# BARCELONA
# **INTERCULTURALITY PLAN**
# 2021-2030

# INDEX

# 1.

# INTRODUCTION

Through the sixth Deputy Mayor's Office for Culture, Education, Science and Community and the Commissioner for Intercultural Dialogue and Religious Pluralism, Barcelona City Council has promoted the process of drawing up this new Interculturality Plan for the city.

The Plan, which updates and replaces the previous Barcelona Interculturality Plan (PBI) dating back to 2010, has been drawn up following a consultation process and after working with the various municipal areas, given the importance of the territorial dimension, and via a broad participatory process through which the reflections, ideas and proposals of many local agents and citizens have been collected.

The new Plan provides a strategic action perspective for 2021-2030 that aims to be the framework upon which all municipal policies must be based to include the intercultural perspective and adapt their strategic lines and goals to its programmes and lines of action.

To ensure the City Council's commitment to proper adherence to the Plan, details of the governance tools that will enable its implementation to be monitored, emphasising the cross-cutting and territorial dimension, have been provided. These tools, details of which can be found in the government measure "Moving Towards Interculturality. Governance Tools and Mechanisms", are part of the City Council's commitments for this 2019-2023 term.

The implementation of this Plan also requires cooperation with other institutions and levels of government and with a set of civil society actors who have a key role to play in the goal of advancing towards a more intercultural city.

## A continued commitment to interculturality

In 1997, Barcelona City Council approved its first plan for living together under the conceptual framework of interculturality. In spite of the various changes of government, this first commitment to an intercultural approach has remained firm over the years.

In 2010, the City Council drew up the ambitious Barcelona Interculturality Plan (PBI), which became a benchmark both in Spain and abroad and over the last ten years has had a huge influence on the intercultural work agenda. The PBI was based on the strengths and weaknesses identified in other models such as the assimilationist and multiculturalist models, defining its own approach based on the principles of equality, the acknowledgement of diversity and positive interaction and intercultural dialogue as the pillars for a cohesive and inclusive society. This framework has become increasingly consolidated over the years.

Since 2010, the intercultural perspective has served to remind us that diversity does not stem solely from migratory processes and that our societies are plural and diverse by definition, even if this diversity (in terms of origin, ethnoracial group, religion, language, sex, age, etc.) has not always been sufficiently acknowledged.

Adding the intercultural perspective has enabled cooperation ties with various areas and districts to be established to promote this approach in the various areas of municipal action. This has been possible thanks to the promotion and consolidation of the City Council's Barcelona Interculturality Programme.

Ten years after the 2010 Plan, the reality of the city needed to re-examined in detail to identify its main present and future challenges from an intercultural perspective and to define a new strategic action framework for the next 10 years.

## The global context: complexity and diversities

From a global perspective, the last decade has been greatly marked by an increase in social complexity linked to significant transformations and different crises that have had a huge impact on the lives of millions of people. Technological changes have transformed the way we live and interact with each other. The global challenge of climate change has become much more patent. In spite of some global advances, the inequalities, uncertainties and insecurities linked to the job market, access to housing and the future prospects of a large proportion of today's youth have increased.

Migratory flows caused by inequality, poverty, persecution, armed conflict, neocolonialism, human rights violations and natural disasters, among others, face enormous obstacles as a result of stringent border control policies. By failing to ensure safe and legal entry routes, these policies ultimately generate more insecurities and, more worryingly, the violation of fundamental rights.

This situation has driven an increase in populism and demagogic and simplistic discourses about a very complex reality. These discourses and practices challenge important aspects and values that form the basis of democracy, living together and equality between people, reinforcing prejudice and stigmatising certain groups, who are blamed for society's problems.

We have also witnessed an increase in social fragmentation and polarisation on issues relating to identities and ideological positioning in relation to certain social and cultural matters. Constructive dialogue has become more difficult, particularly in the political sphere and on social media, where the most extreme and radical opinions seem to occupy more space than they do in reality. The rise of the far right in many countries is also resulting in a greater presence of racist and xenophobic discourses, which are gaining ground in many areas, something which, among other consequences, leads to their dangerous "normalisation".

As an approach that focuses mainly on meeting the challenges posed by living together in a diverse environment, interculturality cannot be dissociated from this global context. Diversity in itself is clearly a complex factor, as well as one of opportunities and, in the case of Barcelona, there has been a continued increase in sociocultural diversity in the last ten years. A total of 27.8% of Barcelona's current residents were born abroad. The city brings together people from over 180 different countries, who speak around 300 languages, and there are places of worship for 25 different religious faiths. This diversity, together with many others, is part of this plural, varied and complex society.

The number of young people born or raised in the city with diverse family or migratory origins and very different cultural and professional backgrounds is high and will continue to grow. They become new political subjects who must be considered when designing public policies that aim to include an intercultural perspective. They are subjects with their own agency who form part of the diaspora looking for formal and informal political, educational and artistic spaces for participation, and who believe themselves to be part of this society even if they are not always considered as such.

# 2.
# THE INTERCULTURAL PROPOSAL

Among the different approaches societies have taken to interpret and address the challenges brought about by increasing diversity and complexity, the intercultural perspective has gradually gained ground as an alternative that aims to overcome the weaknesses of other approaches and use and adapt their most positive aspects.

The intercultural perspective starts by accepting and declaring a diverse social and cultural reality which, when added to other social, demographic, political and economic factors, increases the complexity of modern societies.

Interculturality can be said to seek to avoid the negative consequences and inequalities which, together with the application of mistaken, limited and discriminatory policies, can arise from this context. In this regard, discrimination, racism, exclusion and segregation processes can be identified as some of the primary consequences or realities that interculturality seeks to combat or prevent. However, the intercultural perspective also aims to avoid homogenisation and cultural assimilation by majority or dominant groups.

In short, interculturality is closely related to influencing power relations in society and the structural elements that give rise to them. This is why it emphasises the fact that a person's origin, ethnoracial aspects, cultural background, religion or physiognomy, among other factors, should not result in inequality and limited access to the places where decisions are made and society is collectively built. We must see these diversities, which cannot be oversimplified by linking them to migratory processes but must also take into account the historical realities of groups such as the Roma people, as the sum of all the different aspects that shape identities (sex, gender, age, social class, sexual orientation, etc.), and which must be addressed in a comprehensive rather than a fragmented manner.

From the point of view of public policies, interculturality is considered a transforming and dynamic process in a constant state of learning and construction. As a transforming process, it means that a profound change in relations in the different spheres of the city is desired, and so it must be capable of going beyond mere recognition and exchange between cultures. It is a process characterised by flexibility and by the fact that there are no magic solutions to solve complex challenges quickly and easily.

As a dynamic social transformation process, the intercultural approach must be sensitive to social change and keep an open and critical attitude based on the what we learn from it and the results of its practical application. We need to avoid dogmas to gradually fine-tune policies while simultaneously enriching intercultural narratives.

# The principles of interculturality

There is no single way to explain interculturality. It is part and parcel of the very complexity and dynamism of the conceptual frameworks that seek to inspire public policies, and it must not be seen as a weakness.

In the 2010 Plan, Barcelona City Council decided to explain the intercultural perspective on the basis of three principles under which the aims of interculturality can be conveyed relatively briefly and clearly.

With slight differences and nuances depending on context and emphasis, these principles have become consolidated and are the main pillars of the intercultural approach promoted by the Council of Europe through its Intercultural Cities programme, which includes over 140 cities in several countries, including Barcelona.

**❶ The commitment to advance towards actual and effective equality of rights, duties and opportunities for everyone based on a commitment to non-discrimination and fairness**

The starting point of the intercultural perspective is commitment to the defence of human rights and basic needs, and to equal treatment and equal rights for everyone regardless of origin, ethnoracial aspects or cultural or religious background, with raised awareness of how these interact with other key factors of inequality, such as sex, gender identity, age, social class, sexual orientation and different functional abilities. This is why it is fundamental to consider the intersectional perspective in all actions taken to promote such equality.

Inequalities in the acquisition and effective exercise of the social, political, economic and cultural rights of the entire population are determined by a combination of structural and other formal and informal factors specific to each context.

The commitment to interculturality involves identifying and viewing inequalities and analysing their causes from the basis of commitment in the fight against all discrimination of any kind as a social and political priority.

To ensure effective equal rights, we must consider both the existing barriers and the specificities of the context and of people in a bid for fairness, enabling us to adopt the most effective and impactful measures to ensure that equality stops being confused with homogeneity.

It would not be unusual to think that the chance to effectively influence many of these inequalities from the sphere of local public policies is limited by of its remit of competences. However, experience has shown that local government has considerable ability to promote spaces of greater equality by profiting from the value of proximity. Its way of doing so is to combine direct actions in areas as diverse as urban planning and housing, access to basic services, participation, culture and the fight against discrimination, among others, with the creation of partnerships and relationships of cooperation with other levels of the administration and social agents, with the aim of influencing the more structural elements of a legal, economic and social nature, whether or not they fall within the remit of the competences of local governments.

## ❷ Acknowledgement of, and respect for, cultural diversity as a structural aspect of society that must be considered and valued

Interculturality is based on a broad concept of culture[1] that is immersed in an ongoing transformation process, and on the hybrid and dynamic nature of identities, while looking to avoid the labelling of people in closed collectives based on ethno-cultural or other stereotypes. However, this does not mean that we should underestimate the value many people place on certain aspects that pertain to and are specific to their cultural contexts and origins, particularly when they have been victims of historical discrimination processes.

Recognising diversity involves respecting the myriad ways of seeing, feeling, explaining and experiencing reality, and the fact that this diversity of world views is in itself a fundamental element of our society. As part of this recognition, society must question preconceived ideas about culture and identity and engage in complex discussions about the configuration of "us" as a political and cultural subject.

Advancing in the acknowledgement of diversity means that this diversity is not just present and visible but that it transforms the forms of participation and the decision making processes in every sphere and space and at every social and institutional level. This means that the city's sociocultural diversity must be reflected in the city's public administration, educational institutions, associations, companies, political parties, trade unions and the media, among others.

Last, in this complex and necessary exercise of acknowledging diversity, we must adopt an intersectional approach to avoid the pitfalls of oversimplification, generalisations and partial diagnoses that often hinder the design of more effective actions.

## ❸ Facilitating positive interactions, creating ties, participation and intercultural dialogue under equal conditions.

Based on the principles of equality and the acknowledgement of diversity, the intercultural approach also places great importance on promoting spaces and opportunities for positive interaction, participation, relations and intercultural dialogue. This is not about promoting intercultural relations from an oversimplified, superficial or naive perspective. Interaction can in itself be positive or negative and can be based on an assimilationist perspective, taking place in a context characterised by inequalities and power imbalances.

To this effect, it is considered important to facilitate the creation of ties between people with different backgrounds and cultural origins. If these ties arise in circumstances of equal status and in a context of trust and cooperation, they help break stereotypes, foster critical thinking, promote the appreciation of common elements and create new shared feelings of belonging. Interaction and ties also lead to a better use of the opportunities arising from diversity as an element of enrichment and social, cultural and economic development for the city.

Interculturality aims to prevent the physical and metal segregation processes characterised by inequalities, ignorance and the "us versus them" mindset. To overcome this approach and foster social cohesion, we must facilitate the creation of more cross-cutting feelings of belonging linked to shared interests or needs and, at the same time, recognise difference and avoid diluting or ignoring the differences from which certain discrimination and inequality processes stem.

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[1].- We understand culture as the set of distinctive spiritual, material, intellectual and emotional traits of society or a social group that encompasses not only art and literature but also lifestyles, ways of living together, value systems, traditions and beliefs (UNESCO, 2011).

Interculturality also involves preventing, addressing and managing the tensions and complexities that arise from sociocultural diversity and its interaction with the set of social, economic and power relations. Hence the importance of promoting intercultural dialogue as a tool for political action to ensure that everyone's interests, viewpoints and needs are acknowledged and taken into account. Intercultural dialogue is key to making effective the principles of equality, acknowledgement of diversity and creation of ties and shared feelings of belonging. Without opening these spaces for dialogue in every sphere and area of society, the necessary and complex challenges and discussions arising from living together in diversity cannot be addressed.

