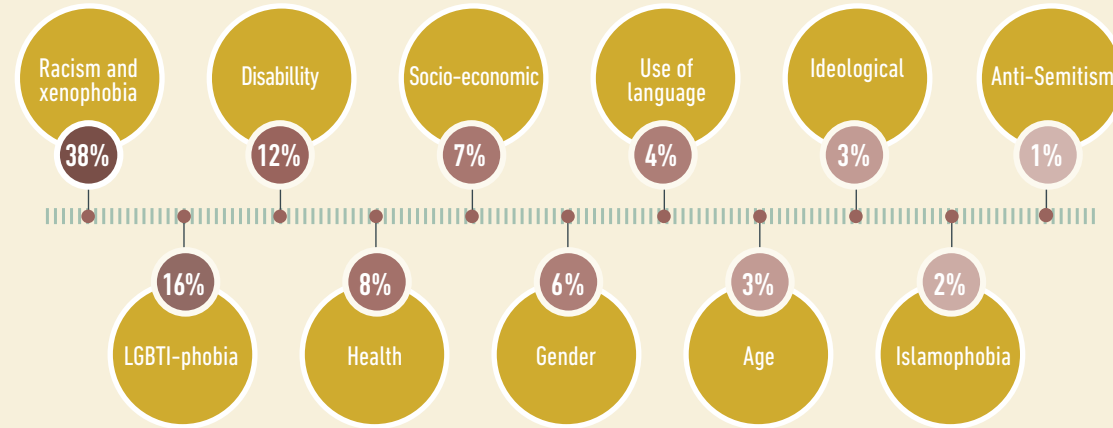


REASONS BEHIND DISCRIMINATION

The cases handled in 2018 were due to:

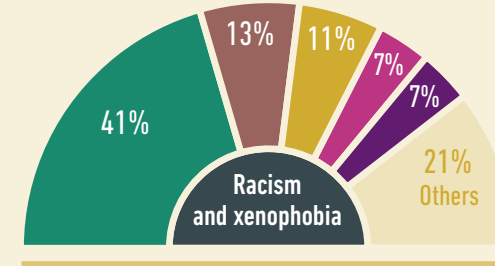


CONNECTION BETWEEN REASONS FOR DISCRIMINATION AND RIGHTS VIOLATED

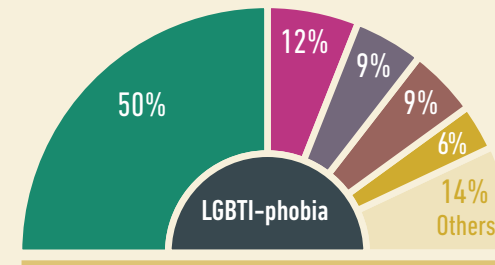
About 66% of cases of discrimination handled in 2018 were due to racism and xenophobia, LGBTI-phobia and disability.

The main rights violated in each case were:

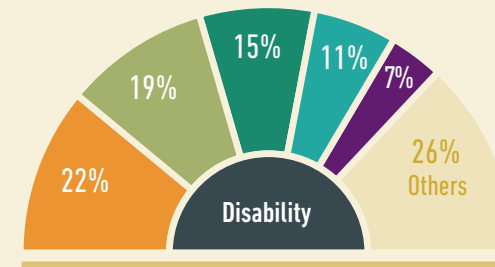
- Moral integrity
- Physical integrity
- Admission
- Employment rights
- Provision of services



- Moral integrity
- Employment rights
- Housing
- Physical integrity
- Admission



- Leisure
- Accessibility
- Moral integrity
- Information
- Provision of services



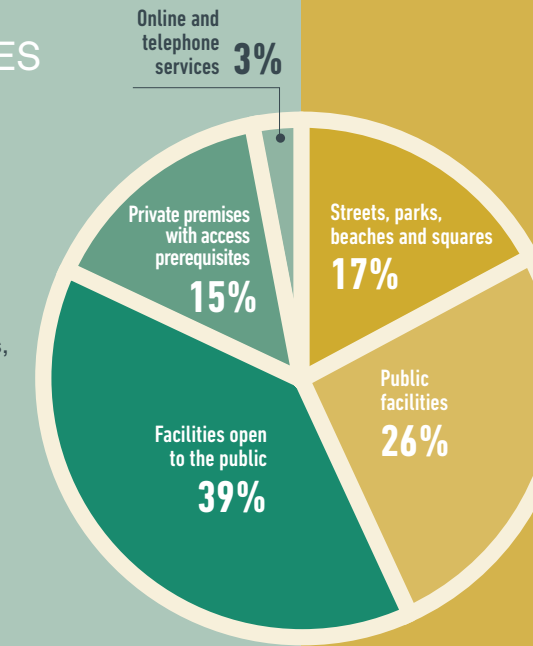
WHERE DISCRIMINATION OCCURRED

PRIVATE SPACES
57%

Private premises with access prerequisites: houses, flats, homes, recreation and leisure centres, schools, hospitals, sports facilities, concert halls, conference facilities, etc.

