



Rights violations

Physical or organic disabilities

2024 report *5th edition*

Easy-to-Read Version

5 years documenting #DesigualdadPlus

Over 1,300 rights violations

Over 1,300 rights violations



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Physical or organic disabilities

2024 report *5th edition*

Easy-to-Read Version

Published by:



RAJAR ecom

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Date of Easy-to-Read publication: July 2025

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Acknowledgements: To everyone who participated in events organised by ECOM and shared their personal experiences with us.

And to the ECOM team who helped collect data and prepare this report.



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[RADAR ECOM. Report on violations of the rights of people with physical or organic disabilities in Catalonia | ecom.cat | Erasing barriers. Creating opportunities](#)

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INTRODUCTION



Albert Carbonell

President of ECOM

This year, 2025, we are publishing **RADAR ecom** 's fifth report. The report helps us to track changes in the violations of the rights of people with physical or organic disabilities in Catalonia over the past five years.

How did RADAR ecom start?

The first edition was published in 2021, with data from 2020. It coincided with the 50th anniversary of ECOM, an organisation that works for the rights of people with physical or organic disabilities.

Previously, ECOM had already been reporting violations, but we did not have a tool for systematically identifying and tracking cases.

RADAR ecom was created to do the following:

- Collect data.
- Follow up on cases.
- Put pressure on governments to act.
- Encourage people to report violations and make formal complaints.

What have we achieved in these five years?

We have achieved the following:

- We have registered over 1,300 rights violations.
- The number of cases has not decreased; it has increased.
- This means that the problem is still very serious.

The most frequently violated rights are:

1. Accessibility.
2. Mobility and transport.
3. The right to live independently and to be included in the community (this right is in the top three for the first time).

Who most frequently violates rights?

- ⦿ Government institutions most frequently violate rights.
- ⦿ Women with disabilities suffer most violations (61%).

This shows that we must take into account the different kinds of discrimination that people experience, for reasons such as gender, disability or immigration status. In other words, we must adopt an intersectional perspective.

What new data have we collected this year?

This year we have identified very serious cases that are difficult to report, such as:

- ⦿ Loneliness.
- ⦿ Sexual violence.

These are very sensitive issues and often people do not want to report them, but it is very important to make them visible so that we can take action.

Underreporting is still a problem

Many people do not report violations because:

- ⦿ They think it is of no use.
- ⦿ They are tired of reporting violations and getting no response.

Some tell us:

“ We would be submitting complaints all the time.
Our rights are constantly being violated. ”

Why is RADAR ecom important?

RADAR ecom is a very important tool for:

- ⦿ Exposing these violations.
- ⦿ Making society aware of them.
- ⦿ Preventing them from happening again.

What are the risks of the future?

The most dangerous risks are:

- ⦿ The far right and hate speech may lead to an increase in violations.
- ⦿ We must make sure that artificial intelligence (AI) does not create new forms of discrimination.
On the contrary: AI could, for example, help by making administrative procedures easier.

What needs to be done?

To guarantee everyone's rights, we propose:

- ⦿ Developing public policies that take into account how different rights and forms of discrimination are connected.
- ⦿ Working to make people with disabilities active participants in decision-making.
- ⦿ Getting government institutions, associations, businesses and civil society to work together.

Let's keep going!

This fifth **RADAR ecom** report continues our work to:

- ⦿ Give a voice to people with disabilities.
- ⦿ Collect data on violations.
- ⦿ Make proposals to improve the situation.

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

Thank you to all the people and organisations that make **RADAR ecom possible!**

1.

ABOUT US. DISABILITY FROM A LEGAL PERSPECTIVE. EQUALITY AND NON-DISCRIMINATION

1.1.

ECOM. Erasing Barriers. Creating Opportunities

About us

ECOM is an organisation for people with physical or organic disabilities*

We work to achieve an inclusive society and to exercise our rights through empowerment and participation.

ECOM is made up of the ECOM Federation (founded in 1971) and the ECOM Foundation (founded in 2007).

The ECOM Federation includes 116 organisations throughout Spain for people with physical or organic disabilities.

What is our purpose?

We want to transform society to ensure that everyone's dignity is respected.

What is our mission?

ECOM has two missions:

- ▶ Defending the rights of people with physical or organic disabilities so that they can achieve full social inclusion and improve their quality of life, with the empowerment of individuals as a core principle.
- ▶ Strengthening associations for people with physical or organic disabilities through participation, representation and empowerment.

What is our vision?

