| Good Practice General information  |
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| Title  | **From Neighbours to Citizens: the Barcelona Interculturality Plan** |
| Country, (region and municipality of implementation) | Spain |
| Organisation  | Barcelona City Council |
| Timeframe (start date, end date or ongoing) | 2008 |
| Level of implementation (local/regional/national/transnational/other) | National |
| Webpage or other online info (link)  | http://ajuntament.barcelona.cat/bcnacciointercultural/en/ |
| Contact Details |  projectesinterculturals @bcn.cat |
| Brief description (max 500 characters) | Intended to serve as a road-map for the Council’s desire to address the challenges of “coexistence in diversity in Barcelona, the City Council promotes a set of actions for fostering interculturality. These actions are part of the Barcelona Interculturality Programme. Emphasis is given on the relationships and interaction between citizens, a fundamental and integrated part of city practice across all departments and services.The Interculturality Programme aims to:* Create and promote opportunities for fostering dialogue and intercultural relations.
* Raise awareness among citizens and work towards removing obstacles that hinder this dialogue and intercultural relations.
* Foster knowledge of the city's cultural diversity.
* Create opportunities for building shared intercultural actions and projects

The Barcelona Interculturality Plan was developed in three stages. The first stage included studies that defined the plan’s concepts and goals as well as an analysis of how Barcelona fared regarding diversity. The second was participatory, based on public opinion surveys (“Five Questions on the Plan”) for both city departments and citizens; survey themes included: “valuation of diversity, difficulties identified for interaction, factors facilitating interaction, common elements shared by all Barcelona residents, and identification of real spaces of interculturality in the city.” Finally, all inputs were brought together to form the core content of the plan itself.The public consultation was a critical part of drafting the plan. A new website ([www.interculturalitat.cat](http://www.interculturalitat.cat/)) was designed to host public discussion on the plan and to let visitors follow its development through news updates. Submissions ranged from 1,200 fresh ideas for the Mayor from students aged 14-18 to in-depth interviews with experts to interviews with 170 people across all sectors of the city. A key outcome of the consultative process was a ‘strategic commitment to interaction’ in all municipal policy — from economic promotion to education. Putting interaction at the centre of the Plan was identified as key to building a shared sense of belonging and a common set of civic values. |

| Good Practice Analytical description |
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| Summary: -main objectives-challenge and goals-activities(max 1000 characters)  | Intercultural Projects is the line of action of the Barcelona Interculturality Programme that provides support for the development of projects promoted by organisations, grassroots associations, public facilities, City Council and city districts.Barcelona is a city where a lot of projects and activities are developed that include an intercultural dimension. These projects are generated by:* The 10 city districts via their decision-making and economic management of public facilities and services, according to Barcelona's decentralisation model.
* The city's strong fabric of civil society organizations Barcelona City Council itself.

We provide funding and technical support to intercultural projects promoted by city districts. This is the case, for instance, of support provided to:* Neighbour Associations Service, in the districts of Nou Barris and Sant Martí.
* XEIX Programme, which works for the inclusion of Chinese and Pakistani shopkeepers in the network of district organisations of Eixample and Sant Antoni.
* Do d’Acords, intercultural children’s orchestra of the Sants-Montjuïc district.
* La Cruïlla Comuna, awareness-raising activities about cultural diversity in secondary schools of the Sarrià-Sant Gervasi district.

