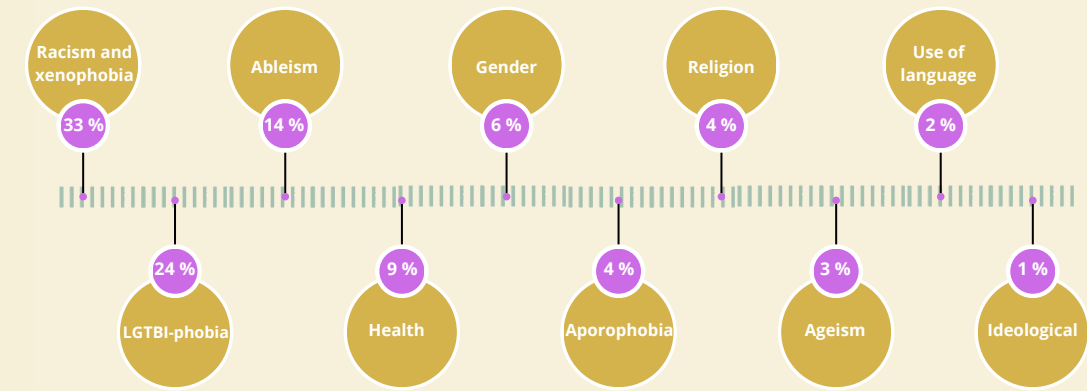


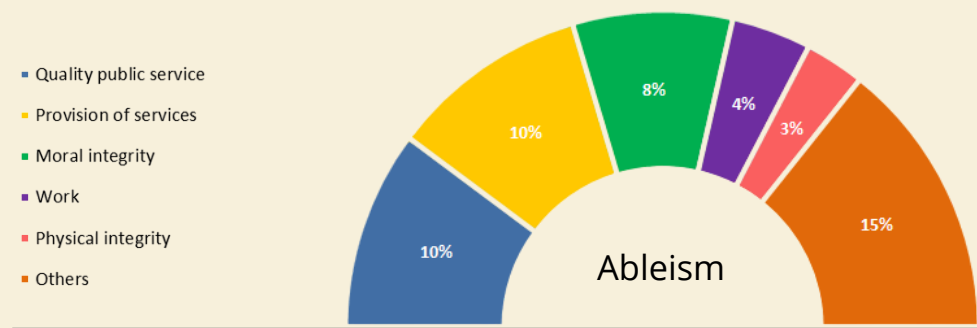
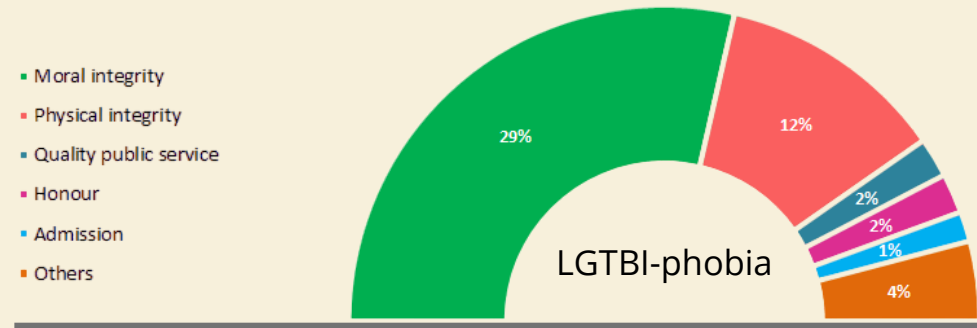
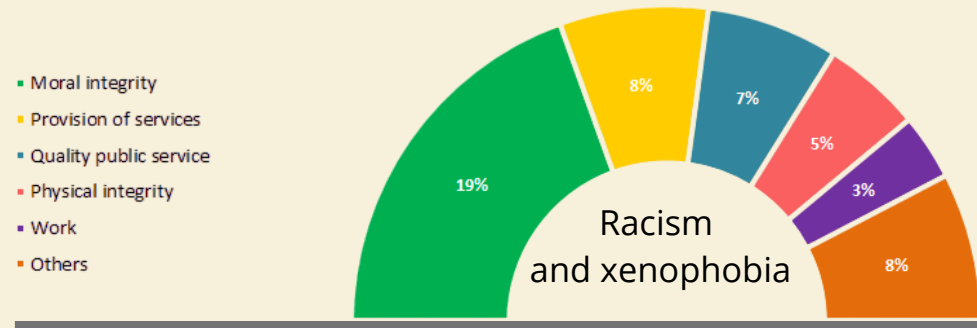
GROUNDS OF DISCRIMINATION



RELATIONSHIP BETWEEN THE GROUNDS OF DISCRMINATION AND THE RIGHTS VIOLATED

Of the cases of discrimination addressed in 2024, 71 % were caused by racism and xenophobia, LGBTI-phobia and ableism.

