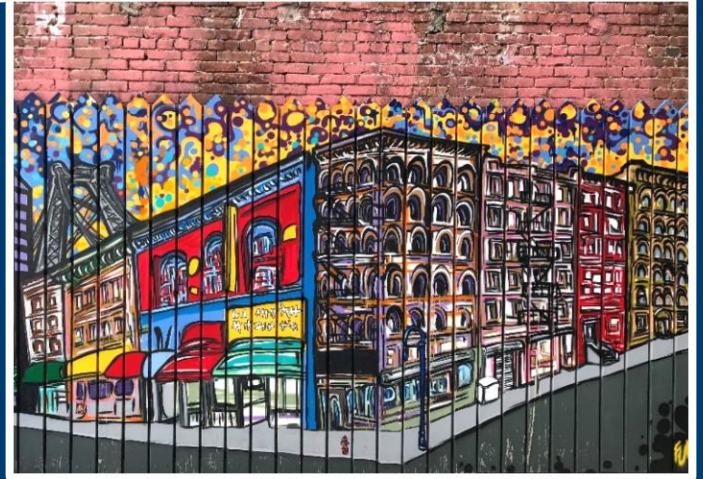




SABADELL



Diversity, Equality, Interaction

**BUILDING BRIDGES,
BREAKING WALLS**



www.coe.int/interculturalcities



SABADELL
INDEX ANALYSIS

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Prepared by Gemma Pinyol-Jiménez with the collaboration of Marta Perez Ramirez

Intercultural Cities Secretariat
Council of Europe
F-67075 Strasbourg Cedex
France

www.coe.int/interculturalcities

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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 City 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 (**DECEMBER 2019**) 136 cities embraced the ICC programme and approach, and 101 (including Sabadell) have analysed their intercultural policies using the Intercultural City Index. The respective reports can be found here:

<https://www.coe.int/en/web/interculturalcities/index-results-per-city> .

Among these cities, **25** cities (including Sabadell) have **MORE** than 200,000 **AND LESS THAN 500,000 INHABITANTS** and **32** (including Sabadell) have between 10% and 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Sabadell, Spain, in 2019, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

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

METHODOLOGY

The Intercultural City Index analysis is based on a questionnaire involving 73 questions 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 ICC Index).

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

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

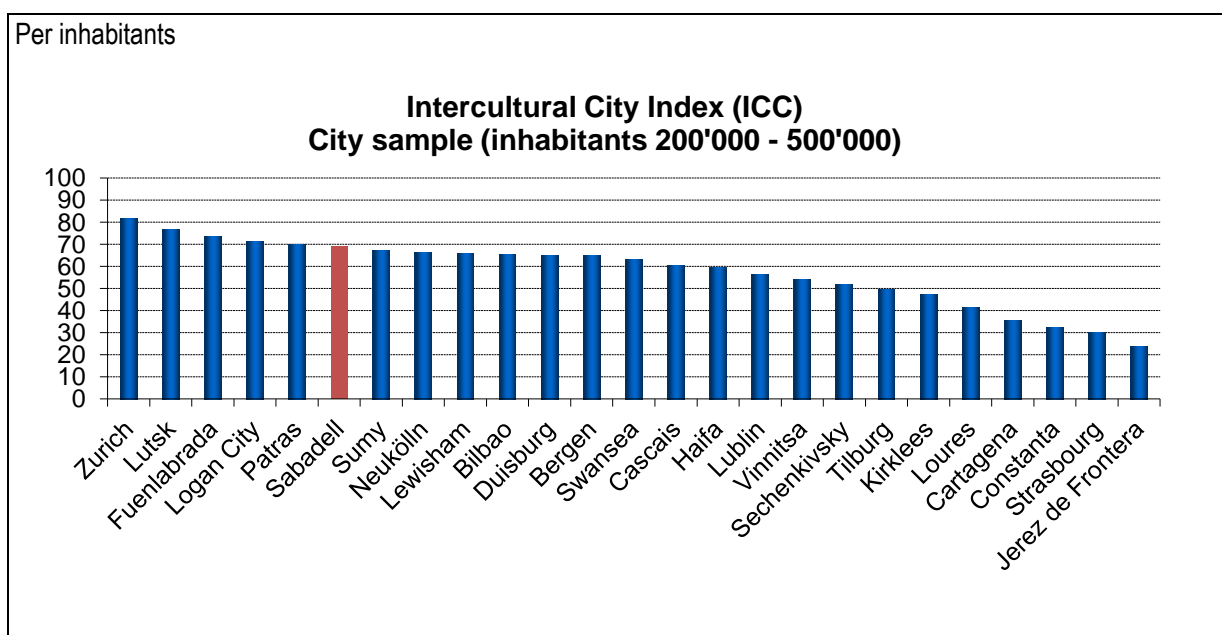
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomer	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

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.

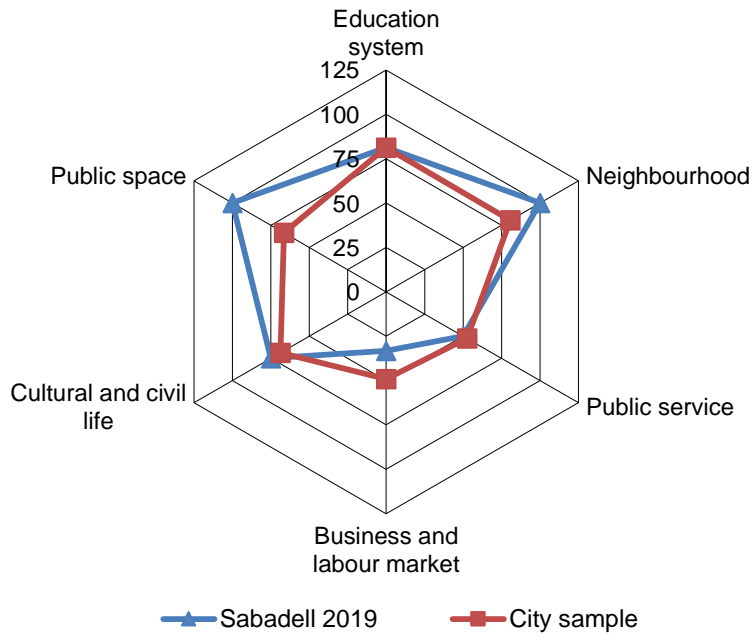
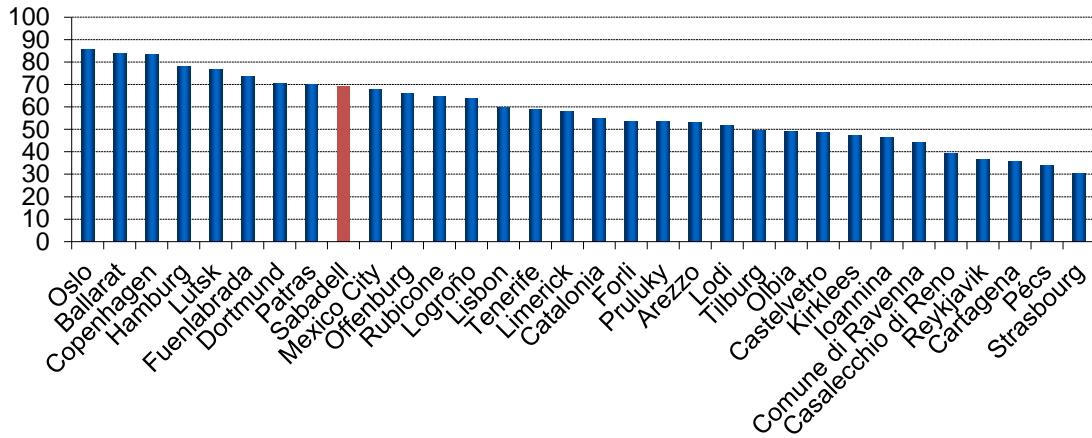
So far, 5 cities have used the index containing the new indicators in their evaluations, including Sabadell. Thus the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

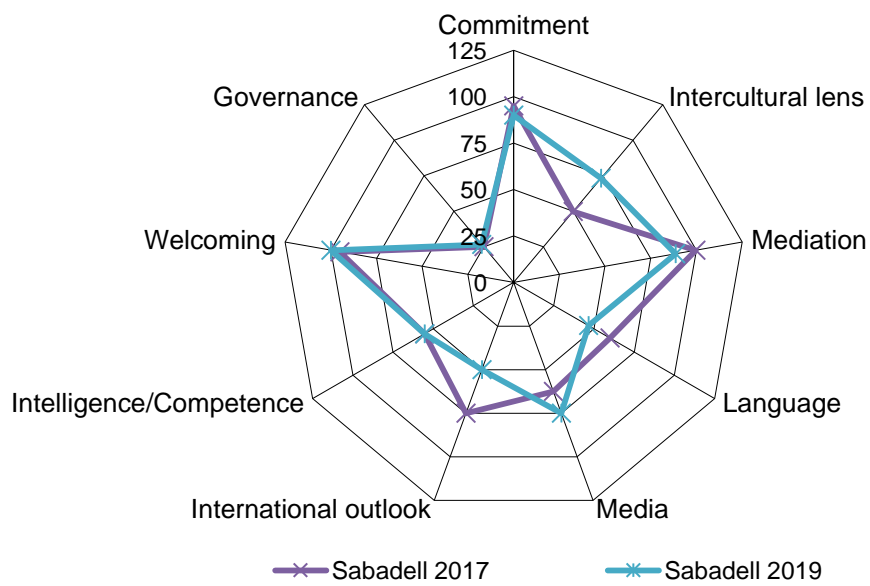
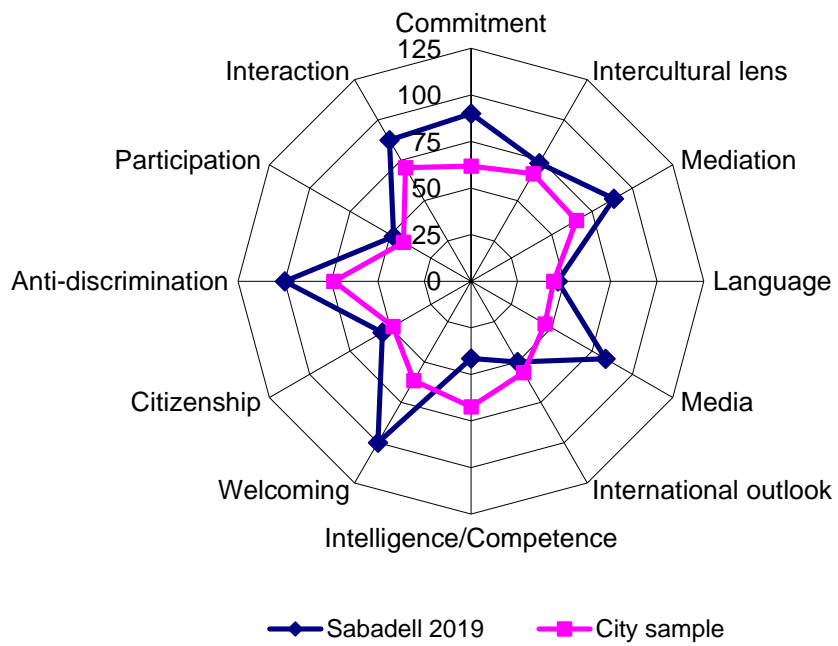
According to the overall index results, Sabadell has an aggregate intercultural city index of 69 (out of 100 possible points). The details of this result will be explained below.



Per nationality

Intercultural City Index (ICC) City sample (non-nationals/foreign borns 10% - 15%)





SABADELL: AN OVERVIEW

Sabadell is a Catalan city, co-capital of the Vallés Occidental region and has a population of 207.540 registered inhabitants. Situated only 26 kilometres from Barcelona it is the fifth largest city of Catalonia, one of the Spanish Autonomous Communities.

During the 19th and 20th century it was the pioneer in the industrial revolution of the textile sector in Catalonia, converting itself in the most important wool city of the Spanish state and gaining the nickname “the Catalan Manchester”. In the 60s, the city experienced its first large urbanistic development, receiving a large number of new citizens and citizens from the rest of Spain, mostly from Murcia and Andalusia. In the end of the 20th century, with the economic outsourcing, the service sector became more significant and the economic focus passed in the hands of trade, business and financial institutions, which absorbed the largest share of workers. In the 21st century Sabadell adapted to the challenges of new technologies and it aspired to transform into a reference site in society for information and knowledge. In that sense, it belongs to the “Knowledge Cities” and counts on an important economic and social network and a large studying community (due to the presence of the Autonomous University of Barcelona and the Higher Schools for Design). It is also remarkable its important associative network with more than 800 organisations of diverse orientation (cultural, environmental and youth) of which 56 are dealing with migration issues.

Since 2000 until now, the city lived through a significant change of its demographic composition: between 2000 and 2008 there was a constant increase in the foreign population, going from 1% of the population to about 12%. Since then, the percentage has stabilized with minor variations in some cases upwards (13% in 2013) and in others downwards, but always remaining in a range between 10 and 12.5% of the population as it is the current percentage of 11,67 (Padrón 2018). According to the data from 2018 (IDESCAT-Catalan Institute of Statistics), 4,2 % of the citizens stem from Latin-America (Bolivia and Ecuador mainly), 2,4 % from Maghreb (Morocco), 0,9% from Rumania, 0,7% from China and 0,6% from sub-Saharan Africa. Also, diversity of religious convictions is represented by the 8 religious communities and the more than 70 culture centres all over the city. Furthermore, and regarding ethnic groups, the Secretariado Gitano Foundation estimates (2008) that around 8,000 inhabitants (4%) of Sabadell are Roma.

With the end to face this new socio-demographic composition and the emergence of new management challenges, the city council created in 2006 the so-called Intercultural Bureau. The city set up a department with leading responsibility for intercultural integration, namely the Department of Civil Rights and Citizenship, and currently named the **Department of Civil Rights and Gender**. It manages different areas such as ‘New Citizenship’, which offers reception services, information and orientation to newcomers and ‘Diversity and Interculturalism’, which includes the Bureau of Civil Rights (antidiscrimination office) and the Antirumours Networks, among others.

COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasizing 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.

Sabadell’s score in the field of Commitment is 90, considerably higher than the city sample result of 70. The city commitment to the intercultural approach is demonstrated through the adoption of public

statements, such as the institutional declaration “Sabadell free of racism, xenophobia and homophobia” (January 2014); the approval of the mayor’s office proposal to encourage awareness policies to dismantle rumours against diversity and in favour of living together (December 2014); and more recently, the government board declared Sabadell a city free of fascism and racism and in favour of living together in diversity (February 2019)¹.

Sabadell also makes clear reference to its commitment in its [Mandate Plan](#), which is not specifically an Intercultural Strategy, but includes managing diversity and interculturalism as specific objectives. For the period 2016-2019, the Plan recognises social cohesion as a priority in all policies affecting citizens’ lives. More precisely, within the section 1.5 on Civil Rights, the following specific objectives are set: a) communicating, training, offering tools and organising actions to promote equality of all people living in Sabadell; b) guaranteeing the reception process of newcomers; and c) Managing diversity and interculturalism in a transformative way.

“To contribute at the empowerment of citizens from an intercultural perspective, based at the creation of ties and the mutual knowledge and respect.

To maintain a radical position against hate speeches and of discrimination working together with the Commission of the Coexistence, furthering the antirumours network and awareness raising actions and training. The Commission will be an instrument of follow-up and direct intervention at the cases of assaults or discrimination on the grounds of xenophobia, racism and/or homophobia.

To manage the diversity of beliefs and convictions in a fair and inclusive way, following the principle of laicism.

To keep the Bureau of Civil Rights as a reference office for information, orientation and advice, reception and accompaniment for the defence of human rights”.

Every year a **Municipal Action Plan**² is drawn up breaking down the objectives established in the Mandate Plan in actions that can be adjusted from year to year. Likewise, this plan establishes the timing of the actions and monitors their implementation. In addition, the city has allocated a budget for the implementation of its Mandate Plan, meaning that all the objectives have an allocated budget³ linked to its implementation.

The Department of Civil Rights and Gender has a dedicated website and with 2 clicks, anyone could access the Diversity and Intercultural information. The website contains information on the Antirumours Network, Beliefs and Convictions, the Civil Rights Bureau and Historical Memory. However, the Mandate Plan is not available within this website and yet hard to find.

