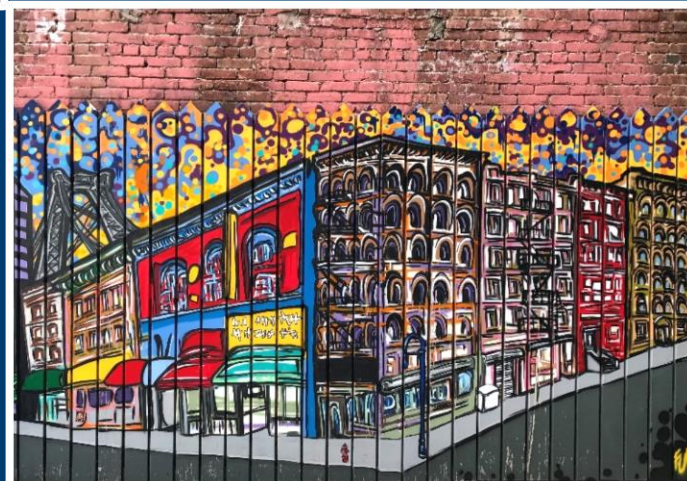


BARCELONA



INTERCULTURAL CITIES INDEX ANALYSIS 2022



Diversity, Equality, Interaction

**BUILDING BRIDGES,
BREAKING WALLS**



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BARCELONA
INTERCULTURAL CITIES INDEX ANALYSIS

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INTRODUCTION

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 Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

While this report is being written (March 2022) 154 cities have embraced the ICC programme and approach, and 186 (including Barcelona) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 28 cities (including Barcelona) have more than 500,000 inhabitants and 30 (including Barcelona) have more than 20% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Barcelona, Spain in 2021, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. 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 and to enhance participation. It encourages greater mixing and interaction between diverse groups in the public spaces.

METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 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 Intercultural Cities Index).

These indicators comprise the following (including the two new indicators in bold):

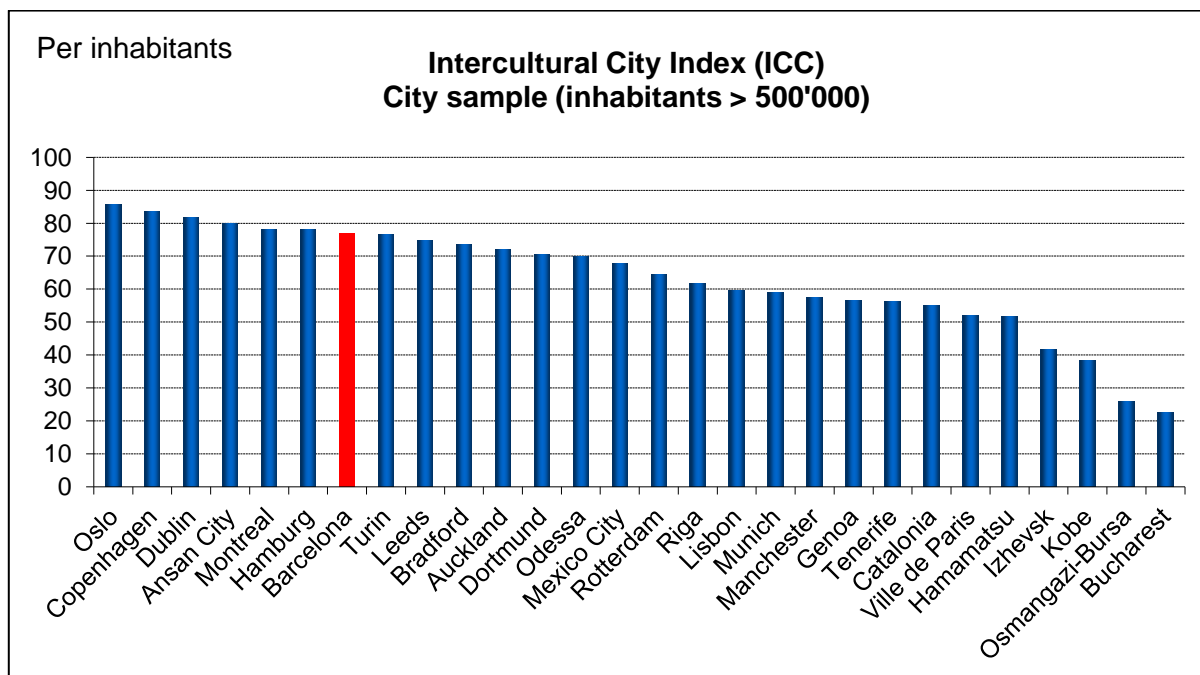
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

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/benchlearning**, 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 (below 100,000 inhabitants; between 100,000 and 200,000; between 200,000 and 500,000; and above 500,000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 34 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Barcelona. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall Intercultural Cities Index results, Barcelona has an aggregate Intercultural Cities Index result of 77 (out of 100 possible points). The details of this result will be explained below.¹

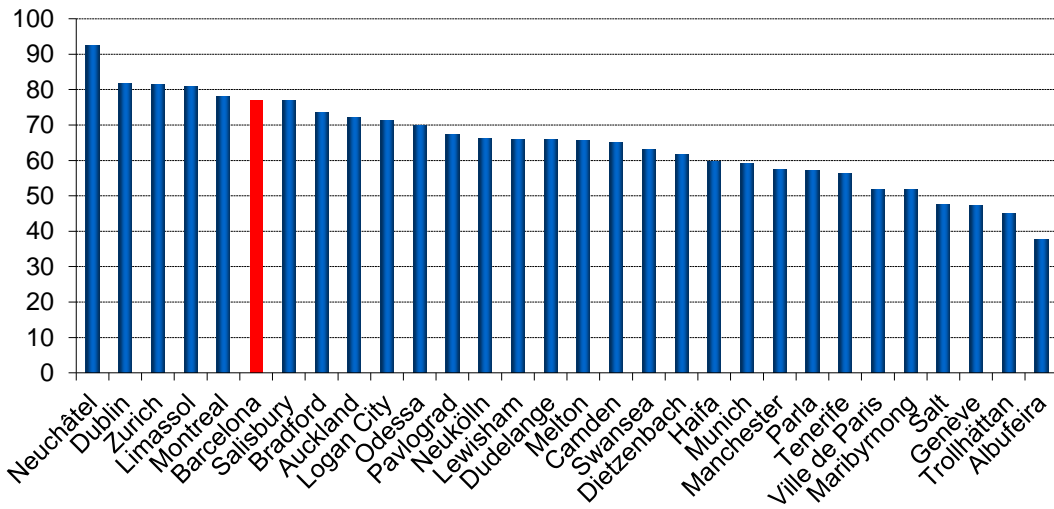


¹ The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global score.

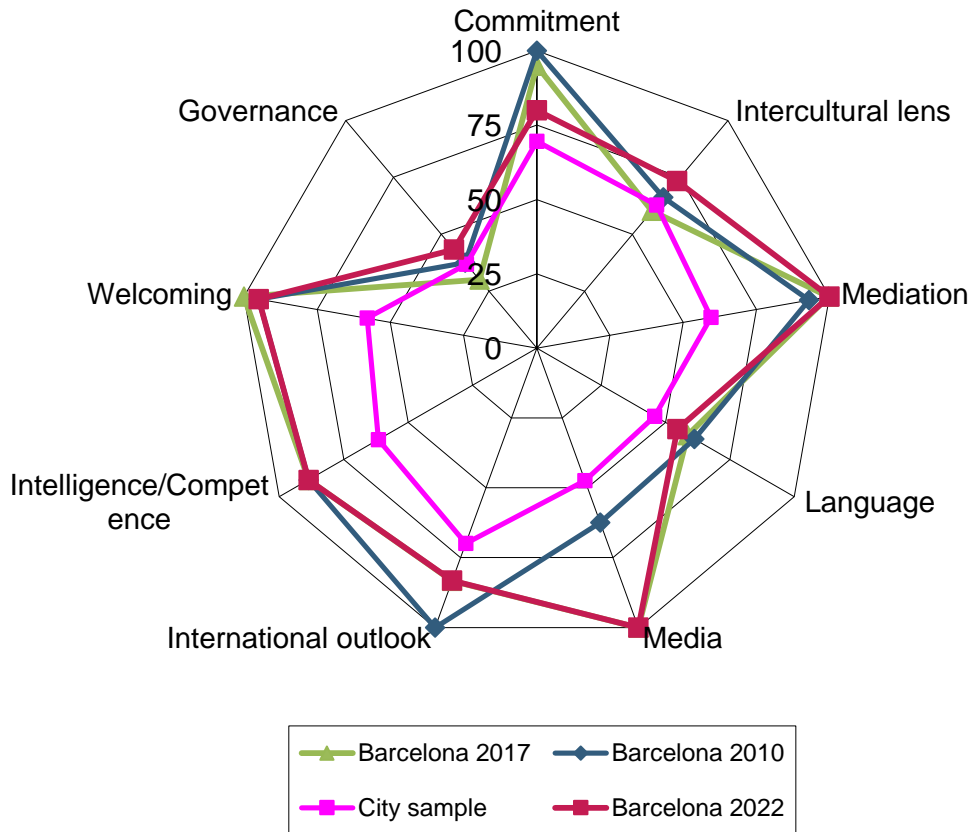
In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.

Per diversity

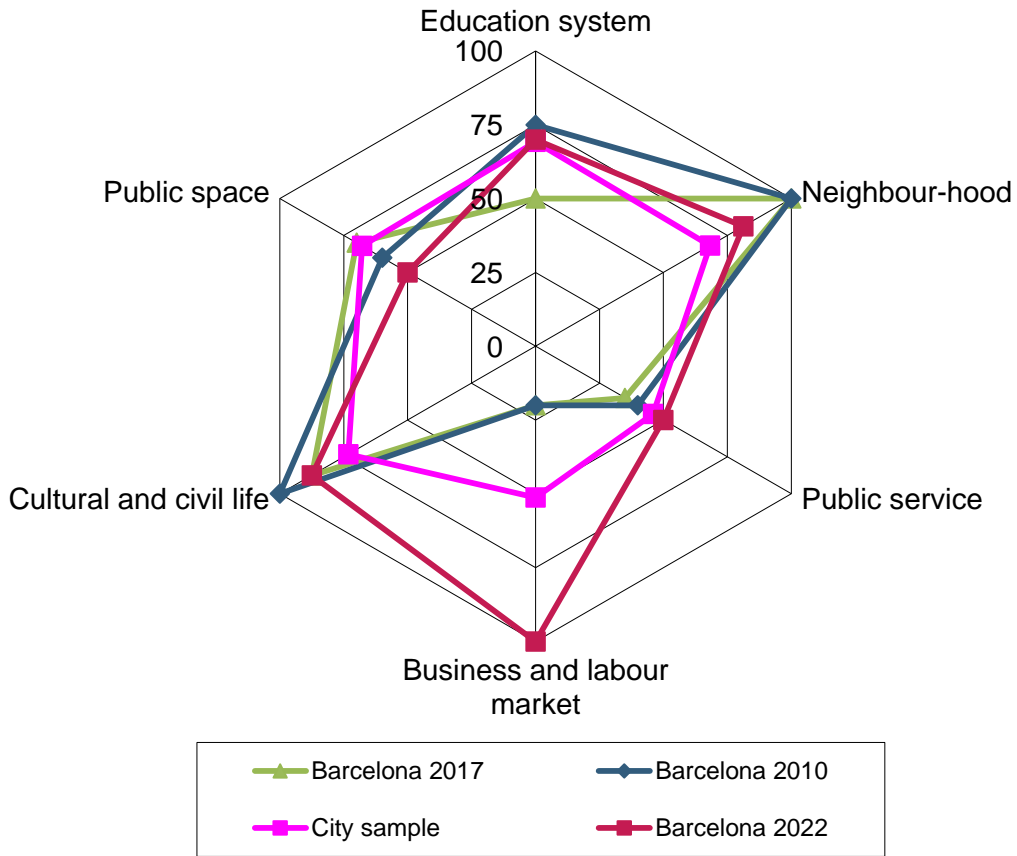
Intercultural City Index (ICC) City sample (non-nationals/foreign borns > 20%)



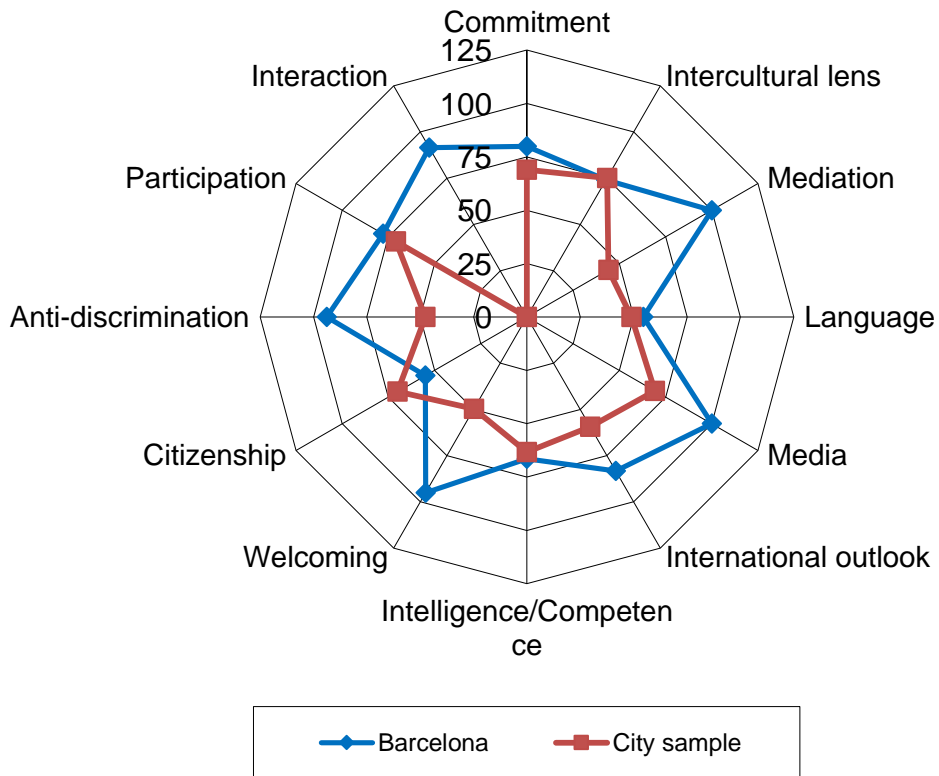
Core Index

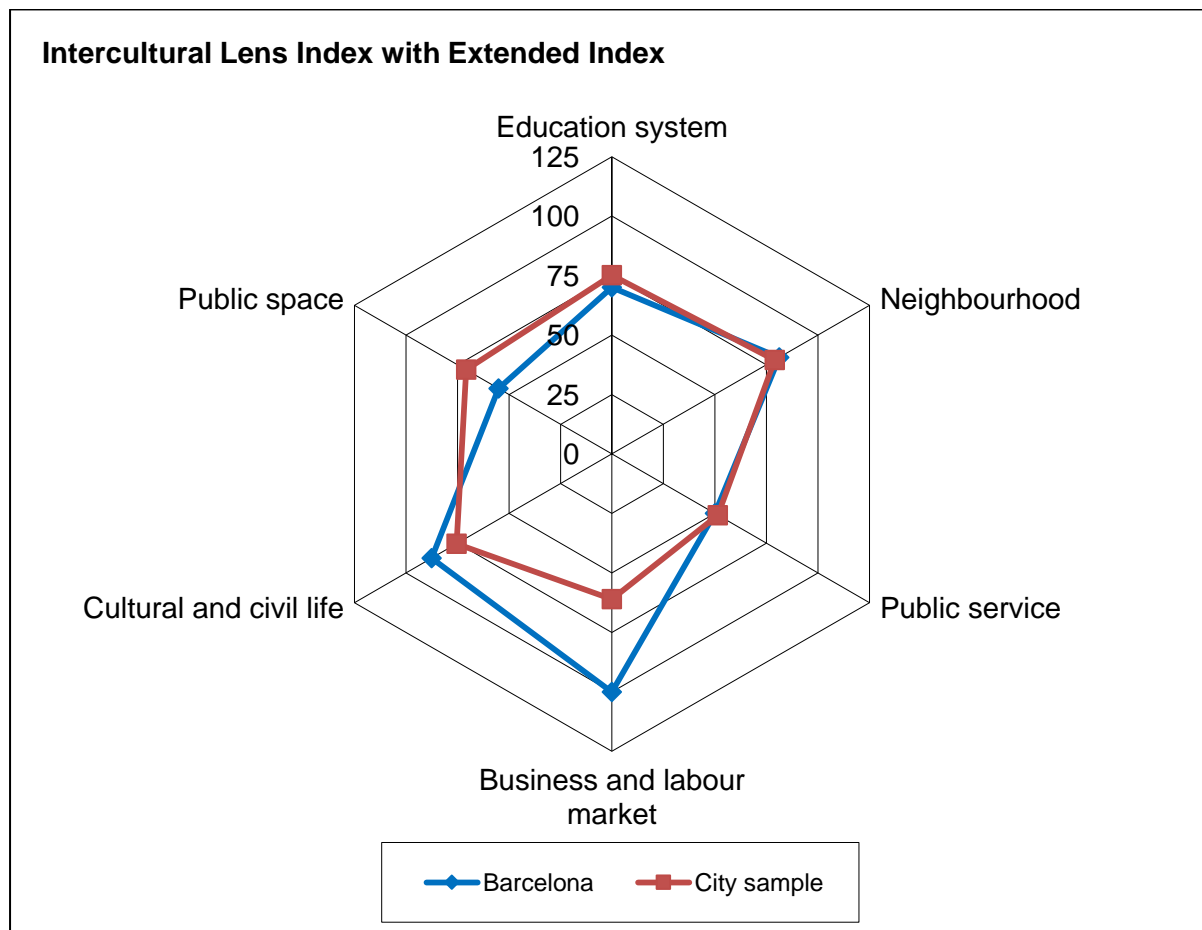


Intercultural Lens Index with Core Index



Extended Index





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.

Barcelona is famous for 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 residencies, 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 is called Barri Gòtic (the Gothic Quarter) where there are many buildings dating back to the Roman settlements.

Barcelona's museums are also worth mentioning: The National Museum of Art of Catalonia, the Fundació Joan Miró, the Picasso Museum, and Fundació Antoni Tàpies, the Museum of History of Catalonia, the Archaeology Museum of Catalonia, etc. Barcelona frequently organises international sports tournaments and hosted the Summer Olympics in 1992. Barcelona Football Club, often abbreviated to "Barça", is famous internationally.

Demographically, Barcelona is Spain's second most populous municipality, with a population of 1,666,530 people (2020).

With regards to population composition statistics, every year Barcelona City Council uses the data from the municipal census as of 1 January, which is the only official source from which population figures are obtained. The creation, maintenance, revision, and custody of the register is the responsibility of each local council, while the Spanish National Statistics Institute (INE) is the body responsible for coordinating them. According to the INE, the term "migrant" is defined as a person who takes part in a migration (immigration or emigration) and "foreigner" as a Resident in Spain in the main family home, with non-Spanish nationality. People who do not hold Spanish nationality and who have a passport from their country of origin, whether or not they are legal residents in Spain, are included.

People from 183 different countries currently live in the city, 14 more than in 2015.

There are currently 179 different nationalities living in Barcelona, 10 more than in 2015. The most represented nationalities are Italian, Pakistani, and Chinese - each with more than 20,000 residents - followed by French, Moroccan, Colombian, Honduran, Venezuelan and Peruvian, all with more than 10,000 residents.

There are 360,970 foreign nationals in the city, accounting for 21.7% of the total population. 463,857 inhabitants, or 27.8% of the total population were foreign born.

In recent years there has been an increase in the number of residents from non-EU countries. In 2020 the increase was 9.6% compared to previous years.

Ethnic minorities such as the Roma population are very present in the city, although there are no official figures. It is currently estimated that 75,000 people of Roma ethnicity live in Catalonia as a whole. In 2000, the estimate was 6,614 people in the city of Barcelona, a figure that will be much higher today.

There is no national group representing more than 5% of the overall population. There are 108,291 EU-EFTA nationals living in the city, accounting for 6.5% of the total population. The number of EU citizens has increased by 57% in the last nine years as has their relative weight in the total number of foreigners - from 28.6% (2011) to 34.7% (2020).

The population of Italian origin grew by 73% between 2010 and 2020, that of Pakistani origin by 25% and that of China by 56%. In the last four years, the nationalities that have grown the most are Venezuelan (28%), Colombian (23.8%) and Honduran and Argentinian (around 20%).

In recent years the arrival of refugees has increased exponentially, as has the number of people seeking international protection who are assisted in the city. In 2010, 195 people applied for international protection in Barcelona, while in 2018, there were 7,374 applications, and in 2019, there were 13,278 in Catalonia. In 2012, only 304 applicants were supported by the city, while in 2019, the refugees represented 53% of the population who were supported.

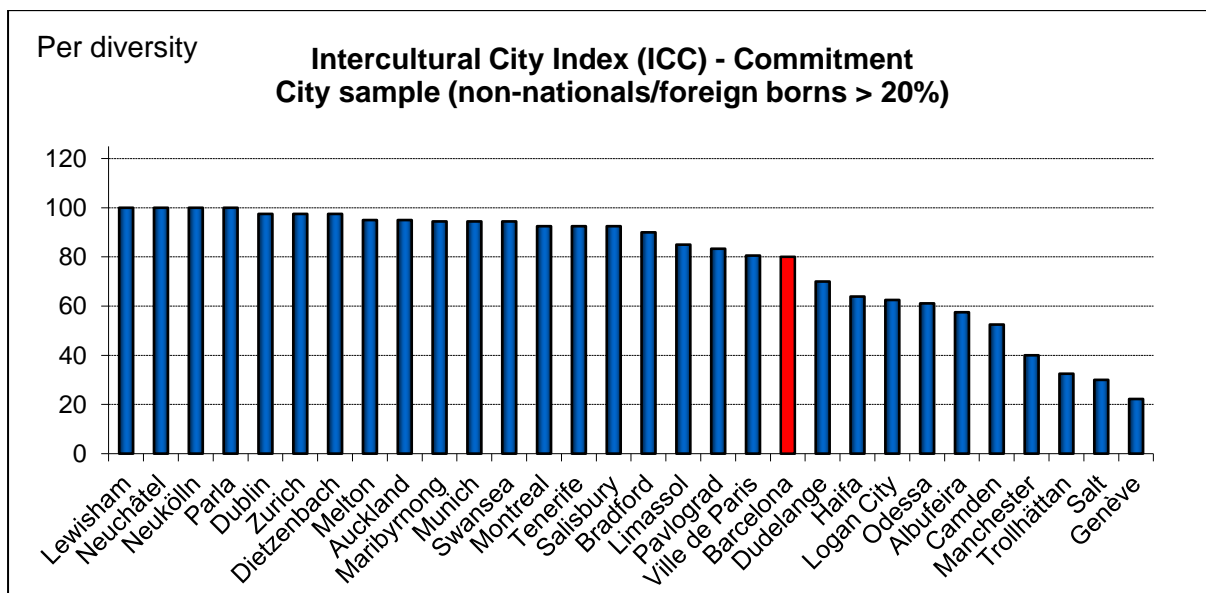
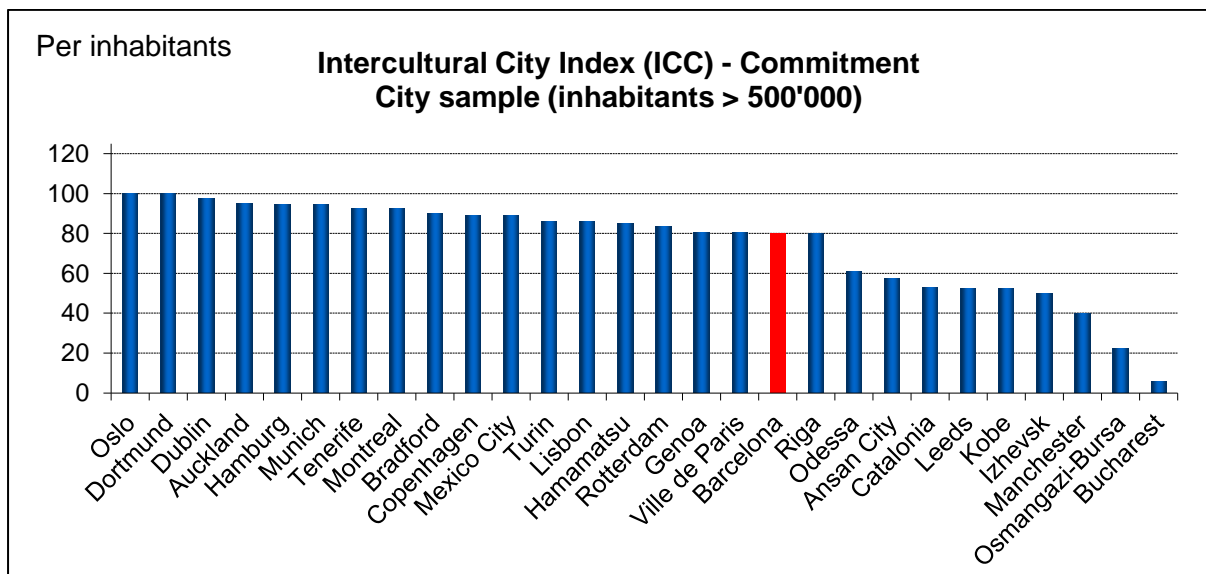
Overall diverse individuals compose Barcelona's population. Some groups of people require special focus and the city has put into place targeted actions. For instance: the BCN Anti-rumour strategy focuses on any group or individual experiencing discrimination, stigma, and prejudice; there is a local strategy with the Roma people in Barcelona; the Municipal Plan for Sexual and Gender Diversity focuses on groups and individuals subjected to discrimination based on sexual orientation or gender; the Pla municipal de lluita contra la Islamofòbia (Municipal plan to combat Islamophobia) focuses on individuals professing the religion of Islam; for collectives professing other religions, there is a guarantee of equal treatment of religious diversity when carrying out occasional activities in the public sphere; for people in a situation of administrative irregularity, a Government measure promotes access to regularity and prevents overdue irregularity (2017); the Nausica Program is a complementary support program for asylum seekers and refugees in Barcelona"; for groups who need an introduction to the Catalan language and society, there is the CPNL's Linguistic Acolliment Programme (welcoming programme); and for women at risk of poverty there is a strategy against feminisation and precariousness in Barcelona.

Barcelona is administratively divided into 10 districts, which in turn are subdivided into 73 neighbourhoods. Economically, the GDP (Gross Domestic Product) per capita of the city was €48,500 in 2019. The public administration can hire non-nationals through labour contracts (not public employment contracts) and some departments take ethnicity into account when recruiting. The city has a department with responsibility for intercultural integration called "Direcció de Serveis de drets de ciutadania i diversitat" (the Citizenship Rights and Diversity Unit) and a Commissioner for Immigration, Interculturality and Diversity.

COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

Barcelona achieved a rate of 80% in the field of commitment, higher than the city sample's achievement rate of 70%, but lower than the city's previous rating in 2017 which was 95%. This drop in the city's score can be in part explained by stricter criteria for cities in this area since the last questionnaire, and partly through the city reporting less activity in one or two areas including ensuring that the city's intercultural commitment is regularly mentioned in official publications. Nevertheless, this is still an excellent score by the city and shows its strong and longstanding commitment to interculturalism.



