



City of Donostia-San Sebastián

Intercultural Profile (2018)

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This report is based upon the visits of the ICC team on 12-13 December 2018, comprising Ivana d'Alessandro (ICC Head of Unit), Sérgio Xavier and Gemma Pinyol-Jiménez (ICC independent experts).

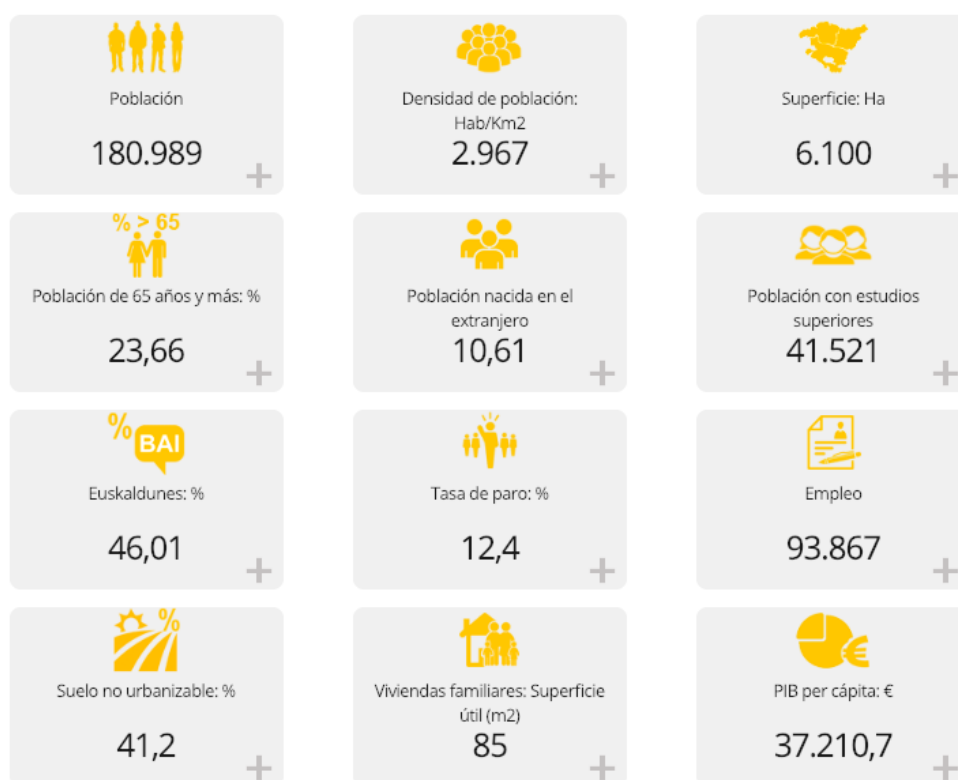


**BUILDING BRIDGES,
BREAKING WALLS**

Background

Donostia-San Sebastián is the administrative capital of Gipuzkoa, one of the three provinces making up the Basque Autonomous Community in Spain. It lies to the northeast of the Iberian Peninsula, 30 kilometres from the border with France. The cross-border region running from Donostia to Bayonne represents an important hub of social, economic and tourist development in the southwest of the European Union. Donostia is a medium-sized city with almost 186,000 inhabitants. It is a tertiary, tourist city, eminently commercial, with strong emphasis on services and congresses. La Concha and similar beaches attract thousands of visitors annually, as do annual international jazz and film festivals. The city has designated to be the European Capital of Culture in 2016.

The city has one of the highest per capita income levels in the country (34,600€ over the Spanish media of 23,300€ in 2015) and has a highly educated population, where 34% of the population have a higher education, and 70% have their high school diploma. Similarly to other European municipalities, Donostia-San Sebastián is facing a progressively aging population (one in four citizens are over 65 years old).



Source: Basque Statistics Institute

According to the census data as of January 1, 2018, 186,667 people live in Donostia. There are registered persons of more than one hundred different nationalities in the city: 13,173 people are foreign nationals (7.06%), and the figure increases to 19,807 people if the country of origin is taken into consideration (10,61%).