We aim to be a leading organisation, driving real change towards a model that:

- ▶ Respects independent living.
- ▶ Supports personal autonomy.
- ▶ Is sustainable, innovative and collaborative.
- ▶ Prioritises people.

What are our values?

The values guiding our work are:

- ▶ Empowerment.
- ▶ Inclusion.
- ▶ Activism.
- ▶ Participation.
- ▶ Commitment.
- ▶ 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.

The concept of disability from a legal perspective

Disability is a characteristic of the person,
not a defining trait.

It is present in society and in human diversity;
it is enriching, positive and evolving.

This is recognised by the International Convention
on the Rights of Persons with Disabilities.

The idea of disability is changing.

Now people with disabilities are seen
as people with obligations,
but also with the same rights as everybody else.

Society must ensure non-discrimination
and equal opportunities, with policies
that adapt to the person and not the other way around.

People with disabilities need to participate in society,
enjoy a life of equal opportunities
and be able to decide for ourselves.

We have gone from just receiving services
to being responsible for our lives.

We have the right to make our own decisions and make mistakes.

According to the latest statistics, published in 2024,
in Catalonia there are 381,352 people with a recognised
physical disability. This is, 24,090 more than in 2023.

* Figures taken from the *Statistics on the Number of People
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 1948 Universal Declaration of Human Rights recognises that everyone is equal before the law and is entitled to protection against any discrimination.

The United Nations (UN) International Convention on the Rights of Persons with Disabilities defines discrimination as:

“ Any distinction, exclusion or restriction on the basis of disability which impairs 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 the main values of the Convention. For there to be equality, there must be no discrimination. Therefore, they are two related concepts.

The UN Convention on the Rights of Persons with Disabilities was approved on 3 December, 2006. In Spain it took effect in May 2008.

The purpose of the Convention is to promote, protect and guarantee the human rights and fundamental freedoms of people with disabilities and promote respect for their dignity.

Convention: [See the link](#)

2.

VIOLATION OF THE RIGHTS OF PEOPLE WITH PHYSICAL OR ORGANIC DISABILITIES

2.1.

Exposing violations of rights

When is a right violated?

There are laws that protect the rights of people with disabilities. These laws say that everyone should be able to enjoy their rights on an equal footing. But often, these laws are not enforced.

When a law recognising a right is not applied or not respected, this means that there has been a violation of rights.

A right is only real if it can be asserted and defended.

2. Violation of the rights of people with physical disabilities

What does RADAR ecom do?

RADAR ecom has three main goals:

▶ **Visibility**

Highlighting violations of the rights of people with physical or organic disabilities.

▶ **Awareness**

Raising awareness and understanding in society that those of us with disabilities have the same rights as everyone else.

▶ **Prevention**

Making action plans to prevent cases of discrimination or violations of rights.

How does RADAR ecom work?

We collected data from January to December 2024.

Our work is guided by the UN Convention on the Rights of Persons with Disabilities.

Area analysed

All of Catalonia.

2. Violation of the rights of people with physical disabilities

How do we analyse the data?

The **RADAR ecom** report combines two types of analysis:

1. Quantitative analysis

→ Numbers, percentages and statistics.

2. Qualitative analysis

→ Stories and opinions shared by participants.

Thanks to this methodology, we can:

- ▶ Understand the situation better.
- ▶ Listen to what the affected persons are saying.
- ▶ Analyse different levels and problems.