Barcelona has many good practices and policies in the field of commitment. The first Barcelona Interculturality Plan was presented before the Mayor of Barcelona in March 2010, and in July 2021, Joan Subirats, Councillor for Culture and Sixth Deputy Mayor, presented a second plan for 2021-2030.² The new plan provides an updated analysis of the city context and responds to the latest developments in the field of intercultural policies. The plan was adopted together with government measures to “advance towards interculturalism,”³ making it both an intercultural strategy and an intercultural action plan. It includes the definition of its strategic vision as well as a set of actions for implementation. At the strategic level, it defines five strategic axes based on the principles of interculturality. Within these axes, the plan identifies 26 specific objectives and 106 specific measures which provides a strong link between the strategic objectives and tangible actions and measures to be implemented.

The city is supporting its plan with the necessary human and financial resources. The interculturality team in Barcelona has increased from two interculturality professionals in 2010 to 12 in 2020. The total budget for government measures to advance towards interculturalism (2020-2023) is € 14,861,957.53 over four years. There is now an annual budget of 500,000 euros for intercultural grants to facilitate intercultural actions and projects by the network.

Citizen participation in municipal political life is a strategic and structural priority for Barcelona City Council, a right recognised in the Municipal Charter and a guiding principle of the municipal administration. Barcelona has officially adopted a measure to promote the participation of people from diverse origins and cultural backgrounds in participation channels⁴ and there is a Citizen Participation Regulation, approved by the Plenary of the Municipal Council in 2017.

The Intercultural Plan process was participatory. Fifteen online debate sessions were held where small discussion groups identified the main challenges and the extent to which municipal actions had been targeted at equal rights, recognition of diversity, positive interaction and intercultural dialogue. Online interviews were also conducted with experts and practitioners in different fields. In addition, an online survey was carried out on the decidim.barcelona platform to explore citizens' views in relation to equal rights, opportunities, equity and non-discrimination; interaction and intercultural dialogue and the recognition of diversity.

Barcelona has taken learning from its first Intercultural plan and strengthened the evaluation elements of the new Plan for 2021-2030. The government measure to “Advance towards interculturalism” establishes guidelines for evaluating the Plan, including a system of indicators, monitoring and evaluation, and an external evaluation of the Plan that will be commissioned with the participation of social agents from the city every 3-4 years. There is no mechanism to update the plan, however, within this evaluation system.

The BCN Interculturality Program (PROGBI), part of the Department of Citizenship Rights, Culture, Participation and Transparency - is responsible for implementing the Plan. Every year, it prepares an annual report on different areas of work, including: Espai Avinyó - Language and Culture; the BCN Anti-Rumour Strategy; Intercultural Training; Promoting Interculturality; and Intercultural Communication.

The BCN Intercultural Action website contains the Intercultural Strategies and plans, other resources and documents, access to the BCN Anti-rumours Strategy, the training line, intercultural memoirs and projects, etc.

The city has a website that can be accessed within two clicks, and which is updated every five years.⁵ There is also a news section that is constantly updated with news (127 news items were published in 2019). The city prioritises social networks as a communication tool and continues to increase the number of followers every year. There is a communication campaign with specific dissemination strategies.

Finally, the Barcelona Municipal Immigration Council Awards are an annual prize that have acknowledged outstanding work or projects of special interest in the field of integration and in achieving full citizenship of

² Barcelona Interculturality Plan, 2021-2030, available at: <https://ajuntament.barcelona.cat/bcnacciointercultural/ca/pla-barcelona-interculturalitat-2021-2030>

³ Government measure. “Move towards Interculturality. Governance Instruments and Mechanism. https://ajuntament.barcelona.cat/bcnacciointercultural/sites/default/files/documentos/government_measure_move_towards_interculturality_1.pdf

⁴ See: https://ajuntament.barcelona.cat/dretsdiversitat/sites/default/files/mgfparticipacio_3.pdf

⁵ See: <https://ajuntament.barcelona.cat/bcnacciointercultural/ca/>

immigrants, as well as promoting diversity, good community relations and social cohesion, since 2009. Every year it is linked to the theme chosen by the CMIB for that year.⁶

Suggestions

In terms of good practice from other cities, Barcelona could find the experience of Neuchâtel (Switzerland) interesting as Neuchâtel has run an interdepartmental coordination group for many years that harmonises and coordinates activities concerning migration, intercultural integration and the prevention of discrimination. The group is made up of representatives from many areas of the canton's work including the education department, further education, social action service, adult and youth protection services, public health, employment, the police, justice, human resources and the statistics department.⁷

The city of Zurich (Switzerland) could also be of interest. The city administration has established an Integration Delegation, which mainly works on a strategic level. The Mayor of Zurich, the City Council (executive), the official writer (principal of the chancellery), head of the Asylum Organisation Zurich (AOZ) and representatives of various departments constitute the members of the Integration Delegation. The Integration Office is the branch office of the Integration Delegation. Different departments and divisions of the City of Zurich are responsible for the implementation of the Integration Policy, although when necessary, the Integration Office provides support and advice. The Integration Delegation of the City Council is responsible for the coordination of the various activities. [Zurich](#) also has a procedure to update its integration plan.

Lastly, in Bradford (United Kingdom), the structure responsible for the implementation and evaluation of the "Stronger Communities Together Strategy" is the [Bradford Stronger Communities Partnership Board](#), which was created to ensure that programmes delivered under this strategy achieve the best outcomes for all people living in the Bradford District. The Board is chaired by an independent chair, Bishop Toby Howarth, and includes strategic leaders from the voluntary, private and faith sector, as well as local people who live in the district.

As mentioned previously the city's score is less this year than in previous index reports. This is in part due to the Plan not being endorsed by the elected assembly and because the city reported that it referenced its intercultural commitment less in its official communications than in previous years. The city also reported that it does not have a dedicated body or a cross-departmental co-ordination structure responsible for implementing the intercultural strategy, although the new government measure to "Advance towards interculturalism - Governance mechanisms and Instruments" lays the ground for creating an Interdepartmental Commission for Interculturality.

As the city already has plans to create an Interdepartmental Commission for Interculturality, this should improve the city's score in this field next time. The city also has an excellent score in the field of media and communications so it should be relatively easy to create an impetus for the team to reference the city's intercultural commitment more often in its official communications. The city could also include a system for updating its intercultural strategy as part of the evaluation process. Finally, the city could consider having its latest intercultural statement endorsed by the City Council/elected assembly.

Congratulations again to Barcelona for another strong score in the field of commitment as an intercultural city.

⁶ See: <https://ajuntament.barcelona.cat/consell-municipal-immigracio/en/barcelona-municipal-immigration-council-awards>

⁷ See: Regulation on Integration and Multicultural Cohesion, 2017: https://www.ne.ch/autorites/DECS/COSM/Organisation/Documents/Reglement_LInt_2017.pdf

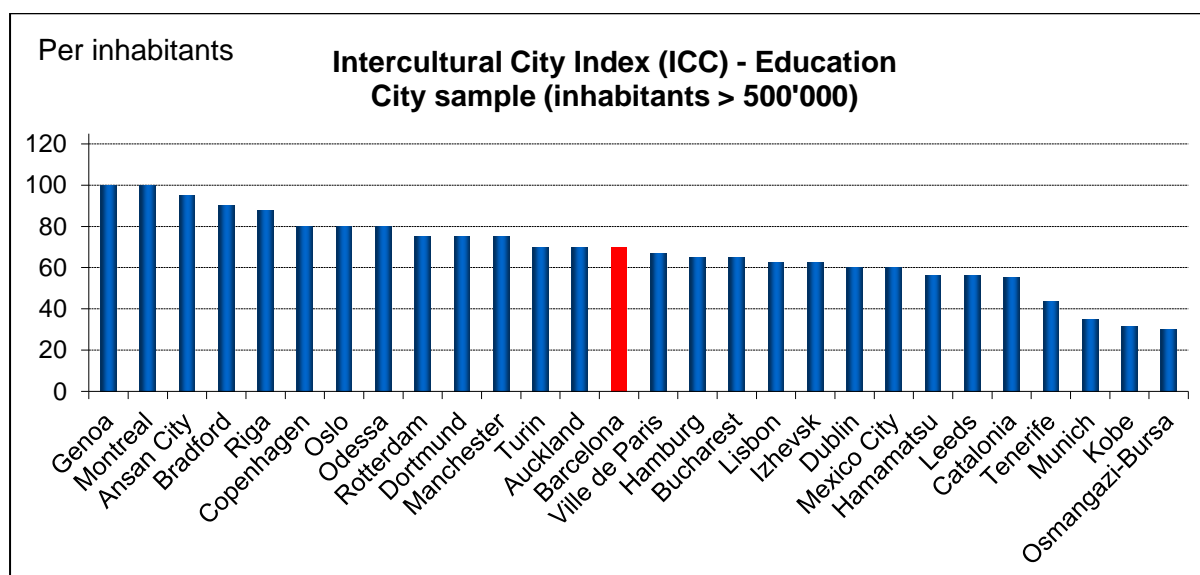
Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

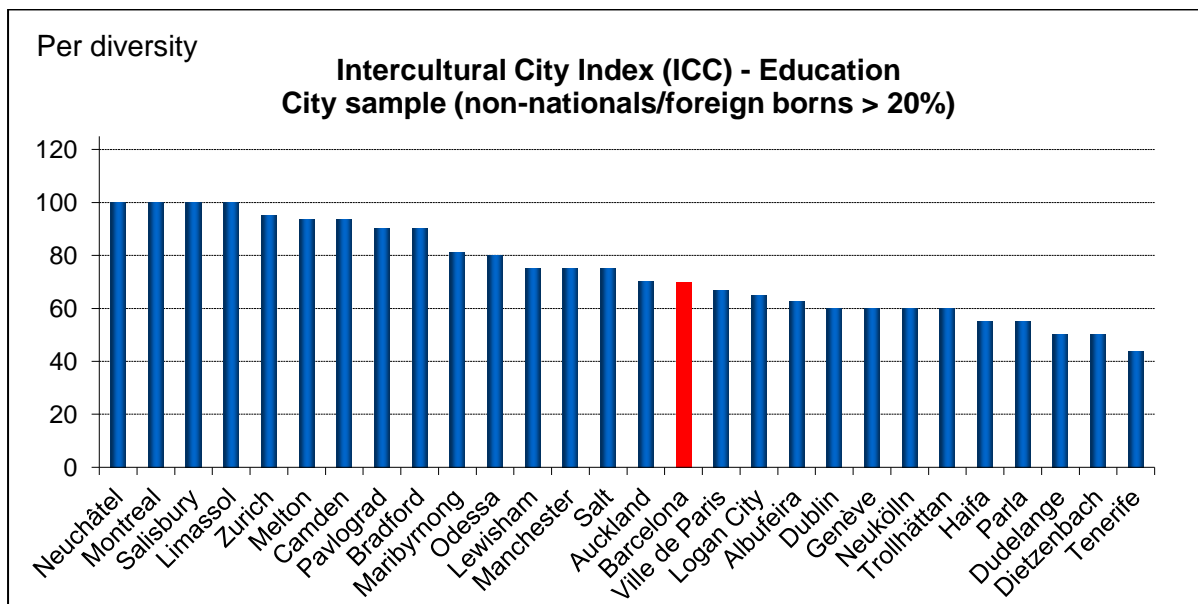
The overall rate of achievement of the urban policies of Barcelona, assessed as a whole through an "intercultural lens" is higher than that of the model city: 73% of these objectives were achieved while the rate of achievement of the model city reaches 63%.

EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

Barcelona achieved a rate of 70%, which is approximately the same as the city sample's achievement rate of 69%, but considerably higher than Barcelona's last score of 50%. The many examples of good practice below showcase some of the excellent work that Barcelona is doing in this field.





Children in most schools in Barcelona are from the same ethnic or cultural background and the ethnicity of the teaching staff rarely corresponds to the city's diversity. Ciutat Vella is the district with the highest proportion of pupils of foreign nationality. The districts with the highest levels of school segregation in pre-primary and primary education are Horta-Guinardó, Les Corts, Sants-Montjuïc and Ciutat Vella. In secondary schools, school segregation is decreasing (2017-2018). Nevertheless, the school segregation suffered by Roma people continues to be one of the main discriminatory situations for this group.

The distribution of foreign students between public and private education is very unequal, with 64.7% of students of foreign origin enrolled in public schools (academic year 2017-18), while in general terms, 58.6% of students attend state-subsidised or private schools. However, the trend has evolved favourably.

There are several initiatives in the city that make a significant effort to include migrant families and minorities in the educational sphere:

- Different Barcelona Intercultural Programme initiatives (PROGBI) work to promote the incorporation of families from different cultural backgrounds and origins into the educational community, such as the project "El món a la meva escola" in the district of Gràcia or the project 'Totes fem Xarxa' in Sants-Montjuïc.
- PROGBI, provides support in the form of subsidies to Family Associations (AFAs) for the implementation of intercultural projects (e.g. Festa de les cultures de la Llacuna del Poblenou, Accions Interculturals per promoure la participació inclusive, Carmanyolades for diversity, interculturality and the cohesion of the educational community, 'Tabor' inclusive and diverse – People).
- Another type of activity organised by PROGBI is generating spaces for debate and awareness-raising at Espai Avinyó on topics such as intercultural education. Last year a round table was organised entitled "Intercultural education in dialogue - what do families think?" aimed at sharing the views of parents on the management of intercultural education.
- The Catalunya federation of Families' Associations has launched an initiative "Superem barreres - Tothom en l'AMPA" ("Let's overcome barriers - Everyone in the AMPA").

Many schools carry out intercultural projects, some of them with the support of PROGBI through grants or through direct intervention in the different Districts. For example:

- PROGBI interventions to promote interculturalism in different districts such as: 'El món a la meva escola' project in Gràcia, 'Llengües Maternes. Urdú a l'escola El Turó', 'Totes fem Xarxa'; 'Aprenem Famílies En Xarxa' implemented in the schools Ramon i Cajal, IES Rambla Prim, IES Besòs, Institut Milà i Fontanals, Escola Poble Sec.
- The Fort Pienc school in Barcelona is promoting an Anti-rumours Strategy with the Parents Association leadership and in collaboration with the school management. All the school's teaching staff took part in

an introductory training session about the anti-rumours approach. The aim was to share the objectives and methodology and to debate the reality of the school and the need to promote anti-rumours actions.

- [REC]*Fugiades. The project is organised by the NGO Justícia i Pau and the organisation La Bretxa, with the support of Barcelona City Council and is available to any school in the city, to understand what it means to be a refugee.

The city has a plan to challenge segregation in schools. The Pla de xoc per a la igualtat d'oportunitats - Equal Opportunities Shock Plan (2018) highlighted combating school segregation through actions such as the reservation of places for vulnerable students with specific educational needs and balanced management of continuous enrolment and the reception of new pupils into the system. The Pla de xoc contra la segregació escolar - Shock Plan against School Segregation (2019) aims to guarantee the detection of students in vulnerable situations, their balanced distribution within the educational network, guarantee equal opportunities and provide support and assistance to families.

Suggestions

The main challenges identified by Barcelona are school segregation and the fact that the ethnic and cultural background of teachers often does not reflect the diversity of the city.

In this respect, Barcelona could be interested in the experience of [Bradford](#) (United Kingdom) which works with primary, secondary and special schools in localities that have been identified as having segregated communities. Through a carefully planned and research-led approach, underpinned by Social Contact Theory, the city support teachers to facilitate meaningful and positive sustained social mixing. There is a year-long programme of structured visits for paired classes and curriculum work equips learners with the skills, confidence and knowledge to thrive in modern Britain. The first meeting is followed by class visits to both schools, where the learners experience being hosts and guests by turn. Through-out the linking year ongoing curriculum work on the themes of identity, diversity, community and equality is exchanged. Opportunities for dialogue, critical reflection and positive attitudinal development are encouraged.

With regards to the integration of vulnerable groups in the educational sphere, the city of [Patras](#) (Greece) has launched an initiative specifically tackling educational inequalities and marginalisation of Roma pupils. The Social Organization of the Municipality of Patras (KODIP) and the city's University (UoP) will cooperate and implement actions, for example the operation of supportive teaching teams, problem solving and empowerment sessions for Roma pupils, as well as awareness events and activities for Roma parents, so that they acknowledge the importance of both coherent participation of their children in the learning process and their active involvement in all school activities and obligations.

There are many different ways of encouraging people from ethnic and cultural minorities to become teachers, or to stay in the profession, many of which will not be a city competency. Nevertheless, the Johannes Learning Centre, in [Stavanger](#) (Norway) has made great steps forward in this respect. Although originally all the staff were Norwegians, 40% are now of minority background. The school has developed from being only concerned with using and teaching Norwegian to bilingualism and multilingualism, with mixed staff. To achieve this, they introduced a policy of hiring former students and appointing people with bilingual skills, wherever there was a need. As a consequence, the school has achieved much better results.

Barcelona already has a plan to challenge segregation in schools, which is excellent. In the shorter/medium term, Barcelona may be interested in considering projects that ensure pupils from different schools mix through a programme such as the school linking programme in Bradford. There could also be merit in schools from Barcelona linking up with other schools in the intercultural cities network, such as the one in Stavanger, to exchange ideas on encouraging a more diverse teaching staff to complement its work. Finally, Barcelona could reflect if the work that is already happening to encourage families from a migrant background to be involved more in schools, could be a springboard for involving or celebrating more diverse role models from that group at educational events or in projects.

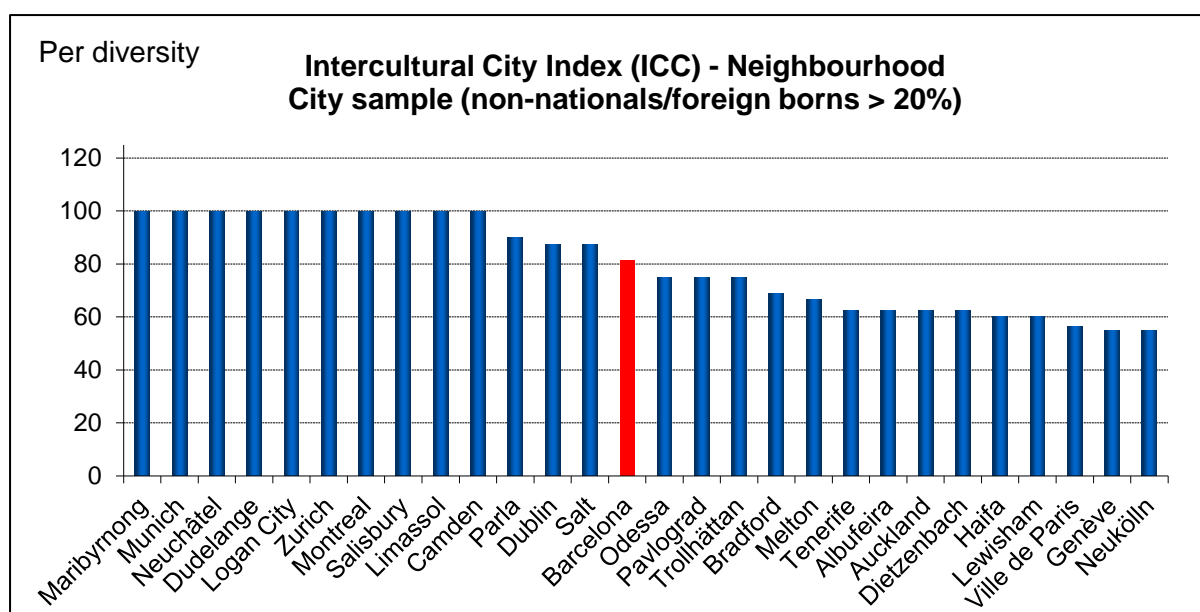
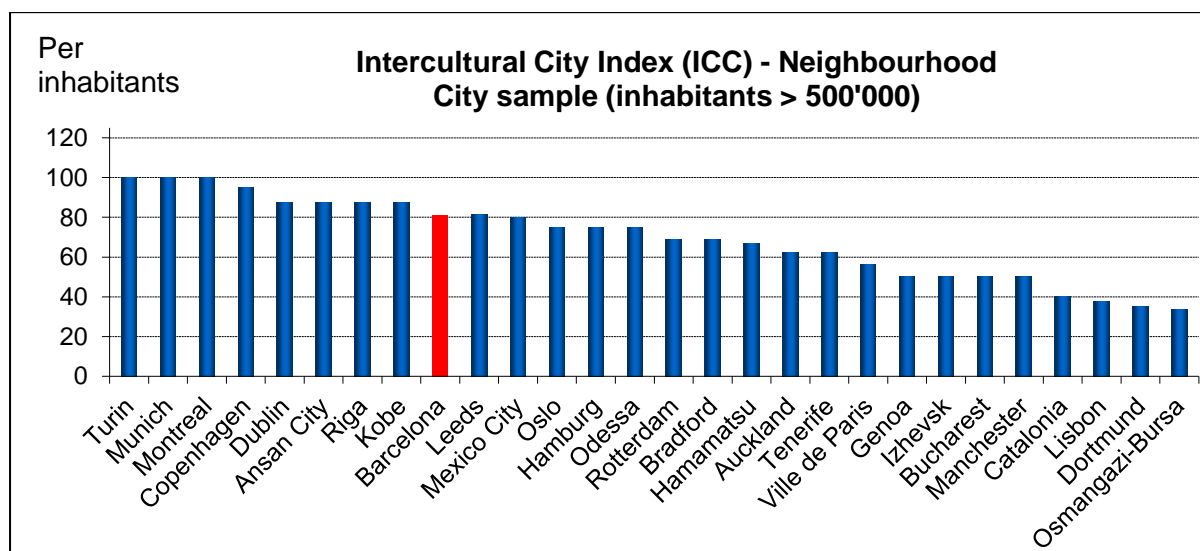
Lastly, ICC programme resources on education are also available [here](#).

NEIGHBOURHOODS

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city

does not require a 'perfect' statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

Barcelona achieved a rate of 81%, which is higher than the city sample's achievement rate of 69%. It is, however, lower than the city's last score of 100% in 2017 and 2010. This is in part because the city reported it only occasionally conducts activities to increase the diversity of its neighbourhoods. This may be because the city's districts are already all quite diverse. This can be reflected on more but, in the meantime, the continuing high rating shows there is still a wealth of good practices in Barcelona's neighbourhoods to share with other cities.⁸



Diversity has increased overall in Barcelona over the last 10 years which has tended to increase the range and presence of diversity in all its neighbourhoods and districts. All neighbourhoods have more than 10% of residents of foreign origin and in 3 of the 73 neighbourhoods, the foreign-born population exceeds 50% of the residents. Ciutat Vella is the district with the highest percentage of foreign-born residents (51.5%) and includes the neighbourhoods of Raval (60.9%), Gòtic (67.2%) and Sant Pere i Santa Caterina - Ribera (53.4%). Those districts with the most significant increase in foreign population from 2019 to 2020 were Horta-Guinardó with a positive variation of 10.1%, Sant Andreu (9.0%) and Nou Barris (7.4%).

⁸ Barcelona's score in the extended Intercultural Cities Index is 81%.

The Neighbourhood Plan (Pla de Barris) is a municipal initiative that implements social, economic, and urban actions to improve the neighbourhoods that need it most in collaboration with local residents. The Directorate of Community Action Services, Neighbourhood Plan and the city's districts work together to create links and good neighbourhood relations. They consider the intercultural perspective which includes combatting segregation and fostering positive interaction. In addition, a person from the Intercultural team works on the Neighbourhoods Plan, bringing cross fertilisation. District personnel are even taking the initiative to design their own Intercultural Action Plans. Barcelona considers this "territorialisation" of the intercultural perspective through the involvement and connections between different districts and neighbourhoods, as one of its best practices.

There are actions where neighbourhoods meet and interact with each other. The city of Barcelona encourages different actions such as "Tobrada BCN Ciutat Diversa" aimed at visualizing and sharing the city's diversity, the Celebration of the Chinese New Year, the Matsuri Festival of Japanese Culture, and Festival Raval(s) to encourage intercultural dialogue in different neighbourhoods. Moreover, the city conducts an annual campaign #CelebremBCN where it collects and disseminates the main celebrations organised by neighbours of different origins and cultural contexts through a calendar.

The city has actions whereby people from migrant and minority backgrounds can mix with others in the neighbourhood. Local facilities (libraries, civic centres, neighbourhood centres, etc.) play an important role in mainstreaming the intercultural perspective. They promote social cohesion in their environments through networking with organisations, agents, other local facilities and the local community.

Libraries are a public space and an intergenerational service with a great impact on citizens as a whole. Around 50% of the population has a library card and more than 29% of those registered are of foreign origin. Libraries have made a great effort to include the intercultural perspective in their daily activities. For example, they organise reading clubs and have specialised collections on subjects related to diversity and have a collection of books in the main languages of origin of Barcelona residents. Additionally, in Barcelona's libraries there is a welcome document in 20 languages. Libraries are also committed to strengthening joint actions with public schools.

Suggestions

It is clear that Barcelona's neighbourhood policies and the work between the Neighbourhood Plan, the Intercultural Strategy and the Directorate of Community Services are all examples of good practice that can be highlighted for other cities. It is particularly impressive that specific intercultural strategies are being discussed and developed at individual district level in Barcelona.

As previously mentioned, the lower rating in 2022 is mainly because the city reported it only occasionally conducts activities to increase the diversity of neighbourhoods. Since the city's districts are already all quite diverse, and there are activities in this field at the district level, this may not necessarily be an area of activity the city feels it needs to increase. However, there could be space for encouraging districts to conduct more activities between themselves, particularly if there are concentrated groups from specific migrant or ethnic backgrounds in specific districts. Overall, it might be useful to try and monitor who attends events and activities to assess if there are any groups (generations, cultures, genders, etc.) who are particularly excluded or underrepresented and to address that if necessary.

