

Barcelona Discrimination Observatory Report 2024

Executive Summary



Executive Summary

July 2025

Directorate of Human Rights, Global Justice and International Cooperation Services; Area for Social Rights, Health, Cooperation and Community



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1 Discrimination Observatory Report 2024

At a glance

A total of **1,102 cases of discrimination were recorded** in 2024, 27.4% more than in 2023. According to the Barcelona Discrimination Observatory, **racism was once again the leading cause of discrimination**, with 314 cases reported. It was followed by gender (280 cases reported), health (267) and LGBTI-phobia (226). The primary perpetrators were private individuals, and the most commonly violated right was moral integrity.

Underreporting remained an issue: according to the Survey of Neighbourhood Relations and Coexistence of the Metropolitan Area of Barcelona (ECAMB), nearly one third of people who experienced discrimination did not tell anyone. Almost half of them told a family member or friend, but only **4.55% reported it to the police or the courts, and only 3.5% contacted a public service.**

What is the report?

The Barcelona Discrimination Report is jointly produced by the City Council and civil society organisations in the city. Its aim is to share and examine the cases and types of discrimination brought to their attention over the year. This year marks **the seventh edition of the report.**

It is also intended to serve as a record that will make it possible to design joint initiatives to combat discrimination. In addition, it **seeks to tackle the underreporting of discrimination**, as well as improve access to justice and promote work guiding and supporting victims. This document is a summary of the report.

As such, it contains the following information:

- **The cases of discrimination** recorded and how they were perceived by the victims.
- A dedicated section on **hate speech and its impact on human rights**.
- **The services** that have been offered by the City Council and the organisations.
- **The action** that has been taken to tackle discrimination.
- Future **challenges**.

Who is in charge of it?

The Barcelona City Council.

How was it drawn up?

A variety of sources were used in drawing up the report, in order to provide an overview of discrimination in the city. Sources include:

- **Cases of discrimination recorded by the Barcelona City Council's Office for Non-Discrimination (OND) and the Board of Organisations Serving Victims of Discrimination (SAVD)**, which is made up of 26 organisations. It combines quantitative data (number of cases of discrimination that have been handled and addressed) with qualitative data from each organisation's reflections concerning discrimination-related problems in their respective areas of work.
- It also **uses data supplied by other City Council services**, such as the Municipal Unit against Human Trafficking (UTEH); the Care, Recovery and Shelter Care Service (SARA); SARA Jove; the "Dones Amunt" Support Service for Vulnerable Women; and the Religious Affairs Office (OAR); as well as information from the Barcelona Ombudsman's Office and the Prosecutor's Office for the Province of Barcelona – Hate Crime and Discrimination Division.
- **Data from the Survey of Neighbourhood Relations and Coexistence in the Barcelona Metropolitan Area (ECAMB)**, published by the Metròpoli Institute. The survey was conducted among 1,331 randomly selected people to learn about their perceptions and experiences of discrimination and other issues.

Each year, a significant topic is chosen and explored in greater depth in the report. This year's chosen topic was **hate speech** and its impact on human rights.

2 What is discrimination?

“If you are neutral in situations of injustice, you have chosen the side of the oppressor”
Desmond Tutu, South African anti-apartheid leader.

Discrimination is any act that violates people’s dignity, human rights and fundamental freedoms.

It is differential, preferential, restrictive, unfavourable, exclusionary or unfair treatment stemming from stereotypes, prejudice and stigma. It takes the form of rejection or violence with harmful consequences, which lead to the perpetuation of these inequalities and human rights violations.

Everyone is born with the same rights. This is recognised in Article 1 of the Universal Declaration of Human Rights. Nonetheless, certain people and groups have historically suffered from discrimination and rights violations. They are treated differently than other people in the same situation just because they have certain characteristics:



skin colour,
ethnic / nacional origin



gender



religious
beliefs



abilities



health



sexual orientation,
and gender identity
and expression



ideology



language



socio-economic
status

0-99

age

The Barcelona Discrimination Report analyses the many complex dimensions of people's experiences in contexts of oppression based on an intersectional approach. It uses the key concepts of **identity, equality and power** to highlight the disadvantages people face in protecting their rights.