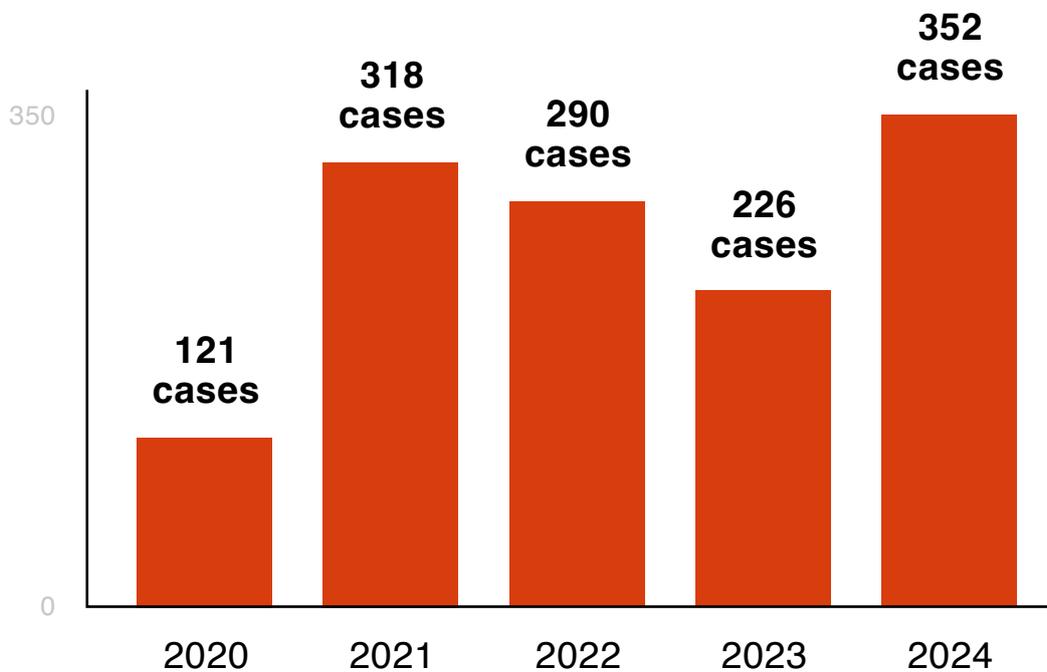
2.2.

Changes over time: five years of RADAR ECOM

Total number of violations

In these five years preparing the **RADAR ecom** report, we have identified a total of 1,307 violations of rights.

Violations detected per year:



2. Violation of the rights of people with physical disabilities

What rights are violated most frequently?

From 2020 to 2024, the most frequently violated rights were:

-  Accessibility.
-  Mobility and transport.
-  Work.

The right to mobility and transport and the right to accessibility were the two most frequently violated rights in both 2023 and 2024. In 2024, for the first time, the right to live independently and to be included in the community was among the top three most frequently violated rights.

Who most frequently violates rights?

The three actors that commit the most violations are:

1. Regional government (including the Social Services and Health departments).
2. Local governments (city and town councils, municipal services).
3. Private companies, both managers and colleagues.

2. Violation of the rights of people with physical disabilities

Profile of persons whose rights have been violated

Gender

- ▶ More than half of the violations affected **women**.

Area

- ▶ The province with the most cases is **Barcelona**.
- ▶ The cities with the most violations are Barcelona and Badalona.

Age

- ▶ **People over 35 years old** are the persons whose rights have most frequently violated.
- ▶ The age groups with the most cases are:
 - Ages 35–49
 - Ages 50–64

Underreporting (when violations are not reported)

Despite the number of violations, many people do not report them.

- ▶ Only 21% decide to do so.
- ▶ And hardly any of the reported cases (5%) are resolved.

The main reason for not reporting is that people believe it will be of no use.

2. Violation of the rights of people with physical disabilities

2.3.

New violations in 2024:

Total number of violations in 2024

During 2024, we detected **352 rights violations**.

These cases were identified as follows:

- ▶ **210 enquiries** received by ECOM.
- ▶ **142 responses to a survey**.

A total of 352 violations were reported by 279 people.

Summarised data	Number
Violations	352
Enquiries received	210
Responses to the survey	142
Affected persons	279

2. Violation of the rights of people with physical disabilities

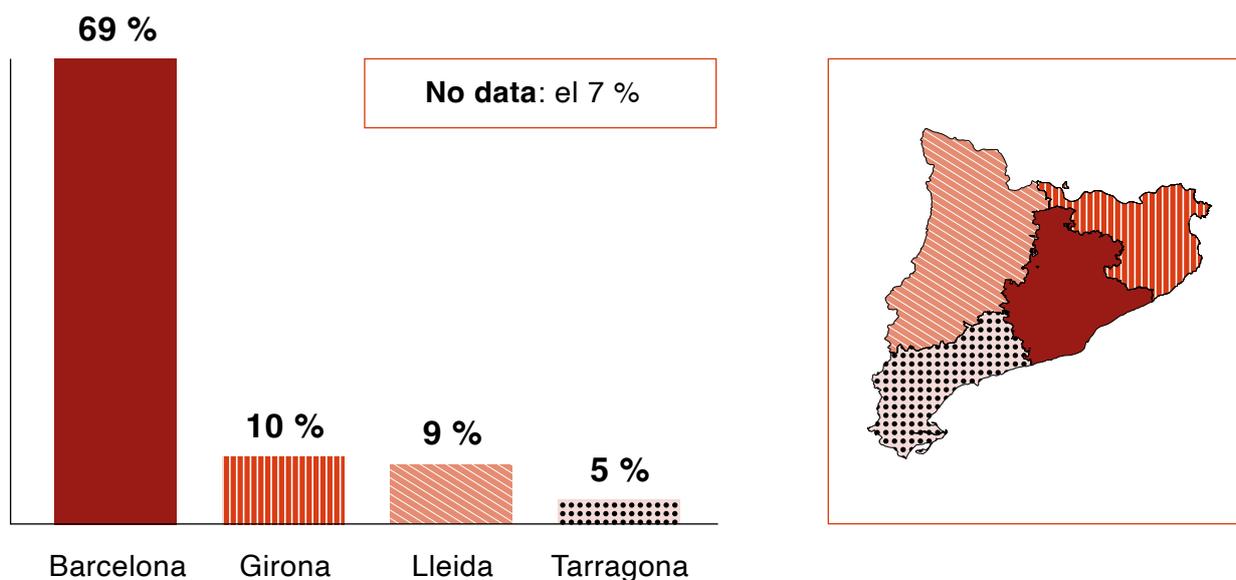
Profile of persons whose rights have been violated

