

# RESULTS OF THE INTERCULTURAL CITIES INDEX



## Barcelona

April, 2017



**Intercultural cities**  
Building the future on diversity

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A comparison between 86 cities<sup>1</sup>

## Introduction

The Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural City Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

As of today 85 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Cascais (*Portugal*), Castellón (*Spain*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian<sup>2</sup> (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forli (*Italy*), Fucecchio

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<sup>1</sup> This report is based on data contained at the Intercultural Cities INDEX database at the time of writing. The INDEX graphs may include a greater number of cities, reflecting the growing interest in this instrument.

<sup>2</sup> The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

*(Italy), Fuenlabrada (Spain), Geneva (Switzerland), Genoa (Italy), Getxo (Spain), Haifa (Israel), Hamburg (Germany), Ioannina (Greece), Izhevsk (Udmurt Republic, Russia), Jerez de la Frontera (Spain), the London borough of Lewisham (United Kingdom), Limassol (Cyprus), Limerick (Ireland), Lisbon (Portugal), Lodi (Italy), Logroño (Spain), Lublin (Poland), Melitopol (Ukraine), Mexico City (Mexico), Montreal (Canada), Munich (Germany), the canton of Neuchâtel (Switzerland), Neukölln (Berlin, Germany), Novellara (Italy), Offenburg (Germany), Olbia (Italy), Oslo (Norway), the district of Osmangazi in the province of Bursa (Turkey), Parla (Spain) Patras (Greece), Pécs (Hungary), Pryluky (Ukraine), Reggio Emilia (Italy), Reykjavik (Iceland), Rijeka (Croatia), Rotterdam (the Netherlands), Sabadell (Spain), San Giuliano Terme (Italy), Santa Coloma (Spain), Santa Maria da Feira (Portugal), Unione dei Comuni-Savignano sul Rubicone<sup>3</sup> (Italy), Sechenkivsky (District of Kyiv, Ukraine), Senigallia (Italy), Stavanger (Norway), Strasbourg (France), Subotica (Serbia), Sumy (Ukraine), Tenerife (Spain), Tilburg (The Netherlands), Turin (Italy), Turnhout (Belgium), Unione Terre dei Castelli<sup>4</sup> (Italy), Valletta (Malta), Västerås (Sweden), Ville de Paris (France), Vinnitsa (Ukraine), Viseu (Portugal) and Zurich (Switzerland).*

Among these cities, 39 (including Barcelona) have more than 200,000 inhabitants and 36 (including Barcelona) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Barcelona (Spain) in 2017 and provides related intercultural policy conclusions and recommendations.

### Intercultural city definition

The intercultural city has people with different nationality, origin, language or religion/ belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

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<sup>3</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

<sup>4</sup> Former Castelvetro di Modena.

# METHODOLOGY



The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

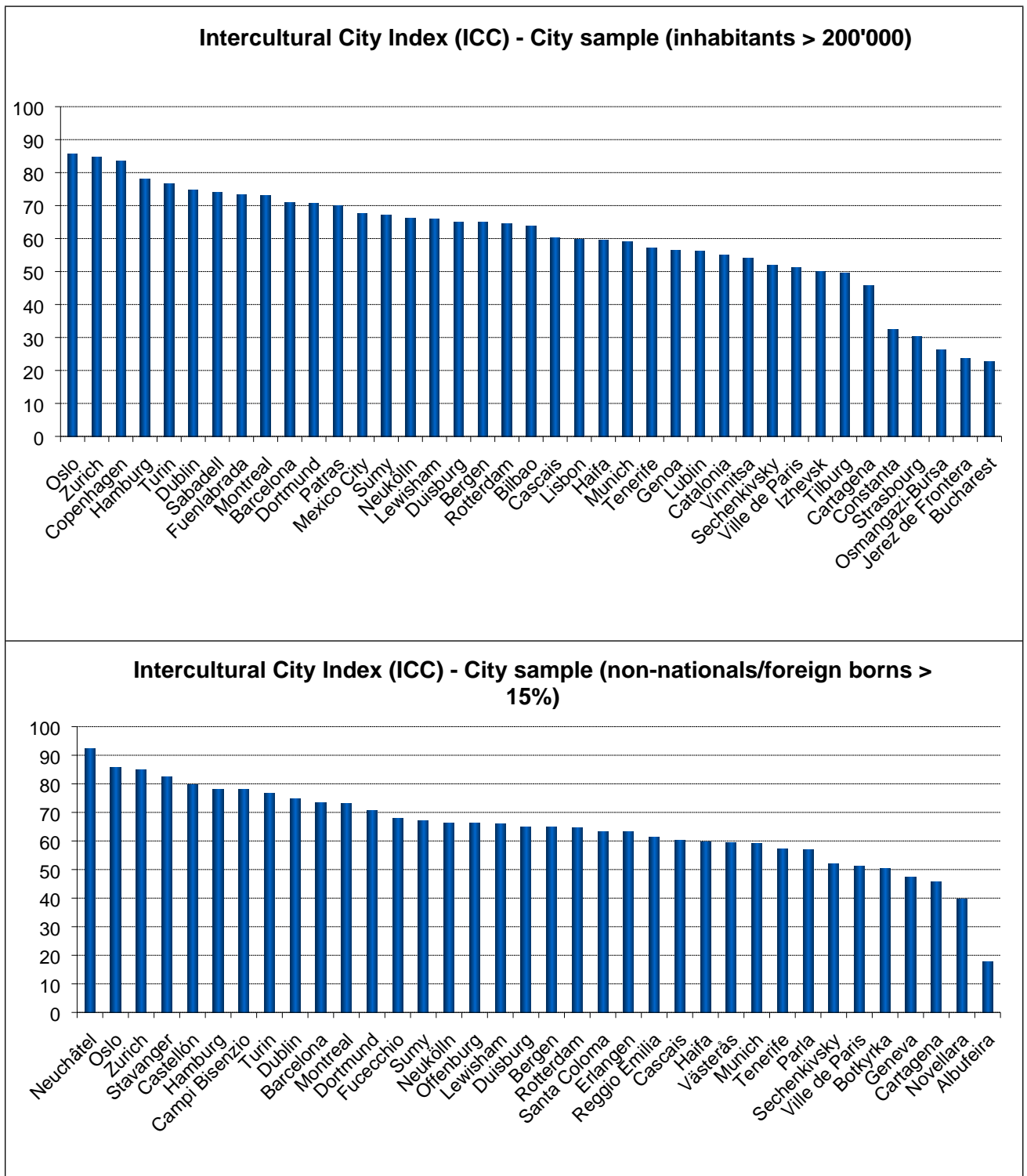
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

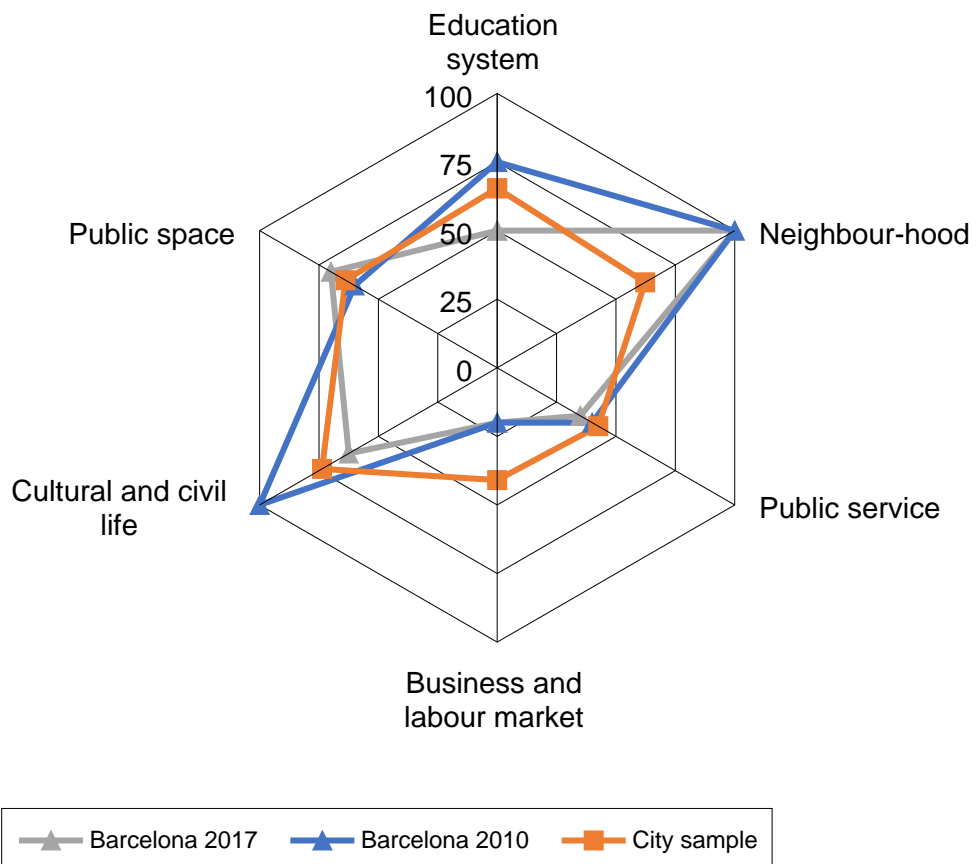
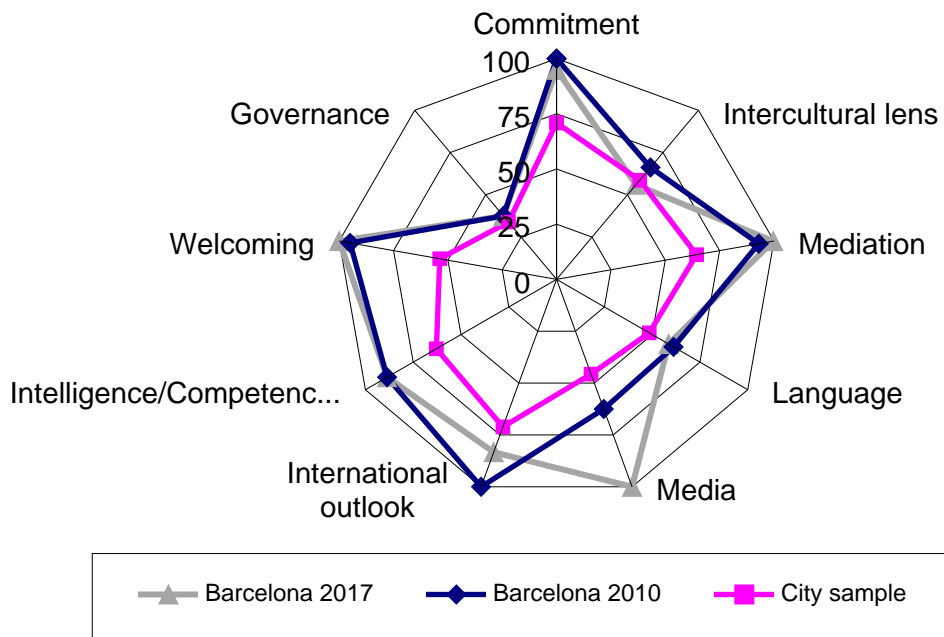
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended only as a tool for benchmarking, to motivate cities to learn from good practice.

Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (above or below 200,000 inhabitants) and the percentage of foreign-born residents (higher or lower than 15 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

According to the overall index results, Barcelona has been positioned 15th among the 86 cities in the sample, with an aggregate intercultural city index of 71%, after Montreal (73%) and before Dortmund (71%). Barcelona has been

ranked 10th among cities with more than 200,000 inhabitants and 11th among cities with more than 15% of foreign-born residents.





## Barcelona – An overview

Barcelona, the capital city of Catalonia, is the largest metropolis on the Mediterranean Sea. Historically founded in the Middle Ages by the Romans, it initially became the capital of the County of Barcelona then, with the rise of the Kingdom of Aragon, Barcelona played a fundamental role becoming the economic and administrative centre of the Crown of Aragon and the capital of the Principality of Catalonia.

Particularly known are the UNESCO World Heritage architectural works designed by two exponents of Catalan Modernism: Antoni Gaudí and Lluís Domènech i Montaner. Gaudí is the creator of the unfinished church of the Sagrada Família, Park Güell, Casa Batlló; whereas Montaner is famous thanks to private residents, such as the Casa Lleó Morera and public buildings, including Palau de la Música Catalana and the Sant Pau Recinte Modernista complex.

The old city centre, instead, is called Barri Gòtic (Gothic Quarter) where many buildings dating back to the Roman settlements are preserved. Barcelona museums are also worth mentioning: The National Museum of Art of Catalonia, the Fundació Joan Miró, Picasso Museum, and Fundació Antoni Tàpies, Museum of History of Catalonia, the Archaeology Museum of Catalonia, etc.

In the field of sportive activities, Barcelona frequently organizes international sport tournaments, also, the city hosted the Summer Olympics in 1992. Moreover, the football club FC Barcelona, often abbreviated to "Barça", is internationally famous.

Demographically, Barcelona is Spain's second most populous municipality, with a population of 1,608,746 inhabitants (according to the 2016 census). The majority ethnic groups living in Barcelona defined as "EU nationals" come from Italy (26,993 individuals) and France (13,671 individuals). For what concerns "Non-EU nationals" the main ethnic groups come from Pakistan (19,192 individuals), China (18,448 individuals) and Morocco (12,552 individuals).

The census carried out in 2016 counted foreigners and migrants according to nationality and place of birth. From this classification, it appears that according to nationality, Barcelona counts 267,790 foreigners (16.6%); whereas according to the place of birth: 363,121 foreign-born (or the 22.5%). Although data for second and third generation migrants are not available, the foreign population with an age between 9 and 14 years old coming from EU counts 7,751 (9.3%) inhabitants, whereas Non-EU counts 22,816 inhabitants (12.3%). Moreover, in Barcelona, there is no national group representing more than 5% of the overall population.

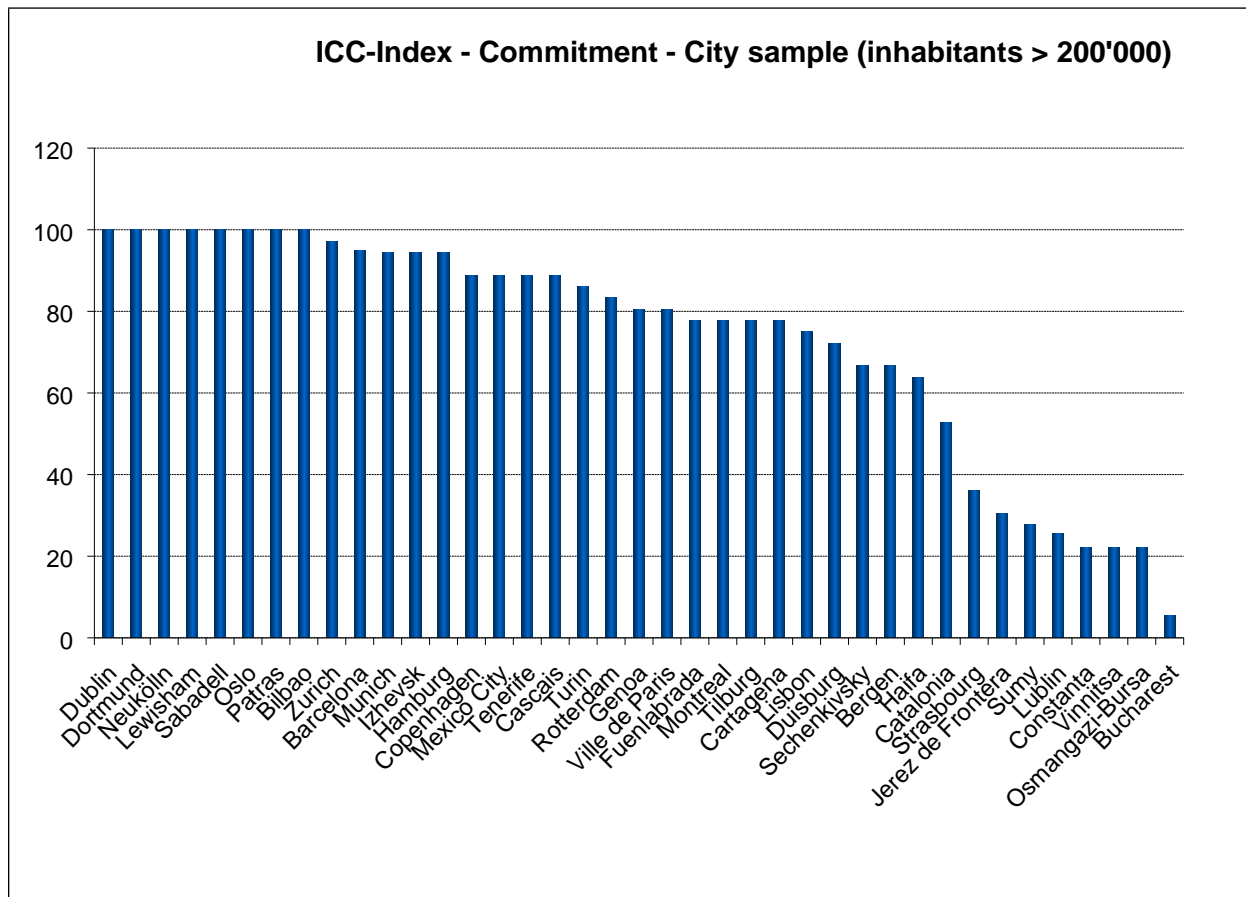
Economically, the GDP (Gross Domestic Product) per capita in 2014 corresponds to 40.8 thousand of euros. Public administration can hire non-nationals through labour contracts (not public employment contracts) while some units take ethnicity into account when recruiting.

Positively, the city has set a department with leading responsibility for intercultural integration, Commissioner for Immigration, Interculturality and Diversity called "*Direcció de Serveis de drets de ciutadania i diversitat*" (Unit of Citizenship Rights and Diversity).