Foreign population in Donostia by sex and origin (2008-2016)

	2008	2010	2011	2012	2013	2014	2015	2016	2107
Foreign population	10,724	12,352	12,850	13,164	13,179	12,544	12,327	12,473	13,173
Foreign population over total (%)	5.82	6.66	6.90	7.06	7.07	6.74	6.62	6.69	7.05
Men	4,996	5,693	5,854	5,978	6,052	5,703	5,,681	5,721	6,054
Women	5,728	6,659	6,996	7,186	7,127	6,841	6,646	6,752	7,119

Source: Municipal data

Foreign population is mainly original from Central America and the Caribbean (27.23%) and from non-EU European countries (23.68%). Regarding the origin of migrant background population, most of them are from South America countries (31.75%) followed by Central American countries (23.40%). These figures explain the migration flows to Donostia-San Sebastián, mainly from Latin American countries, especially since 2008. The first flow of Latin American people was mainly from South American countries, and most of them have acquired the Spanish nationality by now, while the more recent arrived haven't did yet. The other important group of foreign residents in Donostia is conformed by EU nationals, while other origins are also present in minor proportions.

Foreign population in Donostia by sex and origin, 2018

Origin	Women	Men	Total	% Total
Asia	575	616	1,191	9.04%
Europe	2,150	1,978	4,128	31.34%
EU 28	1,489	1,630	3,119	23.68%
Non-EU	661	348	1,009	7.66%
Africa	403	1,120	1,523	11.56%
North Africa	286	832	1,118	8.49%
Sub-Saharan Africa	117	288	405	3.07%
America	3,972	2,319	6,291	47.76%
North America	220	184	404	3.07%
Central America and Caribbean	2,482	1,105	3,587	27.23%
South America	1,270	1,030	2,300	17.46%
Oceania	19	21	40	0.30%

Source: Municipal data

The increasing of foreign population clearly contributes to a more diverse city, and it has been a crucial factor for Donostia's self-recognition as a diverse city. In that sense, in 2013, the municipality created the Cultural Diversity Department (CDD) in order to manage diversity in a more efficient way and to guarantee language, culture, equal opportunities and social and political rights of all citizens, regardless of their origin. Since then, the city has

developed strategies and tools to prevent and solve possible conflicts arising from coexistence (living together) and to protect social cohesion.

Since its inception, the CDD has been based on the intercultural premises: guarantying human rights and equality, promoting knowledge and mutual recognition of diversity and strengthening interaction. Facilitating participation and promoting education in values and respect for diversity based on human rights have been key tools in the CDD's work plan.

Seems interesting to notice that the CDD is held in the House of Peace and Human Rights (Aiete Palace), a city's strategic project which involves different municipal areas and entities, focussed on peace, conflict resolution and peaceful coexistence. The Donostia's House of Peace and Human Rights hosts the local departments of cooperation, cultural diversity and gender equality, as well as the Euskal Fonda, Globernance (Institute of Democratic Governance) and Eskura, the Center for Pedagogical Resources in Human Rights.

“We are convinced that intercultural dialogue, the reinforcement of social cohesion, the respect for diversity and the promotion of human rights are the criteria that must inform the design and implementation of local policies, with special emphasis on the value of the role of cities as territories where people of different origins and ideas meet and cohabit.

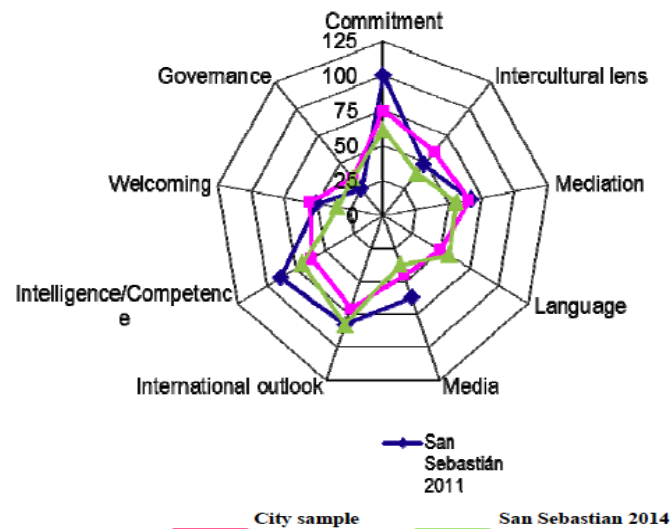
The culture of peace hinges, most of all, on educational processes and methods for solving conflicts from a standpoint of respect for human rights, of dialogue and mediation. In this sense, we have to, all of us, from within our own cities, help to create a new world order with structures and mechanisms that seek to eradicate direct violence in all its forms, as well as structural violence (poverty, social exclusion, economic and social inequality, inequality between men and women, exclusion for reasons of sex, culture, etc.).”