Gender

- ▶ 61% are women.
- ▶ 31% are men.
- ▶ 7% are unknown.

Area

The breakdown of violations by province is as follows:



This difference between provinces may be because ECOM is more active in the province of Barcelona.

In addition, in Girona and Lleida there are other leading organisations that also handle cases and enquiries. As a result, people from these areas may be more likely to turn to these local organisations.

2. Violation of the rights of people with physical disabilities

Age

The age groups most affected by violations are:

- ▶ Ages **50–64**: 27 %.
- ▶ Ages **35–49**: 22 %.

This pattern was also seen in 2022 and 2023.

Level of education

People who have a university education or vocational training reported the most violations.

This may be because they have more knowledge and tools to identify when a right has been violated and to assert it.

Who committed rights violations?

In 2024, most violations (75 %) were committed by **public institutions**.

This marks an increase over the previous year.

The other actors that have violated rights are:

- ▶ Companies and private organisations: 18 %.
- ▶ Individuals (including residents' associations): 7 %.

2. Violation of the rights of people with physical disabilities

Where did violations take place?

Most violations (80%) took place in **public spaces**, such as offices, public buildings, transport or official websites. This figure has risen significantly compared to the previous year.

In contrast, private spaces had the fewest detected violations.

The most frequently violated rights

ECOM detected 352 violations of the rights of persons with disabilities.

These are the most frequently affected rights:

-  18 %: Right to move around and have accessible transport.
-  16 %: Right to accessibility.
-  14 %: Right to live independently and be part of the community.
-  12 %: Right to an adequate standard of living and social protection.
-  10 %: Right to a home.
-  9 %: Right to participate in cultural, leisure and sports activities.
-  8 %: Right to work.
-  5 %: Right to education.
-  5 %: Right to participate in politics and public life.
-  2 %: Right to health.

2. Violation of the rights of people with physical disabilities

ECOM knows that there are many other violations that have not been registered or exposed.

Therefore, major changes must be made.

These changes are **challenges** we can take on in order to improve the lives of people with disabilities.

They are the following:

1. Public institutions must improve.

Most violations (75 %) were committed by public institutions, especially in public places.

To prevent this from happening again, disabilities must be taken into account in all areas.

This means we must always think about people with disabilities when designing laws, services and spaces.

2. The law must be enforced.

There are laws that protect the rights of people with disabilities, but often they are not enforced.

There must be consequences if the law is broken, and reparations must be made.

2. Violation of the rights of people with physical disabilities

3. More money is needed for social policy.

It is important to increase budgets to help people who need it, such as people with physical or organic disabilities.

4. Women and girls with disabilities must be taken into account.

Women and girls with disabilities have specific needs.

We must develop gender policies with them in mind.

We must also collect data on women with disabilities specifically to see if their rights are respected.

5. People with disabilities must participate.

People with physical or organic disabilities and the organisations that represent them must participate in public policy-making.

This will ensure that decisions take into account their real needs.

We will now look at the information on violations of each right:

Right to mobility and transport



In 2024, 352 rights violations were identified.

18% of which had to do with the **right to mobility and transport**.



What happened?

As we have seen in the last two years, **problems with access to public transport are** the most frequent: they account for 57% of violations (more than in 2023).

People with disabilities have many difficulties accessing the following facilities and means of transport:

- * Stations.
- * Buses.
- * Trains.