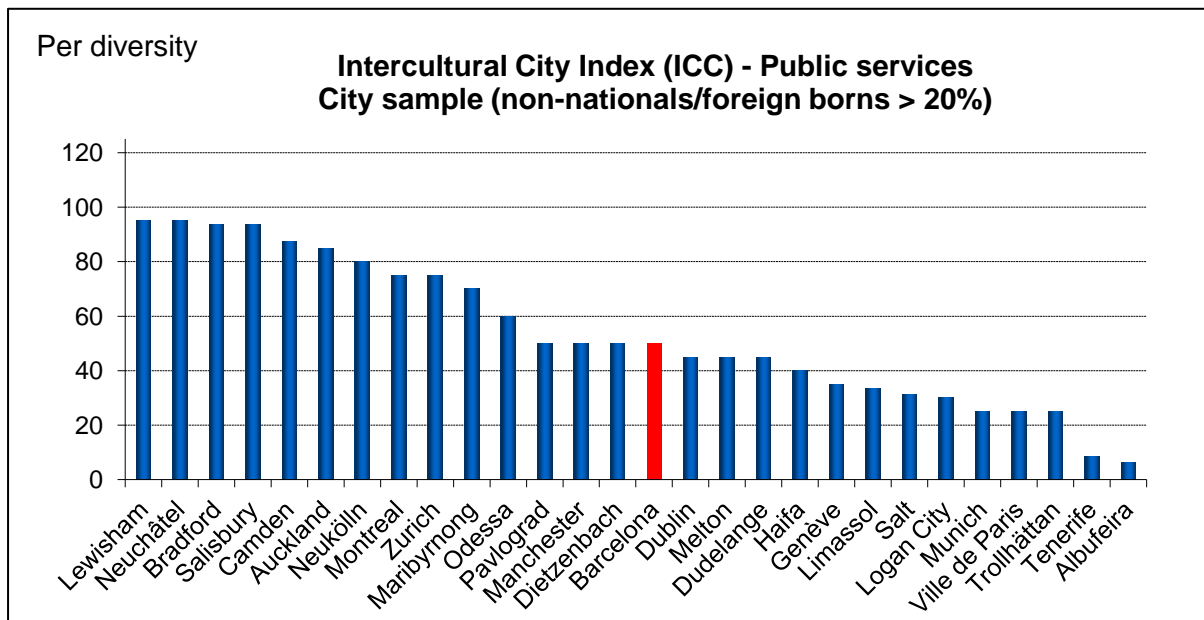
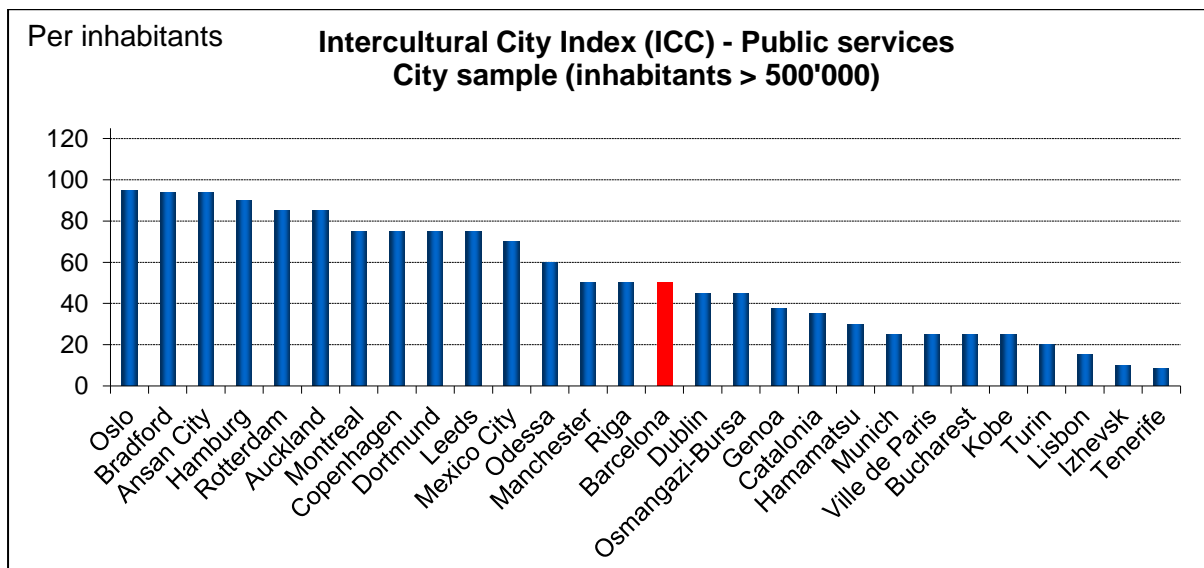
Should the city wish to conduct more activities in this area, it may be interested in the experience of [Zurich](#). Most districts in Zurich are ethnically and culturally diverse. The Integration Policy, the housing programme and the social culture strategy (Soziokultur) work together to include useful guidelines for neighbourhoods. Interestingly, the city and different housing associations have adopted a rent policy, which takes into account the cultural mixing within the neighbourhood. The experience of [Reggio Emilia](#) (Italy) may also be useful as the city also has been active at the level of specific districts. The area around Reggio Emilia's railway station had been allowed to develop a concentration of social problems that risked undermining intercultural trust in the city. The city council introduced a new policy innovation – a Neighbourhood Pact – and work began in 2007. Adopting consultative and participatory methods with all residents, users and property owners, the city developed a strategic plan for physical, economic and community renewal. To ensure the spirit remains, after 10 years of improvements, a full calendar of events is promoted including street markets, exhibitions and street food. A festival "Outside the Track" is held annually. Also, the council and citizens held further discussions and a renewed 'Pact on Security' was signed with residents in June 2015.

Lastly, the [ICC study on managing gentrification](#) offers a range of strategies and examples of how to create inclusive public space, manage positively socio-cultural mixing, nurture sense of belonging and encourage diverse businesses to thrive.

PUBLIC SERVICES

As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.

Barcelona achieved a rate of 50%, which is slightly higher than the city sample's achievement rate of 46%, as well as being higher than the city's previous scores in this field in 2017 and 2010. Congratulations to Barcelona for the increase in its rating in this field.



In Barcelona as in many cities, the migrant/minority background of public employees does not reflect the composition of the city's population with only 0.8% of public employees in the City Council born abroad. However, the recent government measure to "Advance towards interculturalism - Governance mechanisms and Instruments" has laid the ground for creating a Plan to promote the diversity of municipal human resources. This plan will include

the leadership of the 'People and Development department' and the participation of trade unions. It will set specific quantitative targets for increasing the percentage of workers of diverse origins and backgrounds.

In addition, the City Council has launched a call for 259 new vacancies to join the Guardia Urbana in which knowledge of Chinese, Arabic and Urdu, as well as English, will be considered. This is an important effort, so that the Guardia Urbana becomes increasingly similar to the society it wants to serve.

The city is taking action to encourage a diverse workforce, intercultural mixing and competence in the private sector too. Enterprises Barcelona Activa offers different services for all types of companies, including a free personalised advice and support service for the management of equality between men and women. The initiative also offers resources such as a free online course on gender equality, diversity and the labour market. BCN Activa believes that there is great potential in companies in the technology sector. The tendency to link diversity only to issues of corporate social responsibility prevents a more comprehensive view, adapted to the economic reality of the opportunities linked to diversity.

Through the Government Measure 'Barcelona, city of talent', Barcelona aspires to be "a welcoming city, capable of assimilating the best of local knowledge and culture, the diversity that comes from outside, but which can still do more to take full advantage of the talent already present in the city, as well as attracting talent from elsewhere, with a vocation for continuous transformation at the service of the city".

The XEIX project is a good example of intercultural mixing in the private sector. It 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.

The city takes the needs of minority groups of the population into account when planning services, including:

Funeral / burial services:

Cementiris de Barcelona received the 2019 Integration Award for its services for the city's interculturality. Cementiris de Barcelona has always respected and valued cultural and religious diversity, and it takes into account specific services for the different communities living in the city. The Office of Religious Affairs (OAR) is a service that works to guarantee the exercise of the right to religious freedom and to ensure that all options of conscience, religious or otherwise, are recognised and respected and can participate normally in civic life. OAR offers training on religious diversity and the funerary sphere (funeral rites, cemetery management) for the staff of Barcelona Cemeteries and the staff of Catalan public administrations. There is a Government measure (2017) Guarantee of equal treatment of religious diversity when carrying out specific activities in the public sphere.

Sport facilities:

The Barcelona Sports Institute 'Convivim Esportivament' programme includes projects such as Criquet Jove a BCN, an educational project with an intercultural and gender perspective that promotes sport as a tool for social transformation. They consider it a great 'victory' that such a masculine sport is being practised by both girls and women and that work is being done to encourage mixed sports practice.

Access to the labour market:

BCN Activa has the Pròxim Programme, a social and labour insertion programme for people in an irregular administrative situation that can be regularised. This accompaniment programme towards regularisation is aimed at different profiles: people in a situation of vulnerability (e.g. in the field of prostitution or health care) and people who, after studying a postgraduate degree in the city, have stayed but are unable to access the labour market. The aim is to avoid the loss of talent caused to a large extent by the foreigners' law. This provision offers legal accompaniment (to reintegration) and improvement of professional skills and is open to all people, regardless of their administrative situation. The programme has promoted a model and a circuit of care articulated at the level of municipal services and has started as a pilot project of coordinated work with other areas of the city council.

There are also cross-cutting and tailor-made employment programmes for various groups of unemployed people with specific needs and/or in vulnerable situations:

- Within the framework of the Plan for the Promotion of Quality Youth Employment 2016-2020, Barcelona is working on the particularly vulnerable situation of young people from the Roma community, newly arrived young people and young people in care or former care.

- BCN Activa has created, together with the Factor Humà Foundation, a working group on LGTBI Diversity Management, with the participation of different companies and social agents. Other initiatives have been the reissue of the Transocupació programme, with the aim of inserting transgender people into the labour market, the working group created within the framework of the Network of LGTBI Municipalities of Catalonia, and the publication in 2019 of a Guide of good LGTBI practices for companies.

Suggestions

Barcelona has some excellent examples of good practice in this field, particularly in the field of access to the labour market and regularisation. The new Plan to promote the diversity of municipal human resources and efforts to ensure the Guardia Urbana is more diverse also show great promise towards public servants in the city being more reflective of the communities they serve.

The experience from Bradford may be interesting. They carried out a behavioural science survey with Culturelytics who used artificial intelligence and behavioural science to help the city understand people's attitudes, what challenges different groups are facing, and what will help build inclusive mind-sets and behaviours in order to effectively drive greater impact in the workforce community. The survey identified 10 key areas for the city to concentrate on:

- Winning the pandemic (Feelings) – Training to help everyone feel included and on-board equally during the district COVID-19 response.
- Building High Performance Teams – Understanding the advantage of diversity in teams and how to build this into organisational objectives to meet key indicators.
- Building Relationships – Understanding how to work with people who are diverse and build equal relationships.
- Performance Coaching and Mentoring – Understanding bias when mentoring people of diverse backgrounds.
- Communication & Negotiation Skills – How to communicate a shared outcome and get results with diverse groups with different needs and ideologies.
- Emotional Intelligence – How to understand impact of diversity on emotions of teams and how they become empowered.
- Having Difficult Conversations – How do we respond positively and constructively when something challenges us to get a shared positive outcome.
- Adapt to win – Understand our diverse workforce and adapt as organisations to meet individual skills and allow people to be their whole self at work.
- Succession Planning/Talent Management – How do leaders ensure diverse teams grow with everyone included.
- Unconscious Bias – Unconscious Bias training for all staff, especially leaders who can be agents of change.⁹

There are also new resources from 2021 from the Italian municipalities of Novellara, Reggio Emilia, and the union of municipalities “Rubicone e Mare” who were awarded an ICC intercity-grant to develop “[Diversity Management approaches in the public-private partnership industry](#)”, a project aiming to promote greater inclusion of employees from different backgrounds. Although public organisations are also concerned by this issue, they can have more limitations and restrictions as they are subject to specific rules, in particular with regards to recruitment and career development processes. At the same time, as political bodies they can promote the topic in the public debate and incentivise companies they have contracts with, to adopt effective Diversity Management strategies. After its very successful implementation, the project report contains all elements that will enable transferring to other public institutions the broad knowledge acquired and the methodological approach to a real inclusive diversity management in the workplace.

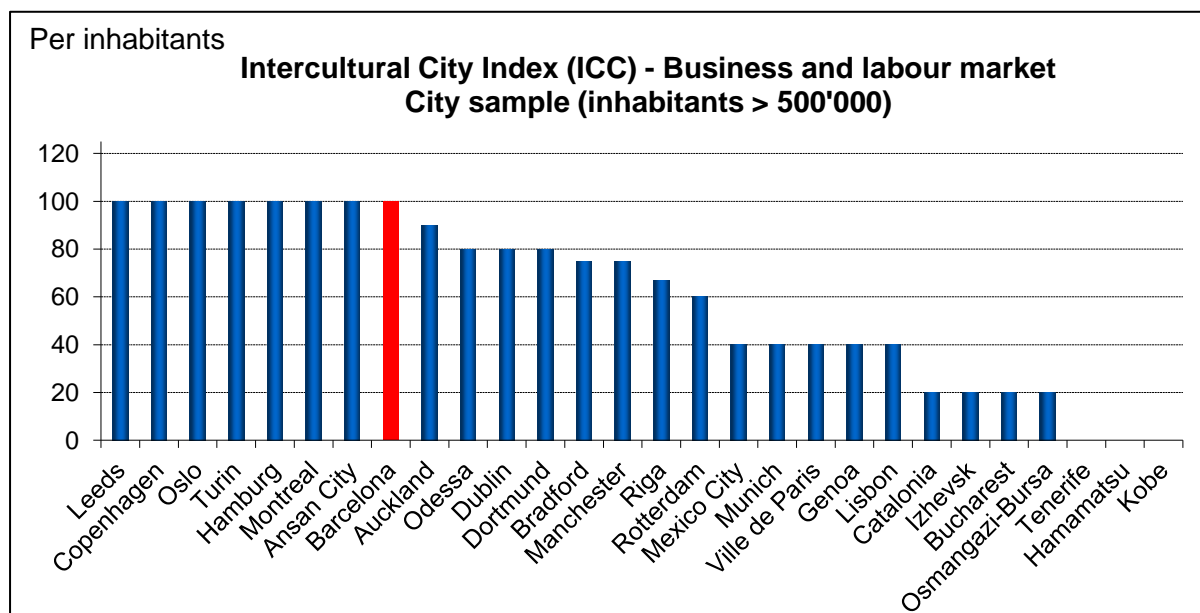
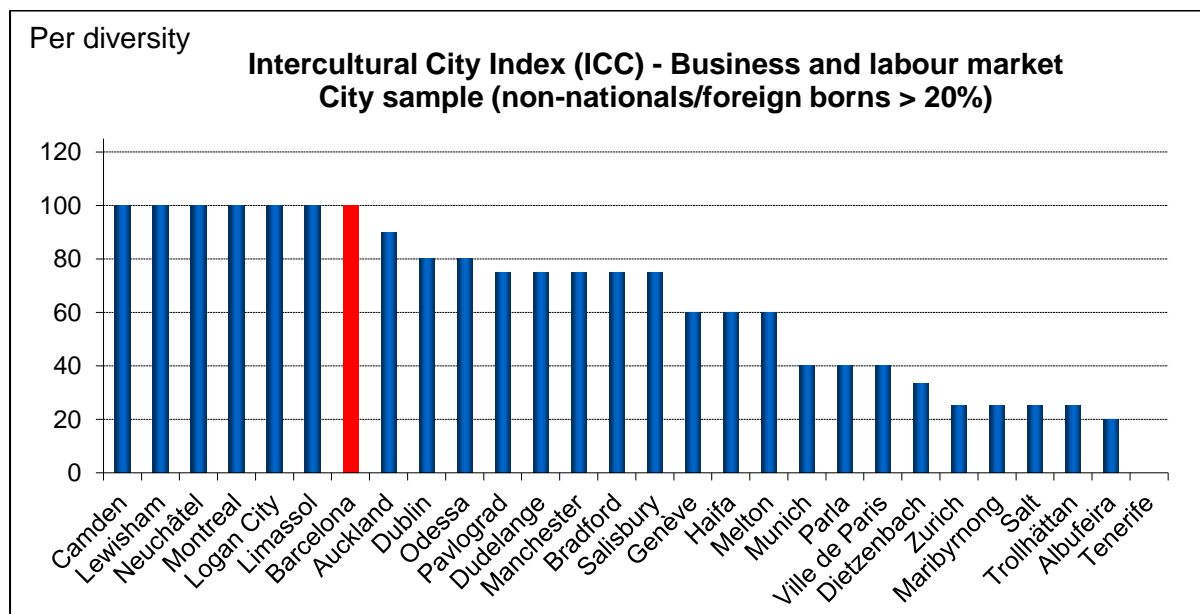
ICC programme resources on public and community services are available [here](#).

⁹ For more information, see: <https://bradfordforeveryone.co.uk/help-develop-our-inclusive-equal-and-diverse-workforce-in-bradford-district/>

BUSINESS AND THE LABOUR MARKET

Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

Barcelona achieved a rate of 100%, which is significantly higher than the city sample's achievement rate of 51% and the city's own previous rate of 20%. This is an excellent result and a huge improvement on the last report, showing the hard work of the city in this field.¹⁰



¹⁰ Barcelona's score in the extended Intercultural Cities Index is 100%.

BCN Activa is Barcelona's local economic development agency, or business umbrella organisation. It carries out several initiatives and strategies promoting diversity and non-discrimination in the labour market. Some examples are:

- The Pròxim Programme, a socio-occupational insertion programme for people in an irregular administrative situation that can be regularised. This accompaniment system for the regularisation is aimed at different profiles: people in a situation of vulnerability and people who, after having studied in the city, have stayed but are unable to access the job market. The aim is to avoid the loss of talent, which is largely due to the foreigner's law.
- BCN Activa works with the Local Strategy for the Roma People of Barcelona to coordinate facilitating access to existing resources and improving their training, promoting non-discrimination in accessing the labour market (training on cultural differences and the rights of Roma people).
- BCN Activa has created, together with the Factor Humà Foundation, a working group on the Management of LGTBI Diversity, with the participation of different companies and social agents.

The city takes action to encourage businesses from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy and higher value-added sectors. The umbrella organisation of Barcelona Activa, has several strategies to help local businesses develop and capitalise on the diversity of Barcelona's districts to promote its local economy. One example is the initiative "Comerç a punt", a programme of the Barcelona City Council with the collaboration of the city's Districts to provide free counselling for small businesses who request the service, in order to help them develop and diversify.

Another initiative promoted by the City Promotion Department is the Barcelona International Community Day, an event aimed at attracting, welcoming, retaining and boosting the loyalty and dynamism of international talent. The 2021 event focused on areas such as information and useful services to help newcomers settle in Barcelona; different ways to develop a professional career or to invest and do business; networking, with practical workshops to expand the professional network and establish new contacts between expats and locals, etc.

The city has taken action to encourage 'business districts/incubators' involving a specific percentage of entrepreneurs with migrant/minority backgrounds and offer activities which encourage them and mainstream entrepreneurs to engage and develop new products/services together.

'Barcelona Landing Services' is a service offered by the Business Assistance Office as part of the Barcelona Activa Programme. The aim of the service is to provide smooth landings for business set-up processes and information and support for foreign companies and investors, as well as for entrepreneurs who want to set up in Barcelona. The service offers comprehensive and tailored information and guidance, as well as a range of guidance documents and training.

The "Guia de Contractació Pública" is a public procurement system (approved in 2016) that includes social criteria. The new standard promotes socially responsible procurement based on measures that are included in administrative processes and that aim to balance the importance of economic criteria in public procurement. Likewise, the measures include criteria that protect SMEs, labour rights, the cooperative, social and solidarity economy, ethical public procurement, gender equality, respect for the disabled, are non-sexist and respect work-life balance. At the same time, a municipal label will be created as public recognition for companies that meet these requirements as part of a socially responsible business model, which will become part of a municipal register of companies.

In 2020, work was carried out on a new Sustainable Public Procurement Plan and the PROGBI aims to encourage and promote the creation of multicultural professional work teams (representative of the cultural reality of the city and which are often not represented), especially in service contracts, and especially in those aimed at the public.

In addition, BCN Activa has promoted the Advisory Service on Social Clauses of Responsible Public Procurement that includes a clause on hiring people in situations of exclusion.

Suggestions

To achieve the diversity advantage, societies need to ensure not only equal rights but also equal opportunities for all, including in the economic sphere. Several cities in the network have pioneering approaches to promoting access to the labour market for migrants and minority groups as well as helping their cities to prosper. The ICC programme developed several tools, such as the [Rating Diversity in Business](#) tool. Other ICC programme resources on business and employment are available [here](#).

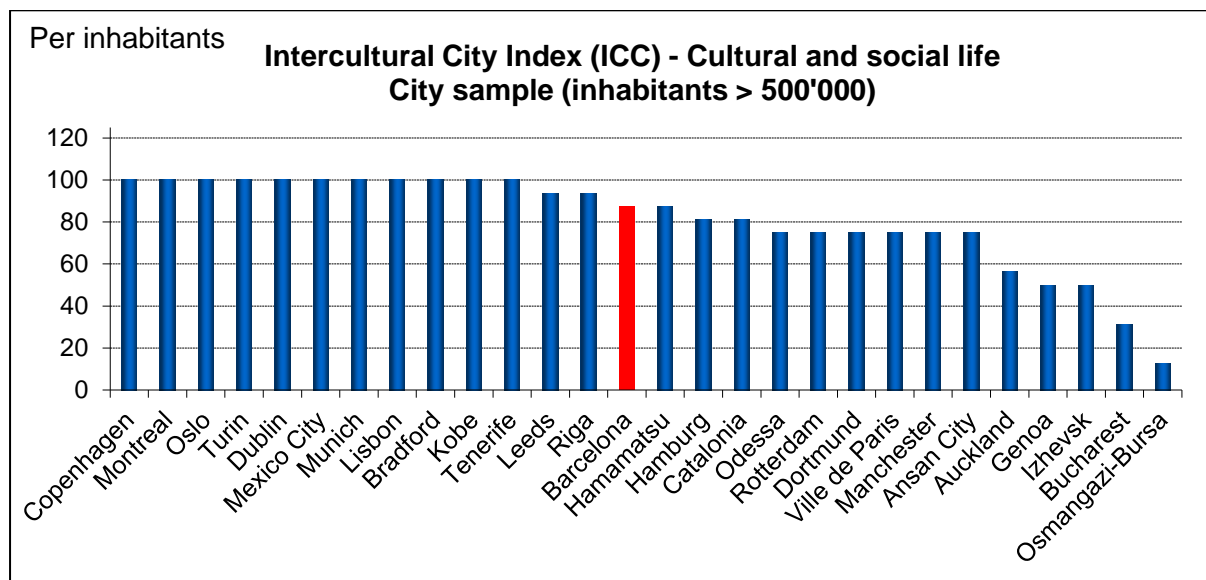
Barcelona has a great deal of projects and ideas that can serve as good practice for other cities looking or inspiration in this field. It is always useful to learn from others, though, so in this respect Barcelona could be interested in the new resources produced by the [“Inclusive Recruitment”](#) project by the Portuguese municipalities of Amadora, Loures and Oeiras to encourage Portuguese employers to hire migrants and newcomers, taking advantage from diversity. Sponsored through an ICC intercity grant, the project mapped the obstacles to smoother inclusive recruitment in Portugal, with the view to address knowledge and know-how gaps among employers. They developed an inclusive recruitment guide called “Employers’ starter pack”, to provide information on labour laws for Portuguese companies, on areas such as migration legislation and workplace inclusion. Specific information was further developed to target and empower job-seekers. The project was implemented in a participatory manner, involving the relevant local authorities, representatives of the workers and employers, including big companies such as Ikea and Portugalia. Thanks to the success of the Guide and with the help of the Portuguese Network of Intercultural Cities (RPCI Cooperative) some additional multimedia material has been produced including short videos and a series of podcast. The initiative can be easily replicated by other ICC members through adaptation to their legal and administrative contexts.

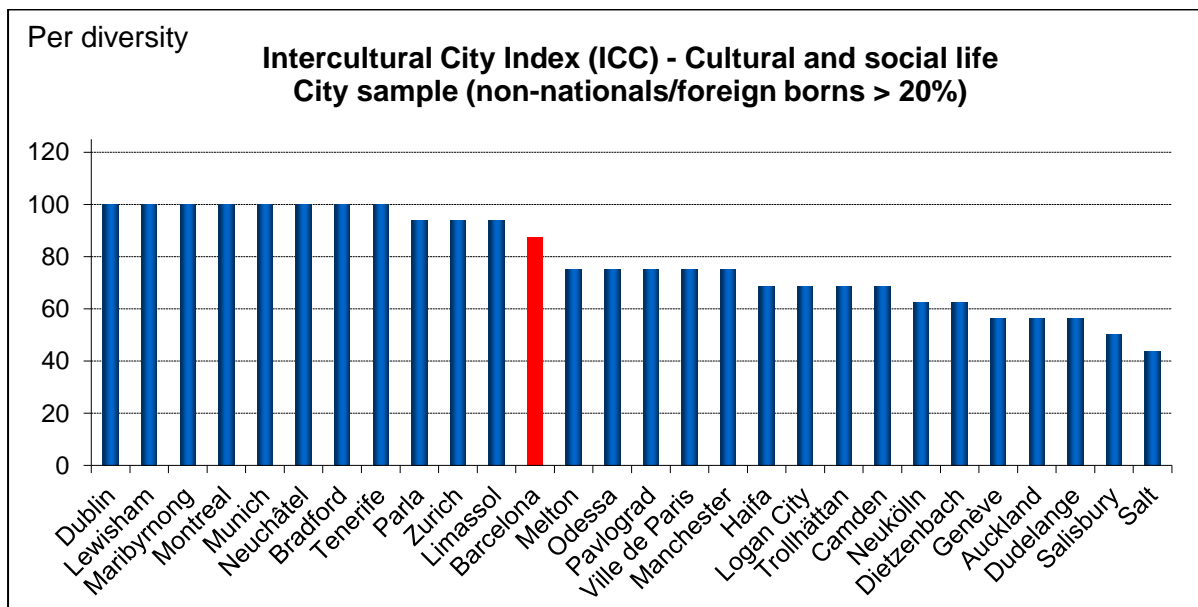
The new resources from 2021 mentioned above from the Italian municipalities of Novellara, Reggio Emilia, and the union of municipalities “Rubicone e Mare” on [“Diversity Management approaches in the public-private partnership industry”](#) may again be of interest.

CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

Barcelona achieved a rate of 88%, which is considerably higher than the city sample’s achievement rate of 73%, and the same as the city’s last rating in 2017, showing that the city has kept its efforts in this field high.





Since 2010, the city of Barcelona has provided interculturality grants for an annual amount of 500,000 euros, which has supported and financed intercultural actions and projects carried out by the associated network. The new Intercultural Plan of Barcelona (2021-2030) will review interculturality subsidies and adapt the criteria where needed in accordance with the new priorities defined in the new Plan. One of the actions that will be carried out in the new Plan, will be to incorporate an intercultural perspective in all subsidies to City Council entities.

The city organises regular events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic/cultural backgrounds to interact. For example, the Espai Avinyó-Lengua i Cultura is a space for dialogue and encounters that encourages reflection on the implications of cultural diversity in all spheres of society and on the challenges posed by the exchange of knowledge and know-how from different parts of the world. It aims to promote the principles of interculturality through the visibility and recognition of the different cultural manifestations present in the city. It does this through a quarterly programme of cultural activities open to the public. The project develops different formats of activities, such as conferences, itineraries, film fora, exhibitions, lectures, debates and games addressing a wide range of topics.

Libraries are also an example of spaces in which the city encourages positive interaction between neighbours from different backgrounds for them to interact. For example, the libraries in the city take part in the project 'A l'estiu Barcelona t'acull' aimed at children and young people who have arrived in Barcelona from family regrouping. Having just arrived in the city the participants in this programme have not yet been enrolled in school and therefore have not had access to an organised social network that welcomes them and they are not yet familiar with the city and its cultural and leisure spaces. The libraries of Barcelona participate by offering libraries as a place where daily meetings take place during the summer months, providing its resources to help new users to get to know the city.

The Civic Centres of Barcelona have become a landmark for promoting culture and creativity in the neighbourhoods of the city. For example, the "Altres escenaris possibles" project is a civic centres' traveling project composed of a photographic exhibition, a participatory talk and a walk through the neighbourhood. This project aims to show neighbourhood music initiatives that may be unnoticed by their neighbourhood, show musical initiatives held in nearby or similar districts, encourage neighbourhoods to take an active part in the musical life of their neighbourhood, detect other neighbourhood spaces, not marked in the exhibition, where music is also made, find associations and collectives with musical interests in every neighbourhood, start a process of mapping Barcelona's musical activity, contact different music activists in the neighbourhood who may not have met each other, and generate links between these cultural activists and the civic centre of their neighbourhood.