As for the official communications, quite often they refer to the city’s intercultural commitment. Some examples of these communications are: “Sabadell is diversity and integration. Its plurality is one of the

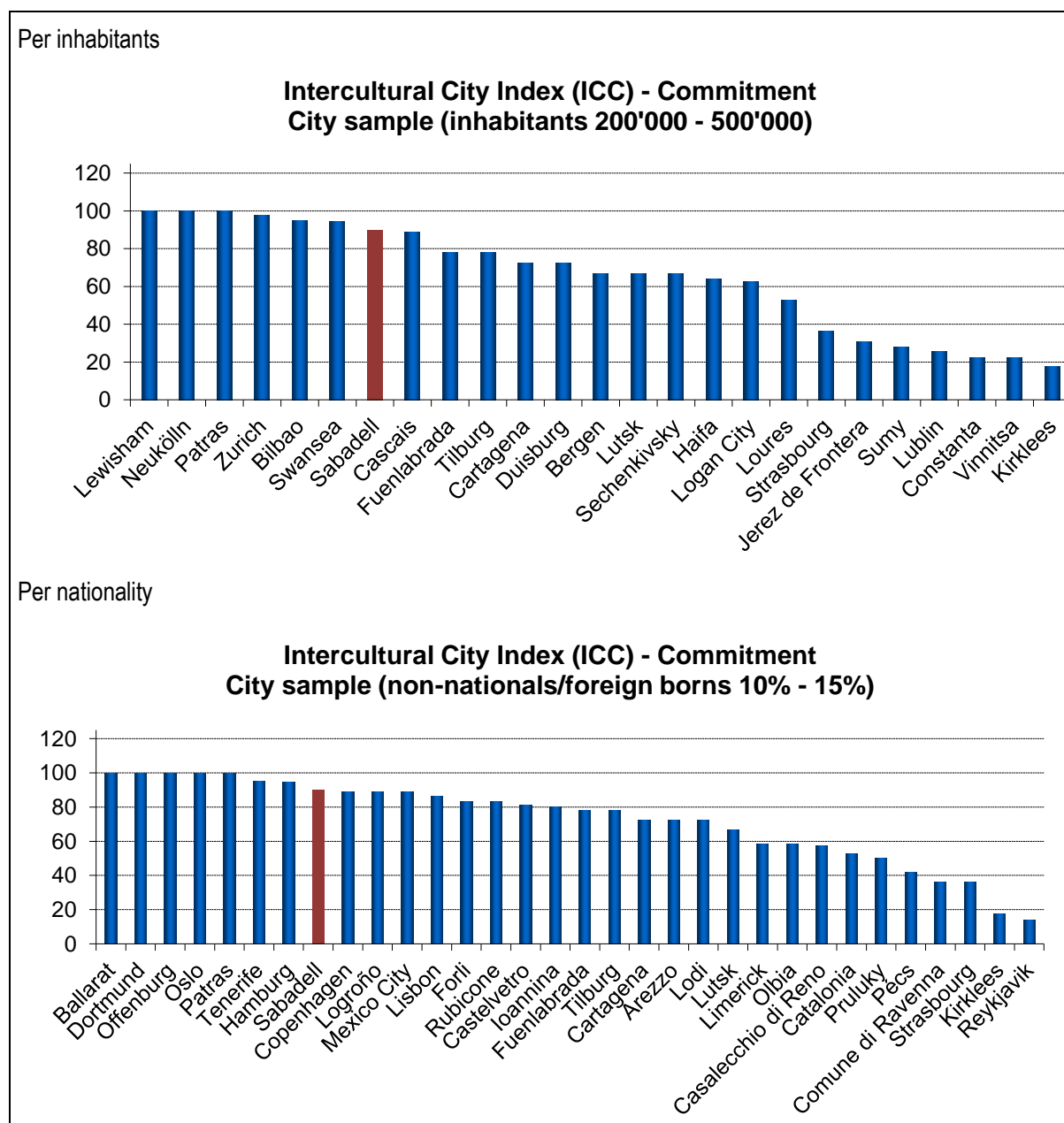
¹ More information: <https://www.isabadell.cat/sabadell/societat/els-portaveus-ratifiquen-sabadell-com-a-ciutat-lliure-de-feixisme/>

² Information on the execution of Plan 2018 can be consulted here: http://ca.sabadell.cat/pdf/PAM_2018_execucio.pdf

³ The Budget can be accessed here: https://seu.sabadell.cat/seuelectronica/p/DadesPres18_cat.asp. The total budget for the Programme ‘Civil Rights and Citizenship’ is € 3,068,573, out of which € 269,024 are allocated to Diversity and Interculturality and € 420,472 to New citizens and Reception

values to be preserved as a sign of identity”⁴; “Mescla’t 2018 vindicates the values of diversity and coexistence against any type of discrimination”⁵; “Under the slogan ‘Defend ourselves, we have the right. Respect me, you have the obligation’ Sabadell presents its Human Rights Programme”⁶.

Finally, local citizens who have done an exceptional thing to encourage intercultural values in the local community are acknowledged.



Good Practices

⁴ Access the new here: http://www.sabadell.cat/ca/?option=com_content&view=article&id=109554&Itemid=976&search=associacions
⁵ Access the new here: http://www.sabadell.cat/ca/?option=com_content&view=article&id=117192&Itemid=2718
⁶ Access the new here: <http://www.sabadell.cat/ca/programa-de-drets-humans-2018>

'Refuge City': The City Council of Sabadell states that it is a city committed to its citizenship, which aspires to make real dignity and quality of life for all without distinction as to ethnicity, age, gender, origin, sexual diversity, belief or functional diversity. Sabadell welcomes newcomers from the value of hospitality, who are actively involved in favour of equality between women and men and against all types of violence, who work in favour of personal autonomy and freedom, who are committed to the emancipation of young people and who, through love, respect and austerity, believe that diversity and interaction are the basis of coexistence.

The City Council works to defend the right to asylum and refugees in the following areas: international cooperation, advocacy, awareness raising, reception, observation of local Media.



Sabadell Ciutat Refugi

The City Council organises annually an event to recognise people and organisations involved in the reception programmes. The event takes place in the Principal Theatre and those who have participated in the workshops and training under the framework of the Reception Path receive a diploma. In 2018, around 700 people participated in the event. More information can be found [here](#) and [here](#).

The City annually launches the Alex Seglers Memorial to recognise the task of people, organisations and institutions in promoting the values of coexistence and living together based on the respect of cultural and belief diversity and the defence of human rights. More information can be found [here](#).

Recommendations

Promoting an Intercultural Action Plan is a strong step forward to achieve a more intercultural commitment in the city. A specific budget should be allocated, and a monitoring and evaluation mechanism should be fully implemented. In addition, the design process should include the participation of people from different cultural and ethnic origins and organisations that work in related fields. In this sense, new or improved mechanisms to promote intercultural participation should be explored.

The coordination of the intercultural strategy falls under the responsibility of the Civil Rights and Gender Department, meaning that a more formal structure to cross-cutting the intercultural approach in all the municipal departments could be explored.

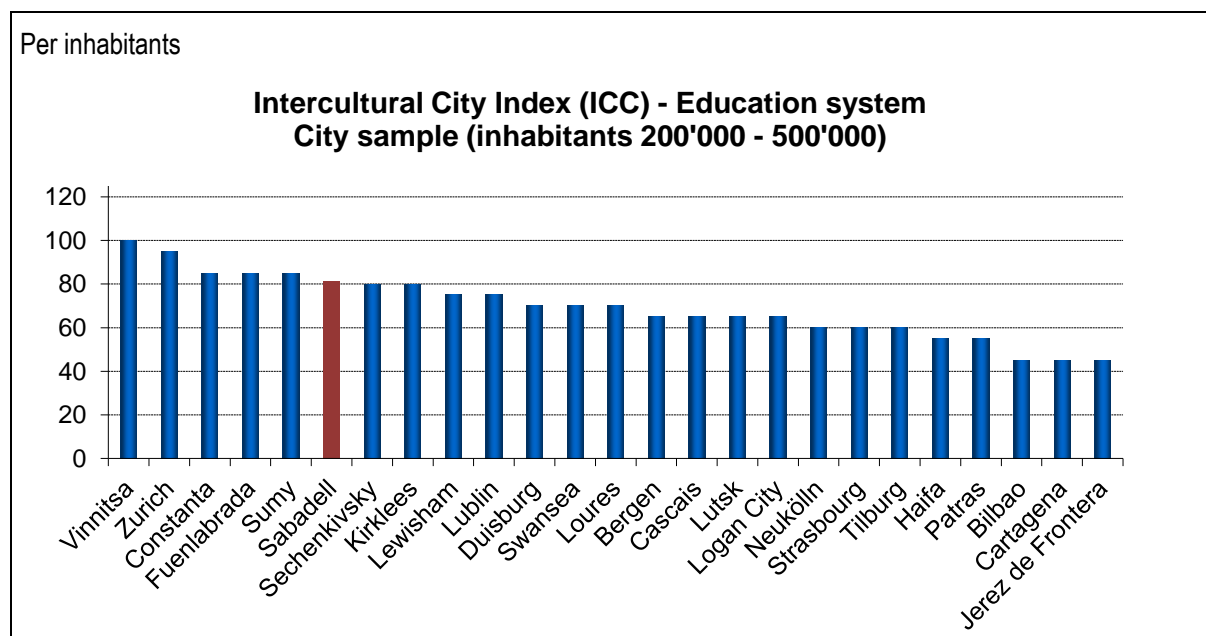
Last, some efforts should be dedicated to get more consensus on the intercultural approach among the different political parties.

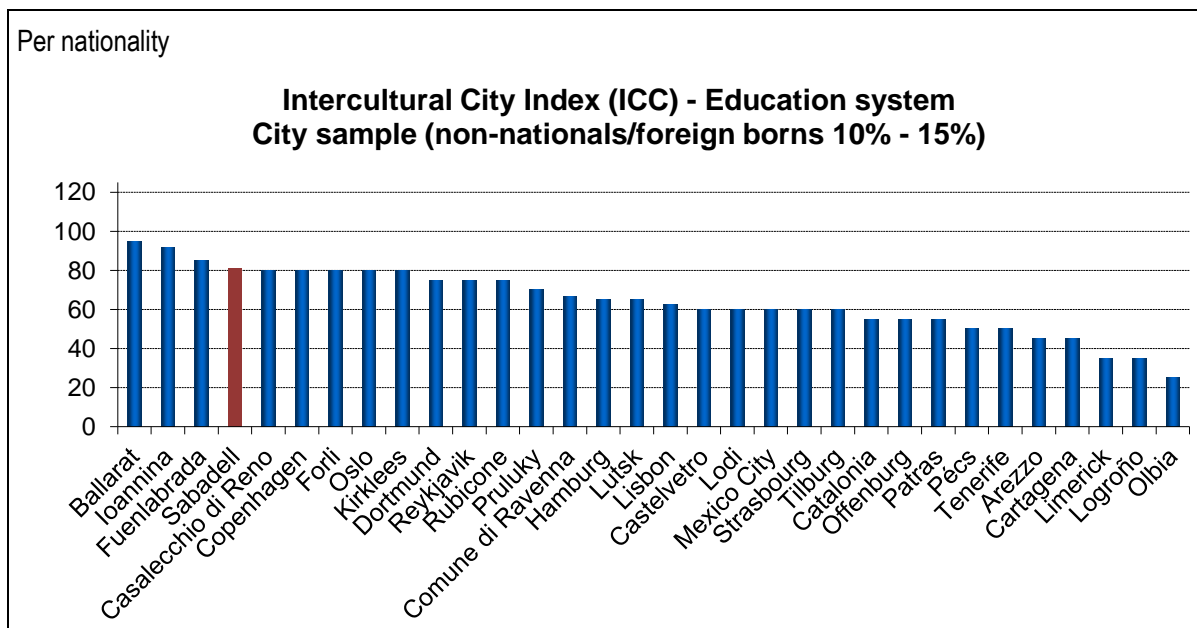
Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore 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.

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.

Sabadell achieved a rate of 81, which is higher to the city sample's achievement rate of 68.





Only some of the schools reflect the diversity in the city and the ethnic background of Sabadell's schoolteachers only rarely reflects the diversity of the city's population. However, the capacity of the city or the schools in hiring a diverse staff is limited, as they do not have competences.

The majority of schools implement intercultural projects and promote the role of migrants' families in the parenthood associations. These include the organisation of gastronomic days, intercultural festivities, projects related to specific countries, etc. Despite there is not a specific policy to increase ethnic and cultural interaction, the city is preparing it while working together with the Education Commission in trying to avoid segregation by distributing in a more equitable way students with special needs.

Good Practices

Intercultural projects are developed in the majority of education centres in the city. Among the different activities carried out, the **Youth and Cooperation** project involves young people in interculturality and cooperation. The City, together with the Department of Education, provides schools with educational proposals that complement the school curricula and deepen the education in values (learning and volunteering services, solidarity campaigns, races and markets, community kitchens, and even a project to experiment with multilingualism). The full list of initiatives are [here](#).

Education in values: the Council used to offer 20 educational proposals on diversity and coexistence for schools and high schools. The centre had to book one of the activities with the Department of Civil Rights and Gender. To name some actions: storytelling around gypsy population; the 'coexistence' rap, a game to break prejudices around poverty, action to combat bullying by promoting empathy, etc. All the activities can be found [here](#).

The **MUS-e programme** promotes interaction and social cohesion through arts. 175 students of different ages from the Joan Maragall School (Sabadell) have taken part in the workshops, dance and theatre sessions, given by active artists with high artistic training and pedagogical experience. The MUS-E is an initiative of the Yehudi Menuhin Foundation with the support of different entities and institutions. In Sabadell it has the collaboration of the City Council. In addition to the workshops, the School and some of the students have participated in the MUS-E inter-centre meeting, held in Barcelona. During the

meeting, each group of students showed the work carried out during the course through dance, music and theatre performances. All this under the common motto of "Meeting Places". The project has also reached other members of the educational community such as teachers and families. More information can be found [here](#).

Recommendations

Assuming that city competences are limited in education matters, the Council could still work towards a more intercultural education. First, a plan or strategy should be designed – either through the Youth area or the Antirumours Strategy. Some of the objectives should be the increase of ethnic/cultural interactions (at classrooms, but also among schools with more and less diversity); the increase of the intercultural competencies both among teachers and students; the straightening of the network and community around schools, which includes the participation and involvement of parents with minority and migrant backgrounds. The city could implement the 'Education in values' project again, updating the activities according to new knowledge and best practices from other territories.

Sabadell should keep working with the Education Commission and advocating to avoid segregation at schools.

NEIGHBOURHOODS

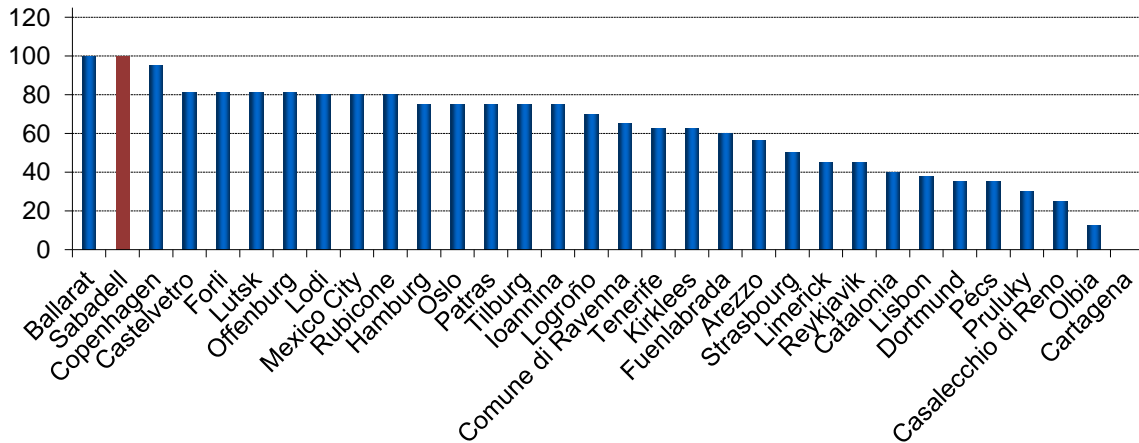
Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a 'perfect' statistical mix of people in all neighbourhoods. 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.