This problem is more serious outside big cities, where less transport is available.

2. Violation of the rights of people with physical disabilities

This problem is more serious outside big cities, where less transport is available.

The problems identified in 2023 were also seen again, including:

- * Broken lifts.
- * Ramps and platforms that do not work.

Other problems

Other difficulties faced by people with disabilities include:

- * **Reserved parking** (23 % of violations):
People without disabilities very often use these spaces.
- * **Adapted taxis** (12 %):
There are very few adapted taxis, and their schedules are very limited. This means some people cannot go to work when they need to.
- * **Discrimination** (8 %):
Some people with disabilities have experienced discrimination when using transport services.

2. Violation of the rights of people with physical disabilities



Who causes these problems?

The main actors committing violations are:

- * **Local governments** are the main offenders, accounting for 38 % of violations.
- * There have also been many complaints about public transport operators, such as buses, trains and taxis: 68 % of violations involved these services.



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with physical or organic disabilities suffered 72 % of violations.
- * The province with the most violations was **Barcelona**, where more than 60% of cases were detected.

Challenges

The following actions could help solve these problems:

- ✓ Creating an accessible and affordable transport system for everyone, throughout Catalonia.
- ✓ Ensuring the entire transport system (information, services, vehicles and stations) is accessible, safe and well maintained.
- ✓ Creating a social fare for public transport throughout Catalonia.
- ✓ Ensuring reserved parking is available and used only by people with disabilities.
- ✓ Educating and raising awareness in society in general and, in particular, among transport workers, so that everyone respects diversity.

Have you noticed that there are people who can't open the train doors?

My arms and legs are short.

I haven't taken Renfe trains for a long time because the gap between the car and the platform is too big.

I couldn't open the door; I couldn't reach it.

And if I couldn't find someone to open it for me,

I couldn't get on the train.

In addition, depending on the station,

there is a major climb

and I'm afraid that my foot will get stuck in the gap and I'll fall.

This doesn't happen to me with the Ferrocarrils:

they usually open on their own

and there's not such a big gap.



— Woman, aged 59



Right to accessibility



In 2024, 352 rights violations were identified.

16% of these had to do with the **right to accessibility**.



What happened?

The main problems were in the following two areas:

- * **Urban planning and public spaces** – 36 % of violations.
- * **Buildings in general** – 21 %.

There are still many public buildings that do not comply with accessibility regulations.

There are also problems in bars and restaurants, such as:

- * Inaccessible toilets.
- * Very high tables.
- * Terraces that occupy the pavement and leave no room for wheelchairs.

2. Violation of the rights of people with physical disabilities

Other areas with difficulties

We also find violations in other areas, such as:

- * **Leisure** (19 %).
There are inaccessible playgrounds (with loose sand or poorly installed play equipment).
There are also nightlife venues with steps and no lift or ramp.
- * **Transport and mobility** (7 %).
Some people cannot access public transport stations.
- * **Education** (9 %).
There are still physical barriers in primary and secondary schools.
- * **Social protection** (2 %).
Some people cannot press the municipal telecare button.
No easy or dignified solutions have been found.



Who causes these problems?

The main actors committing violations are:

- * **Local governments** in 76% of cases.
- * Over 70% of violations took place in public spaces (streets, squares, etc.).



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with physical or organic disabilities suffered 64% of violations.
- * The province with the most violations was **Barcelona** (52% of cases).

Challenges

The following actions could help solve these problems:

- Properly enforcing Catalonia's accessibility laws. It is very important to ensure compliance at the local level and for non-profits to participate in developing these laws.
- Ensuring all areas (housing, transport, culture and leisure) comply with the rules of universal accessibility.
- Providing information and raising awareness on disabilities and the importance of respect and inclusion among government institutions, professionals and the general public.

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 are not adapted.



— Woman, aged 57



Right to live independently and be included in the community



In 2024, 352 rights violations were registered.

14% of which had to do with the **right to live independently and to be part of the community.**



What happened?

The main problems were in the following two areas:

- * A total of 94 % of violations are linked to a **lack of resources for independent living.**
- * A total of 6 % are linked to a **lack of empathy and diversity training.**

2. Violation of the rights of people with physical disabilities

Main problems

The main problems faced by people with disabilities are:

- * A lack of information on personal assistants: many people do not know that this help exists, because it's not widely mentioned.
- * Limited assistance: people with disabilities do not get the hours they need to be able to live independently.
- * Invisible and insufficient resources: this forces many people to hire private help, often without adequate training and in vulnerable conditions, because they do not have enough money.



