantee the quality and the effectiveness of long-distance medical care**, placing it on the same footing as in-person medical care and avoiding any disadvantages for its users.
- Implement **training programs and offer support in attention to diversity** for all agents involved in the planning and execution of direct care services.

Did you know that there are women who need an adapted machine to get a mammogram?

I'm a personal assistant.
I accompanied the woman
I assist to Hospital Sant Rafael.

The ramp was very steep and
I had to make a huge effort to help her get in.

Inside, the machine was not adapted
and she had to stand upright the whole time,
which hurt her.

In addition, they made me leave and two nurses
had to hold her up.

She came out very tired and sore.
It was a very unpleasant experience.



— Woman, 52 years old



Underreporting and its causes



Reported:
98 rights violations

Not reported:
253 rights violations

Underreporting continues to be an issue that hides the rights violations that people with physical and/or organic disabilities face. **Failing to report discrimination and rights violations prevents the identification of all the individuals with disabilities whose rights are violated**, where these violations took place, and who the main culprits are.

Who reported?



Women, at **64%**, are the ones who most frequently report the rights violations they face.



Most of the people who have reported rights violations are **between the ages of 50 and 64 (40%)**, followed by the 22% of individuals who are between the ages of 35 and 49.



61% of those who have denounced rights violations live in the **province of Barcelona**.

Why do some rights violations go unreported?

In the non-reported cases for which we have information, **65%** of people say it is because they believe doing so is useless.

Goals

- Promote the means and tools for reporting rights violations**, emphasizing the importance of **doing so to establish prevention policies that address rights violations and discrimination**.
- Ensure that reporting systems fulfil their purpose and provide an **effective response**.
- Ensure that **reporting procedures are efficient and accessible**.

“ *Only through knowledge and by working together can we build a society that is more just, inclusive and respectful of human diversity.* ”

Albert Carbonell
President of ECOM

Access all editions of **RADAR** ecom:





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