Last, an intercultural city also involves the participation of citizens in all their diversity in the various spaces of representation, organisation and decision-making in the different areas of civil society.

# Key elements of local public policies with an intercultural perspective

## ❯ Taking the context into account

The dynamic and changing vision inherent in policies with an intercultural perspective means that the context in which they are to be applied must be considered, and which includes elements of a more structural nature that impact hugely on the generation of inequalities, as well as more specific ones that can be addressed better at the local level. The context also determines how diversity is perceived and how it has evolved over the years. This is why policies with an intercultural perspective must be able to adapt to each context and, above all, to any ongoing changes.

## ❯ Interculturality as a proposal for society as a whole

The intercultural perspective must be seen as a public policies approach aimed at society as a whole rather than at specific groups. As a social transformation process based on intercultural principles, this inclusive approach involves and poses questions for everyone and seeks to achieve positive impacts for society as a whole. A society with less discrimination and segregation that acknowledges its own diversity and promotes social cohesion, critical thinking and empathy not only involves everyone but has a positive impact on society as a whole. This requires education and the promotion of dialogue about situations of racism, discrimination and violence suffered by people who do not live under equal conditions.

## ❯ The relevance of the local sphere

As part of the commitment to advance towards more intercultural societies, the emphasis has been placed on the local sphere. It is in cities that people live with each other on a daily basis and where the key elements of interculturality can be best addressed. However, while we recognise and advocate for the role of the local sphere, we must also take a more macro view, because many of the factors leading to inequality are related to policies and legal frameworks that go beyond its boundaries. We must therefore establish and bear in mind mechanisms for cooperation, dialogue and pressure at the local level to influence decision making at other levels of government.

## ❯ Political commitment

Firm and genuine political commitment and leadership are essential for public administrations such as city councils to promote policies with an intercultural perspective. Without this commitment, it is difficult to incorporate this perspective in all policies and not end up with merely a few specific projects that have limited impact. We must also work proactively to create broad political consensus to ensure the sustainability of these policies in the long term and prevent them from becoming a source of political controversy.

## ❯ Mainstreaming and territoriality

We can only progress towards becoming a more intercultural city based on public policies designed in accordance with principles of equality, acknowledgement of diversity and positive interaction and dialogue if all the city's areas and districts incorporate this strategic framework and narrative in the design of their policies and lines of action. Otherwise, there is the risk of limiting interculturality to a set of measures promoted by a department, thus diluting their influence on many of the issues that affect progress towards the goals proposed by interculturality. In this regard, the experience and advances made from the perspective of gender equality policies must provide a point of reference and inspiration to advance towards mainstreaming.

## ❯ Feminism and intersectionality

Public policies with an intercultural perspective must include a feminist approach. Promoting equality also involves gender equity and mitigating the more structural aspects of gender inequality and sexism. It is important to acknowledge that the various forms of discrimination do not work independently of each other but are interrelated, creating a complex system of oppression and privileges made up of multiple ways of relating and discriminating. Therefore, it must be considered that there are several variables traditionally linked to cultural diversity, including people's ethnicity, culture of origin, religion and country of birth, that intersect and are not homogeneous. And in turn, these variables converge with others, such as age, gender, socioeconomic position, administrative status and ableism, among others. The intersectional approach seeks to ensure that these realities are not forgotten so that we tackle all discrimination at the same time. To this effect, identifying how exclusions interrelate is key to overcoming and eliminating them.

## ❯ Participation and cooperation with civil society

Advancing towards a more intercultural city is everyone's responsibility, and local public policies must be based on the need to create spaces for participation and cooperation and to establish partnerships with a wide range of civil society actors. The intercultural approach as a transformation process requires us to act on many levels, ranging from promoting internal changes in the institutions themselves to community actions in neighbourhoods, educational institutions, public spaces, culture, sport and so on. The ability to create spaces for cooperation and networking with different agents requires a commitment to reaching consensuses that ensure the actions carried out have the maximum impact.

## ❯ A proactive and critical attitude

Including the intercultural perspective in all municipal actions requires a proactive and critical attitude. This involves education and the rejection of conformity, proactively opening up complex discussions and questioning how things are done. Since the impact of policies with an intercultural perspective is often hard to "measure" due to their complexity, the various interrelated factors and a lack of data on "diversity", there is a danger of underestimating their importance, leading to delaying decisions and the launch of planned actions. If we fail to take this proactive and critical approach, we will be reacting too late because the negative consequences will already have been felt.

## ❯ Creativity and flexibility

Last, avoiding reactive and conformist attitudes also involves a commitment to creativity, innovation and flexibility. There are no simple answers to complex realities, but certain types of inertia must cease at the local level to give way to new approaches, partners, spaces, and tools and methods for intervention. This essential creativity must go hand in hand with the flexibility required to constantly adapt to changes in circumstances. What worked in a particular place and context may not work in another with different circumstances and profiles: diagnostics must be properly tuned and flexible in an ongoing learning process.

# 3.

# THE PROCESS OF
# DRAFTING THE NEW PLAN

The design process of the new Barcelona Interculturality Plan for 2021-2030 has been promoted by the Sixth Deputy Mayor's Office, and mainly by the Commissioner for Intercultural Dialogue and Religious Pluralism and the team from the Department of Interculturality and Religious Pluralism.

The process has focused mainly on the cross-cutting approach, involving all the municipal areas. It has also been developed based on a participatory process aimed at Barcelona's citizens and its association network to ensure a shared diagnosis that enables the main challenges and priorities to be identified and the lines of action under the Plan to be defined.

Regarding the cross-cutting dimension, an oversight group made up of 20 people from different municipal areas and districts of the city was created to draw up the Plan, which has met three times to date to monitor the process. In addition, 25 individual interviews have been carried out with representatives and teams from the different areas, and several working sessions have been held with the main teams involved, including those from the Office of Religious Affairs (OAR), the Barcelona Interculturality Programme and the Department of Interculturality and Religious Pluralism itself. Furthermore, interviews have been conducted and a working session has been held with the Barcelona Education Consortium.

The process has been further enriched by the analysis of several sectoral action plans and studies prepared by different research centres on key elements of interculturality in the city and its relationship with specific areas such as culture and education.

Regarding the participatory process, various participation spaces and channels have been created. Although they have had to be online due to the pandemic, they have nonetheless been effective in gathering a huge amount of information with specific ideas and proposals from different social agents, the general public, and municipal technical staff themselves.

A total of fifteen online discussion sessions have been carried out. Based on the number of participants, smaller discussion groups were created to evaluate the diagnosis and identify the main challenges and priorities, as well as to discuss the extent to which municipal actions have previously been aimed at achieving equal rights, the acknowledgement of diversity, positive interaction and intercultural dialogue.

The third step in the process was to conduct online interviews with experts and professionals in various areas, such as intercultural policies, intersectionality and linguistic diversity.

| Promoted by: the sixth Deputy Mayor's Office - Commissioner for Intercultural Dialogue and Religious Pluralism | Oversight Group | Individual interviews and work sessions with several areas |
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**INTERNAL MAINSTREAMING**

# DRAWING UP THE BARCELONA INTERCULTURAL PLAN

**PARTICIPATION PROCESS**

| 15 working sessions | 7 interviews | Decidim Barcelona |
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| 15 discussion sessions with: | ❯ Women's Council and Municipal LGBTI Council<br>❯ Barcelona Anti-Rumour Network<br>❯ Municipal Social Welfare Council, Eldery People's Advisory Council, Municipal Immigration Council, Municipal Roma People Council<br>❯ Municipal Schools Council, Sports Council<br>❯ Religious Pluralism in the framework of the new PBI<br>❯ The city's association network (4)<br>❯ Local municipal services and facilities (2)<br>❯ Municipal technical staff<br>❯ Municipal technical staff from the Services for People departments (Districts)<br>❯ Social Services municipal technical staff<br>❯ Communication technical staff |
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| 7 interviews with: | ❯ Young people<br>❯ Leading figures from the world of culture<br>❯ Barcelona Anti-Rumour Network<br>❯ Healthcare professionals<br>❯ Language diversity and multilingualism experts and professionals<br>❯ Intersectionality experts<br>❯ Intercultural policy experts and trainers |

Last, and also within the framework of the participatory process, an online survey was carried out on the decidim.barcelona platform. The questionnaire was available from 21 October to 24 November, and 126 responses were received. The survey involved a number of questions about the public's current perceptions of equal rights, opportunities, fairness and non-discrimination, as well as of intercultural dialogue and interaction and the acknowledgement of diversity. See Appendix 1 for more information.

Over the months during which this process was ongoing, we were also preparing the PBI Diagnosis, which is available for consultation and together with the list of proposals contains the key information on which the new plan described in the following pages is based. Both lines of work have been key to the final drawing up of this Plan.

# 4.

# THE LOCAL CONTEXT

The Intercultural Plan promoted ten years ago was based on a reality and a set of challenges that have since evolved. This is why a diagnosis of the city's current situation from an intercultural perspective based on quantitative and mainly qualitative information has been carried out by means of interviews with professionals from the various municipal areas and a participatory process involving contributions from civil society actors.

## A diverse Barcelona

The socio-demographic data show us a more diverse Barcelona from the origins' perspective: the relative proportion of members of the population born abroad has risen by almost 7 per cent in 10 years, from 21.1% (2010) to 27.8% (2020)[1]. There are currently people from 183 different countries living in the city, a figure that has risen by 14 since 2015; and the number of other EU citizens has increased by 57% in the last nine years. Furthermore, the number of refugees arriving in the city has increased exponentially in the last few years: from 195 in 2010 to 7,374 in 2018.
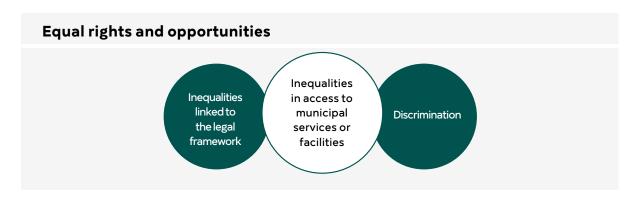
It is also estimated that 0.6% (rising from 0.4% to 0.9%) of people over 15 years old who are not institutionalised identify as Roma (2020 ASPB internal analysis 2020 - Barcelona Health Survey, 2016).

The city is also linguistically and religiously diverse, with approximately 300 languages spoken and 974 religious communities of up to 25 different faiths and 510 places of worship in 2019.

**1-** Statistics and Data Dissemination. Barcelona's foreign-born population

## The Diagnosis

Below are the conclusions of the diagnosis in accordance with the conceptual framework and aligned with the three principles of actual and effective equality of rights, duties and opportunities; acknowledgement of, and respect for, diversity; and positive interaction, creation of ties, participation and intercultural dialogue.

### Equal rights and opportunities

Inequalities linked to the legal framework

Inequalities in access to municipal services or facilities

Discrimination

The global and city context has been affected by an increase in inequalities (economic and financial crisis, Covid-19), impacting on the city's social cohesion and particularly affecting certain population groups at greater risk of vulnerability. It is within this framework that we have identified **inequalities linked to the legal framework that affect access to some basic services**, including not only healthcare but also the labour market, housing and political representation and participation for non-EU nationals, among others.

As regards the labour market, unemployment is greater among foreign nationals and certain groups such as the Roma people[II]. Furthermore, there is a significant degree of ethnicisation and racialisation in certain jobs affecting foreign women, serving to consolidate a pool of people in an irregular situation, with no employment rights and vulnerable to exploitation, such as riders. One of the most notable barriers is the difficulty obtaining official recognition of foreign academic degrees.

| **Government** | > Government measure for encouraging access to regularisation and preventing the lapse of regularised status (2017) |
| | > Pròxim vocational integration programme for people in an irregular administrative situation that could be regularised (Barcelona Activa) |
| | > Plan to foster quality youth employment 2016-2020 |
| | > Local strategy with Barcelona's Roma Community + Acceder Programme |
| | > Transocupació Programme (Barcelona Activa) |
| | > Barcelona, City of Talent" government measure |
| | > Strategy against the feminisation of poverty and job insecurity in Barcelona (2016-2024) |
| | > Government measure for the feminist economy: For the improvement of the economic, social and employment conditions of the most feminised and precarious jobs (2021) |

There are also **barriers to accessing under equal conditions various municipal services, spaces and facilities partly due to insufficient tailoring to the city's diverse reality, resulting in situations of discrimination**. This is the case in the areas of health, cultural facilities and local facilities, which have not yet incorporated the intercultural perspective into their structure. For example, although libraries have done a great job[III], there is still an unequal mainstreaming of the intercultural perspective in civic centre programme[IV]s.

