

Barcelona Discrimination Observatory Report 2021

Executive Summary



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Summary**
June 2022

Directorate
of Citizen's
Rights; Area for
Social Rights,
Global Justice,
Feminism
and LGBTI



**Ajuntament
de Barcelona**



1 Barcelona Discrimination Observatory Report 2021

What is it?

A report resulting from the joint work between the City Council and the city's social entities with the aim of sharing and analysing the cases and types of discrimination that have come to them throughout the year, to serve as a register and to design joint actions to deal with them. The document you have in your hands is a summary of this report.

The 2021 report collects data on:

- The situations of discrimination that have been experienced and how they have been perceived in the city.
- A specific section on discrimination in housing.
- The actions that have been taken to deal with discrimination.
- The services that have been offered from the City Council and the entities.
- The challenges that still lie ahead.

Who drives it?

The Barcelona Discrimination Observatory.

How has it been made?

The report is based on **two main sources of information** – complemented by other reports – in order to provide the most complete view possible of the situation of discrimination in the city.

- **The situations of discrimination collected by the Observatory of Discriminations, formed by the Office for Non-Discrimination (OND) of Barcelona City Council and the Board of Entities with Service for Victims of Discrimination (SAVD in Catalan)**, which integrates 22 entities of the city. Quantitative data (how many discriminations have been attended and accompanied) are combined with qualitative data, the result of the reflections provided by each entity on the main issues related to discrimination in their field of work.
- **Data from the Survey on Neighbourhood Relations and Coexistence of the Barcelona Metropolitan Area (ECAMB)**, published by the IERMB. This is a random survey of 4,043 people living in the city to find out their perceptions and experiences of discrimination in the city.

Each year the report addresses a relevant topic in more depth, which this year revolves around discrimination in housing.

2 What is discrimination?

We say that a person is discriminated against when treated differently and with contempt for their culture, ethnicity, sexual orientation, gender, or any other characteristic.

Everyone has the same rights when they are born. This is recognized in Article 1 of the Universal Declaration of Human Rights. However, there are individuals and groups who have historically been discriminated against and still are nowadays. In the same situation, they have been treated differently from others due to one of the following reasons:



The most vulnerable people and groups have the right to receive the special care and protection they need. The **right to non-discrimination** arises to protect the rights and freedoms of the most vulnerable groups and to guarantee equality among all people.

3 Report results

The report has been prepared from two complementary sources of information, data from OND and the SAVD Board and the ECAMB. For this reason, in each section we show the main contributions of both sources, in order to have a more complete idea of discrimination in the city.

Who is discriminated against?

OND + SAVD Board

The profile of people who have suffered discrimination during 2021 is very similar to that of 2020: **men continue to report more situations of discrimination** than women.

With regard to age, 3 out of 4 people who have reported discrimination are between 25 and 64 years old.

At least **1 in 10 people** are in an **irregular administrative situation**, are refugees or have applied for asylum.

In 2021, there have been **504 situations of discrimination**, an increase of 239 cases compared to 2018. However, there are still many unreported cases.

ECAMB

16% of Barcelona's population has suffered some kind of discrimination.

45% of those have been discriminated against for two or more reasons.



Who discriminates?

OND + SAVD Board

Individuals are the ones that discriminate the most, followed by private entities.

A third of the cases of discrimination have been exercised by a **public actor** (Administration and police forces).

ECAMB

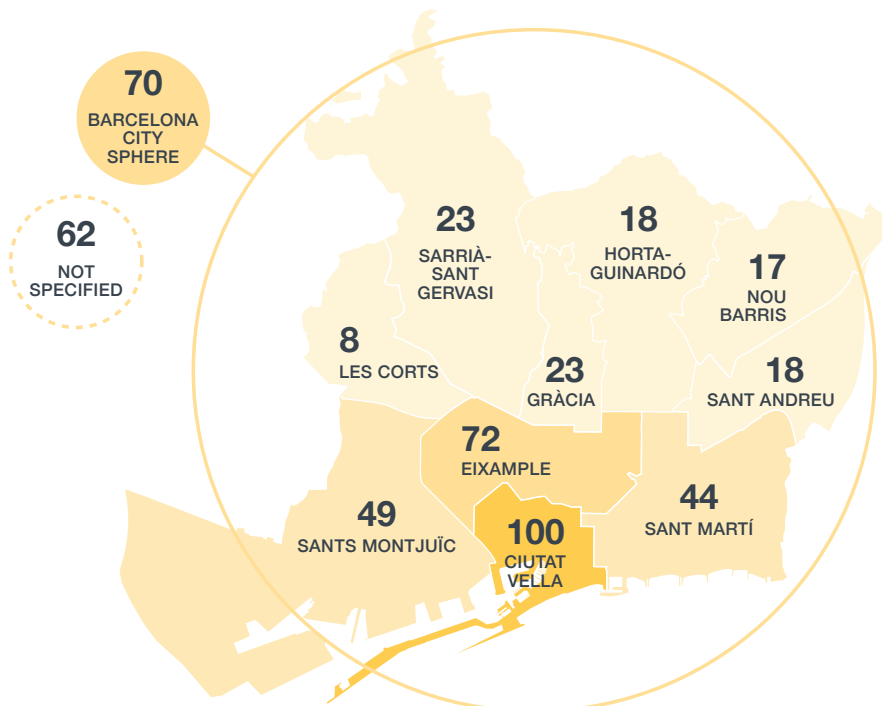
90.7% of the cases have been caused by the action of an **individual**.