Sabadell achieved a rate of 100, which is considerably higher than the city sample's achievement rate of 65. The majority of the city's neighbourhoods are diverse, meaning that concentration of specific ethnicities or ghettoization is not present in the city. In this sense, the city has not launched any particular plan or policy to increase diversity in some neighbourhoods.

The city promotes mixing and interaction among diverse neighbours through different actions aimed at establishing links and coexistence ties. For example, the 'major festivity' of the neighbourhoods, sport contests, activities in public libraries and civic centres. The Mescla't initiative is a good example of fostering interaction. In addition, some reception programmes addressed to foreign people aim at facilitating their autonomy and active participation in the different spaces of the city.

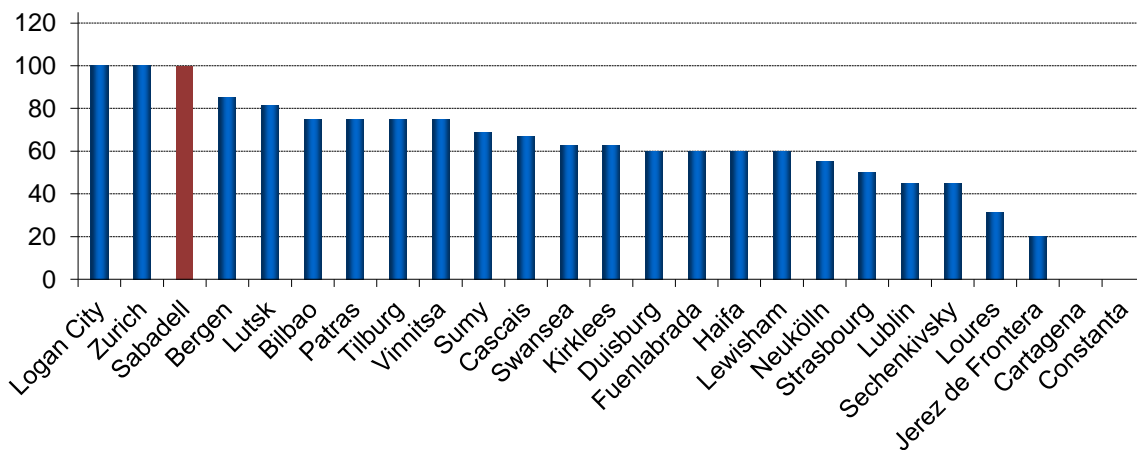
Per inhabitants

Intercultural City Index (ICC) - Neighbourhood
City sample (non-nationals/foreign borns 10% - 15%)



Per nationality

Intercultural City Index (ICC) - Neighbourhood
City sample (inhabitants 200'000 - 500'000)



Good practices

Mescla't (Mix It Up) is a one-day festivity to celebrate the city's diversity, fostering social inclusion and human rights. The programme of that day includes different activities in the public space: concerts, traditional music, various workshops, seminars, photo exhibitions, etc. In 2018 it was the 5th edition of this activity, and with the slogan 'Sabadell, committed with the world', the festivity added a gastronomic area with specialty dishes from different countries. Although it is led by the City Council, it is designed and developed with the organisations which are part of the different commissions of the Civil Rights and Gender Department: Gender, feminism and LGBTI; New citizenship; Religious diversity; Roma people; Youth; Solidarity and Cooperation. At the 2018 edition, a total of 50 organisations took part. From April to October, some of the organisations meet up in the Mescla't organisation commission, to co-elaborate the programme. On November, this commission meets again to evaluate the action and propose improvements for the next edition. "Mescla't" is a unique opportunity to gather organisations and people with a committed programme with the rights of all the citizens and the equality in the public space. It is,

then, a space where the City Council and the third sector organisations work together and raise awareness for equality respecting all differences. “Mescla’t” is also useful for the organizations to meet in a common space and to know better each other, so they start collaborations that bring up different areas (for example, to implement projects together with a double purpose: gender and human rights, or LGTBI and cooperation). The impact of the action undergoes an evaluation process by the organisation commission and the city council professionals.

“**Espacio Mujeres**” (Women's Space) program is launched in different neighbourhoods of the city, to provide personal tools to women and to create links within the community. The program offers relational learning spaces located in four points in the city (Sabadell north, Sabadell south, Can Puiggener and Torre-romeu and different activities focused on topics related to the physical and mental health of the participants (knowledge of the environment, female health, personal growth, women's rights, sexist violence, etc.). The Espacio Mujeres also offers to foreign women with little command of the language, the opportunity to participate in activities in the neighbourhood and the city.

Sewing our rights: the starting point of this initiative was the reflection on the Universal Declaration of Human Rights and women from Sabadell have met to share their experiences and sew them. Therefore, each work is accompanied by an article of this fundamental legislation of the rights of individuals. Workshops take place in civic centres, and women are encourage to share their stories with other women in the neighbourhood. Work were exhibited at the civic centre were the workshops took place. More information [here](#).

Recommendations

Sabadell encourages interaction mainly within neighbourhoods and some resources should be allocated to foster interaction between neighbourhoods. Ethnic concentration might not be perceived as a current problem, but prevention measures should be taken.

Cross-cutting the intercultural perspective in urban planning is an effective (still challenging) strategy. The city should keep conducting participatory processes to decide neighbourhood-related issues and guaranteeing that participants reflect the diversity of the city.

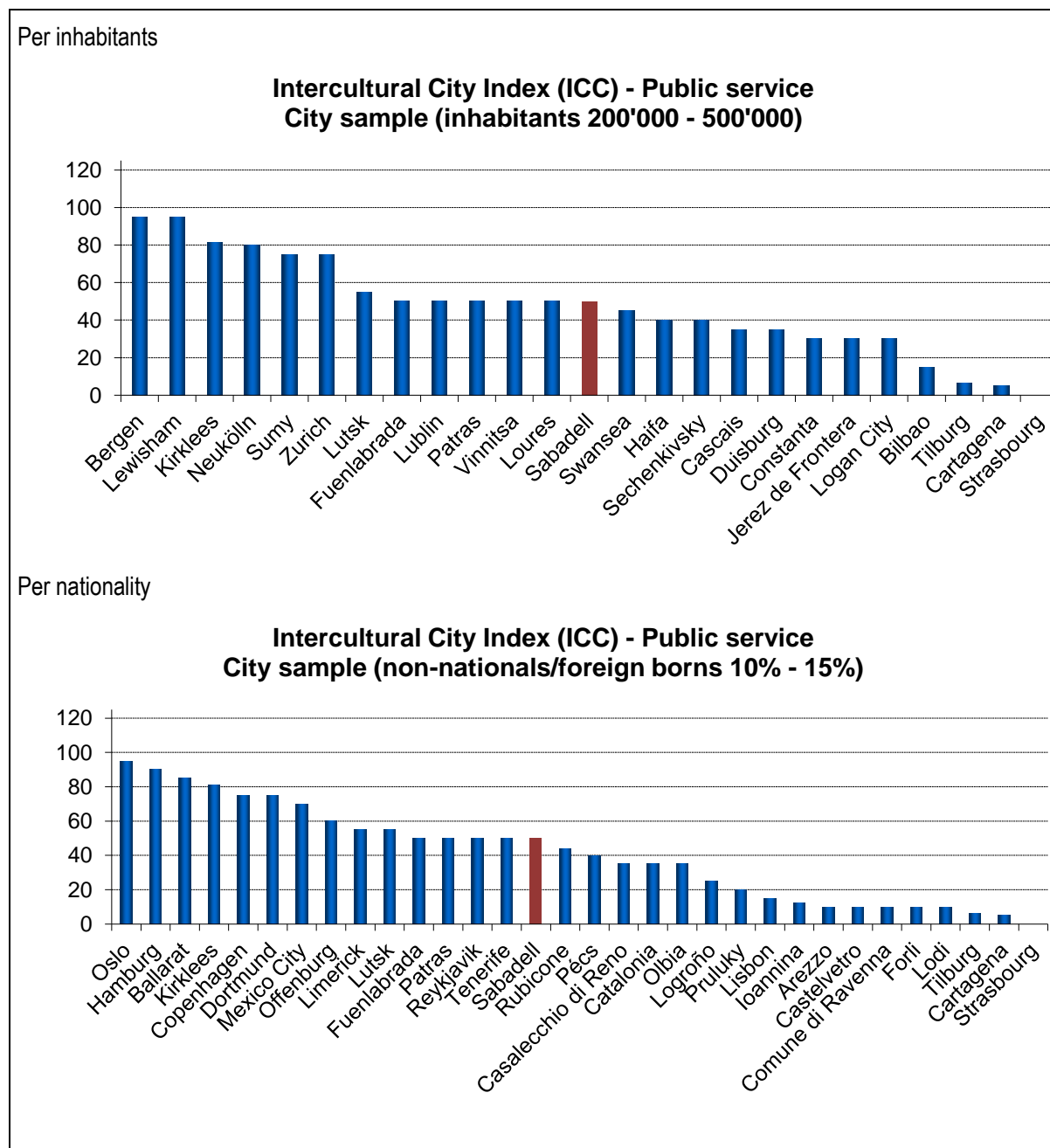
It would be interesting as well to gather data on participants in public events organised by the Council and analyse it, such as the “Mescla’t” festivity (i.e. which are the participants’ profiles? In which neighbour do they live?) or the Neighbourhoods Festivities (i.e. are people from other neighbourhoods coming?).

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.

Sabadell's score in the field of public services is 50, slightly higher than the city sample result of 43.



Public officers do not reflect the diversity of origins in the city and there is no public policy to improve the hiring and presence of minorities in the local staff, as it is not competence of the local authority. However, the city has designed actions to promote this diversity in the private enterprises of the municipality. For instance, at the Job Exchange of Economic Promotion of Sabadell, SL, a company with 100% municipal capital that manages active policies in the city, the Council promotes the selection by 'cross-cutting skills'.

It means that the city has designed job offers describing the levels of skills needed, prioritising criteria of suitability to those of occupancy.

In parallel, the Council is designing an awareness-raising campaign to combat stigmas such as ageism and others hindering the labour insertion of the most vulnerable groups.

The city provides different services for national minority groups, mainly focused in providing different menus in public schools and funeral services. Regarding alternative menus in public schools, menus without pork are offered at request, but it cannot be guaranteed they are halal or according to other religions with specific food needs. As for the funeral services, there is a deconsecrated chapel in the cemetery to organise different ceremonies. However, the cemetery is not suitable for the burial of Muslims.

Recommendations

Sabadell should adopt a targeted recruitment plan to ensure that the ethnic background of the municipal workforce represents that of its inhabitants. The city might not be able to change the legislation, but several actions could be adopted to promote diversity, as raising awareness about vacancies in specific associations working with migrants or ethnic minorities or by launching internships for trainees with a minority or migrant background.

It would be interesting as well to include intercultural competences (besides the cross-cutting competences) as a requirement in the selection process at the Job Exchange of Economic Promotion of Sabadell

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.

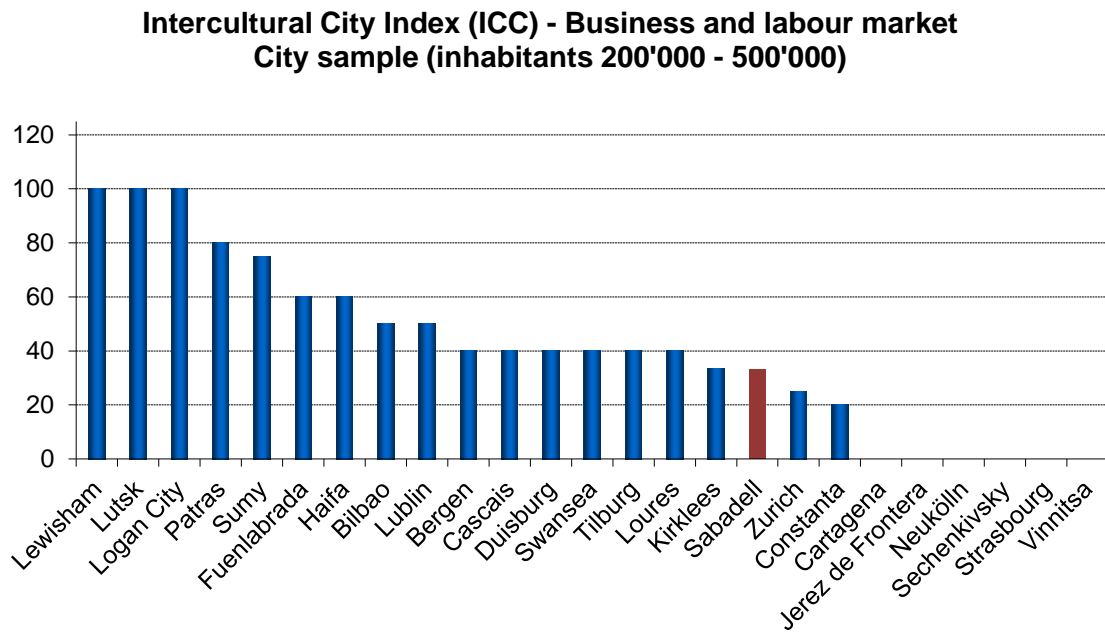
Sabadell's score in the field of business and the labour market is 33, lower than the city sample result of 45. Sabadell City Council has signed a collaboration agreement with CIESC (Consejo Intersectorial de Empresas de Sabadell y Comarca), an umbrella organisation which has 15,000 companies associated (with some 200,000 jobs) to facilitate the insertion of the most vulnerable groups, prioritising those who participate in social emergency programmes and refugees. Sabadell also has collaboration agreements with the Roma Secretariat (Secretariado Gitano) and with the ECOM Federation (people with disabilities) to develop actions that favour labour insertion to those particular groups.

The city's economic promotion service does provide services to entrepreneurs of migrant origin or ethnic and cultural minorities. Nevertheless, the city lacks a programme to help business from ethnic/cultural

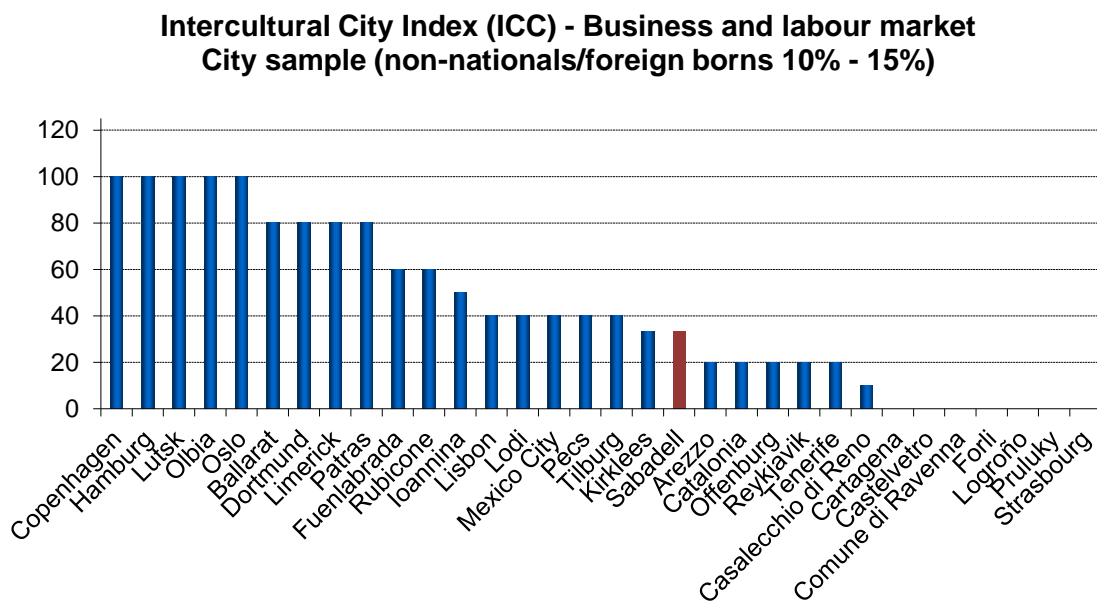
minorities to move beyond localised economies and enter to mainstream economy and has not taken any steps to involve entrepreneurs from ethnic or cultural minorities in business districts or incubators.

Regarding procurement of goods and services, and despite national legislation does not contemplate measures to favour companies with an intercultural inclusion or diversity strategy, the City Council is currently working to include social clauses in all its tenders.

Per inhabitants:



Per nationality



Good practices

Intercultural approach in procurement. The Council is working on tenders that include aspects related to inclusion and interculturality in the technical award criteria. The biannual programme 2018-2019 on public grants in Sabadell (see [this link](#)) includes interculturality as a criterion.