House of Peace and Human Rights.



The Donostia-San Sebastián' 2014 ICC Index Results

According to the overall index results collected in September 2014, San Sebastian was positioned 50th among the 63 cities in the sample, with an aggregate intercultural city index of 48 per cent. It was ranked 24th among the 31 with less than 200,000 inhabitants and 27th among the 36 cities with less than 15 per cent of foreign-born residents.



Source: Intercultural Cities

When it comes to San Sebastian's intercultural efforts, with reference to the 2014 survey, it could be noticed the importance of the city's international outlook and the intercultural competence indicators. Nevertheless, the city had room for improvement in other areas, especially the intercultural governance, the welcoming policies and commitment. In that sense, some suggestions were included in the 2014 ICC Index results, such as the adoption of an intercultural strategy and action plan; to conduct initiatives on a more regular basis to acknowledge and honour citizens and organisations for their contribution to interculturalism in the local community; to support local schools to carry out intercultural projects; to make more efforts to involve parents from migrant/minority backgrounds in daily school life; to prevent ethnic concentration in the city's neighbourhoods; to support intercultural mixing in the private sector labour market; to expand the city's offer of services tailored to the ethnic and cultural background of all citizens; to adopt a binding document to outlaw discrimination in employment; to promote 'business districts/incubators' facilitating interaction and joint ventures between entrepreneurs from different backgrounds; to regularly organise events and activities in the fields of arts, culture and sport, as well as public debates and campaigns around the topics of diversity and living together; to provide intercultural mediation services in the streets and neighbourhoods; to offer learning migrant/minority languages as a regular language option available to everyone and to develop a media strategy to improve the visibility of migrants/minorities in the media among others.

Profiling Intercultural Donostia-San Sebastián

Donostia-San Sebastián is one of the first cities to join the ICC programme, and also one of founders of the RECI (Spanish Network of Intercultural Cities). In the last decade, the political context in the Basque Country has changed substantially, and most of the municipalities are facing challenges more similar to other EU municipalities.

Last expert visit to Donostia-San Sebastián took place in 2011, so the 2018 visit seemed an opportunity to better appreciate the transformation experienced by the city, as well as the role of the intercultural approach in the local administration and at the local level.

This report draws on the findings of the second ICC Expert's visit to Donostia-San Sebastián that took place in December 2018 and aims to identify the main challenges and positive experiences faced by the city when talking about diversity and intercultural instruments and tools, by distributing them according to the following intercultural principles: equality; recognition of diversity and interaction.

A. Equal Rights and Anti-discrimination

- **Institutional framework**

There are more around 130 nationalities living together in Donostia-San Sebastián¹. Fighting against discrimination and populisms, promoting knowledge, interaction and awareness, and enhancing participation of migrant population in all aspects of local daily life are the main goals of local policies.

The importance of the local level in managing diversity and promoting social cohesion is crucial, and the message to be shared for the next local elections is to promote a “culture for coexistence (living together)”.

“We need to make sure that diversity is considered as a positive value” (Eneko Goia, Mayor of Donostia-San Sebastián).

The Equality and Cooperation Counsellor, put emphasis on respecting cultural diversity and promoting a transversal perspective in policy making and implementation. Different actions such as promoting knowledge about religious diversity, Roma communities, the antirumours methodology, the youth exchange between Bergen and Donostia² initiative, and Ongi Etorri Eskolara project were mentioned as interesting practices.

¹ Regarding that, Donostia's Mayor has pointed out that “the best strategy is to know each other better and better”.

² See

http://www.donostia.eus/info/ciudadano/juventud_quienes.nsf/vowebContenidosId/NT00000C0E?OpenDocument&idioma=cas&id=A337696456744&cat=Programas%20y%20servicios&subcat=Intercambios%20juveniles&doc=D

The Cultural Diversity Department, in charge of the coordination with the ICC international network and the RECI, was created in 2013 and has an annual budget of around 470,000 euros and a four-people team (2018). Raising awareness on diversity and coexistence, improving welcoming policies and promoting participation are the main goals in the area. The 2019 ICC Index is a priority for the team, as an opportunity to evaluate the progress in the intercultural local actions as well as to facilitate transversal work among different areas, considering diversity as a crosscutting topic.