Religious pluralism faces challenges and obstacles to effectively exercising some rights, such as access to funeral services[V], the use of certain municipal facilities, guaranteed rights in educational institutions and in relation to work, conferring dignity on places of worship and achieving equal rights for the various religious faiths.

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II.- In 2015, it was brought to light that the Roma people had been more seriously affected by the economic and financial crisis. There was more unemployment among Roma people (36.4%) than in the whole of Catalonia (20.9%).

III.- They organise reading clubs revolving around diversity-related topics, they have books written in city residents' main languages of origin, and they take part in the project "A l'estiu, Barcelona t'acull" ["In summer, Barcelona Welcomes You"] for children and young people arriving in Barcelona under family reunification processes.

IV.- The Civic Centre Plan 2015-2019 did not include interculturality in its roadmap. However, the intercultural perspective has a very prominent presence in the new Plan for 2019-2023.

V.- Barcelona has specific plots for carrying out burials in accordance with Jewish and Muslim rituals. However, other religious faiths do not have specific spaces. Although some alternative initiatives have sprung up from the communities themselves (such as the Pakistani community) to buy land and manage it themselves, they do not have an administrative management strategy.

| **Government** | › Government measure for cultural rights in Barcelona 2021<br>› Government measure on guaranteeing equal treatment of religious diversity as regards holding one-off activities in public places. |
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Equal opportunities in education are a very complex goal involving many factors in which both differences in possibilities and the cultural diversity perspective become variables to be considered. When analysing the factors that affect success in education, the social composition of families and schools and the segregation in many educational institutions have emerged as significant variables. In this regard, policies for a balanced distribution of pupils in a situation of social vulnerability (a group with a high percentage of families of foreign origin[VI]) are fundamental and must still be significantly improved.

There is a fairly unequal distribution of foreign pupils between state and private schools, with **64.7% of pupils of foreign origin enrolled in state schools** (academic year 2017-18), as compared with 58.6% of all pupils attending fully private or state-subsidised private schools. However, the plans against segregation in education that have previously been implemented have lead to a positive tendency, with the percentage of co-responsibility improving between the 2010-2011 and 2018-2019 academic years, reflected in the number of pupils of foreign origin attending state schools falling from 73.2% to 63.2%.[VII]

**Joining the system late emerges as the main factor linked to poor school performance**, interrupted attendance and drop out. To this effect, the highest rates of school failure can be found among pupils born abroad and arriving in Catalonia from the age of 7 onwards, with a third of boys and a quarter of girls in this group not finishing compulsory secondary education. The school drop-out rates among the Roma population are also of major concern[VIII].

| **Government** | › The Barcelona Education Consortium's Strategic Plan for 2017-2021 sets out a working plan to improve success in education and improve fairness and excellence.<br>› Local strategy with Barcelona's Roma community |
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Last, discrimination is one of the reasons behind various inequalities in areas such as employment and access to housing and certain services. There has been **an increase in the number of discrimination situations reported[IX], with racism and xenophobia as the main causes**. Most discrimination incidents reported took place in public and on public transport. Beyond the cases reported, we must also consider diverse groups' perceptions of feeling attacked on a daily basis due to discriminatory attitudes.

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VI.- Among other relevant data, the study on the profile of vulnerable pupils in Barcelona, published by the Barcelona Education Consortium in 2020, estimates that 40% of children in a vulnerable situation are from foreign families.

VII.- Statistics and dissemination of data. Profile of non-university students in Barcelona by nationality.

VIII.- It is estimated that 64% of Roma students (between 16 and 24 years of age) do not finish compulsory education, as compared to 13% of all students. Secretariado Gitano foundation (2013). Roma students in secondary education: a comparative study. Spanish Ministry of Education, Culture and Sport.
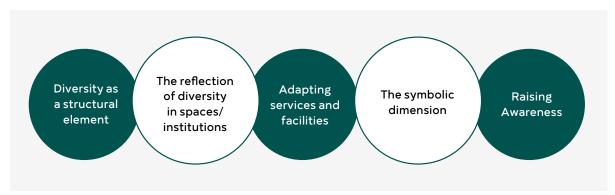
IX.- The year 2019 saw 411 cases reported, as compared to 265 in 2018 and 305 in 2015. Barcelona Discrimination Observatory Report 2019.

Although anti-discrimination policies have been significantly boosted by the City Council, they still need to be strengthened in view of the increase in racist, xenophobic, Islamophobic and other discourses. Notable also is the joint work carried out by the public administration and organisations to provide a comprehensive care service with referral protocols, give financial and logistical support to organisations that support the victims of discrimination, and improve the collection of data through the Discrimination Observatory. We must reinforce those strategies that challenge prejudice and stereotypes about diversity, such as the BCN Anti-Rumour strategy.

| Government | > Gender Justice Plan (2016-2020)<br>> Local strategy with Barcelona's Roma Community (2015)<br>> Municipal Plan for Sexual and Gender Diversity (2016-2020)<br>> "Barcelona, City of Rights" government measure (2016)<br>> Government measure on "Human Rights and Diversity In-House Training Plan" (2016)<br>> Office for Non-Discrimination" government measure (2017)<br>> Municipal Plan against Islamophobia" government measure (2017) |
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## Recognising cultural diversity

Diversity as a structural element — The reflection of diversity in spaces/institutions — Adapting services and facilities — The symbolic dimension — Raising Awareness

First, diversity **is not yet recognised as a structural element of the city's identity.** In addition, it is considered that the concept of diversity should be dissociated from the concept of immigration. The Roma people, for example, are still treated as foreigners, and policies and measures for the elderly do not consider the intercultural perspective.

As for recognition of religious plurality, the Office of Religious Affairs (OAR) is working to raise the visibility and bring about acknowledgement of this plurality present in the city. And furthermore, there is a perception that this plurality is often not recognised as an intrinsic phenomenon but is instead closely associated with migratory movements or cultural diversity.

As to the recognition of language diversity, we are working with various resources from the Barcelona Education Consortium (CEB) and the BCN Interculturality Programme (PROGBI) (learning native languages and projects)[x]. Nonetheless, the Roma community feels that the Romani language should be recognised as an official language and included in mother tongue learning programmes.

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X.- Such as the mother tongue projects (extracurricular Urdu and Arabic lessons in Besòs). Linguapax is taking part in a project to highlight the richness of linguistic and cultural diversity. This association provides guidelines and proposals for the treatment of languages in municipal communications.

Second, **this diversity is not reflected in either institutions or in the various civil society spaces and actors** (municipal workers, professionals of various social and cultural areas – instructors and teachers).

Third, **greater effort needs to be made to adapt municipal services and facilities to diversity to guarantee the acknowledgement of diversity and create confidence in the system** (in relation to healthcare, education and culture). As for sports, newcomer communities in Barcelona do sport, although the precarious conditions of this collective need to be improved and more initiatives would be needed to promote sport as a tool for empowerment[XI], alternative sports should be fostered by adapting municipal facilities and diversifying the range of sports offered at schools to include minority sports, taking heed of the various sports in which boys and girls are involved. Another challenge we are faced with is the fact that certain communities do not feel that they are represented in the programming of the city's great cultural facilities.

In a different area altogether, public safety, the police and emergency services must be trained to adapt to this diverse society, keeping in mind how diversity can have a bearing on service provision since it can condition interaction with the public regarding the prevention of risks to residents' safety and integrity.

Part of the work in this regard is concerned with the need to develop new skills in view of the **lack of intercultural skills acquisition and education in many areas**, including familiarity with the languages and customs of the population living in the city's neighbourhoods. Notable in this regard, however, is the consolidation of interculturality training as part of the training provided by the City Council.

Fourth, the symbolic dimension must be taken into account. In many spheres from which intercultural policies are promoted, insufficient **effort is made in terms of the communication dimension, and a narrative whose emphasis is not limited to the complexities of diversity has not yet been incorporated.** PROGBI has made progress in improving how citizens are addressed and in raising the profile of the actions implemented by the city, as well as in establishing links with the media[XII].

Among many other ways, the symbolic dimension is also reflected in the city's street names, the awards given, the city's historical narrative, the design and elements present in public spaces and its festivities and celebrations, all of which have a long way to go to represent the city's true diversity. Regarding popular and religious festivities and celebrations, although significant progress has been made, much work is still required to discuss calendars, communication of the various festivities and the incorporation of diverse cultural codes and collective imaginaries from an intercultural perspective.

Manifestations that give a voice, place and visibility to cultural expressions of diverse origins[XIII] in the public sphere are some of the most relevant spaces for mutual knowledge and intercultural dialogue. Nonetheless, there is the perception that we still need **more spaces for acknowledging cultural diversity and religious pluralism. Festivities, for example, should be naturally integrated in the city's calendar of traditional festivities, occupying their own space in the public sphere on an equal footing and without segregation.**
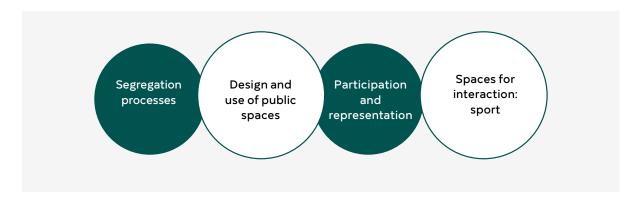
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XI.- The Barcelona Institute of Sports' (IBE) programme "Convivim esportivament" ["Living Together in Sport"] organises projects such as Criquet Jove a BCN [Youth Cricket in BCN] and Basket Beat.

XII.- This programme supports and advises organisations and other City Council departments. Furthermore, communication is one of the Anti-Rumour Strategy's four lines of action aimed at promoting the use of inclusive language and the proper treatment of diversity in the media and on social media, and at proposing counter- and alternative narratives about diversity. Support has been provided to journalism projects and the Observatory on Discriminatory Discourse in the Media, among others. The Diverscat portal also provides a digital tool for communication professionals to improve the way cultural diversity is treated in the media.

XIII.- Some examples: the BCN Diverse City Gathering; the OAR's interfaith calendar; Chinese New Year; the Matsuri Japanese Culture Festival; the El Raval(s) Festival; Africa Moment; the Black Barcelona Festival; the Barcelona Jewish Film Festival, the African Film Festival and the Asian Film Festival.

The important role played by Espai Avinyó in the promotion and revitalisation of interculturality should be noted. The risk, however, is that the issues will be dealt with from there rather than mainstreaming the intercultural perspective in all of the city's sociocultural spaces.

## Positive interaction, intercultural dialogue and participation

Segregation processes

Design and use of public spaces

Participation and representation

Spaces for interaction: sport

There is a general perception that **people simply coexist rather than really live together or have positive interactions.** In addition, little data is available to establish the nature and intensity of interactions[XIV].

All determinants relating to finance and employment, housing prices, inequalities of rights and prejudices and discrimination end up intervening in segregating processes. In addition, in the current context and compared with 2010, the xenophobic, racist and exclusionary message has not only gained a greater presence in the media and on social media but it also has a greater political representation in what was previously a minority standpoint. To this effect, the way people form perceptions about diversity has changed significantly and has become more polarised, which also affects the level of trust between neighbours.

In terms of distribution by neighbourhood, in 2020 people born abroad accounted for over 50% of the population in three neighbourhoods (El Raval, El Gòtic, and Sant Pere, Santa Caterina i la Ribera)[XV]. The **effects of gentrification on some groups** such as the Roma community is also worth noting. However, **there is more school segregation than territorial segregation[XVI]**.

| **Government** | ❯The Emergency Plan against School Segregation (2019)<br>❯The Neighbourhood Plan |
|---|---|

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XIV.-The mix and presence of diversity has increased slightly in all neighbourhoods. The number of mixed households has risen slightly, from 9.4% in 2010 to 11.7% in 2020. Statistics and dissemination of data. Evolution of homes by nationality, 2007-2011, and homes by people's nationality, 2016-2020.