Recommendations

Sabadell could consider fostering its business and labour initiatives, firstly, by developing actions to encourage businesses to involve more diverse profiles in their workforce, for example, by publicly recognising the role of migrants as entrepreneurs and highlighting their contribution to the local economy. Secondly, by encouraging ethnic/cultural minorities businesses to move beyond localised economies to enter into the mainstream economy through, for instance, fostering networking. In this sense, the city's economic promotion service could offer targeted services (advice, training) to entrepreneurs of migrant origin or ethnic and cultural minorities. Finally, the city should keep working on a charter that benefits diverse suppliers' in local procurement. The challenge is to move towards a model where barriers for migrant-owned businesses in bidding for contracts are removed, and not only benefiting enterprises that "tick the intercultural box".

Achieving these objectives would imply working in cooperation with the Economic Promotion Service and cross-cutting the intercultural approach. Interesting work has been done through the [DELI project](#), in which the Spanish cities of Cartagena and Getxo participated. An exchange of experiences and views is highly recommended.

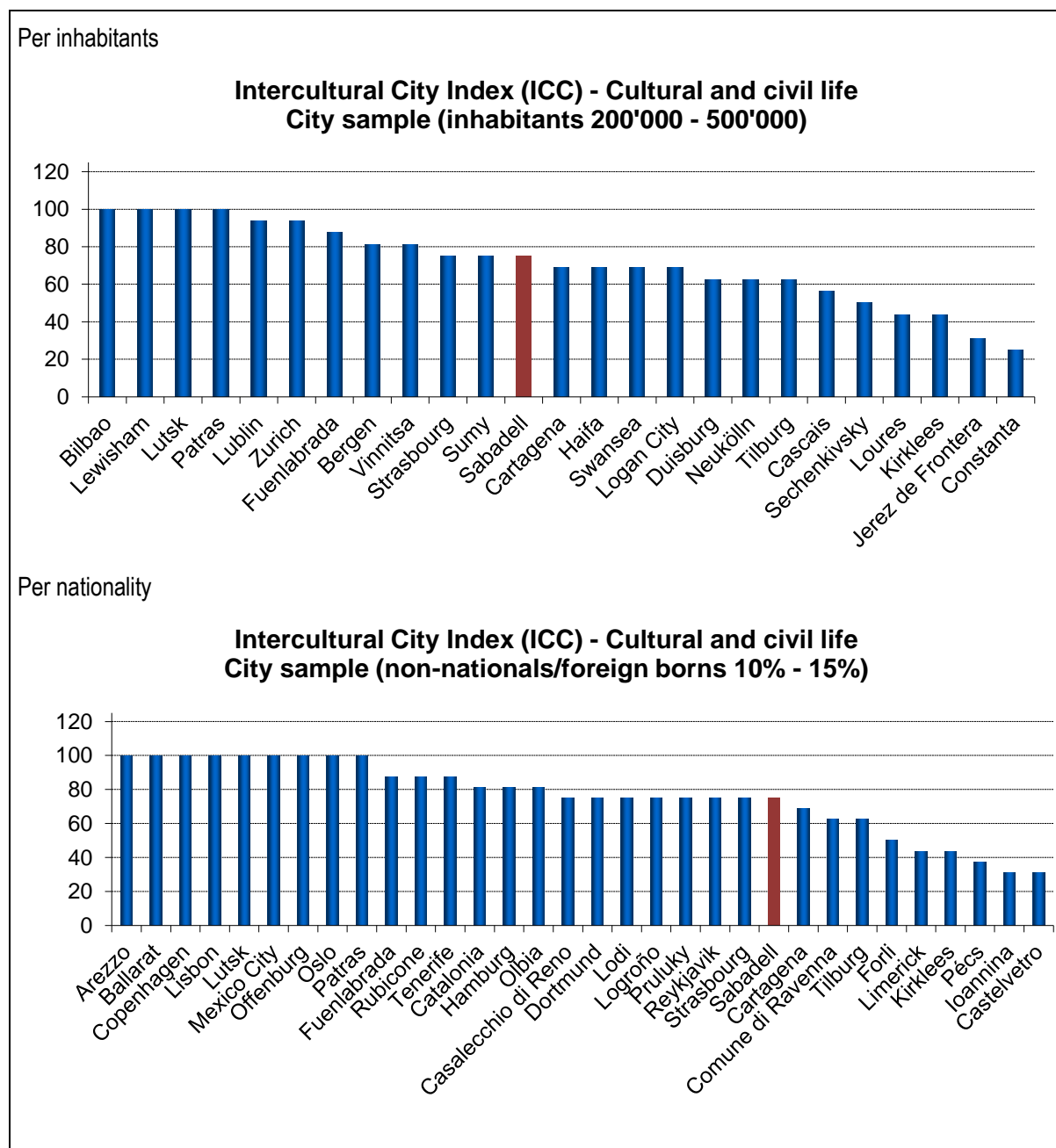
CULTURAL AND SOCIAL LIFE

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.

Sabadell achieved a rate of 75, which is slightly higher than the city sample's achievement rate of 73. The city – 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, named Education (summer outdoor activities), Culture (dissemination of ideas and cohesion; dissemination of traditional and popular culture), Participation (neighbours associations projects).

The city organises on a regular basis different cultural and social events in which diversity and intercultural approach are considered. Most of the actions are free and open to all public. All activities are published at the city's Agenda (youth, sports, elderly).

In addition, Sabadell organises regularly awareness raising campaigns and debates on the subject of cultural diversity and living together. Discussions have been held with the local and public press to reflect on the treatment of diversity in the media and the effect of the spread of rumours and prejudices. In addition, the city supports local organisations in their activities and campaigns on cultural diversity (dissemination, logistic).



Good practices

Human Rights Programme. Sabadell has programmed a series of activities, with the collaboration of around fifty organisations, to get to know, reflect on and vindicate people's rights. On December 10th 2018 the Council commemorated 70 years since the signing of the Universal Declaration of Human Rights. Throughout these decades, the content of that initial document has been widely developed, specifically recognising racial prejudice, or cultural diversity among others. This advance has been the result of a great multisectorial effort that includes not only the institutional and political spheres, but also, and

especially, the citizen struggles that have always worked for the vindication of people's rights. Sabadell considers that the city is a key space for the implementation and real guarantee of these rights and, in this sense, municipalism is working in a network towards the construction of tools to defend and guarantee people's rights. As a result, the European Charter for the Safeguarding of Human Rights in the City was signed by Sabadell in 2000. This programme offers more than 30 proposals of activities from November to December to deepen the knowledge and shared commitment in the defence of Human Rights in Sabadell and everywhere. They include cinema, games for children, photo exhibitions, seminars, theatre and concerts. Visit the programme [here](#).

Seminar “Youth, Trajectories and Identities” (2018). The terrorist attacks in Barcelona in August 2017 were a turning point from which many questions and debates were generated in our society, especially about the implications with young people. The aim of the seminar was to understand the processes that make up the identity of adolescents and young people, already born in Catalonia with a family of migrant origin with respect to their relational environment, which allows us to take into account the preventive aspects to continue moving forward in these processes. It is still necessary to work to break down barriers in positive intercultural relations and to create an effective belonging in the city in a plural, inclusive and cooperative way between children, young people and families of all origins. The Seminar was addressed to heads of studies and teachers of secondary and primary schools, adult schools and vocational training centres, educators of youth and /or leisure centres and all municipal staff who have a relationship with the young population. More information [here](#).

Recommendations

The Department of Civil Rights and Gender should establish a (formal) mechanism to work with other areas of the municipality to mainstream the inclusion of the intercultural dimension as a criterion when allocating grants. Sabadell should consider as well to encourage and promote cultural organisations to deal with diversity and intercultural relations in their productions.

At the same time, the city could explore the possibility of developing more long-term actions around particular topics (diversity and Media; radicalisation, etc.) which could include campaigns, debates, seminars, actions at school level, etc. throughout an academic year or several months. An interesting option is to enlarge the actors the Council works with (private companies, new Media, research centres, other city councils, etc.)⁷.

Finally, the city may explore the possibility of including the intercultural agenda at the landing page of the Council website. This main page shows the agenda related to sports, youth and culture events. However, to access the activities in the field of interreligious dialogue, cooperation, reception, Antirumours and other intercultural events, it is needed to particularly access the Civil Rights and Gender website, meaning more than 3 clicks.

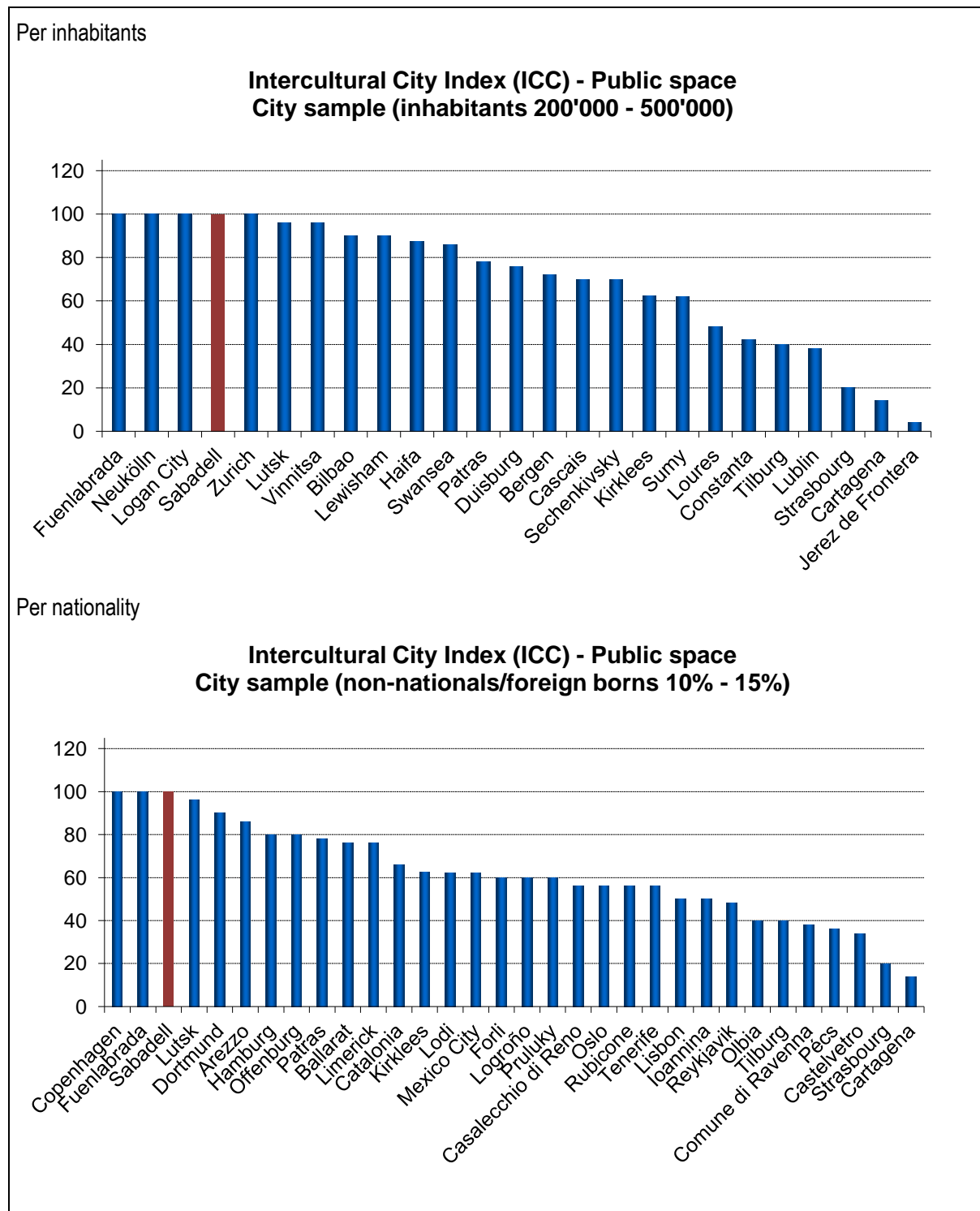
PUBLIC SPACE

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

⁷ Some examples are: Media.cat, the observatory of Media, who have done interesting research on the role of the Media on xenophobic attitudes; other city councils from the RECI network, such as Barcelona or Santa Coloma de Gramenet; the CER-Migracions, a research centre at UAB-UB which has been working on radicalization issues and cooperating with Ripoll, etc.

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 supported by them.

Sabadell’s score in the field of public space is 100, considerably higher than the city sample result of 66.



All of the city's public spaces host diverse activities that include the promotion of diversity as a positive value. There is a territorial distribution of public facilities that allows close and decentralised access to different facilities and activities generating spaces for interaction and coexistence. These include libraries, sport facilities, parks and playgrounds.

The design of a new local infrastructure or service is done through public participation, and through the platform 'Decidim Sabadell' the participation of different groups is encouraged and facilitated. As an example, a participatory process was organised for the configuration of the old space [Vapor Cusidó](#), attending neighbourhood claims and taking into account all existing visions.

Finally, Sabadell does not count with areas dominated by one ethnic group and there are no areas with reputation of dangerous.

Good practices

Platform **Decidim Sabadell** (see [this link](#)) is the digital participation platform of the city. It was put into operation on 2017 and today has more than 10,000 registered participants, 71 proposals presented and 38 actually approved. Currently, the platform hosts 3 processes of participation. These include public space proposals, a participatory budget, and the programme 'Building the City', which has one million euros of budget to be assigned to the selected initiatives or proposals.

Recommendations

A good example (remodelling [Vapor Cusidó](#)) was already set in the city to design a facility in a way that all residents felt comfortable when using it. This kind of participatory processes should be analysed (was the participation representative of the diversity of the city?) and some lessons learnt should be extracted.

Particularly noteworthy is the [Government Measure of the Barcelona City Council on promoting participation of people from diverse origins and cultures](#). The RECI's Guide on Intercultural Participation stands as a useful tool for inspiration, with plenty of examples in the field of intercultural participation and public space.

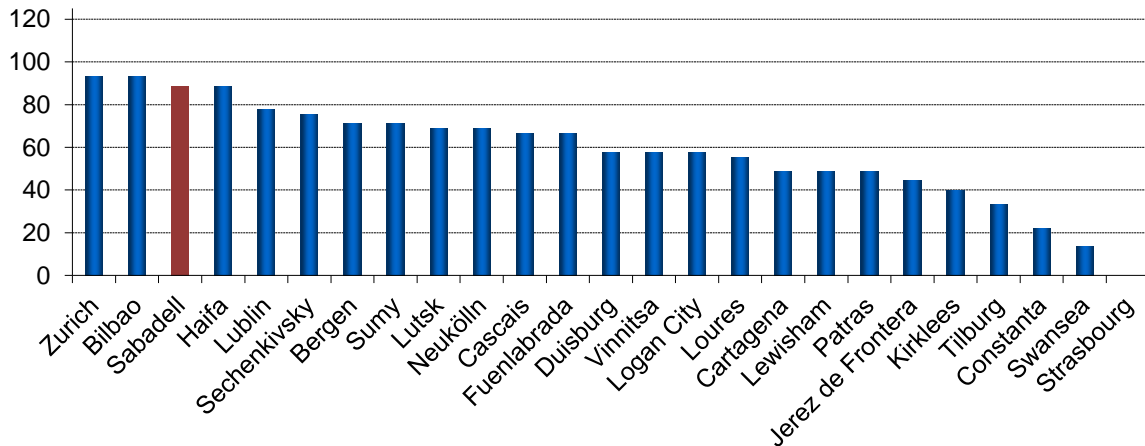
MEDIATION AND CONFLICT RESOLUTION

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.

Sabadell's score in the field of mediation and conflict resolution is 89, considerably higher than the city sample result of 60.

