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Key words: Universal accessibility,
service learning, sensitisation,
awareness-raising, functional diversity**Comerç Amic sense Barreres (CASBA).¹ The experience in the Casc Antic, Sants and La Marina neighbourhoods.**Sandra Bestraten², Neus Tormo³, Clara Santamaria⁴, Ferran Urgell⁵.

CASBA is a sensitisation and training project for students of architecture that promotes improved accessibility in local commercial establishments and fosters the participation and independence of people with functional diversity. To achieve this objective, an innovative project has been started that provides a link for many stakeholders to work together. The Barcelona School of Architecture (ETSAB) at the Polytechnic University of Catalonia has adopted the service-learning approach as a vital tool for introducing students to social realities on a local level. The Municipal Institute for People with Disabilities (IMPD) coordinates associations of people with disabilities in the neighbourhoods under study, retailers associations, the university, Barcelona City Council, the Ciutat Vella and Sants-Montjuïc districts, the Commerce and Markets Department and the Institute of Urban Landscape, and also promotes cooperation on the project. The agreement is altruistic but the personal satisfaction enhances student learning and the commitment of all those involved in spreading the benefits of increasing accessibility for everyone.

After running for four years, the CASBA project has carried out a pilot test to implement the improvements, with the help of financial incentives offered by Barcelona City Council.

Introduction

CASBA's main objective is to train and sensitise the various stakeholders on accessibility, in order to enhance the learning of architecture students on this issue, make retailers and traders more aware, improve shop accessibility, encourage people with functional diversity to take part, involve municipal technical staff and raise public awareness of how important it is to ensure accessibility in the city.

The project was first run during the 2013-2014 academic year and this year sees the fifth edition. Sections of the Casc Antic, Sants and La Marina neighbourhoods have been studied so far. The starting point is the collaboration agreement between the project stakeholders.

¹ Promoted by the Municipal Institute for People with Disabilities (IMPD), the Polytechnic University of Catalonia (UPC), associations involved in the disability area and the Ciutat Vella and Sants-Montjuïc districts.

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It takes place during the university year and is based on a series of activities carried out in four stages. The first three – training and sensitisation, collecting data, and analysing and presenting the results – are carried out in the first term. The fourth stage takes place in the second term and includes the project report, evaluation and reprogramming.

The method used for training the students is service learning (SL, ApS in Catalan). SL is an educational approach that combines learning processes with community service in a single, well-structured project, where students learn and work on real needs in the area at the same time in order to improve it.

Since 2004, ETSAB has been teaching an optional subject on housing and cooperation. This subject teaches future architects about accessibility and uses the SL method. Tarragona, Calafell and Vilanova i la Geltrú are the first cities where it has been put into practice. The 'Accessible Tarragona' project created an exhibition that was shortlisted for the Salas Foundation Access Awards in 2007.

Since 2013-2014, and through the CASBA project, ETSAB students have been analysing streets in Barcelona using the SL methodology (Escofet, Anna; Fuertes, Teresa). They follow a route in each neighbourhood chosen by the associations of people with disabilities, retailers associations and the districts, and they study it in what is a new way for them: its suitability for people with functional diversity. They study streets, as well as public and private facilities on them, and put forward achievable improvements. The aim is to find the easiest way for adapting them, thereby providing a social return on their training and education.

In addition to that, joint activities are organised between the students and associations of people with disabilities so the former can see what accessibility needs there are, understand the reason behind accessibility regulations and raise their awareness. They also impact on the others involved.

To encourage shops to implement the improvements that are proposed, a pilot test was run in the Creu Coberta shopping hub during the 2016-2017 university year.

1. The starting point

The right to accessibility is enshrined in the UN Convention on the Rights of People with Disabilities, approved by the UN General Assembly on 13 December 2006 and ratified by Spain on 28 November 2008. Barcelona City Council declared its commitment to rolling out the rights enshrined in the convention the same day and tasked the IMPD with monitoring their implementation. The city's commitment is now fully in force (see the government measure on drawing up the 2018-2026 Barcelona Universal Accessibility Plan), p. 3).⁶

The convention sets out the concept of the principal of accessibility in Article 9:

'To enable persons with disabilities to live independently and participate fully in all aspects of life, the States Parties shall take appropriate measures to ensure access to persons with disabilities, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communication technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.'