The city is currently planning to work on a draft 2030 Strategy and on a City Inclusion Plan, in which references to the city's diversity and its positive impact would be included.

- **House of Peace and Human Rights, & Eskura**

The House of Peace and Human Rights is located in the Aiete Palace. The building was the former summer residence of the dictator General Franco, and since 2010, it hosts different local departments and entities devoted to promote education and awareness on human rights and peace processes. The symbolism of it being recovered for democratic society is therefore immense.

The Human Rights programme emphasises the importance of rights and peaceful coexistence by promoting awareness in schools, dissemination of relevant information and knowledge through cultural activities (Human Rights Film Festival) and the commemoration of international days (LGTBI, Roma, Human Rights, Refugees, etc.).

The Cooperation department is in charge of managing the local policy on cooperation and development, and also to coordinate actions with NGOs devoted to these topics. The new Local Strategy on Development Cooperation has been actually devised jointly by the administration and the civil society. Along with the Cultural Diversity Department, the "*Donostia entre Mundos*" initiative aims to promote education on these topics with the purpose of boosting social transformation.

In 2018, the Basque Government, the Gipuzkoa Provincial Council³ and the municipality of Donostia-San Sebastián signed an agreement for launching Eskura, a Pedagogical Resource Centre for Human Rights in Aiete. The Centre aims to promote education in human rights and to offer educational resources to that end. Eskura will offer different instruments to promote education and awareness on human rights such as audio-visual material, documentation, texts or literary and musical works, etc. The Eskura Centre will collect, generate and disseminate these resources and will celebrate two annual events: an international seminar on Human Rights, and a local fair for pedagogical resources in Human

³ The Provincial Council of Gipuzkoa is responsible for governing and administering the province of Gipuzkoa, one of the three provinces of the Basque Country. The Provincial Council has recognised competences as a provincial institution, especially in the areas of finance, economic development, roads and social policies.

Rights. The Eskura Centre is also focussed on promoting co-participation with social entities and other institutional actors dealing with Human Rights issues.

In parallel, issues such as gender equality, Basque language, environmental sustainability and ageing are crosscutting topics in the different areas and actions held in the Aiete Palace.

It is worth to mention that the complex administrative structure of the different departments in the Aiete Palace, while sharing a common ground and work perspective, are part of different municipal council's areas. Strengthening links between the intercultural perspective and the Human Rights approach, especially at local level should be considered⁴.

- **SOS Racismo**

This social organisation develops several educational projects and awareness-raising activities, a good part of which is supported by the municipality, such as:

- The Berdin project, used to identify areas in which discrimination happens, such as housing rentals, labour market, etc.;
- Anti-rumours campaigns and trainings (in cooperation with the municipality), including targeting local police officers;
- Bizilagunak, a yearly initiative aimed at bringing together families (by two, accompanied by a facilitator), to exchange their culture and gastronomy;
- *Urretxindorra* (mockingbird) project, to mentor youth in need of social support to overpass languages obstacles, social isolation, etc. University students accompany and provide support and advice to these young people during a year (15 pax);
- “*Kumunikation*”, a project aimed at educating for media literacy;
- Awareness-raising activities addressing the local police and administration officers regarding hate crimes;
- Other actions such as an exhibition about the Holocaust or a project on Islamophobia.

Similarly, SOS Racismo provides support and information for complainants to denounce discrimination, as well as support to specific groups (such as women in care services) to get to know and be able to claim their rights.

Finally, the NGO has also an observatory for media treatment on migration and diversity issues (financed by the municipality) with daily updates. Actions, research and publications can be consulted at www.mugak.eu .

⁴ As it is mentioned in the 2017 ICC Paper on Bridging the equality, diversity and inclusion agendas, “the White Paper on Intercultural Dialogue was founded upon the universal principles of human rights because they were seen as providing the framework for a culture of tolerance. Recognition of the values and principles upheld by the Council of Europe is the necessary condition for intercultural dialogue” (p.7). It is important to understand both topics are interlinked, as the intercultural approach is based on the human rights framework.