Under the European Charter for the Safeguarding of Human Rights in the City, "the city is a collective space belonging to all who live in it. These have the right to conditions which allow their own political, social, cultural, economic and ecological development". In Barcelona, citizenship rights are accepted as an inclusive practice rooted in respect for diversity, which means ensuring that everyone has actual, effective and equal access to all rights, and **recognising full citizenship and diversity based on positive interactions and non-discrimination.**

3 Results of the report

Below is a summary of some of the key findings and reflections in the Discrimination Observatory Report 2024.

Who is discriminated against?

OND AND SAVD BOARD

For the second consecutive year, **women reported more cases of discrimination** (606) than men (409) and 59 reports were submitted by groups or associations.

As for **age**, **almost 38% of victims were between 40 and 64 years old**, followed by approximately 28% in the 25-39 age bracket.

As for the victims' **administrative status**, the vast majority of them had either a Spanish ID card (DNI) or a foreign resident's card (NIE). Only 83 cases were reported by individuals without a regularised administrative status. There were also 25 reports from asylum seekers and 3 from refugees. The SAVD Board highlights the problem of underreporting by individuals without a regularised status, often driven by **mistrust and the fear of worsening their situation**.



ECAMB

Foreign nationals reported more cases of discrimination than individuals born in Spain, according to ECAMB data. This is true for all grounds of discrimination except political beliefs.

In terms of gender, **women experienced more discrimination** than men, and the age groups most affected were the **16-29 and 30-44 brackets**.

Who is discriminating?

OND AND SAVD BOARD

The figures from the past year show that the main perpetrators were **private individuals (361 cases)**. Most of these cases were linked to LGBTI-phobia, gender and racism/xenophobia. In the case of private organisations and companies, the most common grounds of discrimination were language, race and disability. Public institutions mainly discriminated on the grounds of health, gender, racism and age.

Finally, police forces were most often reported for incidents relating to racism and xenophobia, aporophobia and gender, while cases involving private security personnel mainly involved racism.



Where does discrimination take place?

OND AND SAVD BOARD

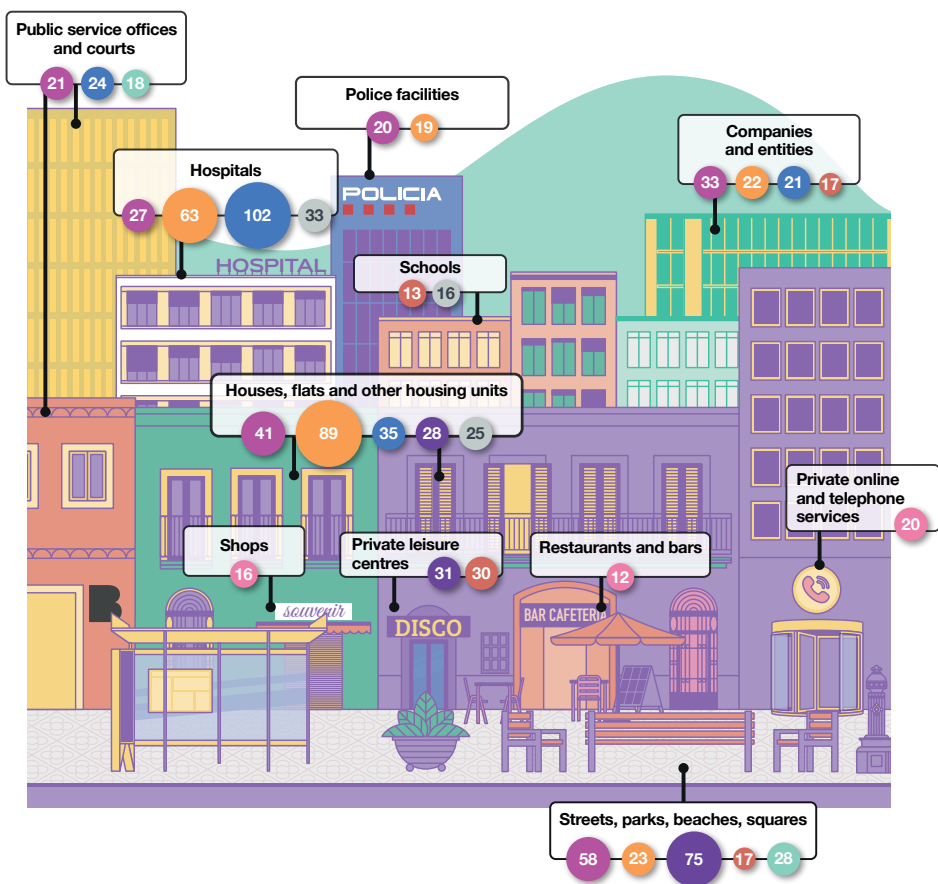
Most discrimination in public places took place in **streets, parks, beaches and squares** (155 cases), followed by **hospitals** (110). Next were information and service offices (44) and means of public transport or stations (40).

