



Intercultural cities

Joint action of the Council of Europe and of the European Commission



Barcelona: Results of the Intercultural Cities Index

Date: 9 August 2011

A comparison between 29 cities

Introduction

The Intercultural Cities programme is a joint initiative between the Council of Europe and the European Commission. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. In the past, this review has taken the form of narrative reports and city profiles – a form which is rich in content and detail. However, it is relatively weak as a tool to monitor and communicate progress. The new intercultural city index has been designed as a new benchmarking tool for the cities taking part in the pilot phase of the programme as well as future participants.

As of today 29 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Barcelona (*Spain*), Copenhagen (*Denmark*), Donostia-San Sebastian¹ (*Spain*), Dublin (*Ireland*), Duisburg (*Germany*), Geneva (*Switzerland*), Izhevsk (*Udmurt Republic, Russia*), Limassol (*Cyprus*), Lisbon (*Portugal*), the London borough of Lewisham (*United Kingdom*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Oslo (*Norway*), Patras (*Greece*), Pryluky (*Ukraine*), Reggio Emilia (*Italy*), Rijeka (*Croatia*), Sechenivsky (*District of Kyiv, Ukraine*), Subotica (*Serbia*), Tilburg (*The Netherlands*), Turnhout (*Belgium*), Vasteras (*Sweden*) and Zurich (*Switzerland*).

This document presents the results of the Intercultural City Index analysis for the city of Barcelona and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

The intercultural city has people with different nationality, origin, language or religion/belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

Methodology

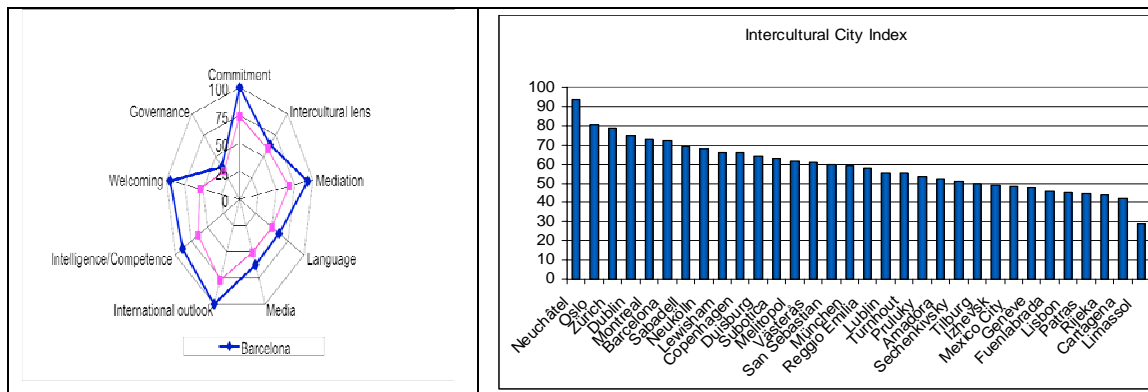
The Intercultural City Index analysis is based on a questionnaire involving 66 questions grouped in 14 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence;

¹ The Spanish city of Donostia-San Sebastian hereinafter referred to as San Sebastian

welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called “urban policies through the intercultural lens” or simply “intercultural lens”.

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended only as a tool for benchmarking, to motivate cities to learn from good practice.



According to the overall Index results, Barcelona is positioned sixth among the 29 cities in the sample in relation to the index as it stands at present.

Barcelona-An overview

Barcelona is the capital city of the homonymous province and autonomous community of Catalonia in Spain. It has a population of 1.62 million inhabitants. Non-nationals represent 17.6% of Barcelona’s total inhabitants. Foreign-born nationals make up 20.7% of the city’s inhabitants. The largest minority group- people from Italy- makes up 14.16% of the city’s foreign population. It is followed by people from: Ecuador who represent 12.63% of the city’s foreign inhabitants; Pakistan (11.26%); Bolivia (9.59%); Peru (9.08%); China (8.89%); Morocco (8.59%); France (8.17%); and Colombia (8.00%). The latest GDP/per capita figures are of €31,016.

1. Commitment

The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.

The rate of achievement of Barcelona’s commitment policy goals is considerably higher than the city sample’s²: 100% of these goals were achieved, while the city sample’s rate for commitment policy is 74%.