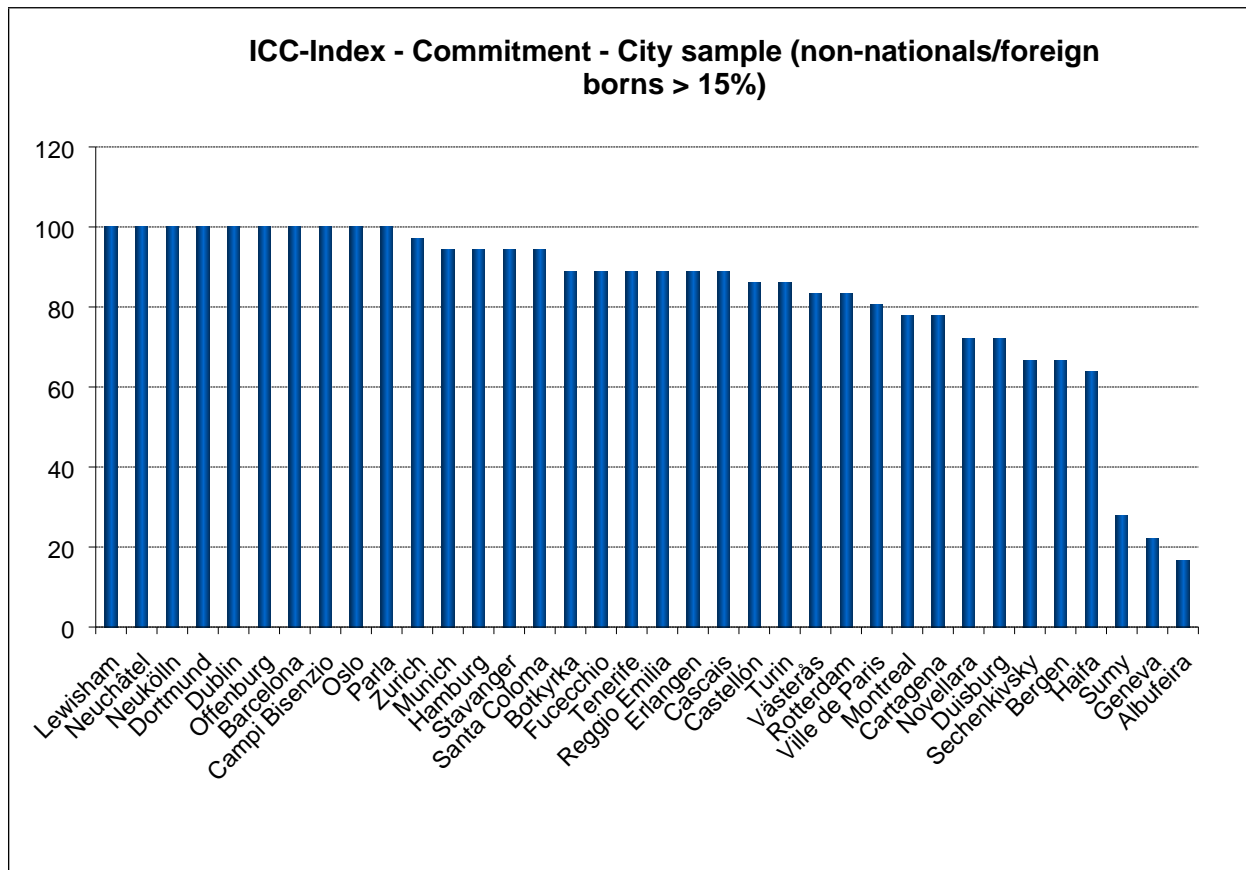
# COMMITMENT



*The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.*







Barcelona's rate in the field of Commitment in 2017 corresponds to the 95%, considerably higher than the city sample result of 71%. However, the result in this area got worse in the past 7 years, insomuch in 2010, the city scored the 100%. The city might wish to investigate the causes of such lowering.

Barcelona has formally stated its participation in the Intercultural Cities network and often official speeches and communication make clear reference to the city's intercultural commitment. Moreover, the city has successfully adopted an integration strategy programme and an intercultural action plan.

The "*Plan Barcelona Interculturalidad*", written by the Barcelona City Council, aims to adopt an intercultural point of view to address the challenges of diversity, bringing political strategies together to meet the challenges of coexistence. The intercultural lens is based on three principles:

- The principle of equality encourages respect of the fundamental values and democratic principles, while promoting equal rights. It discourages discriminations and inequalities based on cultural or ethnic differences.
- The principle of recognition highlights the need to recognize and appreciate diversity. Moreover, this principle goes beyond the mere passive tolerance as it emphasizes the enrichment that derives from sociocultural diversity in every field: economic, social and cultural.

- The principle of positive interaction encourages mutual understanding and dialogue to strengthen the sense of belonging - the foundation of cohesion.

This plan marks the guidelines and defines the purposes of the city and the methodologies to achieve these aims. The ultimate goal is to incorporate the principle of interculturality as a fundamental variable in present and future municipal policies. From this starting point, the construction of the plan has been developed through three major steps. The first step points out a definition of concepts and objectives of the plan, combined with an analysis of Barcelona current situation. The second step completes the participatory process within the Town Hall and the civil societies: an in-depth research has been led to investigate citizens' opinions about diversity. The last step collects and analyses the data and transforms the information gathered into actions and proposals. Since the intercultural strategies are an on-going process, it is positive that Barcelona is keeping evaluating and updating the plan.

Interestingly, Cascais' integration strategy programme, included in the *Plano Municipal de Integração de Imigrantes*, aims to help migrants to integrate in the Portuguese society. Cascais, in fact, has a long tradition in welcoming foreign populations from all over the world and thanks to this positive attitude, its inhabitants are strongly committed in improving minorities' quality of life. Moreover, the municipality of Cascais has been innovating the integration policies, trying to ensure conditions for all to feel integrated and welcomed. For instance, since 1998, the community promotes original projects encouraging immigrant entrepreneurship.

To promote integration and interculturality, the City Council of Barcelona regularly organizes activities to fight stereotypes and rumours. For instance, anti-rumour audiovisual material has been collected to raise awareness on rumours and stereotypes about cultural diversity. Parallely, intercultural projects have been carried out: XEIX programme aims to include Chinese and Pakistani shopkeepers in the network of district organisations of Eixample and Sant Antoni; the Rossinyol Project uses social mentoring as an educational tool encouraging trust and friendship between culturally diverse teenagers (mentee) and university students (mentor).

Barcelona has allocated a budget for the implementation of the intercultural strategies and the action plan. In fact, as the questionnaire states, Interculturality and Citizens' Rights receive € 4,944,083.52; whereas € 6,494,162.39 are allocated for actions regarding refugees and migrants.

The city systematically involves people of diverse backgrounds in policy formulation and co-design. Positively, the city has developed a webpage to communicate its intercultural strategies and/or action plans, such as the anti-rumour strategies. Not only, through the webpage, the city council informs its citizens regarding social rights, citizens' rights encouraging political participation, etc. To encourage citizens' participation other tools can be used: on this purpose, the City of Paris' website has a column "*Intégration et citoyenneté*" (integration and citizenship) which is an excellent example of how integration can be encouraged via the internet. This column, in fact, offers important

instructions, such as legal information and how to access public services, and it communicates the efforts the municipality has done in integrating migrants and minorities, for instance the renovation of houses and lodgements for migrant workers.

To honour residents or organisations that have done exceptional things to encourage interculturalism, the Consell Municipal d'Immigració de Barcelona has publicly rewarded those who had worked on economic strategies to promote diversity and inclusion among migrants. Similar rewards have been carried out across Portugal, for instance the Intercultural City of Cascais has set a Municipal Merit Award, whereas Santa Maria da Feira promotes the Awards Solidarity, which aims to honour organizations or institutions which, by their actions, innovations and good practices contribute to the promotion of cohesion and social development of the municipality. While the city of Beja celebrates the international day of migrants and Roma, in Novellara (Italy) citizens try to enhance a feeling of inclusion sending letters and leaflets, for example newcomers usually receive a welcome letter.

To encourage citizens and newcomers to engage in the city life it is essential to keep them informed and up-to-date. Beja, for example, is finding Facebook very beneficial, insomuch it allows to reach a wider public. On the Facebook page "Câmara Municipal de Beja"<sup>5</sup> the city posts activities and initiatives carried out in the municipality. For instance, some activities are:

- the Christmas Concert in the Municipal Theatre.
- the "Cebal Na Semana Ciência & Tecnologia 2016" – a workshop to teach technology for children and young adults.
- To commemorate the International Day for the Elimination of Violence against Women the 25<sup>th</sup> of November, the association "Associação Capazes" held a campaign entitled "an active community against violence".

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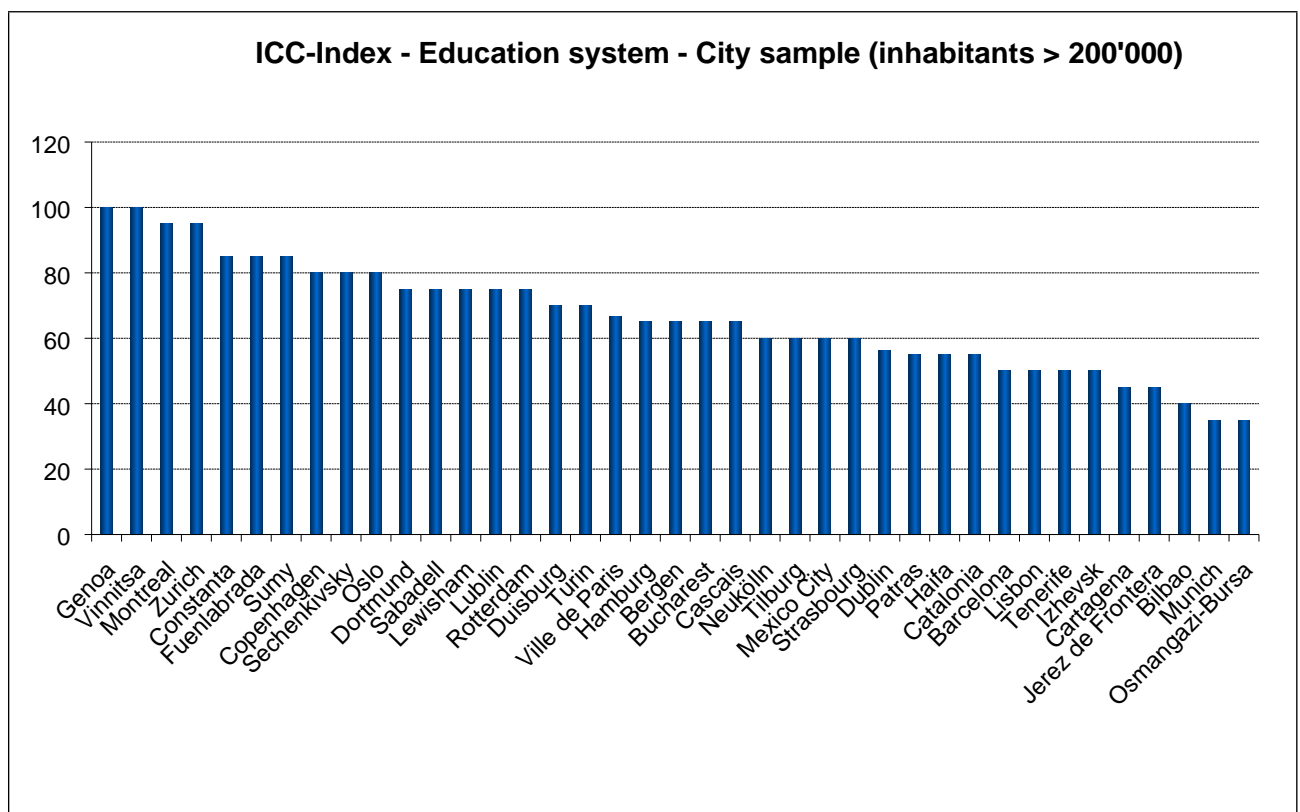
<sup>5</sup> [https://www.facebook.com/pg/camaramunicipaldebeja/posts/?ref=page\\_internal](https://www.facebook.com/pg/camaramunicipaldebeja/posts/?ref=page_internal)

# EDUCATION

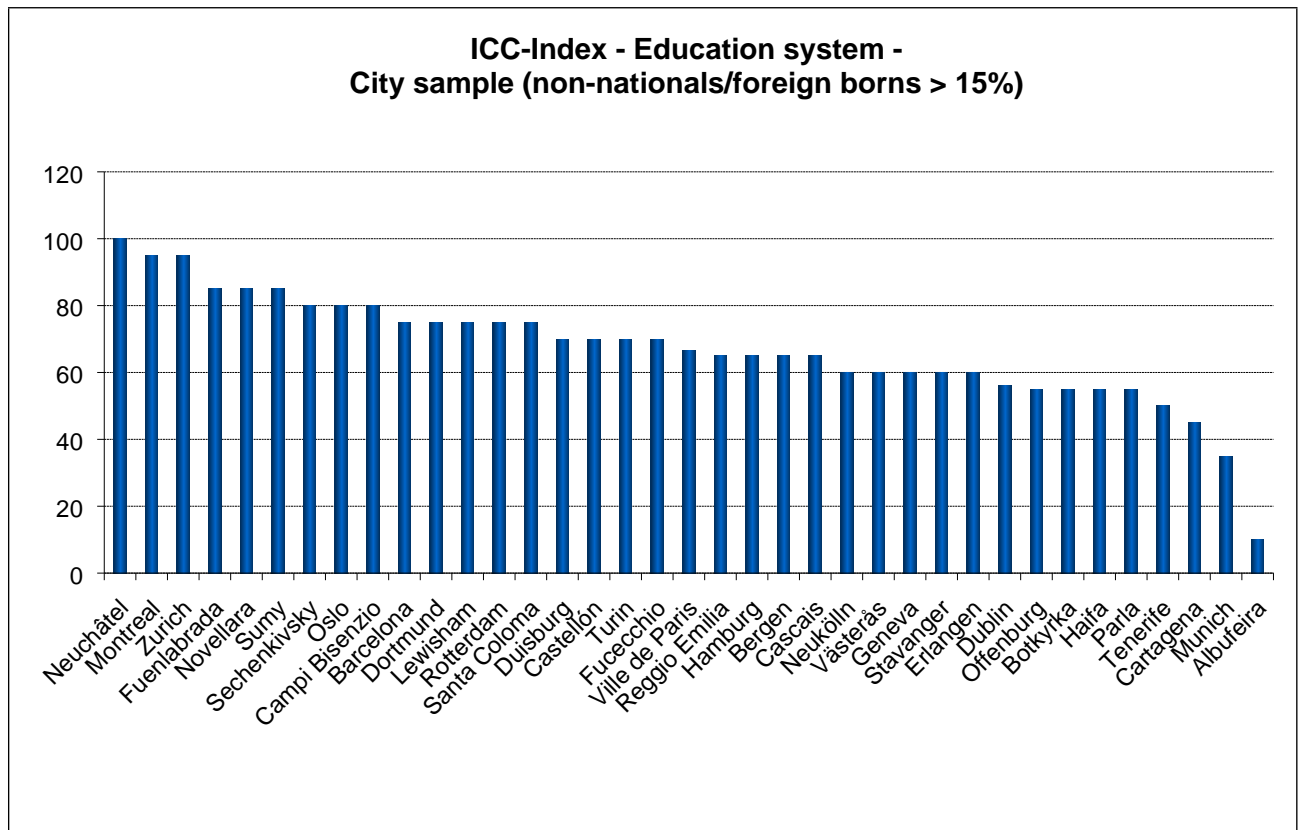
through intercultural lens



*School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.<sup>6</sup>*



<sup>6</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).



Barcelona’s education policy indicators in 2017 are the 50% , considerably lower than the city sample’s rate of 65%. It is worth noticing that in 2010, the city recorded the excellent result of 75%, therefore the city might wish to investigate the causes of such lowering to prevent a further reduction of this threshold.

In some schools, children are of the same ethnic background and rarely teacher’s ethnic backgrounds mirror pupils’.

Positively, most schools are trying to enhance parents’ participation in the education system. For instance, the Baobab project is a pilot project promoted by the City Council through the *Municipal Institute of Education* (IMEB). The project facilitates children living in vulnerable neighbourhoods to spent a pleasure summer time. Furthermore, this project has proved of strengthen parents’ participation in the everyday activities. Schools in Barcelona have set a “parents’ associations” that support parents with specific activities.

To reinforce parents’ participation, schools in the Italian city of Turin have allocated vegetable gardens where students can cultivate with the help of their parents. In fact, schools’ activities are important because they are a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community. In Sumy, some schools are working on the so-called “triangle” principles, where parents, children and teachers are equally involved to monitor misunderstandings and prevent conflicts in the school environment. In addition, psychologists mediate different cultures and aim to assure a balanced communication and proper understanding between children and adults. Alternatively, Barcelona could

consider following the activity carried out by the City of Paris "*Ouvrir l'école aux parents pour la réussite des enfants*"<sup>7</sup> (open the school to parents for the children success) that started in 2008-2009. This initiative aims to boost parents' involvement, especially if they come from a minority background.

Although in Barcelona, schools rarely carry out intercultural projects to facilitate social mixing among students and pupils, a good example is Koinos (meaning "common" in ancient Greek): a project that collects experiences in linguistic diversity and education in Europe and aims to push them forward in the reality of the 21<sup>st</sup> century overcoming the barrier between linguistic diversity and coexistence. More importantly, the project aims to promote plurilingualism and multimodal literacies,

As the website states:

*The aim is for KOINOS to be just the tip of the iceberg of communitarian processes resulting in high levels of social welfare and happiness for the citizens who participate actively in them. Such proposals are necessary to overcome the profound economic and moral crises of our times, and to guarantee social cohesion in culturally and linguistically diverse 21st century societies.*

*In order to contribute to the accomplishment of such ambitious, and perhaps utopian goals, KOINOS has two more concrete primary objectives: 1) for members of local multilingual communities to perceive plurilingualism as an asset, including recognition of minority groups; and 2) for everyday practices of plurilingualism to allow the construction of intercultural scenarios resulting in community building. Both objectives are aimed directly at increasing higher levels of positive coexistence*<sup>8</sup>.

To improve in the field of education, Barcelona should consider adopting policies to increase the ethnic/cultural mixing in schools. In fact, schools' activities are important because they offer a meeting point for parents coming from different countries, with different cultural background, to get to know other members of the community.

As a suggestion, Barcelona might find Oslo's (Norway) initiative inspiring. The project called "*Gamlebeyn Skole*" promotes cultural diversity through arts. In fact, cultural and intercultural education will help to counteract the "*white flight*" phenomenon in kindergartens. In Oslo, kindergartens tend to be characterised by great ethnic mixing but there are signs that primary and secondary schools are gradually becoming more ethnically-polarised as more affluent parents opt out of some schools and into other. This has been countered by limiting the right to choose and also by investing in those schools that have been threatened by 'white flight'. For example, the Gamlebyen Skole is a classic inner city primary school with a wide range of languages and a combination of complex social and cultural issues. The school's physical environment is shaped to involve references of migrant children's culture of origin such as the climbing wall made

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<sup>7</sup> <http://eduscol.education.fr/cid49489/ouvrir-l-ecole-aux-parents-pour-la-reussite-des-enfants.html>

<sup>8</sup> <http://grupsderecerca.uab.cat/greip/en/content/koinos-european-portfolio-plurilingual-literacy-practices>

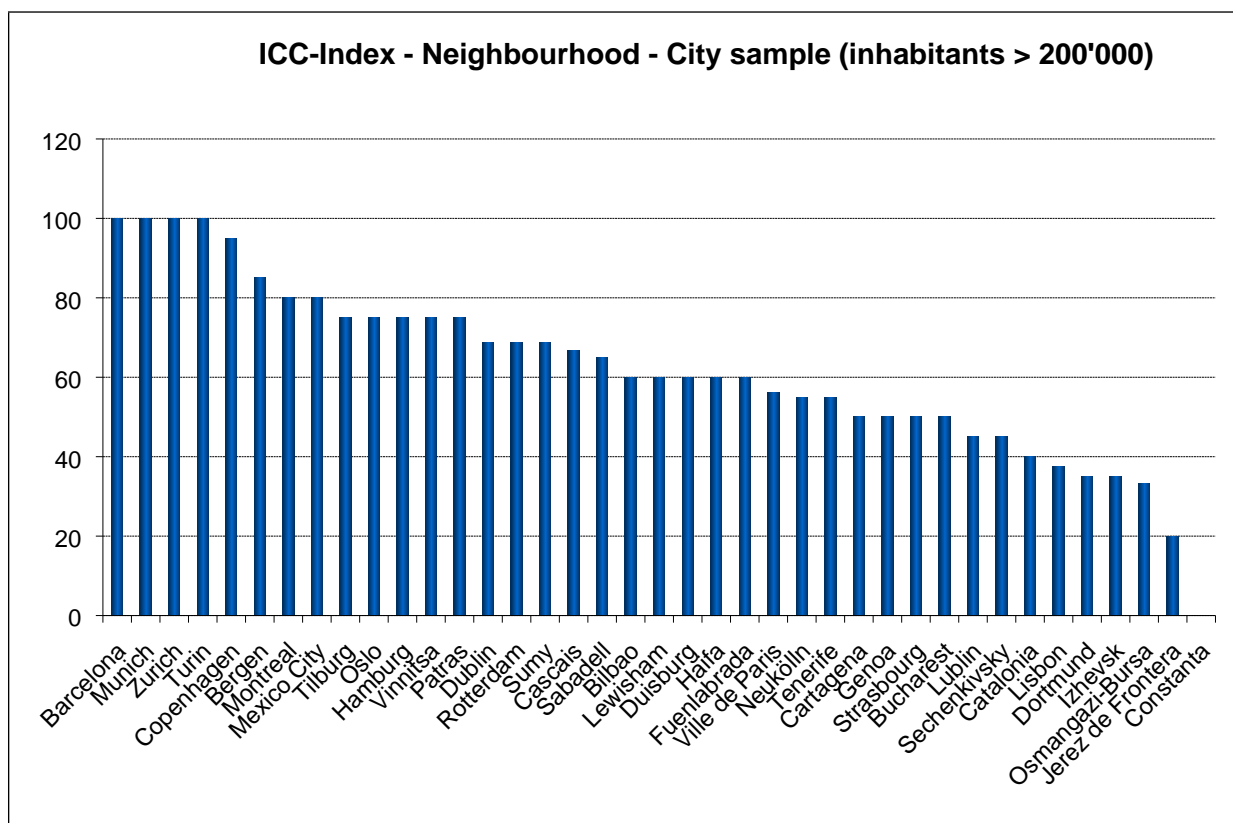
up of letters of all world alphabets, the original carved wood pillar of a destroyed Mosque in Pakistan, kilims and other objects which create a warm, homely atmosphere. The curriculum in the school involves cultural and intercultural learning. There is a benchmarking tool allowing teachers to check whether they stand in diversity matters such as engaging parents from different origins. Moreover, the school has edited a book from a joint project from Ankara and is now running a film project with schools from Denmark and Turkey.