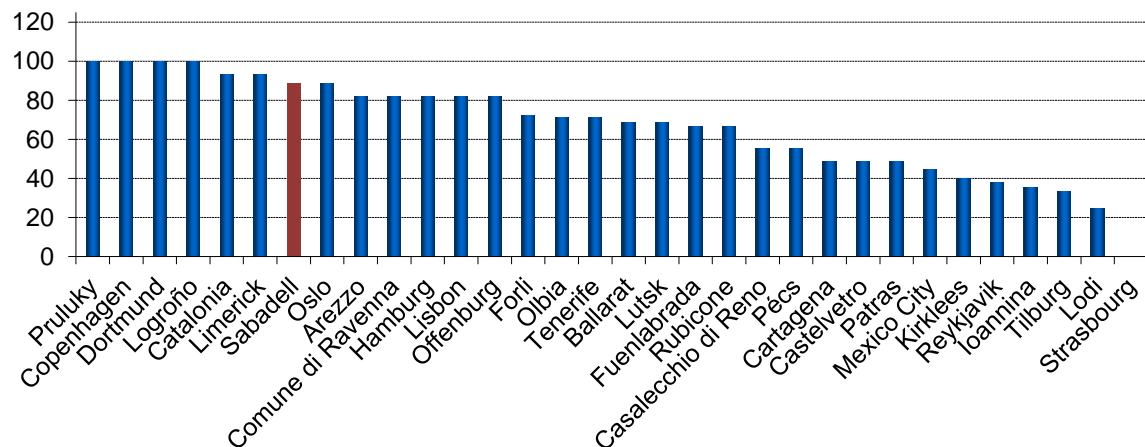
Per inhabitants

**Intercultural City Index (ICC) - Mediation and conflict resolution
City sample (inhabitants 200'000 - 500'000)**



Per nationality

**Intercultural City Index (ICC) - Mediation and conflict resolution
City sample (non-nationals/foreign borns 10% - 15%)**



The city has a municipal mediation system which deals with all kind of conflicts and situations, including intercultural mediation. Intercultural mediation and dynamization is provided by two professionals from the Council: one profile works with Maghrebian people and the other with Sub-Saharan. The service is offered to professionals from the different municipal services (social services, education, economic promotion, housing, etc.) as well as to supra-municipal institutions (hospital, ambulatories, etc.) and to entities and associations that require it. In addition, mediators provide accompaniment whenever necessary, to various external services (social security, tax, courts, etc.).

Finally, and regarding Interreligious Dialogue, there is a specialised person at the Department of Civil Rights and Gender who offers support to the activities implemented by the different confessions, provides advise on the establishments of new worship centres and deals with the administration (other departments) especially in topics related with activity licenses or building new centres. This person also

coordinates the Table of Religious Beliefs, a space for debate, which reflects and seeks consensus in the areas of management of religious diversity in the city, participates in the updating of the Map of Beliefs (see Good Practice), and year after year collaborates in the organisation of the Open Day for Worship Centres (see Good Practice). The table is a space for debate, reflection and consensus of all areas of management of religious diversity in the city.

Good practices

The **map of the diversity of beliefs** of Sabadell all the communities, representatives of spiritual, religious or non-religious traditions, humanistic, present in the city, with information such as where their places of worship are, when they meet, how to contact, with whom you can talk, etc. Religions and humanistic currents, the common heritage of all citizens, have community and spiritual resources that, if properly managed, can contribute very positively to the achievement of a culture of peace and a more just society. The map is a tool to make them closer, to bring them closer together and to encourage them to set up common projects. Everyone wins. Through this interactive map, a journey can be made through the cultural and religious diversity of the city. Access the map [here](#).

The **Open day for worship centres** celebrates its 10th edition. The programme offers different activities to promote knowledge of religious diversity and freedom of conscience, combating mistrust, favoring coexistence and posing in common the values on which these beliefs are based. The central activity consists of a guided tour and open doors to various worship centres in Sabadell. The full programme can be accessed [here](#).



Recommendations

Intercultural mediation is provided by the Council with specialisation in two particular profiles. The city may wish to further ameliorate their mediation initiatives by complementing the service with similar services run by third- sector organisations (who could provide expertise in working with other profiles where the city has no specialisation) or the police. In this sense, local police could be trained specifically in the intercultural approach and mediation.

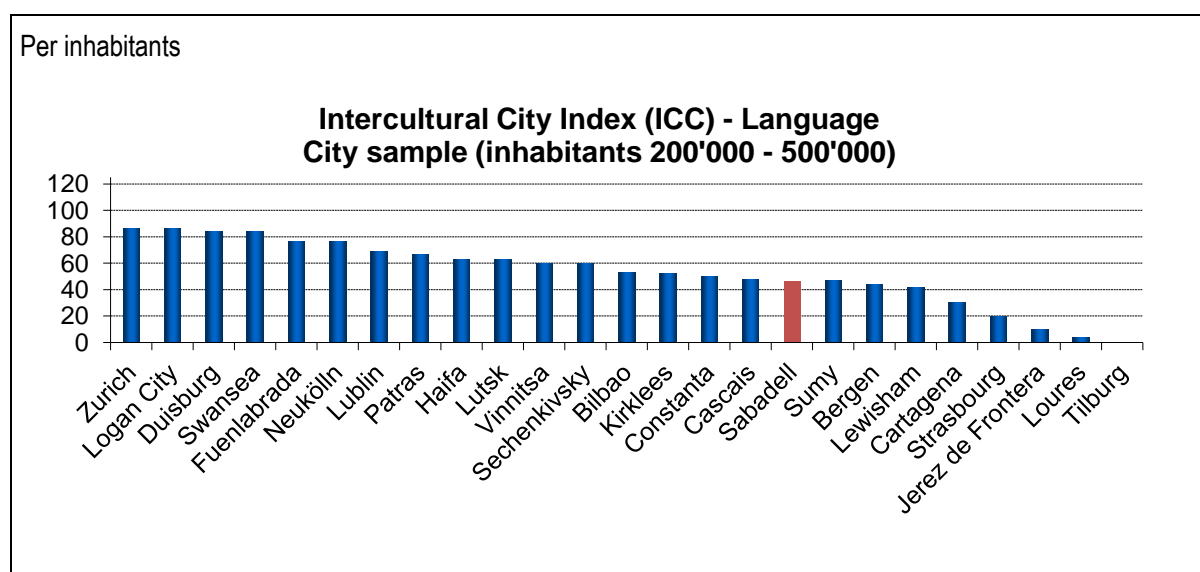
The City's attention is driven to the experience of the Community Policing from Fuenlabrada, mainstreamed within the work of its local police. It has created a specialised unit (Gesdipol or Team for the Police Management of Diversity), to serve its local diverse society, encourage people to mix, to engage in making the city safer, and effectively prevent or prosecute hate crimes. The Council of Europe organised in November 2018 a Training Course on Community Policing. Sabadell, as a member of RECI and ICC networks, could explore these practices and a direct exchange of experience.

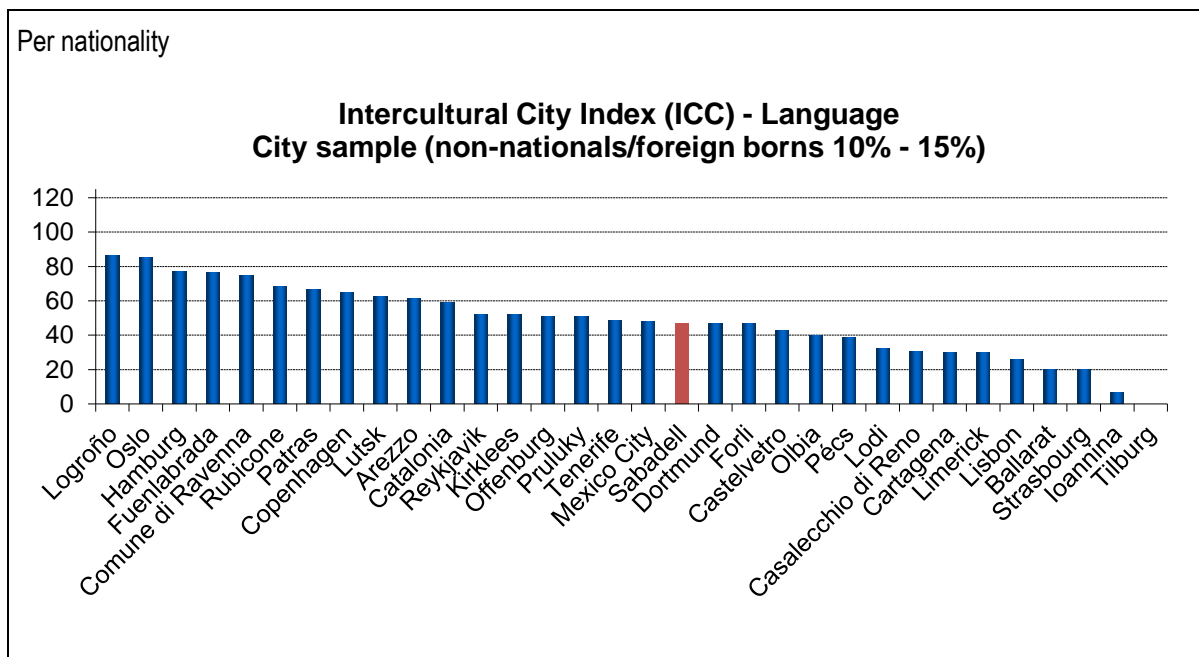
LANGUAGE

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.

Sabadell achieved a rate of 47, which is slightly higher than the city sample's achievement rate of 44. The city provides a variety of services in the field of language competences. First, specific language trainings are offered to the migrant community in the host languages: training for women with little knowledge of the official languages (Women's Space) and language support for regrouped youngsters (as part of the 'Ey Youth, Sabadell welcomes you' programme). Finally, the city provides language training in migrant or minority languages to minors in coordination with associations as it is the case of Arabic and Amazigh with the organisation "Anaruz N Àfrica – Associació catalano-Amaziga".

The city support projects that seek to give a positive image of migrant/minority languages with the focus on bringing together the different languages present in the city as a common element of cultural expression. For instance, through tales and songs as in the 'Afrocatalan' blog and the project 'Cantem Àfrica' (Singing Africa).





Good practices

"Hey youngster, Sabadell welcomes you" was born in 2017 with the aim of offering a specialised welcome to young people who come to the city through family reunification. This group responds in different ways to the separation and reunion of their families. Likewise, the time of separation between fathers and mothers and between these and the children is also a factor that intervenes in the experience of family reunification. Transition can generate diverse reactions, such as excitement, anticipation and hope, as well as anxiety, anger or depression. In its second edition, 20 boys and girls aged between 12 and 19 participated in the programme, which is divided into two phases: in this first phase, they receive Catalan classes and, in the second phase, outings were organised to reinforce group cohesion through leisure. More information [here](#).

Recommendations

Beyond the services offered to learn the official languages, the city should reinforce its actions in highlighting the value of minority languages. Plurilinguism should be promoted at all levels and fields, starting at school and extending their current support to Arabic and Amazigh languages. Additionally, Sabadell may wish to promote initiatives that encourage linguistic exchange.

We invite Sabadell to explore the Language Policy Programme (Council of Europe), responsible for the development of policy and guidelines to promote linguistic diversity and plurilingualism, and of reference instruments for policy planning and standards. A key guideline is the 'Languages for democracy and social cohesion. Diversity, equity and quality', which explores the plurilingual and intercultural education as a value and as a concept and gathers initiatives and practices that could be replicated.

Barcelona City Council is developing some initiatives that are noteworthy on this point. A [programme](#) to recognise and promote the linguistic diversity has been launched, with a particular focus on enabling and strengthening links between the educational community (schools and Parents' Associations) and the communities of each neighbourhood. The programme has been implemented in five districts of the city and a variety of languages have been taught (Urdu, Bengali, Arabic, Romanian).

The city should consider offering support to local minority initiatives, such as written press or radio. Alternatively, the local radio could include some programmes led by migrant/ethnic minority neighbours who express themselves in their mother language.

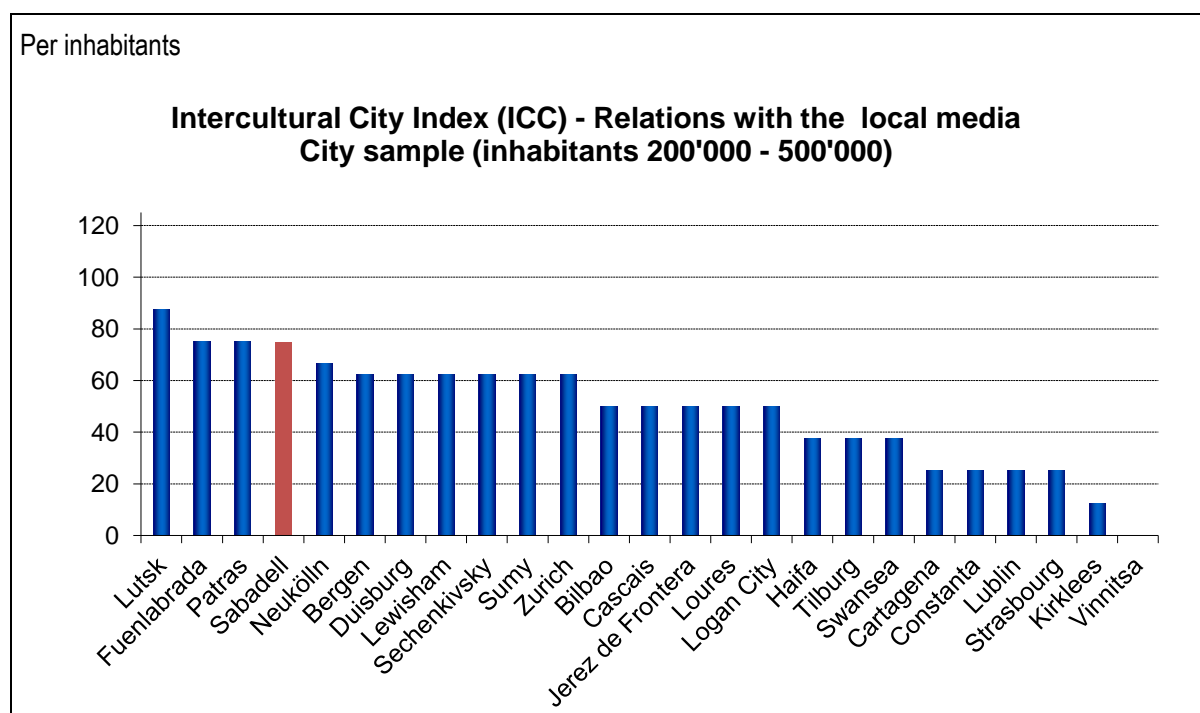
An extra effort should be done to have all the information in the Council's website in Spanish and English.

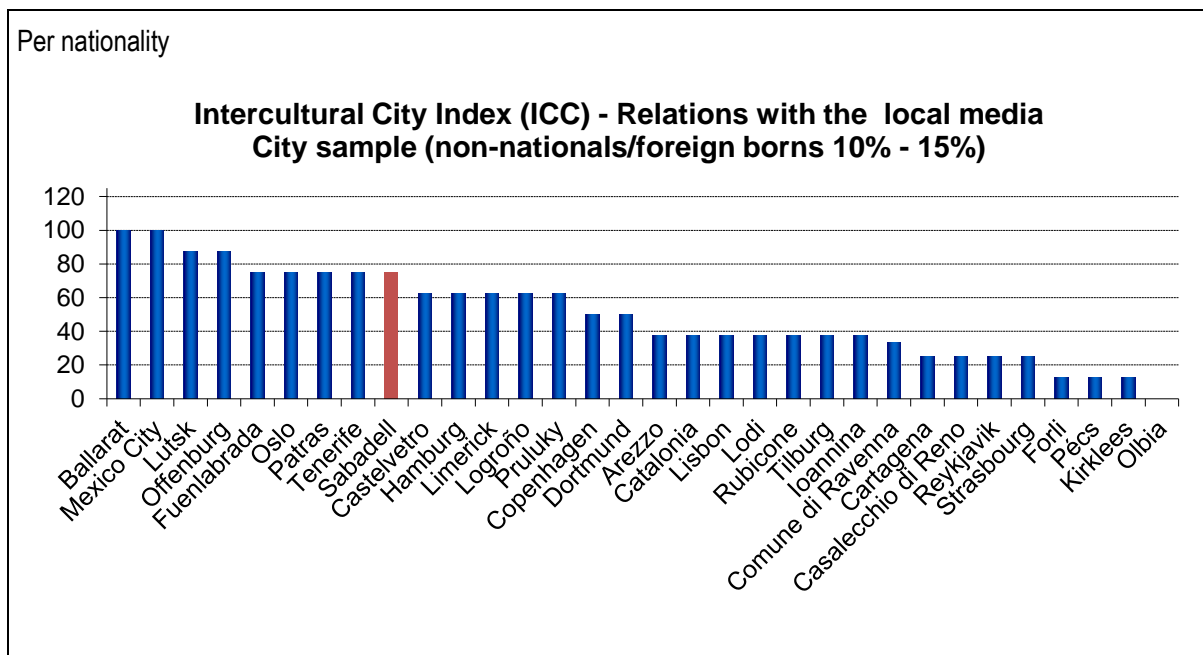
MEDIA AND COMMUNICATION

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 purvey a similar message and cover events occurring in the city in an objective and unbiased way.