In Articles 2 and 5.2 it defines the need to make the necessary reasonable adjustments for promoting equality and eliminating discrimination against people with disabilities.

⁶Barcelona City Council approved the government measure on drawing up the 2018-2026 Barcelona Universal Accessibility Plan in May 2017.

Data from 31 December 2016 show us that the number of people in Barcelona with a recognised disability⁷ was 132,133, i.e. 8.13% of the city's total population (1,625,137), and these people have to exercise their right to participate in the city on an equal basis with the rest.

However, as the government measure on drawing up the 2018-2026 Barcelona Universal Accessibility Plan points out:

'Universal accessibility is an aspect of intervention in urban activity that enhances the personal independence and quality of life of all citizens. An accessible city is an inclusive city for children, elderly people, people with functional diversity, for all those people who at some point in their life might have some form of disability. Universal accessibility incorporates elements of personal independence in the life of the city which, basically, the entire population of Barcelona can enjoy.'

In other words, accessibility is a right that must be guaranteed for everyone, as our functional abilities vary in the various stages of the life cycle and we could be affected, temporarily or permanently, at any time. It means comfort and security for everyone: adults with pushchairs, elderly people, people carrying a heavy weight, with orientation difficulties or little command of the language, etc.

There is State and autonomous region legislation that translates this right into obligations that must be complied with but enforcing it is complex and once again we are faced with the interpretable concept of reasonable adjustment. Catalonia has established criteria for applying the legislation: those established by the Committee on Accessibility to Activities in Catalonia (TAAC) to standardise the application criteria for establishments in existing buildings where activities open to the public are carried out.

Barcelona has been and is a benchmark city in the area of accessibility. Thanks to the intervention of city governments and the participation of people with functional diversity⁸, there is increasing awareness of the need to resolve the issue of accessibility in the city as one of the requirements for making it a real inclusive space.

But we still face difficulties. There are areas which are difficult to adapt but we also find ourselves with interventions carried out in the past, when accessibility was not a priority, where small details were not properly resolved, such as a step at the entrance to some premises or an unsuitable handrail, which make access difficult.

The lack of solutions for both physical and communicative accessibility lead to situations where many people are discriminated against, as they are unable to enter a space because of physical barriers or unable to access certain information, which is not accessible to people with sensory

⁷ The concept of disability is constantly changing.

In May 2001, the WHO Assembly approved the International Classification of Functioning Disability and Health (ICF), which replaced the one approved in 1980.

It included the principles for interaction between a person and the environment and their psychological and social integration. A specific disability is produced by interaction between the 'deficiency', the limitation on activity and the restriction on participation. Subsequently, new perspectives introduced the concepts of quality of life and independent life, where disability is the result of a lack of adaptation between the person and the environment. Finally, the Forum for Independent Life (2005) introduced the concept of 'functional diversity': the functions and abilities of people, like other components of human beings (sex, ethnicity, etc.), are diverse.

⁸ In 2011, Barcelona was shortlisted for the European Commission's [European Award for the most Accessible City](#).

disabilities, for example⁹. That prevents them from fully participating in public life and, in many cases, leaves them isolated.

Local commerce, neighbourhood commerce, has usually been seen as a link in the network of relationships between neighbours; a capacity appreciated by Barcelona City Council, as shown by the second line of the government measure 'Strategy for Boosting and Raising the Profile of Commerce in Barcelona, 2017-2019', which focuses on local commerce in the city as a model that has to be preserved and strengthened. This role is very important for people with disabilities, whose accessibility has a direct impact on their quality of life.

2. Start of the CASBA project and taking root

This is the context in which the CASBA project was set up in 2013, following a meeting between the Commission on People with Functional Diversity in the Casc Antic (the Commission), ETSAB and the Ciutat Vella District to analyse accessibility in the neighbourhood.

From the moment it was set up in 2010, members of the Commission noted that while their neighbourhood (the Casc Antic) and the city were highly accessible, there were still many issues that needed resolving, both on the streets as well as in public and private facilities, and shops in particular¹⁰. In 2013, the interest in studying the neighbourhood took them to ETSAB and, based on the previous track record of all the stakeholders, the CASBA project was born.

In 2014, the Sants-Montjuïc District, responding to public requests for action to improve shop accessibility in a particular area, decided it was worth incorporating Creu Coberta in the project as that shopping hub had already carried out improvement work on shop accessibility on its own initiative.