# NEIGHBOURHOOD

through intercultural lens

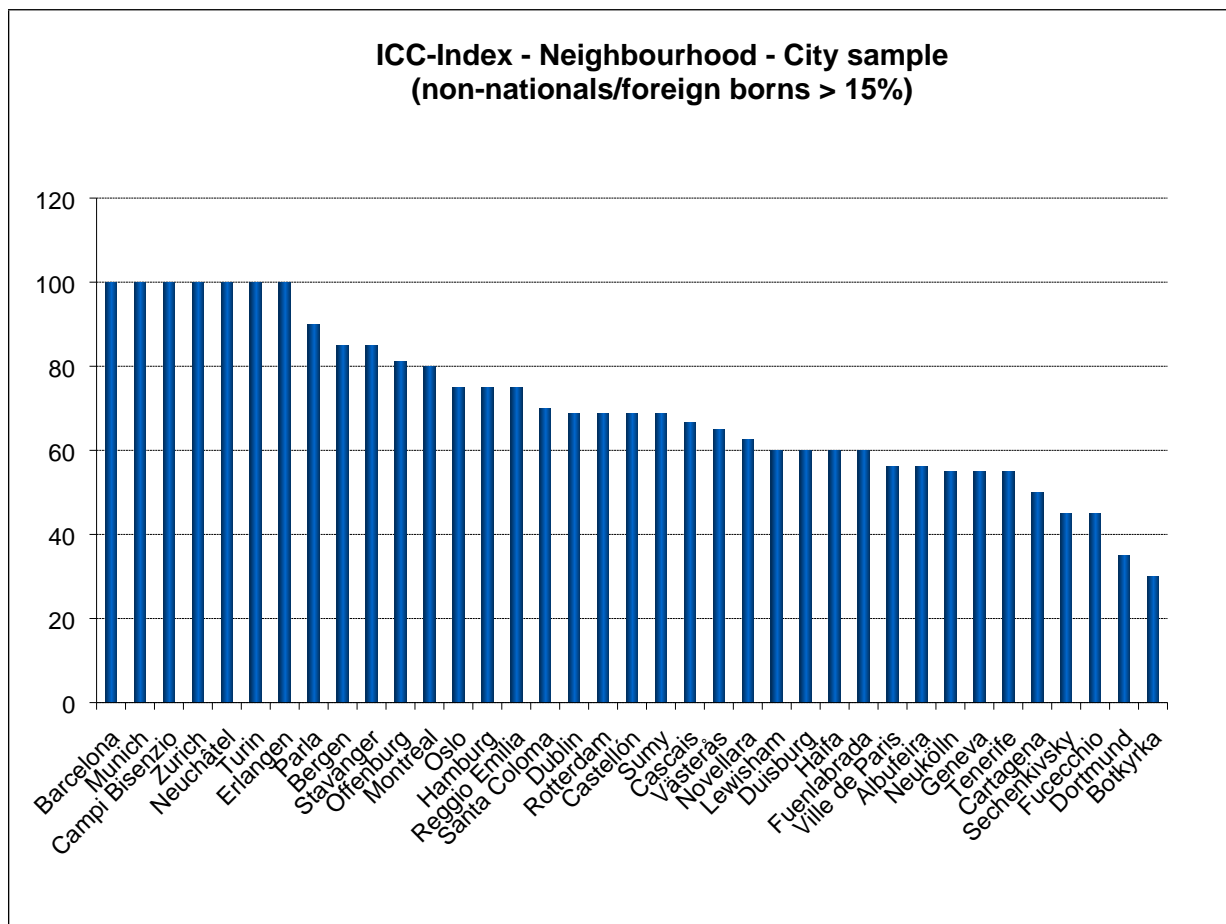


An intercultural city does not require a “perfect statistical mix” of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.<sup>9</sup>



<sup>9</sup> By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.





The analysis of the questionnaire shows that Barcelona’s neighbourhood policy achievement rate has been stable throughout the years, achieving the 100% both in 2010 and in 2017. The result is excellent, especially if compared to the city sample’s rate of 62%.

The most populous districts in Barcelona are Eixample with a total population of 264.487 inhabitants, composed of 215.062 Spaniards (which corresponds to the 81,3%) and 49.425 foreigners (18,7%); Sant Martí with 234.292 inhabitants, out of which 198.293 Spanish citizens (84,6%) and 35.999 (15,4%) foreigners; and Sants-Montjuic with 181.162 inhabitants, 147.285 (81,3%) Spanish and 33.877 (18,7) foreigners. The area with a higher percentage of non-Spanish is Ciutat Vella, where foreigners compose the 43,22% (43.415) while Spanish population composed the 56,8%, or 57.036 individuals. However, in no neighbourhoods people from a minority ethnic group constitute the majority of residents.

As the questionnaire states, the city does not take actions to mix citizens from different areas because, as there are no ethnically segregated neighbourhoods, it would appear that there is no need. However, perhaps the City might wish to adopt a few strategies to prevent ethnic concentration. For instance, Ballarat’s Council encourages thousands of people to interact with people of diverse ethnic/cultural backgrounds organizing a wide range of initiatives: *Begonia Festival*, *Harmony Fest*, *’National Aborigines and Islanders Day Observance (NAIDOC) Week*, and *Refugee Week celebrations*. Ballarat has

also set policies to increment the diversity of residents in the neighbourhoods: The Migrant Attraction and Retention Strategy in 2007 provided a framework for program implementation which incorporated both skilled and humanitarian initiatives to be driven by Council. This program whilst focused on skilled migration also ushered the opportunity for Ballarat to welcome Sudanese refugees through secondary migration and the Togolese refugees through a direct-settlement project. Moreover, the city Council is in the process of developing a *Memorandum of Understanding* with neighbourhood houses which will provide opportunity for collaboration and joint initiatives across various neighbourhoods.

Positively, the city has established a policy to increase the diversity of residents in the neighbourhoods. In fact, the *Municipal Housing Department* takes into consideration diversity (age, gender, nationality, income, etc.) when developing public housing. Maybe Barcelona could be inspired by Parla's policy to enhance cultural diversity among its inhabitants. In fact, through a wide range of urban projects that aim to revitalize and renew downtown areas, they successfully achieve multiculturalism, promoting harmony and social cohesion while discouraging negative feelings.

Barcelona has set policies to encourage people from different ethnic background to meet and interact in the neighbourhoods. For example, civic centres, libraries and sportive facilities aim to encourage dialogue, as well as, youth groups and women's groups try to have participants from different background on order to promote interactions. The celebration of *Carnival* parade, *Christmas parade* (the kings), or neighbourhoods' festivities attract people from different cultural/ethnic background. Also, there are specific strategies designed to attract migrants to participate or to enrol in local NGOs or social traditional Catalan groups as *castellers* (human castles). Barcelona could find the following initiatives interesting:

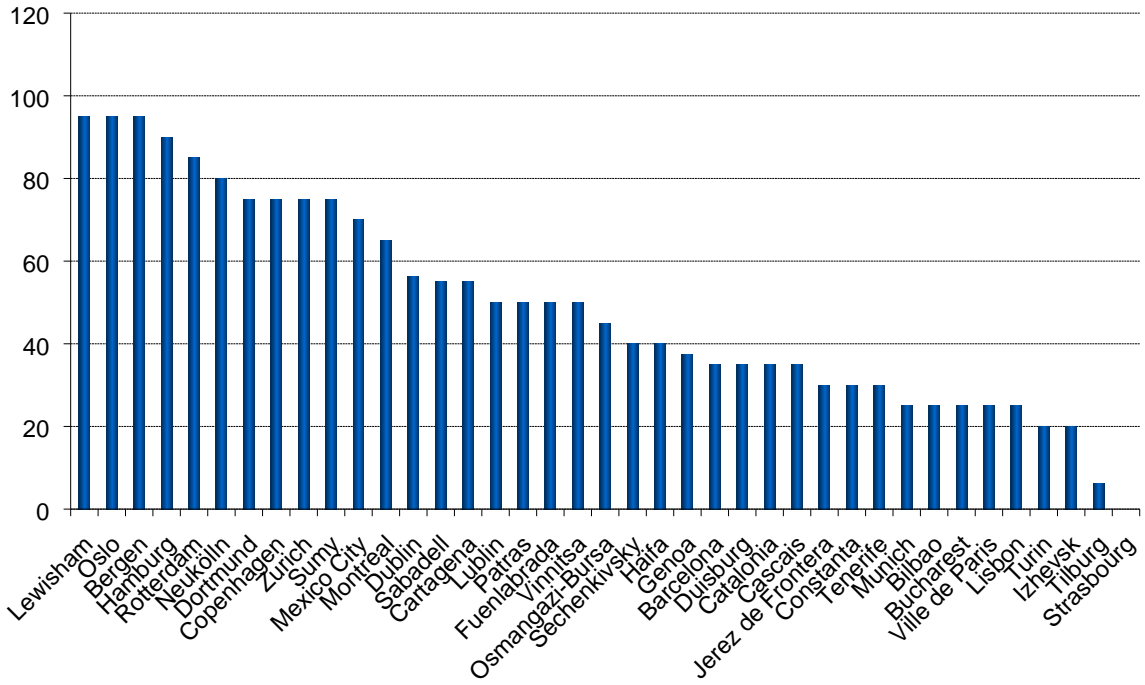
- Sabadell's neighbourhood of Can Puiggener promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the social meal: "Mesa para la convivencia Can Puiggener" ("Table for coexistence in Can Puiggener"), and events to celebrate diversity: "Fiesta de la Diversidad de Can Puiggener" ("Celebration of Diversity in Can Puiggener").
- Braga organizes the "*Programa Escolhas - Família do lado*" in which neighbourhoods promote diversity and inclusion of various ethnic groups and cultures.
- In Limassol, the Euromed Festival aims to gather people together through folkloristic dancing and exhibitions. Another activity carried out in Limassol is the "*Social Work on the Road*" programme that started in 2010 and since then it aims to prevent criminality, especially among young people. The programme aims to raise awareness on the danger of drug and alcohol abuse; it offers psychological support and fight against unemployment.
- Getxo established a specific project to encourage native women to meet immigrant women. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another project carried out in Getxo. This project organizes games during the afternoon, a pure

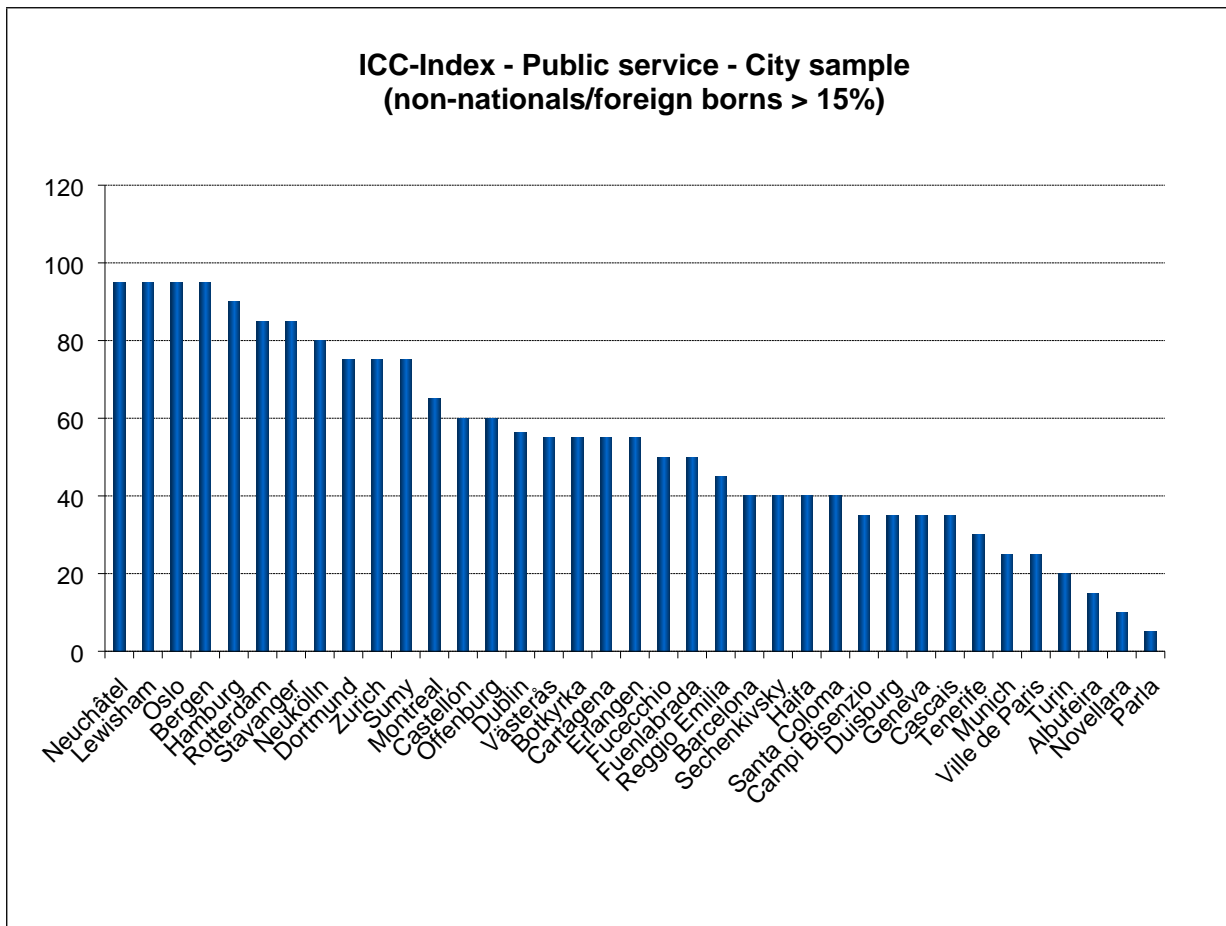
chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "Parkean Olgetan" and it has the support of various schools and associations.



*An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.*

ICC-Index - Public service - City sample (inhabitants > 200'000)





Barcelona's public service rate in 2017 is the 35% , slightly lower than the city sample result of 43% and lower than the result scored in 2010, which corresponded to the 40%.

The ethnic background of public employees does not reflect the composition of the city's population, the municipality does not foresee any recruitment plan nor encourages diverse workforce in private sector enterprises. Barcelona might find inspiration in the city of Bergen (Norway) that to encourage intercultural mixing and competences in both public and private sectors, has developed a project called "*The Future Workplace and the Global Future*": a specific recruitment strategy to ensure that the ethnic background of public employees mirrors the composition of the city's inhabitants.

Barcelona's services are tailored to meet the needs of the ethnic/cultural background of its citizens: funeral services and burial areas are offered for all the confessions; school meals satisfy pupils' alimentary needs and sport facilities provide sections only for children. Moreover, local government guarantees equal treatment for religious bodies holding occasional activities in public places.

To respond public services' culturally-based requests the city of Barcelona could organize a wide range of activities to promote social cohesion and to encourage intercultural mixing: for example, the Spanish city of Getxo organizes a *Street Culture Day* to promote social cohesion and encourage immigrants' integration through sportive activities; combined to this, the *International Folk Festival*,

where music promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

Alternatively, in the London borough of Lewisham, in Pepys Park, young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

Last but not least, Barcelona could foster integration looking at Cascais' project called "Surf.Art", an experimental project that, through the practice of Surfing and contact with nature, aims to improve social welfare in the lives of children and young people. So far, 14 children have been taught how to surf while learning deeper aspects of humans' lives, such as autonomy, freedom of expression and how to manage emotions. Thus, children are developing resilience, while improving personal and family relationships. More importantly, children are also doing better at school: they are more motivated and more willing to study and learn.