Particularly noteworthy is the number of people who explain that the **discriminating agent was a neighbour** from their neighbourhood (44.7%) or from their own staircase (10.4%).



Where does it take place?

Map of discrimination cases received by districts (absolute values)



Source: OND + SAVD Board, 2021

OND + SAVD Board

Cases reported in public spaces have increased, especially in streets, beaches and squares.

In the private space, especially relevant are situations in houses, flats and dwellings (67), as was the case in 2020.

ECAMB

Discrimination is **present in all the city's neighbourhoods**, with a higher proportion in the districts of Ciutat Vella (20.3%), Gràcia (17.9%) and Sants-Montjuïc (18.3%).

For what reason?

OND + SAVD Board

Once again, **racist discrimination is the most reported** in the OND and the SAVD Board.

25% of cases have been linked to LGTBI-phobia and 10% to aporophobia.

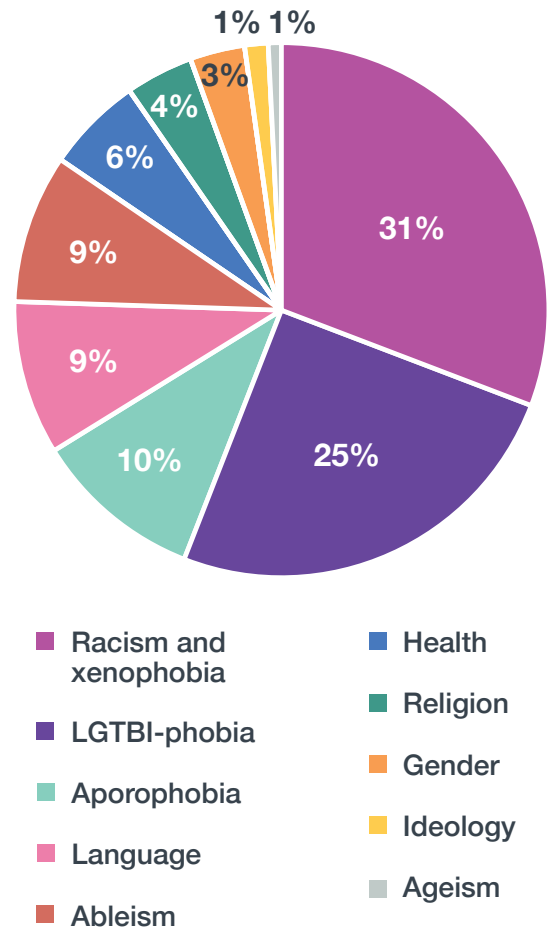
ECAMB

Gender is the main reason for discrimination in the neighbourhoods: 7.7% of the people interviewed suffered discrimination for being women.

This reason is followed by political ideology and language.

Racism and xenophobia are the main discrimination among neighbours in the city that have been born outside the Spanish state.

Cases received according to the axis of discrimination



Source: OND + SAVD Board, 2021



Racism and xenophobia

Racist discrimination is treating people differently based on skin colour or ethnic or national origin. Racism has a structural character and explains the exclusion, segregation, discrimination or aggression towards racialised people in all social spheres (economic, political, historical, social and cultural).

Discrimination for xenophobia consists in rejecting or hating a person because he or she is of foreign origin.

OND + SAVD Board

During 2021, reported racist discrimination has **increased to 195 cases**, 32 more than in 2020.

Individuals are consolidating as the main discriminating agent, which shows a worrying deterioration of coexistence.

Racist and xenophobic discrimination are expressed with **high levels of violence**: 37 cases were expressed through verbal violence and 22 involved physical assault.

ECAMB

Racism and xenophobia are the main reasons for discrimination **suffered by people born outside Spain (9.3%)**.