Facilities open to the public: transport stations, markets, museums, galleries, support offices, hotels, hostels, reception centres, restaurants, bars and other leisure and recreation centres.

Online and telephone services

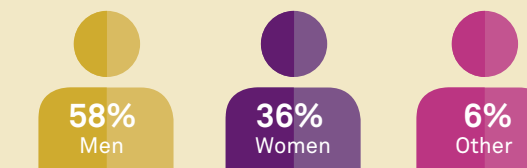


PUBLIC SPACES
43%

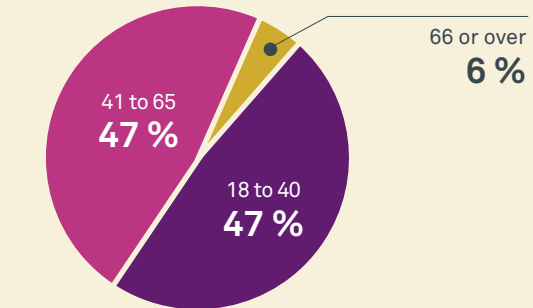
Public facilities: libraries, museums, galleries, other hostels or reception centres, sports centres, cultural and social centres, hospitals, police stations, transport stations or means of transport, public support offices, courts, prisons and detention centres, schools and other education and training centres.

WHO SUFFERED DISCRIMINATION

GENDER

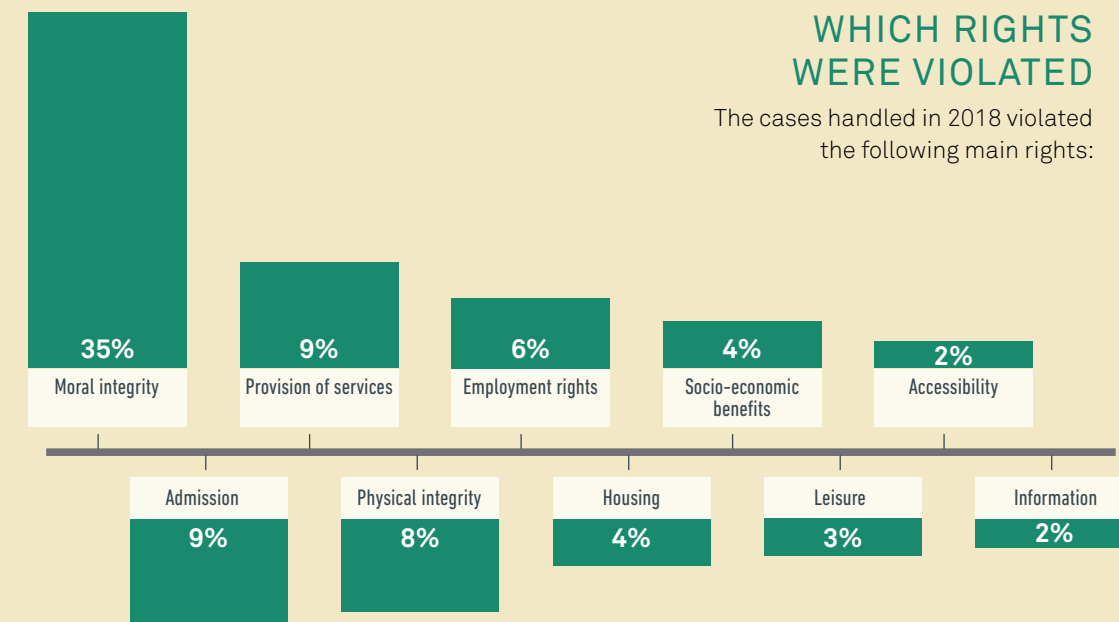


AGE BANDS

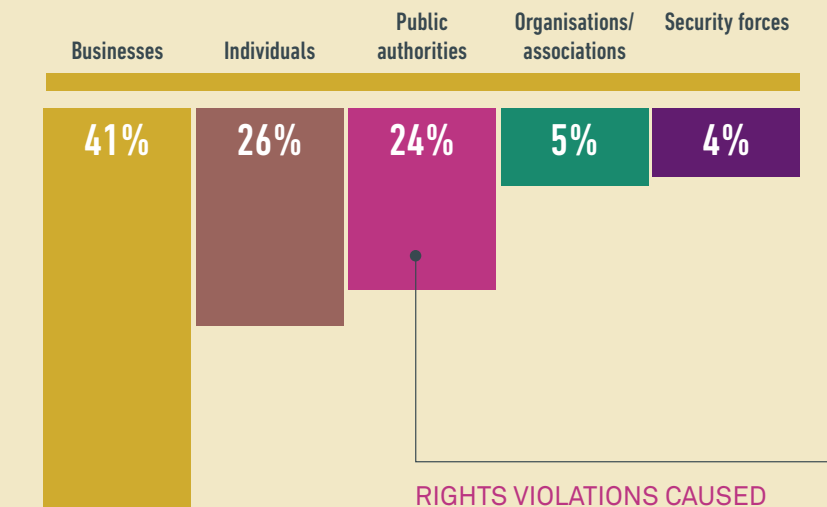


WHICH RIGHTS WERE VIOLATED

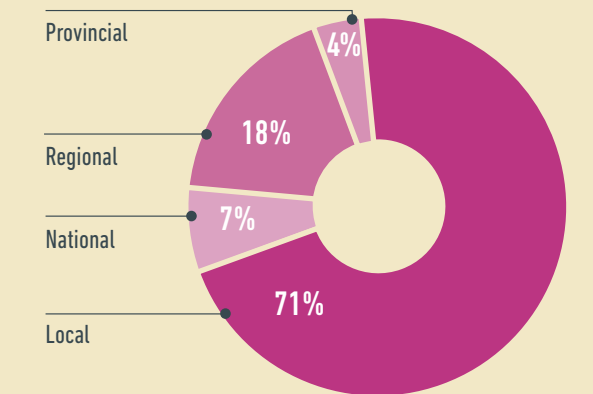
The cases handled in 2018 violated the following main rights:



WHO WAS RESPONSIBLE FOR DISCRIMINATION



RIGHTS VIOLATIONS CAUSED BY ADMINISTRATIONS:

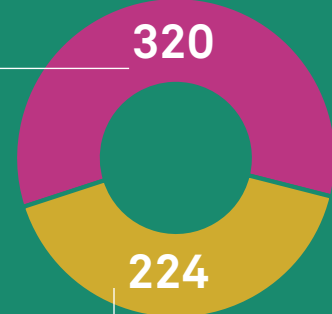


In 2018 the OND dealt with:

544

SERVICE REQUESTS

ENQUIRIES
INFORMATION
REQUESTS



CASES OF DISCRIMINATION.
THE FOLLOWING SERVICES WHERE
PROVIDED:



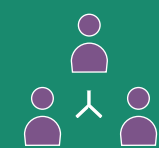
27%

Legal advice and support



26%

Guidance, support and empowerment



21%

Coordination and referrals



14%

Psycho-social support



12%

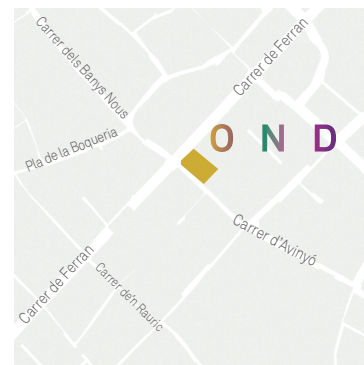
Mediation

Ajuntament de
Barcelona



Contact us

In person:
C/ Ferran, 32 - 08002 Barcelona



By telephone:

+34 93 413 20 00

Via our website:

barcelona.cat/oficina-no-discriminacio

OND Graphic Report 2018

Office for Non-Discrimination

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

The OND handles cases of discrimination based on people's origins, cultural or religious identity, sexual orientation, and gender identity, among other aspects. This graphic report shows the main data for situations handled by the OND in 2018.

The record is therefore not an overall snapshot of discrimination in Barcelona, but it does offer significant indicators on rights violations in the city.

The OND support service is aimed at all people living or staying in the city, as well as Barcelona residents who suffer discrimination somewhere other than the city.

The support service is personalised, confidential and free of charge. Practically half of service requests (48%) in 2018 were made by telephone. About 27% were made by email, compared to 23% in person at the office at C/ Ferran, 32, and 2% using Barcelona City Council's online support channel.

In addition to this support, the OND provides information and carries out actions to raise awareness on human rights such as media campaigns, and also training modules as a favoured option. These training sessions were attended by 981 people in 2018, a 52% rise compared to 2017.

The main indicators for 2018 are set out here, again showing that racism, xenophobia, LGBTI-phobia and discrimination relating to disability account for the majority of situations dealt with.