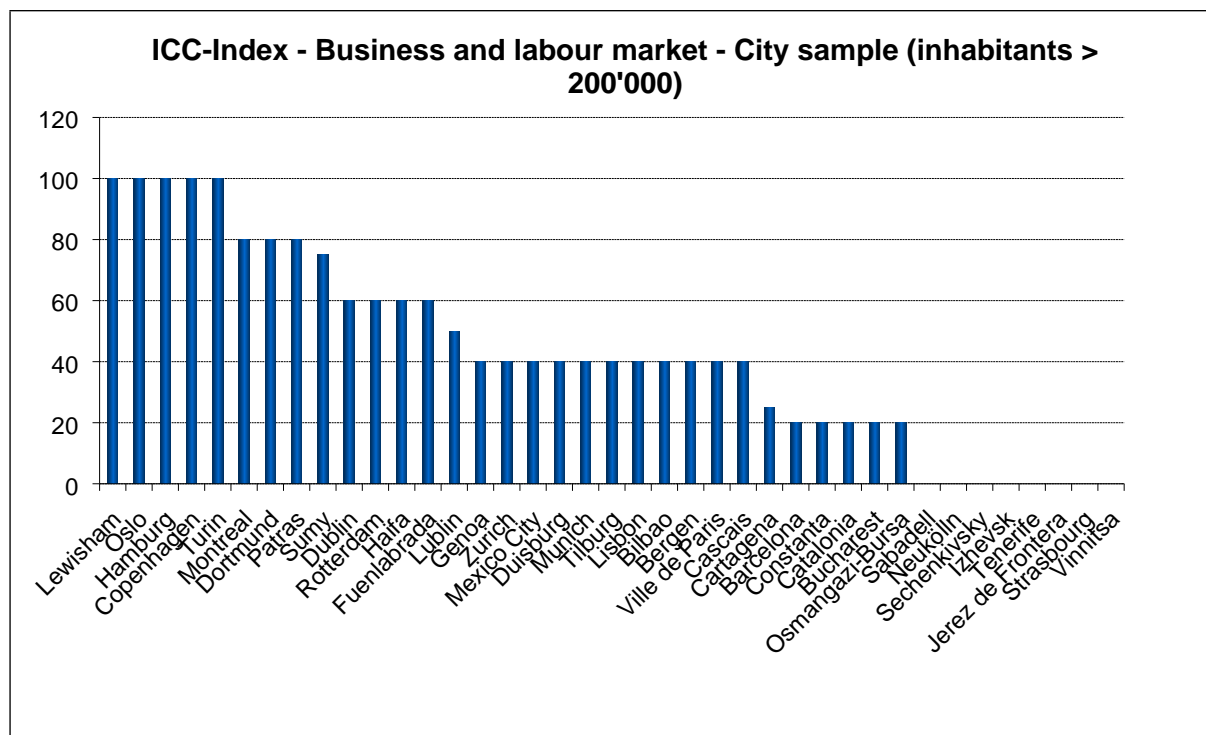
In view of the above, we recommend Barcelona to introduce a recruitment plan to ensure an adequate diversity within the workforce in order to have an equal reflection of the population in the ethnic/cultural background of public employees at all levels. In fact, interculturality brings creativity and innovation: an enrichment that will benefit the public service.

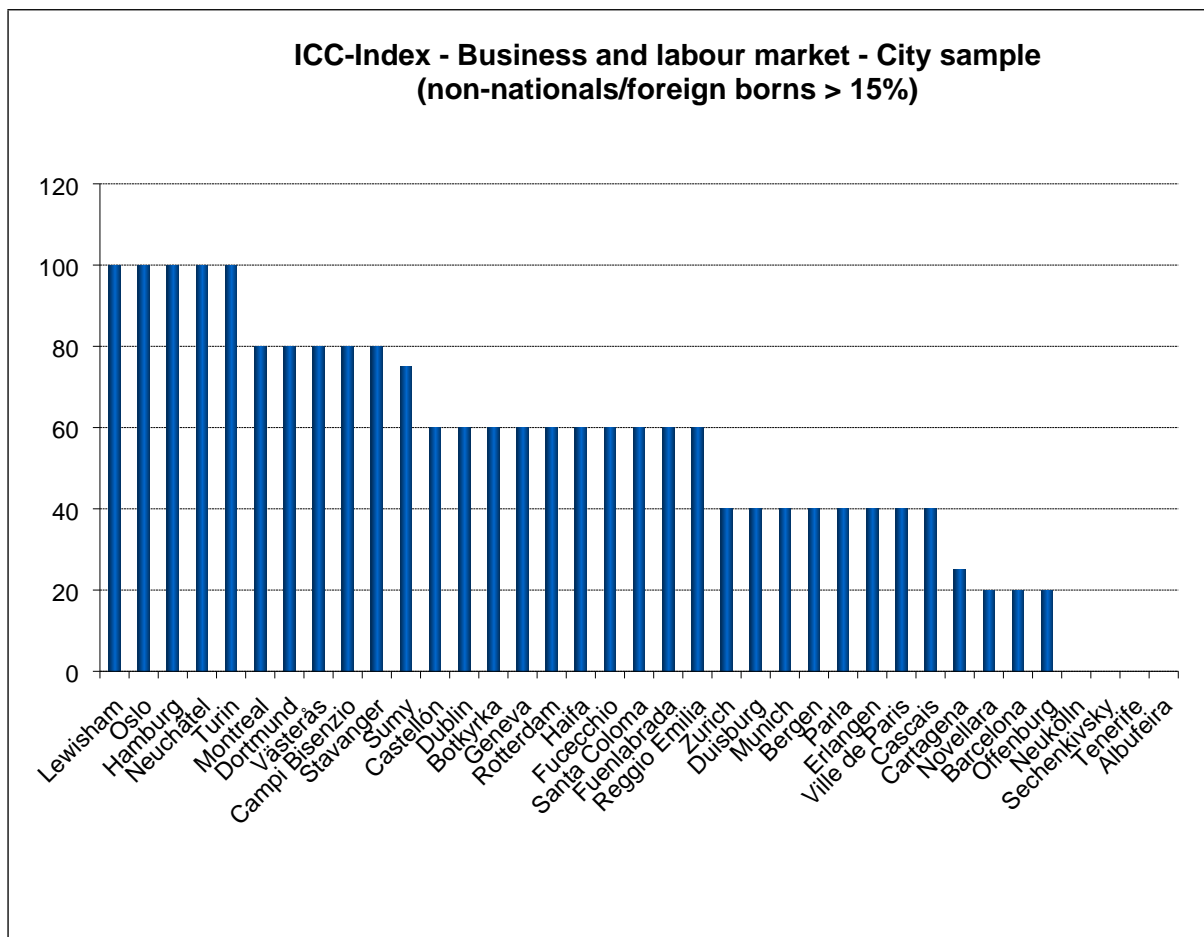
# BUSINESS & LABOUR

through intercultural lens



Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public-sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way around. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.





Barcelona has achieved the same result of 20% in 2010 and 2017, considerably lower compared to the city sample's result of 41%.

Positively, the city council prioritizes companies with a diversity strategy. As the questionnaire explains:

The "*Guide of Public Procurement*" is a system of public procurement (approved in 2016) that includes social criteria. The new rule promotes socially responsible procurement based on measures to be included in administrative processes and aimed at offsetting the importance of economic criteria in public tendering. Likewise, the measures include criteria which protect small and medium-sized companies, labour rights, the cooperative, social and solidarity economy, ethical public purchasing, gender equality, respect for disabilities, are non-sexist and respect conciliation. At the same time, a municipal label will be created as public recognition for companies satisfying these requisites within a socially responsible business model, which will go on to form part of a municipal registry of companies.

Although the Guide of Public Procurement is an excellent first step to make the Business and Labour Market field as intercultural as possible, Barcelona could also consider establishing some practices and initiatives to encourage cultural mix. For instance, the city could adopt an umbrella organisation to promote



diversity and non-discrimination in employment or provide a charter against ethnic discrimination (even though the Guide of Public Procurement emphasize the importance of anti-discrimination).

Barcelona does not encourage business from ethnic minorities to enter the mainstream economy. However, *Barcelona Activa* helps incubators' initiatives. *Viversitat* is a social entrepreneurship project structured in two main actions: (1) business incubators aim to train, mentor and support entrepreneurship projects in the sector of the restoration of people from different cultural origins; (2) it promotes a market space to present the diverse gastronomic and cultural experience in the city. Another project called *XEIX* began in October 2012 with the aim of incorporating the Chinese community into the associative life of the Font Pienc neighbourhood. Later in 2014, it was extended to Sant Antoni neighbourhood and began to work with the Pakistani-Hindu community. The project won the *Diversity Advantage Challenge award* by the Council of Europe in 2015.

Barcelona should consider establishing a business umbrella organisation to promote diversity and non-discrimination in the employment as it has been very helpful in many other Intercultural Cities. For example, Parla encourages the integration of Chinese businesses into the local market through training and counselling. Positively, the city on April 29th, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

Alternatively, the city of Braga provides the programmes "*InvestBraga*" and "*Empreendedorismo imigrante*" from the Serviço de Apoio ao Emigrante e Imigrante. These programmes help small and medium ethnic enterprises to grow, diversifying their products to eventually reach out to new markets; as well as helping with business planning, banking and mentoring.

Last but not least, in the Portuguese Intercultural City of Cascais, the "*Conselheira para a Igualdade*" (Counsellor for Equality) recognizes the importance of promoting Gender Equality as a fundamental factor for local development. In 1998, the Cascais City Council adhered to the challenge launched by the then Commission for Equality and Women's Rights (current CIG - Commission for Citizenship and Equality of Gender), establishing a protocol with this entity, within which a person of reference was appointed for gender issues: The Counsellor for Equality. Interestingly, the Counsellor for Equality's role is to eliminate gender stereotypes and promote citizenship through the elaboration and development of municipal plans for equality, in line with the European Charter for Equality of Women and Men in Local Life. Some of the Counsellor's competences are: to monitor and streamline the implementation of local policy measures from a gender perspective and the implementation of measures envisaged in local strategies to promote equality and prevent domestic violence and other forms of discrimination; Give advice and suggestions on the policies in the field of equality and non-discrimination, maternity and paternity protection, combating domestic violence and other forms of discrimination; submit concrete proposals for action; raise awareness on gender equality; and participate in the annual forum of Counsellors and local Councillors for equality.

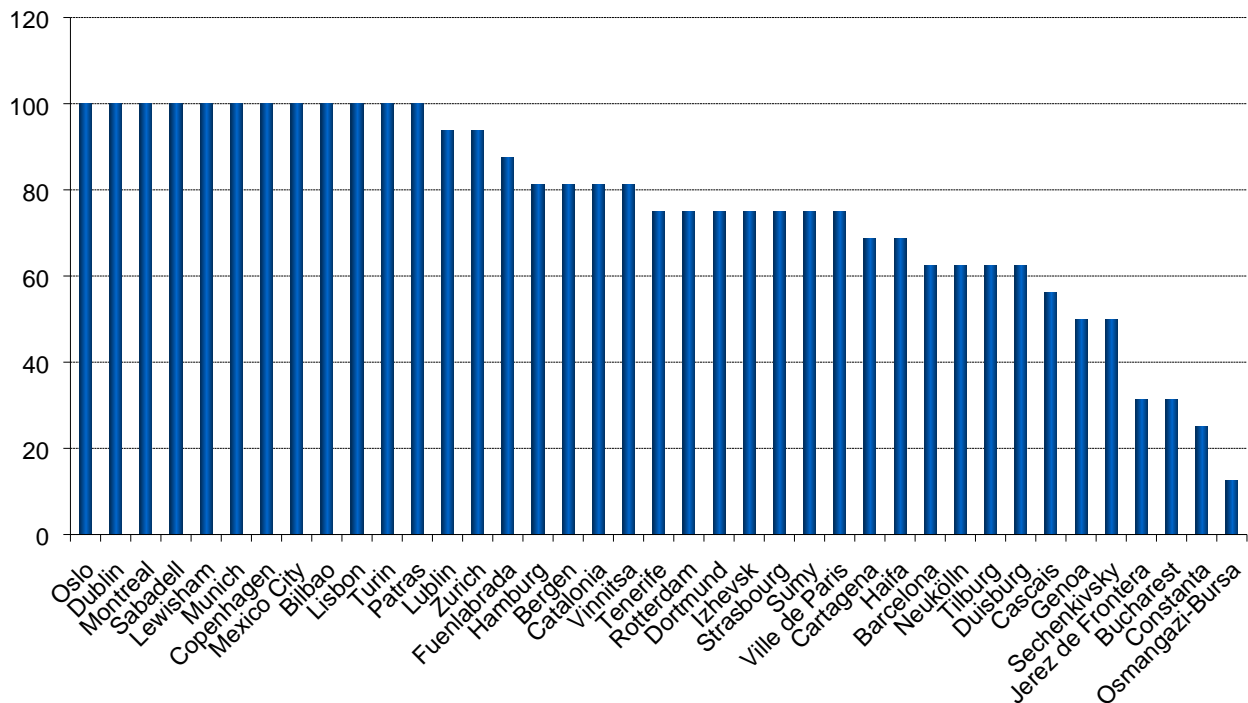
# CULTURE & CIVIL LIFE

through intercultural lens

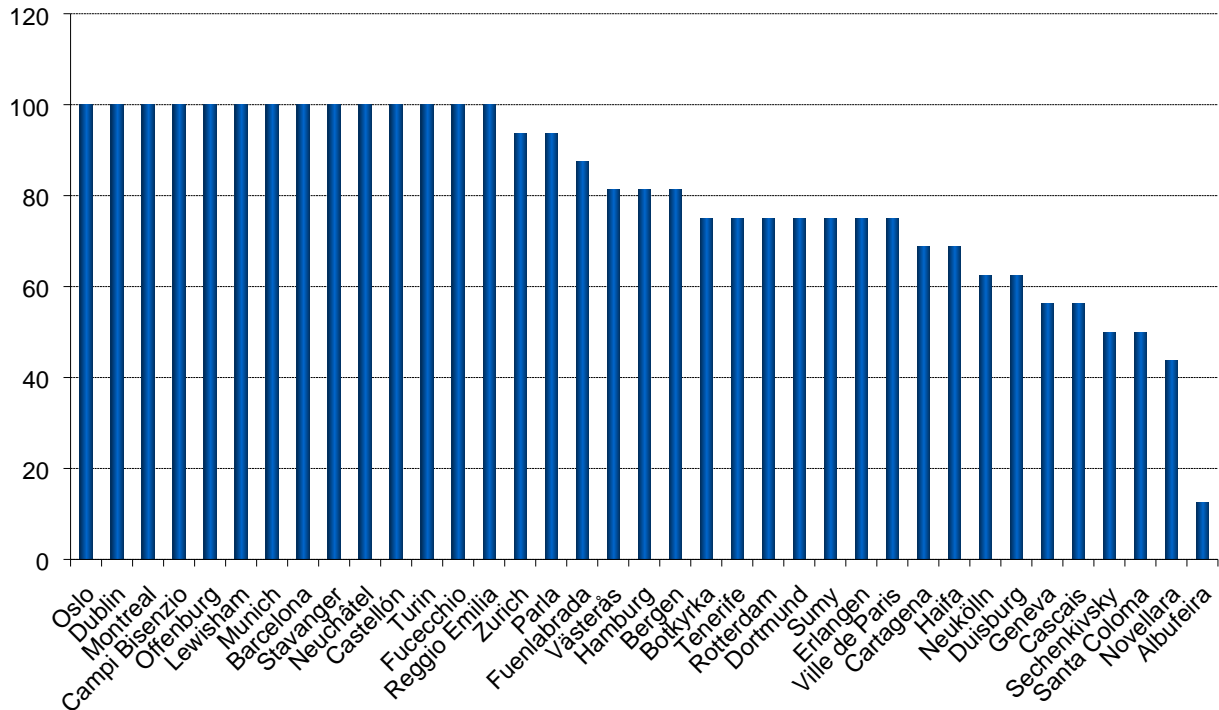


*The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.*

**ICC-Index - Cultural and civil life - City sample (inhabitants > 200'000)**



ICC-Index - Cultural and civil life - City sample  
(non-nationals/foreign borns > 15%)



Barcelona achievement for cultural and civil life policy in 2017 corresponds to the 63%, lower than the city sample achievement of 74%, and considerably lower than the result scored in 2010, which was the 100%.

Although interculturalism has not been used as a criterion when allocating grants to associations, Barcelona has a special budget that allows initiatives to be funded if they promote interculturalism. The "Headline Y" in the municipal budget is called "Promoting interculturalism and living together" and it received a total of 794,853 Euros in 2017.

Positively the city regularly organises intercultural activities:

Apropa Cultura is a joint effort of cultural facilities of Catalonia. Currently, it includes more than 50 cultural institutions including theatres, concert halls, festivals and museums. Apropa Cultura's most important aims are to facilitate access to inclusive culture and leisure activities for vulnerable people, while promoting social transformation through culture. Apropa Cultura has the financial support of the Department of Family Welfare and the Generalitat de Catalunya, the Quality of Life, Equality and Sports of the Ajuntament de Barcelona, the Department of Services for Persons of Diputació de Barcelona and Obra Social "la Caixa".

The Civic Centres of Barcelona have become a landmark for promoting culture and creativity in the neighbourhoods of the city. The annual calendar is full of activities encouraging cohesion and harmony among the residents. For example: arts expositions, "cineknitting" evenings where attendees will comfortably watch a movie while knitting; handcraft expositions and workshops, and much more is offered. Similarly, Albufeira annually organizes the Al-Buhera Festival: a street party that also hosts the handicraft fair 'Mostra de Artesanato', where visitors can find objects representing the culture and the traditions of this Portuguese region.

Occasionally, Barcelona encourages cultural organisations to deal with diversity and intercultural relations but regularly the Catalan Capital promotes public debates or campaigns on cultural diversity and living together:

Espai Avinyó is a Language and Culture centre that provides a wide range of activities (such as talks, projections and exhibitions) whose main aim is to foster the values of interculturality by creating opportunities for reflection, highlighting and valuing the art piece of artists of different cultural backgrounds. In fact, the guiding principle of Espai Avinyó is that cultural diversity thrives creativity, and enriches life strengthening the values of equality and respect.

Another activity carried out in Barcelona is "*Trencant els murs. Una política cultural per a Barcelona*": in the general guidelines of the Culture Department of the Barcelona Municipality, one of the main objectives is promoting 'cultural accessibility', to invite all citizenship to reach cultural expressions and cultural events in the city.

As a suggestion, the Inverte (Reverse) project, organised in the city of Cascais, uses the practice of bodyboard (a water sport) as a non-formal education methodology to help problematic young people with pre-delinquent behaviours to re-build their life. Still in Cascais, the Mural Art Festival takes place every summer since 2014. Muraliza maintains the desire to renew the status of Cascais as the cradle of all street artistic expressions in Portugal, attracting every year many tourist and artists. The event involves all facets of Portuguese culture and it witnesses its transformation and evolution: the painting murals of great and medium size, are always inspired by the innumerable and unique characteristics of the region and, concretely, in the peculiarities of this social district built in the 60's.

Alternatively, Braga and Santa Maria da Feira prefer theatre as a tool to promote interculturality. Braga's Teatro-Circo, inaugurated in 1915, offers today a wide range of plays and comedies. Moreover, The Braga theatre festival lasts throughout the first half of July and the theatre hosts companies from either Braga or abroad in a variety of locations throughout the city.

Instead, during Santa Maria da Feira's celebration of the International Day of Peace, the 20th and 21st of September 2016, the Palestinian company Freedom Theatre (FT) performed the theatre piéce: "*Return to Palestine*" and organized the workshop "*Theatre for Change*". In addition, the company organized a meeting on the subject of "*Life in Palestine and Refugees*" where all

the attendees had a chance to share their opinions and experiences on Palestinian Refugees.