People who are discriminated against for this reason have suffered the most **multiple discrimination**: they have also been discriminated against because of their religion, the language they use or their socio-economic reasons.



LGTBI-phobia

By LGTBI-phobia we understand the hatred and rejection of people from the LGTBI collective (lesbians, gays, transsexual, bisexual and intersexual).

OND + SAVD Board

The number of cases of LGTBI-phobia is **159**, an increase compared to 2020.

108 cases have been for **sexual orientation**, most for homophobia, and there has been a large increase in discrimination based on transphobia, from 14 to 41.

Individuals are the main discriminators, accounting for 78% of cases.

LGTBI-phobic discrimination has a **high degree of violence**: 68 cases involved verbal assault and 37 were physical assault.

ECAMB

LGTBI-phobia mainly affects the **younger sector of the population** and is more prevalent in men (1.1%) than in women (0.7%).

Everyone who has been discriminated against has received it from individuals.



Aporophobia

Contempt, rejection and hatred towards people in poverty is known as aporophobia.

OND + SAVD Board

The number of registered cases **increases to 65** due to the improvement in the collection of data by entities.

Individuals are the main discriminators, followed by public administrations. The police forces, which were in the first place during the pandemic, are coming down.

58% of the cases occurred in **public spaces** and many were with a high level of violence: 25 with verbal violence and 19 cases of physical assault.

ECAMB

Discrimination on socio-economic grounds **intersects with other grounds** in many cases.

Social and economic exclusion affects the foreign-born population much more (4.2%) than the Spanish-born population (1.1%), and a **greater incidence is detected in women**.



Language

A person suffers linguistic discrimination when they are humiliated, insulted or neglected because of the language in which they express themselves.

There are more than 300 languages spoken in Barcelona.

OND + SAVD Board

Of the 59 registered cases of discrimination on the grounds of language, most have been committed by private entities and companies. **One-third occur in public facilities**, such as public hospitals (6) or transportation stations (5).

ECAMB

This is the third reason for the discrimination indicated by the respondents.

It is **more said by men** (6.8%) than women (5.5%) and people born outside Spain (7.2) than those born in Spain (5.6%).



Ableism

Disability discrimination is treating a person differently because of having functional diversity. These discriminations are also known by the term ableism.

In Barcelona, in 2020, there were 155,517 people living with some degree of recognized disability.

ECAMB

Cases of ableism **affect twice as many people born outside Spain.**

OND + SAVD Board

Most of the reported discrimination is suffered by people with physical and organic disabilities.

70% of the cases were committed by public administrations, a 20% increase over the previous year's data.



Health

A person suffers from health discrimination when they receive different treatment from that received by other people due to their health status.

OND + SAVD Board

A total of **37 cases** have been reported and half have been by private entities or companies.

Twenty cases have been reported for people living with HIV-AIDS, ie. **serophobia**.

There are a dozen discriminations against people with **mental health problems**, mainly in the public health field.

ECAMB

This discrimination equally affects people born inside and outside Spain (with 0.9%).

There is a **strong impact of gender**: women have suffered almost twice as much discrimination (1.1% compared to 0.6% of men).



Religion

In the city of Barcelona, 27 confessions coexist and we have almost 500 places of worship. We understand by discrimination on grounds of religion those cases in which someone is discriminated against for professing a religion or belief.

OND + SAVD Board

There have been 26 cases of religious discrimination, all in the area of **Islamophobia**.

88% of cases are also **linked to racism and xenophobia**.

With regard to the spaces where discrimination is observed, we see a predominance of the public spheres (61.5%) over the private ones (38.5%).

ECAMB

This discrimination affects four times more people born outside Spain.

According to the respondents, the main discriminating agent was the **Public Administration**.

There is a lot of **under-reporting** of this type of discrimination (only 42.8% reported it).



Gender

We understand gender discrimination as the unfavourable treatment of a person because of their sex or gender identity. This is due to sexism and the set of gender roles and stereotypes that still generate inequalities towards women.

OND + SAVD Board

21 cases have been registered, half of them by individuals.

Most of the data on gender collected in Barcelona are not included in the data from the OND and the Taula, as they are addressed in resources specifically aimed at women, such as the **Attention, Recovery and Reception Service. (SARA)**, which in 2021 cared for 1382 women.

ECAMB

“Being a woman” is the **main reason for perceived discrimination** by respondents.

Young people have been the hardest hit.



Ideology

Ideological discrimination is understood as discrimination motivated by ideas associated with the convictions or political opinions of the person.

OND + SAVD Board

There have been **9 reported situations** this year.