Barcelona has adopted a number of initiatives which demonstrate its commitment to the intercultural approach. The city council has formally adopted a public statement in favour of diversity, peace and co-existence. The local government has designed an intercultural strategy and has developed an action plan to put it in practice. Barcelona’s intercultural strategy is based on three principles: equality, recognition of diversity and positive interaction between the city’s citizens. It has allocated a budget for the implementation of its intercultural strategy and action plan. The city council also has an evaluation process for its intercultural strategy.

² The term “city sample” refers to the weighted average of the 29 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

The city council has launched an official webpage for diversity and interculturality. Barcelona has a dedicated cross-departmental co-ordination structure which is responsible for its intercultural strategy and action plan. Local citizens who have done an exceptional thing to encourage interculturalism in the local community are acknowledged.

2. Education³ policies through an intercultural lens

School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.

The analysis shows that Barcelona's education policy achievement rate is higher (75%) than the city sample's rate (65%).

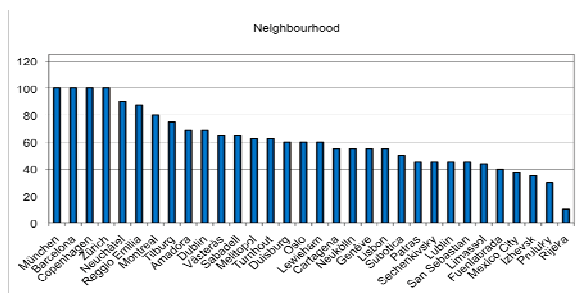
In none of the local primary schools do almost all pupils come from the same ethnic background. The city also promotes local schools which carry out intercultural projects. These are woven into the city's schools regular curriculum, as well as into extra curriculum activities. Barcelona's schools involve parents from migrant/minority backgrounds in daily school life. For instance, Barcelona promotes "Parents associations" in order to provide tools and support for migrant/ minority parents in daily school life. In addition, the city's Immigration Council jointly organises with the Federation of Catalonia's mothers and Fathers Association seminars on issues related to migrant/minority parents involvement in the city's schools. Finally, the project "Barcelona an educational city" coordinates the activities of the city's schools, social institutions and associations.

According to the answers provided in the survey, "a policy is being prepared" to increase ethnic/cultural mixing in the city's schools. Barcelona could turn to the British city of Bradford for inspiration and to ameliorate its performance in this area. In Bradford, the education authority found that in some neighbourhoods schools were increasingly polarised into becoming all white or all non-white. This was allowing little opportunity for children to learn more about each other. A process of linking between over 70 local schools has now lead to much closer cooperation and joint working between staff and pupils. Pupils have on average made 2.6 new cross cultural friendships since the project began.

Barcelona might consider ameliorating its intercultural education approach by ensuring that the ethnic background of teachers mirrors the diverse population in a larger proportion of local schools. The Roma Education Centre in the city of Subotica (Serbia) may provide a source of learning in this area. This centre has pressed for the training of Roma teachers and non-teaching assistants and for their employment in local schools and kindergartens.

³ The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner - (ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

3. Neighbourhood policies through an intercultural lens⁴



An intercultural city does not require a “perfect statistical mix” of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.

Barcelona’s neighbourhood policy indicators are among the highest (and indeed at the maximum rate, 100%) compared to the city sample’s rate (61%).

In none of Barcelona’s neighbourhoods a vast majority⁵ of residents comes from the same ethnic background. In none of the city’s neighbourhoods a vast majority of inhabitants come from minority ethnic groups⁶. According to the answers provided in the survey, Raval-one of the city’s neighbourhoods-has the highest concentration of inhabitants that come from minority ethnic groups. Here, 47% of the neighbourhood’s inhabitants are non-nationals, whilst 53% of them are nationals.

Barcelona encourages residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds. The city has put into practice a policy which avoids ethnic concentration. A single public housing policy for everyone contributes to fostering integration and promoting social cohesion in the city’s neighbourhoods. This practice avoids territorial segregation of the city’s communities. Barcelona also intervenes in the city’s neighbourhoods where there is a higher proportion of inhabitants from migrant/minority origin to foster interaction between inhabitants, thus avoiding ethnic concentration.

Finally, the city also promotes interaction within neighbourhoods. Civic centres, libraries and sports facilities aid interaction within the city’s neighbourhoods. Youth and women’s groups also promote participation of the city’s different ethnic groups to foster interaction. Finally, Barcelona has put into practice specific initiatives to attract migrants’ participation and enrolment in non-governmental organizations.

4. Public service policies through an intercultural lens

An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a “one size fits all” approach to public services and actions.