These are the main rights violated in each category.



WHERE DISCRIMINATION HAS OCCURRED

PRIVATE SPACES 45 %

Private facilities with access subject to prerequisites: houses, apartments, dwellings, leisure centres, schools...
 Public access facilities public: transport stations, markets, museums, exhibition halls, offices service offices...

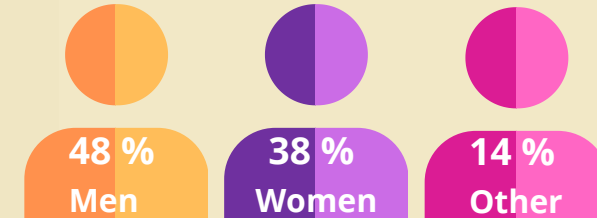
3 %

SOCIAL MEDIA

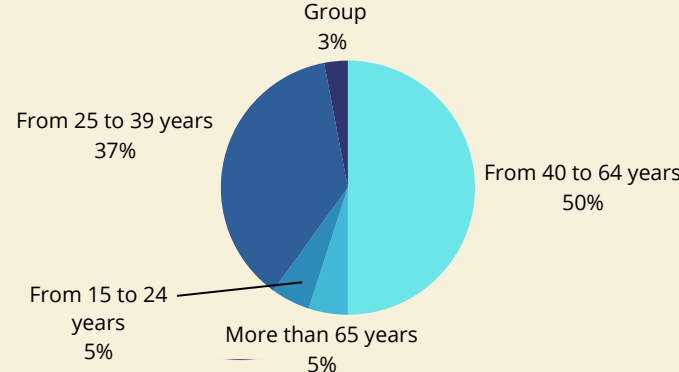
Instagram, WhatsApp, X, Telegram...