As for private settings, most cases of discrimination took place in **houses, flats and other housing** (154), **companies and organisations** (77) and leisure establishments (64).

For the first time, this year's report also includes cases of discrimination on social media. The report identifies 23 such cases, and one of the Observatory's aims for the future is to encourage the reporting of discrimination in digital environments.

ECAMB

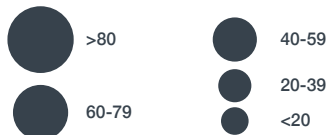
ECAMB data also show that the most common settings of discrimination are **streets, parks and squares** (nearly 23.4% of cases), the workplace or educational settings (22.2%) and shops or commercial establishments (15.2%).



AXES OF DISCRIMINATION

- Racism and xenophobia
- LGBTI-phobia
- Gender
- Ageism
- Language
- Ableism
- Health
- Aporophobia

NUMBER OF CASES



On what grounds?

OND AND SAVD BOARD

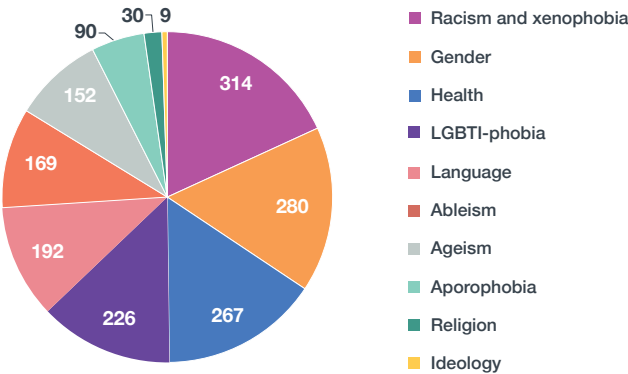
For the seventh consecutive year, the report pointed to **racism and xenophobia** as the most common cause of discrimination, followed by gender, health and LGBTI-phobia.

ECAMB

According to ECAMB, the most common grounds of discrimination were **gender and language**, followed by skin colour, ethnicity or country of origin, and political beliefs.

Intersectional discrimination was identified in 44% of cases recorded by the Barcelona Discrimination Observatory, with racism and xenophobia, gender and health as the main coexisting grounds of discrimination. The groups most affected by intersectional discrimination were racialised women and of foreign origin, trans women, older women and young women in relation to sexual and reproductive healthcare.

Source:
OND AND
SAVD BOARD,
2024





Racism and xenophobia

Racism is any distinction, exclusion, restriction or preference that occurs because the person has been stigmatised due to skin colour or national or ethnic origin. It leads to the denial or limitation of the recognition, enjoyment or exercise, on equal footing, of human rights and fundamental freedoms in politics, the economy, society, culture, etc.

Xenophobia is hatred, rejection or hostility towards people who are of foreign origin or perceived as foreigners.

OND AND SAVD BOARD

In 2024, there were 314 cases of discrimination due to racism and xenophobia.

Accounting for nearly half of all reported cases, individuals of Latin American origin reported more instances of discrimination than any other group. Public institutions were the main perpetrators of discrimination.

The organisations point to the presence of discriminatory and hate speech in the social and political sphere as one of the main sources of these cases of discrimination.