B. Recognition of diversity

- **Roma community**

Different Roma organisations were present at the meeting organised during the second Expert's visit: most of them are working exclusively at the promotion of Roma culture and the empowerment of the Roma community, but there was also a women association focussed on working on women's rights with Roma and non-Roma women (*Asociacion de Mujeres Gitanas y Payas Romi Bidean*).

Most of these NGOs collaborate with the municipality, and evaluate positively the municipal commitment of raising awareness about the Roma communities and acknowledging the Roma population as part of the city (for instance by displaying Roma flags in the urban buses on 8 April, the international Roma day) and its contribution to the local history (Youth Guide).

Nevertheless, some concerns are raised about how to fight against daily-basis ethnophobic attitudes and discrimination, especially in schools. Roma associations are really aware of the need to improve education for young Roma students, but they also identify the need for better training in intercultural competence for public professionals, such as teachers, to avoid prejudices and discriminatory attitudes against Roma people. There is also a lack of representation of the Roma population among public civil servants in Donostia-San Sebastián, as it is the case also in the Basque Country and Spain in general.

An interesting project based on public-private sectors collaboration has been developed over the last years in Donostia-San Sebastián, where an informal settlement, mainly inhabited by Romanian Roma population had been dismantled and the inhabitant relocated in proper apartments disseminated all over the city (thus avoiding segregation). Although the NGOs point to certain room for improvement, they also acknowledge that the overall operation has been less traumatic than expected, thanks to the possibility given to them by the city administration to carry out a mediation role.

A few examples of situations in which the Roma community has collected public recognition were mentioned, like it is the case of "Sonakay", a music group formed by Roma youth from Donostia who reached fame by singing in Basque language. Their success has demonstrated how emphasising commonalities in diversity facilitates understanding differences⁵. It was said that this kind of experiences should be better exploited for increasing the positive effects of public policies.

- **Casa de las Mujeres (Women's House)**

The Women's House comes from the local feminist movement in 2010, and it has been built through a long participatory process with the women organisations of the city. The House is

⁵ See <https://www.youtube.com/watch?v=NdYsk0aq1j4>

co-managed by the local administration and women's entities organised via an umbrella association called "*Casa de las Mujeres*". Actions, programmes and language courses are open to all women; around 1,000 women are members of the House. It's worth noting that membership is granted for free upon request. While complicated to be put in place due to bureaucratic obstacles, the co-shared management model adopted by the women's House was acknowledged as being successful and received a prize from the Basque Government for good management.

The House offers empowerment sessions, counsels on gender violence, feminist self-defence courses, in which migrant women as well as Roma women participate. They also provide legal and labour advice in women-related issues and in specific topics such as women in care services. Two main practices shall be highlighted:

- The *Empalabramiento* programme (a pun between word and empowerment in Spanish) is focussed on learning Spanish and improving language competences for migrant women, by deconstructing patriarchal discourses present in manuals. Contents include grammar, logics, history and feminism and - although the language course is mainly aimed at teaching Spanish language, it also includes basic Basque notions as a common language.
- "*Iguálate*" (be equal) is a campaign to promote the recognition of diplomas and competences acquired abroad. It pays special attention to women in the care services' sector, to improve their recognition and employability as well as their working conditions. Although this issue is of national competence, some actions have been developed and implemented by the Basque government through its own legislative competence. Besides, there is a partnership with local companies to facilitate the incorporation of these women workers in the labour market. Most of the users of this initiative are Latin American women.

- **Talent House**

Talent House is a hosting programme by Fomento de San Sebastián's⁶, aimed at recruiting high-end talented researchers for Donostia's technology centres, businesses and universities, while balancing tensions between 'tourism' and citizenship.

The programme is focussed on the importance of human capital and on its value for companies. It also supports 100 internships per year to promote the mobility of people from Donostia-San Sebastián (or who have been studying in Basque Universities) to go abroad, and encourages their return afterwards.

⁶ "Fomento de San Sebastián S.A" is a public municipal company dedicated to the promotion and the economic and social development of the city.

In parallel, the Talent House offers accommodation for high-qualified migrants (70% of the people living in the building are PhD holders) and helps them by providing legal advice, social support and linkages with local firms.