Of these, 6 have also been linked to the language axis, 2 to the racism and xenophobia axis and 1 to the LGTBI-phobia axis.

ECAMB

Political ideas are the **second most common reason** for discrimination by respondents.

It is higher in people born in Spain and in women (7.5%) than in men (6.3%).

There is a **strong correlation between discrimination by language and by political ideas**, which reflects the importance of the processes of defining identity and national belonging in coexistence in neighborhoods.

0-99

Ageism

Ageism occurs when **age is used to categorize and divide people by attributes based on stereotypes that cause harm, disadvantage, or injustice**. They are discriminations that are usually very normalized and go unnoticed.

OND + SAVD Board

The OND and the entities of the SAVD Board have collected **5 cases, 3 affecting young people and 2 the elderly**.

Organizations working with young people report that during 2021 the **criminalization of youth** has continued in connection with mobilizations, nightlife and measures to prevent covid-19.

With regard to the elderly, one of the main areas of discrimination has been housing, and the **degrading treatment received in some residences** stands out.

ECAMB

The **importance of age in the patterns of discrimination** observed in the city of Barcelona is proven. In general, rates of discrimination decrease with age.

Emphasizes the importance of **discrimination due to gender and sexual orientation** among younger segments of the population.

4 Discrimination in housing

7.4% of the cases of discrimination registered by the OND and SAVD Board during 2021 have entailed a violation of the right to housing.

To deal with the problem, Barcelona City Council has carried out two sociological studies that show discrimination based on origin in access to housing. The latest, published in 2021, concludes that **in 86% of cases, real estate agents agree to discriminate** against and exclude the migrant population as tenants of the property.

In parallel to the data collection, the City Council has imposed, in 2021, a **penalty of 45,000 euros** on an owner for not wanting to rent the apartment to a person because of their origin. It is the third sanction imposed by the consistory against discrimination in the field of housing.

These are the essential elements for a home to be adequate:



Discrimination in housing is a cross-cutting problem that affects all groups and areas with which the entities of the SAVD Board work.

In 2021, a session dedicated to housing was held in which the main challenges were detected so that everyone can have the right to housing guaranteed:

- The lack of specific public policies that favour **access to decent housing for the most vulnerable people and groups**. And the need to continue increasing the stock of social housing.
- Despite the progress made with Law 11/2020 for the regulation of rental prices, **room rentals within homes are excluded**, which are regulated through private contracts and which affect precisely the most vulnerable people.
- Despite the progress made with **registration without a fixed address**, some entities show that its implementation is not uniform throughout the city, and that training is necessary for all professionals who serve citizens to avoid unnecessary procedures and obstacles.
- The regulatory **development of Law 19/2020 is necessary** and that the regulations and mechanisms that protect and punish discrimination in housing are made more widely known.
- There is a **lack of training** on discrimination in housing for the services and entities that serve citizens in various fields, as well as **real estate agents**, as key actors in the housing framework.
- It is necessary to give more visibility to the idea of the right to housing and not so much to the private nature of contracts.



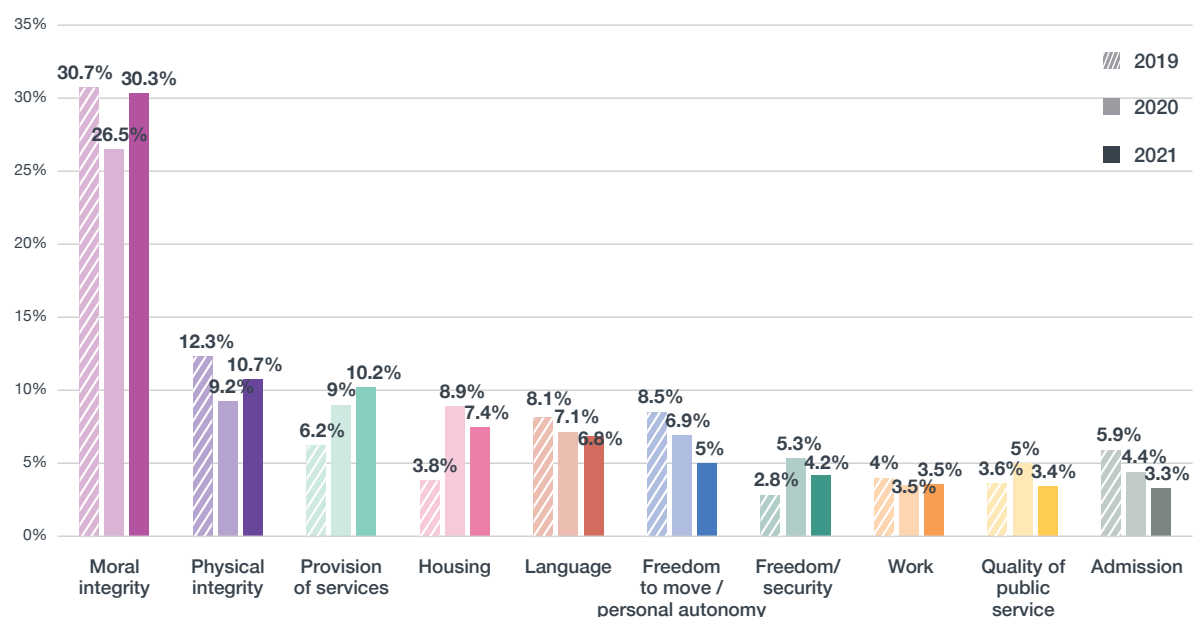
5 How does discrimination impact our rights?