Who causes these problems?

The main actors committing violations are:

- * The **regional government** (Generalitat), which was responsible for 88 % of cases.
- * Regarding location, 90 % of these violations took place in offices and public services, both in buildings and on digital platforms.

2. Violation of the rights of people with physical disabilities



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with physical or organic disabilities suffered 51 % of violations.
- * The province with the most cases is **Barcelona**, accounting for 69 % of the total.

Challenges

The following actions could help solve these problems:

- ✓ Enabling everyone to live independently, with the support they need and the deciding how they want to live.
- ✓ Passing the Decree on Personal Assistants in Catalonia, to guarantee that everyone with disabilities has access to this right.
- ✓ Providing personal assistance throughout Spain, giving each person the hours they actually need to live independently, without having to pay out of their own pocket.
- ✓ Improving the training of personal assistants: Following the 50-hour model proposed by the Spanish Committee of Representatives of Persons with Disabilities (CERMI), and putting disabled people at the centre.

2. Violation of the rights of people with physical disabilities

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, aged 35



Right to an adequate standard of living and social protection



In 2024, 352 rights violations were identified.

12% of which had to do with the **right to live with dignity and to receive social protection.**



What happened?

The main problems detected were the following:

Bureaucratic obstacles and waiting times – 46 % of violations.

- * It is very difficult to get information about subsidies and benefits.
- * The administrative procedures are long and complicated.
- * Many people with disabilities lack support to complete them.
- * This means that they cannot access the help they need.

2. Violation of the rights of people with physical disabilities

Reduction, rejection or loss of benefits – 41 %.

- * Many people's disabilities are not properly recognised.
- * Assessments do not reflect their real needs.
- * This causes people to lose benefits or not get them in the first place.

Lack of empathy and training – 12 %.

- * Social services staff do not always receive diversity training.
- * Often, people with disabilities do not receive proper or decent treatment.



Who causes these problems?

The main actors committing violations are:

- * **The regional government** (the Generalitat) was responsible for 78 % of cases.
- * All these violations took place at government offices and social services.



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with physical or organic disabilities account for 59% of affected persons.
- * The province with the most violations is **Barcelona**, with 83% of cases.

Challenges

The following actions could help solve these problems:

- ✓ Changing the social services model to make it more accessible, straightforward and person-centred.
- ✓ Making sure that moving from one region to another does not mean losing benefits or cause confusion.
- ✓ Benefits must reflect the fact that life with a disability is more expensive.
- ✓ Reducing waiting times for recognition or reviews of disability level and dependency status.

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 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, aged 53



Right to housing



In 2024, 352 rights violations were identified.

10% of them had to do with the **right to housing**.



What happened?

The main problems are:

Access to affordable and accessible housing – 56 % of violations.

- * There are few accessible homes with support, especially in rural areas.
- * Many people do not know where to find information about subsidies for improving the accessibility of their flat or house.

Problems with residents' associations – 32 %.

- * Many neighbours do not want to pay for work to install a lift or remove stairs.
- * Some people with disabilities have received unequal or discriminatory treatment in their buildings.

2. Violation of the rights of people with physical disabilities

Problems with landlords – 9 %.

- * In some cases, there are conflicts with landlords over building work or housing adaptations.

Risk of residential exclusion (losing one's home) – 3 %.

- * Although this percentage is small, there are people at risk of becoming homeless.



Who causes these problems?

The main actors committing violations are:

- * The **regional government** (the Generalitat) was responsible for 53 % of violations.
- * Regarding location, 62 % of violations took place at public offices (in person or online).



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Men and women** were equally affected by violations (47 % each).
- * The province with the most cases is **Barcelona**, with 79 % of the violations.

Challenges

The following actions could help solve these problems:

- ✓ Applying an inclusive approach to housing policies, taking into account diversity and specific needs.
- ✓ Creating more accessible and supported housing, in collaboration with non-profit social organisations.
- ✓ Ensuring residents' associations are aware of accessibility laws and carry out the necessary work to allow everyone to move around the common areas.
- ✓ Making residential centres part of the community, so that residents can participate in social life.

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, aged 63



Right to participate in cultural, leisure and sports activities



In 2024, 352 rights violations were identified.

9% had to do with the **right to enjoy leisure, culture and sport** like other people.



What happened?

The main problems are:

Non-inclusive activities – 58 % of violations.