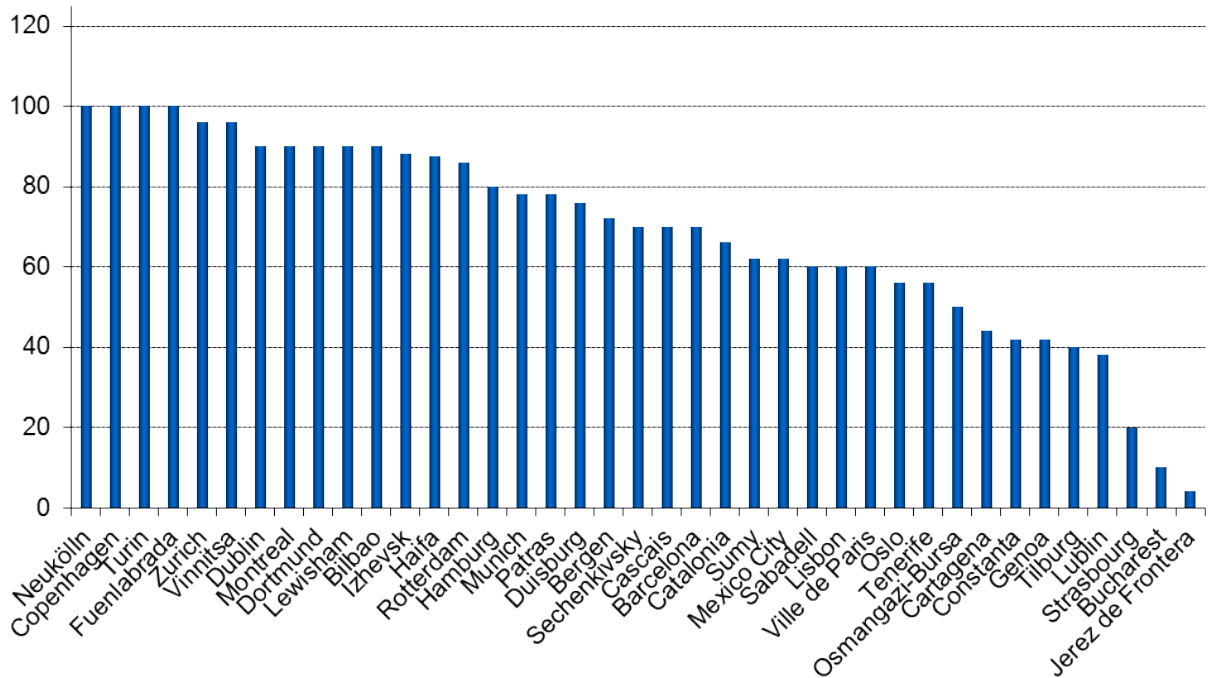
# PUBLIC SPACE

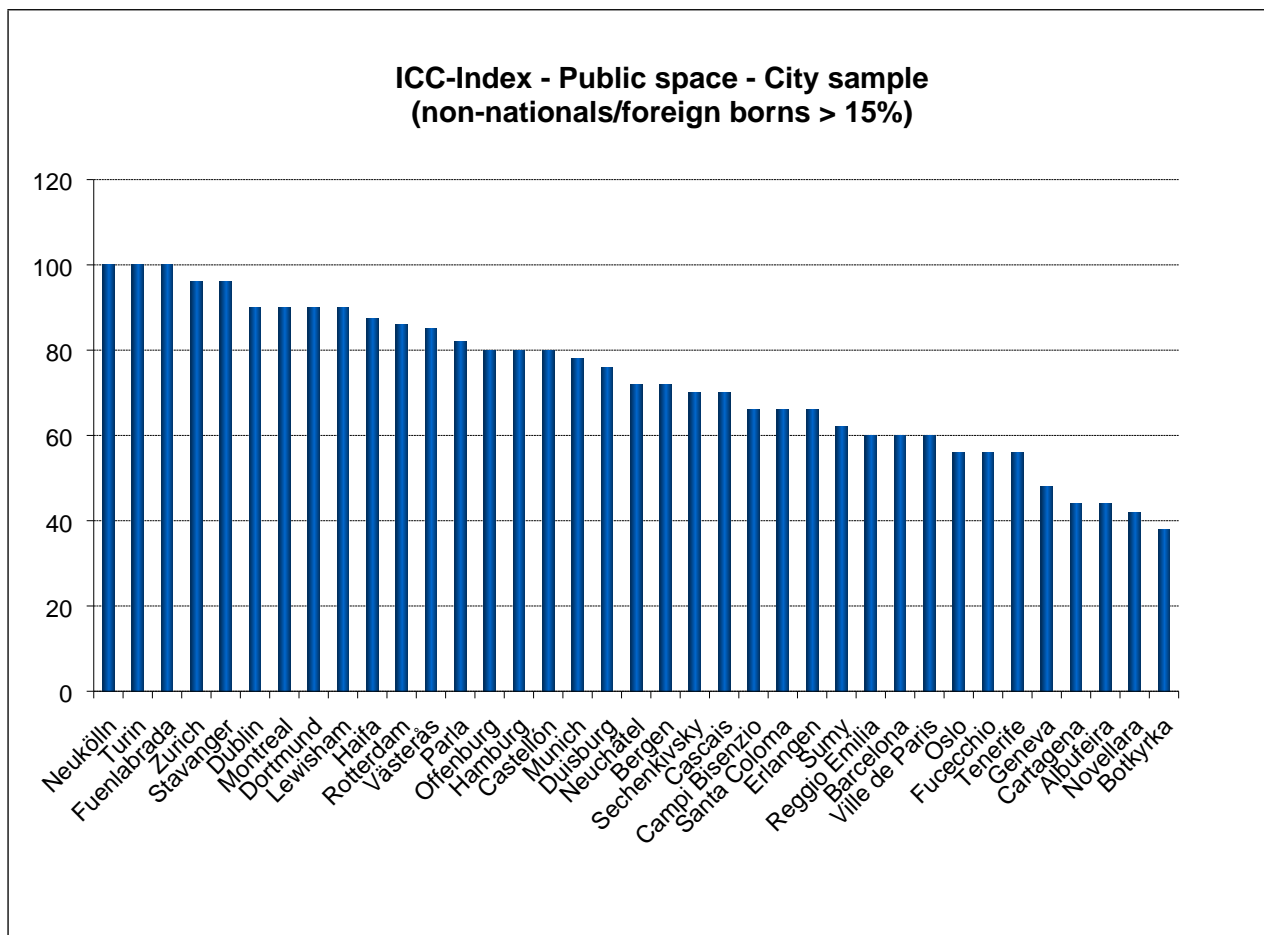
through intercultural lens



*Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.*

**ICC-Index - Public space - City sample (inhabitants > 200'000)**





The rate of achievement of Barcelona public space policy has positively increased of 10% from 2010 to 2017, reaching the final result of 70%, higher than the city sample's rate of 64%.

As the questionnaire points out, Barcelona municipality encourages intercultural mixing in a wide range of public spaces: libraries, museums, playgrounds, squares, markets, and celebrations in the neighbourhoods' streets.

Of particular interest, the Barcelona City Council has been organizing the *Chinese New Year* for several years. During the celebrations, Chinese and Catalan communities participate together, offering a space for interaction in diversity and commitment to intercultural coexistence. Similarly, Lisbon celebrates the World Interfaith Harmony week and the Chinese New Year to recognizing the imperative need for dialogue among different faiths and religions to enhance mutual understanding, harmony and cooperation among people, the General Assembly encourages all States to support during that week the spread of the message of interfaith harmony and goodwill in the world's churches, mosques, synagogues, temples and other places of worship, on a voluntary basis and according to their own religious traditions or convictions. Arroios, a city in the metropolitan area of Lisbon, celebrates Chinese culture in a week of events, where the celebration of the Chinese New Year is just one of the very many activities that filled the Chinese Week which includes two painting exhibitions

called "Beautiful China" and "Red China", martial arts, Chinese writing workshops, dance shows and presentation of Chinese products and Chinese art.

Alternatively, Albufeira hosts several activities during the *Festival de Dança* (Festival of Dance) and there are participants from different nationalities, as well as at the Academia de Dança de Albufeira.

The city takes into account the ethnic/cultural backgrounds when designing and/or renewing some building or places and the document "*Towards a public policy on Community action: Conceptual framework, strategic and operational*" emphasizes the importance of citizens' participation in public life, also in the design and management of new public spaces. However, when city authorities decide to reconstruct an area they only occasionally propose different methods and places for consultation to ensure meaningful involvement of people with different ethnic/cultural background. For example, Beja's plan called "*Director Municipal*", that involves people with different ethnic backgrounds to discuss the reconstruction of the city. Alternatively, Sumy adopted a process called "*decomunization*": streets, buildings and infrastructures from soviet time have been changing their names, however names are publicly discussed and opinions are collected before such projects implementation.

In the city, there are one or two areas dominated by one minority ethnic group where other people feel unwelcomed, and it is excellent that there are no areas that can be defined as "dangerous".

Barcelona could look up at the "Bairro de Adroana", in Cascais, which is a perfect example of intercultural integration in the neighbourhood. In fact, by cultivating the 46 plots of the new associative garden, citizens are strengthening ties and connections. The vegetable garden results from a municipal investment of 35,000 euros that deeply transformed an area of 4,755 square meters. This garden now reflects the intercultural population that live in the area. Here and there grow cabbages and lettuces, courgettes and cucumbers, and even okra from Guinea. Gardening does not know nationalities, everyone can join the project benefitting from the contact with the nature.

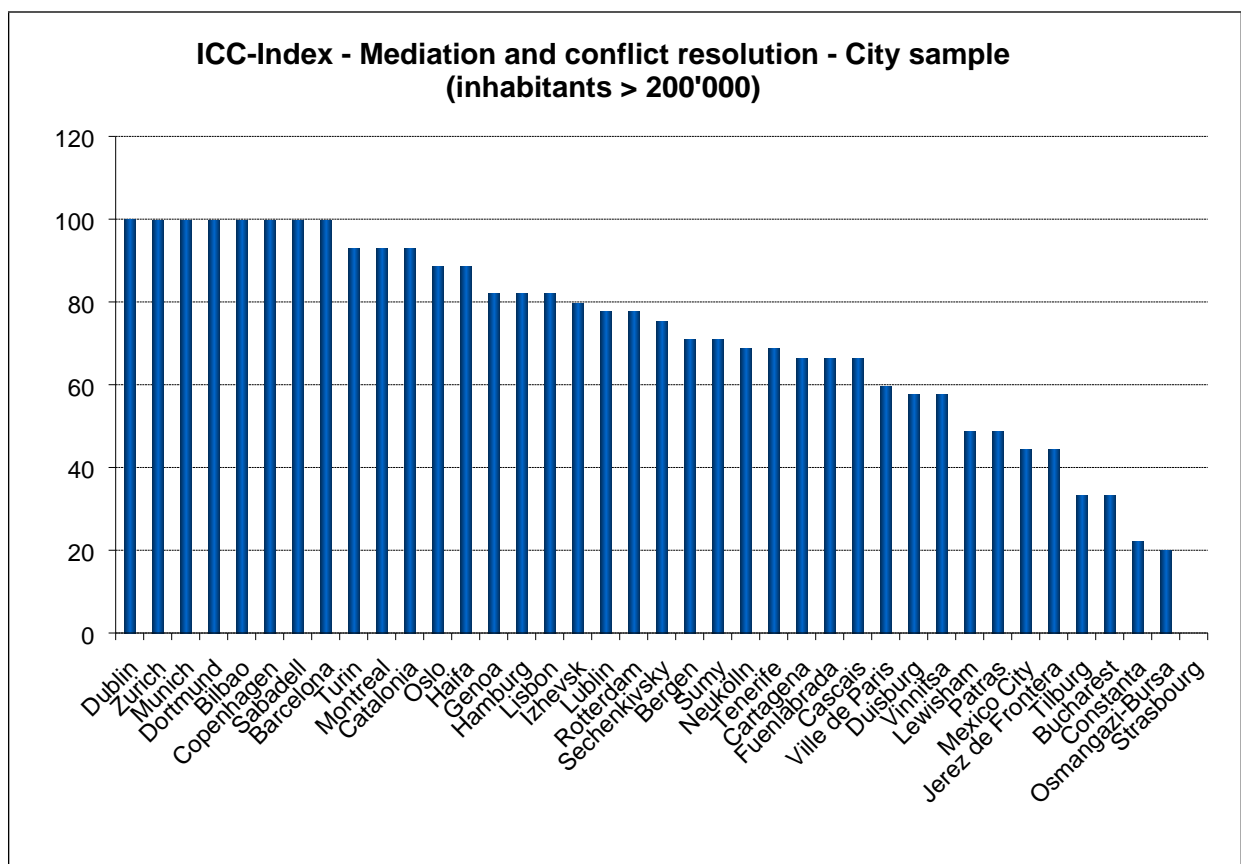


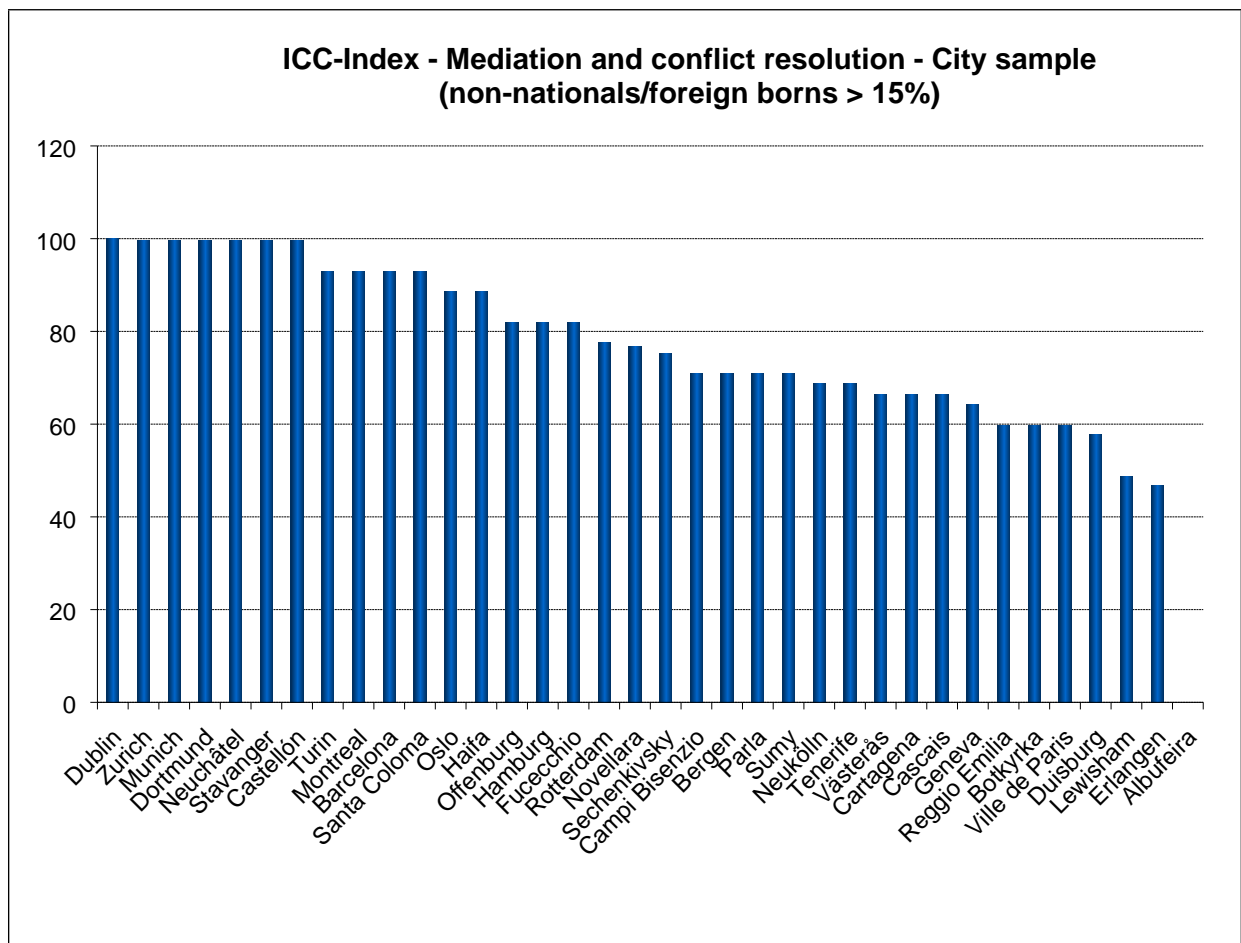
# MEDIATION

and conflict resolution



*The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.*





The rate of achievement of Barcelona mediation and conflict resolution policy has positively increased of 7% from 2010 to 2017, reaching the final result of 100% , considerably higher than the city sample's rate of 64%.

Barcelona public service organisations are currently providing professional service for mediation devoted only to intercultural issues. However, the others mediation service suggested by the Intercultural Cities programme are:

- A generalist municipal mediation service which also deals with cultural conflicts
- An intercultural mediation service run by a civil society organisation
- A state-run mediation service

It is extremely positive that Barcelona has established an organisation to deal specifically with inter-religious relations. As the questionnaire explains, there is a dedicated Office of Religious Affairs (Oficina d'Afers Religiosos) connected and led by the Department of Women and Civil Rights of the City Council to ensure freedom of conscience and religion, equally valuing and respecting religious and non-religious perspectives. The Office advises and helps managing everyday issues of religious communities, mediates religious conflicts, and organizes seminars and conferences to raise awareness on the different beliefs. The Office strongly encourages communication between religious communities and other entities or institutions.

Similarly, Ballarat's Mayor has been hosting interfaith dialogues with various faith leaders in the Grampians region. In Erlangen, instead, an interreligious round with the Mayor and representatives of Muslim, Jewish and Christian congregations take place twice a year, whereas the Christian – Islamic round table takes place 6 times a year. In September, every year all religions meet in a shared festival and have a joined peace processions of religions, including Muslims, Christians, Jewish, Baha`i, Buddhists e.g. The new custom now in the spiritual life in Erlangen is that all main congregations have agreed to invite each other to all main religious holidays.

Intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes and in the city administration for general purposes and in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems.

In February 2015, the City Council redacted the document "*Servei de Traducció i Mediació Intercultural (STMI)*" explaining the modalities of intercultural mediation and translations carried out in Barcelona. STMI is, in fact, a service created in 2002 by the Ajuntament de Barcelona that helps foreigners in various sectors, (such as education) facilitating communication between individuals and the communities; as well as enhancing interculturality, harmony and coexistence discouraging conflicts and stereotypes. In addition, to help migrants, their programme focuses on family reunification. The three main areas where STMI acts are: translation, interpersonal and intercultural mediation, community/collective mediation.

- 1) Translation – professional translators help migrants to successfully communicate with public figures and employers.
- 2) Interpersonal and intercultural mediation – migrants are accompanied and guided through their integration process.
- 3) Community/Collective mediation – mediators enhance and facilitate coexistence among people with different sociocultural background that share the same social space.