XV.- This was not the case in 2010, when 40.5% of Ciutat Vella's residents were foreign nationals. Statistics and dissemination of data.Population by place of birth by district and neighbourhood.January 2020 and January 2010.

XVI.- Ciutat Vella is the district with the highest proportion of foreign students. The districts were most school segregation is observed in infants and primary education are Horta-Guinardó, les Corts, Sants-Montjuïc and Ciutat Vella. School segregation reduces in secondary schools (academic year 2017-18).

The design of public spaces can also lead to segregation: we need to work on prioritising people and improving environments to make them safer and more accessible. One of the groups that need to be most considered in this city model is the one made up of women and girls[XVII].

As to the various uses of the public space and the incidents of discrimination that take place in them, there is a clear need for more mediation services and resources with an intercultural perspective to better manage these realities[XVIII].

Regarding participation, voting and standing for public office, the structural inequality embodied in the legal framework restricts participation by certain groups of people. However, the number of people registered in the electoral census is considerably lower than the legal maximum[XIX].

**Formal and informal spaces for municipal participation (sectoral and neighbourhood councils) do not consider the intercultural perspective or reflect the diversity of origins and sociocultural backgrounds.** We must evaluate the resources available to councils to develop the desired level and quality of participation.

| **Government** | ❯ Government measure to foster the participation of people of diverse cultural backgrounds and origins in participation channels (2016) <br> ❯ Urban planning and gender: exploratory walks of everyday life (2019) |
|---|---|

In the area of sport, which is a key tool for fostering positive interaction, it has been found that not all sports organisations reflect the sociocultural diversity of their neighbourhoods, that we need more intercultural training in the area of sport and that foreigners have problems joining sport associations. Some municipal initiatives such as the Open Playgrounds initiative are excellent settings for the incorporation of the territory's cultural and sports organisations.

## Governance

Last, let us take a look at the organisational challenges. First, **the City Council's staff and service providers do not reflect the city's sociocultural diversity**. Furthermore, they do not have specific non-discrimination protocols.

And, second, the **internal management, monitoring and evaluation mechanisms need to be strengthened.** This means consolidating the coordination mechanisms with all the municipal areas and the various levels of governance to ensure that mainstreaming reaches more areas, while also strengthening links with the city's districts. However, the fact that there is no monitoring and evaluation system for the Plan is associated with the **lack of information, data and indicators on diversity and interculturality, and of data broken down by sex.**

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XVII.- Government measure on "Urban planning with a gender perspective" 2017.

XVIII.- The City Council has the following services: Service for the Management of Social Disputes in Urban Spaces; Mediation Resource (disputes between neighbours); Intercultural Mediation and Translation Service; Mediation and Alternative Dispute Resolution Service (Office for Non-Discrimination (OND), Office of Religious Affairs (OAR)); Urban Planning and Safety working group (2016)..

XIX.- The project "My City – My Vote" was a campaign aimed at increasing the number of people registered in the electoral census for the 2019 local government elections. It resulted in a 50% increase in the number of EU nationals registered between 2015 and 2019, with a total of 25.6% of EU national residents registered (which is nonetheless still a low level). The percentage is even lower for non-EU nationals (1.646%), a very low representation.

# 5.

# CONTENT OF

# THE BARCELONA INTERCULTURALITY PLAN 2021-2030

The Barcelona Interculturality Plan 2021-2030 is the outcome of the diagnosis carried out, from which the main challenges facing the city in relation to the principles of interculturality and the intercultural approach have been identified.

Interculturality is a process of transformation over time that is dynamic and must be adapted to each context based on a proactive and flexible attitude of continuous learning. This is why the **Plan must include this dynamic process and has been based on a long-term outlook of 10 years to act as a strategic umbrella for all City Council policies and actions with an intercultural perspective.**

The Plan sets out a set of core pillars, goals and measures structured on the basis of intercultural principles, while involving all the areas and districts of the city and emphasising the need to intensify their cross-cutting and territorial approach.

To this end, and as a strategic framework for action, it must include a dynamic dimension that enables lines of action to materialise and adapt to each area of action and changes in context. For this reason, the **plan is designed as something "living" and dynamic, and its implementation involves all the areas and districts outlining their own intercultural action plans for a 2-to-3-year period.** These plans will incorporate the lines of action of the Intercultural Plan that apply to their area, but in many cases they will also include other actions that are more specific and relevant to each area.

Thus while the Plan remains a strategic framework for the next 10 years, it retains the flexibility to adapt and be tailored to each area based on the city's changing and dynamic reality and on the results gradually achieved and illustrated by the evaluation and impact of the policies.

## Overall goal

The Plan's overall goal is to steadily advance towards a more intercultural city based on the principles of equality, the acknowledgement of diversity, positive interaction and intercultural dialogue to build a more inclusive, fairer and more dynamic city and to foster social cohesion and living together.

# 5 pillars, 26 goals, 106 measures

| AREAS | GOALS |
|---|---|
| **1.** To advance towards effective equality of rights, duties and opportunities for everyone based on a commitment to non-discrimination and fairness | **1.1.** To identify areas of legal inequality and promote spaces for improvement |
| | **1.2.** To intensify the fight against discrimination and hate crime |
| | **1.3.** To ensure equal treatment and access to municipal services and facilities for everyone |
| | **1.4.** To address and prevent situations of inequality and vulnerability in the areas of employment, healthcare and access to housing |
| | **1.5.** To promote a quality education system that is inclusive and promotes equal opportunities for all students |
| **2.** To advance in the acknowledgement of, and respect for, diversity as a structural reality of the city | **2.1.** To advance in the institutional and symbolic acknowledgement of diversity |
| | **2.2.** To adapt all the municipal services, programmes and facilities to acknowledge diversity from an intercultural perspective |
| | **2.3** To promote the intercultural curriculum in schools and other educational institutions |
| | **2.4.** To strengthen the diversity approach as an opportunity for the city's enrichment and sustainable development. |
| | **2.5.** To promote the acknowledgement of diversity and the intercultural perspective in the various traditional and cultural festivities |
| **3.** To encourage the creation of spaces and opportunities for positive interaction and the generation of ties and relationships on equal terms | **3.1.** To reduce the factors that contribute to and reinforce segregation processes |
| | **3.2.** To promote an inclusive public space for everyone that facilitates and acknowledges the diversity of uses and profiles while guaranteeing everyone's rights |
| | **3.3.** To promote opportunities for positive interaction based on common interests and activities and spaces for cultural, social and sport revitalisation |
| | **3.4.** To strengthen the dispute management and mediation tools and teams from an intercultural perspective |
| | **3.5.** To reduce the factors that give rise to discriminatory attitudes and hinder interaction and living together |
| **4.** To promote intercultural dialogue, participation and a concept of active citizenship that goes deep into democratic values and practices | **4.1.** To promote the culture and practice of intercultural dialogue as a key tool for municipal action together with actors from various areas of society |
| | **4.2.** To ensure the presence and representation of the city's diversity in the various participatory spaces and processes promoted by the City Council |
| | **4.3.** To foster the participation of diverse citizens in all representation and decision-making areas and spaces |
| **5.** To ensure that all municipal government action considers the intercultural approach and the principles of interculturality | **5.1.** To strengthen the cross-cutting dimension of interculturality |
| | **5.2.** To strengthen territorial cooperation |
| | **5.3.** To strengthen cooperation with the city's association network |
| | **5.4.** To work in a multilevel governance context |
| | **5.5** Monitoring and evolution reports |
| | **5.6.** To incorporate the city's sociocultural diversity in the City Council's staff and the provision of services |
| | **5.7.** To improve intercultural skills |
| | **5.8.** Knowledge production and transfer |

## PILLAR 1.

# To advance towards effective equality of rights, duties and opportunities for everyone based on a commitment to non-discrimination and fairness

From the intercultural perspective, the commitment to equality from the local sphere must really take the intersectional approach into account, as several factors interrelate and together affect inequalities. In some cases, origin, ethnicity, racialisation and religious identity, among others, are experienced from a complex and difficult reality and exacerbate, or even lead to, both socioeconomic inequalities and inequalities regarding the ability to participate in the collective construction of the city under equal conditions. We must therefore ensure that there is equality based on a commitment to fairness, considering each person's background and specific circumstances.

Even if it cannot influence some of the root causes of inequality, action at the local level can promote policies for mitigating and compensating for the consequences of legal, economic and labour market inequalities and those relating to access to basic services, such as housing, social services, education or the right to culture and participation. Last, the City Council has an enormous responsibility when it comes to fighting discriminatory attitudes and processes, including those with an institutional and systemic dimension, given that they involve infringements of fundamental rights and the right to equal treatment and opportunities for everyone.

### 1.1- To identify areas of legal inequality and promote spaces for improvement

» Producing a diagnosis identifying the areas of **legal inequalities and vulnerabilities and the possible mechanisms to correct them**, for example intensifying political influence on legislation that affects inequality but is not within the municipal government's competence. Some example are the lack of access to certain jobs in the public sector and to federated sport, and the general lack of regularised access to the state administration in relation to immigration procedures (identity number for foreign nationals, footprints, etc.).

» Strengthening initiatives to enable active **registration in the municipal register as a city resident** to protect people in vulnerable situations and guarantee their right of access to basic services: adaptation to the Resolution of 29 April 2020, issuing technical instructions on the management of the municipal register[2], and improving the procedure for obtaining the Residence Knowledge Report to be able to register as a resident without a fixed abode and, at the same time, promoting a commitment and a joint strategy in all the municipalities of the Metropolitan Area.

» Encouraging foreigners with the right to vote to **register in the electoral census**, and demanding changes to the current legislation to allow long-term foreign residents to vote in local elections.

» Monitoring compliance with the initiatives under the *Government measure for encouraging access to regularisation and preventing the lapse of regularised status*, approved in May 2017[3].

» Monitoring compliance with the right to freedom of religion and worship.

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**2**- See https://www.boe.es/diario_boe/txt.php?id=BOE-A-2020-4784

**3**- See https://bcnroc.ajuntament.barcelona.cat/jspui/bitstream/11703/102541/5/MGIrregularitat_3.pdf

## 1.2 - To increase the fight for full recognition of diversity and against discrimination and hate crimes

» Local implementation of the new **Law on Equal Treatment and Non-Discrimination,** which increases the City Council's power to issue sanctions in areas such as health, commerce, justice and others, strengthens the mechanisms for guaranteeing rights, such as drawing up protocols to detect discrimination and infringements of rights, and fosters restorative justice and alternative dispute resolution mechanisms in situations of discrimination.

» Improving the **mechanisms for the generation of knowledge** and identification of discrimination: consolidating the Human Rights Resource Centre as the go-to service in rights infringement prevention policies, and the Discrimination Observatory in its information collection task; improving the identification of hate crimes through perception studies, and making changes to the Barcelona victimisation survey to include racist or hate-motivated attacks in the public's perception of safety; and carrying out a study on institutional racism within the framework of the Municipal Immigration Council.

» Increasing discrimination information, training, impact and awareness through the BCN Anti-Rumour strategy and the definition of the BCN Anti-Rumour Network's new Action Plan.

» Monitoring compliance with the actions of the **"Barcelona, City of Rights" government measure** approved in 2016.

## 1.3 - To ensure equal treatment and access to municipal services and facilities for everyone

» Improving and reformulating in a coordinated manner **the collection of information from users** of municipal services to identify and monitor any possible barriers to access, with shared indicators and data broken down by sex.

» Drawing up a **cross-cutting map of inequalities in access to municipal services and facilities**, and promoting awareness of possible discriminatory practices that may take place in the framework of the provision of services at facilities.

» Drawing up **specific plans for the adaptation or reformulation of services, procedures and facilities to guarantee equal access**, considering the identified barriers to access, simplifying complex bureaucratic procedures, providing more flexibility with regard to times, and promoting specific measures against the digital divide. Some examples of this are the need to enhance the City Council's **translation** services (e.g. social services, the Women's Support and Information Point (PIAD), etc.) and to adapt funeral services to ensure that fundamental rights are respected and to avoid discriminatory practices. Carrying out an analysis process, together with the Women's Support and Information Points (PIAD), to improve and guarantee access and care by this service for all women in the city. This process can be carried out in partnership with other municipal services.