It was agreed to transfer the CASBA methodology to Sants to carry out an analysis of the hub and, as a pilot test, the project broadened its intervention by offering to help retailers who wanted to implement the improvements. Technical support was offered and subsidies were sought from municipal departments as a basis for establishing cross-departmental work. The subsidised work was finally carried out between 2016 and 2017, and the experience is currently being evaluated. The CASBA diagnosis and sensitisation method continues to be applied in a number of shopping hubs in the district.

In all the actions it carries out, the project tries to encourage the retailers to go further than the established minimum legal obligations for each type of establishment. It puts forward solutions geared towards eliminating any kind of barrier so they can offer a quality service adapted to the needs of people with disabilities and, in turn, help them to broaden their potential clientele and ensure a safer, more comfortable and pleasant shopping experience. With regard to the street, the project believes accessibility involves more than the pavement and that it is necessary to look at the whole chain, in which commerce is an essential link for ensuring independence in everyday life.

3. Basic design of the project

The academic year begins with various theoretical classes on accessibility. In explaining the regulations, a big effort is made to ensure students understand the reasons for each measure, so these future architects have a vision that goes much further than complying with a few regulations and focus their creativity on innovations in the functional adaptation of spaces.

⁹ This situation does not only affect people's basic rights either; it also has implications for commerce. As Barry Ginley points out, if you remove a part of society, you are limiting your offer. (<http://holadesignforall.com/barry-ginley-disability-and-access-officer-at-the-victoria-albert-museum-in-london/>).

¹⁰ The survey that Barcelona City Council's Department of Commerce conducted in the commercial sector shows, on page 48, that 38.4% of the establishments surveyed said they had no step and 22.8% pointed out that their entrance door was less than 70 cm wide.

http://comerc.bcn.cat/sites/default/files/arxiu/r15006_sector_comerc_informe_web.pdf

This training is supplemented by a series of activities run by the CASBA project that are designed to reinforce what has been learned. Associations of people with disabilities and retailers' associations each visit the students in class and explain at first-hand what universal accessibility in everyday life means. That enables students to discuss in detail and learn more about physical, visual, sensory and intellectual disabilities, mental disorders, and the requirements of each one in the universal design of spaces, as well as the complexity, confluences and divergences of the requirements of each need. This activity is decisive in demonstrating the key role architecture plays in ensuring the autonomy and independent life of each person, more than their disabilities. It is a day when people with disabilities act as teachers and answer lots of questions.

It is then followed by a collective outing. The students, accompanied at all times by a person with functional diversity, see at first-hand what it means to go around the city's streets in a wheelchair or with the white stick used by blind people. This mutual knowledge allows them to establish relationships based on trust that will enable them to go around with the Commission when the time comes.

Photo 1. Students and associations of people with disabilities visit the route. Barcelona, 2013-2014 academic year



The joint visits are widely reported in the media and that helps to highlight the day-to-day difficulties people with disabilities face. Throughout the course, students are made aware of how they raise the issue through their work.

Subsequently, improvements are suggested for a section of the street, a facility or four shops. An elevation plan of the shop or facility is produced, access to it and internal circulation are analysed, as well as the signs and the functionality of the furniture, to provide a specific response on how to adapt the space in the simplest way possible. This work enables the students to take on a real job and approach the professional world from a more social angle.

Other awareness-raising activities can be proposed in this period, such as the Accessible Commerce Route in the Casc Antic to incorporate the points found in the previous year as accessible on the More Sustainable Barcelona map. That way, retailers with an accessible shop get publicity and once again the issue is raised.

In January, after the course has been completed, all the work done is returned to the neighbourhood at an act that brings the students, retailers, districts and IMPD together again. Shopkeepers, building owners and municipal technicians receive the file-solution for their space.

Photo 2. Presentation of the work done by the students in the La Marina neighbourhood. Barcelona, 2016-2017 academic year



In gratitude for the work they have done, the students are offered an artistic representation of inclusive companies, in which people with disabilities take part.

The second term focuses on the internal work of the project: drawing up the report, project evaluation and redefinition. Collaborating entities and municipal departments are informed of the results of the project and the possible application of the improvements proposed is sought. The various stakeholders come up with a suggestion for the new route that should be studied the following year.

4. Goals

The main goal of the CASBA project is to sensitise and educate people on accessibility with regard to actions in public spaces as well as commercial premises. It has four lines of impact, with the following specific goals.