ECAMB

Discrimination based on skin colour, ethnicity or country of origin is the third-most common category of discrimination in the Survey of Neighbourhood Relations and Coexistence in the Barcelona Metropolitan Area (ECAMB).



Gender

Gender discrimination refers to the unfavourable treatment of a person because of their gender. This is due to sexism and the set of gender roles and stereotypes that even today result in women facing major inequalities.

OND AND SAVD BOARD

Gender-based discrimination is now the second most reported type, with 280 incidents recorded. Of these, 26% fall under the category of gender-based violence.

The organisations also reported that many cases of gender-based discrimination also involve other characteristics, such as age, language, origin and health. They highlighted the **institutional violence suffered by women of foreign origin**, as well as the existence of discriminatory and hate speech.

The main perpetrators were private individuals, followed by public institutions.

ECAMB

In the ECAMB survey, the most frequently cited type of discrimination (experienced by 13.87% of the total population of Barcelona) was discrimination against women.

Gender-based discrimination affected both women born in Spain (12.76%) and foreign-born women (16.19%). People in the 16–29 and 30–44 age brackets reported the highest number of incidents.



Health

Health-based discrimination occurs when someone is treated differently than other people on the basis of their health status.

OND AND SAVD BOARD

In recent years, health has remained one of the main grounds of discrimination in the city. This year, it was the third most frequently reported type, with 267 incidents recorded. Of those affected, 62% were women.

The most common grounds of discrimination were mental health, sexual and reproductive healthcare and serophobia, and public institutions were the main perpetrators.

The organisations reported that health-based discrimination often intersects with racism and aporophobia.

ECAMB

ECAMB classifies this ground under the broader label of illness. Under this classification, 3.24% of the city's population experienced such incidents.

As shown in the data gathered by the OND and the organisations, ECAMB also indicates that **the impact was greater on women**.



LGBTI-phobia

LGBTI-phobia is discrimination based on a cultural, social and economic system that regulates sexual orientation and gender identity. The LGBTI-phobic perspective deplores everything that departs from heteronormativity and a match between sex at birth and gender identity.

OND AND SAVD BOARD

The Office for Non-Discrimination and the Board of Organisations Serving Victims of Discrimination (SAVD) recorded 226 incidents of LGBTI-phobia across the city. Over half of these involved homophobia, and nearly 28% transphobia.

In addition, the organisations are particularly concerned about the growing number of cases involving discriminatory and hate speech, which is often accompanied by physical violence and death threats against members of the LGBTI community.

ECAMB

According to the survey, 2.87% of the city's population experienced LGBTI-phobia.

People born abroad and those in the 16–29 and 30–44 age brackets were the most affected.

In addition, LGBTI-phobia was the type of discrimination with the third-worst emotional impact on victims.



Language

Discrimination based on the use of a particular language can lead to differential treatment in the way people interact with each other or lead to restricted access to a service due to rejection of a person's language.

More than 300 languages are spoken in Barcelona.

OND AND SAVD BOARD

Almost 100% of linguistic discrimination cases had to do with the use of Catalan. The most affected groups were women and the elderly, and the main perpetrators were private organisations and companies.

A total of 192 incidents, many of them related to healthcare settings, were recorded in this latest report. Other common locations included supermarkets, police stations and courier services.

Furthermore, discriminatory and hate speech is on the rise, undermining the safeguarding of linguistic rights.

ECAMB

According to ECAMB, language is the second most common reason for discrimination in the city (13.4%). It also found that this type of discrimination particularly affects people aged 30–44 and 45–64.



Ableism

Ableism is discrimination and social prejudice against people with disabilities. It is expressed through harmful stereotypes, misconceptions, physical barriers and oppression. This attitude or rhetoric belittles disability and is based on the false belief that, as a social group, people with disabilities are inferior to people without disabilities.

OND AND SAVD BOARD

The organisations and the Office for Non-Discrimination recorded 169 incidents of ableism in 2024, and most victims were women (63%). **Most disability-based discrimination related to hearing impairments and physical and learning disabilities.**

According to the organisations, ableism restricts access to the right to housing, education, health, employment, a decent and adequate standard of living, and social protection. The right of people with disabilities to participate in cultural, leisure and sports activities, as well as in public and political life, is often restricted.