» Promoting the review of the city's **Reception Plan** to examine this stage of the migration process more closely and to increase the intercultural perspective in all reception policies.

» Monitoring compliance with the **government measure on "Guaranteeing equal treatment of religious diversity as regards holding one-off activities in public places"** (2017).

## 1.4 - To address and prevent situations of inequality and vulnerability in the areas of employment, healthcare and access to housing

» Designing municipal care resources considering specific situations and profiles such as elderly people of migrant origin, migrant women, the Roma community, migrant teenagers and young people without an adult mentor, etc., as has already been done in some cases.

» Including the intercultural and intersectional perspectives in Barcelona Activa's next Quality Employment City Agreement 2021-2030 to help achieve inclusive employment and reduce inequalities in access to the labour market.

» Continuing with the sustained annual growth of the foreign population in Barcelona Activa's employment programmes, which started with the implementation of the Barcelona Employment Strategy 2016-2020.

» Committing to the provision of career guidance, training and support for the job placement of young people in situations of vulnerability and social minorisation, and highlighting the diversity of young talent, based on the areas of action of the new Plan to Foster Youth Employment 2020-2023, and with the involvement of the Department of Interculturality and Religious Pluralism.

» Facilitating **access to the labour market** by strengthening **the recognition and approval of foreign qualifications (university and non-university**) service provided by the Care Service for Immigrants, Emigrants and Refugees (SAIER), and enhancing programmes that serve particularly vulnerable groups (such as people in an irregular situation, victims of human trafficking, the LGBTI community and the Roma community).

» **Making the affordable housing provided by the government available** to everyone, and preventing and addressing the housing emergency as provided in the Right to Housing Plan 2016-2025, considering the situation of specific vulnerable groups who are unable to access general affordable housing. Rent subsidies are mechanisms that must continue to be available and, where necessary, must be properly sized, given that they are a form of social balance that enables people to keep their homes.

» To permanently reinstate the Committee for Migrant and Refugee Access to Health. The committee, which is made up of the City Council and CatSalut, aims to help people address problems of access to health services.

» Promoting intercultural skills training for primary care professionals and knowledge of community resources, increasing coordination with social services, and consolidating the intercultural perspective in information on public health and health services, including for the Roma community.

» Incorporating the intercultural perspective and promoting specific actions to **address the issue of migrants' and refugees' mental health** in line with the actions envisaged in the Barcelona Mental Health Plan, in view of the specific characteristics of this group.

## 1.5 - To promote a quality education system that is inclusive and promotes equal opportunities for all students

» Creating a space for **stable coordination between the staff of the Department of Interculturality and Religious Pluralism and the Barcelona Education Consortium** to jointly address the challenges of diversity in the area of education and work in a more structural and cross-cutting manner.

» Incorporating the intercultural perspective and strengthening support programmes at all levels of education to **ensure the success and continuity of studies and prevent failure and drop out** (Èxit, Enginy, Youth Plan guidance service, Projecta't, Prometeus, Reprèn and other programmes).

» Rethinking the **reception classrooms** (together with the Language, Interculturalism and Social Cohesion (LIC) team) **and increasing language and social support as cross-cutting programmes linked to multilingualism,** for which all teachers are responsible.

» Increasing the number of schools in the "**Schools for Equality and Diversity" programme** to address stereotypes and prejudice and prevent abusive and discriminatory relationships.

» Thoroughly examining the **community approach** to the education process, considering all relevant actors in the environment, and encouraging active participation by children, young people and families (based on the work being carried out with parents' associations and AFAPCC) in neighbourhood projects, in line with some of the programmes in the Neighbourhood Plan.

» Promoting a protocol for detection and action in cases of discrimination on ethnic, cultural or religious grounds, both among pupils and in the education system itself.

## PILLAR 2.

# To advance in the acknowledgement of and respect for diversity as a structural reality of the city

Barcelona has changed greatly in the last 20 years, and one of the most significant aspects of this change is the increase in the sociocultural diversity of its residents. This diversity, which is characterised by different cultural backgrounds and origins and more religious pluralism (more faiths and places of worship), must also be interpreted within the framework of other types of diversity, such as sex, age, sexual orientation or social class, without forgetting the need to consider historical cultural diversities, such as the reality faced by the ethnically Roma people.

One of the greatest challenges involved in building a fairer and more inclusive city is acknowledging this diverse reality, what it means in terms of the city's narrative, and the need to promote active policies for recognition and critical reflection regarding the historic and social factors that have led to inequalities and discrimination against certain groups.

This acknowledgement must be approached not just from the symbolic and institutional angle but also from the standpoint of daily matters in all the services, local facilities and areas such as education and cultural policies. This acknowledgement of diversity must run parallel to the need to appreciate common elements and shared interests and needs based on respect for differences and a commitment to fairness.

This appreciation must successfully channel the opportunities and wealth that diversity can bring to society as a whole when social policies focus on people's capabilities, potential and talent from the point of view of their diverse individual and collective backgrounds and how they can project and nurture the entire citizen fabric.

### 2.1 - To advance in the institutional and symbolic acknowledgement of diversity

» Mainstreaming and consolidating the framework for an **intercultural narrative in every area** of the City Council, and producing a practical guide with the key aspects for the construction and consolidation of an intercultural city narrative.

» Including the intercultural perspective in municipal **communication campaigns,** valuing diversity and designing specific campaigns around it, and actively participating in the campaigns promoted by the network of intercultural cities of the Council of Europe and other networks on the occasion of the international days on cultural diversity, migrants and refugees, the Roma people, religious pluralism, the fight against discrimination, etc.

» Increasing the symbolic recognition of the city's sociocultural diversity through **the city's street names, awards** and other matters that raise the public profile of the history and reality of certain groups that have historically suffered discrimination and been ignored (such as the Roma people and migrants), in line with the work being carried out in this regard within the framework of feminist policies.

» Promoting specific actions to increase **awareness** and acknowledgement of diversity based on historical memory, the colonial past, raising the profile of the Roma people, religious pluralism, and so on.

## 2.2 - To adapt all the municipal services, programmes and facilities to acknowledge diversity and incorporate the intercultural perspective

» Making changes to the various municipal programmes, services and facilities in relation to **collecting data** from users and professionals and in the use of services to obtain shared and more accurate information on the degree, treatment and acknowledgement of diversity.

» Providing the staff of local facilities with **practical tools, training and support** to enable them to include the intercultural perspective, using the background and experience of the Interculturality team, Espai Avinyó and the OAR to full advantage in terms of advising and supporting other cultural, educational and sports facilities in this process.

» Promoting programmes to **ensure access for new creators and artists** from diverse backgrounds and origins in the area of culture, thus reaching a more diverse audience while also adapting events to the city's diverse reality.

» Ensuring that the intercultural perspective is applied in the implementation of the Civic Centre Plan 2019-23, making use of the experience of other facilities, and particularly libraries, in this process.

» Adding clauses to the outsourcing processes of facilities (such as civic centres, cultural facilities, sports centres or neighbourhood centres) **relating to respecting diversity and fostering interculturality** in their activities, and ensuring a minimum number of multilingual professionals.

» Allocating resources to increasing **diversity in sport,** adapting facilities to carry out extracurricular sports.

» Adapting **security and emergency services to include this intercultural perspective** in their training and interactions with the public, given that diverse origins can affect the way the world of security is approached, and vice versa, diverse origins must be borne in mind in how both the police and the emergency services deal with the public. Police action and emergency action (such as in the event of a fire) must be able to foresee and anticipate the needs of this diverse society.

## 2.3 - To promote the intercultural curriculum in schools and other educational institutions

» Increasing training in **intercultural skills for teachers** and the LIC team, and developing more educational resources to advance in the inclusion of the intercultural perspective within the framework of schools' educational projects.

» Increasing the number of Education Consortium agreements that facilitate **knowledge and learning of mother tongues and languages of origin** (including Romani/Caló) in the school environment.

» Preserving the role of the **Catalan language** as the main pillar and language for communication.

» Introducing contents for learning about the history of the Roma people and migrations, religious culture, discrimination, racism and the colonial past, among others, in the **school curriculum** of Barcelona's schools.

» Promoting an increase in the **number of professionals from diverse cultural backgrounds and origins** (not just among teachers) among the staff in schools within the framework of the cross-departmental collaboration with the Barcelona Education Consortium.

» Ensuring that **projects on living together** carried out in schools consider the intercultural perspective.

## 2.4 - To strengthen the diversity approach as an opportunity for the city's enrichment and sustainable development.

» Establishing ties and a framework for cooperation between the implementation of the **Intercultural Plan and the action plan for the 2030 Agenda** on Sustainable Development to address the social, economic and environmental challenges posed by globalisation, taking the intercultural perspective into account.

» Fostering and protecting **local commerce** as a key tool for making neighbourhoods more dynamic and cohesive, with an active policy based on shopping hubs where all establishments are interculturally aware and inclusive.

» Promoting the acknowledgement of diversity, and committing to interculturality and multilingualism as an important asset of the city to create opportunities for **creativity, social innovation and economic dynamism.**

» Combining strategies aimed at attracting talent, focusing on the need to recognise and highlight the already existing diversity of talents, knowledge and expertise that is often not appreciated or acknowledged as one of the city's assets, within the framework of the **"Barcelona, City of Talent" government measure.**

» Creating the **More Intercultural Barcelona Map,** using the experience gained with the More Sustainable Barcelona Map, to publicise and share spaces, initiatives, projects, resources and actors that value diversity and promote interculturality. This would be an interactive map drawn up collaboratively by organisations, facilities, the public and the administration..

## 2.5 - To promote the acknowledgement of diversity and the intercultural perspective in the various traditional and cultural festivities

» Generally promoting the incorporation of new practices that foster cohesion, the creation of social ties and the transmission of knowledge and values.

» Increasing acknowledgement **and raising the profile of the city's diversity** within the framework of its **main annual festivities and other traditional celebrations** and in the programming of festivals such as Festival Grec and La Mercè.

» Promoting the creation of spaces for dialogue, exchange and cooperation between the organisers of these festivals and local players and artists from diverse cultural backgrounds and origins to ensure **that their event programmes cater for the diverse reality of the city.**

» Fostering, from an intercultural perspective, collaboration between organisations working in various areas (such as leisure, feminism and interculturality) within the framework of folk and traditional culture.

» Ensuring that **festivities representing the city's cultural and religious diversity become an integral part of the city's standard festivals in an inclusive, fair and non-segregated way,** enhancing spaces for intercultural dialogue and positive interaction, and memory actions to promote the various reference elements.

» Fostering **actions to promote knowledge of the various cultural and religious forms, world views and expressions that represent the city's diversity** to raise their profile, break stereotypes and beat prejudice (in line with the "Night of Religions" project, which teaches the public about the city's places of worship), and drawing up an intercultural calendar of the city showing all its festivities and celebrations.

» Strengthening mechanisms for dialogue and support, with the aim of meeting the demands of various groups in the area of popular culture, paying particular attention to cultural diversity and regardless of the structure of these groups.

» Creating a programme of popular cultures for cultural facilities that promotes cultural diversity with an intercultural perspective.

» Increasing municipal coordination in relation to the monitoring of municipal actions, programmes and resources from different areas: local facilities, the cultural fabric, interculturality, feminism and education.

## PILLAR 3.

# To encourage the creation of spaces and opportunities for positive interaction and the generation of ties and relationships on equal terms

One of the key aspects of the intercultural approach is the creation of spaces and opportunities for interaction and of links that foster cohesion, break stereotypes, fight prejudice and enable us to use the opportunities offered by diversity. We must therefore identify the barriers to this interaction and fight both physical and mental segregation processes.

Geographically, the trend in the last 10 years has been to increase the mix and presence of diversity in every neighbourhood, although with differences that are very much dictated by housing prices. Urban planning has a serious impact on the ease or difficulty of interaction possibilities. This context is determined by housing and public space design policies, as well as by the population density and mixed uses of neighbourhoods with local shops, services and facilities. These factors can lead to segregation processes that are a barrier to interaction and to living together on the basis of equality and mutual recognition.