The idea of the Talent House is to strengthen the internationalisation of Donostia-San Sebastián's economy by attracting the "best ones", and to provide interesting working opportunities and living environment for them to settle. The initiative is not yet driven by an intercultural approach to the job market and thus it is recommended that the programme is screened under an intercultural lens to make the most of it for the benefit of the whole society. Interestingly enough, the budget devoted to the Talent House amounts to 14 million euro, 35% of it coming from the local budget, which is one of the reasons why the programme should be in line with the intercultural policies of the city

C. Interaction

- **Ongi Etorri Eskolara**

"Ongi etorri eskolara!" is a programme running since 2014 in several schools of Donostia-San Sebastián. Its objective is to collaborate in the inclusion of families from other countries, starting from the school community, as well as to raise awareness among all school agents about the advantages of cultural diversity. The project was born from volunteering parents, and it is currently funded by the local administration. Interestingly, the first parents got involved in the project as they see how diversity was present at the school playgrounds, and they wanted to create bounds between children, parents and families, as part of the school community.

The programme consists in appointing (volunteering) mentor families to help newcomer families to be part of the local community. Usually, families have children in the same classrooms so that the two-year programme of support can include both scholar and extra-scholar/social activities. The interaction and exchange of cultures is crucial for the programme, but the main focus is to be found in the shared situation (parents with children at the same school and in the same classes).

The programme impacts professors, classes, students and parents, while raising awareness about the diversity advantage for the overall population. The programme identifies families in the class meetings at the beginning of the course to mentor and to be accompanied, and several activities are planned during the year. Complementary, most of the families organise social activities (via WhatsApp groups) to share spare time, and to strengthen social capital for all. Specific instruments for the programme as well as evaluation processes have been developed over time.

Other interesting programmes developed in several schools in Donostia-San Sebastián are also paying attention to promote diversity knowledge and recognition as well as to promote interaction. Some examples can be found below:

- The *Auzoko* programme is a learning Basque course carried out in scholar centres, open to parents but not only. The programme includes three key elements: Basque language, diversity and citizenship. The idea is to place Basque language as a common language for communication and social cohesion. Similarly, the “60 hours/60 euros” programme to learn Basque language in schools, is another good initiative to facilitate language learning and reinforce social interaction through a learning methodology based on activities and games.
- “Colourful Neighbourhoods” is a project to tackle diversity in the neighbourhood using the school as a meeting point. Panels describe the different countries of origin present at each school, but they also illustrate, in different languages, the same common idea of ‘colourful neighbourhood’.

- **Tabakalera**

Tabakalera is a former tobacco factory that was converted into a contemporary culture centre. Located in the Egia district, the building is an impressive space (13,277m²) that organises, since 2007, a wide sort of activities (exhibitions, short film screenings, etc.). *Tabakalera* programmes are mostly free and the funding is mostly public (30% comes from the municipality).

By the time of opening this public space, it became clear that people were looking forward to use and engage the open spaces envisaged in the building: especially young people in rainy days. The center has been adapting its activities and spaces to these non-planned use from families, youth, etc.

At some point, the centre identified a group of mainly youth male migrants who were used to spend long time at the centre, not always behaving correctly (security concerns, drugs, etc.). After discussing with them about their needs and aims, *Tabakalera* decided to open a programme to support them through cultural activities. A first project involved photography, and the initiative was really welcomed. Since then, the project has grown to the point of holding weekly meetings (every Friday with a mediator), during which the group has been, for example, creating music together or preparing artistic performances. The 2018 project has been a theatre play, and a group of around 25 people are participating, using the Theatre of the Oppressed as a working methodology.

Most of these young people are unaccompanied migrants, and live in precarious situation: *Tabakalera* has become a place in which they feel welcome and can explore different ways to express themselves.

Final considerations

Donostia-San Sebastián is as a relaxed and peaceful resort with an almost unfeasibly picturesque setting, fine architecture, classy shops, superb gastronomy and active citizens. In the last years, the city has overpassed times of difficulties and participates in the mainstream of European cities development. The city has observed international trends closely and intelligently, and has a well-informed understanding of the factors of urban success and of the related challenges. These reasons explain why the city attracts so many tourists and, progressively, foreign migrants that have become permanent residents.

Mobility has become a key factor in this process, and migrant population has become a regular characteristic of the city. Today, Donostia-San Sebastián is more aware of its diverse citizenship than before. This diversity always implies new opportunities and new challenges. How the city will face this issue is crucial for its future, especially in terms of economic development, prosperity and social cohesion.