- * Certain facilities are not adapted.
- * Activities are not designed for everyone or fail to offer the necessary adaptations.
- * There is a lack of accessible toilets for public use.

2. Violation of the rights of people with physical disabilities

Lack of information and problems in reserved spaces – 35 %.

- * There is no clear information on whether an activity is accessible.
- * This often happens in civic centres, theatres, cinemas and sports venues.
- * Dressing room assistants are still uncommon at sports facilities.
- * Few tourist activities and trips take people with disabilities into account.

Discriminatory attitudes – 6 %.

- * In some cases, such as public swimming pools, other users are the ones who discriminate.
- * On other occasions, the staff at the cultural or leisure facilities create barriers to access.



Who causes these problems?

The main actors committing violations are:

- * **Local governments** (city and town councils, municipal centres), were responsible for 45 % of cases.
- * Regarding location, 48 % of violations took place at public cultural, leisure and sports facilities.

2. Violation of the rights of people with physical disabilities



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with disabilities were affected in 45 % of violations and men in 32 %.
- * The province with the most cases was **Barcelona**, with 61 %.

Challenges

The following actions could help solve these problems:

- ✓ Ensuring all cultural, sporting and tourist facilities follow with the regulations on accessibility and equal opportunities.
- ✓ Ensuring people with disabilities can participate in all activities, both in design and organisation and in practice, with the support they need.
- ✓ Providing diversity training to everyone involved in cultural, sporting, recreational or tourism activities.

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.

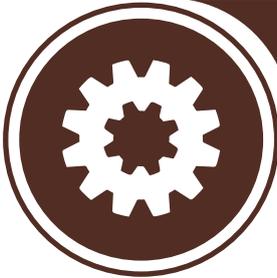
Why can't Segur de Calafell do the same?



— Woman, aged 59



Right to work



In 2024, 352 rights violations were identified.

8% of these had to do with the **right to work** under decent conditions.



What happened?

The main problems are:

Workplace discrimination – 66 % of violations.

- * People are forced to do jobs without the adaptations they need.
- * There are cases of unequal treatment at work: lower wages, longer hours or more tasks than the rest of the team.

2. Violation of the rights of people with physical disabilities

Bureaucratic obstacles and problems with benefits – 24 %.

- * Many people have problems requesting an appointment at the Public Employment Service (SEPE).
- * This means that they cannot access subsidies or benefits if they do not get one in time.

Discrimination in selection processes – 10 %.

- * Companies do not take into account adaptations that people with disabilities may need.
- * Some people have been excluded from the selection process because of their disability.



Who causes these problems?

The main actors committing violations are:

- * **Private companies account** for 69 % of violations.
- * As for the setting, 76 % of these cases took place in the workplace.



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with physical or organic disabilities were affected in 69 % of violations.
- * The province with the most cases is **Barcelona**, with 72 % of violations.

Challenges

The following actions could help solve these problems:

- ☑ Creating decent jobs for people with physical or organic disabilities.
Reviewing and improving public hiring policies.
- ☑ Ensuring that companies meet the quota for hiring people with disabilities.
- ☑ Providing benefits while also having a job.
- ☑ Providing diversity training in companies and raising awareness in society, to eliminate employment discrimination.

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, aged 38



Right to education



In 2024, 352 rights violations were identified.

5% had to do with the **right to education** of people with physical or organic disabilities.



What happened?

The main problems are:

Lack of support for students – 53 % of violations.

- * Support staff are not provided at school, or for activities such as camps, field trips
- * and end-of-year trips, even though they are necessary.
- * Nor is support guaranteed in non-compulsory studies, such as vocational training and courses.

2. Violation of the rights of people with physical disabilities

Failure to adapt the education system – 42 %.

- * There are not enough places in schools that have the support needed by people with disabilities.
- * Disability is not taken into account when plans are made or when schools are assigned.

Discrimination and mistreatment – 5 %.

- * Some people are treated differently because of their disability.



Who causes these problems?

The main actors committing violations are:

- * The **regional government** was responsible for 84 % of cases.
- * Regarding location, 95 % of violations took place at state-run or state-subsidised schools.



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Girls** and **women** were affected in 63 % of violations.
- * As for location, 95 % of cases were detected in the province of **Barcelona**.