In the area of education, the commitment to actions aimed at fighting school segregation, which have had positive results in recent years, must also continue. Studies on segregation show that learning is promoted and children's opportunities improved with more balanced and motivating teaching, and by mixing people rather than creating homogeneous environments.

Work is under way in the districts and different areas and within the framework of the Neighbourhood Plan to facilitate the generation of neighbourhood ties and relations. Local facilities play a very significant role in mainstreaming the intercultural perspective and in creating spaces and opportunities for positive interaction based on shared interests and needs, through networking with organisations, agents, other local facilities and local residents.

### 3.1 - To reduce the factors that contribute to, and encourage, segregation processes

» Ensuring that the City Council's housing policy does not encourage segregation processes, **acting against homogenisation, and promoting social and intergenerational mixing,** particularly in neighbourhoods such as la Marina, la Sagrera and 22@, where high levels of construction are planned for the next few years, and with a commitment to promoting a metropolitan approach in housing policies.

» **Fostering accessible and diverse options when it comes to ownership and forms of use** (surface rights, renting, public/private, social housing, shared accommodation) in every neighbourhood in the city, as well as increasing housing reform and improvement policies. Taking more steps to prevent residents from being forced out of their neighbourhoods and municipalities because of gentrification (e.g. due to the purchase of homes and buildings).

» **Guaranteeing the provision and quality of municipal facilities** (such as civic centres, libraries, sports facilities and so on), meeting the demands for care, leisure, culture and education in a fair and equal manner in all the city's districts, guaranteeing that these facilities are available locally and have an intercultural approach.

» Preventing the urban segregation of places of worship to prevent the segregation of minority religions.

» Consolidating the progress of the Barcelona Education Consortium's **Emergency Plan Against School Segregation** at various levels of education as a structural policy to prevent segregation processes, ensuring a mix of people in schools, focusing on the early detection of vulnerable students and their balanced redistribution in the education network, and ensuring the allocation of compensatory resources.

» Improving access to language courses (Catalan and Spanish, retaining the importance of Catalan as society's pillar language), taking into account the specific needs of different groups and people (particularly women), and promoting the recognition of the many different mother tongues as a factor for the acknowledgement of diversity that is also relevant in the prevention of segregation.

## 3.2 - To promote an inclusive public space for everyone that facilitates and acknowledges the diversity of uses and profiles while guaranteeing everyone's rights

» **Introducing the intercultural perspective in the inclusive urban planning model with an intersectional and gender perspective** promoted by the area of Urban Ecology, which makes everyday life the main focus and promotes an inclusive urban model that considers diversity of gender, age and origin, among others, to build a fairer and safer city without barriers.

» Designing an urban planning model that links the private part of buildings with the public parts in the public spaces, using the ground floors for different functions (e.g. shops, facilities, community and collaborative spaces), and encouraging transparent spaces that open onto the street and provide continuity between public and community elements.

» Promoting spaces for community life in buildings by adapting or creating new ones (e.g. in former porter's lodges, storage rooms and rooftops). Shared use spaces for looking after neighbours, exchanging services and interaction.

» Increasing commitment to the prioritisation of **pedestrians in the use of space**, reducing traffic in streets, superblocks, school entrances and children's play areas as spaces for interaction between residents of diverse origins and with diverse cultural backgrounds, while encouraging the perception of a safer and healthier public space.

» Promoting the creation of spaces (working sessions and workshops) where municipal professionals can meet with non-municipal people representing diverse groups to share and expand their knowledge about projects, public spaces and a variety of topics, thus serving as social spaces for interaction and intercultural integration.

## 3.3 - Promoting opportunities for positive interactions based on initiatives for cultural, social and sport revitalisation

» Further **developing maps of social agents** with an intercultural perspective to identify spaces and opportunities for positive interaction to help increase local facilities' understanding of their environment and the actors involved.

» Incorporating the intercultural perspective into the **Neighbourhood Plan's goal of promoting culture as a tool for social transformation from the grass roots level,** linking it to local facilities and educational institutions, and increasing involvement and coordination with districts, to encourage spaces for interaction and creating ties between neighbours.

» Promoting the **opening of large cultural institutions** through cultural programmes and projects that

include the intercultural perspective and that fit with local facilities and citizens and encourage interaction, creativity and critical thinking.

» Incorporating the intercultural perspective within the framework of the Barcelona extra-curricular **Sport Plan**, and expanding to the entire city projects such as Criquet Jove a BCN [Youth Cricket in BCN], baseball and other disciplines within the framework of the programme "Convivim esportivament" ["Living Together in Sport"], which aims to guarantee equal access to sport and the creation of spaces for positive interaction, cohesion and empowerment for young people.

## 3.4 - To strengthen the dispute management and mediation tools and teams from an intercultural perspective

» **Redefining and adapting the city's various mediation** services based on a diagnosis of the needs and available resources to better tailor them to meet people's needs (for example, by avoiding making cultural differences the root cause of a problem when often these are simply complex issue arising from living together and social factors or behaviours that have nothing to do with cultural diversity, such as disputes over resources, that can degenerate into an issue of racism).

» Strengthening mediation services with an intercultural perspective in diverse areas such as education, health, social services, housing, commerce, the job market and others.

» Incorporating the intercultural perspective in the **Conflict Management Service for Social Issues in the Urban Setting.**

» Adding the intercultural perspective to the support service for **residents' associations** in Barcelona.

» Promoting the OND's (Office for Non-Discrimination) and OAR's (Office of Religious Affairs) **specialist mediation services** and alternative dispute resolution mechanisms to deal with situations of discrimination or infringements of rights.

## 3.5 - To reduce the factors that give rise to discriminatory attitudes and hinder interaction and living together

» Enhancing spaces for social contact and interaction based on criteria of equitable treatment and cooperation within the framework of outlining a new BCN Anti-Rumour Network Action Plan and with the involvement of the organisations in the BCN Anti-Rumour Network. This new Plan must reinforce the territorialisation process in the districts covered by the BCN Anti-Rumour strategy to create local networks tailored to the specific context of each territory.

» Setting out an action plan to **tailor the anti-rumour approach to different areas such as education,** involving the various actors (educational institutions, students, families and environmental agents) and preparing resources and materials to raise awareness and promote critical thinking; **or in the area of the job market**, involving trade unions and the business sector to address the importance of reducing prejudices and stereotypes in this sector.

» Increasing **anti-rumour training** based on a diagnosis that identifies priorities for action aimed at the different professional profiles of the City Council and local facilities, and at certain civil society actors and citizens in general.

» Fostering **actions for awareness and discussion** in different venues and facilities in the city (such as civic, neighbourhood and cultural centres, among others), in accordance with the Espai Avinyó and the Office of Religious Affairs models.

» Facing the challenge caused by the spread of **fake news** by constructing alternative narratives with an intercultural perspective. To this effect, the consolidation of the city's intercultural narrative and the **strategies relating to communicating and working with the media and community leaders** must incorporate the anti-rumour approach.

## PILLAR 4.

# Promoting intercultural dialogue, participation and a concept of active citizenship more closely aligned with democratic values and practice

Advancing towards a more intercultural city involves committing to intercultural dialogue as a key tool for promoting fairness and the acknowledgement of diversity in the design and implementation of municipal policies, and for the participation of diverse citizens in the different representation, organisation and decision making spaces in various areas of civil society.

Citizen participation, as a mechanism for the construction of an active democracy that involves a sense of belonging, knowledge and mutual recognition, must reflect the city's diversity and ensure that every voice is heard and considered. We must therefore foster diverse participation with specific actions. This means not just ensuring the presence of people from diverse origins and backgrounds but also including diversity in the various participation mechanisms.

The government measure to foster the participation of people of diverse cultural origins and backgrounds in participation channels (2017) is the first programme of our own whose primary aim is to make participation that acknowledges diversity possible. This is the framework within which the City Council must act to progress towards true participation by all citizens, evaluating the milestones reached..

### 4.1 - To promote the culture and practice of intercultural dialogue as a key tool for municipal action together with actors from various areas of society

» Outlining **an action plan establishing the need to promote spaces for intercultural dialogue in different areas of municipal action** (such as health, education, culture, youth and prevention) based on a particular methodology and the right professional profiles to gain a deeper knowledge of and better identify the needs and interests of people from diverse cultural origins and backgrounds in our city.

» Facilitating the natural emergence of spaces for intercultural dialogue by transforming programming and the way it is carried out, particularly in the case of local facilities such as civic or neighbourhood centres as meeting points and places for dialogue between residents representing the sociocultural diversity in each neighbourhood.

» Advancing in the **management of religious diversity based on the creation of spaces for participation, dialogue and positive interaction** between different religious denominations and other citizens (for example, by means of open days in the neighbourhood, such as the Night of Religions, open iftars, etc.). Consolidating and expanding the religious dialogue groups linked to the territory.

» Defining training modules tailored to people's different needs and contexts, and creating practical materials and resources to develop specific intercultural dialogue skills and apply them in a different areas.

### 4.2 - To ensure the presence and representation of the city's diversity in the various participatory spaces and processes promoted by the City Council

» **More representation for all voices in the city in spaces for participation,** such as sectoral, district

and neighbourhood councils. Ensuring and reflecting diversity in the councils themselves (for example, by including elderly people in the Council of Roma People, and LGBTI people in the Council for the Elderly). Proposing the creation of working groups that better represent sociocultural diversity and include a broader range of views, interests and needs.

» Evaluating the **resources** available to councils to properly implement the level and quality of diverse participation. And, along the same lines, **supporting and advising** councils to raise awareness and create joint strategies to make them more diverse.

» Striving to expand spaces for participation, adapt them to new forms and create more informal ones.

» Including the **intercultural approach in informal participation spaces** (community venues, neighbourhoods, health and educational projects, or in connection with services and facilities). To do this, we must advance in **identifying and working with leading figures** from different groups to facilitate and mediate in the relationship between the City Council and its members. One of the figures that needs to be strengthened is that of leading figures in the districts.

» Fostering the joint design and programming of facilities by neighbourhood residents themselves, which can respond to the diversity of needs and concerns of this population.

» Improving **communication, channels, media and language to reach as many people as possible.** Examples include, among others, using the streets, incorporating media from communities of diverse cultural origins and backgrounds, and communicating in minority languages.

» Drawing up a specific **training** plan with an intercultural perspective for the people in charge of **Active Democracy.**

## 4.3 - To foster the participation of diverse citizens in all representation and decision-making areas and spaces

» Improving the **collection of data** relating to the composition of the city's participation spaces to identify their degree of diversity and the extent to which they represent diverse citizens, including a breakdown of this data by sex.

» Promoting support strategies to facilitate the involvement of **people with different profiles and from different origins in the city's association networks** (merchants', residents', parents' and other associations) and organisations of groups of people of immigrant origin in the association networks and participatory bodies (based on good experiences, such as the Xeix project in Fort Pienc, which could inspire similar initiatives in other neighbourhoods based on their own specific contexts).

» In the education area, we must review the **current spaces for family participation** based on processes in which educational teams are involved and everyone perceives that there is acknowledgement and reciprocity, with a view to these spaces becoming more representative of the diverse nature of each neighbourhood.

» Fostering spaces for exchange and participation by organisations such as the **Municipal Immigration Council and the OND's Board of Organisations.**

» Incorporating the intercultural perspective in the promotion of **civic management, joint management and other forms of citizen management of facilities, spaces and services.**

## PILLAR 5.

# To ensure that all municipal government action considers the intercultural approach and the principles of interculturality

To promote policies with an intercultural perspective that really consider the cross-cutting and territorial dimension, it is very important that we have appropriate governance tools to ensure that they are implemented, coordinated and monitored and that their effects are properly evaluated. The previous Plan, dating back to 2010, made significant progress possible, particularly with regard to consolidating a strategic framework and promoting many specific actions and policies. However, the weakest part of the Plan has been the more operational dimension, and particularly monitoring and evaluation.

This Plan significant prioritises this dimension of governance which, as well as defining tools and mechanisms for internal coordination with all the areas and districts, must also increase data collection and analysis, and commit to a metropolitan perspective, and to cooperation with other levels of administration, the association fabric and many civil society actors.