After the 2018 ICC Experts visit, some considerations about the intercultural profiling of Donostia-San Sebastián could be done.

Commitment and Governance

Since 2011, Donostia-San Sebastián has been part of the ICC network. Nevertheless, being an intercultural city requires to truly understand how to manage diversity in a way in which rights, duties and opportunities are similar for all, in which diversity is recognised and in which interaction is promoted.

To do that, political commitment is needed. And it should be spread over all the administrative structure in order to be effective. Furthermore, diversity should be really understood as a crosscutting issue, and cooperation between local municipal areas should be further developed. Donostia-San Sebastián has room for improvement in that sense. Increasing collaboration between the Cultural Diversity Department and other departments is crucial, and it could be interesting to explore the opportunity of developing a strategic action plan on diversity or include intercultural diversity management as a key issue in the 2030 agenda for the city. Ensuring a closer co-operation between different departments and agencies, particularly to ensure better integration of services and an improvement in the intercultural competence of public officials is a challenge to be fulfilled.

Donostia-San Sebastián's policy makers and municipal officials should further engage in a long-term intercultural competence learning process. The lack of a debriefing meeting due to the unavailability of any Head of city's departments at the end of the visit is not only unusual, but also an example of how much the intercultural commitment and governance in the city could improve.

Education

Schools are an interesting scenario for intercultural activities in Donostia-San Sebastián. Although there are different pedagogical philosophies in the schools across the municipality, most of them include programmes to promote diversity, implemented alone or in collaboration with the municipality (for instance, the Human Rights programme “One Year-One Right”). Most of the schools also have Basque courses for parents, and a future challenge to be considered is how to promote the learning of other languages (from migrants communities for instance) through the school.

Civil society

Donostia-San Sebastián is a city with a rich network of active social entities and NGOs. A strong civil society, empowered and demanding towards public administrations, is a characteristic of this city. This dynamism can be appreciated through initiatives such as the Women’s House, in the Roma associations or in the Parents’ Association in schools. Today, the challenge in the city is how to incorporate diversity and newcomers into the civil society which is not perceived itself as a diverse city. Migrant and minorities are users of most of the actions developed by social entities, but they are not yet in positions of responsibility. Facilitating this process of power-sharing, without rushing it but developing the necessary tools for it, is crucial for the future of an Intercultural Donostia-San Sebastián.

At the same time, it could be interesting to further explore the links between different social actors, to avoid the risk of fragmentation in instruments and actions devoted to recognise diversity, promote equality, fight discrimination and assure social cohesion. In that sense, connecting people from Women’s House, Tabakalera, SOS Racismo, Fundación Secretariado Gitano, for instance, could be really useful.

- The Berdin project of SOS Racismo could be better connected with local authorities, in order to look forward to concrete solutions to effectively fight discrimination.
- The Urretxindorra project of SOS Racismo could be linked with the Tabakalera actions on young people.
- The city should better explore possibilities for formal recognition of competences, aiming to increase the job opportunities of women and minority groups. That could be an interesting pilot to combine experiences and knowledge from the Women’s House, Romi Bidean association, Talent House along with different universities and local and regional administration.
- Similarly, a pilot that would sum up all initiatives (from SOS Racismo, Tabakalera, etc.) with a focus on young migrants (especially the unaccompanied ones) in vulnerable situation could improve the overall impact of the city’s inclusive policies in a more integral way.

Neighbourhoods

Donostia-San Sebastián is one of the most expensive cities in Spain. The high level of property prices have made it difficult for non-EU migrants to find accommodation or business premises in this most prominent part of the city. Most of newcomers, similarly to people with less economical resources, tend to gather in the lower rent areas. Diversity from origin is increasing in the entire city, but the process is slower in high rent areas. Nevertheless, from the visitor point of view, diversity is now more distinguishable than some years ago, not only in shops or bars, but also in the streets. Local population also reckons this perception.

Language

There are different ways to manage linguistic diversity in a society, from the monolingualism to the multilingualism, there is room for diglossic or bilingual systems. In the case of Donostia-San Sebastián, it seems clear that the process to become a multilingual society, although incipient, could overpass the social barriers to entering the Basque society⁷. The strength of the Basque language as an instrument to facilitate coexistence and social cohesion could be reinforced by promoting the recognition of other languages in Donostia-San Sebastián.

