

CASBA Comerç Amic Sense Barreres (Friendly Trade Without Barriers)

Polytechnic University of Catalonia

ETSAB

(Art, aesthetics and anthropology of spaces- Department of Composition)

<http://ajuntament.barcelona.cat/dretssocials/ca/banc-de-bones-practiques/casba-%E2%80%93-comer%C3%A7-amic-sense-barreres>

Programme description

Comerç Amic Sense Barreres (Friendly Trade Without Barriers, CASBA) is an awareness and education project for students of architecture that promotes better accessibility in local shops and public spaces while also encouraging the participation and autonomy of people with functional diversities.

Through the Barcelona School of Architecture (ETSAB), Sandra Bestraten is in charge of the Polytechnic University of Catalonia's optional subject Housing and Cooperation, which incorporates the service learning method as a basic tool to bring students closer to their most immediate social realities. The Barcelona City Council Municipal Institute for People with Disabilities assumes the role of coordination between associations of people with disabilities in the study districts, traders' associations, the University, and Barcelona City Council with the districts of Ciutat Vella and Sants-Montjuïc, the Directorate of Trade and Markets and the Institute of Urban Landscape, thereby promoting cooperation in the project.

Students taking the aforesaid subject study the accessibility of small stores, facilities and public thoroughfares for people with disabilities. In the first phase, people with disabilities explain their experiences and difficulties to the students. Then, these people accompany the students to analyse the space under study, which students visit with their eyes blindfolded and holding white sticks, in wheelchairs, and so on. Students analyse the architectural barriers and propose solutions that are then proposed in the places of study.

Impact

Sustainability over time and the way the programme has taken root in the City Council, at the University, and among associations and neighbourhoods are other factors of note.

Throughout the four years of the project

- » *233 students of architecture have participated*
- » *390 shops have been analysed in the districts of Ciutat Vella and Sants-Montjuïc*
- » *17 public facilities have been analysed (civic centres, learning centres, citizen's advice bureaus, Barcelona Activa, etc.)*

» 5.7 km of public thoroughfare have been reviewed.

The project has been presented at *Fòrums Professionals: ApS Fundació Jaume Bofill*, from which it received a grant in 2013-14; at the *Eurocities Conference in Venice*; at the *International Congress of Educating Cities* when it visited *Ciutat Vella*, a workshop on *Service Learning in the Third Sector*, and at the *10x10 Workshops in 2015*, where CASBA was one of the ten social innovation projects in Catalonia.

Other positive results have been inclusion, in 2016, in the *Third Sector Guide: "University students that collaborate with social entities in the framework of their academic activity"*; the creation of three accessible shopping routes in the *Old Quarter as part of the More Sustainable Barcelona Map*; and the publication in 2017 of a guide aimed at the city's shopkeepers, based on what had been learned by all the stakeholders: *"Making our shops accessible"*.

In 2017, *Barcelona City Council* selected CASBA as a bank of good experiences and practices that includes a set of good practices promoted by the *Social Rights Department*, both for its own internal management and for the provision of both its own services and those in participation with the third sector or with other administrations.

After 4 years of activity, the CASBA project has conducted a pilot test for the implementation of improvements thanks to financial incentives provided by *Barcelona City Council* to the *c/Creu Coberta* district of *Sants-Montjuïc*. This was based on a study carried out in 2014, which detected 9 accessible stores that represented 11.25% of the total of 80 stores that were finally analysed. Through the pilot plan, run from October 2016 to June 2017, accessibility measures have been applied with the support of a subsidy programme, whereby improvement work has been done on 16 commercial establishments, thus improving accessibility in the *Creu Coberta* area by 33%.

CASBA is an example of the joint work done by the university, businesses and organisations in coordination with municipal administration, and is a good strategy for truly achieving the complex needs of universal accessibility. The establishment of new synergies with key stakeholders and groups in the city has presented an opportunity to propose new ideas and solutions and to continue working for the future of people with functional diversity in the city of Barcelona.

The project appears to be transferable, has been progressively growing, and is being replicated in other districts of the city and with other universities.



UPC ICT Volunteer Programme: VoltIC

Polytechnic University of Catalonia

Centre for cooperation for development (ccd) and tecnologia per tothom (TXT)

<https://reutilitza.upc.edu/ca/participa/voluntariat-tic/fes-te-voluntari>

Programme description

Sustainability and Social Commitment is one of the seven transversal skills areas that are worked on in all degrees at the Polytechnic University of Catalonia - BarcelonaTech (UPC). Such skills present an excellent opportunity for being addressed through service learning.

In September 2015, the UPC launched an ICT volunteer programme in the form of a pilot experience with students from the Barcelona School of Informatics (FIB) and the Barcelona School of Telecommunications Engineering (ETSETB). The programme has received support from Barcelona City Council through grants for both its 2015-2016 and 2016-2017 editions. This funding made it possible to hire an intern to support the management of the programme and has covered the production costs of various materials (videos) that are used to train the volunteers, and also to publish a couple of articles describing the project. Since 2017-2018, the intern has been paid out of the UPC budget.

The students conduct an ICT project with a charity in Catalonia for a minimum period of 60 hours. The project is defined by the charity and supervised by one of its members and a lecturer from the UPC. The student is recognised with 2 ECTS credits, which can be extended up to a maximum of 6 for 30 hours of personal work per credit. The lecturer does not receive any type of academic recognition, and the tutors are unpaid volunteers.

The UPC ICT Volunteer Programme is managed by the UPC Centre for Cooperation for Development (CCD) and the Tecnologia per Tothom (Technology for Everyone, TxT) association, an NGO formed by FIB staff.

Impact

In the pilot phase of the programme (2015-2016), six charity organisations and 13 students participated, who worked on nine projects.

In 2016-17, seven charities and 15 students participated in 11 projects, supervised by eight lecturers. Some of the organisations had already participated in the pilot phase.

In February 2017, there was a new call to cover the projects that had been left vacant and one project was cancelled for personal reasons relating to the allocated volunteer. Three students joined following this call, thereby covering the projects that were not yet in progress.

In 2018, the programme has worked with 12 charities, 16 projects and 21 volunteers.

Once a project has been completed, it is then evaluated, which involves questionnaires designed for this purpose using the Google Forms platform. There is one questionnaire for tutors, another for volunteers and another for the charity that received the service. These questionnaires contain questions that are answered on a 4-point Likert scale, and which assess such aspects as the dedication shown by the other parties, the ease of communication, the quality of the service, etc. There are also open questions enquiring about opinions, suggested improvements or considerations about what the volunteering programme has achieved.