In the field of sports, municipal initiatives such as "Patis Oberts" are excellent spaces for combining cultural and sports education in schoolyards. The "Patis Oberts" programme is carried out by the Barcelona Education Consortium, the Jaume Bofill Foundation and several other stakeholders.

The city occasionally encourages cultural organisations to deal with diversity and intercultural relations in their productions.

Libraries organise reading clubs ('LGTBI', 'assaig feminista', 'cultura africana', 'descolonitzar les literatures', 'lectures inclusives', 'Veü de Dones') and have specialised collections on subjects related to diversity (the culture of peace, the present, future and past of the African continent, gender perspectives and LGBTIQ+, religion and the Arab world) and have a collection of books in the main languages of origin of Barcelona residents.

Since 2006 the Barcelona Institute of Culture (ICUB) has supported the celebration of the Barcelona Jewish Film Festival, created in 1999 to give visibility to contemporary Jewish culture, as well as the African Film Festival and the Asian Film Festival.

Moreover, since 2018, the city has organised an annual #CelebremBCN campaign where, it collects and disseminates some of the main celebrations organised by residents of different origins and cultural backgrounds. origins and cultural contexts through a calendar.

The city promotes several spaces for regular debates and awareness raising. One of them is the Espai Avinyó, a space dedicated to language and culture to promote the principles of interculturality through the visibility and recognition of the different cultural manifestations present in the city. It does so through quarterly programmes of cultural activities open to the public.

Moreover, the city supports manifestations that give voice, space and visibility to the public space of cultural expressions of diverse origin. They constitute one of the most relevant spaces of mutual knowledge and intercultural dialogue, and they are also a way of exercising citizenship rights, such as cultural rights and the right to public space.

Furthermore, since 2010 the city has had its own Anti-rumours strategy which is a communicative strategy of awareness-raising and training that aims to generate tools and encourage debate and reflexion to dismantle rumours and stereotypes that hinder the intercultural process because they are the seed of racist attitudes, discriminatory practices and/or populist discourses that foster hatred and mistrust between people.

Suggestions

Barcelona has an excellent rating in the field of culture and social life. It reported that it only 'occasionally' encouraged cultural organisations to deal with diversity and intercultural relations in their productions, although it seems that there is a broad range of cultural activities supported and/or funded by the city. The city could review its grant giving programme to see the extent to which cultural projects are represented and if there is room for more support. For example, the city of [Sabadell](#) – in particular the Department of Civil Rights and Gender- includes the intercultural dimension as a criterion when allocating grants and funds to associations and initiatives. Other municipal departments also include the intercultural criterion when granting projects and initiatives, including in Education (summer outdoor activities), Culture (dissemination of ideas and cohesion; dissemination of traditional and popular culture), and Participation (neighbours associations projects).

Barcelona could also envisage developing initiatives such as those of the [Diversitours](#) project implemented by Valencia and Bilbao (Spain). The Diversitours project is promoting sustainable and inclusive tourism by safeguarding citizens well-being during touristic routes, promoting unknown areas and neighbourhoods, providing opportunities for employment of migrants and promoting intercultural interaction. The Diversitours educational and community-led guided walks contribute to the generation of new narratives for the targeted neighbourhoods, to empowering the local community through co-creation and implementation, while also dismantling negative perception and stereotypes about the territory and its residents.

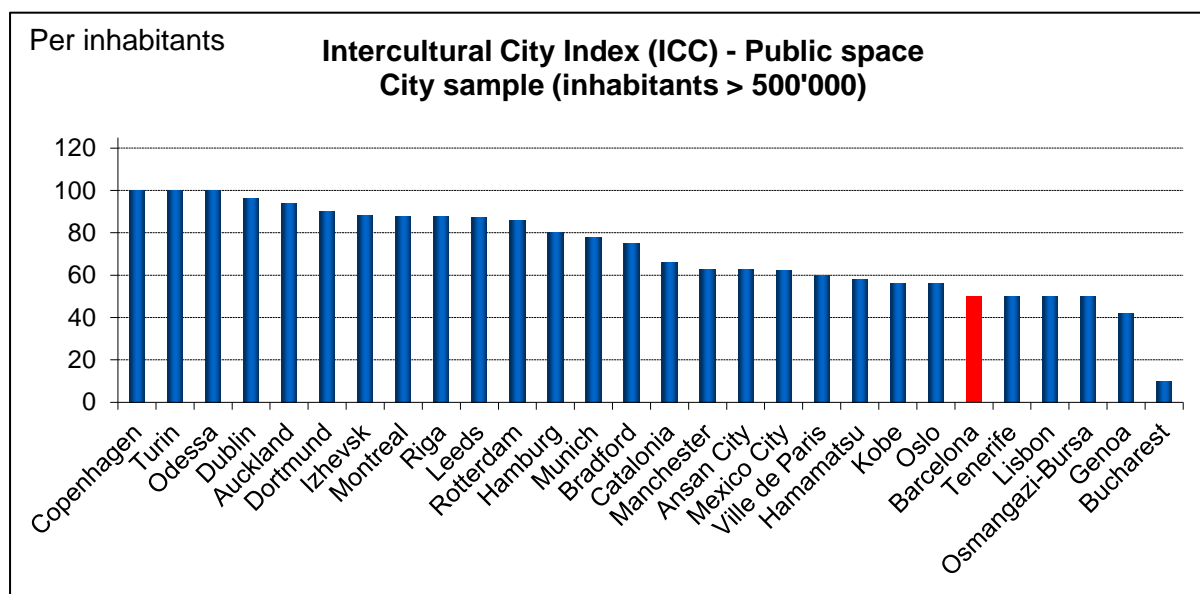
In the area of sports, in 2021 three Intercultural cities, Haifa (Israel), Ioannina (Greece) and Limassol (Cyprus), have implemented a project on [youth, sports and inclusion](#). Their experiences and the guidance produced could inspire Barcelona in further exploiting the potential of sports as means to encourage participation, engagement and interaction.

Lastly, the [DCAI](#) (the Danish Centre for Arts & Interculture) based in Copenhagen is also an interesting concept. DCAI acts as a 'centre of the mind' or think-tank for the intercultural transformation of the cultural sector, rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence. The means to achieve this are through working with partners to make the presence felt of a new generation of Danish artists of immigrant background, who have grown up on the periphery of the five major cities of Denmark.

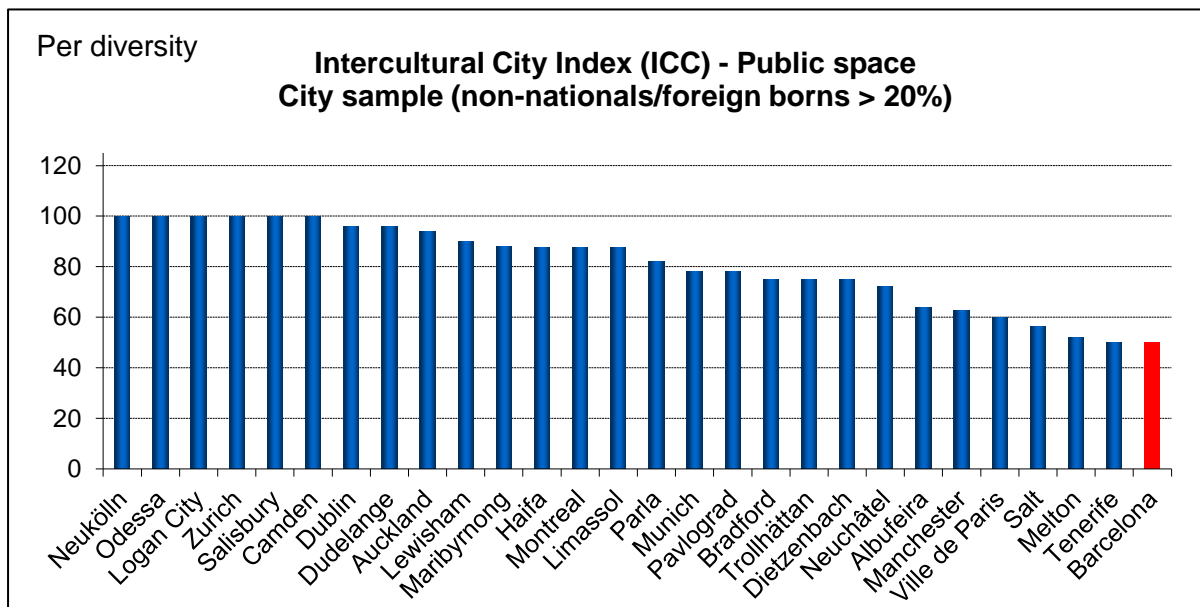
PUBLIC SPACE

Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the “other”. When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely support by them.

Barcelona achieved a rate of 50%, which is lower than the city sample’s achievement rate of 68% and the city’s previous rating of 70% in 2017. This lower rate is mainly because the city reported it does not currently use different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds when developing public spaces. It also reported that when it created its plan to support neighbourhoods where there are higher concentrations of people with one migrant background or another that may seem unwelcoming or unsafe, it did not involve the local population. There is still a wealth of excellent experience in Barcelona that other cities can benefit from.¹¹



¹¹ Barcelona’s score in the extended Intercultural Cities Index is 55%.



Barcelona takes action to encourage meaningful intercultural mixing and interaction in public spaces including in public libraries, playgrounds and in parks and squares. For example, the city organises tours in various languages, it offers readers the possibility to borrow books in different languages, it provides facilities such as benches, tables, giant chessboards, playgrounds, etc., where people of all origins, ages and genders can meet and interact.

The city has a series of initiatives that encourages mixing and positive interaction in public space with sport. One example is the Municipal initiative "Patis Oberts" in which sports educational activities are carried out in open schoolyards. The "Basket Beat" initiative combines movement, art, and education in socio-educational workshops aimed at all types of groups, especially those who suffer the most inequalities. It is about making music with basketball sticks while training critical thinking, assertive communication and decision making. The initiative is carried out in different educational, health and penitentiary centres and in the public space.

As important points for interaction, libraries have done a great deal of work to include the intercultural perspective in their daily activities. For example, they organise reading clubs and have specialised collections on topics related to diversity and have a collection of books in the main languages of origin of Barcelona residents. Initiatives include the Francesca Bonnemaison Library's initiative of an LGBTI reading club that has taken place for a number of years now. It is meant to be a space to reflect on the search for sexual identity through literature, and has promoted the LGBTI interest centre. Another example is an initiative of the Francesc Candel Library which in 2018 started "Transgressor Stories", through which they want to accompany children and their families, as well as educators, to deal with controversial topics in areas such as sexual diversity, gender and equality, conflicts between the sexes, vulnerabilities, economic vulnerabilities, diverse families, functional diversity or disabilities, interculturality and violence.

The city takes the diversity of the population into account in the design, renovation and management of some new public buildings or spaces.

With regard to the participation of people from diverse origins and cultural contexts in the design of public space, there are several projects that include a matrix of spaces for participation with the active presence of people from different backgrounds and contexts (NGOs, associations, trade unions and other participatory spaces).

The pilot project "Via Laietana, un carrer per al veïnat" is a participatory process aimed at the neighbourhoods of Gòtic, Sant Pere, Santa Caterina i La Ribera and La Barceloneta with the aim of defining the design criteria and uses of the future Via Laietana and its immediate surroundings to make it more sustainable and neighbourhood-friendly. Similarly, "Repensem Trinitat Nord", is an initiative that aims to define the uses and future facilities of the urban area of Trinitat Nord, on the land currently occupied by the penitentiary centre and blocks of flats of the Patronat Municipal de la Vivenda (Municipal Housing Board).

When the city decides to reconstruct an area, it reported that it does not currently use different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds.

28% of residents in Barcelona's neighbourhoods are foreign born. However, in 2020, three of the city's neighbourhoods had a percentage of foreign-born population of over 50% (Raval, 60.9%, Gòtic 67.2%, and Sant Pere i Santa Caterina - Ribera, 53.4%). This concentration of foreign-born population has increased since 2010, when Ciutat Vella had 40.5% of its residents with a foreign nationality. The district with the lowest percentage of foreign-born population is Sarrià-Sant Gervasi, with 19.1% in 2020.

The city has a policy to deal with situations where spaces or areas of the city are dominated by one (majority or minority) ethnic group and are considered unwelcoming or unsafe. It has a multi-sectoral policy combining policing, social work and communication but it was not defined after consultation with the population of the area

In 2016 the city created the Urban Planning and Safety working group with the aim of reaching a consensus among the different operators involved in defining and managing public spaces on standards for improving the perception of safety in the city's public and community spaces. It involves Urban Planning, Environment, Prevention and Safety, Mobility, Quality of Life, and districts. It is convened by: Safety and Prevention Management; the Directorate of Prevention Services; Barcelona City Police; SPEIS Civil Protection and Prevention Division; SPEIS Regulations Unit; Urban Planning; the Department of Gender Mainstreaming; the Department of Social Intervention in Public Spaces; and City Development.

Recommendations

Barcelona achieved a lower rate than previously in this field, mainly due to reporting less participation in the planning process by local populations. The city also reported that it provided less opportunities for local populations to contribute to the planning of public space in different ways and in different places. It also takes diversity into account in the design, renovation and management of only some new public buildings or spaces.

The city could think about if anything in particular has changed since the last report in the way the city plans for changes in the public space. It could also look at the experiences of other cities in the network.

[Auckland](#) (New Zealand) has interesting experience, to ensure feedback matches the ethnic and age profile of the local area. When proposing a change, Auckland Council partners with appropriate community organisations to engage with the communities affected. In 2017, the Council included the communities of South Auckland in an 'integrated area plan' to prepare for future development in the area. The engagement strategy included: Gathering feedback at local community events, shopping malls, train stations and other hubs; Utilising an 'All Our Ideas' web platform (championed by a local youth council); Running public workshop sessions (world-cafe style). A key objective of this engagement strategy was to challenge the norm of community engagement and create effective ways to reach out to different ethnicities, age groups and communities in the area that typically do not engage or participate in a council-lead planning process. The Council received over 5000 pieces of feedback from the community, of which more than a third were submitted by Māori residents and half from people aged below 34 years. This closely matched the ethnic and age profile of the area.

Likewise, the London borough of Camden (United Kingdom) show interesting practices. When it decides to reconstruct an area, the Camden council uses different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds. Area specific planning guidance documents reflecting the needs of the communities most affected were produced to use alongside planning applications. Engagement with communities has been a key part of the production of each guidance document, maximising the number of people who participate to be demographically representative of the area. While [digital methods \(We Are Camden\)](#) are increasingly used to reach as many people as possible, under-represented parts of the community are also be targeted using a variety of different techniques, such as using the Camden Council Community Research Team. After each consultation, a report is published alongside the guidance document that it has informed.

[Dublin](#) (Ireland) also has an innovative approach with its Public Participation Networks (PPN) for greater community participation in local government and present opportunities for input into policy and decision making. The PPNs are independent structures with one network being set up in each Local Authority Area. The PPN in Dublin enable residents and community organisations to influence plans and policies for the development of Dublin City. This is mainly done through the Strategic Policy Committees (SPC) in Dublin City Council. These committees advise and assist the council in its work and provide councillors and sectoral interests an opportunity for full involvement in the policy-making process of the work of the local authority from the early stages. When the committee system operates satisfactorily, much of the preliminary and background work, discussion and recommendation should be completed at this level for final consideration and ratification by the Council at the monthly Council meetings. Among the structures that members of the network have representation on are: the Council's Local and Community

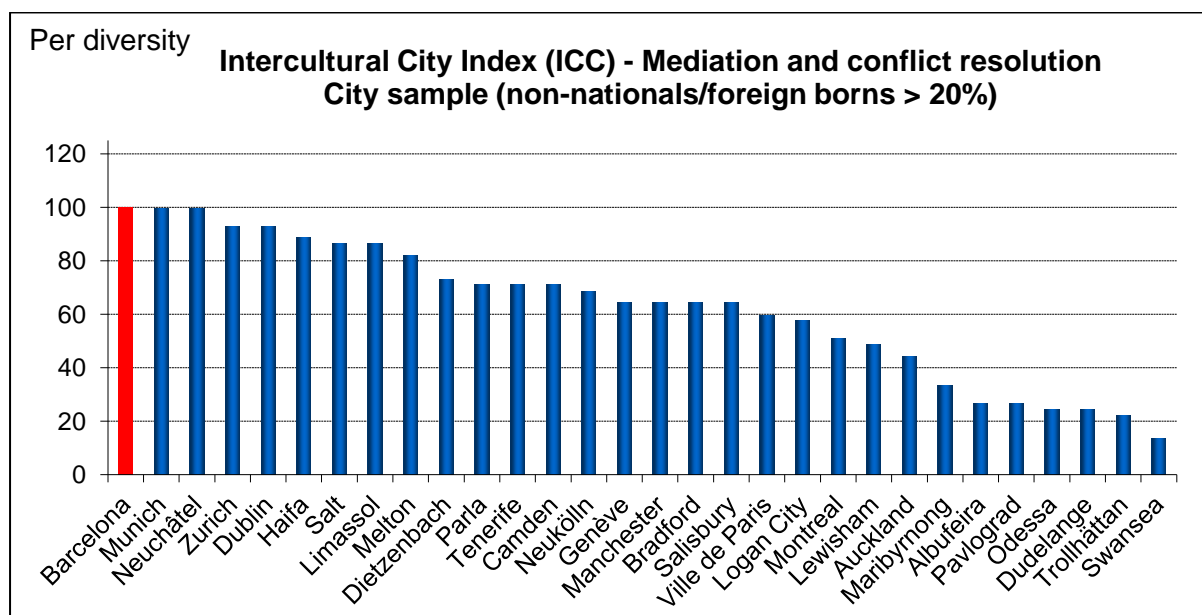
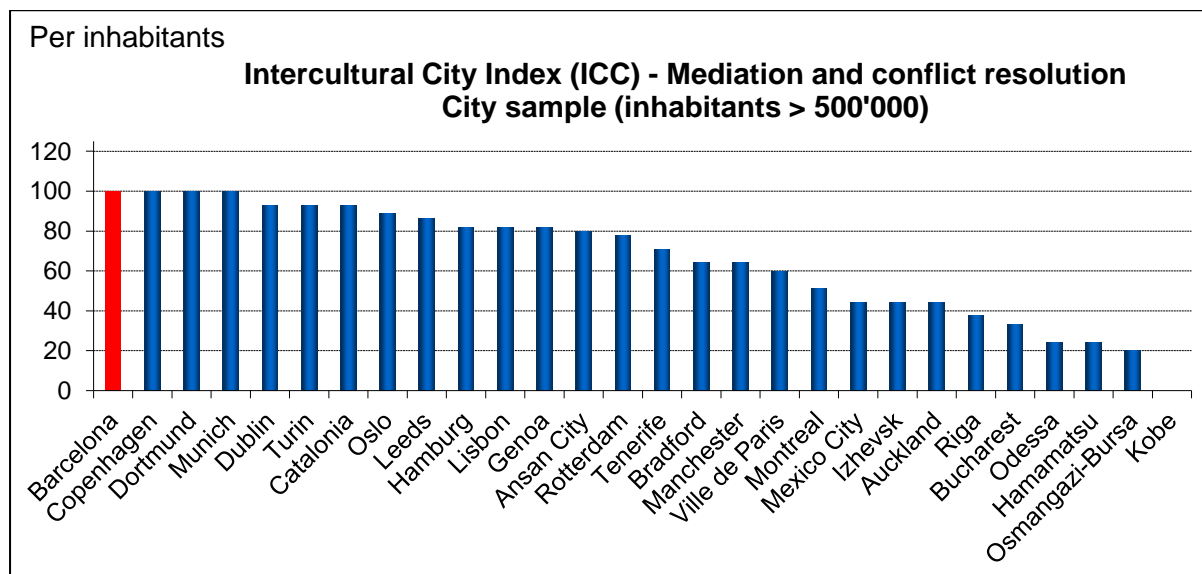
Development Committees (L.C.D.C.), the 7 Strategic Policy Committees and The Joint Policing Committee. This could be interesting for Barcelona given the active work of the districts in the city.

ICC programme resources on housing, public spaces and urban planning are available [here](#).

MEDIATION AND CONFLICT RESOLUTION

In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.

Barcelona achieved a rate of 100%, which is significantly higher than the city sample's achievement rate of 59%, showing that it is a real strength of the city and a source of good practice for others.



Barcelona has both a generalist municipal mediation service which also deals with cultural conflicts as well as a municipal mediation service devoted to intercultural issues only.

The Translation and Intercultural Mediation Service (STMI) aims to help professionals who work with people of different origins to adopt an intercultural perspective. It is divided into three areas: translation; interpersonal mediation; and group and community mediation.

The Mediation and Alternative Dispute Resolution Service of the Office for Non-Discrimination (OND) and the OAR deals with situations of violation or discrimination on the grounds of gender, religious choice, origin or other particular or collective rights.

Intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes, etc. It is also provided in the city administration for general purposes; in neighbourhoods, on the streets, where the city actively seeks to meet residents and discuss problems. There is the Social Conflict Management Service in Urban Areas (SGC) that intervenes in situations where the conflict is derived from the use of public space. The Mediation Resource is available to municipal technicians to deal with situations of neighbourhood coexistence. The Neighbourhood Community Support Programme deals with situations of conflict in the neighbourhood community due to lack of or poor organisation or management of the neighbourhood community. The landlord/tenant mediation programme deals with situations of conflict between landlords and tenants regarding rental income, the use of the property or situations in which tenants feel that their right to peaceful use of their property has been greatly affected by the actions or omissions of the landlord. The Legal and Mediation Guidance Service (SOJM), integrated into the Citizen's Advice Bureau (OAC) assists people who wish to participate in a mediation process in the field of private law by directing them to the Private Law Mediation Centre of Catalonia.

Special mention should be given to the municipal service devoted to inter-religious relations. The Office for Religious Affairs¹² is a service of the Department of Citizens' Rights, Culture, Participation and Transparency that works to guarantee the exercise of the right to religious freedom in Barcelona and to ensure that all conscientious options, religious or otherwise, are recognised and respected and can participate normally in civic life.

The OAR is open to all religious organisations that carry out their activities in Barcelona, to the various municipal services that have a relationship with these organisations and to all people and organisations interested in religious diversity and its presence in the public space of our city. From the different areas of the City Council, the OAR receives queries on issues related to religious communities and entities or conscience of the city. Over the course of 2019, 325 advisory services were provided to municipal technicians on religious pluralism. The OAR organises school visits to different religious centres for secondary school students to learn about the different religions and cultures in Barcelona. To facilitate these visits, the OAR has a website with educational material containing a brief introduction to the different religious traditions present in Barcelona: "Get to know the religions of Barcelona"¹³. Since its launch in 2000 and up to 2018, more than 4,400 pupils from different schools in Barcelona and beyond have visited religious centres in the city.

Suggestions

Barcelona received a rating of 100 for their work on mediation, showing it is a strength of their city and that they have a lot of good examples to share with other cities.

Should Barcelona be interested in learning about the work of other cities in this area, both [Limassol](#) (Cyprus) and [Montreal](#) (Canada) have developed 'Intercultural Councils', part of whose work is to assist in the field of mediation. In Limassol the Municipality formed the consultative body composed of both Cyprus citizens and migrants living in the city, in 2017. The Council aims to advise local authorities on the challenges faced by migrants in the integration process and regarding their active participation in public life. The Montreal Intercultural Council (CiM) is a consultative and discussion body dealing with intercultural relations. It consists of 15 volunteer members, including a chair and two vice-chairs, from various professional backgrounds who reflect Montreal's cultural diversity. It advises, and issues opinions to, the city council and the executive committee on all issues of interest to the cultural communities and on any other matter relating to intercultural relations. It seeks opinions and receives and hears requests and suggestions from any person or group relating to intercultural relations issues. It also carries out or commissions studies and research that it deems useful or necessary to the performance of its remit. For example, the CiM has issued a recommendation on revising the legislation on voting rights of people with migration backgrounds who are not Canadian citizens.

ICC programme resources on intercultural competence and mediation are available [here](#).

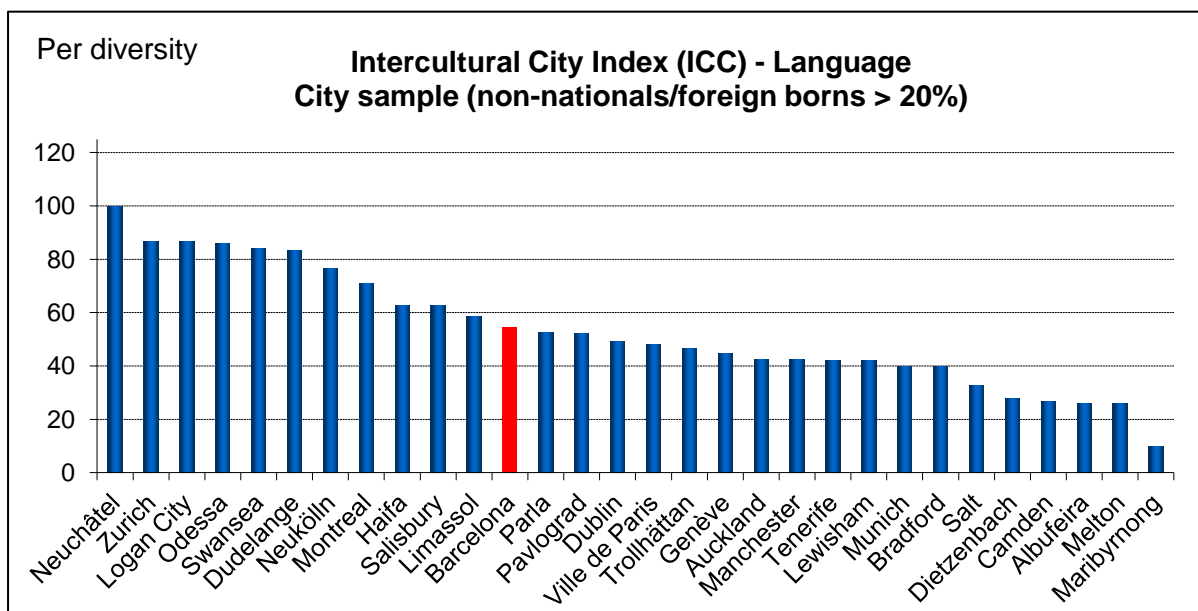
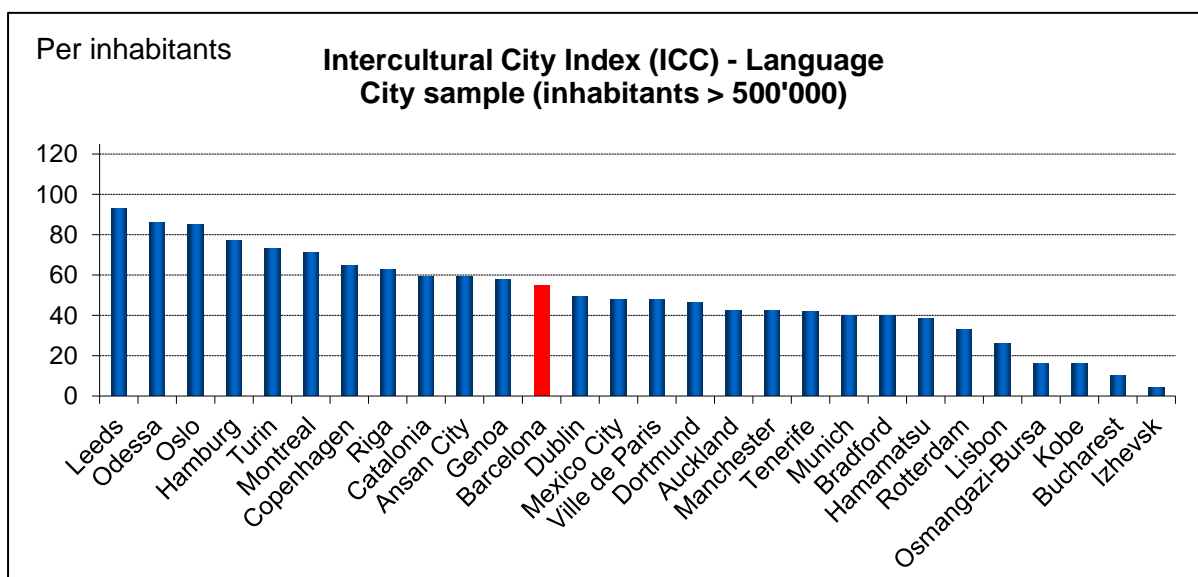
¹² See: <https://ajuntament.barcelona.cat/oficina-afers-religiosos/ca>

¹³ See: <https://ajuntament.barcelona.cat/coneixlesreligions/>

LANGUAGE

The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

Barcelona achieved a rate of 55%, which is higher than the city sample's achievement rate of 46%, although slightly down on the city's previous rating of 59%. The city has some excellent practices and programmes that celebrate linguistic diversity and mother tongue languages. Congratulations on a good rating.