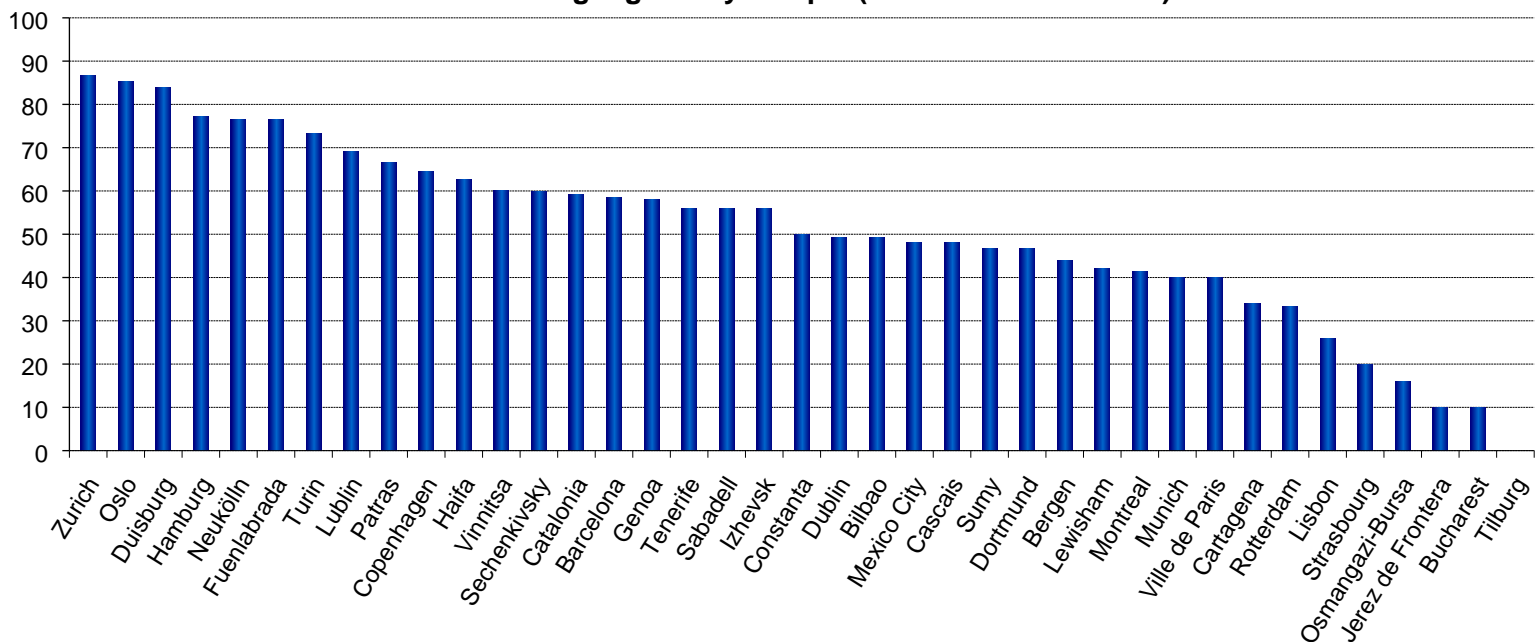
Cascais is successfully carrying out the Educa.gz programme: through entertainment, mediators educate children helping them to improve their lives. This project minimizes negative behaviours, both through the animation of playgrounds, as well as signalling and monitoring of situations of greater complexity. In fact, during the school year, the project establishes a systematic connection with various schools and enhance existing relationships, both institutionally and at community level, finding creative solutions to integrate children in the society

# LANGUAGE

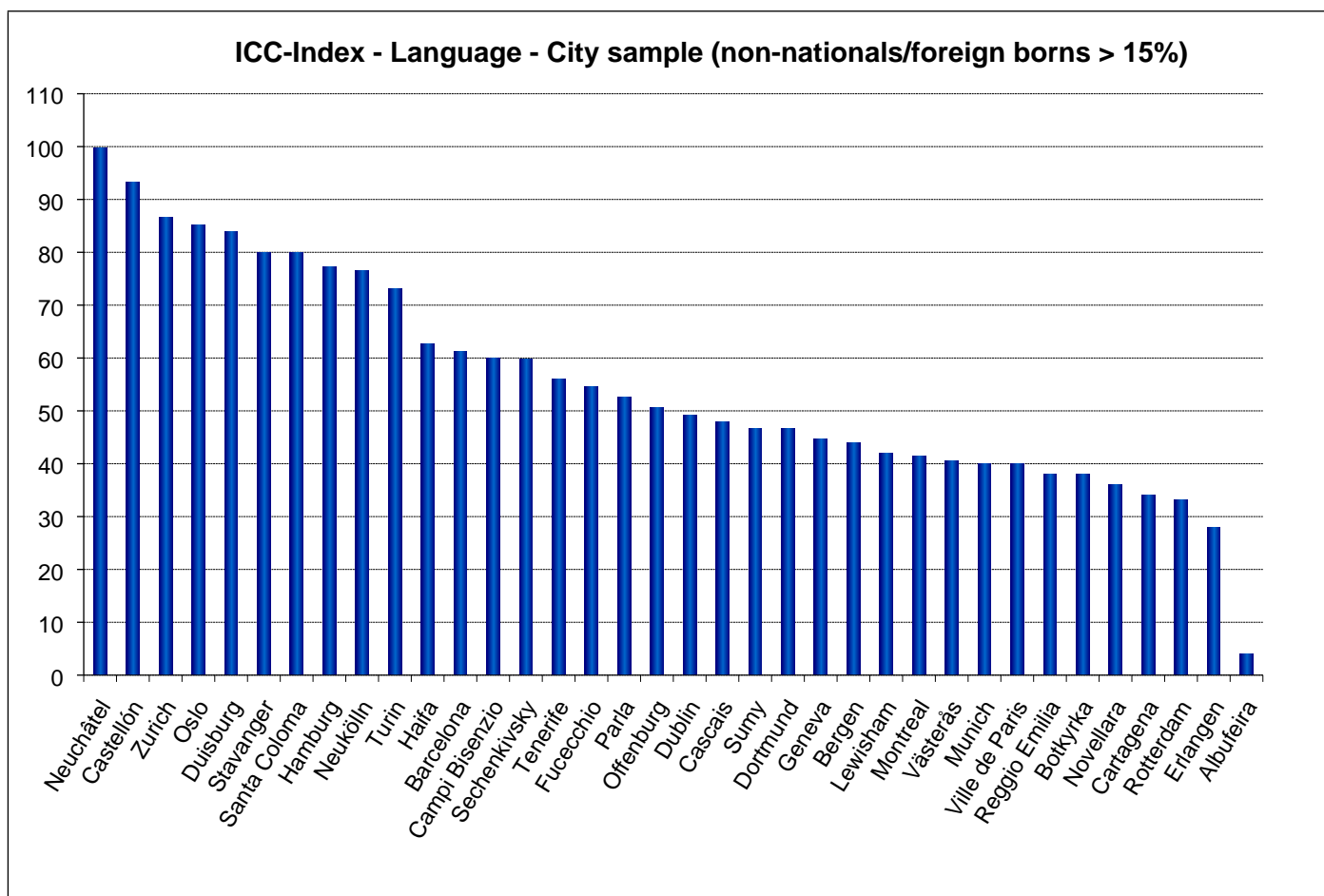


The learning of the language<sup>10</sup> of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

ICC-Index - Language - City sample (inhabitants > 200'000)



<sup>10</sup> By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- [http://higher.ed.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))



Unfortunately, Barcelona's language policy rate dropped of two points from the 61% in 2010 to the 59% in 2017. However, this result is still higher than the cities' average result of 48%.

As the questionnaire points out, Barcelona is promoting specific language training in the official language(s) for hard-to-reach groups (non-working mothers, unemployed, retired people etc.); Teaching migrant/minority languages as a regular language option available to everyone; it provides support for private/civil sector institutions providing language training in migrant/minority languages and offers linguistic support for associations. About the latter, several agreements have been signed with different organizations for language learning as extra-curricular activities (Ukrainian, Bengali, Chinese, etc.). Moreover, the municipality funds programmes and actions to specific communities, for instance, Pakistani women association; courses for Indian, Bengali and Pakistani reunited women through knitting and cooking activities; etc. In addition, other actions are related to the fund of trainers and volunteers to teach languages; to promote adult literacy, etc.

Despite these good efforts, the Intercultural Cities programme suggests implementing other initiatives. Specifically: teaching migrant/minority languages as part of the regular curriculum at schools and teaching migrant/minority languages as a mother tongue course for migrant/minority kids only.

A combination of these initiatives would enormously improve the interculturality level in this field. In fact, the learning of the host country's language is a key for integration as it allows to properly communicate and to feel part of the community. In particular, it would be of great help teaching the language at an early age. On this purpose, Barcelona could be inspired by the example set in Tilburg, in the Netherlands. In the projects of VVE ('before and timely education'), children in the range from 2 till 6 are trained to develop especially language skills. The aim is that migrant children will not have language arrears when they enter the primary school at the age of 5. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools.

Although Barcelona does not directly provide financial support to minority newspaper and/or radio and TV programmes in a minority language, different newspapers in minority languages are funded by intercultural grants. Furthermore, the municipality also contributes with official announcements in several languages in different minority/migrant languages' newspapers. Perhaps Barcelona wishes to look up at the Intercultural Cities of Arezzo and Ballarat. In fact, Arezzo's weekly newspaper Piazza Grande has a Romanian column, moreover, the channel Tele San Domenico (TSD) shows the news in several languages. Instead, Ballarat has a collaboration with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages. Newspaper columns, radio and/or TV programmes in a minority language would hugely benefit interculturality, facilitating integration and reinforcing the feeling of belonging.

Positively, the city seeks to give a positive image of migrants and/or their minority language through diverse strategies and actions. The Anti-Rumour Strategy is extremely interesting as it promotes a creative approach to foster the feeling of living together breaking down stereotypes: *"It stems from the realization during the participatory process that led to the Barcelona Interculturality Plan, that one of greatest hindrances to living together in diversity is ignorance about "the other"<sup>11</sup>".* The anti-rumour programme is supported by a wide range of activities: awareness-raising campaigns, workshops, theatre plays, debates to stimulate intercultural reflections, etc. it offers the possibility to become an anti-rumour agent by attending a free training that gives the tools to achieve a successful communication. These strategies have been proven of dispelling rumours, encouraging and fostering a more intercultural and cohesive society.

This campaign also aims to:

- Disseminate more and better information to the people of Barcelona on the cultural diversity that exists in the city as well as to the newly arrived population with regard to the social and cultural characteristics of the city.
- Promote a programme of *"Citizens' Debates"* throughout the entire city that, through guided initiatives, aim to reflect on, debate and reject stereotypical ideas surrounding cultural diversity.

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<sup>11</sup> <http://ajuntament.barcelona.cat/bcnacciointercultural/en/anti-rumors-what-do-we-do>

Another good practice is the "*Jo també sóc un referent*" (I am a front-runner/leader too) project that offers support and training to young people to improve their knowledge and skills. This initiative is part of a process started in 2014 with a special focus on "Youth and Multiculturalism".

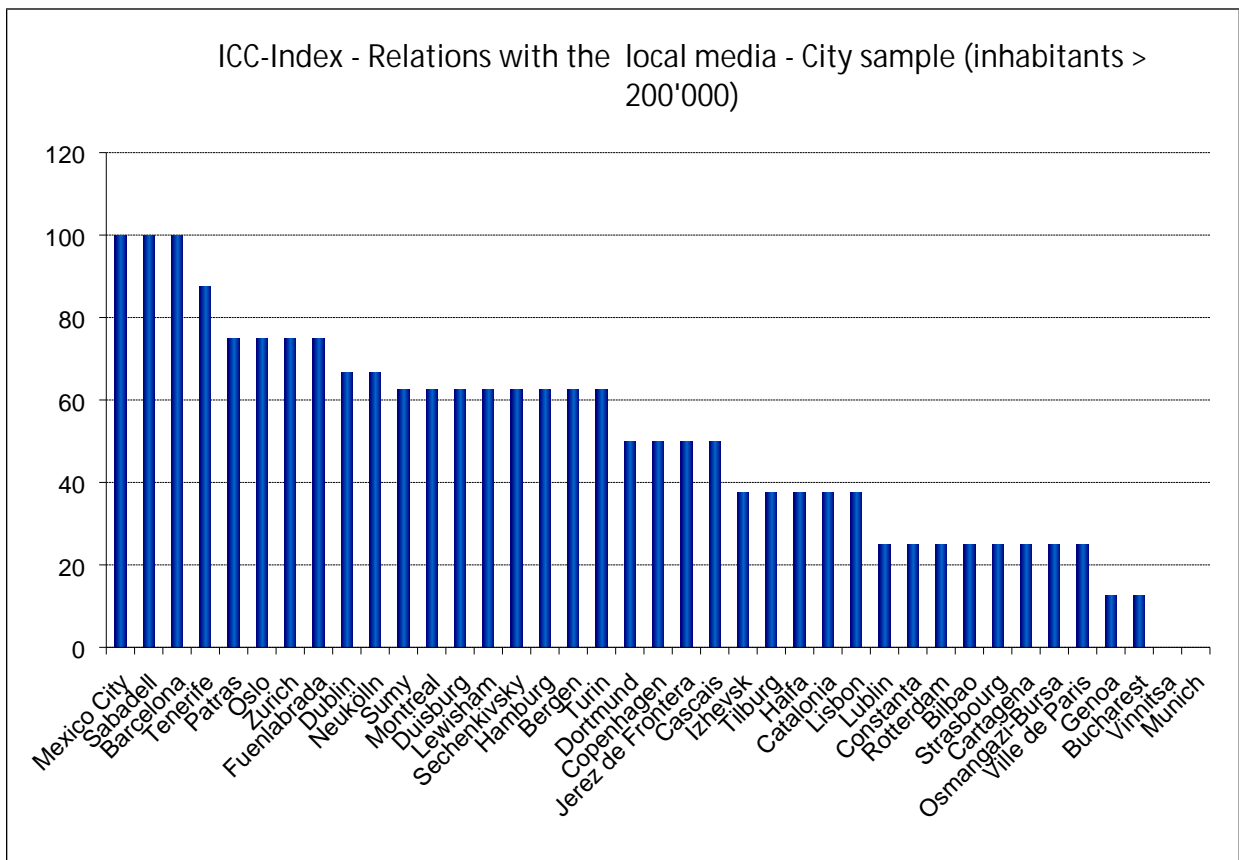
During International Mother Language Day, the Barcelona Language Centre of Normalization organizes a literary competition based on autobiographies called "*Les llengües de la meva vida*" (The languages of my life). The aim of the competition is to share the impact languages have on people's lives and the linguistic value of diversity, the cultural richness associated that derives from learning a new language.

It might be useful, for the city of Barcelona, to consider the good practices that have been adopted from other Intercultural Cities. Beja, for example, organizes poetry evenings, public readings and other cultural event to emphasize the importance of languages and the richness that minority languages entails. Cascais is promoting two excellent activities: "Speak" is a language and cultural exchange program designed to bring people together, promoting multilingualism, equality; it democratizes language learning and, more importantly, breaks down barriers minimizing stereotypes. The second activity is called "Portuguese for Everyone" and it aims to teach the Portuguese language to those who are not mastering it yet. The course is composed of 150 teaching hours and provides an A1 / A2 Portuguese language certificate that allows the request for nationality to be made viable. Lastly, the Parisian Association Dualala (*from one language to another*) accompanies bilingual families and professionals involved in multilingual environment taking under consideration the transmission of languages and cultures of origin. Dualala considers bilingualism as an asset for any child, regardless the language spoken. The association is composed of linguists and specialists in intercultural communication and it is supported by the Ministry of Culture and Communication and the Ashoka network. In addition, the association regularly organizes conferences in favor of multilingualism. Example: "Growing up with several languages: the challenges of the inclusion of the mother tongue" ("*Grandir avec plusieurs langues: les enjeux de la prise en compte de la langue maternelle*").

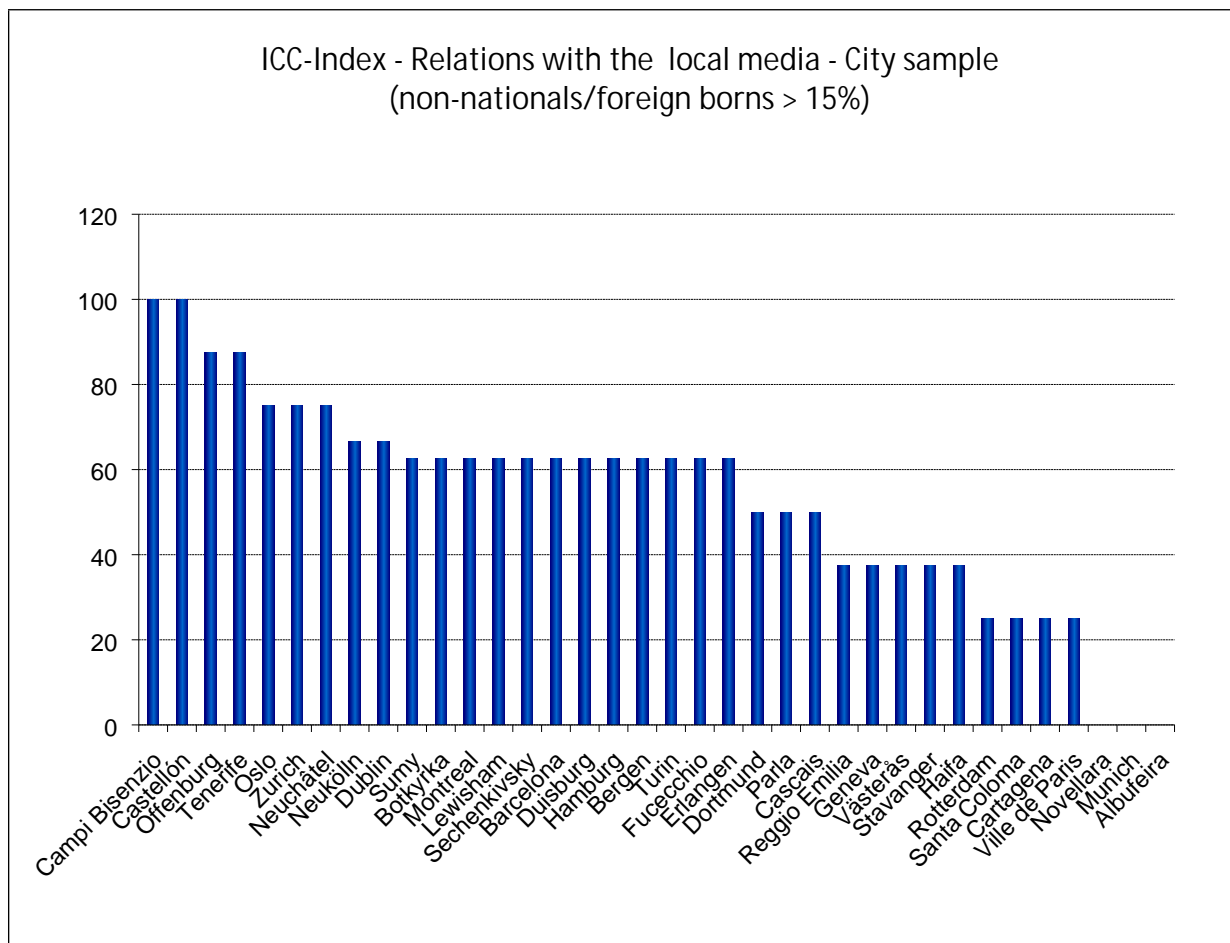
# MEDIA policies



The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.







In 2017, Barcelona achieved the excellent result of 100% in the field of media policy. Considerably higher than the result in 2010 (63%) and the city average result of 46%.

As we have previously seen, since 2010 Barcelona is carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity, based on working in conjunction with different social actors and organizations. A part of this campaign has been substantial press coverage which is a successful media strategy to improve the visibility of migrants/minorities in the media (for instance special columns in the press, TV or radio campaigns; targeted media briefings, etc.) and the Communication group working in the Anti-Rumours Network monitors the way in which media portray minorities.

The city's communication (PR) department highlights diversity as an advantage and Barcelona actively provides support for advocacy and/or media training to mentor journalists with minority background

Nevertheless, Barcelona might wish to consider these good practices:

- "*Tomar Claro*" is an Intercultural Prize for Local Journalists organised in Cascais whose objective is to promote news/articles on the following themes: interculturality and identity, sense of belonging to the

community, migratory pathways, social integration and education for intercultural citizenship.

