

## Real equality – Indicator 2: Active non-discrimination measures

If you wish to read more on this subject, you can take a look at the materials produced by the [European Commission against Racism and Intolerance](#) (ECRI), a human rights monitoring body specialising in questions relating to the fight against racism, discrimination, xenophobia, antisemitism and intolerance in Europe. You may also find the policy brief [Preventing the potential discriminatory effects of the use of artificial intelligence in local services](#) useful.

### Inspiration from other cities

[Barcelona](#), Spain, has an institutional infrastructure to try to combat all forms of discrimination, including systemic discrimination. This involves internal structures that enable the city to: identify and address systemic and other forms of discrimination; build staff capacity on the issue; create platforms for the participation of people experiencing inequality and their associations in policymaking; and give public visibility to the issue of discrimination and the city's commitment to address it. Barcelona also publishes an annual report on incidents of discrimination reported in the city on different grounds, including racial or ethnic origin; sexual orientation; disability; language; gender; socio-economic status; health; religion; ideology; and age. This published diagnosis of discrimination makes the issue visible so that such behaviours or attitudes do not become normalised. It provides the data necessary for an adequate and appropriate focus on the issue in policymaking. It builds trust between civil society organisations and the city council and creates space for joint strategy in combating discrimination to be discussed.

The [Canton \(state\) of Neuchâtel](#), Switzerland, has implemented the “Roadmap for an Administration that is Open to Diversity, Egalitarian, and Non-Discriminatory”. The roadmap sets out actions along three axes to value diversity and promote equality, addressing: the state as an exemplar in matters of equality and non-discrimination; the state as a service provider; and the state as employer. It seeks to achieve systemic change and sustain a pro-equality culture across all departments. The roadmap is a flexible instrument that can be adapted to the realities of different departments. It emphasises that valuing diversity is not only achieved by the absence of discrimination but also requires proactive measures. It is based on quantitative and qualitative data gathering and analysis. It is explicitly concerned with both individual level discrimination and systemic discrimination. It takes a multi-ground approach encompassing: gender, nationality, cultural or ethnic affiliation, socio-economic status, language, age, or disability. The state as exemplar involves objectives to: clearly communicate commitment; apply the principle of equal rights in all actions; and inform society of diversity advantage. The state as service provider involves objectives to: develop tools to support the management of diversity; ensure services are accessible to all service-users; and support staff awareness and understanding of diversity and non-discrimination. The state as employer involves objectives to: increase visibility of under-represented groups; ensure recruitment processes are non-discriminatory and accommodate diversity; secure staff awareness of the needs and contributions that flow from diversity, and of services that support those experiencing discrimination. The roadmap addresses responsibilities for implementation and human and financial resources required. The Service for Multicultural Cohesion has a role to prevent and combat discrimination, provide staff training on diversity, and support diversity awareness initiatives. It makes a key contribution in driving the roadmap.



## INTERCULTURAL CITIES BUILDING BRIDGES, BREAKING WALLS

The [Barcelona Discrimination Observatory](#), Spain, publishes a report on an annual basis, which includes detailed data regarding the discrimination situations that occurred throughout the year, the actions and strategies that have been carried out to face them, and future challenges. The Observatory is the result of the joint work between the Office for Non-Discrimination, the Human Rights Resource Center of the Barcelona City Council and the Board of Organisations for the Assistance of Victims of Discrimination, currently made up of 18 entities including human rights organisations, organisations monitoring homophobia, anti-racism organisations, Romany organisations and others.

[Leeds](#), United Kingdom, organises an Equalities Assembly, participatory budgeting, intercultural dialogue platforms/round tables as well as MAP+ and the Migrant Community Networkers weekly drop-in. Additionally, the city has the Intercultural dialogue platform which was developed in 2010 when creating the 'Vision for Leeds' for the next 30 years. The city then undertook a public consultation to allow people who live and work in Leeds to respond on both short and long-term priorities. This was ground-breaking in terms of equal participation and was the first time the city used social media in the council on a mass scale, including blogging the opinions of each focus group and using people's opinions to inform the decision-making on future policy for the city. Further, the MAP+ ran 'U Choose' which provided an opportunity for individuals to apply for a small pot of funding. A community event was run in order to decide on the projects that would receive funding, which included intercultural projects.

*This is an extract from the guide "[How intercultural is your policy or project](#)". For all indicators, checklists, and good practice, please see the full guide.*