Last, promoting interculturality means starting from the administration itself, with both staff and service better reflecting the city's sociocultural diversity. This is a priority challenge for both now and the future in view of the low extent to which this diversity is represented.

### 5.1 - To strengthen the cross-cutting dimension of interculturality

We need to strengthen the support process and the coordination mechanisms with all municipal areas to promote the intercultural perspective. Mainstreaming must be made effective through establishing channels and spaces for relating and interacting between areas. Such mainstreaming must reach more areas and, more importantly, be worked on at a managerial and departmental level in a process of reflection and definition of how the intercultural approach can be incorporated into all policies.

» **Strengthening and consolidating the team driving the policies with an intercultural perspective.** To ensure that the intercultural approach is promoted in all municipal policies, it is important for the consolidation of the Department's new team to continue, which now has a new director and will soon be strengthened with new recruits.

» **Coordination with services**. Over the last few years, the Department of Interculturality and Religious Pluralism has had a team of professionals and two services whose purpose is to promote intercultural policies. Their functions will have to be tailored to the needs established in connection with the implementation of the plan in coordination with each municipal area.

» Deciding on the **human and material resources** required to implement the Plan.

» Creating the **Interdepartmental Interculturality Committee** to promote interculturality in a cross-cutting manner within the municipal organisation, ensure governance with an intercultural perspective in the city of Barcelona, and facilitate the preparation and implementation of the new Barcelona Interculturality Plan. A description of its composition and functions can be found in the "Governance" section.

» Each area of the City Council will define its own intercultural action plans to include and adapt its actions within the framework of the strategic lines of action established in the Plan.

▪ The action plans will be concise and will detail not just the specific actions included in the Plan corresponding to each area but also of those that do not appear there and are more specific to their areas of action. They must be defined during 2021-22, with a time scale of 2-3 years so that their actions can be gradually adapted to changes in circumstances and to new needs and priorities as they are identified.

## 5.2 - To strengthen territorial cooperation

The link with districts is a line of work that has also been strengthened by the Department of Interculturality in recent years. Relations are becoming increasingly tight, with more and more shared projects. However, there are obvious differences depending on the reality and characteristics of each territory and more actions with an intercultural perspective are clearly needed in less diverse territories. In this line, initiatives involving the various districts, such as the Neighbourhood Plan, or ones carried out from local facilities (such as civic centres, libraries, neighbourhood centres and others) must further incorporate the intercultural approach based on cooperation and dialogue with the actors in the territory.

» Further incorporating the intercultural approach based on cooperation and dialogue with the actors present in the territory through initiatives involving the various districts, such as the Neighbourhood Plan, or ones carried out from local facilities:

▪ Including the districts in the Interdepartmental Interculturality Committee provided for in the government measure.

▪ Incorporating the intercultural perspective into the work of all the districts. Just like the areas, the districts will establish their own intercultural action plans.

▪ Increasing intercultural skills acquisition for district and local facility staff.

▪ Adding a role to act as a bridge between the Neighbourhood Plan and the Department of Interculturality.

## 5.3 - To strengthen cooperation with the city's association network

One of the key aspects of any municipal policy, and particularly intercultural policies, is the maintenance and strengthening of cooperation and coordination with the actions carried out by the city's organisations.

Cooperation in the form of municipal support has been channelled through the interculturality and religious pluralism grants, which have facilitated the implementation of intercultural projects by the city's associations. In spite of this, the intercultural perspective is not yet considered in the grants awarded to organisations by the City Council.

» **Incorporating interculturality as a cross-cutting element in the work of the councils in the city,** and ensuring a greater representation of diversity in their members.

» **Reviewing the interculturality grants** available, and adapting their criteria to the priorities laid down in the new Plan.

» **Incorporating intercultural perspectives into grants** to the City Council's bodies.

» **Increasing communication and collaboration with the BCN Anti-Rumour Network.**

» Strengthening intercultural perspectives in **support and accompaniment initiatives** in the city's associations which are being carried out, for example, by Torre Jussana.

## 5.4 - To work in a multilevel governance context

The importance of consolidating spaces for cooperation with other administrations and levels of government to jointly address the challenges of interculturality must not be forgotten. The impact of policies with an intercultural perspective depends on many factors and on the actions carried out at various levels of authority with which frameworks for joint action need to be established. One of the clearest examples of this is the area of education, in which the Barcelona Education Consortium plays a key role, but it is also very necessary in other areas where there is a serious need for collaboration and for sharing information and diagnoses and agreeing on actions.

The consolidation of an intercultural Barcelona is also the result of networking. Apart from the obvious links with the regional government, we must bear in mind the metropolitan sphere, and in some cases the entire country.

The international sphere is also key to learning and sharing knowledge in terms of providing both conceptual and practical tools to help cities improve their public policies such that diversity becomes a source of economic development, social cohesion and living together.

In short, networks at different levels are spaces for knowledge to promote the exchange of positive experiences and lessons learned.

Actions carried out in the sphere of multilevel governance pursue the following aims:

» To foster cooperation and participation in networks at different levels, with particular emphasis on consolidating participation in networks relating to matters of interculturality:

- Municipalist networks (e.g. the Federation of Municipalities of Catalonia (FMC))
- The metropolitan sphere and county councils to extend the figure of people without a fixed address registering in the municipal register to other metropolitan municipalities.
- State networks for the exchange of experiences and to influence legislative changes (Spanish Federation of Municipalities and Provinces (FEMP), Spanish Network of Intercultural Cities (RECI)).
- European and international networks (Intercultural Cities - Council of Europe, Eurocities, European Coalition of Cities against Racism (ECCAR), United Cities and Local Governments (UCLG)).

» To promote participation in supralocal projects, particularly within the Barcelona Metropolitan Area, and in trans-European or international projects with other municipalities and civil society actors.

» To participate in current multi-level work settings (such as the Barcelona Provincial Council working group on civil rights and non-discrimination), and to explore the possibility of creating new ones taking into account the sphere of the Metropolitan Area.

- To establish a permanent coordination mechanism with the Government Delegation in Catalonia to resolve and monitor any processing issues and problems arising in connection with basic immigration procedures.

## 5.5 - Monitoring and evolution reports

» Drawing up an internal monitoring report every two years that provides an evaluation of the degree of compliance with the actions of the Barcelona Interculturality Plan and of the areas' and districts' action plans. Digressions and the need for adjustments will be identified via such monitoring. The Interdepartmental Interculturality Committee will be given feedback as provided in the government measure "Moving towards Interculturality. Governance Tools and Mechanisms".

» Commissioning an external evaluation of the degree of compliance with the Plan's goals and the evolution of interculturality in the city in 3-4 years.

» Holding conferences on interculturality in the city with civil society actors and organisations to divulge the evaluation of the implementation of the Intercultural Plan.

## 5.6 - To incorporate the city's sociocultural diversity in the City Council's staff and the provision of services

» Drawing up a **Diversity Promotion Plan** for municipal human resources. This plan, which will be led by the area of Human Resources and Development with trade union involvement, must be based on the philosophy that guided the 3rd Equality Plan 2020-2023. Furthermore, the Plan will set specific incremental quantitative targets with different time horizons in relation to the percentage of workers from different origins.

The Plan will consider the following actions:

▪ Improving the collection and recording of diversity information in relation to municipal staff to ascertain the true diversity. New information records (such as cultural background, knowledge of foreign languages, mother tongue, parents' place of birth, or others) may be added within the framework of the current legislation.

▪ Organising information and dissemination campaigns on the processes for municipal recruitment and civil service recruitment exams. The first difficulty is the complexity and lack of information regarding how to access civil service jobs for many people from diverse origins and backgrounds. If people do not know what the processes for access are, people from diverse backgrounds are unlikely to apply for these positions. A key action is to inform educational institutions (secondary schools, vocational training centres, universities) and ensure that this information reaches people of all profiles.

▪ Offering specific training for candidates from under-represented groups, to encourage them to take part in civil service recruitment exams, particularly in certain areas where a need for greater diversity has been identified (e.g. local facilities and the Guàrdia Urbana)[4] .

▪ Increasing knowledge of internal protocols to identify, raise awareness and penalise cases of discrimination on the grounds of origin, ethnic origin, religion, etc.

▪ Facilitating the recruitment of staff of diverse origins among municipal outsourced staff – provided that this is warranted by the requirements of the service – by means of clauses in the technical specifications of tender procedures (such as a requirement for foreign language skills by professionals working in certain services).

▪ Recovering and promoting a new internship plan to help more people with diverse profiles find work in the public sector.

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[4]- A pioneering experience was carried out in Catalonia in relation to the Mossos d'Esquadra police force from 2007 to 2010.

- Increasing dialogue with the central government to address challenges relating to the improvement of frameworks for the diversification of staff.
  - Reducing the complexity and time required to obtain official approval of academic qualifications.
  - Promoting greater flexibility in the criteria that forbid access to the civil service for non-Spanish nationals.

## 5.7 - To improve intercultural skills

The intercultural approach to managing diversity requires abilities that not only provide tools and skills for relating to and interacting with people from diverse origins and backgrounds, but also that make it possible to design, implement and evaluate policies with an intercultural approach.

The acquisition and development of intercultural skills provides tools for more horizontal interaction and communication with the public, where unequal relationships are acknowledged and any possible conflicts and differences of opinion are understood and better handled.

Furthermore, intercultural skills are transformational, because they aim to encourage structural change in institutions to address the causes of inequality and discrimination, situations of exclusion, and the lack of acknowledgement and respect for diversity and spaces for interaction in modern societies.

In this regard, intercultural skills are necessary to design, implement and evaluate intercultural policies and programmes so that administrations can tailor their services, including local facilities, to the sociocultural reality of their cities. These skills will be required for each phase of the public policies process: diagnosing the context and local reality; designing the policy, implementing it, and subsequently evaluating it.

One of the efforts made in the last few years involves increasing training for municipal staff on how to incorporate the intercultural perspective. However, the diagnosis reveals that a quantitative and qualitative leap is required. On the one hand, tools and actions need to be promoted that make it easier for the areas and for the internal and external staff who work there to acquire skills so they can design policies, programmes and projects incorporating the intercultural perspective. And, on the other, we need to reach every level, involving people in high managerial positions and those in the political sphere.

In order to launch actions in this area, we will need to involve the Human Resources department and the specific training departments of some areas. The following actions will need to be carried out:

» **Designing a comprehensive intercultural skills and training programme.** Knowledge of the intercultural approach is a minimum requirement for all administration staff, regardless of the area where they work. On the one hand, mainstreaming the intercultural approach requires specialists to promote the structural incorporation of this perspective. And, on the other, it requires all those areas that promote intercultural policies to have the necessary skills. This programme must be designed based on the experience of the PROGBI and Office of Religious Affairs (OAR) teams.

» Creating an intercultural "resource bank" or "directory", available to City Council staff, to help with the transfer of knowledge. This will contain information on the existence of intercultural training for staff, the list of intercultural activities at Espai Avinyó, the existence of intercultural mediators in some districts, and even how to contact the intercultural team if needed.

» ***Ad hoc* training sessions for certain professional groups in Barcelona City Council** (provision of outsourced management services). The intercultural skills required at the public administration vary depending on profiles, duties and tasks. Members of staff who work directly with the public or with vulnerable groups or people from diverse origins and backgrounds must develop a minimum level of relational intercultural skills.

## 5.8 - Knowledge production and transfer

In relation to the previous point, it is key that we have a shared knowledge generation and transfer system not just for designing policies and programmes but also for evaluating them. Having information on the city's diversity, people's perceptions of this diversity and the use made of certain public services is key to addressing, acting and taking effective and appropriate action in a plural and diverse society.

» **Defining new indicators** in collaboration with the City Council's Municipal Data Office to cross-reference variables and obtain more comprehensive information.

» **Updating the barometer of perceptions** on diversity, adding and changing some of the questions.