ECAMB

According to ECAMB, discrimination has the greatest emotional impact on people with disabilities.

In line with the findings of the OND and the SAVD Board, ableist discrimination was most often reported by women.

0-99 Ageism

Ageism leads to harm, disadvantages or injustice and affects inter-generational solidarity. It penalises everyone outside the majority age bracket, that is, adults; thus, it discriminates against both young and old people.

OND AND SAVD BOARD

The OND and the SAVD Board recorded 152 reports of ageism, **114 against young people and 38 against elderly people**.

Discrimination against young people involved failure to provide institutional support in cases relating to mental health, downplaying the impact of teachers' racism against racialised children, denying young women the right to make choices about their own sexual and reproductive rights, and racial profiling of young people of foreign origin, among other situations.

The forms of discrimination reported against older people included exclusion from decision-making settings, discriminatory treatment in telephone-based public support services, barriers to online services due to the digital divide, and mistreatment or poor-quality service in residential facilities.

ECAMB

According to ECAMB, ageism is the fifth most common cause of discrimination in the city.

According to this survey, it disproportionately affects women. The survey also found, in line with the Barcelona Discrimination Observatory's findings, that young people (16-29) reported more cases of ageism than the elderly.



Aporophobia

Aporophobia is contempt, rejection or hatred towards people living in poverty, especially those experiencing homelessness. People living in poverty are stereotyped and experience discrimination.

OND AND SAVD BOARD

Aporophobia affected women more than men and intersected with racism and xenophobia, gender and health.

The main perpetrators were public institutions.

Despite recording 90 cases of aporophobic discrimination, the organisations warn that **underreporting persists, as the victims' vulnerability, defencelessness and homelessness often discourage them from reporting** or speaking out about the discrimination or violence.

RIGHT TO A BASIC PAYMENT ACCOUNT

A total of 121 cases of people not being allowed to open a basic payment account were reported in 2024. Many of them were people suffering from severe economic hardship, such as homeless people and/or those without a regularised administrative status.

Of the 121 victims, 87 were eventually allowed to open a bank account thanks to the support provided by the Office for Non-Discrimination, 23 did not succeed and 11 are awaiting a resolution.



Religion

There are 37 religious or spiritual traditions and 535 places of worship in Barcelona. **Discrimination on religious grounds** refers to situations where someone is discriminated against because of their religion or beliefs.

Religious freedom is a right recognised in the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights and the Charter of Fundamental Rights of the European Union.

OND AND SAVD BOARD

There were 30 cases of discrimination on religious grounds in Barcelona in 2024. Of these, 22 were Islamophobic. **The organisations in the SAVD Board are concerned about the rise in Islamophobic groups that spread hate speech.**

Some cases intersected with racism or xenophobia and gender-based discrimination. For example, a woman experienced discrimination and verbal abuse at work for praying and wearing a hijab.

ECAMB

According to the ECAMB survey, discrimination on religious grounds accounts for a significant number of cases: nearly 4.5% of all incidents across the entire population.

The most affected groups were foreign nationals and young people (16–29), as well as those aged 30 to 44.



Ideology

Ideological discrimination refers to discrimination on the basis of ideas associated with the person's political convictions or opinions.

OND AND SAVD BOARD

One of the main challenges in terms of ideological discrimination is underreporting. This year, the Barcelona Discrimination Observatory recorded 9 incidents of this type of discrimination, although the organisations noted that incidents are significantly underreported.

They also highlighted the strong link between ideological discrimination and the continued prevalence of discriminatory and hate speech.