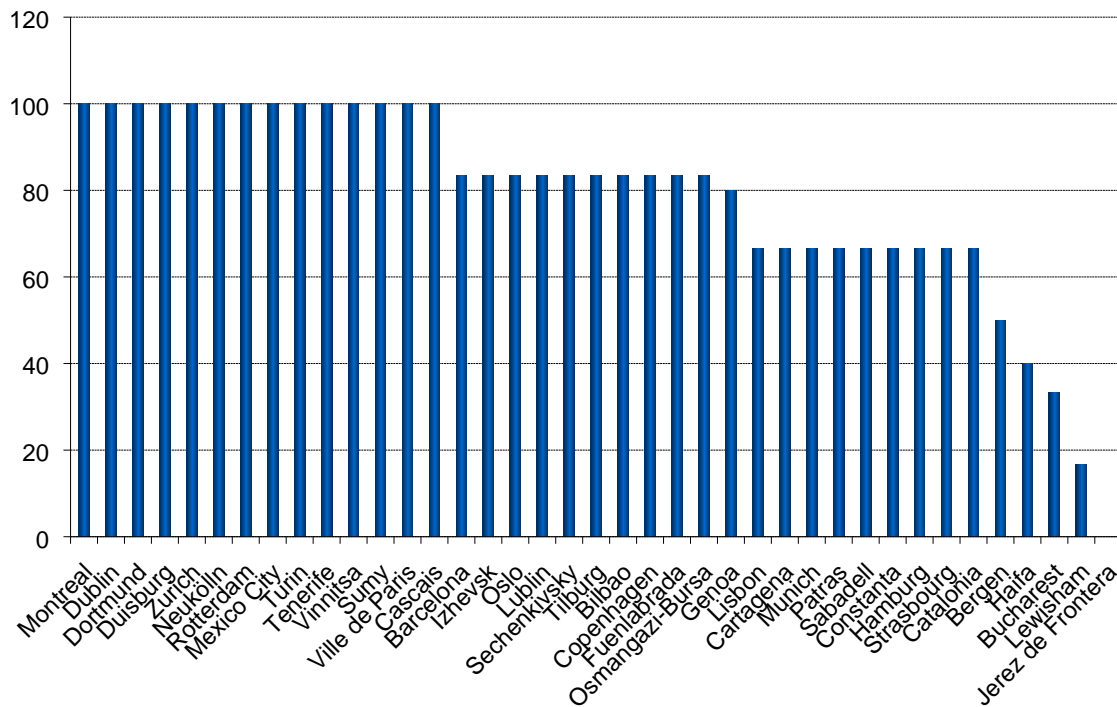
- The Parisian association: the *Maison des journalistes étrangers* (House for foreign journalists) is an association that welcomes foreign journalists persecuted in their home country in defense and promotion of the freedom of expression.
- To promote a positive image of immigrants and/or minorities in the media Bergen monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities in the city that is distributed to all households in the city.
- In Bilbao (Spain) there has been set a web application to promote inclusion and integration while fighting rumours and stereotypes. The main metaphor used in the Bilbao communication campaign is the umbrella as a defence against rumours, that fall from the sky. It has developed a short game, in two forms of a scratch card and a Web app, that can allow the user to assess whether they are 'protected' from or 'drenched' by rumours. Following a series of fact-based questions, it tests the degree of knowledge that people have about immigration, and illustrates the truth or otherwise of common rumours about immigrants. A final score is given, indicated the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the user may obtain additional 'medals' and join the campaign for the values of multiculturalism, social cohesion and combating racial discrimination.

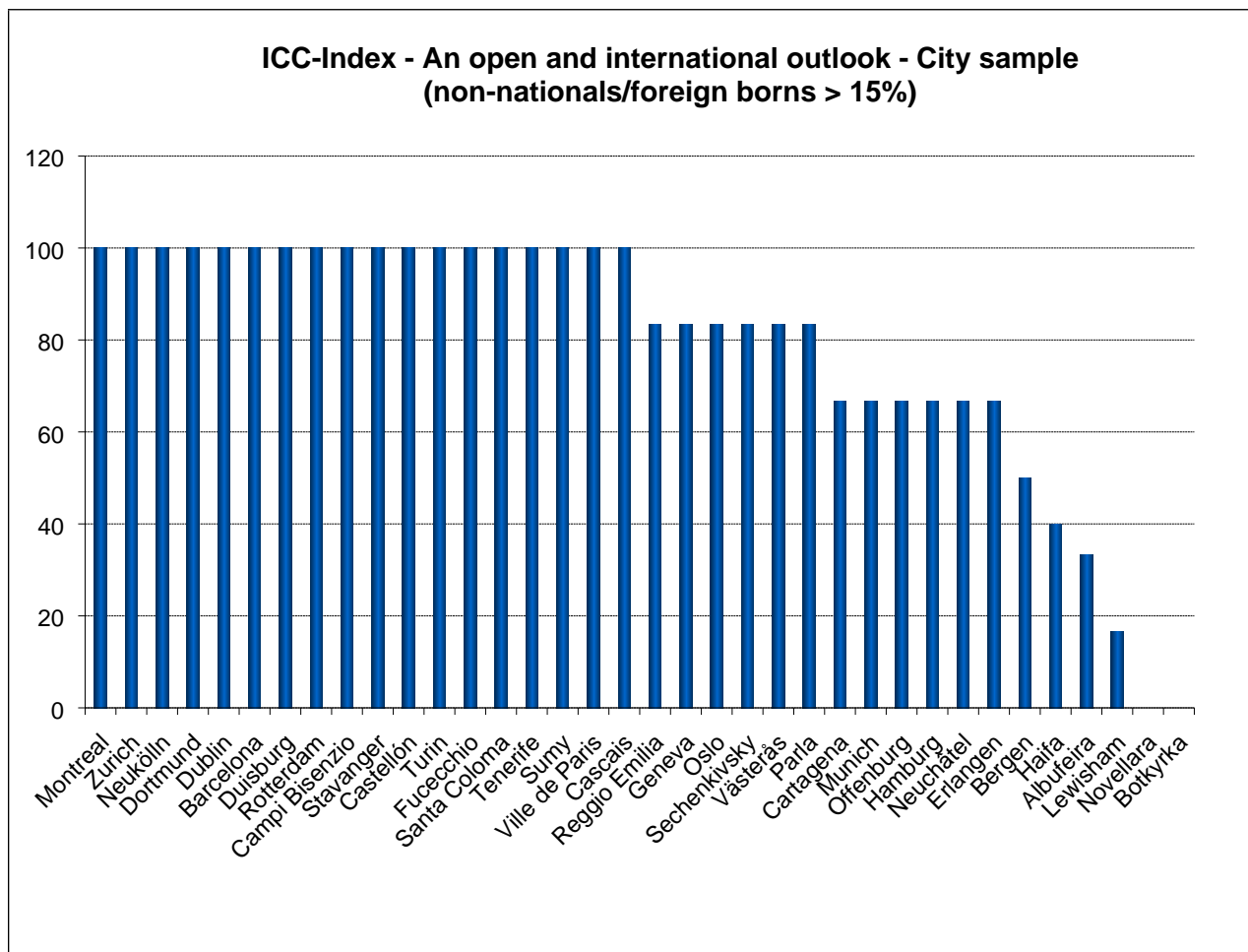
# INTERNATIONAL outlook policies



*An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.*

**ICC-Index - An open and international outlook - City sample (inhabitants > 200'000)**





Barcelona achieved the 83% in the field of an open and international outlook, lower than the result obtained in 2010 of 100% but still higher than the city sample's rate of 71%.

Positively, the city has adopted a specific economic policy to foster international cooperation as well as a specific financial plan and has established an agency with specific responsibility for monitoring and developing the city's openness to international connections.

It is extremely positive that Barcelona universities encourage foreign students to participate in the city life and to remain after graduation. In fact, a new policy on "*Barcelona and University: a common goal*" has been approved. However, the City should encourage foreign students to participate in the city life and to remain after graduation.

Positively, Barcelona enhances economic relations with countries of origin of its migrant groups through development and cooperation projects. For example, the Intercultural City of Cascais, through twinnings, agreements and cooperation protocols, encourages social and cultural harmonization, promoting local development based on the sharing of knowledge and experiences. The activities carried out teach respect for diversities and stress the importance of unity. The municipality of Cascais created bridges between the various

economic, cultural and social realities, with a view to revitalizing a new model of international relations in this century. Moreover, Cascais, through events and programmes, strengthened the connection between Portugal and Morocco. For example, it has been organized a seminar titled "Portugal - Morocco: Bilateral Relations". During this event, a cooperation agreement has also been signed. The purpose of this agreement is to use existing structures in the Cascais Municipal Council to support, whenever possible, the AALM (Associação de Amizade Luso-Marroquina) initiatives organized in the municipality of Cascais. Especially: the promotion of the culture of Morocco; provide Portuguese language and culture lessons; share Moroccan culture through art or photography exhibitions, literary works, etc. Hopefully, these activities will make it easier to integrate the Moroccan community into the Portuguese society.

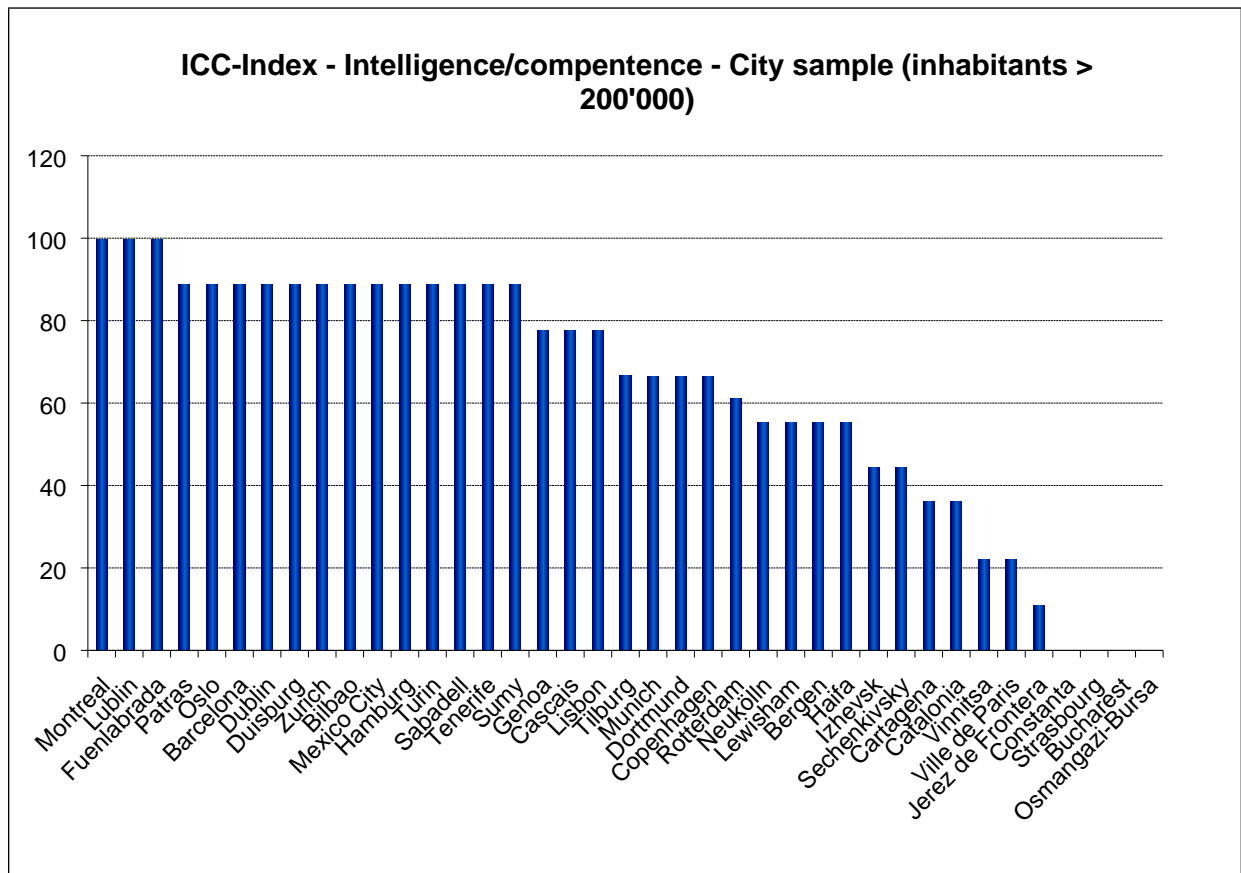
Another interesting initiative comes from the Portuguese city Santa Maria da Faria, where diversity and migration are perceived as a window to explore new opportunities and new markets. For this reason, the municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants.

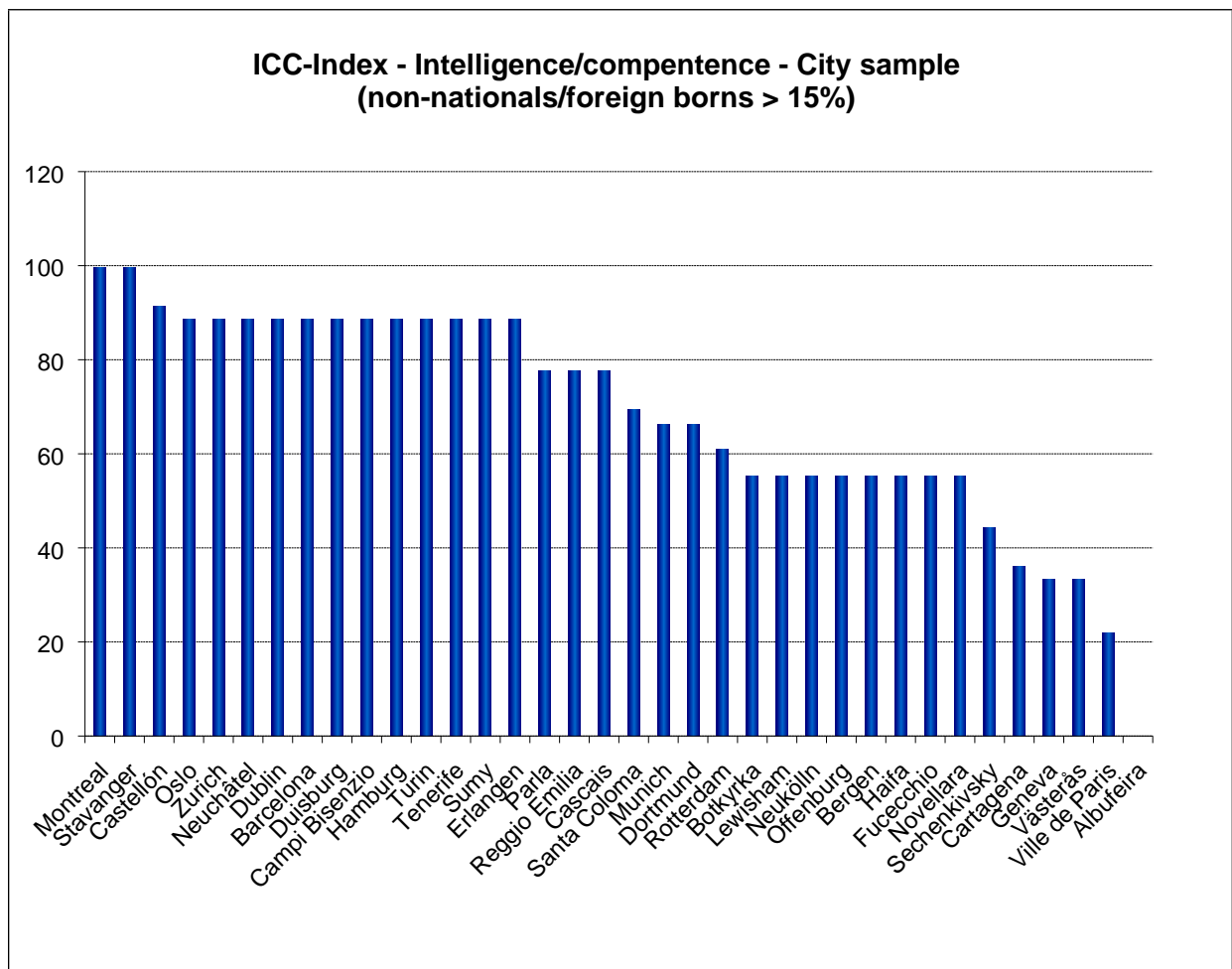
# INTELLIGENCE

competence policies



*A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.*





The attainment rate of Barcelona in the field of intercultural intelligence competence policy in both 2010 and 2017 is the 89%, higher compared to the city sample's rate of 63%.

Statistical and qualitative information about diversity and intercultural relations are mainstreamed to inform the city government/council's process of policy formulation, in addition Barcelona regularly takes surveys to monitor the public perception of migrants/minorities. The General Survey about the city runs on a monthly basis, whereas other surveys on social values have been carried out in different years (2006, 2010, 2016).

In addition, Barcelona fosters intercultural competences through interdisciplinary trainings, seminars and networks.

Some examples of interdisciplinary seminars come from Braga and Bergen. In Braga trainings and courses are also composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. While the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses,

the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

Another good practice comes from Constanta (Romania) that has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

To raise awareness, "Diferenças & Indiferenças" is an initiative carried in Cascais whose purpose is to train social agents to successfully face intercultural issues of interculturality; for instance, when interacting with migrants. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses. Similarly, Barcelona might find interesting this integration programme carried out in Neuchâtel to raise citizen awareness and to help migrants to become acquainted with their new environment, helping them to practice the French language in everyday situations. Depending on the program, emphasis is put on the practice of French or learning about the social and institutional environment of the Canton and Switzerland. Altogether there are five distinct programs carried out in 10 quarterly or yearly classes in Neuchâtel and La Chaux-de-Fonds.