» **Drawing up the Index for the Intercultural Cities programme** every two years. The ICC Index is a tool that "evaluates" and compares the performance of participating cities in the application of the intercultural approach to public policies. The Index tells us how the intercultural perspective is developing at the local level, enabling us to identify both its strengths and its areas for improvement.
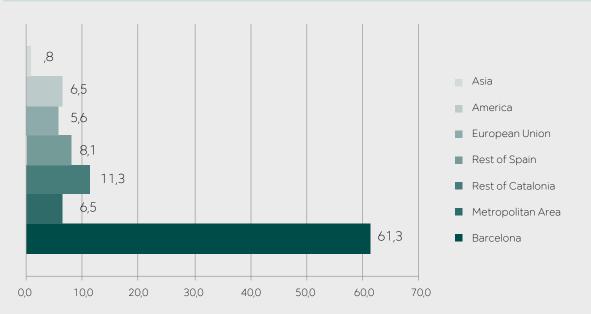
# APPENDIX 1

## REPORT ON THE RESULTS OF THE SURVEY. PROFILE OF RESPONDENTS

The majority of respondents were women, at 65.3%. Men accounted for 33.9%, and non-binary people for 0.8%.

The vast majority of respondents were between 36 and 65 years old. A total of 12.9% were young people between 18 and 35 years of age. Only 7.3% were over 65 years old.

The majority of respondents (61.3%) were born in the city of Barcelona, while 12.9% were born outside Spain.

**Graph. Place of birth. Percentages**

| | Value |
|---|---|
| Asia | ,8 |
| America | 6,5 |
| European Union | 5,6 |
| Rest of Spain | 8,1 |
| Rest of Catalonia | 11,3 |
| Metropolitan Area | 6,5 |
| Barcelona | 61,3 |

Base: 124 responses

Barcelona's districts were unequally represented in the responses to the survey. The district with the most respondents was Eixample with 18.5%, closely followed by Sants-Montjuïc with 15.3%, and Sant Martí with 14.5%. The districts with the lowest participation were: Gràcia with 1%, and Sarrià-Sant Gervasi with 2.4%.

**Perception regarding equal rights, opportunities, fairness and non-discrimination.**
Most people who answered the questionnaire (91%) believed that NOT everyone has the same rights and opportunities.
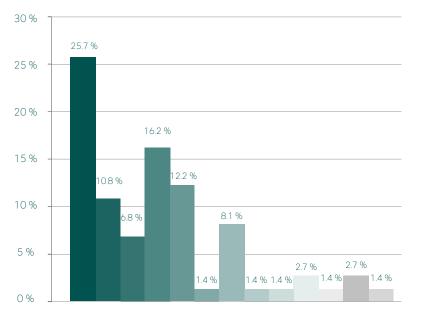
There are many factors that can restrict equal rights and opportunities, although the emphasis was placed on financial and employment factors (29.7%), origin, nationality and culture of origin (15.4%) and gender (9.8%).

**Table. Main factors that can limit the achievement of equal rights and opportunities**

| Factors | Absolute no. | Percentage |
|---|---|---|
| Financial and employment situation | 73 | 29.7 % |
| Origin, nationality, culture of origin | 38 | 15.4 % |
| Gender | 24 | 9.8 % |
| Level of education | 21 | 8.5 % |
| Racism, xenophobia and prejudice | 18 | 7.3 % |
| Bureaucracy and access to information | 16 | 6.5 % |
| Territorial segregation and access to housing | 13 | 5.3 % |
| Administrative situation | 11 | 4.5 % |
| Knowledge of language (Catalan, Spanish) | 8 | 3.3 % |
| Religion and beliefs | 5 | 2.0 % |
| Digital access (digital divide) | 3 | 1.2 % |
| Other | 16 | 6.5 % |
| **Total** | **246** | **100 %** |

A total of 27.6% of respondents had felt discriminated against at some point. Of those, 25.7% had experienced this mainly at work, 16.2% when using public spaces, 12.2% in administrative procedures, and 10.8% at school. Other areas where people had felt discriminated against to a lesser extent, with 1.4% in each case, were leisure and recreation, citizen rights, neighbourhood matters, transport and in the personal sphere.

**Graph. Areas in which people have felt discriminated against. Percentages**
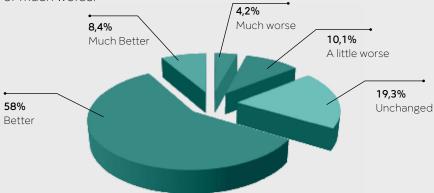


Base: 74 responses

Legend:
- Employment
- School
- Acess to public or private subsidies
- In the use of public space
- In administrative procedures
- Personal aspects
- Shopping
- Transport
- Community
- Access to public services and facilities
- Citizen rights
- Linguistic
- Leisure and free time

A majority of respondents (93.8%) perceived discrimination in the city against others on the grounds of race or origin. The types of discrimination suffered by these people are, among others, on the grounds of race (34.1%) and origin (26.4%), and in the exercise of their rights (19.8%), as shown in the graph below.

As to the progress of municipal policies towards equal rights and opportunities in the last 10 years, over half of respondents rated them better or much better (58% and 8.4% respectively), while 19.3% considered they had remained the same, and 10.1% and 4.2%, respectively, thought they had got slightly worse or much worse.
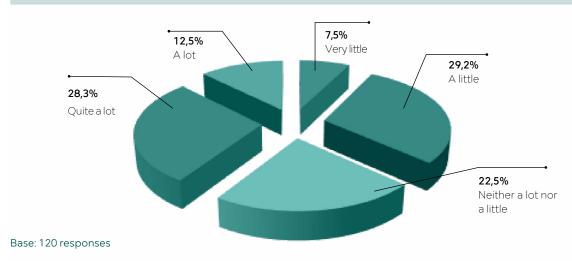


Base: 119 responses

Respondents were asked about how municipal policies should be directed to advance in equal rights and opportunities, fairness and non-discrimination, revealing that 18.4% of them believe that they need to be more inclusive and transformative, 15.5% that equal rights and opportunities must be made effective, and 12.6% that the answer is education, training, information and social awareness. Smaller percentages of respondents stated that they should be directed towards inclusive language policies, better job market insertion, and better working conditions, among others.

**Table. How should municipal policies be directed to advance in equal rights and opportunities, fairness and non-discrimination?**

| Factors | Absolute figures | Percentage |
|---|---|---|
| Improving municipal services and policies to make them more inclusive and transformative | 19 | 18.4 % |
| Giving effect to equal rights and opportunities | 16 | 15.5 % |
| Education. training. information and awareness | 13 | 12.6 % |
| Education in values and peace culture | 8 | 7.8 % |
| Boosting community activities | 7 | 6.8 % |
| Combating residential and educational segregation | 6 | 5.8 % |
| Working on stereotypes and anti-rumour activities and ensuring they reach more people | 5 | 4.9 % |
| Facilitating administrative processes and regularisation | 5 | 4.9 % |
| Raising awareness of vulnerable groups | 4 | 3.9 % |
| A city model that advances towards equality (economic. educational. cultural and other types) | 3 | 2.9 % |
| Improving job market insertion and working conditions | 3 | 2.9 % |
| Inclusive and diversity language policies | 3 | 2.9 % |
| Other | 11 | 10.7 % |
| **Total** | **103** | **100 %** |

**Perception regarding intercultural dialogue and interaction:** Of the people who answered the questionnaire, 40% considered that intercultural dialogue and interaction form part of the social reality of the city to a significant or large extent. A very similar percentage of participants (36.7%) considered that this forms a negligible or insignificant part of the city's social reality.

**Graph. Evaluation of the extent to which intercultural dialogue and interaction form part of the social reality of the city**



- 7,5% Very little
- 29,2% A little
- 22,5% Neither a lot nor a little
- 12,5% A lot
- 28,3% Quite a lot

Base: 120 responses

The factors considered to be most necessary for intercultural dialogue and interaction were mainly diversity education; lack of prejudice; awareness and training (21.2%); specific spaces to facilitate interaction and mutual knowledge (19.7%); and the recognition of others, involving a departure from the majority viewpoint by institutions and citizens (11.7%).

**Table. Necessary factors for intercultural dialogue and interaction**

| Factors | Absolute figures | Percentage |
|---|---|---|
| Diversity education, lack of prejudice, awareness and training | 29 | 21.2 % |
| Spaces that facilitate interaction and mutual knowledge | 27 | 19.7 % |
| Recognition and respect. Departure from the majority viewpoint by institutions and citizens | 16 | 11.7 % |
| Effective equal rights, knowledge of legislation | 11 | 8.0 % |
| Greater visibility and references | 8 | 5.8 % |
| Cross-cutting policies and resources | 7 | 5.1 % |
| Actual and effective participation from diversity | 6 | 4.4 % |
| Linguistic pluralism and knowledge of language (Catalan and Spanish) | 6 | 4.4 % |
| Eradication of poverty and economic inequalities | 5 | 3.6 % |
| Community action | 4 | 2.9 % |
| No residential or educational segregation | 4 | 2.9 % |
| Recognising common challenges to be overcome | 3 | 2.2 % |
| Diversity education | 3 | 2.2 % |
| Other | 6 | 4.4 % |
| Mediation/revitalisation | 2 | 1.5 % |
| **Total** | **137** | **100 %** |

Regarding the extent to which municipal policies have fostered intercultural dialogue and interaction in the last ten years, over half of respondents (53%) said that this was so to a significant or large extent, while 26.1% had perceived no change. and 20.9% felt that this was so to a negligible or insignificant extent.

**Graph. Extent to which municipal policies have fostered intercultural dialogue and interaction in the last 10 years**



- Very little
- A little
- Unchanged
- Quite a lot
- A lot

Base: 115 responses

Respondents believed that municipal policies should be directed at information, education, mutual knowledge and breaking stereotypes (22.4%); cross-cutting community action policies that promote diverse settling and identity (21.4%); and effective participation and involvement in decision making and policies against social and economic inequalities (11.2% each).

**Table. What direction should municipal policies take to advance in intercultural dialogue and interaction?**

| Factors | Absolute figures | Percentage |
|---|---|---|
| Information. education. mutual knowledge and breaking stereotypes | 22 | 22.4 % |
| Cross-cutting community action and community empowerment policies that promote diverse settling and identity | 21 | 21.4 % |
| Effective participation and involvement in decision making | 11 | 11.2 % |
| Policies against social and economic inequalities | 11 | 11.2 % |
| Policies against residential and school segregation | 7 | 7.1 % |
| Giving effect to equal rights | 7 | 7.1 % |
| Providing spaces for interaction | 5 | 5.1 % |
| Valuing intercultural contributions | 4 | 4.1 % |
| Greater visibility and an increased number of people of different origins and backgrounds in institutions and prominent social places | 2 | 2.0 % |
| Working from education and leisure | 2 | 2.0 % |
| Giving over spaces for diverse participation and presence in the public sphere | 2 | 2.0 % |
| Other | 4 | 4.1 % |
| **Total** | **98** | **100 %** |

**Acknowledging diversity:** A total of 72.6% of respondents considered that the city's sociocultural diversity is not sufficiently reflected in its narrative, in how this diversity is presented. To boost acknowledgement of and respect for sociocultural diversity, respondents considered that the civil service, politics and participation bodies should include people from different backgrounds (16.2%); the profile of diversity and its contributions to the city should be raised (12.1%); and this could be done through art and culture (11.1%). These and other answers given are shown in the following table.

**Table. How can municipal public policy boost acknowledgement of and respect for the city's sociocultural diversity?**

| Factors | Absolute figures | Percentage |
|---|---|---|
| By bringing people from diverse backgrounds into the civil service. politics and participation bodies | 16 | 16.2% |
| By raising the profile of diversity and its contributions to the city | 12 | 12.1% |
| Through art and culture | 11 | 11.1% |
| Through inclusive political practices | 10 | 10.1% |
| Through equal rights and equal opportunity policies | 8 | 8.1% |
| Through education and awareness | 7 | 7.1% |
| By boosting exchange forums | 6 | 6.1% |
| Territorial policies in the districts | 6 | 6.1% |
| Communication from diversity | 2 | 2.0% |
| Greater diversity in social action | 2 | 2.0% |
| By boosting the Catalan language | 2 | 2.0% |
| By preventing social segregation | 2 | 2.0% |
| By incorporating the values and concepts of interculturality in a cross-cutting manner | 2 | 2.0% |
| Other | 13 | 13.1% |
| **Total** | **99** | **100 %** |

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