ECAMB

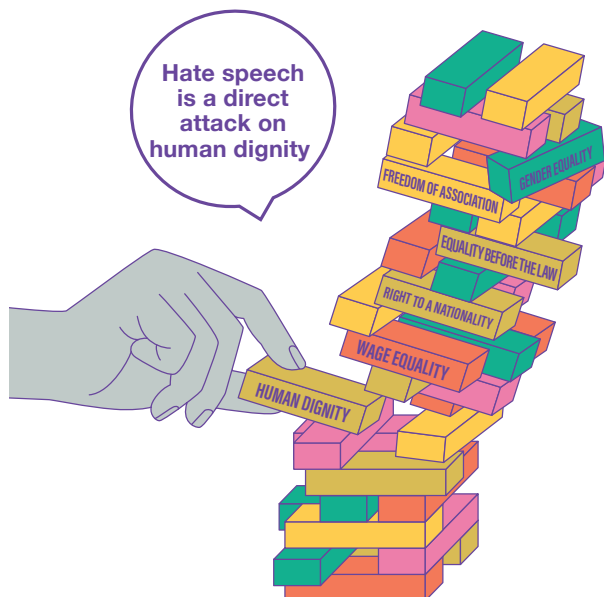
The ECAMB survey revealed that political beliefs are the fourth most common reason for discrimination in the city, accounting for 8.44% of incidents.

This type of discrimination is more likely to be perpetrated against people born in Spain than foreigners, and affects women more. In addition, it is much more prevalent among those aged 16–29 and 30–44 than among other age groups.

4 Discriminatory and hate speech and its impact on human rights

Hate speech is more than offensive opinions; it perpetuates inequality and the violation of rights, particularly those of communities with a long history of experiencing discrimination. This type of rhetoric not only expresses hatred but also leads to social exclusion and vulnerability. Hate speech stems from discrimination and spreads it.

According to the organisations on the SAVD Board, many of the cases of discrimination recorded were underpinned by hate.



What is the impact of hate speech?

- A. Individual and psychological impact:** Hate speech affects victims' emotional well-being, resulting in fear, anxiety, low self-esteem and self-censorship. As a result, many of them stop frequenting public spaces, conceal aspects of their identity (such as their gender, religion or ethnicity) or stay away from their own communities to protect themselves. Internalising discriminatory rhetoric can lead to feelings of guilt, shame, self-exclusion, internalised stigma and a sense of danger.
- B. Social and community impact:** The omnipresence of hate speech erodes social cohesion and coexistence, tearing at the fabric of community and fuelling social polarisation. Constant complaints and pressure by local residents against cultural activities, places of worship and support services, leading to both symbolic and physical exclusion, have been identified in specific neighbourhoods and communities. In addition, the fact that this rhetoric often goes unpunished normalises and perpetuates discrimination.
- C. Impact on human rights organisations and advocates:** Discriminatory rhetoric often undermines the legitimacy of the work carried out by these people and organisations and call into question the appropriateness of using public funding for this work, which affects access to funds. In addition, many organisations report emotional burnout among their members due to the amount and intensity of hate directed at them. All this affects their ability to create counter-narratives. Finally, media coverage of incidents can trigger a new wave of hate or lead to re-victimisation. As a result, some organisations choose a lower public profile for their communications in order to protect themselves and survive as organisations.

4.2

Challenges in tackling discriminatory and hate speech



4.3

Addressing hate speech

Despite structural constraints, the organisations have a range of strategies to combat hate speech and its associated challenges:

- **Monitoring and analysis:**
 - Producing annual reports setting out data, highlighting violations of rights and creating counter-narratives.
 - Using digital tools, such as Google Alerts, to find news stories or discriminatory rhetoric online.
 - Monitoring public statements by politicians and media figures to detect potential hate crimes.
 - Reporting unethical practices in the media.
- **Collective action and political advocacy:**
 - Political advocacy and speaking out against discriminatory rhetoric.
 - Partnering with like-minded organisations, institutions and journalists to increase their impact and spread positive messages and counter-narratives.

- Collaborating across sectors to speak out more forcefully.
- Ending reliance on public funding to ensure stability and avoid being affected by shifts in national politics.
- Exposing and speaking out against the public funding of anti-rights organisations that normalise and promote hate speech.

Creating counter-narratives and raising awareness

- Ongoing initiatives to create counter-narratives by publishing data or bringing strategic lawsuits (among other measures).
- Administrative complaints to raise awareness, despite the overexposure entailed and the risk of cases being dismissed.