4.1. Empowering people with functional diversity

- Highlight the expertise people in this group have on the issue of accessibility.
- Promote the active participation of people with disabilities in their neighbourhood and the city.

4.2. Getting to know the situation, defining viable solutions and, if possible, implementing them

- Carry out an exhaustive technical analysis of physical and communicative accessibility in the public highway, public facilities and commercial establishments.
- Study the accessibility chain between the street and the shops in the sections analysed.
- Propose accessibility improvements and look for the most affordable solutions.
- Present the analyses and results to the responsible public and private associations.
- Carry out the specific actions proposed to the shops studied and offer the necessary support.

4.3. Training the students

- Break down prejudices and remove barriers in relation to people with functional diversity.
- Learn the architectural needs of people with disabilities.
- Design in line with universal accessibility and propose safe and efficient technical solutions at the service of people as standard.
- Encourage communicative habits with the target customers and the general public.

4.4. Sensitisation

- Sensitise the various social groups: the public, retailers, the local authority and professional sectors (architecture, construction, maintenance, public management, etc.).
- Encourage student social participation through service learning.
- Give shape to the UPC's social responsibility strategy.

5. Groups who benefit from the project

CASBA has the effect of jointly influencing the various beneficiaries:

- Architecture students, who learn about accessibility in detail.
- People with disabilities and their associations, for whom accessibility is vital.
- All the people who live, work in and walk around the neighbourhood streets, as accessibility benefits everyone.
- Neighbourhood retailers, who receive a free analysis of their business.
- District technicians and political bodies, because it helps them prioritise their actions.

6. Methodology for the project

6.1. Product development stages

1. Definition And Training

- Renovation of the collaboration agreement: establishing synergies between the stakeholders involved.
- Training the work team: accessibility training cycle with the students.
- First-hand experience: a walk round with students in a wheelchair or wearing a blindfold and with a white stick, accompanied by people with functional diversity.

2. Data Collection

- Analysis of four shops or a section of street, or one facility per team of two.
- Generation of the documentation: elevation plan with an evaluation of the architectural barriers and a suggested improvement; presentation with images describing some recommendations for improvements.

3. Analysis of the Results

- Analysis of accessibility to the streets, evaluating the technical and economic facility or difficulty of the solution.
 - Analysis of accessibility to shops and facilities, in the same way.
 - Handing-over the files and plans to retailers and the local authority.
 - Presentation to the neighbourhood and the local authority of the work done and the conclusions.
- Closing party.

4. Report and Evaluation

- Preparation of the project report, incorporating the analysis of the intervening parties,
- Evaluation of the results.
- Application of improvements to the process or to the data collection instruments.
- Evaluation of possible new routes to be studied. Definition of the area of work for the following year

Pilot Test - Evaluation

- Setting-up of the project team that will implement the aids and improvements, with the collaboration of an architect to help the retailers.
- Analysis of the files and proposal to the Creu Coberta hub retailers, looking for shops that want to implement the improvements.
- Evaluation of the budget and application for the subsidy.
- Coordination and follow-up of the improvement work
- Evaluation of the data and the results.

6.2. Leadership and participation of the various stakeholders.

CASBA is driven by various stakeholders in the Ciutat Vella and Sants-Montjuïc districts, as well as the university, but it is the IMPD which provides collaborative leadership for the project. The diagram below synthesises the universe of stakeholders in the project.

Figure 3. Stakeholders in the CASBA project



We highlight the participation of the members of the Commission of People with Functional Diversity in the Casc Antic, made up by, among others, the Residència Vigatans of the APIP-ACAM Foundation, the Amputats Sant Jordi Association, the Saräu Inclusive Leisure Association, and also the members of the Sectoral Council of People with Disabilities in the Sants-Montjuïc district: AICE, Hospital Sant Pere Claver Foundation, Dincat, Esclat, Pere Mitjans Foundation and, finally, the Assemblea per la Diversitat.

6.3. Resources

The project can count on economic, human and material resources.

The economic resources are as follows:

- Two architecture interns paid by the participating districts to provide support to ETSAB, the Commission and the IMPD.
- Show to celebrate the end of the project, paid for by the districts.
- Accessibility measures for the acts, on the part of the districts.