Discrimination affects people’s rights. People can be from different backgrounds, have different sexual orientations and gender identities, speak different languages, have more or fewer resources, and have different beliefs or convictions. Difference enriches society, and no one can treat another person badly for being the way they are.

In 2021, **attacks against moral integrity**, that is, against the respect and dignity of people, continue to predominate, with 164 cases.

Discrimination in the form of **physical aggression increased** to 74 cases. The group that has suffered the most physical attacks is the LGTB, followed by attacks due to racism and xenophobia and aporophobia.

Cases of discrimination and violated rights 2019-2021



Source: OND + SAVD Board, 2021

6 What has been done and what are the challenges for 2022?

The main actions undertaken and challenges in advance of the entities that make up the Discrimination Observatory for the year 2022 are the following:

Actions carried out:

- Several entities have begun to integrate the Catalan law on equal treatment and non-discrimination in the cases received, and the Barcelona City Council has participated in **meetings in which the development of the law's regulations** has been worked on.
- The City Council has organized a debate on the incorporation of data on ethnic or racial origin in studies and surveys.
- To reduce under-reporting, the Observatory has continued with the training and awareness strategy for workers of entities that receive cases of discrimination, and an OND antenna project has been started so that neighbourhood entities can detect and report discrimination.
- The City Council has carried out in 2021 the **Discrimination à la carte** study, which shows how 86% of real estate agents accept or facilitate discrimination based on origin. In addition, it has contacted representatives of real estate agencies and property managers, with whom it has been agreed to implement **training for real estate agents on non-discrimination**.
- A protocol for the prevention, detection and intervention of LGTB-phobia has been launched in the TMB transport networks between the OCH and the TMB Social Responsibility, Women and Diversity Area.
- A **protocol of actions against discrimination due to racism** has been established between the OND and the entities SOS Racisme, Bayt al-Thaqafa, SAFI, FSG, FAGIC.
- The **first report of the Observatory of Islamophobia in Catalonia** has been published.
- The Barcelona City Council has presented the **II Plan for gender justice 2021-2025**.

Challenges and opportunities

- It is necessary to advance in the process of regulating the Catalan law on equal treatment and non-discrimination, provide the respective bodies with the necessary resources, design restorative justice measures and resolve overlaps with other sectoral laws.
- It is necessary to reform Organic Law 3/2018 on the protection of personal data to align it with European regulations and to be able to collect data that reflects the diversity that exists in society.
- A challenge mentioned by various sectors is the lack of specific public policies that favor **access to decent housing for the most vulnerable people and groups**.
- It is necessary to create specific protocols for action in the face of the refusal of mutual insurance companies to take out insurance for people living with HIV.
- Measures are needed aimed at recognizing, by the administrations, **the structural racism** that exists and also highlighting the violations of rights that this racism generates.
- The **politicization of the use of the language** by groups opposed to linguistic normalization is contributing to increasing hostile attitudes towards the use of Catalan.
- **To deal with female homelessness**, it is necessary to create safe spaces designed from a gender perspective, recognizing the multiple discriminations faced by homeless women.
- It is necessary to **bring together and integrate data on gender discrimination** from all public administration services and social entities that work in this field.
- It is essential to **guarantee the participation of people with physical or organic and intellectual disabilities**, and of the entities that represent them, in the construction and implementation of public policies and strategies in order to ensure that their specific needs are taken into account.
- Barcelona City Council has begun to apply the **Government Measure for an anti-racist Barcelona**, approved in April 2022, which plans to strengthen the Office for Non-Discrimination both in the territorial sphere and in functions, and deepen prevention to eradicate racism and xenophobia and deconstructing white privilege.



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