The analysis shows that Barcelona’s public services policy achievement rate is slightly lower (40%) than the city sample’s rate (43%).

⁴ By “neighbourhood” we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of “neighbourhood” varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.

⁵ For the purpose of this report, a “vast majority” refers to a situation where more than 80% of residents come from the same ethnic background.

⁶ By “minority group” we understand a subordinate group whose members have significantly less control or power over their own lives than the members of a dominant or majority group have over theirs. (ref. http://highereducation.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

Barcelona provides two out of the five services listed in the Intercultural Cities index which are tailored to the needs of the ethnic/cultural background of its citizens. It offers funeral/burial services and school meals in response to culturally-based requests. The city also encourages intercultural mixing in the private sector labour market. Local businesses and institutions can choose to sign a charter which encourages their commitment to the fundamental principles of equality; respect and inclusion for all people in the workplace and in society regardless of their background; the understanding that a workforce from a diverse cultural, demographic, and social background will bring benefits to their organization; the implementation of concrete practices to promote an environment at the workplace which is free of prejudices in recruitment, training and promotion; as well as the promotion of non-discrimination practices.

Barcelona may wish to build upon its services which are tailored to the needs of the ethnic/cultural background of its citizens. We invite the city of Barcelona to consider the following initiative launched by Tilburg (The Netherlands) in this area. This practice was introduced due to the city's growing concern that migrants were unable to receive care adapted to their culture when they became elderly. Now the housing corporations in Tilburg build old people's homes for specific groups, like elderly from Suriname and from Turkey. The policy is general when possible, specific when needed.

The Germany city of Berlin⁷ has put into practice a similar initiative. Berlin's Intercultural Opening Strategy is designed to adapt the administration to work with a diverse customer's base. Workshops are organized for all employees, with a particular focus on service managers. The process started at the Senate's Foreign office in 2004 and has since then been extended to other parts of the administration, such as job centres in areas with a high proportion of people with a migrant background.

Another interesting example of a practice in this area has been jointly introduced by Neukölln's City Council Department for Social Affairs and Housing working together with the migration service of Caritas (a social welfare institution of the Catholic Church in Germany). This was introduced after a campaign for cultural-sensitive care for senior citizens. In this particular case, the staff of the service for senior citizens was familiarized with culture sensitive services for senior citizens in the framework of information and sensitisation events. An important issue was to attract migrants for voluntary participation in the social committees.

Barcelona may wish to consider implementing a specific recruitment strategy to ensure that the ethnic background of public employees reflects the composition of the city's population. A useful example of such an initiative can be found in the city of Copenhagen. Copenhagen has taken a number of actions to improve the representation of migrants in the city administration. The local government offers paid internships specifically targeted at people with minority backgrounds, for instance by requiring that they should be able to speak a certain language. It also offers training possibilities for its interns so they can acquire permanent positions. The city council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds.

Another interesting example of an initiative of this type is provided by Berlin (Germany)⁸. Here, the senate launched the "Berlin braucht dich" recruitment campaign which can be translated as "Berlin needs you". It was set up in 2006 and aims at diversifying the Senate's workforce by promoting traineeship opportunities to migrant communities. Planned to last until 2012, the promotion and information activities of the campaign also include migrant associations and parents to increase outreach. Stakeholders are also involved in making sure the progress is closely monitored. As a result of this project, the percentage of trainees with a migrant background has already increased from 6% in 2006 to 14.5% in 2008.

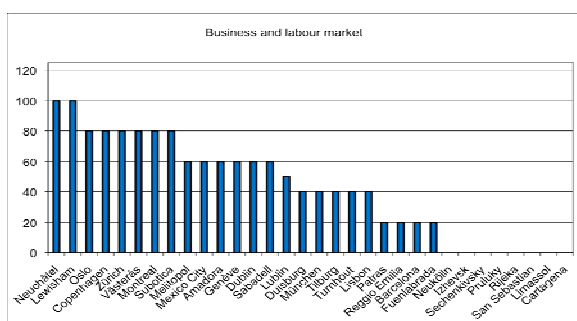
⁷ This particular example comes from: Integrating cities DIVE: "Cities accommodating Diversity; Find Recommendations from the peer review project "Diversity and Equality in European Cities".

⁸This particular example comes from: Integrating cities DIVE: "Cities accommodating Diversity; Find Recommendations from the peer review project "Diversity and Equality in European Cities".