The city provides specific language training in the official language(s) for hard-to-reach groups (e.g. non-working mothers, unemployed, retired people, etc.). Migrant/minority languages are taught as a mother tongue course for migrant/minority children only. There is also support for private/civil sector organisations providing language training in migrant/minority languages.

In Barcelona, 28 educational centres offer learning of languages of origin. The most frequent languages are Chinese (10 offers), Arabic (9) and Urdu (3). The language offers are promoted by different actors, either by the school management itself, by the Barcelona Education Consortium or by other entities (Ministry of Education of the Generalitat de Catalunya). In 2010, 675 pupils took part, while in the 2017-2018 academic year, there were 2,299 pupils.

The BCN Interculturality Programme works to recognise the linguistic diversity that exists in the city. Promoting the learning of family languages, especially in the educational sphere, has been one of the most important actions in recent years. Advocacy work has resulted in different education departments in the districts recognising and promoting actions to promote linguistic diversity, progressively increasing the number of pilot tests in more parts of the city. For example: 'Aprentatge de l'àrab com a llengua d'origen en activitat extraescolar' i 'Recuperació de la llengua romaní i acostament de la cultura del poble gitano' (Gràcia); Aprentatge de llengües maternes per a infants (Ciutat Vella); 'Projecte Llengües Maternes' and 'Urdú a l'escola El Turó' (Nou Barris); 'Programa Annisa-Servei de Suport a les Comunitats Veïnals a Sant Martí. In most of these cases, organisations work with a concrete target group, serving as a 'community service' and thus, their actions do not attract a wide variety of profiles.

In addition, the programme of activities to promote the (re)understanding of diversity through different cultural expressions includes linguistic diversity, with activities such as the Poetry Jams in mother tongue languages, which are part of the International Mother Language Day.

Municipal libraries work to recognise the linguistic plurality of their surroundings and the accessibility of reading for all groups. For example, there are libraries that are equipping themselves with documentation and bibliographic resources in the languages spoken in their areas (albeit with some difficulty). Almost 6,000 documents are in different languages (including English, Urdu, Arabic, French, Punjabi, Bengali, Indian, Italian, Russian and German), and they are currently adapting to the increase in the population arriving from the Indian subcontinent. They also have documents in Catalan and Spanish to promote knowledge of the different cultures. There are also funds for children in many languages, aimed at children born in the city with different mother tongues.

There is specific language training too. The number of people enrolled in Catalan courses in Barcelona has increased significantly in recent years, from 22,652 in 2014 to a total of 27,875 in 2019. Of the latter, 80.9% were born abroad. The Consorci per a la Normalització Lingüística (CPNL) Linguistic Reception programme offers basic resources for learning Catalan and the functioning of Catalan society and its environment to all immigrants arriving in Catalonia, with the aim of enabling them to interact in Catalan in the social spheres in which they relate to each other. In order to carry out this programme, the CPNL seeks agreements with other Regional Government departments, such as the Secretariat for Equality, Migration and Citizenship, the Catalan Employment Service, the Department of Health and other organisations and entities that work for the newcomers (SAIER). The courses are also offered through the Civic Centres network in Barcelona.

PROGBl supports different projects through its annual grant to reach migrant women or women from different socio-cultural background (i.e. literacy for adult women).

Although the city does not raise awareness of migrant/minority languages by providing logistical or financial support to newspapers, journals, radio or TV, there is other support and there are different local radio stations in Arab and Chinese.

Within the framework of the General grants call of the City Council 2019, technical support was given to the "Promotion of the intercultural perspective and support to diversity" with projects financed for the recognition of the diversity of languages, e.g.

- Teaching Ukrainian language, culture and history (Ass.ucaïn.cat.txervona kalyna)
- Conservació de la llengua i la cultura russa (Russian Orthodox Church, Patriarchate)
- Prollema, teaching mother tongue (El Generador Art I Creació Cultural)
- Languages and intercultural dialogue (LINGUAPAX)
- Ensenyament de Llengües Maternes; Arabic and Urdu (Fundació Privada Bayt Al-thaqafa)

In 2019, a meeting of organisations working in the field of linguistic diversity and the teaching of mother tongues was held with the aim of establishing a common space to get to know the organisations and find synergies that promote linguistic diversity in the city.

Through the communication group of the Xarxa ABCN Anti-rumours, different initiatives have been launched and supported, such as Poetry Jams on Mother Tongue Languages and Blackness (2019); a Radio programme (www.itacat.info) on intercultural, anti-racist and anti-rumours issues (2018).

Barcelona supports projects that seek to give a positive image of migrant/minority languages. Within the framework of PROGBI, and also promoted by the Diputació de Barcelona and the Generalitat de Catalunya, Linguapax has been participating since 2015 in a project that aims to make visible the richness of linguistic and cultural diversity and, at the same time, to promote actions that contribute to maintaining and enriching this diversity, promoting an equal and equitable multilingualism. This association offers guidelines and proposals for the treatment of languages in municipal communications, which on the one hand reinforce the cohesive function of Catalan and at the same time take into account the languages most widely spoken by citizens in order to be able to dialogue with everyone. The very same association was awarded with a city council grant to organise the project “Languages count. Barcelona celebrates the International Year of Languages”.

Suggestions

Barcelona has many interesting projects and approaches to supporting and celebrating linguistic diversity. To improve their rating next time, they could consider the experience of other cities in teaching migrant/minority languages on the regular curriculum at school or as a regular language option available to everyone. It will also be interesting to learn more about Barcelona’s programme to increase linguistic diversity in the Guardia Urbana with the recruitment of people with knowledge of Chinese, Arabic and Urdu, as well as English.

In [Reggio Emilia](#) (Italy), an Arabic language course was started for non-Arabic speakers. This is a project in collaboration with the Local Health Authorities to improve linguistic cultural relations between foreign citizens and health services. Basic Italian language courses are provided for mothers of children attending primary schools to offer initial language support and correct communication with the school. In order to help families preserve the competence of migrant children in the mother language, in two schools in Reggio Emilia there are classes in the native languages of children and in parallel their parents learn Italian. There are summer events to teach Italian youth who do not know Italian and who attend secondary schools at the second level. It aims to provide learners with a minimum knowledge of the language to facilitate access to school; prevent the summer “scattering” of youth and social marginality from their peers.

[Sherbrooke](#) (Canada) has interesting programmes to value ethnolinguistic and cultural diversity in schools. Several projects enhance ethnolinguistic diversity and bring all pupils and staff in individual schools together. Examples include multilingual student radio.

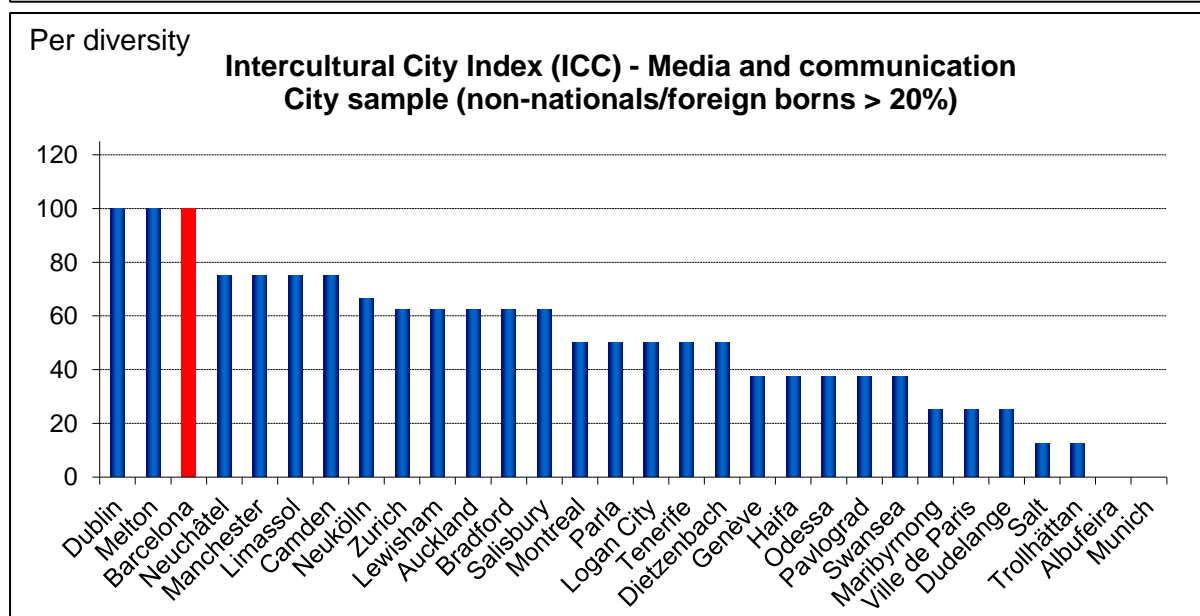
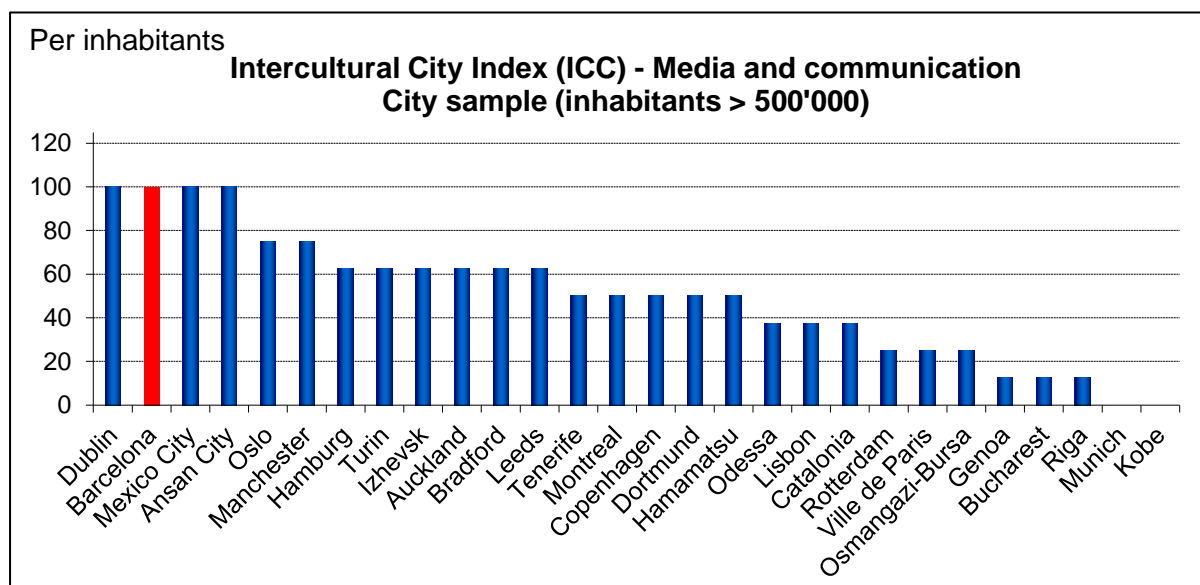
To further raise awareness of migrant/minority languages, Barcelona could also consider offering logistical and financial support to local minority initiatives, such as written press or radio. Alternatively, the local radio could include some programmes led by migrant/minority neighbours who express themselves in their mother language. The example of [Limassol](#) (Cyprus) could be interesting in this regard.

ICC programme resources on multilingualism are available [here](#).

MEDIA AND COMMUNICATION

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they convey a similar message and cover events occurring in the city in an objective and unbiased way.

Barcelona achieved a rate of 100%, which is considerably higher than the city sample's achievement rate of 47%. The city achieved the same excellent rating of 100% in 2017, shows this is a consistent strength and a source of good practice for other cities.¹⁴



Barcelona has a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media. Intercultural Communication is a key transversal axis within PROGBI, providing communication support and advice to all the Programme's lines of work, to entities and other departments of the City Council. Moreover, it is one of the four main lines of action of the Anti-rumours Strategy. The Communication Group is a very diverse working space that carries out actions aimed at: promoting and designing actions for the use of inclusive language and the correct treatment of cultural diversity in the media and social networks; and reflecting on and proposing alternative counter-narratives and narratives on cultural diversity through communication campaigns, materials and other types of resources. This group also monitors the way in which the media represent minorities or migrants and produces resources and materials such as an infographic that provides basic recommendations to critically analyse the news that reach us and not contribute to disseminating them.

The city's communication (PR) department is instructed to highlight diversity as an advantage regularly and in various types of communication. PROGBI and the Barcelona City Council's Central Communication continue to build communication synergies, posting communication materials on the main social networks of the City Council to make the Programme's activities more visible. Priority has been given to some of the most important activities

¹⁴ Barcelona's score in the extended Intercultural Cities Index is also 100%.

in the Espai Avinyó programme, events attended by the Commission for Intercultural Dialogue and Religious Pluralism and activities organised by the XBCNA.

The mainstreaming of communication has been carried out by providing communication support to journalistic projects and to the Observatory of discriminatory discourse in the media, among others.

The city provides support for advocacy/media training/mentorship/setting up of online media start-ups for journalists with migrant/minority backgrounds. Between 2018 and 2019, support, advice and monitoring has been given to a variety of journalistic projects subsidised by the City Council within the interculturality line, including:

- Agència de Comunicació Intercultural - ItaCat, of the Associació Intercultural Llatins per Catalunya, a project conceived as a continuation of the diverse journalism conferences, in collaboration with the Programme and the XBCNA.
- Support in the communication campaign of the portal www.diverscat.cat.
- Support in the dissemination of the intercultural communication course #ComuniCanvi, organised by Llatins/es per Catalunya.
- The Euroarab Channel, from the Centre d'Investigadors i Professionals Euro-Àrabs (EUROARAB), the Ravalnet Media Library 2018.
- Project of the European Network of Women Journalists, which works for the empowerment of women from different origins of the organisations of migrant people from a communicative perspective, so that they can be more present in the media.

Since 2010, Barcelona has been developing an Anti-rumours Strategy to combat negative rumours that have a negative impact on coexistence and for this reason it works together with organisations and different social actors. As part of the strategy, communication campaigns are carried out to improve the image and visibility of migrants or minorities in the media.

The Antirumour Network is made up of different working groups, including the Communication Group. The Communication Group is a very diverse working group that carries out actions aimed at:

- Promoting and designing actions for the use of inclusive language and the correct treatment of cultural diversity in the media and social networks.
- Reflecting on and proposing alternative counter-narratives and narratives on cultural diversity through communication campaigns, materials and other types of resources.

Furthermore, this group monitors the way in which the media represent minorities or migrants and produces resources and materials such as an infographic that provides basic recommendations for critically analysing the news that reaches us and not contributing to their dissemination.

The mainstreaming of communication has been done by providing communication support to the Observatory of discriminatory discourse in the media, a project of the Ramon Barnils Group of Journalists, with the support of the Directorate of Citizenship and Diversity Rights Services of Barcelona City Council.

The #BCNvsOdi website is a place to meet and learn about hate speech, a space for dissemination on hate speech made available to citizens by the City Council's Directorate for Citizenship Rights and Diversity. Preventing and combating hate speech is one of the lines of action envisaged in the government measure-programme "Barcelona, city of rights". Barcelona City Council has implemented various specific actions to prevent and combat discrimination and hate speech, such as dissemination and awareness-raising events and other public policy measures aimed at preventing and combating some of the most common forms of hate.

Other events include round tables, workshops and projects by other organisations, such as: Observatorio Proxi; Grup de Periodistes Ramón Barnils; Observatori crític dels mitjans; Observatori de discursos discriminatoris als mitjans. Grup Barnils; Observatori del discurs d'odi. Grup Barnils; OPRAX, SOS Racisme Observatory; Islamophobia Observatory.

Suggestions

Media and communication are a real strength in Barcelona's intercultural work. It is always interesting and useful to learn more about other cities' approaches.

[Ansan City](#) (Republic of Korea) has many interesting ideas and actions in this field. Ansan City, in cooperation with local media companies, runs a multicultural newspaper subscription project to provide non-nationals with a range

of information and inform them about the city's policies. The multicultural newspaper is published twice a month, with a circulation of 20,000 copies. Ansan City's media department also works with broadcasting companies to publicise international cuisines, intercultural education, intercultural streets, and Ansan City's non-nationals policy. As part of its non-nationals' employment support initiatives, Ansan City runs a course for Information Technology Qualification (ITQ) test-takers and runs classes to teach residents how to use YouTube, social networks, and blogs. Ansan City was the first in South Korea to enact an ordinance on non-nationals' human rights in 2009. There is also a non-nationals' human rights monitoring programme in place, which helps the city develop recommendations in cooperation with the Gyeonggi Institute of Research and Policy Development for Migrants' Human Rights as well as to pursue awareness improvement campaigns, although the city does not have authority to impose direct sanctions. The city also runs a watchdog on social media. Like Barcelona, Ansan City works closely with local media to form positive public opinions.

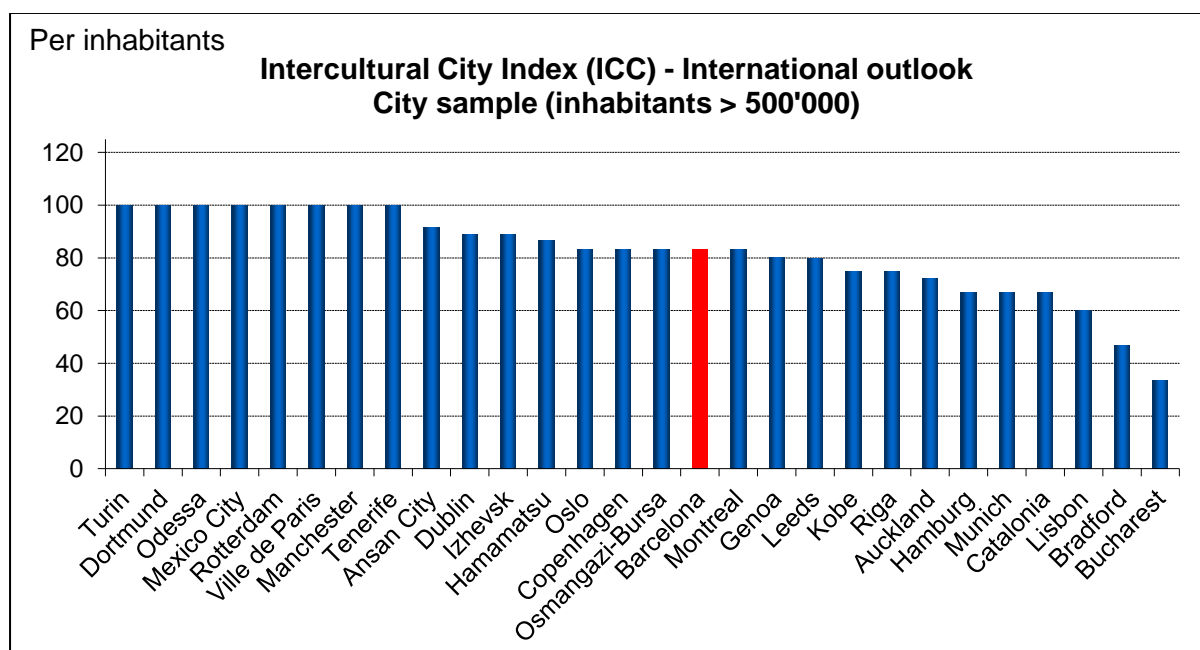
The "[Maison des journalistes](#) (Foreign Journalists' House)" is an initiative implemented in Paris (France) and which supports refugee journalists. The organisation helps them through all the stages of their asylum process and gives them the means to continue to produce written and audio-visual information materials freely on the Internet via [a dedicated webpage](#).

ICC programme resources on communication and public awareness are available [here](#).

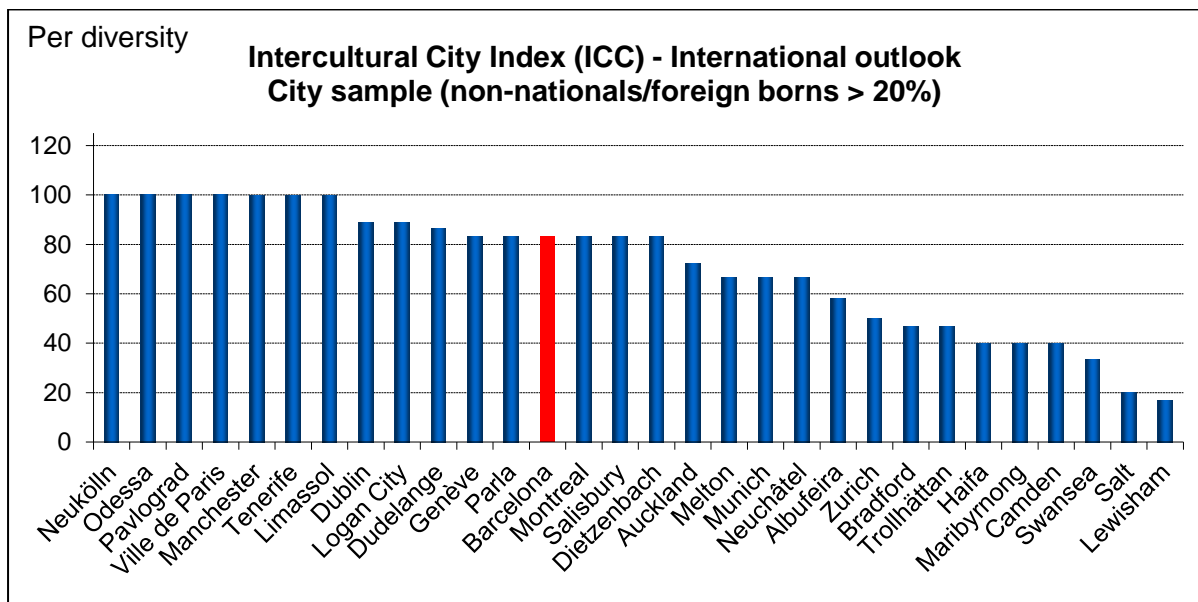
INTERNATIONAL OUTLOOK

Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.

Barcelona achieved a rate of 83%, which is considerably higher than the city sample's achievement rate of 70%. Congratulations on an excellent result.¹⁵



¹⁵ Barcelona's score in the extended Intercultural Cities Index is 83%.



Barcelona has an explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural, and other areas. The aim of the International Relations Department is to promote Barcelona's interaction and influence in the world through participation in various areas of international action, as well as to coordinate and provide coherence and support for the City Council's international activity.

The city has a firm commitment to international municipalism, with priority given to two main lines of action to strengthen Barcelona's position: promoting bilateral relations and joint work with other cities — not only to exchange knowledge and learn from cities that are benchmarks in various fields, but also to promote common policies— and to strengthen Barcelona's participation in the main international networks and bodies where the city is represented.

The International Relations Department also works closely with educational and research centres, think tanks and other institutions in the city to help raise awareness and build an engaged, responsible and critical citizenry, and to provide research and knowledge on priority issues related to the city in a global context.

Barcelona City Council's **development cooperation** has become a distinctive and key policy that shows Barcelona's profile and leadership in the growing internationalist activism of cities and, also, the support and commitment to active solidarity of citizens and their organisations in civil society.

The Barcelona Cooperation for Global Justice Master Plan 2018-2021¹⁶ proposes to reinforce the goal of global justice, and emphasises the systemic causes that generate injustices, which are becoming global today. It questions aspects such as growth that does not consider negative externalities or the planet's limits, often associated with certain modes of production, distribution, management and consumption and with certain social behaviour patterns. This scenario means including coherence of policies as a priority and accepting that the city's global action will also generate negative impacts outside of its borders. Finally, it also requires giving Education for Global Justice (EpJG) a greater centrality in the implementation of the policy for shifting towards a truly transformative cooperation.

NGOs have always occupied a central position among cooperation actors due to their capacity for generating discourse and mobilisation, but also because they are the main implementers of policies. Moreover, the City Council has actively established direct cooperation with some cities, such as Medellin, Maputo, different Palestinian cities, Havana, and the Tangier-Tétouan corridor, among others. These experiences, based on horizontal dialogue and the reciprocity of the political and technical teams, have become true channels for the exchange of knowledge and technical expertise for institutional strengthening, the definition of policies and the provision of public services. All based on a municipal and municipalist agenda, in which the participation of different departments was significant. This has become one of the main assets of the City Council's cooperation.

The city allocates a budget for its work in this field. Since 2015 the City Council has secured 0.7% of its own income for ODA (Official Development Aid). The 2020 budget was 1.199.742,37 €

¹⁶ See: <https://ajuntament.barcelona.cat/relacionsinternacionalsicooperacio/en/strategy-and-planning>.

The City Council has recently opened the Barcelona International Welcome Desk for foreigners, including international students. This new office is linked to the "Pla per al foment de les estades acadèmiques i la mobilitat internacional per motius d'aprenentatge", launched by the Department of Science and Universities, which also includes promoting a welcome ceremony, providing affordable accommodation and launching a campaign to attract the university community and international research.

ESN offices, which organises activities for Erasmus students who come to the city, are located in every University. In addition, universities usually have their own office to attend to international students who come to study to Barcelona. For example, the Autonomous University of Barcelona (UAB) has three programmes:

- Programme Tàndem UAB: In this programme there are group meetings between international and local students to exchange languages.
- UAB Mentor Programme: This programme helps international students to integrate in Barcelona.
- UAB Language Partner Programme: In this programme, language exchange is carried out with international students in pairs.