Challenges

The following actions could help solve these problems:

- ✓ Enforcing the law guaranteeing an inclusive education system.
- ✓ Ensuring support also outside the classroom, in dining services and school activities, and also in non-compulsory education.
- ✓ Strengthen the role of Special Education Centres that support ordinary schools.
- ✓ Training teachers and support staff on diversity in the classroom.
- ✓ Establishing indicators to assess whether the education system ensures accessibility for all.

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



In 2024, 352 rights violations were identified.

5% had to do with the **right** of people with physical or organic disabilities to participate in political and public life.



What happened?

The main problems are:

Problems accessing polling stations – 41 % of violations.

- * Many schools have terrain that are difficult for wheelchairs, or ramps that are too steep.

Difficulties within the polling station – 29 %.

- * Even if the individual can enter the station, they can't always vote independently, due to a lack of space or accessible signage.

2. Violation of the rights of people with physical disabilities

Discriminatory attitudes and a lack of diversity training – 18 %.

- * Election staff and journalists do not fully understand diversity and accessibility.
- * This leads to inappropriate treatment or offensive comments.

Loneliness – 12 %.

- * This problem was included for the first time this year.
- * Many people with disabilities feel alone, but do not say so out of shame.



Who causes these problems?

The main actors committing violations are:

- * **Local governments** were responsible for 71 % of violations.
- * Regarding location, 94 % of violations took place at public offices or polling stations.



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** were affected in 88% of violations.
- * As for location, 82% of cases took place in the province of **Barcelona**.

Challenges

The following actions could help solve these problems:

- Improving accessibility to polling stations, both in terms of entering and getting around inside: safe ramps, wide booths, signage at a suitable height, etc.
- Training election staff and public service employees to guarantee dignified and inclusive treatment.

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, aged 35



Right to health



In 2024, 352 rights violations were identified.

2% had to do with the **right to health** of people with physical or organic disabilities.



What happened?

The main problems are:

Discriminatory attitudes – 29 % of violations.

- * Some people have been mistreated by healthcare staff.
- * Private mutual insurance companies have refused coverage in cases of rare diseases.
- * Some centres have accessible counters, but don't use them.

2. Violation of the rights of people with physical disabilities

Inadequate spaces and materials – 29 %.

- * Some scales are not accessible.
- * Lack of urine bags or other specific materials.
- * The facilities are not adapted to everyone (example: mammography machines).

Improper healthcare treatment – 29 %.

- * Misdiagnoses have led to treatments that have worsened people's health.

Lack of empathy and training – 14 %.

- * In some cases, medical personnel do not listen to or believe what the person is saying.
- * Some people with disabilities have been treated as if they were unable to make decisions.



Who causes these problems?

The main actors committing violations are:

- * The staff at public health centres were responsible for 57 % of violations.
- * Regarding location, 71 % of violations took place at public centres as well.

2. Violation of the rights of people with physical disabilities



Who do they affect the most?

The profile of the people most affected by these violations is:

- * **Women** with physical or organic disabilities were affected in 71 % of violations.
- * As for location, 71% of the cases took place in **Barcelona**.

Challenges

The following actions could help solve these problems:

- Creating an accessibility plan to ensure that all healthcare facilities and equipment are accessible.
- Treating disabilities affecting internal organs like any other disability in official protocols.
- Making online visits just as effective as in-person ones.
- Providing training to healthcare staff to help them better understand diversity and the needs of people with disabilities.

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 up 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, aged 52



3.

UNDERREPORTING AND ITS CAUSES



What is underreporting?

In many cases, people with disabilities do not report violation of their rights.

This is called underreporting.

This means many cases are invisible and therefore cannot be addressed.

How many people have reported violations?

- ▶ Cases reported: 98 violations.
- ▶ **Cases not reported: 253 violations.**

This means that most cases (72 %) go unreported.

Who reports violations most often?

The profile of the people who report violations is:

- ▶ **Women:** 64 % of the people who reported violations.
- ▶ Age:
 - 40 % are aged **between 50 and 64.**
 - 22 % are aged between 35 and 49.
- ▶ 61 % of the people who reported violations live in **Barcelona.**

3. Underreporting and its causes

Why do people not report violations?

More than 65% of people do not report violations because **they believe that “it’s useless”**.

Why is it important to report violations?

If we do not report violations, we will not have information on:

- ▶ Persons affected by discrimination.
- ▶ Where these situations are taking place.
- ▶ The parties responsible for the violations.

Challenges

The following actions could help solve these problems:

- Providing information on how and where to make a report.
- Ensuring that reporting channels work properly and provide useful solutions.
- Making these systems easy and accessible for all.

“ *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

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