The Dutch city of Amsterdam has also put into practice a similar human resource policy⁹. Here, a municipal workforce that reflects the composition of the city's population is a clearly formulated objective of Amsterdam's administration, both at a political and senior management level. A new Diversity Programme was established for the period 2007-2010 with targets across salary scales. The Diversity programme has enabled the administration to already make progress from 14% of staff with a migrant background in 2006 to 21.5% in 2008.

According to the answers provided in the survey by Barcelona, non-nationals can seek employment "on certain positions" in the local public administration. The city may wish to consider opening up the administration further to non-nationals. It may wish to consider an initiative developed by the canton of Neuchâtel in Switzerland. This worked with the police to convince them to include more non-nationals in its ranks. After an initial phase of reluctance, motivated by the belief that only nationals can really defend national interests, the police finally opened up to foreigners and their integration has been successful.

5. Business and labour market policies through an intercultural lens



Barcelona's business and labour market policy indicators are lower than the city sample's: 20% of these goals were achieved, while the city sample's rate for business and labour market policy is 43%.

Barcelona has signed a charter which outlaws discrimination in employment.

The city council's business and labour market policies may benefit from encouraging the creation of a business umbrella organization which promotes diversity and non discrimination in the workplace. Barcelona could learn from the Swiss canton of Neuchâtel. Since January 2005 the canton has been working in partnership with local watch-making businesses. Its objective is to integrate its diverse inhabitants into local businesses. It achieves this by educating local businesses on the realities of the canton's diverse inhabitants; publishing material on the legal aspects of discrimination at work; as well as providing factory managers with half day training on intercultural communication.

Barcelona may wish to build upon its business and labour market initiatives for instance by prioritising companies which implement a diversity strategy when procuring their goods and services. The city of Amsterdam (The Netherlands) may provide a source of learning and inspiration in this area¹⁰. Here, "Social Return on Investment", which is designed to include social obligations in public contracts, started as a pilot project in 2007 in Amsterdam's South East district. In particular, contractors are asked to use the money generated by the contract to offer employment opportunities to people who are excluded from the labour market, including migrants.

We invite Barcelona also to consider encouraging "business districts/incubators" to facilitate inhabitants from different cultures to mix more easily. An interesting example of such an

⁹ Ibidem

¹⁰ This particular example comes from: Integrating cities DIVE: "Cities accommodating Diversity; Find Recommendations from the peer review project "Diversity and Equality in European Cities".

initiative has been put into practice by the Ukrainian city of Melitopol. Here an "Intercultural business centre" has been selected as one of the city's three flagship projects. It will be located in the former Palace of Culture and there is high demand from its prospective tenants.

Finally, Barcelona's business and labour market policies may benefit from encouraging ethnic/cultural minorities businesses to move beyond localized economies to enter into the main stream and higher-value added sectors

6. Cultural and civil life policies through an intercultural lens

The time which people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations

Barcelona's cultural and civil life policy goal achievement rate is higher (85%) than the city sample's rate (78%).

Barcelona has implemented the following policies in cultural and civil life. It does use interculturalism as a criterion when allocating grants to associations. 15% of all grants go to associations and initiatives based on the interculturalism criterion. Cultural organizations which deal with diversity and intercultural relations in their productions are promoted. Barcelona also organises public debates and campaigns around the topics of diversity and living together. In 2010, the city organized 10 to 12 public debates on the topics of diversity and living together. In 2011, the city is planning to organize 100 public debates on these same topics.

7. Public space policies through an intercultural lens

Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.

The rate of achievement of Barcelona's public space policy goals is lower than the sample city's: 60% of these goals were achieved, while the sample city rate for public space policy is 67%.

According to the answer given in the survey, there are no areas in the city which have a reputation of being "dangerous". Some of the areas in the city are dominated by one ethnic group and make other inhabitants feel unwelcome.

Barcelona has implemented several public spaces policy instruments. The local government promotes intercultural mixing in public libraries, museums, squares, playgrounds and markets. According to the answers provided in the survey, Barcelona does conduct public consultations to reach out to its inhabitants prior to reconstructing an area. The city may wish to propose different forms and places of consultation to reach out specifically to its ethnically and culturally diverse inhabitants when reconstructing an area. An interesting practice is implemented by a public-private development agency in Turin (Italy). Here, the "Gate Project" was born to create, develop and manage specific regeneration projects in the area of Porta Palazzo in Turin. The project "Balloon in the middle", started in 1998 to cope with conflicts between regular and irregular pitchmen and to give an answer to the citizens' complaints in an urban area characterized by lack of security. Such a project, through the creation of the "Vivibalon Association", succeeded in creating new participatory processes by involving informal leaders selected among pitchmen, residents and representatives of the Urban Regeneration Department of Turin.