Sabadell's score in the field of media and communication is 75, considerably higher than the city sample result of 46. The city does have a [welcoming programme](#) and a communication campaign associated that includes images, posters, press releases and social networks. In addition, the communication department is instructed to highlight diversity as an advantage.

The city does monitor local media and social networks to know how they represent migrants or minority groups. Indeed, when local media portrays people with migrant/minority backgrounds through negative stereotypes, the communication department has contacted the local media to explain the Council's communication policy. Additionally, the city has carried out training sessions addressed to media to avoid negative stereotypes under the Antirumours Strategy "Sabadell Antirumors".





Good practices

Diversity, interculturalism and Media (2017). The City Council organised a round-table in the public library to debate around the influence of the language used by the media, in this case at local level, on the stigmatisation of diversity. Directors of different local newspapers, a freelance photojournalist and a University professor participated. More information [here](#).

Recommendations

In addition to the training sessions addressed to media to avoid negative stereotypes, the city could establish a more stable and long-term cooperation with local Media to increase their awareness on the responsibility in cohesion and coexistence. Following the Seminar organised in 2018 on Media, Diversity and Interculturalism, other similar actions could follow, outreaching more and diverse journalists.

This type of initiatives should be complemented by providing support for training and mentorship journalist with a minority or migrant background and encourage their recruitment.

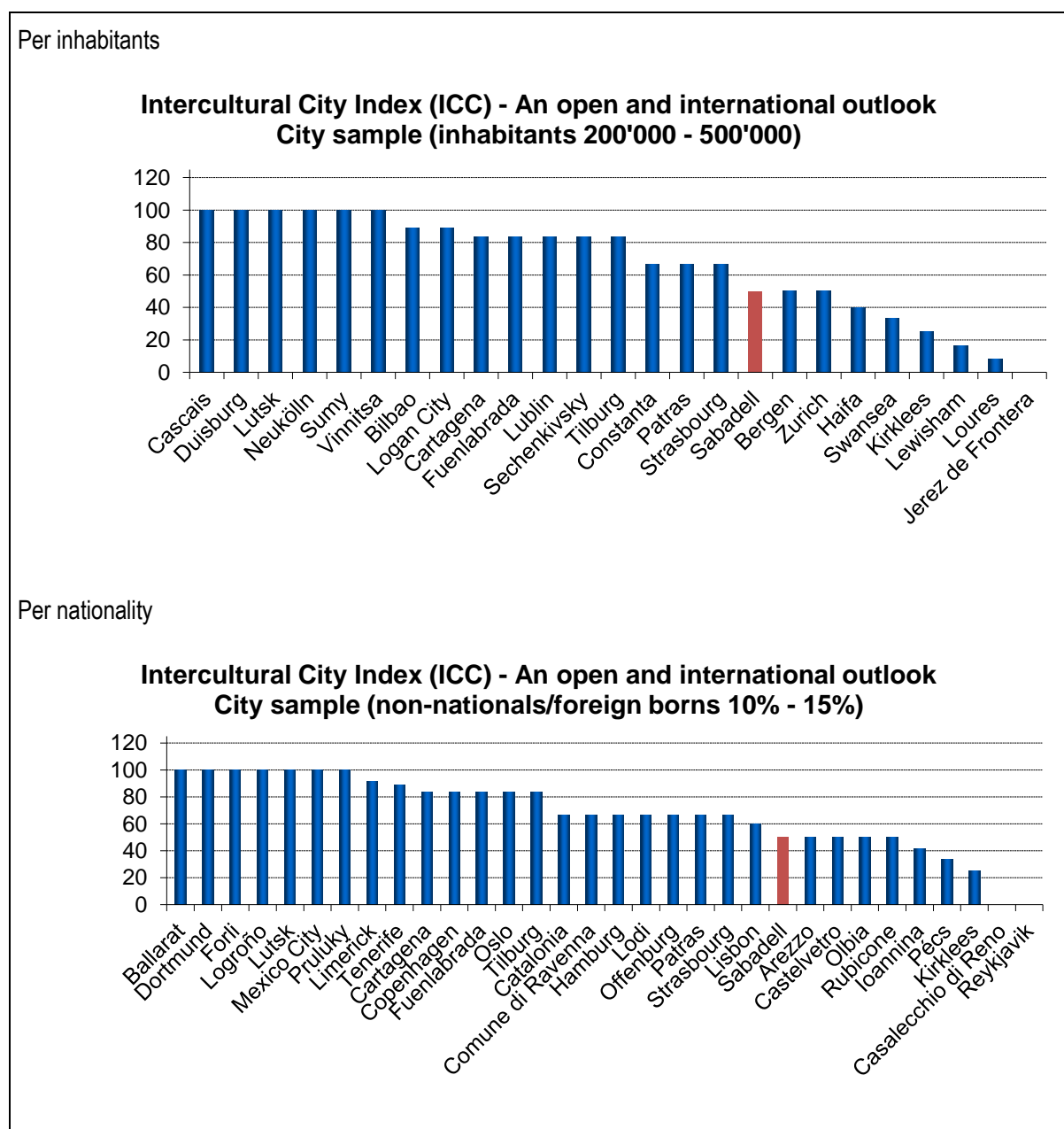
Finally, the city could take advantage on its Antirumours Strategy and its network to better implement tools to strengthen reflection and critical thinking and reduce the impact of prejudices in the city. The Spanish Network of Intercultural Cities (RECI) is currently working on a paper on Intercultural Narratives, which could be of interest for the city and the Media.

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.

Sabadell achieved a rate of 50, which is lower than the city sample's achievement rate of 57. The city has an explicit policy to encourage international cooperation, named '[Cooperation and Solidarity Plan 2018-2022](#)'. The Plan, which has a budget allocation, follows a model of transforming cooperation from a local perspective, understanding the role of awareness raising and education for development as mechanisms of advocacy and transformation of the factors that generate inequalities. The mission of the plan is to promote actions aimed at the transformation of structures and models of democracy in the South and in the North.

Regarding mobility and youth exchange, the Youth Office encourages international mobility of young people, their participation in the process prior to going abroad and favours reflection on intercultural education. There is no specific office to attend foreign students coming to the city as it is managed by the University.



Good practices

'**Mobility advise**' is a service offered by the Council – the Department of Civil Rights and Gender- that provides information, guidance and advice on the options available to youngsters for a stay in another country. The mobility includes study abroad, working with a qualified or unqualified job, of short or long duration, stays with internship or research grants, carrying out solidarity and voluntary work placements (European voluntary work, work camps, etc.) and participation in youth projects (exchanges, international training, etc.). More information could be find [here](#).



Recommendations

The city should consider improve its international outlook by promoting actions devoted to strengthening the role and connections of the city at the international level. For example, municipal officers could have a more active role at the ICC programme by participating in networking events, capacity building or exchanging practices. The city could, as well, host an ICC international event.

Yet Sabadell has developed a great number of initiatives to encourage international cooperation, in particular with 24 Southern countries, the city could pay special attention to the countries of origin of its inhabitants. This could be done, for instance, by working with the diasporas to facilitate the interaction with the cities or towns of origin.

The city still faces the challenge of attracting foreign students so they could take an active role in the city. In this sense, initiatives should be designed in cooperation with the Universities to attract and retain this population.

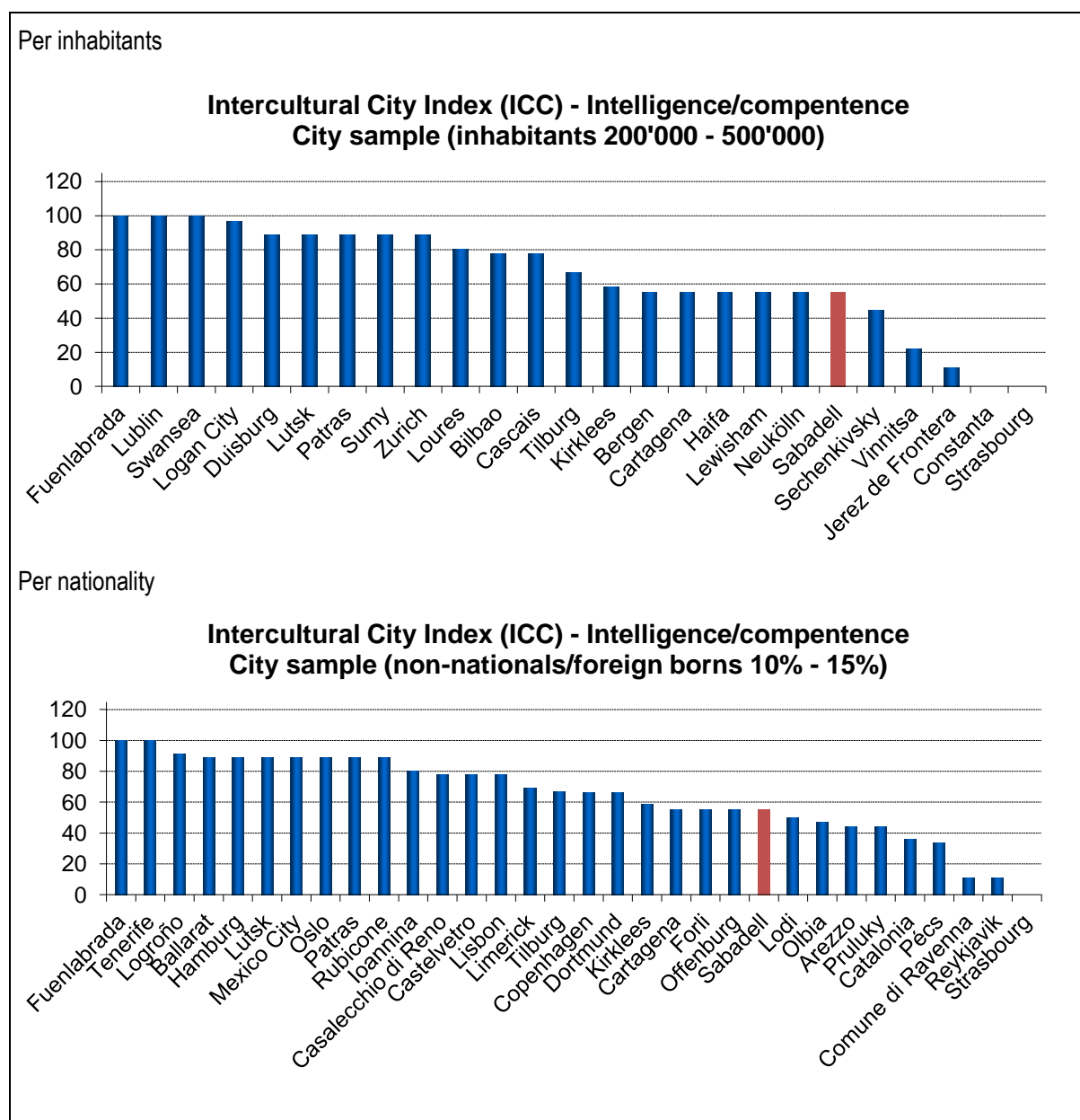
INTERCULTURAL INTELLIGENCE AND COMPETENCE

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.

Sabadell's score in the field of intercultural intelligence and competence is 55, lower than the city sample result of 67. Statistical information about diversity is available through the biannual update of the statistical report of the municipal census. Qualitative information and diagnoses are requested by some departments when needed. Yet the city carried out a survey about the public perception of migrants/minorities under the framework of the C4i project, this initiative has not been reproduced the following years.

Municipal staff have access to a wide range of training courses offered by the Barcelona Provincial Council. In addition, all of the training courses are directly organised in accordance with the local needs such as human rights and discrimination, intersectionality, sexual and gender diversity, religious diversity, etc.

Work is currently underway to develop a coordinated training plan for municipal staff that responds to current regulations and the city's commitments and objectives on non-discrimination.



Recommendations

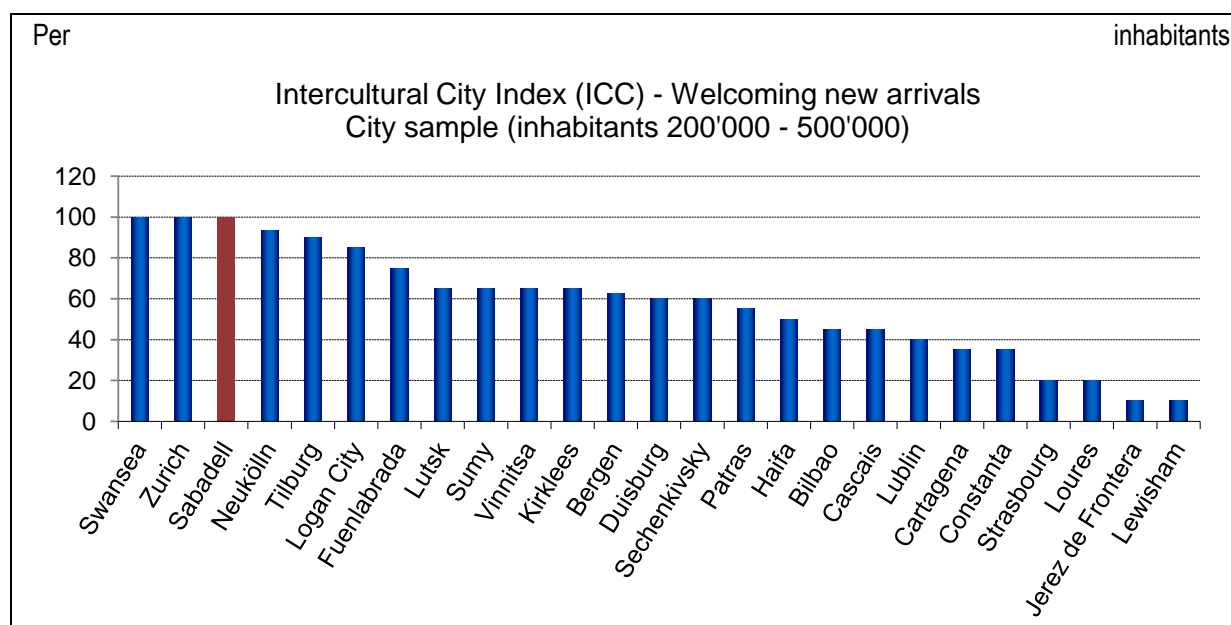
The city is currently developing a training plan and should take the opportunity to include intercultural competences, which should be mainstreamed. Some inspiration could be found in the '[Competences for Democratic Culture and Intercultural Dialogue](#)' project and the publication [Reference Framework of Competences for Democratic Culture](#).

The use of qualitative data should be encouraged and made available to all departments. A survey could be designed in cooperation with different municipal areas and coordinated through the Antirumours Strategy, for instance. Establishing agreements with research centres is another interesting strategy to explore in order to gather and analyse data, monitoring the integration and wellbeing of migrants and ethnic minorities, the public opinion and the effects of the city policies on targeted population.

WELCOMING NEWCOMERS

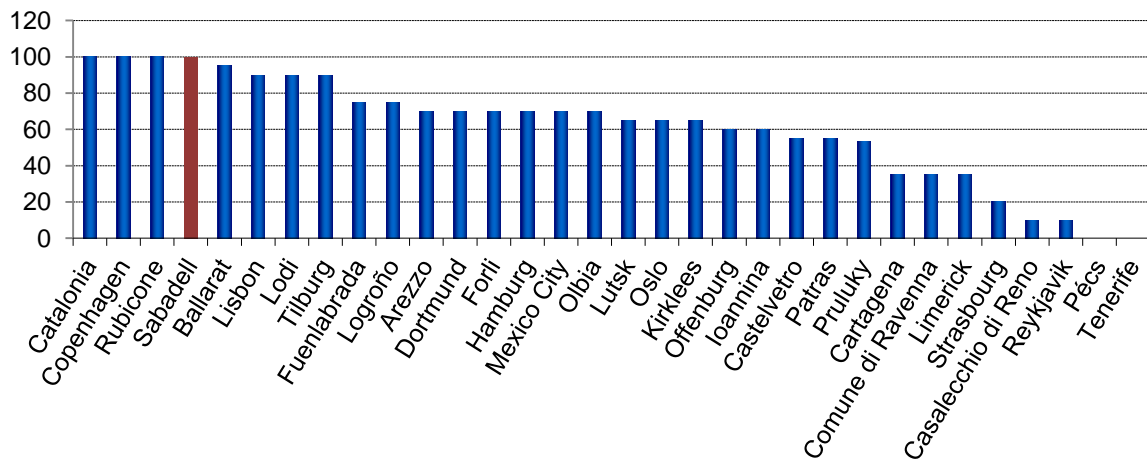
People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel 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.