The project's human resources are as follows:

- A lecturer from ETSAB-UPC.
- Volunteers, members of the associations of people with disabilities.
- Technical staff from the municipal departments.
- People linked with the shopping hubs and the shopkeepers themselves.

Finally, the material resources include material for drawing up the final report and some sensitisation workshops.

7. Results

- As a project based on the service learning method, we can confirm that, in practice, all the stakeholders gain.
- Architecture students gain by providing a service to society and understanding the accessibility regulations in an efficient and practical way.
- People with functional diversity gain from being able to offer their expertise on accessibility, which further empowers them by being seen as customers of shops and public facilities, by raising awareness of civic attitudes that facilitate accessibility, and by achieving greater medial impact for their problems.

- The students' visit to the neighbourhood and the closing event have been published in print, in El Periódico de Catalunya, La Vanguardia, the Europa Press agency, and the Diari Digital de Barcelona, as well as on TV, on BTV and 8TV, and the radio, on Ràdio Nacional d'Espanya and RAC 1. The project has also appeared in the corporate websites of the UPC, the IMPD, the Ciutat Vella District and the More Sustainable Barcelona map. It has been presented at different conferences too.
- The gains for retailers are discovering the convenience of applying accessibility regulations, having a specific architectural proposal, making the implementation of accessibility improvement work a priority and boosting local shops as an alternative to the big department stores, which really are accessible.
- Finally, the districts and the IMPD gain from the greater awareness of all the stakeholders regarding the need to apply the accessibility regulations and offer a broader knowledge of social reality that can help to prioritise actions in the city.
- During the four years the project has been running:
 - 233 architecture students have taken part.
 - 390 shops have been analysed in the Ciutat Vella and Sants-Montjuïc districts.
 - 17 public facilities (civic centres, schools, the Citizen Help and Information Office (OAC), Barcelona Activa, etc.) have been analysed.
 - 5.7 km of public highway have been checked.

The project has been presented at various professional forums, namely, the Jaume Bofill SL Foundation, where it received a grant for 2013-2014, Eurocities, the International Congress of Educating Cities, on its visit to Ciutat Vella, at a meeting on service learning projects in the third sector, and at Jornades 10x10 in 2015.

Other positive results include the following:

- Participation in the 2016 edition of the third sector guide *Universitaris que col·laboren amb entitats socials en el marc de la seva activitat acadèmica*.
- Producing three accessible commerce routes in the Casc Antic for the More Sustainable Barcelona map.
- Publishing a guide in 2017 for city retailers based on what all the stakeholders have learnt: *Fem el nostre comerç accessible*¹¹.

Finally, a pilot test for implementing shop improvements has been carried out in Carrer de la Creu Coberta, a street in the Sants-Montjuïc district. It was based on the study carried out in 2014, when 9 accessible establishments were detected, which represented 11.25% of the 80 shops analysed. The pilot test, carried out between October 2016 and June 2017, involved applying the accessibility measures with the help of a subsidy programme and doing improvement work on 16 commercial establishments.

8. Learning

Among the strengths of the CASBA projects, one that stands out is the use of the service learning method because all the stakeholders gain from it: the resources invested in training the students serve to sensitise the stakeholders involved.

Its sustainability over time and the way it has taken root in the local authority, the university, the associations and the neighbourhoods are other strengths.

¹¹ The aim of this simple, visual guide is to collaborate in realising the right of all citizens to actively participate in community life, independently and safely, and to build a network of accessible local shops open to everyone.

<http://mobilitat.ajuntament.barcelona.cat/ca/noticia/fem-accessible-el-nostre-comerz-tota-una-guia>

Another is the active participation and central role played by people with disabilities. They are the key figures and driving force of the project, who have highlighted their needs and, at the same time, made the most of their expertise in accessibility and raising social awareness.

As regards the main difficulties, we need to mention the challenge of securing the necessary involvement of retailers to carry out the alterations to the premises, given the complexity it poses for them (cost, time the work takes, etc.). We need to be able to offer them support.

On the other hand, the project has shown itself to be transferable. It has gradually grown and is being copied in other districts and with other universities.

CASBA is an example of the joint work of universities, shops and associations, coordinated by the local authority, and a good strategy for overcoming, in a real way, the complex needs of universal accessibility. Establishing new synergies with the stakeholders and key social groups in the city has been an opportunity to propose new perspectives and responses, and to keep working for the future of people with functional diversity in Barcelona.

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