Prometeus is an interesting project launched in 2016-2017 in the Raval neighbourhood with the aim of getting as many young people as possible into higher education and transforming the trend in the neighbourhood. There are several combined causes that make it difficult for young people in the Raval neighbourhood to access and remain at university, such as economic reasons, language skills, educational expectations. Within this framework, the Prometeus project aims to achieve the following:

- That the number of students from Raval who start and develop university studies increases every year.
- That, from the fifth year of the project's development, students who have already completed their degree studies join the collective effort to help and support new students.
- That the project is well known and recognised by the educational community as a whole, and especially by the families in the area.

The plan drawn up through the Municipal Universities Advisory Council (CAMU), where all the universities in Barcelona are represented, both public and private.

The city seeks to develop business relations with countries/cities of origin of its diaspora groups. The aim of the Directorate of City Promotion is to attract international investment and talent to the city, while at the same time attending to international economic delegations that wish to learn about Barcelona's economic promotion strategy, the resources and services of Barcelona Activa, city projects such as 22@, the establishment of new intercontinental air routes from Barcelona airport, while developing the Barcelona brand strategy.

There are also activities for the international community in Barcelona involving people from different origins that are aimed at supporting people who already live in the city. They are organised by foreign Consulates, the foreign trade offices in Barcelona, foreign Chambers of Commerce and Associations of Foreign Entrepreneurs.

Suggestions

Congratulations again to Barcelona for an excellent rating for its international outlook based on the principles of international municipalism and global justice.

An area not highlighted by the city was involving diaspora and mainstream entrepreneurs in international visits and meetings and by supporting organisations seeking to develop business relations with countries/cities of origin of its diaspora groups. Relations can help the city understand the geopolitical, cultural and economic context in which newcomers have been socialised, and shape its policies of welcome and integration accordingly. They can also support migrants in developing a sense of belonging to their new community, by giving a formal recognition their country of origin and their cultural identity.

[Reggio Emilia](#) (Italy) has made a major step in this respect, signing an agreement with the Moroccan Ministry in charge of relations with the diaspora. The agreement underpins Reggio's holistic intercultural policy and seeks to "promote socio-cultural mixing and openness towards the other". Both sides are providing significant financial contributions to the activities included in the agreement, which include:

- an open space mini-theatre in the Pauline Park;
- annual cultural visits to Morocco for young Italians of different origins;
- participation of students from Reggio Emilia in the Summer university of the young people of the world organised annually in Morocco;

- the promotion of Moroccan culture and the teaching of Arabic to young people in Reggio of different origins;
- enabling the participation of young people of Moroccan origin living in Reggio Emilia in cultural and sports activities of the city.

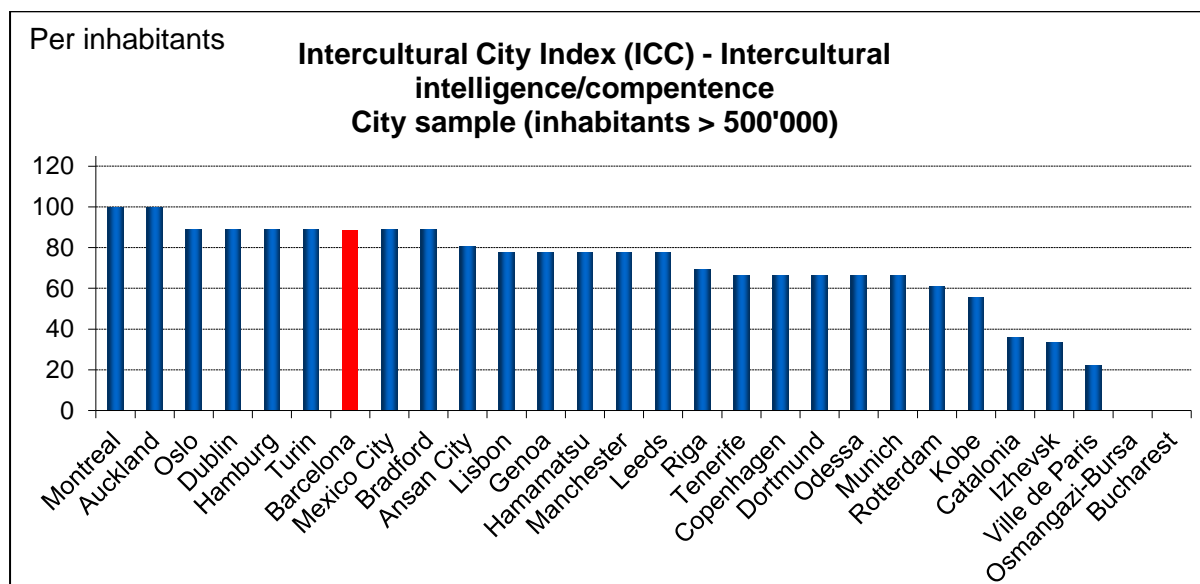
The Municipality of Reggio Emilia has a wide network of international contacts and projects aiming to share the city's best practices and opinions worldwide. In 2000, it set up an Agency to sustain the management & improvement of all the city's international contacts and projects: Reggio Nel Mondo. It acts as a crosscutting tool supporting all municipal departments in developing a continuous international exchange and dialogue.

Such as Barcelona, [Montreal](#) (Canada) also has a long-term policy for encouraging international co-operation. It is set out in a document called [Strategic framework for the international relations of the city of Montreal: urban diplomacy working for the Montreal community and the world](#). The strategy supports several activities aimed both at promoting Montreal abroad and at conducting real municipal diplomacy at the international level in sectors such as living together and inclusion, economic development, the climate, migration, human rights and democratic metropolitan governance. Outside this strategy and with regards to links with countries/cities of origin of its diaspora groups, the International Relations Office supports a development aid leave programme under which employees are able to share their experiences in third countries which some Montreal citizens come from, and implements co-operation programmes in Haiti, a country which has a large diaspora in Montreal.

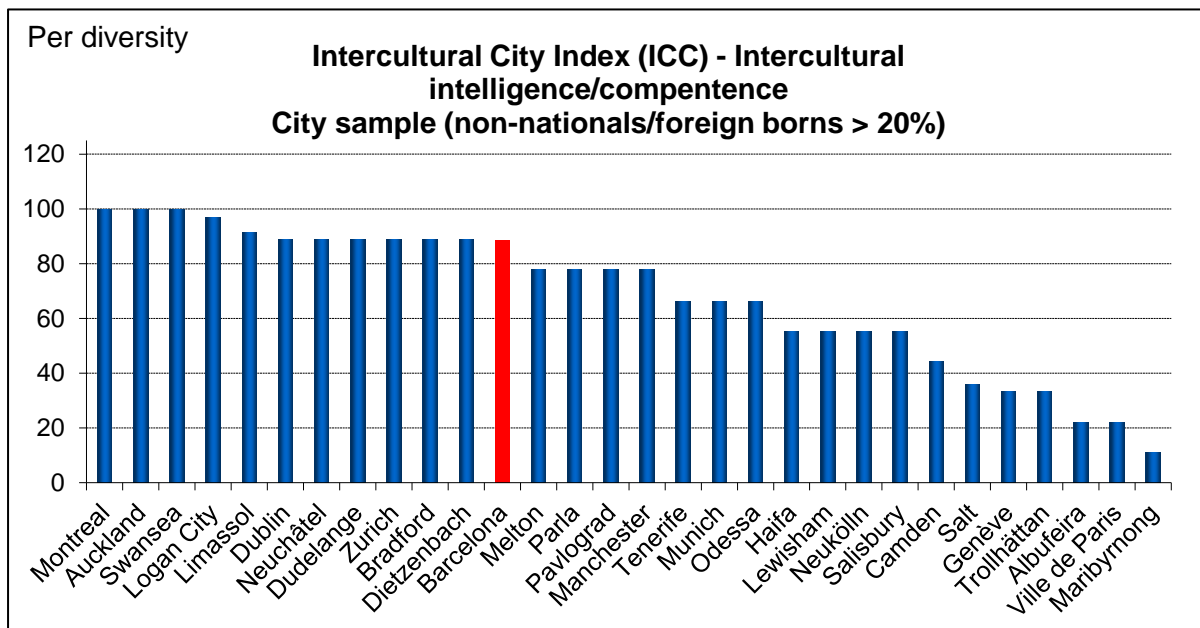
INTERCULTURAL INTELLIGENCE AND COMPETENCE

Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural "mind-set" which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence is not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.

Barcelona achieved a rate of 89%, which is considerably higher than the city sample's achievement rate of 62%. The city has achieved this excellent score three times, including in 2010 and 2017, showing the longstanding commitment of the city and its achievements in this area.¹⁷



¹⁷ Barcelona's score in the extended Intercultural Cities Index is 67%.



In Barcelona statistical and qualitative information about diversity and intercultural relations is mainstreamed to inform the local/municipal council's process of policy formulation. The city council has promoted or commissioned studies and reports that have subsequently been used in the formulation of policies. In the area of anti-discrimination, the Discrimination Observatory publishes an [annual report](#). In the area of gender, different studies and reports have been carried out in order to contribute knowledge to local policies and measures. In addition, the Data Municipal Office (Department of Statistics and Data dissemination) offers valuable quantitative information on issues related to migration. A robust [report](#) is published annually with data related to the profile of the foreign population and the population with foreign origin in different areas such as housing, labour market, education, etc.

The Barcelona City Council, from the Municipal Data Office, has a biannual barometer that includes the question "What do you consider to be the biggest problem facing the city of Barcelona at the moment? (spontaneous)". The evolution from 2015 to 2019 has been positive given that during 2015 and 2016 the percentage of those who mentioned migration was above 3% and in 2019 it was 1.5%.

In 2021, collaborative work with the Data Municipal Office took place to include questions around the perception of Barcelona residents - all residents, including 27% born abroad - of the coexistence between people of different cultural origins in different neighbourhoods and in the city as a whole. As a result, a specific Barometer on the perceptions of coexistence and living together will be set in place on a permanent basis.

The city promotes the intercultural competence of its officials and staff, in administration and public services, e.g. through interdisciplinary seminars and networks and training courses. The mainstreaming of interculturality has progressed thanks to the consolidation of training in interculturality as a permanent part of the training offered by the Barcelona City Council's Human Resources Department. From the PROGBI training line, the city promotes its own training actions on a regular basis, designs training on demand adapted to the needs and realities of the public and the territory and provides support and advice on the content of training courses designed by other areas or departments of the City Council. In 2019 alone, 37 training actions were carried out, almost tripling the number of training sessions compared to 2015. Of these trainings, 9 were trainings promoted by PROGBI and 28 were designed and carried out on-demand trainings (which represents an increase of 200% compared to 2017). In 2019, within the framework of the Plan for internal training in human rights and intercultural perspective, internal training was carried out including informative and awareness-raising sessions for target groups, internal demand, and transversal/management training, training a total of 500 people.

Suggestions

The inclusion of perceptions of coexistence and living together in the Barcelona Barometer is an excellent practice that should bring the city new data and further increase its intercultural intelligence. The city could also consider research or surveys on the feeling of security/safety with respect to people with migrant/minority backgrounds, which currently do not take place. This could be tied in with the city's important work on hate crimes and combatting Islamophobia.

[Cascais](#) (Portugal) runs an interesting annual survey through its Social Diagnostics programme. This initiative is a regular check on residents' well-being to involve them in public discussions on living conditions in Cascais. It has been combined with a Council of Europe methodology called Spiral (Societal Progress Indicators and Responsibilities for All) that aims to study social behaviours and citizens' well-being.

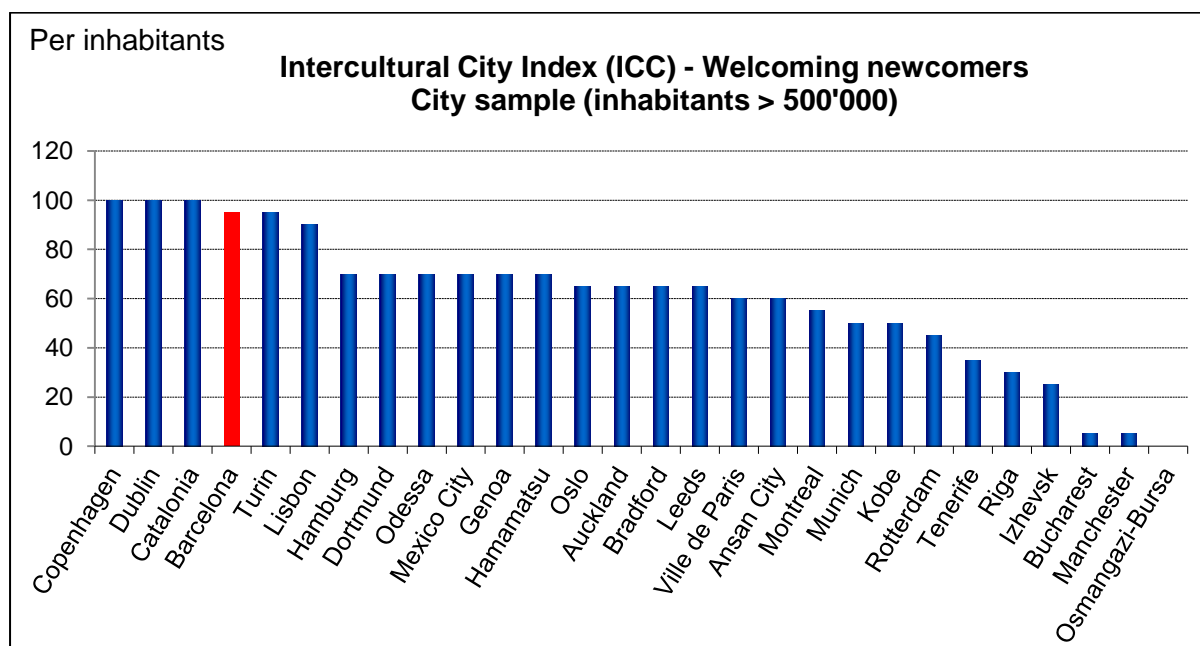
Lastly, in [Montreal](#) (Canada) many initiatives allow the city to better understand its citizens' intercultural awareness. For instance, a major survey was carried out in order to determine residents' views of migration and enable it to target the obstacles to migrants' labour market integration. The Police Department also conducted a poll on public perceptions of safety and security and related issues in their neighbourhoods which contributed to drawing up an action plan and helped to prioritise police action.

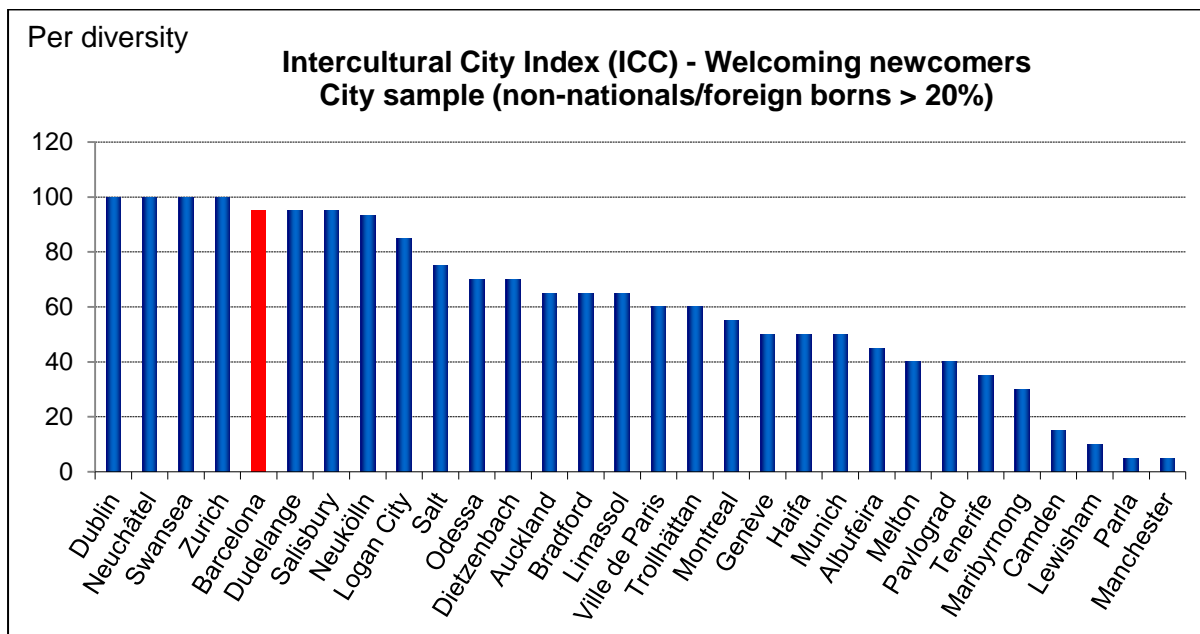
ICC programme resources on intercultural competence are also available [here](#).

WELCOMING NEWCOMERS

People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural "ghetto". This also depends to a great degree on whether the rest of the city's population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.

Barcelona achieved a rate of 95%, which is considerably higher than the city sample's achievement rate of 58%. Although slightly down on the city's previous rating of 100, it is still an excellent rating showing how Barcelona consistently works hard to welcome newcomers.





Barcelona has a comprehensive city-specific package of information and support for newcomers.

The [Service for Immigrants, Emigrants and Refugees \(SAIER\)](#) of Barcelona offers advice and information on the different aspects of reception through different means including the Servei d'Orientació i Acompanyament per a Persones Immigrades (SOAPI). SOAPI provides Catalan courses, legal advice, education, interviews and accompaniment. In 2015, SAIER supported 1,374 people linked to international protection, while in 2020 there were 8,360.

SAIER has produced several documents in different languages. The [Document de veïnatge](#) (asylum, refugee, refugee, immigration) and a document on how to **access to public health care** are available in six languages, as well as in Spanish and Catalan.

Other information materials are available on the web: the Guide to Reception (Catalan, Spanish and French); Frequently Asked Questions on International Protection during a state of alarm; [Guide to the ordinary procedure for International Protection](#); [Applications for international protection for Venezuelan nationals](#) (Spanish and Catalan); [Voluntary return](#); Rootedness; Immigration; Irregularity; [Psychological Guidance Service](#); Nationality; Homologation; Family Reunification Service; the SAIER.

The City Council has a website for new citizens¹⁸ which contains basic information on basic procedures, legal advice, city services, etc.

City services and agencies provide welcome support for particular groups of newcomers including family members, students, unaccompanied minors, refugees and asylum-seekers and migrant workers.

The SAIER, the New Families Programme and the XESAJE all work to offer the necessary resources and guidance to people arriving in the city from abroad.

The Barcelona Welcome and Support Network is made up of more than 100 non-profit organisations that provide information and/or advice to newcomers with the aim of promoting personal autonomy and social inclusion.

The historical practice in the city of Barcelona has been to facilitate the registration process as far as possible, and, therefore, access to municipal services. In 2017, a [government measure](#) was approved to promote access to regularity and prevent irregularity with five objectives: guarantee universal access to municipal public services and promote access to other services, promote the regularisation of people in an irregular situation who live in the city, detect and prevent possible situations of overcoming irregularity, accredit city citizenship in cases of expulsion and/or internment procedures, and promote legislative modifications that allow for the adoption of inclusive policies for people in an irregular situation.

¹⁸ See: <https://ajuntament.barcelona.cat/novaciudadania/ca/espai-dacol·lida-i-informacio-basica-1>

In the wake of the so-called "refugee crisis", Barcelona City Council approved a government measure that sought to implement a set of actions around the 'Barcelona Refugee City' plan with the aim of preparing the city to urgently welcome, assist and provide the necessary services to refugees, as well as guaranteeing them their rights. At this point, a process of collaborative work began with the social entities that dealt with the issue of asylum in the city.

In February 2017, the Nausica Programme was approved: "Programa complementari de suport a sol·licitants d'asil·licitants i refugiades de Barcelona" (Complementary support programme for asylum seekers and refugees in Barcelona). Nausica offers comprehensive social care to people who finish the state programme or who have been excluded without having achieved an optimal level of autonomy to live in their host city. The programme consists of a reception arrangement with temporary places that includes: coverage of basic needs and a comprehensive and individualised work plan with a catalogue of services, with social, psychological and professional support; language learning; legal, training and employment guidance, and support for the schooling of children and adolescents.

Barcelona has a service for detecting and intervening in cases of unaccompanied minors living in the street. It is aimed at foreign children and young people who have no family references and who live in public spaces, in a situation of serious social risk. The mission of this service is to offer alternatives by facilitating access to established care resources. The members of the service work on the street, in the meeting places of these children and young people. They are in contact with a wide network of professionals: social services, socio-educational centres, social and health services, courts, security services, and the agents of the protection system of the Directorate General for Child and Adolescent Care of the Generalitat de Catalunya.

The city does not organise a public ceremony to greet all people arriving to live in the city regardless of origin or nationality but newcomers are welcomed personally by the city in different ways.

A l'estiu Barcelona t'acull is a project aimed at children and young people who have recently arrived in Barcelona from family reunification processes and who have not started school yet. This means they have not had access to an organised social network that welcomes them and shows them the city or its leisure and culture facilities. Biblioteques de Barcelona participates by offering its libraries as a venue for daily meetings during the summer months, providing its resources to help new users to get to know the city and take part in activities.

Suggestions

Barcelona has a slightly lower score than its previous rating mainly due to changes in the Index questionnaire and the fact that the city reported it did not welcome newcomers through a public ceremony but in different ways. It still has an excellent rating of 95% though showing how much effort goes into making newcomers feel at home in their new city.

Barcelona has a wealth of good practice to share with other cities, not least its work with migrants at risk of expulsion and providing city citizenship so they can still access services.

Should Barcelona wish to consider public ceremonies to welcome individuals there are good examples from Oxford in the United Kingdom where Oxfordshire Registration Service has been looking at ways of involving the local community in their citizenship and naturalisation ceremonies. Oxford has been working with schools and both secondary and primary schools have been providing choirs to sing at ceremonies to welcome new citizens. The ceremony has even been held at schools where students have been responsible for car parking, music and other parts of the event to make sure it runs smoothly.

Neumarkt in Germany also has a very welcoming culture. They perform a welcoming ceremony in the town hall, that was run online during the Covid pandemic. Each newcomer receives a pack of materials that includes a city map, information about services and fair-trade goods, due to Neumarkt also being a fair-trade town.

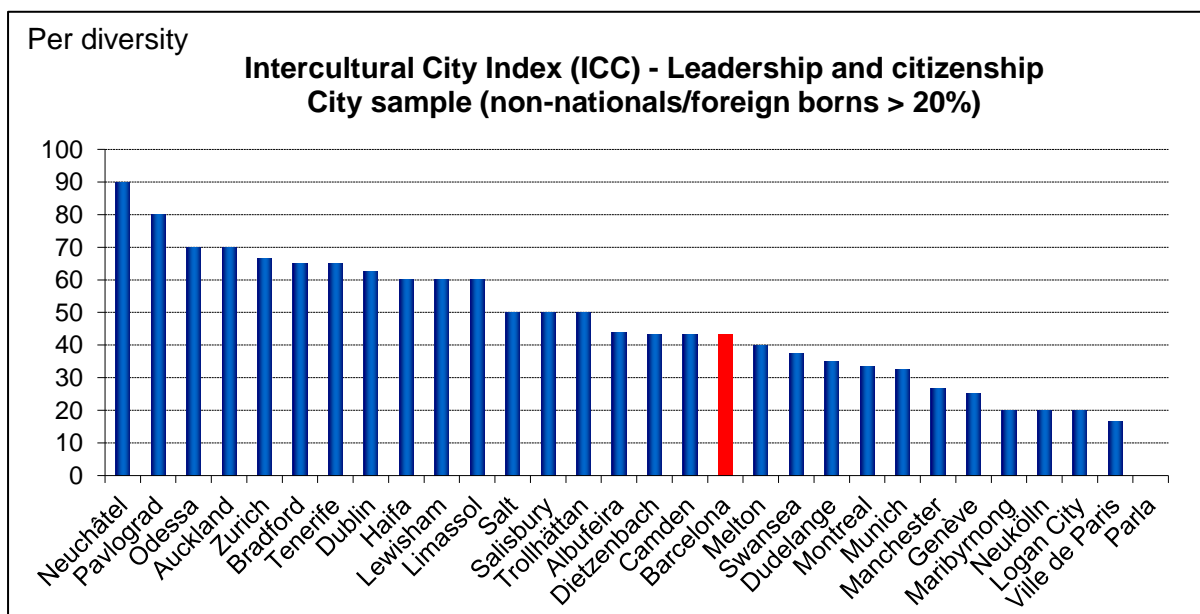
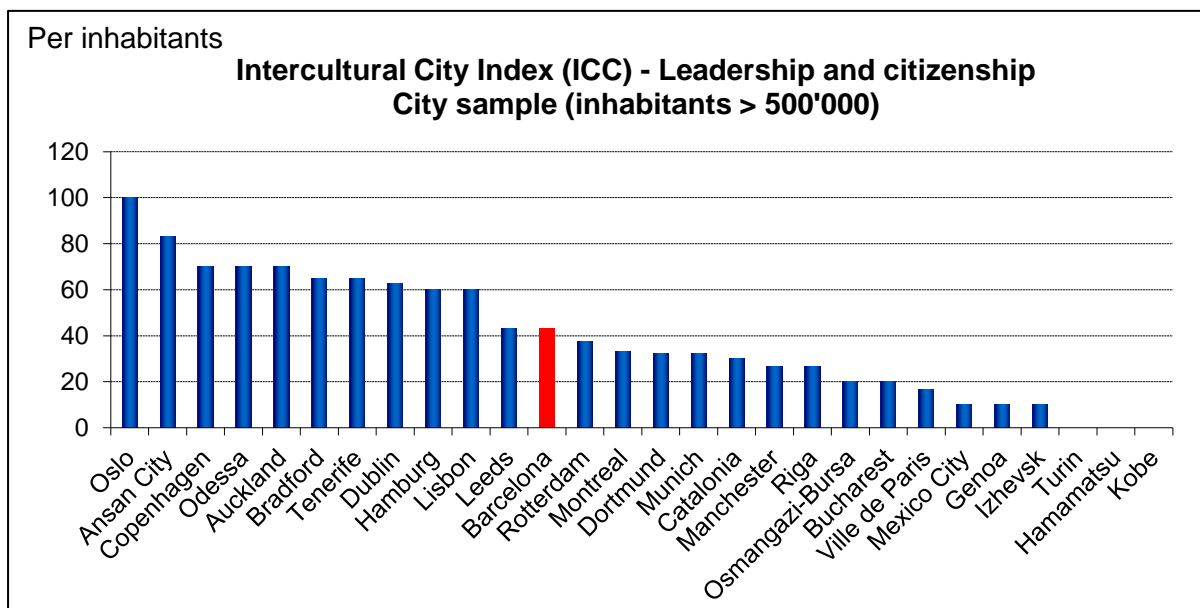
Finally, other cities have held other types of events that could be adapted as welcoming events. In [Erlangen](#), they launched their anti-rumours C4i Communication für Vielfalt (Communication for Diversity) campaign, by holding an enormous picnic. The city built a banquet table over 180 meters in length and hosted a giant picnic along the main street of the city. About 1,000 native Erlangers and asylum seekers directly communicated and exchanged with each other, and took away with them information about rumours and how to counter them.

ICC programme resources on refugees and welcoming policies are also available [here](#).

LEADERSHIP AND CITIZENSHIP

The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.

Barcelona achieved a rate of 43%, which is slightly higher than the city sample's achievement rate of 37%, but considerably higher than the city's previous rate of 30% in 2017. Well done to Barcelona for such an improved rating in this field.¹⁹



¹⁹ Barcelona's score in the extended Intercultural Cities Index is 55%.