We invite Barcelona to build upon its existing public space initiatives, for instance by taking into consideration the ethnic/cultural backgrounds of its citizens more frequently when designing and managing new public buildings or spaces. Interesting initiatives providing useful examples in this field have been implemented by the London borough of Lewisham. Here, young people were invited into the process of designing and making a new playground area in

Pepys Park. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

8. Mediation and conflict resolution policies

The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

The analysis shows that Barcelona's mediation and conflict resolution policy achievement rate is considerably higher (93%) than the city sample's rate (67%).

Barcelona has introduced many initiatives to achieve its mediation and conflict resolution policy objectives. It offers a generalist municipal mediation service which includes interculturally competent as well as specialized staff. The city also provides mediation services in places such as hospitals, in the city's administration, as well as in neighbourhoods and on the streets. The city has set up a municipal mediation service committed to intercultural issues specifically. Barcelona set up in 2002 the Intercultural Mediation Service, aimed at providing a link between immigrants, administration professionals, and the autochthonous population, as well as between communities of different cultures. The service sets out to foster constructive change in the relations between individuals and communities, with a view to attaining meaningful coexistence among citizens. Finally, Barcelona has also set up a municipal mediation service committed to inter-religious issues specifically.

9. Language¹¹

Barcelona's language policy achievement rate is higher (61%) than the city sample's rate (50%).

The city provides specific language training in the official languages for hard-to-reach groups¹². Barcelona also supports private/civil sector institutions which offer language training in migrant/minority languages. The city offers financial support to minority newspapers and radio programmes. Barcelona also encourages projects which give a positive image to minority/migrant languages. For instance, the city has offered financial support to La Diaspora, Festival Asia, and Festival de Cine Peruana. The city offers teaching in immigrant/minority languages to migrant children outside the school curriculum.

Barcelona may wish to ameliorate its language policies in the future, for example by ensuring that all of the city's citizens are eligible to receive training in immigrant/minority languages. Barcelona may wish to take note of an interesting initiative developed by Reggio Emilia (Italy). In order to help families preserve the competence of migrant children in their mother tongue language, in two schools in Reggio Emilia classes are provided in the native languages of children and in parallel their parents learn Italian.

The Swiss canton of Neuchâtel has put into practice a similar initiative. Here, volunteers in the Neuchâtel intercultural library are convinced that the provision of books in a range of languages-both to individual users and through schools-helps migrant children learn French. Parents read to their children in their native language and this affirms their role and authority as educators (which is threatened by an insufficient command of the host language). This in turn reinforces the children's interest in reading and learning altogether and encourages the acquisition of the native language.

Another useful example comes from the London borough of Lewisham. Here supplementary schools supported by the borough provide mother tongue language and cultural schooling.

¹¹ By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

¹² The term makes specific reference to non-working mothers, the unemployed, as well as retired people

There are also national events such as Black History Month and Refugee Week that also include language promotion.

We invite Barcelona to consider the following language initiative as implemented by the Swiss canton of Neuchâtel. In 2009, 32 language courses allowed 360 foreign residents to learn French. Since 2007 foreign citizens who take beginner and intermediary French language training can sit a recognized exam. These courses are designed to facilitate foreign citizens' integration into the local community and promote social cohesion.

The Swiss canton of Geneva has also introduced a similar initiative. Here, French language courses are open to all, without discrimination and are tailored to meet the needs of specific members of the local community, for instance migrant women. They are offered by various public and private organizations which operate in the canton. For instance, in 2009 the canton's Office for the Integration of Foreigners provided financial support to 32 French language projects. They were operated by 19 local associations. The global objective is to ensure that newly arrived foreign citizens are able to reach the level of language fluency that is required in daily situations. This includes, for instance, to be able to ask for directions, engage in conversations, as well as seek employment and work in French. Language training constitutes one of the most important tools in order to integrate newly arrived migrant communities in Geneva's daily life.

10. Media policies

The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media agencies to achieve a climate of public opinion more conducive to intercultural relations.

63% of Barcelona's media policy goals were achieved, while the city sample's attainment rate for these goals is 51%.

Barcelona has implemented various media policy instruments. For instance, the city's information services are instructed to promote harmonious intercultural relations. Barcelona also monitors the way in which minorities are portrayed in the local media.