Talent and economic participation

There is an interesting debate about attracting talent in Donostia-San Sebastián: on one hand, the city aims to (and it does) attract highly qualified migrants to work at the different international research and development companies based in the city. The Talent House is a good example of this local goal and commitment. However, talent is far more complex than something only related to high qualified workers; besides, focusing only on attracting talents could dismiss the importance of recognising the talents currently present in the city. Wasting talents is a real drawback, not only at the individual level, but also at the socio-economic level. Recognition of skills, knowledge and abilities, as well as recognition of qualifications and diplomas are crucial issues that should be addressed. Although these matters may go beyond the city's competence, Donostia-San Sebastián could play a key role in provoking and promoting a robust debate at the Basque country level and, in any case, in supporting all the local initiatives that are working in that sense.

Linking the Talent House with the Women's House (*Iguálate* programme), for instance, could be an opportunity to explore the unidentified talents already settled in the city, and promote a different approach to this matter. Identifying how to reach to the hidden talent requires more flexible and innovative actions, but it could be worth it.

⁷ Donostia-San Sebastián ICC Report 2011

Anti-discrimination

In Donostia-San Sebastián, local administration and social actors are playing an important role to fight against discrimination. In plain, the crucial question is not at normative level but at the social one. Fighting stereotypes and prejudices (as in the antirumours methodology that the municipality supports via the NGOs), identifying and denouncing discriminatory acts on daily bases, but also promoting interaction and facilitating people contact and meeting are crucial to guarantee social cohesion and peaceful coexistence, in Donostia-San Sebastián, as everywhere else.

The 2018 ICC Experts visit to Donostia-San Sebastián has been an opportunity to identifying good intercultural practices in the city, and also a certain room for improvement. Being an intercultural city is a process in which all actors should be involved to promote equality, to celebrate diversity and to encourage interaction. A process in which diversities should never become inequalities.

Annex. Agenda of the visit

ICC 2nd Experts' visit to San Sebastian/Donostia

12 December 2018

11:00-13:30 Opening of the meeting

Venue: Town Hall. Ijentea Street, 1

- Welcoming words by the Mayor
- Presentation of the ICC programme by Ms Ivana D' Alessandro, Head of the Intercultural Cities Unit, Council of Europe
- Presentation of San Sebastian Intercultural approach:
 - Duñike Agirrezabalaga
 - Imanol Telleria / Silvia Carballo
 - Carolina Adarraga
- Presentation of the RECI programme of work: Ms Gemma Pinyol, RECI coordinator
- Short overview on the aims of the visit: Mr Sergio Xavier, ICC independent expert

13:30-14:30 Lunch

14:30-15:30 Visit to Ongi etorri ikastolara: Living Together and Intercultural Schools. Intxaurrondo Ikastola (Education)

Venue: Zarategi pasalekua , 48 (Intxaurrondo)

15:45-16:30 Visit to Tabakalera: visit to the centre (public space, mediation and conflict resolution)

Venue: Andre zigarrogileak plaza, 1 (Egia)

16:30-17:00 Exchange of views with SOS Racismo (NGO): Mentoría, Bizilagunak, Proyecto GEMA (migrant women), Refugees

Venue: Mandas dukearen kalea, 36

17:30-18:45 Visit to Fundación Secretariado Gitano (NGO): Exchange of views with Roma people

Venue: C/ Real Compañía Guipuzcoana de Caracas, 11

13 December 2018

- 9:30-10:30** **Visit to the Women's House:** Spanish lessons, Validation of studies
(language, studies, empowerment, gender issues)
Venue : Okendo Street, 9 (Center of the city)
- 11:00:11:45** **Visit to Talent House:** Residence for foreign researches and other services
Venue Duque de Baena Ibilbidea, 42 (Aiete)
- 12:00-13:00** **Visit to Eskura:** Center of Pedagogical resources in Human Rights. Human Rights and Solidarity
Venue: Peace and Human Rights' House. Pº de Aiete, 65 (Aiete)
- 13:00h** **Lunch**
- 14:30-15:30** **Debriefing session and end of the visit (cancelled)**
Venue: Peace and Human Rights' House. Aiete