Sabadell's score in the field of welcoming newcomers is 100, considerably higher than the city sample result of 62.

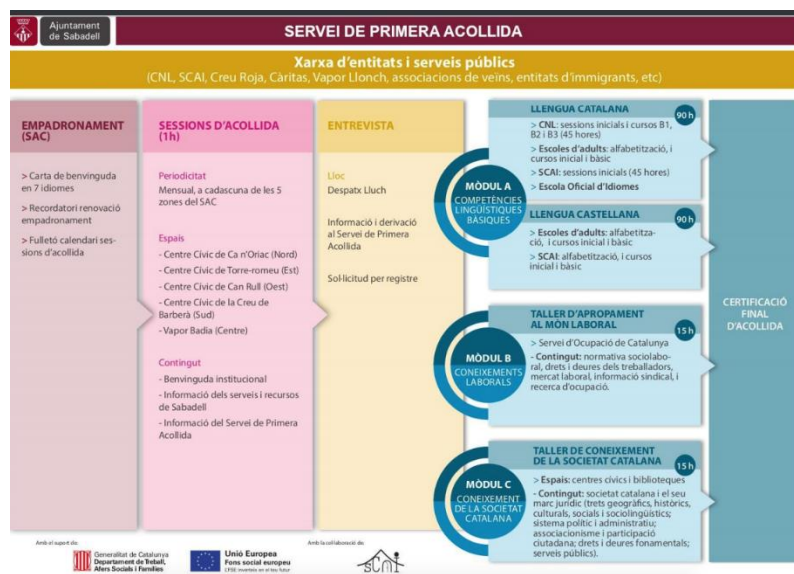


Per nationality

Intercultural City Index (ICC) - Welcoming new arrivals City sample (non-nationals/foreign borns 10% - 15%)



The city has several welcoming policy initiatives displayed. The first reception service is offered in coordination with the grass-root organisation that run specific programmes on reception, such as CEAR, SCAI, Caritas, Apip-Acam, among others. The service includes a comprehensive package of information on how to enrol in the municipal register, monthly sessions about the different services offered by the council, language training, workshops about how to access the labour market and insights to better understand the host society. The welcome sessions are held in five different spaces in the city to cover the whole territory and have a translation service. General information is provided in Catalan and Spanish, but the Council also has welcoming material in English, French, Arabic, Chinese and Rumanian. Specific programmes are implemented for particular groups, namely women and youth. Other services to residents with a migrant background include voluntary return, family reunification and nationality procedures.



Finally, the city also organises a recognition ceremony for newcomers in which political representatives are represented.

Good practices

Sabadell supports the **Refugees Welcome** organisation in its project aimed at putting refugees in contact with people from Sabadell who want to share their home in conditions of equality and mutual respect. It also offers local citizens other possibilities of collaboration through volunteering. In the case of people interested in sharing their home, it is necessary to have a free furnished room and agree on a minimum coexistence of 6 months with the refugee, agreeing on a social rent. With its project, this non-profit organisation, with presence in 14 countries, wants to go one step further in the involvement of citizenship in the reception of displaced people. Find more information [here](#).

The City Council organises annually an event to recognise people and organisations involved in the reception programmes. Information has been provided in section one, under Commitment. More information can be found [here](#).

The **Tenderol programme** is coordinated by the Catalan Commission for Refugees with the support of the City Council. It arises from the need to respond to people who have been denied their application for international protection or who have remained outside the State programme. But also, to people who, having completed the State programme do not have yet full autonomy. In these situations, where there is a risk of social exclusion, interdisciplinary intervention teams are required, and the municipalities are the closest administration managing the needs of the people who live there.

Recommendations

Having different ways to access first reception services could be an asset, if communication and coordination is clear. The city could provide information in its website in a clearer manner.

The city may also wish to launch different communication and awareness raising campaigns on reception targeting different groups of people (i.e. those with more difficulty of access, such as domestic service).

Lastly, Sabadell could consider drawing a plan on local reception based on the assessment of current needs (in cooperation with people who benefited from the service and third-sector organisations working in the field). The plan could gather all the activities that are in place and propose actions to achieve the objectives defined from the needs' assessment.

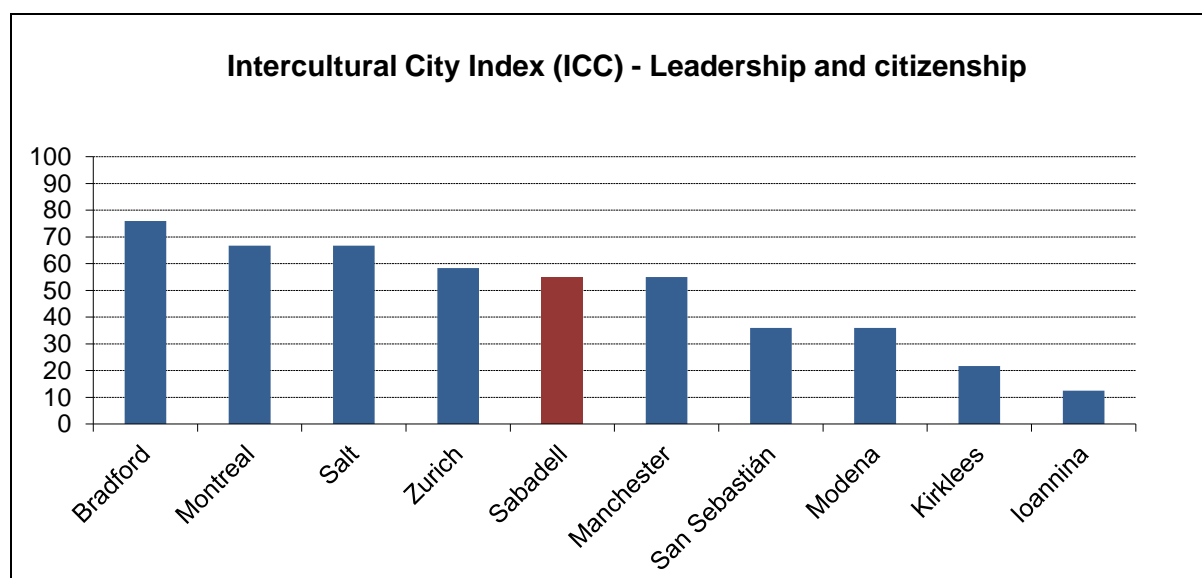
LEADERSHIP AND CITIZENSHIP

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.

Sabadell achieved a rate of 55, which is higher than the city sample's achievement rate of 48.

Although the Spanish legislation doesn't permit that foreign nationals could vote in the local elections (with the exemption of EU and EFTA nationals, and nationals from countries with a reciprocity agreement), in the elected Council of Sabadell, there are persons with a migrant background. Additionally, the city has a consultative body where migrants and associations representing migrants discuss integration and inclusion issues.

The city hasn't developed yet any action to promote the presence of minority groups in all supervisory bodies in the city. However, some initiatives to encourage people with migrant/minority backgrounds to engage in political life are deployed. This is the case of the New Citizens participation table, made up of representatives from different organisations representing newly arrived citizens. This roundtable is chaired by the representative of the municipality responsible for welcoming and intercultural policies. In this space, issues related to the citizenship rights and duties or the legal difficulties encountered by migrants are discussed. Proposals then are transferred to other political, judicial and social bodies. At the same time, this space allows to elaborate proposals of collective and open activities to the whole citizenship, to put in value and to make visible the diverse cultural groups that coexist in the city and to facilitate exchange, boost respect and knowledge.



Good practices

The **New Citizenship Board** is an advisory body that includes different immigrant associations and organisations that work in the migration field as well as representation of the local administration. Its functions are: the transfer of information, to find consensus on lines of work, to detect the interests, concerns and problems of the migrants and ethnic minorities and to address those issues in cooperation.

Recommendations

Sabadell should further develop the initiatives to encourage people with migrant/minority backgrounds to engage in political life. Initiatives to improve the knowledge of local politicians and municipal staff jobs among people from diverse cultural origins, could encourage them to engage in politics.

Similarly, the Council could establish basic intercultural standards in the representation of migrant minorities in different supervising bodies. Inside the administration, by mainstreaming the characteristics

of the New Citizenship Board to other Boards and areas, and outside the administration, for instance in school boards or neighbours' associations. Furthermore, the Council could link this representation to the access of public funding.

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.

Sabadell's score in the field of anti-discrimination is 100, considerably higher than the city sample result of 74. In 2000 Sabadell signed the European Charter for the Safeguarding of Human Rights in the City, committing itself to incorporate its principles and norms into its local legislation. This charter recognises the guarantee of rights to all persons residing in the city without discrimination on the basis of colour, age, sex, sexual choice, language, religion, political opinion, national or social origin or income level. Municipal regulations have been revised to ensure that they comply with successive legislative changes, e.g. the law on places of worship, the law to guarantee LGTBi rights, etc. All the new ordinances are elaborated taking into account the perspective of diversity and in particular it is being contemplated as a priority in the legislation on coexistence that is currently being elaborated. Additionally, the Civil Rights and Gender Department is working on the review of all municipal legislation to incorporate the articles of the European Charter for the Safeguarding of Human Rights in the City.

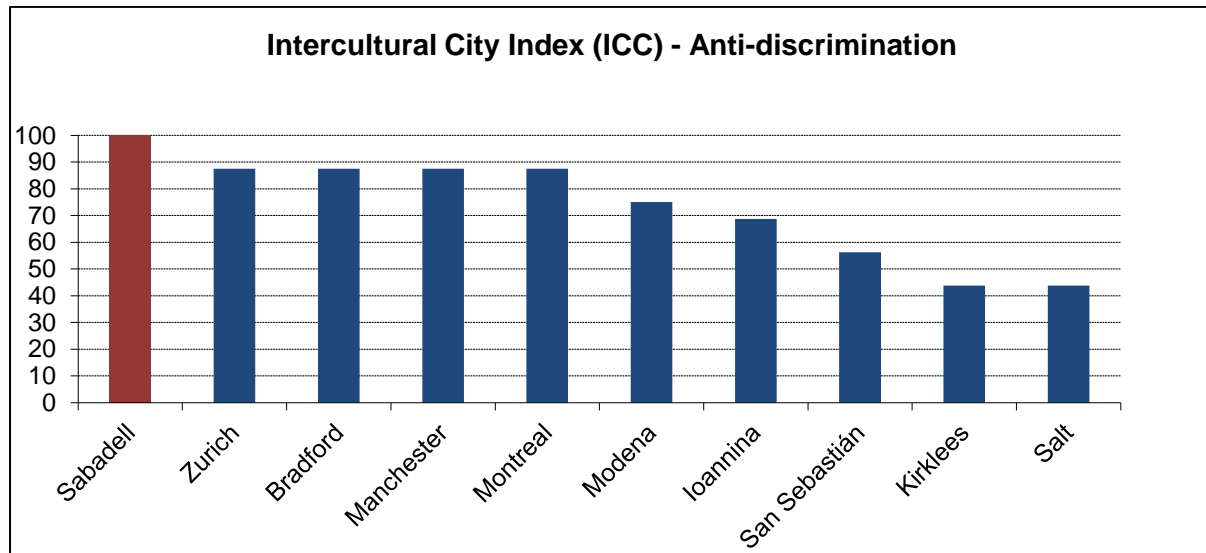
The municipality provides information and protection to victims of ethnic and racial discrimination through the Civil Rights Office. Besides the attention to victims and management of discrimination cases, the Office also trains and raises awareness of the rights and duties recognised in the city. Another body, the Coexistence Commission, made up of municipal and political parties' representatives, third-sector organisations and the police, monitors and intervenes in cases of aggression or discrimination due to xenophobia, racism or homophobia. The city also counts on the municipal Ombudsman.

Sabadell regularly runs anti-discrimination programmes and campaigns. To cite some examples: The Human Rights programme, 'Mescla't' initiative, the Roma day, Open Day at Worship Centres, the campaign 'To ventilate wardrobes'. The municipality also supports different organisations that promote anti-discrimination work and practices such as the Roma Secretariat, the Citizens' Platform for Support to Refugees and Migrates, the Citizen Service for the Reception of Immigrants (SCAI), the Human Rights Institute of Catalonia IDHC, the Sabadell Bar Association. One of the mechanisms is by launching grants on anti-discrimination awareness-raising campaigns.

The municipality is working at national and international level with organisations and projects devoted to fight discrimination. The city is involved in the ICC programme and the Spanish Network of intercultural cities, *Ciudades Refugio* (Shelter Cities) to coordinate municipal work in the reception of refugees and

the working group of the Barcelona Provincial Council on civil rights and non-discrimination. It also participates in the Network of municipalities LGTBIQ of Catalonia.

Lastly, Sabadell runs an Antirumour Strategy since 2015, when the city participated in the C4i project. Currently, the Antirumours Networks has 150 members.



Good practices

Sabadell has a specific **LGTBI Attention and Accompaniment service**, as a result of an agreement between the Directorate General for Equality of the Government of Catalonia and the City Council. It offers information, advice and accompaniment to lesbian, gay, bisexual, transgender and intersex people, as well as people from their immediate environment, professionals from different fields and entities. Within this framework, it will facilitate the knowledge of the resources available in the territory to respond to LGTBI people, promote respect for diversity and provide specific support in cases of discrimination based on sexual orientation, identity or gender expression.

The **commemoration in Sabadell of the International Day against Homophobia, Biphobia and Transphobia and the International Day of LGTBI Pride** wanted to highlight especially the challenges of families and the importance of their work of accompaniment in the construction of increasingly freer identities and genders. Under the heading "*Ventilate cabinets. Sabadell with the rights of lesbians, gays, bisexuals, trans and intersex*", the programme includes different activities: Conferences, a documentary film series, storytelling sessions for family audiences, training and awareness-raising days or an open day at the LGTBI Information, Care and Accompaniment Service. The programme is prepared jointly by the Council and the organisations from the Gender, Feminisms and LGTBI Table.

Recommendations

The task of the Civil Rights and Gender Department on incorporating the articles of the European Charter for the Safeguarding of Human Rights in the City in all municipal legislation should be well disseminated and valued.

Regarding the Antirumours Strategy, the city should take part in the Antirumours Index and take note on the recommendations that will be made. In addition, an evaluation of the Strategy could be conducted to detect potential needs. Training sessions for public officials and workers at public services could be foreseen.

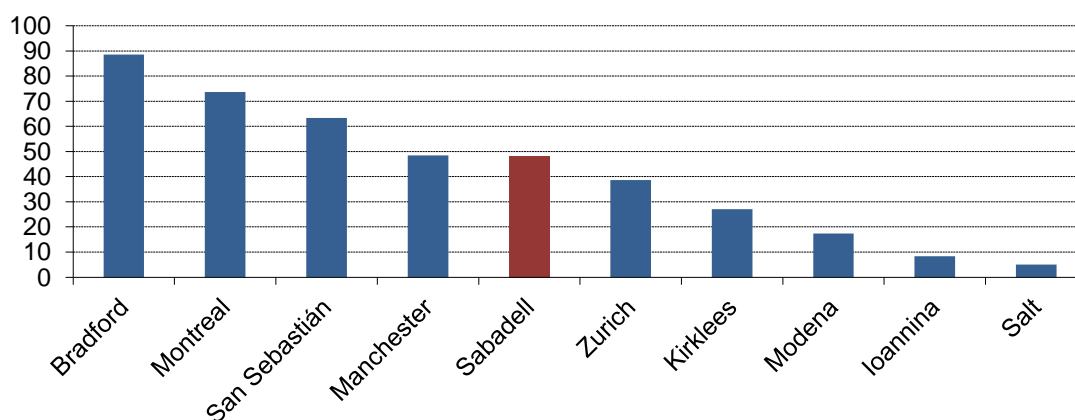
PARTICIPATION

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 ICC Index in January 2019. The data so far collected is not yet relevant for statistical purposes. Ten cities have so far replied to this new index chapter. Sabadell's score in the field of participation is 48, higher than the city sample value of 42.