Protection and self-care

- Maintaining a low profile to avoid risking the loss of funding and prevent burnout.
- Leaving social media as a protective strategy against digital hate.
- Considering the potential level of public exposure involved in criminal reports or awareness campaigns before committing to them.

Finally, the organisations are also calling for public institutions to take action. such as by increasing the transparency of funding for anti-rights groups, improving response times for victims of discrimination who decide to report their experiences, and safeguarding human rights policies and regulations against government and political changes.

5 How does discrimination affect our rights?

International law recognises that **there are people or groups who require additional or special protection** because they are affected by a situation of discrimination or have specific characteristics that make them vulnerable. Discrimination is the specific expression that denies the principle of equality and is one of the main obstacles for making headway towards the full exercise of human rights.

The most violated rights in 2024 were the rights to moral integrity (557 cases), provision of services (319), quality public services (267) and physical integrity (243).

The right to moral integrity has been the most violated right every year since 2019. **More than three quarters of this year's incidents related to racism and xenophobia, LGBTI-phobia, health and ageism.**

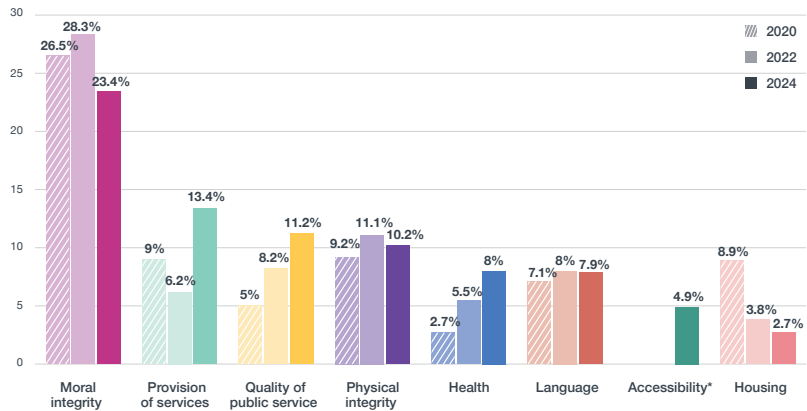
Most violations of the right to the provision of services were based on linguistic discrimination, racism and xenophobia, aporophobia and ageism.

As for the right to quality public services, the most common types of discrimination involved racism and xenophobia, health and gender.

Violations of the right to physical integrity were frequently based on racism and xenophobia, gender-based discrimination, LGBTI-phobia and health.

Discrimination and violated rights, 2020, 2022 and 2024

Source:
OND and
SAVD Board,
2024



*This category was not recorded in 2020 and 2022.

6 What has been done and what are the future challenges?

The main actions taken in 2024 and the challenges facing the City Council and the SAVD Board are the following:

Actions taken

- The **Office for Non-Discrimination** worked on expanding its training plan on human rights, the prevention of discrimination and the protection of rights. The plan is aimed at municipal services, organisations, activists, young people, teenagers and the general public.
- In addition, the OND continued to roll out the Antenes programme, which aims to better equip services and organisations to prevent discrimination and coordinate responses in terms of identifying and referring cases of discrimination.
- Regular coordination meetings with various municipal services and the public prosecutor's office were also held.
- The organisations in the SAVD Board addressed **racism and xenophobia** by focusing on restorative processes, awareness-raising campaigns, collaboration with public institutions and psychosocial and legal support. In addition, anti-racism workshops were held in schools and several reports were published.
- In relation to **gender**, work was carried out on the intersection between racism and gender-based discrimination, as well as on the intersection with ageism. A workshop for trans women of foreign origin was held, Feminist and LGBTI+ Points were established at festivals and leisure spaces, and a series of community care sessions were delivered to increase women's ability to organise themselves in cases of violence.