WHO HAS SUFFERED THE DISCRIMINATIONS

GENDER



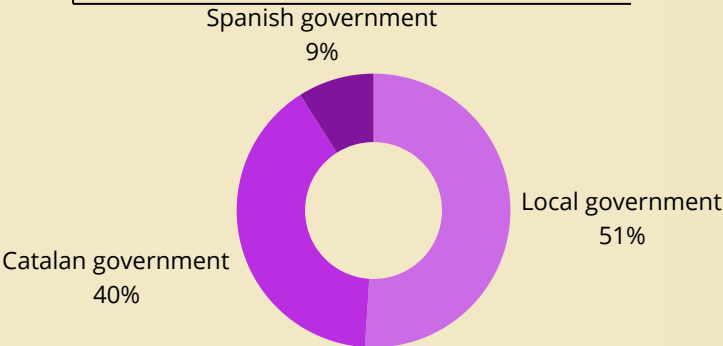
AGE GROUPS



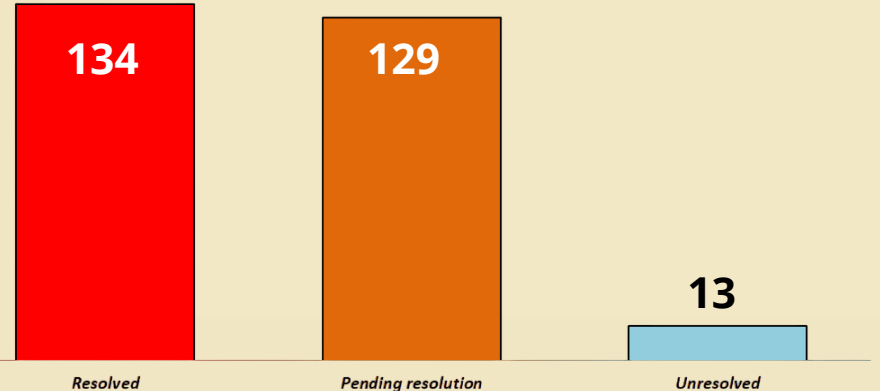
PERPETRATORS OF DISCRIMINATION



VIOLATIONS PERPETRATED BY PUBLIC AUTHORITIES

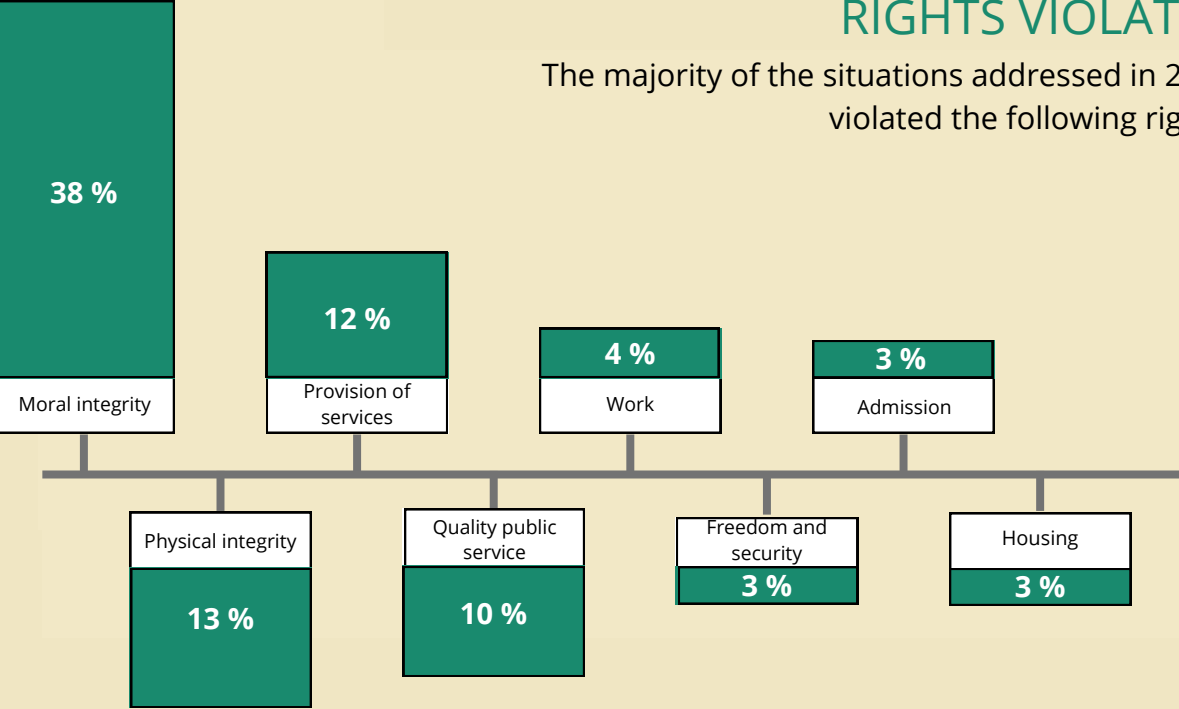


RESULT OF ACTIONS

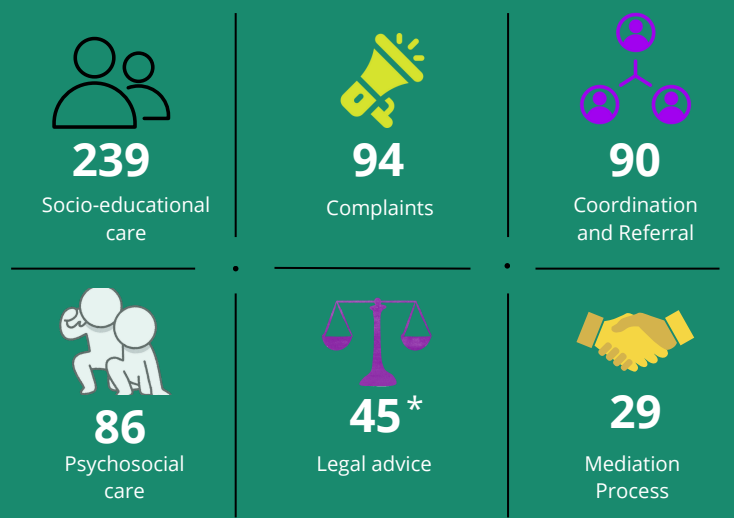
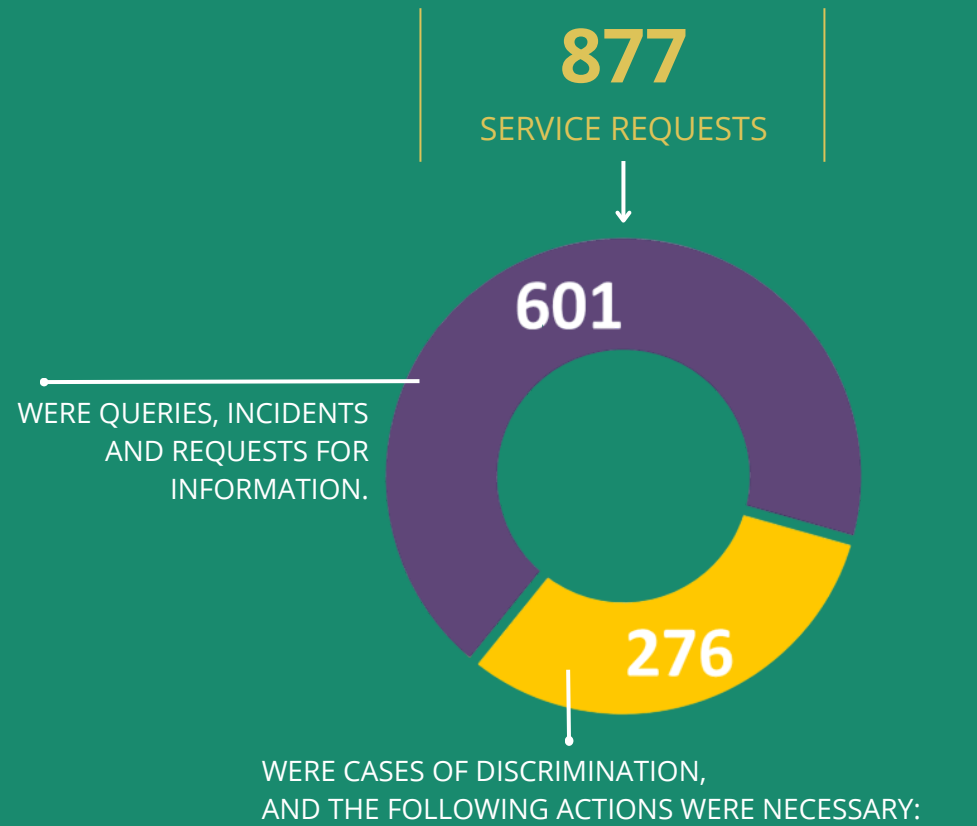


RIGHTS VIOLATED

The majority of the situations addressed in 2024 violated the following rights:



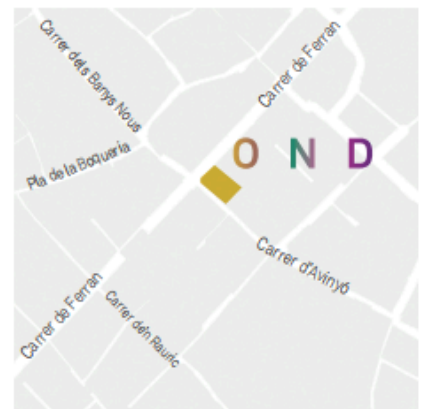
IN 2024 THE OND ADDRESSED:



* The OND legal counseling service was inactive for 10 months during 2024.

Contact us

In person:
Ferran, 32 - 08002 Barcelona

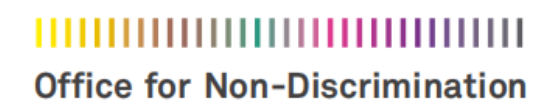


By telephone:
+34 93 413 20 00

Via our website:
barcelona.cat/oficina-no-discriminacio



Scan the QR code for more information



OND
Graphic
Report
2024



The Office for Non-Discrimination (OND) is a municipal service whose main objective is to guarantee human rights in Barcelona.

The OND assists victims of discrimination based on origin, cultural or religious affiliation, sexual orientation and gender identity, health and gender among others. This graphic report shows the main data related to the cases addressed by the OND during 2024.

This Report is not a global picture of discrimination in Barcelona, but it does provide indicators of discrimination in the city.

The OND is for all people who live in the city or are temporarily in the city, as well as for people from Barcelona who suffer discrimination outside the city. The service is personalised, confidential and free of charge.

The OND offers 4 services to victims of discrimination: socio-educational action, psychosocial care, legal advice and mediation.

In addition, the OND provides information and raises awareness of human rights through communication campaigns and awareness-raising workshops on human rights with a special focus on training modules: in 2024, these training sessions were attended by 1,628 people.

In 2024, most service requests were made by e-mail: 40%. Some 17 % were made in person at the OND's headquarters at 32, Ferran Street; 17 % by telephone; 15 % via Barcelona City Council's online channel, and 11 % by internal referral from municipal services.

The main indicators for 2024 are broken down below, once again highlighting that racism, xenophobia, LGBTI-phobia and discrimination based on disability and health are behind the majority of the situations addressed.