All persons resident in Spain who are citizens of the European Union, or of countries where a reciprocity agreement has been signed that allows passive suffrage for Spanish citizens in their municipal elections, are eligible to stand for election in municipal elections.

Nationals of European Union countries can vote, regardless of the length of residence. Nationals of countries that have signed a reciprocity agreement allowing Spanish residents to vote in local elections, who are legally resident and have been legally resident for 3 or 5 years, depending on the agreement, may also vote.

One out of 41 elected members of the city's municipal council is foreign-born or a dual national.

There is a consultative body representing only migrants/minorities and/or their organisations. The Consell Municipal del Poble Gitano de Barcelona is a consultative and participatory body made up of non-profit Roma organisations in Barcelona. The organisation seeks to improve the quality of life of the Roma community in the city. Its objectives are to fight against discrimination against the Roma people, to encourage their participation and interaction with other communities, and to promote actions related to Roma culture. The council works to identify the needs and challenges of the Roma people, as well as to make viable proposals for these challenges.

Similarly, the Barcelona Municipal Immigration Council (CMIB) is also a consultative and participatory body of Barcelona City Council that works for the integration and inclusion of immigrants and for them to be able to exercise full citizenship. The council is made up of voluntary members such as immigrant and host organisations and associations, social agents, municipal political groups and observers. Its work consists of exercising its participatory functioning through its governing bodies, committees and working groups. They also organise different events such as the Trobada or BCN Ciutat Diversa, a vindicative festival; the CMIB Award, and conferences and training sessions.

There is no standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services, however, the new Intercultural Plan (2021) includes the following measures in relation to this objective:

- Increasing the representation of all the city's voices in participatory spaces such as sectoral, district or neighbourhood councils. Guarantee and reflect diversity within the councils themselves (for example, older people in the Consell del Poble Gitano, LGTBI people in the Consell de Gent Gran).
- The creation of working groups that are more representative of socio-cultural diversity and that incorporate a wider range of views, interests and needs.
- To evaluate the resources available to the councils in order to guarantee the level and quality of diverse participation. And, along these lines, to accompany or assess the councils in order to raise awareness and generate joint strategies for their diversification.

The city encourages people from a migrant background to take part in political life. The aim of the project [La meva ciutat - el meu vot \(My city - my vote\)](#) was to increase voter registration for the 2019 municipal elections to foster political participation and formal democracy and the sense of belonging of immigrants (non-EU or EU citizens) living in Barcelona. Through the campaign, the number of people from the European Union registered on the electoral roll for the municipal elections grew by 50% between 2015 and 2019. Despite this growth, the level of registration is still low: in 2019, 25.6% of EU residents with the right to vote were registered on the electoral roll. The percentage is lower still for non-EU registered voters (1,646), representing a very low number of non-EU residents meaning they, de facto, do not have political representation at the municipal level.

The [government measure](#) of 2016 to promote the participation of people from diverse origins and cultural backgrounds in participation channels (2016) focuses on five main areas, including political participation, with the aim of facilitating the exercise of the political rights of people living in the city of Barcelona. The political rights of people living in Barcelona have been recognised and extended in the **Regulations on Citizen Participation** and communication campaigns have been carried out to raise awareness of the political rights of people living in Barcelona.

Suggestions

There is no standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services, however, the new Intercultural Plan (2021) includes some measures in this regard. Barcelona could find it interesting to exchange experience with Auckland (New Zealand). As part of its [Inclusive Auckland Framework](#), Auckland Council appoints a number of decision-makers to various roles, including board members of council-controlled organisations, hearings commissioners, and other bodies. The CCO

Governance team reviewed the CCO Board appointment policy and process, including policy direction on diversity and inclusion.

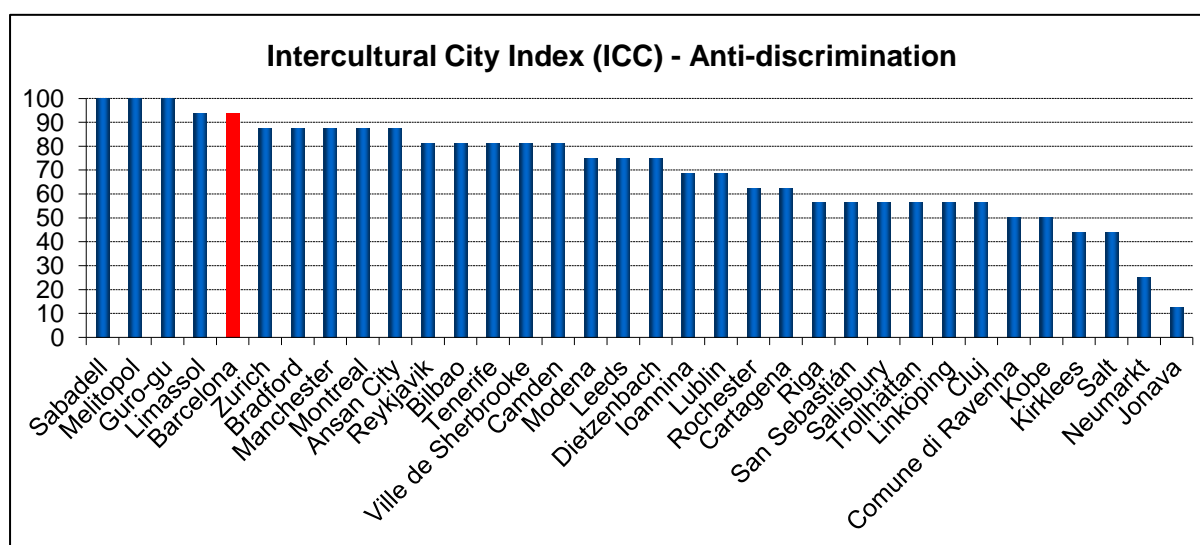
The [London Borough of Lewisham](#) (United Kingdom) also gives a good example with its [Young Mayor initiative](#) - a robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The young mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget to initiate a programme of work, as well as to scrutinise the work of Lewisham mayor and of the city council.

ICC programme resources on political and public participation are also available [here](#).

ANTI-DISCRIMINATION

Racism, xenophobia, homophobia, intolerance against certain religious groups, gender discrimination, prejudice and ethnocentrism, are all conducive to discriminatory attitudes and practices. They often subsist in people's minds despite laws proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation. An intercultural city assures every effort is made to ensure non-discrimination in all of its policies, programmes and activities. The city works in partnership with civil society organisations and other institutions that combat discrimination and offer support and reparation to victims. It also communicates widely on the risks discrimination presents for social cohesion, quality of life and the local economy.

Indicators on anti-discrimination have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 34 cities have replied to this new Intercultural Cities Index chapter. Barcelona's rate of achievement in the field of anti-discrimination is 94%, an excellent rating. More details on Barcelona's areas of good practice are included below.



The city has not carried out a systematic review of all municipal rules and regulations to identify discriminatory mechanisms, in part because it considers that the problem is not to be found in the regulations but in the application of the implementation of public policies, so instead it has initiated a study on institutional racism. Other measures in the new Intercultural Plan, include:

- Implementation at local level of the new law on equal treatment and non-discrimination, which extends the sanctioning capacity of the City Council in various areas such as health, trade, justice, etc, and reinforcing the mechanisms for guaranteeing rights such as the elaboration of protocols for detecting discrimination and violation of rights and the promotion of mechanisms for restorative justice and alternative conflict resolution in situations of discrimination.
- Drawing up a cross-cutting map on inequalities in access to municipal services and facilities and promoting awareness of possible discriminatory practices that may occur in the provision of services by the facilities.

Barcelona is a member of the global network United Cities and Local Governments (UCLG), which works to defend and amplify the voices of local and regional governments. Since 2011, the UCLG World Council has formally

adopted the Global Charter-Agenda for Human Rights in the City, which seeks to promote and strengthen the human rights of all inhabitants (collective or individual) of all cities around the world without discrimination. Beyond declaring citizens' rights, the charter also includes plans of action and work to guarantee the rights. Additionally, "Barcelona Commitment" is a programmatic text that was the basis for the European Charter for the Safeguarding of Human Rights in the City.

The "Barcelona, city of rights" programme has the challenge of coordinating itself and seeking synergies with the "Intercultural Barcelona" programme, by combining an intercultural perspective with a human-rights-based approach, these being the two strategic and methodological lines they are founded on.

Other measures and programmes include:

- The government measure "Office for Non-Discrimination" of July 2017 that explicitly states that one of the functions to be incorporated into the OND is the power to impose penalties for discriminatory motives. To strengthen this function, work was carried out internally within the municipal structure to coordinate and share different ways of acting in this area. As a result of this work, in 2018 collaborative tasks were initiated by the OC with the aim of strengthening administrative sanctions from the OND with reasoned legal requests together with the actions collected by the Guàrdia Urbana. It also allows the OND to support people who are victims of discrimination. At the same time, this approach aims to respond to situations of racism that occur in public spaces and combines sanctioning strategies with strategies to make these situations visible, raising the possibility of alternative sanctions, related to training and community work, as another way of raising awareness and prevention.
- The [Municipal plan to combat Islamophobia](#) (Government measure of December 2017) aims to make Islamophobia visible as a form of discrimination, to counteract the generalisation of negative images of Islam and Muslims, to normalise religious diversity in the city, and to strengthen mechanisms to guarantee against Islamophobic discrimination.
- Government measure, 2017, [Guarantee of equal treatment of religious diversity when carrying out specific activities in the public sphere](#). The [Office for Religious Affairs](#) is a service of the Department of Citizens' Rights, Culture, Participation and Transparency that works to guarantee the exercise of the right to religious freedom in Barcelona and to ensure that all conscientious options, religious or otherwise, are recognised and respected and can participate normally in civic life.
- [Local Roma Strategy in Barcelona](#) (2015). The Local Strategy for the Roma People in Barcelona was promoted in 2015 by the Barcelona City Council's Agency for Civil Rights and Non-Discrimination. The document compiles objectives and actions aimed at raising awareness and inclusion of Roma culture from the point of view of equality and non-discrimination. The strategy aims to: reduce inequalities and promote opportunities for the Roma people in different areas; consolidate and promote personal and family well-being; coordinate actions within the city and with other municipalities; and enhance the value of Roma culture.
- [Municipal Plan for Sexual and Gender Diversity](#) (2016 - 2020). As part of its strategy for gender equality, Barcelona City Council has made available to all citizens a website with information and updates on everything to do with sexual and gender diversity: information on the rights of LGBTI people; tools for detecting LGTBIfobia; services for LGTBI people and transgender women sex workers; resources and news on LGBTI issues in the city of Barcelona.
- The [Barcelona City of Rights Government Measure](#) (2016) promotes actions to prevent and guarantee citizens' rights and actions to include a human rights approach in public policies. The measure specifies the vocation and commitment to human rights in ten lines of action that guide the Government's public policies on citizenship rights.

The city has a dedicated service that advises and supports victims of discrimination. The Office for Non-Discrimination monitors, investigates, and reports cases of discrimination to all people who need it who live, work or pass through the city, as well as to those who are from Barcelona but have experienced discrimination outside the city. The office offers a comprehensive care service that includes psychosocial care, legal advice, and different management mechanisms such as conciliation, mediation, and mediation. All the office's services are completely free of charge.

The city provides financial and/or logistical support to civil society organisations that advise and support victims of discrimination. Every year Barcelona City Council calls for applications for grants to carry out district and city

projects, activities and services. The Directorate of Citizens' Rights Services manages all those related to the Citizens' Rights programme in the city area.

The Office for Non-Discrimination monitors, investigates, and reports on cases and the nature of discrimination. The cases are published in annual reports.²⁰ This office also has the means to deal with cases and to advise persons who have been subjected to discrimination.

The city runs regular anti-discrimination campaigns and raises awareness about discrimination in several ways:

- Through the BCN Anti-rumour Strategy. The BCN Anti-Rumour Strategy was born in 2010, within the framework of the BCN Interculturality Plan. It is a communicative strategy of awareness-raising and training that aims to generate tools and resources to debunk rumours and stereotypes that hinder the intercultural process because they are the seed of racist attitudes, discriminatory practices and/or populist discourses that foster hatred and mistrust between people. The strategy raises awareness through the Catalogue of Anti-rumour Activities, anti-rumour actions in the neighbourhoods and the distribution of anti-rumour materials (infographic explaining the origin of anti-Gypsyism and its relation to the institutional and social dimensions of discrimination, infographic explaining the origin of Islamophobia and its relation to the institutional and social dimensions of discrimination).
- The "Schools for equality and diversity" programme lasts three years, during which time teachers receive training and advice on the prevention of discrimination based on sexual and gender diversity, diversity on grounds of origin or religious diversity, and functional diversity. From the second year onwards, schools have a catalogue of workshops that they can request to do in the classroom with their students, so that teachers can replicate them after three years of the programme. During the 2018-2019 academic year, 13 schools participated (9 primary and 4 secondary).
- The Network of schools and institutes for equal treatment and non-discrimination is a pilot project aimed at preventing violence and discrimination based on functional diversity, ethnic and cultural diversity and sexual, affective and gender diversity. A pilot test of the project was carried out for three years with 11 organisations involved, including 6 schools and 5 institutes. The work was carried out in two phases, the first focused on the school and the second on the educational community and the surrounding area.
- The Espai Avinyó-Lengua i Cultura is a space for dialogue and meeting, which promotes reflection on the implications of cultural diversity in all areas of society and on the challenges posed by the exchange of knowledge and know-how from different parts of the world. It aims to promote the principles of interculturality through the visibility and recognition of the different cultural manifestations present in the city. It does this through a quarterly programme of cultural activities open to the public. The project develops different formats of activities: conferences, itineraries, film forums, exhibitions, etc. dealing with a wide range of themes. Some examples: the cycle of debate 'intercultural education in dialogue' or 'The care and work in the classroom', lectures and debates such as 'multilingualism in the educational world', 'Thought Dissidences', 'Between two waters. La revolució'nària diversitat flamenca or Què coneixem del Ramadà, exhibitions such as "Guinea: El Franquisme Colonial" or the Nit de les Religions a Barcelona, games such as 'el Trivial De La Interculturalitat: Posa't A Prova I Mou Fitxa!

The city participates in regional and national organisations that address discrimination. Barcelona is part of the Spanish Network of Intercultural Cities (RECI) and the Intercultural Cities (ICC) programme of the Council of Europe. Barcelona is part of some other formally established networks, such as the UCLG Committee on Social Inclusion, Participatory Democracy and Human Rights, and Eurocities. In addition, the city is a member of the European Coalition of Cities Against Racism (ECCAR), an initiative launched by UNESCO in 2004 to establish a network of cities interested in sharing experiences to improve their policies to combat racism, discrimination and xenophobia. It is also part of the Barcelona Provincial Council's working group on civil rights and non-discrimination. Barcelona is a member of the Network of LGTBIQ municipalities of Catalonia and of the protocols and agreements to act in situations of discrimination and/or attention to vulnerable groups because of their gender, sexual orientation or because they suffer from gender-based violence. It is also a member of the Rainbow Cities Network, a growing network of international cities with LGBTI policies founded in 2011 by the cities of Amsterdam, Barcelona, Colònia and Torí. The city is also a member of other municipalist movements that are not formally established, such as the network of refugee cities, the network of cities free of rumours, the movement for the right to the city or the network of cities free of TTIP, among others.

²⁰ See: <https://ajuntament.barcelona.cat/oficina-no-discriminacio/ca/observatori-discriminacions>

The BCN Anti-rumours Strategy articulates its work in the city and with the city through four lines of action:

- Participation: through the BCN Anti-rumours Network and the Anti-rumours Agents in Action.
- Training: offering the Anti-rumours Agents course.
- Awareness-raising: through the Catalogue of Anti-rumours Activities, Anti-rumours actions in the neighbourhoods and the distribution of Anti-rumours materials.
- Communication: dissemination of Anti-rumours actions and campaigns.

The BCN Anti-rumours Networks is currently designing its Action Plan for the next years. It currently counts on more than 500 organisations and citizens as members.

Suggestions

Barcelona has such an impressive catalogue of work, activities, programmes and policies in the field of anti-discrimination, that it has many inspirational practices for other cities. It has not quite achieved a rating of 100 due to it reporting that it has not carried out a systematic review of all municipal rules and regulations to identify mechanisms that could be discriminatory. This is because it considers that the problem is not to be found in the regulations but in the application of the implementation of public policies and so it has initiated a study on institutional racism instead.

Even with such a strong result, Barcelona could consider exchanging experience with cities with equally strong experience in this field such as [Guro-gu](#) (Republic of Korea), [Limassol](#) (Cyprus), [Sabadell](#) (Spain) and [Melitopol](#) (Ukraine).

For instance, all of Guro-gu's ordinances, rules and policies have to comply with the Support for Foreign Residents and Multicultural Families Ordinance, the Prohibition of Discrimination in Employment Act, the Human Rights Protection and Promotion Act and the "Basic Ordinance for Gender Equality." Guro-gu has opened a city integrity and human rights portal site to provide legal information and operate a reporting centre for any discriminatory or illegal activities. In addition, Guro-gu provides dedicated services to assist victims of discrimination in community welfare centres and civil society organizations. Guro-gu is a representative human rights city in the Republic of Korea. Guro-gu's anti-discrimination-related agency, the Audit Office, and the Ombudsman, have established policies to prevent discriminatory administration, conduct regular monitoring, and provide human right education to employees every year. There is a Human Right Guarantee and Promotion Plan of Guro-gu to make Guro-gu a Human Rights District, a Human Rights Education Operation Plan and an Implementation Plan for a Human Rights Impact Assessment of Autonomous Laws to Prevent Violations of Human Rights. Guro-gu is also a member of several interesting networks including the 'Human Rights Cities Council', a human rights network for local government with 26 local government members from across the country. Members commit to "join and cooperate to respect and protect human rights." The Council has agreed to cooperate in protecting the rights of minorities such as the disabled, children, women, the elderly, and immigrants in order to defend the values of equality and cultural diversity within the local community.

Next to specific support services for victims of discrimination, Barcelona could also **engage with those discriminating** and holding racist and radical attitudes as it is important to speak with them, to try to understand their views and concerns, encouraging them to reflect on these. A good example is the [Think Project](#), an educational programme aimed at individuals with a higher risk of far-right extremism, implemented in Swansea (United Kingdom). In the framework of three-day courses, participants were encouraged to discuss and reflect on diversity issues and their own attitudes and views, engaging in open dialogue as well as experiential learning. The Think Project employed a non-criminalising approach, listening to their concerns and exploring the experience and information underlying their negative attitudes. After the course, participants were encouraged to engage in intercultural interaction. The project has proven to be able to transform young peoples' worldviews and thinking about diversity and societal change.

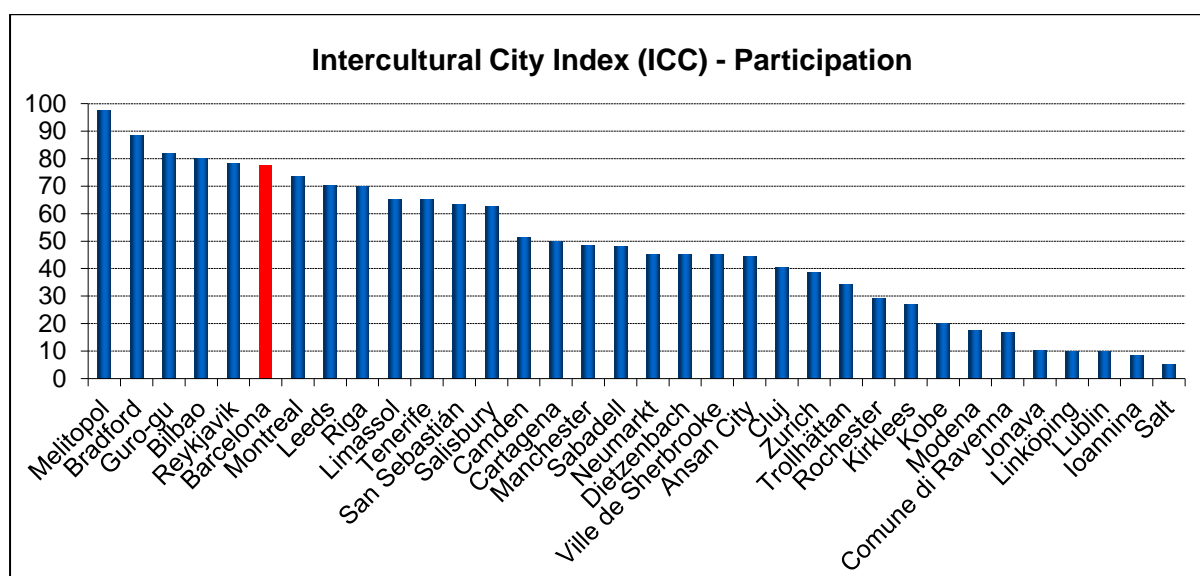
Lastly, as Barcelona is initiating reflections and work on institutional racism (also called systemic racism), it might be interested in the work carried out by [Montreal](#) (Canada) on the topic over the past years.

ICC programme resources on systemic discrimination are also available [here](#) and resources on anti-rumours are available [here](#).

PARTICIPATION

Inclusion, power-sharing and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, when people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.

Indicators on participation have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 34 cities have replied to this new Intercultural Cities Index chapter. Barcelona's rate of achievement in the field of participation is 78%, which is another strong result.



Participation was one of the most important features in the preparation of the Barcelona Interculturality Plan (2010). More than 170 people were interviewed from many different sectors (associations, cultural, religious, academic...) and from different groups and citizens in general (professionals, students, the unemployed, retired people...). Around 40 working sessions were organised with more than 400 people involved across the city of Barcelona.

The recent Intercultural BCN Plan participatory process included several spaces and channels of participation to gather information, ideas and specific proposals from different social agents and citizens, as well as from municipal civil servants. Fifteen online debate sessions were held with small discussion groups to identify the main challenges and priorities and to debate the extent to which municipal actions have been aimed at equal rights, recognition of diversity and positive interaction and intercultural dialogue. Online interviews were also conducted with experts and practitioners in different fields. In addition, an online survey was carried out on the [decidim.barcelona platform](https://decidim.barcelona.com/). The questionnaire was available from 21 October to 24 November 2020 and the volume of responses was 126. The survey had a series of questions that aimed to investigate responses to the current perception of citizens in relation to equal rights, opportunities, equity and non-discrimination; the perception in relation to interaction and intercultural dialogue and the recognition of diversity.

The city's participatory bodies²¹ are the regular meeting points between the City Council and the public. Their mission is to debate and gather opinions and proposals in order to influence municipal policies. The participation bodies can be **territorial** (depending on the geographical area: neighbourhood, district, city) or **sectoral** (area of action depending on the subject to be dealt with or debated: women, social welfare, migration, etc.). Participatory bodies take different forms depending on their purpose and can be councils, pacts and agreements and public hearings. In order to guarantee the richness of views and perspectives, the composition of participatory bodies is

²¹ See: https://ajuntament.barcelona.cat/participaciociudadana/sites/default/files/documents/fulleto_organs_0610_1.pdf

based on criteria of plurality, a fact that enables the same diversity of opinions and perspectives that characterises the city of Barcelona to be present.

[Citizens' initiatives](#) are a way for citizens can intervene to ensure that the City Council carries out a specific action in areas of municipal competence. The initiative recognises people's ability to be active agents in everything that affects the community as a whole by promoting citizen participation in defining priorities or needs on the city's political agenda. Based on collective mobilisation and the collection of signatures, the citizens' initiative makes it possible to:

- Include an item on the agenda of the City or District Plenary Session.
- Carry out a participatory process.
- Call for the creation of a new participatory body.
- Initiate the approval or modification of a municipal regulation.
- Request a consultation on a specific issue.
- Convene a Neighbourhood Council or a Public Hearing.

[Participatory processes](#) are a series of meetings held over a specific period of time, to promote debate and a contrast of arguments between citizens or between citizens and municipal officials, in order to gather their opinions and proposals regarding a specific municipal action. A participatory process can be used to carry out a diagnosis of a specific issue or topic, to find creative and innovative ideas to carry it out and to suggest which forms of intervention are the most appropriate depending on the particularities of each action, context and case.

[Citizen consultations](#) serve to determine the decisions of the citizens on important issues of the city, by means of direct, free, equal and secret voting, in person or electronically. The consultation can be single or multiple and a maximum of three citizens' consultations can be held each year, with no limit on the number of questions. When the consultation is called, the municipal groups must make their position public on the results of the consultation. In other words, the results are not binding by default, but the municipal groups can say whether and how they will apply the results.

The city is working on a monitoring tool to monitor participation. The new Intercultural Plan aims to improve the collection of data on the composition of the city's participatory spaces in order to identify the level of diversity and representativeness of these spaces, including a gender breakdown of this data.

Barcelona City Council is implementing a [gender mainstreaming](#) strategy to ensure that all its activities work to promote gender equality. Thus, a gender perspective is introduced in the functioning and organisation of the City Council and in all the policies that are developed in the city and in the districts. There has been considerable progress in gender mainstreaming in the City Council. This includes a Strategy against the feminisation of poverty and precariousness in Barcelona (2016-2024). The strategy is made up of a series of actions aimed at combating the situation of inequality suffered by women in different areas. It implements measures to attack the most structural aspects, such as discrimination in the labour market, inequalities in the distribution of care and domestic work, access to housing or the improvement of health status.

A series of measures have been approved since 2015 such as: the Government Measure 'Gender mainstreaming in Barcelona City Council (2015), the Government Measure 'Improving the system for a comprehensive approach to gender-based violence' (2015), the Government Measure 'Urban planning with a gender perspective' (2017) and the Government Measure for a Democratisation of Care (2017). These Measures have been complemented with Plans and Regulations, such as the 'Plan for Equal Opportunities between Women and Men' (2015-2019), the 'Plan for Gender Justice' (2016-2020), Strategy against the feminisation of poverty and precariousness in Barcelona (2016-2024), Municipal Plan for Sexual and Gender Diversity (2016 - 2020); Strategic Plan against sexism in the city (2017-2022) and the Regulation for gender equality in Barcelona City Council (2018).

The city does not yet take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, work councils, etc. However, it is seriously considering actions on this topic.

[Suggestions](#)

The city has many structures and programmes in place to encourage participation including participatory processes and citizens' initiatives. A whole series of measures have been approved since 2005 to mainstream participation and equal opportunities in the field of gender. The city is working on a monitoring tool to monitor participation, which should bring more learning and results. Comprehensive monitoring of the participation of residents with

migrant/minority backgrounds in the decision-making processes is key to design better strategies to overcome barriers to participation. While acknowledging the difficulties in doing so, an approach could be to start by conducting minor research in particular areas. Valencia (Spain) did so by carrying out a diagnosis on the participation of migrants in the city's associations (neighbourhood, social, cultural, youth, families, sports, etc.), from which an intervention strategy with specific actions was drawn up. The diagnosis was conducted in two specific neighbourhoods in view to extrapolate the results to the whole city. The study included: a map of the civil society association in the neighbourhoods, including both public resources and the citizens' organisations present in the areas and identifying the main social groups or movements linked to them; a participated diagnosis on the intensity and quality of social and citizen participation of the population of migrant origin; a guide of proposals for action to facilitate and promote their participation.

At the moment, the city does not take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, work councils, etc.