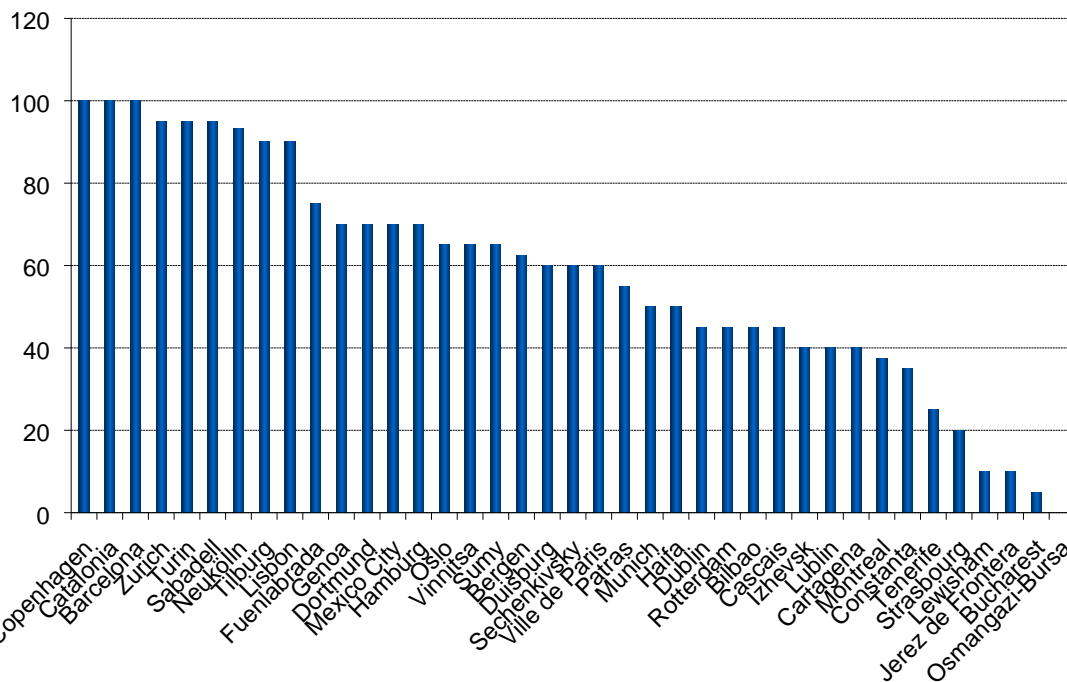


# WELCOMING

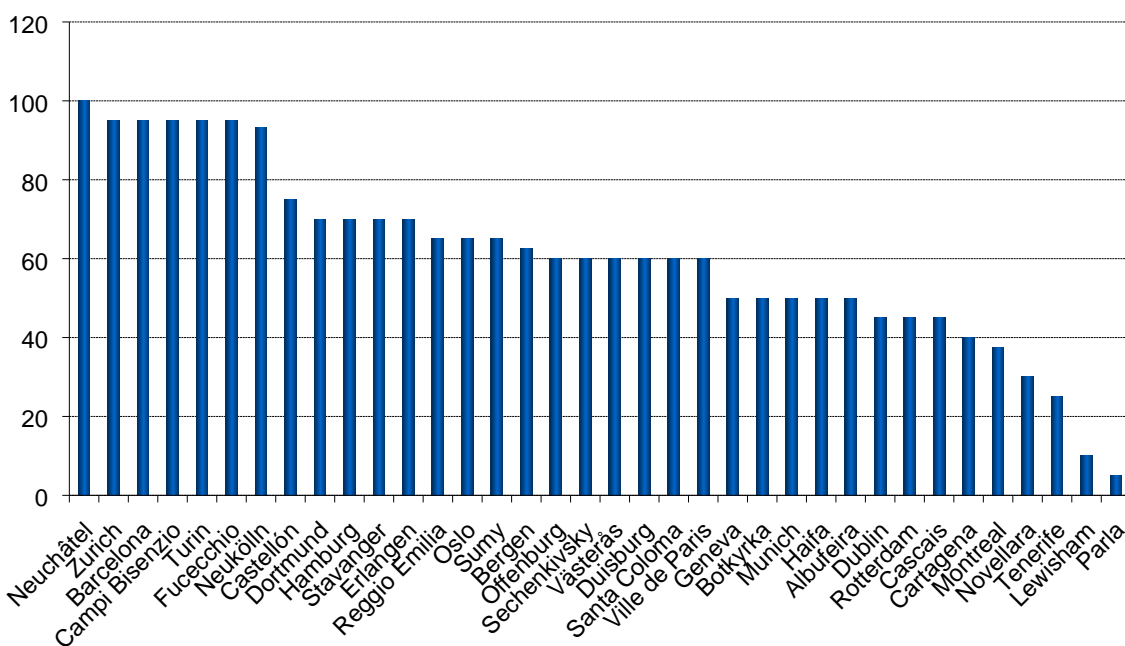


*People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.*

**ICC-Index - Welcoming new arrivals - City sample (inhabitants > 200'000)**



**ICC-Index - Welcoming new arrivals - City sample (non-nationals/foreign borns > 15%)**



The attainment rate of Barcelona welcoming policy in 2017 is the 100%, an excellent result compared to the 54% of the City's sample. It is worth noticing that the city improved from the initial result of 95% achieved in 2010.

The city has established an office to welcome migrants and newcomers to the city, and it offers a comprehensive city-package with useful information and assistance in support to newly arrived residents published and translated in 8 languages. Positively, Barcelona supports and welcomes all categories of newly arrived: family members, students, migrant workers, refugees but also naturalised citizens, irregular migrants, returnees and emigrants.

The SAIER, Servei d'Atenció a Immigrants, Emigrants i Refugiats (Service Center for Immigrants, Emigrants and Refugees) is a local government service specialized in international mobility that offers information and advice on immigration, asylum, emigration and voluntary return to anyone who lives in Barcelona City. SAIER provides services since 1989 and has been adapting to the migratory changes to give answers to the citizens' needs.

Moreover, it is extremely positive that the city of Barcelona has introduced a special public ceremony to greet families finally reunited.

To facilitate integration, a good welcoming is a good first step. The following are some of the good practices carried out in other Intercultural Cities that could inspire Barcelona:

Ballarat's interesting activity of the *Migrant Morning Tea*: every day these morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available. Instead, Barcelona encourages social inclusion and integration through the promotion of the history and cultural heritage of the city amongst all citizens and especially amongst those who have recently arrived, also, citizens contributes sharing their culture with art exhibitions.

Novellara has set a project called "Punto d'ascolto" (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

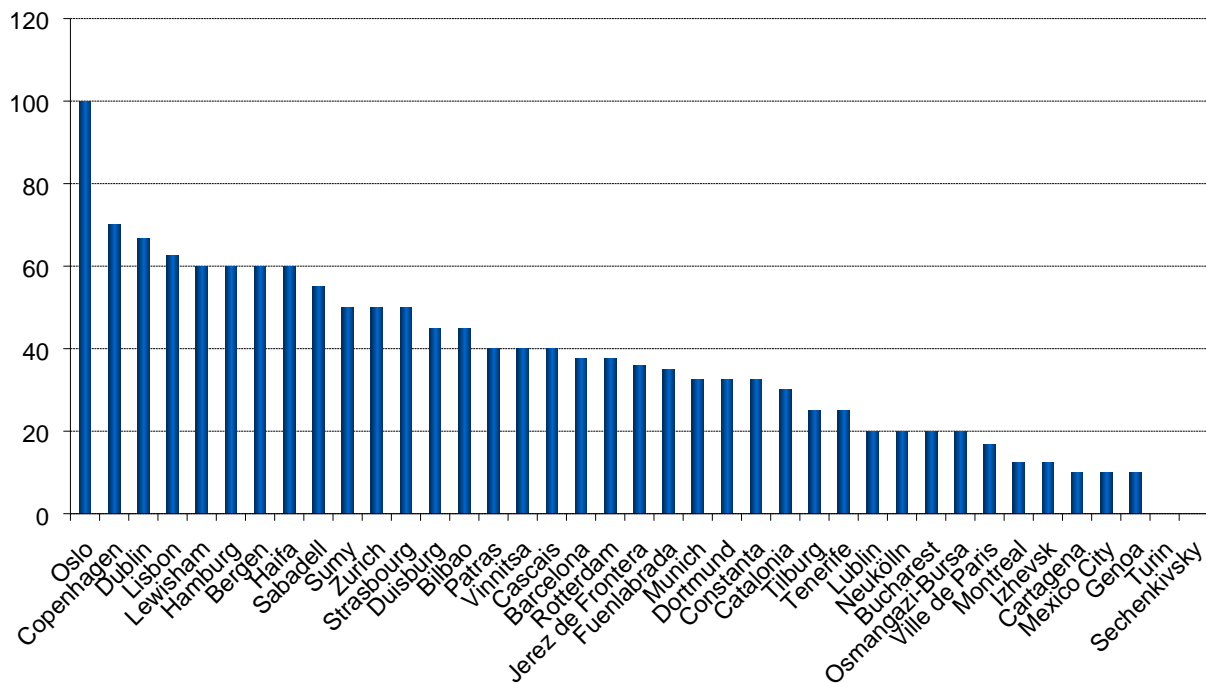
Bergen municipality has established an *Introduction Center* for refugees, schools, health stations, schools and other public and private sectors. It acts as a link between the different migrant groups and the public sector, sharing experiences and expertise on issues in regard to integration, community empowerment etc. A good example is a collaboration they had with a hospital that once wanted to raise awareness on diabetes through offering courses to immigrants, as Diabetes was prevalent among migrants. They had challenges getting people to register for the courses and took contact with the organization for a collaboration and help on how to plan the course. Together, they organized the course at EMPO with a very good turn up. The multicultural staff played a very important role to pass on the information.

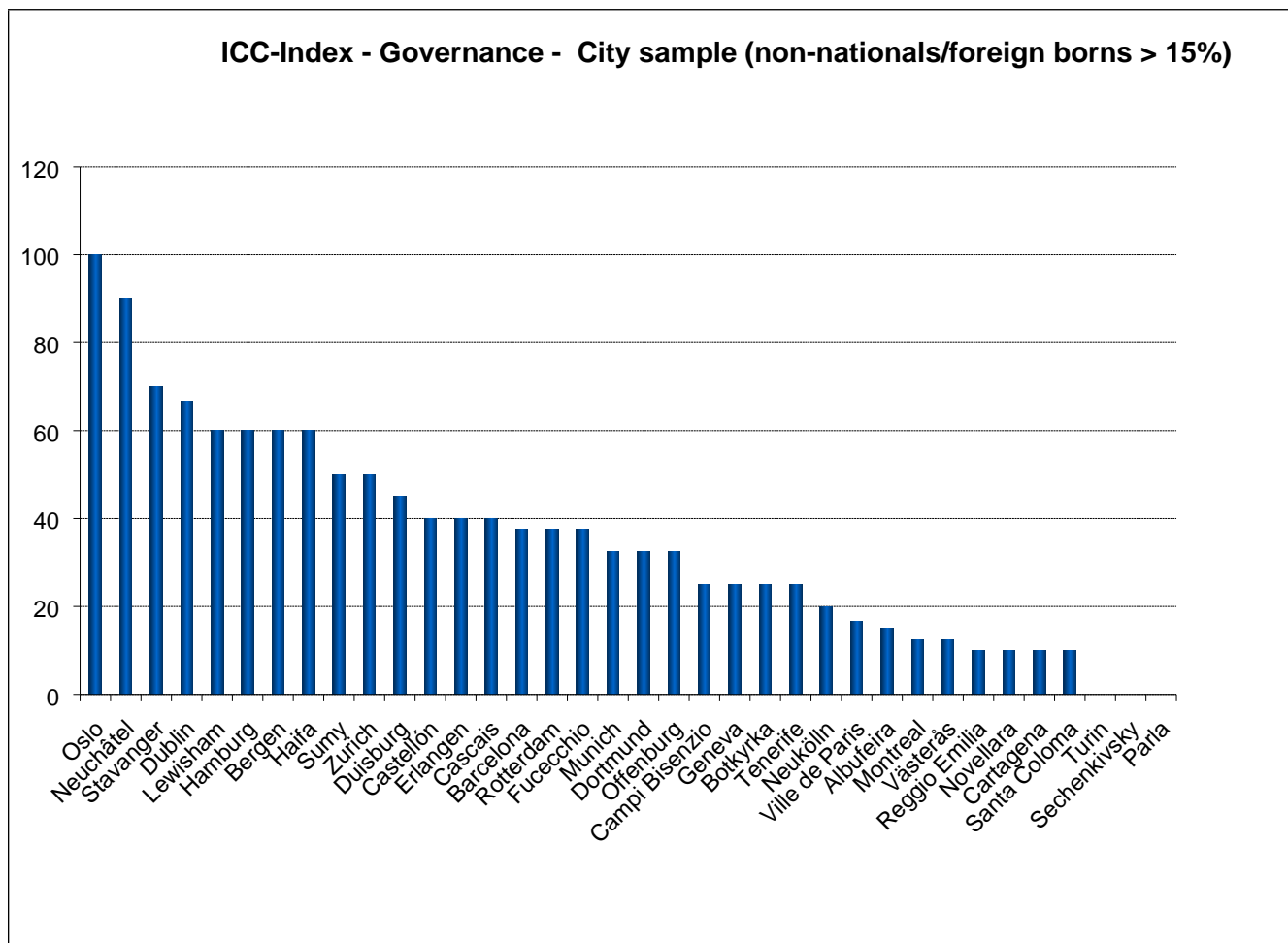
# GOVERNANCE



*Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.*

**ICC-Index - Governance - City sample (inhabitants > 200'000)**





The analysis of the questionnaire shows that Barcelona's Governance, leadership and citizenship policy achievement rate has been stable throughout the years, achieving the 38% both in 2010 and in 2017, a result slightly higher than the city sample's result of 34%.

Newcomers can vote once they have obtained the Portuguese nationality. However, in countries with bilateral agreements (mainly Latin American ones), foreign nationals could vote in local elections after 5 years or residence in Spain. In Barcelona, the ethnic background of elected politicians does not reflect the composition of the city's population. However, the city has an advisory body representing migrants/minorities in their organisations. Perhaps the city might wish to involve migrants/minorities as well as relevant public institutions, organisations and experts.

The Barcelona Municipal Immigration Council (CMIB) was created in 1997 with the participation of 16 entities. Its work during the past years has been intensive: documents, workshops and debates such as the Intercultural Meeting, and more recently, the Migrants' Day; recommendations to the various municipal action plans and much more. The Municipal Council is currently comprised of more than 40 entities.

Barcelona might find inspiring this initiative coming from Ballarat: The Multicultural Ambassadors' Program (MAP). This program was developed in order to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. Ever since 2009, this program aims to enhance community awareness while fostering social cohesion and mutual acceptance. The objectives are:

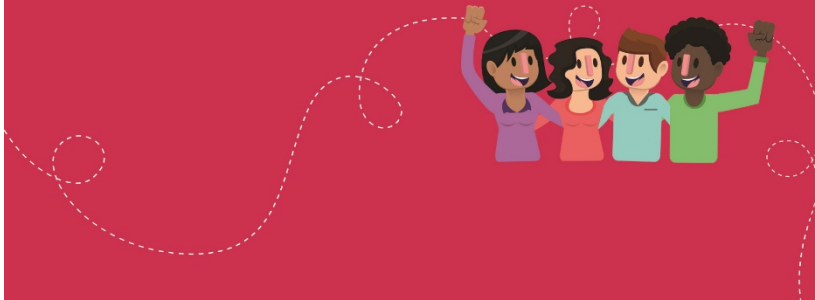
- Enhance community awareness and foster inclusion of existing and new CALD communities in Ballarat
- Support leadership within the CALD community and to recognise the commitment and contribution made by migrants and Indigenous people to the Ballarat community
- Advocate for and promote the benefits of cultural diversity through learning, exchange and celebration
- Collaborate with the City of Ballarat in implementing its Cultural Diversity Strategy

Multicultural Ambassadors will be champions for their existing communities and will engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

We recommend Barcelona to introduce a standard for the representation of minority in mandatory boards supervising schools and/or public services, but also to reinforce the existing initiatives that aim to encourage migrants and minorities to take part in the political life. In fact, it is very positive that the Participation Unit is strengthening citizenship's participation in the public and social life of the city and is paying special attention to find formulas beyond electoral participation.

Perhaps the city might wish to follow the example set by the city of Paris where 123 "*conseils de quartier*" or "neighbourhoods' councils" are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighborhoods, such as development projects, neighborhood life, and all the strategies that could potentially improve the quality of life. The Councils are a bridge between the citizens, the elected officials and the Mayor.

# ANTI DISCRIMINATION



Barcelona monitors the extent and the character of discrimination in the city and the local Office for Civil Rights and Non-Discrimination is in charge to test discriminatory practices in housing rentals in the city. The city also has a specific service that advises and supports victims of discrimination. In fact, the *Barcelona Office for Human Rights* offers attention, mediation, information and specialised legal advice. Furthermore, the municipality has an agreement with *SOS Racism* to help victims of racism. Regularly, the city run anti-discrimination campaigns to raise awareness on this topic.

The plan against Islamophobia, launched in 2017, is an excellent example of what the city is being doing to discourage racism and negative feelings.

Paris has established the "*Réseau parisien de repérage des discriminations (REPARE)*" (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

Barcelona could follow Patras' project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. "Patras Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

Alternatively, Amadora's schools are breaking down stereotypes and negative perceptions. In fact, the city of Amadora (Portugal) has been implementing a communication campaign focused on education and schools in the framework of the Communication for Integration (C4i). The campaign aims to address the rumour identified through research at the city level that pupils with a migrant background lower the education level in schools. In Amadora, 60 per cent of the foreign residents, who represented 10 per cent of the city's population in 2011, originate from Portuguese-speaking African countries. As part of the campaign, 60 pupils of Seomara da Costa Primo secondary school were trained as anti-rumour agents. They identified the following rumours in the classroom: new students are never welcome, Spanish and Portuguese do not like each other, white people are believed to steal babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate "*how do I see the others*" where they were to mosaic their school mate using foodstuffs. Finally, they presented an anti-rumour song at the C4i 3rd Coordination meeting in Amadora on 12 December 2014 and expressed interest in joining more anti-rumour activities. According to scientific research conducted in Amadora as part of C4i, a secondary school with a majority of students of different nationalities was positioned among the eight best schools in the city in 2013. Similarly, about a quarter of the students awarded for merit and excellence were immigrants. Amadora strongly believes that excellence in education can only be achieved in an integrated and inclusive education system.



# CONCLUSIONS



Barcelona showed an aggregate intercultural city index of 71%, rating 15th among the 86 cities in the sample. Moreover, Barcelona has been ranked 10th among the cities with more than 200,000 inhabitants and 11th among cities with more than 15% of foreign-born residents.

It is appreciable that the city scored a rate higher than the city sample in the following fields: commitment, neighbourhood, public space, mediation, language, media, international outlook, intelligence competence, welcoming and governance.

On the other hand, the weakest fields where the city's municipality must strengthen its policies are: intercultural lens, education, public service, business and labour market, cultural and civil life.

In view of the above, we wish to congratulate with the City of Barcelona for the efforts taken. The Index has shown that there is room for further improvements, and we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

# RECOMMENDATIONS



When it comes to the intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

- **Education:** Schools should increase ethnic/cultural mixing, for instance they could adopt a calendar with several multi-cultural and multi-religious activities. This would enormously help students from a minority background through the integration process and it would foster the feeling of acceptance. It is important remembering to offer a wide range of activities to attract as many pupils as possible. As an idea, schools could celebrate Chinese New Year, Ramadan and Orthodox Christmas/Easter. Adopting a calendar with several multi-cultural and multi-religious activities will help students to integrate, enhancing feelings of welcoming and acceptance. The City Council may also wish to reinforce parents' participation in the education system.
- **Public Service:** we recommend Barcelona to introduce a recruitment plan to ensure an adequate diversity within the workforce in order to have an equal reflection of the population in the ethnic/cultural background of public employees at all levels. In fact, interculturality brings creativity and innovation: an enrichment that will benefit the service effectiveness. In addition, the city could consider introducing women-only sections and times in sport facilities.
- **Business and Labour Market:** the city might want to introduce a "business districts/incubators" in which different cultures could more easily mix. The incubator would be an important element in the city centre insomuch it would give the possibility to entrepreneurs to develop their skills and to open their own activities. In addition, it would represent a chance for migrants to keep doing what they can do and what they learnt in their homeland. This mixing of skills and abilities would represent an extremely enriching element.

- Cultural and Civil Life: Interculturalism should be used as a criterion when allocating grants to associations. Barcelona should more consistently encourage cultural organisations to deal with diversity and intercultural relations.
- Mediation: To improve the field of mediation, the municipality could look up at Parla's idea of celebrating the World Day for Cultural Diversity for Dialogue and Development (according to the UN, the 21<sup>st</sup> of May), when the Mayor visits these places of worship and hold joint meeting. This is a perfect occasion to get to know each other, to bridge faith with politics and to attract the interest of participants.

Barcelona may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database<sup>12</sup>.

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<sup>12</sup> <http://www.coe.int/en/web/interculturalcities/>