- In the field of **health**, actions included helping trans people of foreign origin access public healthcare, establishing support groups for people with HIV, holding awareness-raising workshops for healthcare staff to improve care for members of the LGBTI+ community, and providing sexual education to young people and teenagers and professionals in educational institutions.
- Regarding the prevention of **LGBTI-phobia**, the main initiatives included holding the first community forum for the inclusion of LGBTI+ people of foreign origin, a corporate awareness-raising campaign to encourage the recruitment of trans people, promoting psychosocial and legal support, and producing the short film *Em quedo amb tu*, which explores relationships among the elderly.
- In terms of **ableism**, the Ara Cultura Accessible project, which focuses on hearing-impaired people who communicate orally, was launched. Work was also carried out on the intersection between racism and ableism, and the perception of lifelong personal autonomy was discussed.
- In relation to **ageism**, two of the most notable initiatives were creating the Charter on the Rights of the Elderly and an agreement to better identify and address LGBTI-phobic discrimination against the elderly.
- The initiatives in relation to **aporophobia** included, among others, working on the intersection between this type of discrimination and racism and xenophobia, and conducting research on homelessness within the LGBTI+ community.
- In terms of **religious discriminations**, efforts were also made to address how it intersects with racism. Initiatives carried out by the Religious Affairs Office, which is a municipal service, included prevention and awareness-raising work with government employees, organisations and schools on the right to religious freedom.

Challenges and opportunities

- Some of the challenges facing the **Office for Non-Discrimination** include: developing new coordination protocols, such as those relating to aporophobia and ableism; providing stable human resources to strengthen victim help and support work; encouraging reflection on hate crimes; contributing to the development of the Barcelona Anti-Racism Plan 2025–2035; creating intersectionality methods and tools; and addressing the issue of underreporting, particularly in relation to ageism, aporophobia and ideological discrimination.
- As for the organisations on the SAVD Board, their aims in relation to **racism and xenophobia** include improving victim support, especially as regards the criminal justice system; bringing more strategic lawsuits and private prosecutions by unaffected parties; combating underreporting; raising awareness of hate speech and increasing the ability to fight it; developing a comprehensive educational strategy against racism in schools; and raising positive awareness of Roma culture, avoiding racist stereotypes that perpetuate discrimination.
- In relation to **gender**, the emphasis is on reaching out to non-binary and gender-non-conforming individuals and carrying out a range of initiatives having to do with gender-based violence. The municipal project “Dones Amunt” seeks to encourage legal professionals to get involved in women’s empowerment groups, increase women’s ties to municipal services, foster partnerships with similar initiatives and produce a report documenting cases of institutional violence.
- As for discrimination on the grounds of **health**, there are plans to carry out a symbolic reparation project for people who have experienced discrimination due to having HIV. More reports will be produced, and events, training sessions and meetings with organisations and institutions will continue to be held to raise awareness of sexual and reproductive rights. Mutual support mechanisms among sexual and reproductive rights advocates will also be reinforced.
- In relation to **LGBTI-phobia**, there are plans to develop a comprehensive educational strategy to prevent and report this type of discrimination in schools, work on the integration of an intersectional approach and more. There are also plans to increase the collection and processing of quantitative and qualitative data, increase training in public spaces and promote spaces for reflection and assessment, among other initiatives.

- As for **linguistic discrimination**, one of the main goals is to prevent this type of discrimination from becoming normalised. Another priority is preventing the legitimisation of hate speech and discriminatory rhetoric. Furthermore, raising awareness about linguistic rights is key to combating underreporting.
- As regards **ableism**, there are challenges in various areas, primarily employment, finances and housing.
- As for **ageism**, the planned actions include publicising the Open Charter on the Rights and Duties of the Elderly and holding activities linked to the short films *A la bretxa* and *Em quedo amb tu*.
- Regarding **aporophobia**, one of the proposals that have been put forward is establishing a dedicated transitional housing plan for homeless LGBTI people of foreign origin, to help them transition to a stable housing situation.
- In relation to **religious discrimination**, the City Council's Religious Affairs Office noted the need for greater public awareness of the right to religious freedom and to continue carrying out prevention and awareness-raising initiatives for municipal staff, organisations and schools.
- Finally, as regards **ideological discrimination**, the organisations on the SAVD Board agree that underreporting in this area remains an unresolved issue. Greater awareness is needed to ensure that the public can recognise such incidents and speak out or report them.

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**Directorate of
Human Rights,
Global Justice
and International
Cooperation
Services; Area
for Social Rights,
Health, Cooperation
and Community**