The city has specific mechanisms to promote the participation of citizens with a minority/migrant background in defining and designing public actions, such as a participatory budget and other participatory actions gathered at the platform 'Decidim Sabadell'. However, the city cannot monitor their participation, as available data is partial.

Intercultural City Index (ICC) - Participation



The city has taken several measures to guarantee that gender equality is well represented in organisations that work with the municipality and participate in the decision-making on issues related to the reception and inclusion of migrants and ethnic minorities. The [Gender Plan 2018-2022](#) addresses these issues in axes 3 and 4 on 'Diversity and Intersectionality' and 'Visibility and Social and Political

Participation'. These axes contemplate different lines of action that include the empowerment of migrated and Roma women and the promotion of their associative activity; as well as the diversification of the participants in the different spaces of participation and decision making incorporating the intersectional perspective.

Good practices

Sabadell City Council has promoted the community process "**We are Torre-Romeu**" with the aim that residents, associations and professionals work together to plan actions and projects that improve the life of the neighborhood. The return of a diagnosis was made to determine the aspects of improvement and two areas were prioritised. From there, three community working groups were constituted: "Involvement and participation"; "Strengthening of the educational community"; "Torre-Romeu Network of professionals". Each one of these tables has defined objectives and proposals for action. More information on the participatory process could be found [here](#).

Recommendations

The city – Participation Department - has elaborated a [Strategic Plan for Participation](#) (Horizon 2025). Its axis 2 identifies the need of improving the processes and spaces for participation, questioning the low diversity of the participants. It also states the need to work closely with the Education Department. It is then highly advised the intervention of the intercultural team in the design and implementation of this Strategic Plans, as diversity of participants not only concerns age and gender, but diversity of cultural and ethnic minorities. The Civil Rights and Gender Department could then propose strategies to disseminate participatory processes as well as new or adapted methodologies. It should also consider improving the existing ones in order to guarantee that participation processes reach the diverse population, such as *Decidim Sabadell*.

A highly recommended lecture is the Guide '[The development of intercultural processes at local level](#)'. The Guide includes best practices and a self-assessment to determine whether a participatory process is intercultural enough (including the leadership and commitment, the understanding of the target groups, the objectives, the channels and communication methods, the participation tools and the evaluation and lessons learnt). A working session could be organised with the Participation Department around this Guide.

The city should take the opportunity to incorporate the participation of the diverse population in the Intercultural Plan, currently being designed.

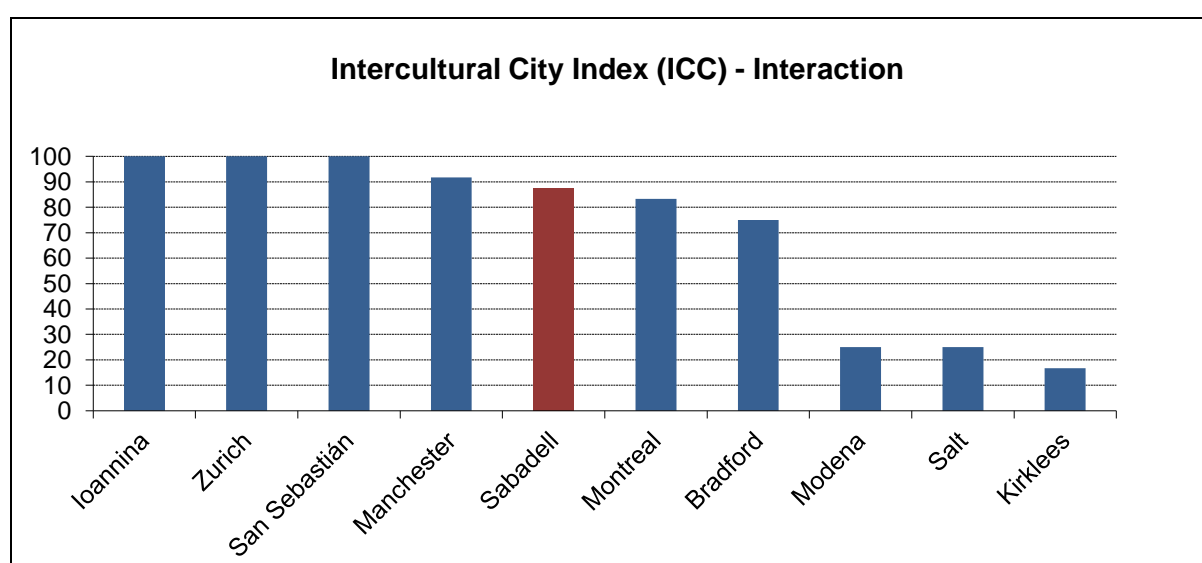
INTERACTION

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.

As mentioned above, indicators on interaction are also new. Sabadell's score in the field of participation is of 88, higher than the city sample's value of 70.

The city has a data base with all social organisations working in the field of diversity, inclusion or anti-discrimination, which is in addition updated regularly. The register, managed by the regional government, is monitored and updated by the city professionals. Sabadell actively collaborates with these organisations through the New Citizens Board, the Citizen's Platform to Support Refugees and Migrants and the Coexistence Commission by holding regular meetings and providing information regularly about the organisation of events and activities as well as policies in relation to intercultural issues.

Finally, and although the city has no competences in the training of primary/pre-scholar teachers, it is considering providing specific training in intercultural communication. Some pilot actions have been done in a project to raise awareness for co-education aimed at pre-school educators.



Good practices

The “**Living Together**” **Commission** (Comissió de Convivència) is a citizen's instrument for monitoring and direct intervention in cases of assault or discrimination based on xenophobia, racism or homophobia. Made up of representatives of the City Council, municipal groups, security bodies, the Sabadell Bar Association, the Ombudsmen, civic and social organisations and trade unions, the body works for the comprehensive care of victims and provides legal assistance as a private accusation, in some cases the City Council itself appearing as a popular accusation. Since its creation in 2004, the Living Together Commission has handled some 60 complaints to defend diversity and combat hate crimes.

Recommendations

Communication with local organisations is key to better cooperate, and there is always room to improve this communication (quality, frequency). The Council should explore different options in this sense and listen to stakeholders' perceptions. In addition, the municipality should ensure that the different spaces of interaction do not duplicate tasks and do have an impact on planning together.

OVERALL CONCLUSIONS

Please recall the city's aggregate intercultural city index percentage. Fill in the table below listing the strengths (what the city does) and the weaknesses (what the city does not yet do).

COMMITMENT	✓	The city has formally stated its participation in the Intercultural Cities network. Public speeches often make clear reference to the city intercultural commitment. Sabadell has adopted a <u>Mandate Plan</u> , which includes managing diversity and interculturalism as specific objectives. It has an allocated a budget.
	✗	The city has not adopted yet an intercultural action plan, although it is working on it.
EDUCATION	✓	Different plans and strategies involve youngsters in cooperation and intercultural relations. Intercultural projects are implemented in the majority of in schools.
	✗	Sabadell does not have a policy to increase cultural mixing although it is being considered.
NEIGHBORHOOD	✓	Sabadell does not have problems with ethnic concentration in neighbourhoods. Many actions/activities are encouraged to boost interaction. Additionally, the city counts with different programmes targeted to migrants and/or refugees.
	✗	The city has not designed any particular plan to increase diversity in some neighbourhoods or promote interaction between neighbourhoods.
PUBLIC SERVICE	✓	Sabadell takes action to encourage a diverse workforce in the private sector. Burial services and school meals take into account cultural demands (not 100%).
	✗	Public employees do not reflect the composition of the city's population. It also does not count with a recruitment plan to ensure adequate rate of diversity within workforce
BUSINESS AND LABOUR	✓	The city Council cooperates with different organisations to improve the insertion of vulnerable groups into the labour market. Sabadell is currently working to include social clauses in its tenders.
	✗	Sabadell does not take action to encourage businesses from ethnic minorities to enter higher-added value sectors. It also does not encourage the involvement of an adequate % of entrepreneurs with migrant/minority background in business districts or incubators. There is not a specific support service addressed to migrant companies or entrepreneurs.

<p>CULTURE AND SOCIAL LIFE</p>	<p>✓ ✗</p>	<p>Sabadell uses interculturalism as a criterion for allocating resources, it regularly organises public debates/campaigns and events in the field of culture /cultural diversity.</p>
<p>PUBLIC SPACE</p>	<p>✓ ✗</p>	<p>Sabadell takes into account the diversity of the population when designing new public buildings and spaces while also encouraging intercultural mixing in different public facilities. Sabadell does not count with areas dominated by one ethnic group and there are no areas with reputation of dangerous. Measures to encourage and monitor diversity in decision making on public space are incipient.</p>
<p>MEDIATION</p>	<p>✓ ✗</p>	<p>The mediation service is provided by a municipal mediation service devoted to intercultural issues. Sabadell counts on a specialised person to deal with interreligious dialogue and issues, who coordinates the Table of Religious Beliefs.</p>
<p>LANGUAGE</p>	<p>✓ ✗</p>	<p>Language trainings are offered to the migrant community in the host languages. Migrant languages are taught at schools as a mother tongue for migrant children. The city supports associations in providing language training in migrant or minority languages and to projects that seek to give a positive image of migrant/minority languages. City website and materials should have a wider variety of languages included. Financial and logistical support is not given to local minority minority initiatives, such as written press or radio.</p>
<p>MEDIA AND COMMUNICATION</p>	<p>✓ ✗</p>	<p>Sabadell counts with communication strategies to improve the image of migrants/minorities, diversity is highlighted as an advantage. Sabadell also monitors how social and traditional media portray people with migrant/minority backgrounds. Sabadell does not take action on providing support for training and mentorship journalists with a minority or migrant background and encourage their recruitment.</p>
<p>INTERNATIONAL OUTLOOK</p>	<p>✓ ✗</p>	<p>Sabadell has a policy to encourage international cooperation and particularly promotes the participation of youngsters. Sabadell is not reaching / attracting the youth arriving from exchange programmes to the city life. Exchange between the diaspora and the cities of origin is still limited.</p>

<p>INTELLIGENCE AND COMPETENCE</p>	<p>✓ ✗</p>	<p>Statistical information about diversity is gather. Qualitative information upon demand from departments.</p> <p>Lack of knowledge on the public perception of migrants and the feeling of security with respect to migrants/minorities.</p> <p>Intercultural training plan for municipal staff under development.</p>
<p>WELCOMING</p>	<p>✓ ✗</p>	<p>Sabadell has a designated agency and procedure to welcome newcomers, providing a package of information and support services on first reception. Other services include voluntary return, family reunification and nationality procedures.</p> <p>The city recognises newcomers who have been involved in the reception system in a public ceremony.</p>
<p>LEADERSHIP AND CITIZENSHIP</p>	<p>✓ ✗</p>	<p>Some elected members of city council have a migrant background. Sabadell has a consultative body representing (but not involving) migrants/minorities.</p> <p>Only nationals from certain countries can stand as candidates in local elections and vote. The city hasn't developed yet any action to promote the presence of minority groups in all supervisory bodies in the city.</p>
<p>ANTI-DISCRIMINATION</p>	<p>✓ ✗</p>	<p>Sabadell signed the European Charter for the Safeguarding of Human Rights in the City and the Civil Rights and Gender Department is working on the review of all municipal legislation to incorporate the articles of the Charter. The municipality provides information and protection to victims of ethnic and racial discrimination through the Civil Rights Office. The city runs an Antirumours Strategy.</p>
<p>PARTICIPATION</p>	<p>✓ ✗</p>	<p>There are mechanisms to ensure gender equality in decision-making processes and to enable city residents to participate equally in decision making process (i.e. participatory budgeting)</p> <p>The participation of citizens with a minority/migrant background in defining and designing public strategies and actions is not monitored. There is a lack of instruments and methodologies to facilitate intercultural participation</p>
<p>INTERACTION</p>	<p>✓ ✗</p>	<p>Local organisations are registered, and the database is regularly updated. The Council regularly meets different citizen platforms represented by a variety of actors and organisations, such as the Coexistence Commission, the New Citizens Board and the platform to Support Refugees and Migrants</p> <p>Intercultural communication and pedagogy should be offered to schoolteachers.</p>

The results of the 2019 index have been improved from the 2017 results, particularly in the fields of Media and communication and languages. Sabadell also scores higher on average in all aspects in relation to the other Spanish cities, except for the intelligence and intercultural competences.

Outstanding work has been done in the area of welcoming newcomers, particularly in the management of the arrival of refugees. Similarly, non-discrimination initiatives have been at the forefront, where gender-related issues have taken a step forward. Commitment with the intercultural approach is present in the city, and Sabadell is a key member of the Spanish Intercultural Cities Network.

In view of the above, we wish to congratulate Sabadell for the efforts taken and we are confident that if the city follows our guidelines and other Intercultural Cities' practices the results will rapidly be visible and tangible.

RECOMMENDATIONS

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

Commitment: Sabadell may consider developing an Intercultural Action Plan including a budget and evaluation measures. The city may want to look into a more formal structure to cross-cutting the intercultural approach in all the municipal departments. The Council may wish to joint forces and increase the political consensus on the intercultural approach.

Education: Sabadell may wish to draw plan to mainstream the intercultural approach into Education in order to increase ethnic/cultural interactions as well as the intercultural competencies of teachers and students. The municipality should not stop dedicating efforts to avoid segregation at schools.

Neighbours: Sabadell may wish to cross-cut the intercultural perspective in urban planning. The city should keep conducting participatory processes to decide neighbourhood-related issues and guaranteeing that participants reflect the diversity of the city.

Public services: The municipality should may want to look into a local recruitment plan to ensure an adequate rate of diversity within the municipal workforce.

Business and the labour market: The city may consider involving more diverse profiles in their workforce and to encourage the private sector to do so. We recommend Sabadell to offer a tailored service to migrant-owned enterprises or entrepreneurs with a migrant or ethnic background. Additionally, the city may wish to define a local charter that benefits diverse suppliers' in local procurement.

Cultural and Social Life: The city may look into establishing a (formal) mechanism to mainstream the inclusion of the intercultural dimension as a criterion when allocating grants. Sabadell should consider as well to encourage and promote cultural organisations to deal with diversity and intercultural relations in their productions.

Media and communication: The city may consider establishing a more stable and long-term cooperation with local Media to increase their awareness on the responsibility in cohesion and coexistence. We suggest to Sabadell to provide support for training and mentorship journalist with a minority or migrant background and encourage their recruitment.

International outlook: Sabadell may wish to explore working with the diasporas, developing projects to facilitate the interaction and relations with residents in the city and cities of origin. In addition, the city may consider designing coordinated actions with Universities to attract and retain international students so they could take an active role in the city.

Intercultural intelligence: It is highly recommended to include training sessions on intercultural competences in its Training Plan.

Welcoming: Sabadell could consider drawing a plan on local reception based on the assessment of current needs. The plan could gather all the activities that are in place and propose actions to achieve the objectives defined from the needs' assessment.

Leadership and citizenship: Sabadell should further develop the initiatives to encourage people with migrant/minority backgrounds to engage in political life. Similarly, the Council could establish basic intercultural standards in the representation of migrant minorities in different supervising bodies.

Participation: The city of Sabadell might consider developing a set of tools and methodologies to facilitate the intercultural participation in public processes. In addition, the city should take the opportunity to incorporate the participation of the diverse population in the Intercultural Plan, currently being designed.

To sum it up, Sabadell should focus on the following key aspects:

- Cross-cutting the intercultural approach with the whole municipality, particularly with Urban Planning, Participation and Economic Development.
- Short-term objectives should be finalising the Intercultural Action Plan and the Training Plan.
- In the medium-term, the city may contemplate drawing a Local Recruitment Plan to diversify the workforce, a local charter to diversify suppliers' in local procurement and a Reception /Welcoming Plan.
- Intercultural participation should be promoted, mainly to increase political participation of migrants /ethnic minorities, as well as their involvement in the co-design of the public space. Additionally, the municipality might wish to explore and consolidate the cooperation with the Media.

Sabadell 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 Programme (ICC) 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 47 member states, 28 of which are 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.

COUNCIL OF EUROPE



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