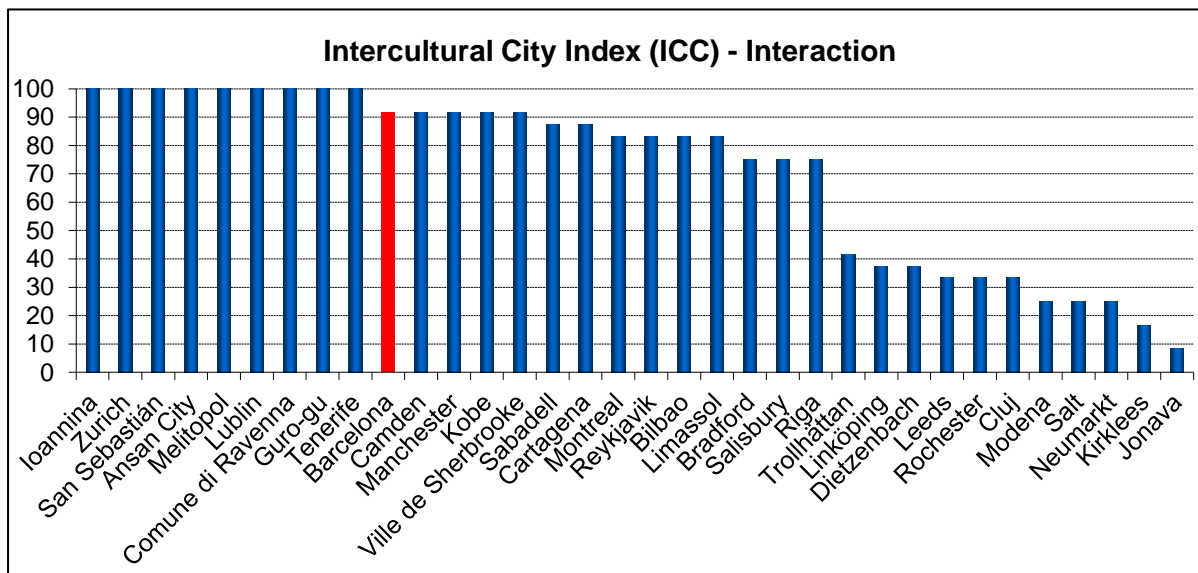
Barcelona's recent government measure to "Advance towards interculturalism - Governance mechanisms and Instruments" has laid the ground for creating a Plan to promote the diversity of municipal human resources. This plan will include the leadership of the 'People and Development department' and the participation of trade unions. It will set specific quantitative targets for increasing the percentage of workers of diverse origins and backgrounds. It could be useful to exchange experience in this regard with the city of [Ansan](#) (Republic of Korea) that makes pioneering efforts to develop policies for non-nationals and make the city a place for the co-prosperity of nationals and non-nationals. Ansan City sees non-national policy as one of its key policy areas and has the nation's only bureau-level organisation responsible for non-national policy with 33 staff members. The city tries to hire non-nationals for the city's public administration, in particular in areas that non-nationals access services, for example, in the fields of security in areas densely populated with non-nationals, welfare facilities for non-nationals, and educational facilities. In addition, a number of non-nationals are hired under the city's own employment initiatives. The city police hired two women immigrants under a special appointment programme intended to promote mutual communication and to ensure services are tailored to them.

ICC programme resources on political and public participation are also available [here](#).

INTERACTION

Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

Indicators on interaction have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 34 cities have replied to this new Intercultural Cities Index chapter. Barcelona's rate of achievement in the field of interaction is 92%. This is another strong rating for Barcelona. Congratulations.



The city has a list/database of all civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion. It is updated but not published. However, those organisations within the BCN Anti-rumours Network are published in an interactive map.²²

Since 2010, the city of Barcelona has consolidated a line of interculturality grants for an annual amount of 500,000 euros, which has supported and financed intercultural actions and projects carried out by the associated network. In addition, a budget line on religious plurality has been opened in the general call for activities with a new line of subsidies created for the start-up of worship centres to adapt them to the community's needs.

Moreover, the city collaborates with civil society organisations through participative organs or Councils in various fields such as the Consell Municipal del Poble Gitano (The Municipal Council of Romani People), Consell Municipal d'Immigració (The municipal Council of Immigration), and Consell assessor de la gent gran (The Elderly's Advisory Council), among others. These councils work as a stable platform for dialogue and debate on issues relating to improving the well-being of the group and individuals concerned, and the general population. They are composed of representatives of different relevant entities and organisations and individuals working in the fields. The new intercultural plan seeks to further improve the work of these councils by incorporating interculturality as a transversal element of their work.

Teachers in elementary/primary schools receive training in intercultural communication and pedagogy. Within the framework of the Plan for internal training in human rights and intercultural perspective, intensive work has been carried out with the Barcelona Education Consortium to programme a training for teachers on "How to make an intercultural school". The first session took place in 2018. In 2019, the on-demand training was aimed at the school attendance teams of the Barcelona Education Consortium (CEB) and at professionals working at secondary schools to dynamise and inform adolescents.

Another initiative is the Centre de Recursos Pedagògics Les Corts - Ciutadania i Valors, which, for three years, has been coordinating and optimising educational resources on citizenship and values, providing assistance and collaboration with the public and private sectors, accompanying and improving the educational practice of schools through seminars, mentoring, dynamisation activities, conferences, teacher training courses, etc. The CEB has also collaborated with PROGBI to train teachers within the framework of the internal training plan on human rights and intercultural perspective.

The CEB has been committed to mentoring and accompaniment in schools. In some cases, the most stigmatised schools in an effort to improve pedagogical quality, and in other cases, through the Aules d'Accollida programme, initial training has been given to tutors and support and advice has been offered through the LICs (Language and social cohesion teams). In addition, many schools are carrying out intercultural projects, some of them with the support of PROGBI through grants to schools or Associations of Families or through intervention in the districts.

Suggestions

²² See: <https://ajuntament.barcelona.cat/bcnacciointercultural/ca/estrategia-bcn-antirumors/xarxabcnantirumors/mapa-entitats-antirumors>

Barcelona's rating in interaction is another excellent rate for the city. Its work with education facilities and training is particularly impressive. The city has a rating of less than 100% due to it reporting that it does not publish a list of the civil society organisations it works with on intercultural issues. However, there is an excellent interactive map of civil society organisations involved in the anti-rumours campaign and its work with civil society is also strong with interaction through several participative organs, bodies and councils in different areas.

[Lewisham](#) (United Kingdom) has an interesting programme of Local Assemblies to encourage interaction with the city. It may be of interest to Barcelona given Barcelona's dynamic work at district level. In Lewisham, a network of citizen forums empower local decision making and action. There is a forum during which the Council talks to the residents, community organisations, police and businesses in order to create a sense of ownership and improve areas and neighbourhoods (the 18 wards). The local planning groups organise the meetings, time and venue. This service has given great results, the community is much more active in the integration process and in offering assistance to newcomers. Furthermore, community leaders and activists aim to engage people of underrepresented backgrounds in the social life and in the decision-making process. Each assembly has a budget of 15000£ to spend on projects which benefit the area. The assemblies are chaired by a councillor and they come up with a set of issues such as facilities for older people, programmes for younger people etc. and anyone can apply for the money as long as their initiative meets objectives and priorities. There are different approaches to the budget: from small initiatives to strategic commissioning. It is the Community's job to include events in the area with biggest spending. It has been observed that this is the best way of bringing the community together and celebrating diversity and shared values.

A few examples of successful actions include:

- Evening parents' forum is linked to the assembly and it reaches out disadvantaged and isolated parents. In the forum, people meet and talk about their concerns which are then brought to the local assembly.
- Online engagement – an online platform, similar to an online forum, has been established. People log-in with their post code and talk to their neighbours, people living in the same street or area, and local area managers and councillors respond.
- Festivals are used to reach out minorities and those communities that are usually the hardest to reach. Organisers have tents to host people and they often use the word of mouth to spread the initiative, going around polling people.
- Community consultations are meetings where organisers talk about waste, recycling, or about which services should be cut.
- Local assemblies and other tools are a fabulous way of creating supportive communities for people who would have been on their own in the past, struggling with issues such as urban planning or services.








ICC programme resources on anti-rumours are also available [here](#) and resources on intercultural competence and mediation are available [here](#).

OVERALL CONCLUSIONS

According to the overall index results, Barcelona has an aggregate Intercultural City index of 77% (out of a possible 100%). To synthesise the assessment provided throughout the report, the table below lists the strengths (what Barcelona does) and the weaknesses (what Barcelona does not yet do).

<p>COMMITMENT</p>	<p>✓</p>	<p>Barcelona has many good practices and policies in the field of commitment. The city recently presented a second Intercultural plan for 2021-2030. The city is supporting its plan with the necessary human and financial resources. Citizen participation in municipal political life is a strategic and structural priority for Barcelona City Council. The Intercultural Plan process was participatory. Barcelona has taken learning from its first Intercultural plan and strengthened the evaluation elements of the new Plan for 2021-2030. Finally, the Barcelona Municipal Immigration Council Awards are an annual prize that acknowledge outstanding work or projects of special interest in the field of integration, as well as promoting diversity, good community relations and social cohesion.</p>
	<p>✗</p>	<p>Barcelona's Intercultural Plan has not been endorsed by the elected assembly and the city reported that it referenced its intercultural commitment less in its official communications than in previous years. The city also reported that it does not have a dedicated body or a cross-departmental co-ordination structure responsible for implementing the intercultural strategy, although the new government measure to "Advance towards interculturalism - Governance mechanisms and Instruments" lays the ground for creating an Interdepartmental Commission for Interculturality.</p>
<p>EDUCATION</p>	<p>✓</p>	<p>There are several initiatives in the city that make a significant effort to include migrant families and minorities in the educational sphere. Many schools carry out intercultural projects. The city has a plan to challenge segregation in schools. The Pla de xoc per a la igualtat d'oportunitats - Equal Opportunities Shock Plan (2018) highlighted combating school segregation through actions such as the reservation of places for vulnerable students with specific educational needs and balanced management of continuous enrolment and the reception of new pupils into the system. The Pla de xoc contra la segregació escolar - Shock Plan against School Segregation (2019) aims to guarantee the detection of students in vulnerable situations, their balanced distribution within the educational network, guarantee equal opportunities and provide support and assistance to families.</p>
	<p>✗</p>	<p>The main challenges identified by Barcelona are school segregation and the fact that the ethnic and cultural background of teachers often does not reflect the diversity of the city.</p>
<p>NEIGHBOURHOODS</p>	<p>✓</p>	<p>The Neighbourhood Plan (Pla de Barris) is a municipal initiative that implements social, economic, and urban actions to improve the neighbourhoods that need it most in collaboration with local residents. The Directorate of Community Action Services, Neighbourhood Plan and the city's districts work together to create links and good neighbourhood relations. Barcelona considers this "territorialisation" of the intercultural perspective through the involvement and connections between different districts and neighbourhoods, one of its best practices. There are actions where neighbourhoods meet and interact with each other. The city has actions whereby people from migrant and minority backgrounds can mix with others in the neighbourhood. Local facilities (libraries, civic centres, neighbourhood centres, etc.) play an important role in mainstreaming the intercultural perspective.</p>
	<p>✗</p>	<p>The city reported it only occasionally conducts activities to increase the diversity of neighbourhoods.</p>
<p>PUBLIC SERVICES</p>	<p>✓</p>	<p>Barcelona has some excellent examples of good practice in this field, particularly in the field of access to the labour market and regularisation. The recent government measure to "Advance towards interculturalism. Governance mechanisms and Instruments" has laid the ground for creating a Plan to promote the diversity of municipal human resources. The city is taking action to encourage</p>

		migrant/minority backgrounds when developing public spaces. It also reported that when it created its plan to support neighbourhoods where there are higher concentrations of people with one migrant background or another that may seem unwelcoming or unsafe, it did not involve the local population.
MEDIATION AND CONFLICT RESOLUTION	✓	Barcelona has both a generalist municipal mediation service which also deals with cultural conflicts as well as a municipal mediation service devoted to intercultural issues only. Intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes, etc. It is also provided in the city administration for general purposes; in neighbourhoods, on the streets, where the city actively seeks to meet residents and discuss problems. There is a municipal service devoted to inter-religious relations.
	✗	Barcelona received a rating of 100 in this field. Should Barcelona be interested in learning about the work of other cities in this area, both Limassol (Cyprus) and Montreal (Canada) have developed 'Intercultural Councils', part of whose work is to assist in the field of mediation.
LANGUAGE	✓	The city provides specific language training in the official language(s) for hard-to-reach groups (e.g. non-working mothers, unemployed, retired people, etc.) Migrant/minority languages are taught as a mother tongue course for migrant/minority children only. There is also support for private/civil sector organisations providing language training in migrant/minority languages. Barcelona has 28 educational centres offering learning of languages of origin. The BCN Interculturality Programme works to recognise the linguistic diversity that exists in the city, promoting the learning of family languages, especially in the educational sphere. Municipal libraries work to recognise the linguistic plurality of their surroundings and the accessibility of reading for all groups, equipping themselves with documentation and bibliographic resources in the languages spoken in their areas. There is specific language training too with the number of people enrolled in Catalan courses in Barcelona increasing significantly in recent years.
	✗	Barcelona doesn't teach migrant/ minority languages on the regular curriculum at school or as a regular language option available to everyone.
MEDIA AND COMMUNICATION	✓	Barcelona has a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media. The city's communication (PR) department is instructed to highlight diversity as an advantage regularly and in various types of communication. The city provides communication support to journalistic projects and to the Observatory of discriminatory discourse in the media, among others. The city provides support for advocacy/media training/mentorship/setting up of online media start-ups for journalists with migrant/minority backgrounds. Since 2010, Barcelona has been developing an Anti-rumours Strategy to combat negative rumours that have a negative impact on coexistence. As part of the strategy, communication campaigns are carried out to improve the image and visibility of migrants or minorities in the media.
	✗	Barcelona had a rating of 100 in this field, but is always interesting and useful to learn more about other cities' approaches, for instance Ansan (Republic of Korea)'s multicultural newspaper or Paris (France)'s "Maison des journalistes".
INTERNATIONAL OUTLOOK	✓	Barcelona has an explicit and sustainable policy to encourage international cooperation. The International Relations Department promotes Barcelona's interaction and influence in the world through participation in various areas of international action, as well as to coordinate and provide coherence and support for the City Council's international activity. The city has a firm commitment to international municipalism. Barcelona City Council's development cooperation has become a distinctive and key policy that shows Barcelona's profile and leadership in the growing internationalist activism of cities and, also, the support and commitment to active solidarity of citizens and their organisations in civil society. The Barcelona Cooperation for Global Justice Master Plan 2018-2021 aims to reinforce the goal of global justice, and emphasises the systemic causes that

		<p>generate injustices, which are becoming global today. The city works closely both with NGOs and other cities. There is a budget for its work in this field. The City Council has recently opened the Barcelona International Welcome Desk for foreigners, including international students. The city seeks to develop business relations with countries/cities of origin of its diaspora groups.</p> <p>An area not highlighted by the city was involving diaspora and mainstream entrepreneurs in international visits and meetings and supporting organisations seeking to develop business relations with countries/cities of origin of its diaspora groups.</p>
<p>INTERCULTURAL INTELLIGENCE AND COMPETENCE</p>	 	<p>In Barcelona statistical and qualitative information about diversity and intercultural relations is mainstreamed to inform the local/municipal council's process of policy formulation. The city council has promoted or commissioned studies and reports that have subsequently been used in the formulation of policies. In the area of anti-discrimination, the Discrimination Observatory publishes an annual report. In the area of gender, different studies and reports have been carried out in order to contribute knowledge to local policies and measures. The city promotes the intercultural competence of its officials and staff, in administration and public services, e.g. through interdisciplinary seminars and networks and training courses. The mainstreaming of interculturality has progressed thanks to the consolidation of training in interculturality as a permanent part of the training offered by the Barcelona City Council's Human Resources Department.</p> <p>The city could consider research or surveys on the feeling of security/safety with respect to people with migrant/minority backgrounds, which currently do not take place.</p>
<p>WELCOMING NEWCOMERS</p>	 	<p>Barcelona has a comprehensive city-specific package of information and support for newcomers. The Service for Immigrants, Emigrants and Refugees (SAIER) of Barcelona offers advice and information on the different aspects of reception. There are documents in different languages. The City Council has a website for new citizens which contains basic information on basic procedures, legal advice, city services, etc. City services and agencies provide welcome support for particular groups of newcomers including family members, students, unaccompanied minor, refugees and asylum-seekers and migrant workers. The Barcelona Welcome and Support Network is made up of more than 100 non-profit organisations that provide information and/or advice to newcomers with the aim of promoting personal autonomy and social inclusion. Barcelona has a service for detecting and intervening in cases of unaccompanied minors living in the street.</p> <p>The city does not organise a public ceremony to greet all people arriving to live in the city regardless of origin or nationality, but newcomers are welcomed personally by the city in different ways.</p>
<p>LEADERSHIP AND CITIZENSHIP</p>	 	<p>All persons resident in Spain who are citizens of the EU, or of countries where a reciprocity agreement has been signed that allows passive suffrage for Spanish citizens in their municipal elections, are eligible to stand for election in municipal elections. Nationals of EU countries can vote, regardless of the length of residence. Nationals of countries that have signed a reciprocity agreement allowing Spanish residents to vote in local elections, who are legally resident and have been legally resident for 3 or 5 years, depending on the agreement, may also vote. One out of 41 elected members of the city's municipal council is foreign-born or a dual national. There is a consultative body representing only migrants/minorities and/or their organisations. The city encourages people from a migrant background to take part in political life.</p> <p>There is no standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services, however, the new Intercultural Plan (2021) includes some measures in this regard.</p>

<p style="text-align: center;">ANTI-DISCRIMINATION</p>	<p style="text-align: center;">✓</p>	<p>The city is implementing a new law on equal treatment and non-discrimination, which extends the sanctioning capacity of the City Council in various areas such as health, trade, justice, etc. There is a cross-cutting map on inequalities in access to municipal services and facilities. Barcelona has a Municipal plan to combat Islamophobia, a Guarantee of equal treatment of religious diversity when carrying out specific activities in the public sphere, a Local Roma and a Municipal Plan for Sexual and Gender Diversity. The city has a dedicated service that advises and supports victims of discrimination. The BCN Anti-Rumour Strategy is a communicative strategy of awareness-raising and training that aims to generate tools and resources to debunk rumours and stereotypes that hinder the intercultural process because they are the seed of racist attitudes .</p>
	<p style="text-align: center;">✗</p>	<p>The city has not carried out a systematic review of all municipal rules and regulations to identify discriminatory mechanisms, in part because it considers that the problem is not to be found in the regulations but in the application of the implementation of public policies, so it initiated a study on institutional racism instead.</p>
<p style="text-align: center;">INTERACTION</p>	<p style="text-align: center;">✓</p>	<p>Barcelona's work in interaction received a high rating. Its work with education facilities and training is particularly impressive. Its work with civil society is also very strong with interaction through several participative organs, bodies and councils in different areas. The city also encourages participation through participatory processes and bodies and citizens initiatives and is working on monitoring participation.</p>
	<p style="text-align: center;">✗</p>	<p>The city has not published a full list of the civil society stakeholders it works with on intercultural issues, although there is a good interactive map of civil society actors working on the anti-rumours strategy with the city.</p>
<p style="text-align: center;">PARTICIPATION</p>	<p style="text-align: center;">✓</p>	<p>The recent Intercultural BCN Plan participatory process included several spaces and channels of participation to gather information, ideas and specific proposals from different social agents and citizens, as well as from municipal civil servants.</p>
	<p style="text-align: center;">✗</p>	<p>The city does not yet take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, work councils, etc.</p>

In view of the above, we wish to congratulate Barcelona for the efforts taken and some truly inspirational good practices to share with other cities. Barcelona achieved excellent rates in many areas assessed by the Intercultural Cities Index, such as mediation and conflict resolution, medias and communication, welcoming newcomers, business and the labour market, anti-discrimination or interaction, and slightly lower rates in some other areas such as public services, public space, leadership and citizenship or languages. It is always possible to improve and draw inspiration from peers and this is applicable for all areas and no matter the level of achievement assessed via the Index. We are confident that the city will continue to be a dynamic intercultural city that learns from and cooperates with other Intercultural Cities in Spain and across the international network, and that the results will rapidly be visible and tangible.

RECOMMENDATIONS

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

Commitment: As the city has plans to create an Interdepartmental Commission for Interculturality, this should already improve the city's score in this field next time. The city also has an excellent score in the field of media and communications so it should be relatively easy to create an impetus for the team to reference the city's intercultural commitment more often in its official communications. The city could also include a system for updating its intercultural strategy as part of the evaluation process. Finally, the city could consider having its latest intercultural statement endorsed by the City Council/elected assembly.

Education: Barcelona already has a plan to challenge segregation in schools, which is excellent. In the shorter/medium term, Barcelona may be interested in considering projects that ensure pupils from different schools mix through a programme such as the school linking programme in Bradford. There could also be merit in schools from Barcelona linking up with other schools in the intercultural cities network, such as the one in Stavanger, to exchange ideas on encouraging a more diverse teaching staff to complement its work. Finally, Barcelona could reflect if the work that is already happening to encourage families from a migrant background to be involved more in schools, could be a springboard for involving or celebrating more diverse role models from that group at events or in projects.

Neighbourhoods: The city reported it only occasionally conducts activities to increase the diversity of neighbourhoods. Since the city's districts are already all quite diverse, and there are activities in this field at the district level, this may not necessarily be an area of activity the city feels it needs to increase. However, there could be space for encouraging districts to conduct more activities between themselves, particularly if there are concentrated groups from specific migrant or ethnic backgrounds in specific districts.

Public services: At the moment, public servants in the city are generally not reflective of the communities they serve but the new Plan to promote the diversity of municipal human resources and efforts to ensure the Guardia Urbana is more diverse show great promise towards addressing this. Barcelona could find experience from cities like Bradford where the city has been working hard to understand how to increase diversity in its workforce. There are also new resources from 2021 from the Italian municipalities of Novellara, Reggio Emilia, and the union of municipalities "Rubicone e Mare" who were awarded an ICC intercity-grant to develop "Diversity Management approaches in the public-private partnership industry", a project aiming to promote greater inclusion of employees from different backgrounds.

Business and the labour market: Barcelona had a rating of 100 in this field but may be interested in new resources available including those produced by the "Inclusive Recruitment" project by the Portuguese municipalities of Amadora, Loures and Oeiras to encourage Portuguese employers to hire migrants and newcomers, taking advantage from diversity. There are also new resources from 2021 from the Italian municipalities of Novellara, Reggio Emilia, and the union of municipalities "Rubicone e Mare" on "Diversity Management approaches in the public-private partnership industry" that may again be of interest.

Cultural and social life: The city could review its grant giving programme to see the extent to which cultural projects are represented and if there is room for more support. The city could also consider other forms of support such as competitions like Cascais' Muraliza Mural Art Festival or the DCAI (the Danish Centre for Arts & Interculture) based in Copenhagen that is aiming for the intercultural transformation of the cultural sector.

Public space: The city could think about if anything in particular has changed since the last report in the way the city plans for changes in the public space. It could also look at the experiences of other cities in the network and how they involve the local population. For example, Auckland has interesting experience, to ensure feedback matches the ethnic and age profile of the local area. Dublin also has an innovative approach with its Public Participation Networks (PPN) for greater community participation in local government and present opportunities for input into policy and decision making.

Mediation and conflict resolution: Barcelona received a rating of 100 for this field. Should Barcelona be interested in learning about the work of other cities in this area, both Limassol and Montreal have developed 'Intercultural Councils', part of whose work is to assist in the field of mediation.

Language: Barcelona has many interesting projects and approaches to supporting and celebrating linguistic diversity. To improve their rating next time, they could consider the experience of other cities in teaching migrant/minority languages on the regular curriculum at school or as a regular language option available to everyone. It will also be interesting to learn more about Barcelona's programme to increase linguistic diversity in the Guardia Urbana with the recruitment of people with knowledge of Chinese, Arabic and Urdu, as well as English, considered.

Media and communication: Media and communication are a real strength in Barcelona's intercultural work but it is always interesting and useful to learn more about other cities' approaches. Ansan City (Republic of Korea) has many interesting ideas and actions in this field including a multicultural newspaper subscription project, classes to teach residents how to use YouTube, social networks, and blogs. Like Barcelona, Ansan City works closely with local media to form positive public opinions.

International outlook: An area not highlighted by the city was involving diaspora and mainstream entrepreneurs in international visits and meetings and by supporting organisations seeking to develop business relations with countries/cities of origin of its diaspora groups. Relations such as these can help the city understand the geopolitical, cultural and economic context in which newcomers have been socialised, and shape its policies of welcome and integration accordingly. They can also support migrants in developing a sense of belonging to their new community, by giving a formal recognition their country of origin and their cultural identity. Reggio Emilia (Italy) has made a major step in this respect, signing an agreement with the Moroccan Ministry in charge of relations with the diaspora. The agreement underpins Reggio's holistic intercultural policy and seeks to "promote socio-cultural mixing and openness towards the other".

Intercultural intelligence and competence: The city could also consider research or surveys on the feeling of security/safety with respect to people with migrant/minority backgrounds, which currently do not take place. This could be tied in with the city's important work on hate crimes and combatting Islamophobia.

Welcoming newcomers: Barcelona may wish to look into public ceremonies to welcome individuals. If so there are good examples from Oxford in the UK where Oxfordshire Registration Service has been looking at ways of involving the local community in their citizenship and naturalisation ceremonies, working with schools in particular. Neumarkt in Germany also has a very welcoming culture: they perform a welcoming ceremony in the town hall, that was run online during the Covid pandemic. Each newcomer receives a pack of materials that includes a city map, information about services and fair-trade goods, due to Neumarkt also being a fair-trade town. In Erlangen they launched their anti-rumours C4i Communication für Vielfalt (Communication for Diversity) campaign, by holding an enormous picnic.

Leadership and citizenship: There is no standard for the representation of with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services, however, the new Intercultural Plan (2021) includes some measures in this regard. Barcelona could find it interesting to exchange experience with Auckland Council in New Zealand which appoints a number of decision-makers to various roles, including board members of council-controlled organisations, hearings commissioners, and other bodies.

Anti-discrimination: The city has not carried out a systematic review of all municipal rules and regulations to identify discriminatory mechanisms, in part because it considers that the problem is not to be found in the regulations but in the application of the implementation of public policies, so it initiated a study on institutional racism instead. Even with such a strong result, Barcelona could consider exchanging experience with cities with equally strong experience in this field such as Guro-gu, Limassol, Sabadell and Melitopol, and also with Montreal on the topic of institutional racism.

Participation: At the moment, the city does not take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, work councils, etc. As the city is working on a monitoring tool to monitor participation, it could be interested in the experience of Valencia (Spain) and its diagnosis on the participation of migrants in the city's associations (neighbourhood, social, cultural, youth, families, sports, etc.). It could also be useful to exchange

experience with Ansan where the city is also trying to recruit non-nationals in-house, particularly in roles where non-nationals will require services.

Interaction: The city may wish to consider publishing a full list of the civil society organisations it cooperates with on intercultural issues. Given the dynamic work at district level, it may be interested in exchanging experience with Lewisham who conduct local assemblies in different districts to encourage interaction.

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 above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