Barcelona may wish to further explore possible media policies, for instance by providing advocacy/media training/mentorships for journalists from minority backgrounds. According to the answers provided in the survey, Barcelona will provide these services by setting up an "Anti-rumours" network. It could also consider an initiative implemented in this area by Oslo city council. Here, among journalists, editors, and media researches, now there is a growing awareness of the role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the recruitment of journalists with ethnic minority background.

Making reference to the answers provided, one specific policy is adhered to only 'occasionally'. This consists in promoting a positive image of migrants and minorities in the media. In Barcelona, for instance, a local television channel includes journalists from cultural minority backgrounds. Furthermore the city could consider the following examples of good practice by other cities. For instance, the Italian city of Reggio Emilia has run several pro-diversity workshops involving special editions of local newspapers and TV Sports. They have also created a directory of reference persons for media to enlarge the view-points expressed in the media.

Barcelona may wish to take note of another initiative launched by the Danish capital, Copenhagen. This city has carried out a three year campaign ("We Copenhageners"), among others, with the aim of acknowledging and celebrating diversity. A part of this campaign has been directed towards the media and as a result there has been substantial press coverage.

surveys to find out how inhabitants perceive migrants/minority groups. Furthermore it conducts a general survey through which inhabitants are asked about the problems they encounter in daily life, as well as a specific one to find out how inhabitants perceive migrants/minority groups. Barcelona also promotes the intercultural competences of its officials and staff through interdisciplinary seminars, information networks and training courses.

Barcelona may wish to further explore possible intelligence competence policies, for instance by offering internships. The city could consider following the example of the Swiss canton of Geneva. Here, the Office for the Integration of Foreign Residents runs internship programs. Its aim is to contribute to the professional development of its candidates in the field of cantonal government and integration.

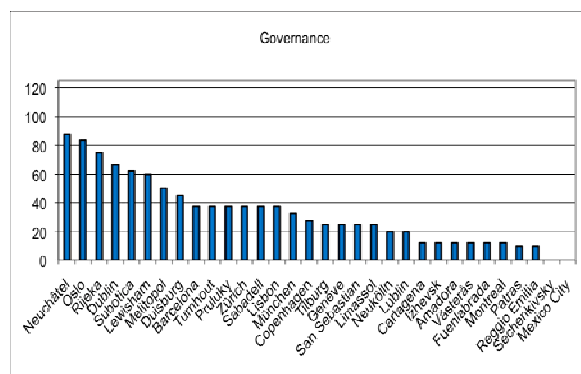
13. Welcoming policies

People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-ordinated and delivered effectively will have a significant impact on how the person settles and integrates.

The attainment rate of Barcelona's welcoming policy goals is considerably higher than the city sample's: 95% of these goals were achieved, while the city sample rate is 54%.

Barcelona has implemented various welcoming policy instruments. For instance, the city has set up a designated agency to welcome newcomers. The city has published a comprehensive package of information to aid newly arrived foreign residents. The city's services and agencies provide support tailored specifically for students, family members, refugees, migrant workers and for family reunion. The city has set up a designated agency to welcome newcomers. Finally, Barcelona greets newcomers in the presence of the city's officials. It is the city's mayor who personally greets family members and youths at an annual reception ceremony.

14. Governance policies



Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and decision making.

38% of Barcelona's governance policy goals were achieved, while the city sample's attainment rate for these goals is 33%.

Newcomers are eligible to vote in local election "only after a certain period of residence in the city". National legislation determines that newcomers can vote in local elections after five years of regular residence. An independent political body, the Municipal Migrant Council, has been created to represent all ethnic minorities living in Barcelona.

Barcelona may wish to further explore possible governance policies by introducing activities to improve the representation of migrants in the city administration. An interesting example of such an initiative has been developed by the UK-based operation Black Vote which has set up

a scheme in Liverpool. It allows young migrants to shadow established local politicians so they better understand what the job involves and it encourages them to engage in politics.

Finally, Barcelona could consider establishing standards in the representation of migrant minorities in mandatory bodies which supervise schools and public bodies.

15. Conclusions

In the majority of intercultural strategy areas, Barcelona does better than most other cities in the sample. Its leading practices can provide useful insights and examples to other cities in the field of: commitment, education, neighbourhood, cultural and civil life, language, media, international outlook, intelligence competence and welcoming practices.

16. Recommendations

Barcelona needs to make progress in relation to its public services, business and labour market and governance. The city may wish to look into some of the examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database¹³.

¹³ http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance_en.asp