We provide funding and technical support to the intercultural projects of organisations and grassroots associations.By means of an annual line of public grant funding. We promote intercultural actions together with organisations, services and public facilities in the neighbourhoods, such as:* Activities with public district facilities, creating proposals with community centres, cultural centres, youth centres, and others.
* Intercultural action in the neighbourhoods: intercultural initiatives created with social agents working in the neighbourhoods (community development plans, networks of community organisations and so on).
* Sounds of Intercultural Barcelona: workshops organised with community centres and the UPF Phonos Foundation, in order to collectively create the sound map of the city's cultural diversity.
* **Imagine Barcelona**. Intercultural Collection: aims to raise awareness and reflect on cultural diversity in high schools.
* **Rossinyol Project**: through social mentoring as an educational tool, unlikely encounters take place for trust and friendship between culturally diverse teenagers (mentee) and university students (mentor).
* **Barcelona Asia Choir and Forum Theatre Workshops**: proposals for cultural creation that work with the diversity of backgrounds of participants and achieve positive outcomes based on common goals.
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| Problems which aims to tackle (max 1000 characters) | Based on previous shared assessments, we define precise areas of action, and work together with agents in these neighbourhoods to collectively build and manage models of living together based on an intercultural perspective.Generally, the particularities and needs of the neighbourhood and district of intervention are always present in our work.More specifically:Promote and support the intercultural projects being developed by contributing technical, communication and training resources, amongst others.* Encourage and support the creation of new projects with an intercultural approach by contributing technical, communication and training resources.
* Provide the neighbourhoods with resources from the Barcelona Interculturality Programme by adapting to their needs and particularities.
* Work side by side with city resources and services already in place in the neighbourhoods by providing support and advice, mainstreaming the intercultural perspective by means of technical support, training support and so on.
* Foster intercultural action in community centres and strengthen their role as promoters of intercultural life in the neighbourhood by encouraging participation and attracting a diversity of publics to different city areas.
* Mainstream our intercultural programme and take it into the neighbourhoods with local public facilities by means of different proposals for action, resources and tools provided by the Barcelona Interculturality Programme.
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| Target groups (max 500 characters)-short description of target population-expected coverage of the programme in terms of the number of persons reached | All Barcelona residents |
| Elements of innovation (max 500 characters) OPTIONAL | A key outcome of the consultative process was a ‘strategic commitment to interaction’ in all municipal policy — from economic promotion to education. Putting interaction at the centre of the Plan was identified as key to building a shared sense of belonging and a common set of civic values.The Barcelona Interculturality Plan provides a detailed list of principles, strategies and targets for implementation ranging from the promotion of trilingualism (Catalan, Spanish and the language or origin) to ensuring that new immigrants have easy access to entrepreneurial start-up and business incubation support. [The BCN Anti-Rumour campaign](http://citiesofmigration.ca/good_idea/fighting-fiction-with-facts-the-bcn-anti-rumour-campaign/) addresses discrimination directly while inclusionary policy ensures local services support the ordinary pleasures of daily life, such as sporting and recreational facilities.Barcelona City Council’s commitment to interculturality – from Council leadership and voice to its action plan, budget allocation for implementation, dedicated cross-departmental co-ordination structure and systems for accountability – is paying off. In August 2011, the [Council of Europe ranked Barcelona 6th](http://www.coe.int/t/dg4/cultureheritage/culture/cities/Index/Barcelona_en.pdf)among 29 cities in its [Intercultural Cities Index](http://www.coe.int/t/dg4/cultureheritage/culture/cities/newsletter/newsletter11/newsletter11index_EN.asp). |
| Results achieved(max 1000 characters) | The Barcelona Interculturality Plan was developed in three stages (2008-2010). The first stage included studies that defined the plan’s concepts and goals as well as an analysis of how Barcelona fared regarding diversity. The second was participatory, based on public opinion surveys (“Five Questions on the Plan”) for both city departments and citizens; survey themes included: “valuation of diversity, difficulties identified for interaction, factors facilitating interaction, common elements shared by all Barcelona residents, and identification of real spaces of interculturality in the city.” Finally, all inputs were brought together to form the core content of the plan itself.The public consultation was a critical part of drafting the plan. A new website ([www.interculturalitat.cat](http://www.interculturalitat.cat/)) was designed to host public discussion on the plan and to let visitors follow its development through news updates. Submissions ranged from 1,200 fresh ideas for the Mayor from students aged 14-18 to in-depth interviews with experts to interviews with 170 people across all sectors of the city. Social media like Facebook helped get the word out while nearly 40 public working sessions were held in different territorial and sectoral councils with over 400 participants.Specialized software was used to analyze all of the data, including text, video and audio. The results showed that 34.5% of respondents saw cultural diversity as an asset while another 21.2% believed it was a threat to society. This analysis also provided a benchmark for monitoring the city’s commitment to developing public consensus around its intercultural goals. |
| How could this intervention be improved? (max 500 characters) |  |

| GP transferability  |
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| Prerequisites for the adoption / implementation of GP (what are the specific elements or conditions that must be present to allow the implementation of the GP; Would this action work well in another European context? What local / national conditions should be met to allow the transfer?) (max 700 characters) |  |
| Resources needed (Please specify the amount of funding/financial resources used and/or the human resources required to set up and to run the practice) (max 500 characters) | * Enlist local leadership to gain support for your campaign.
* Ensure your public consultation process includes all sectors, ages and institutions by using a range of communication strategies and channels, from social media to face-to-face meetings.
* Provide mechanisms for getting feedback on the consultation process and its findings.
* A public commitment to inclusion means benchmarking the current situation, monitoring and accountability.
* Human resources (trainers, coachers and admin staff)
* Related Infrastructure
* Strategic planning
* Publicity
* Collaboration with other organisations to deliver intercultural actions
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Το Πρόγραμμα Διαπολιτισμικότητας της Βαρκελώνης αποτελεί μέρος της Διεύθυνσης Δικαιωμάτων του Πολίτη και της Μετανάστευσης και ως εκ τούτου λειτουργεί στο Τμήμα Δικαιωμάτων του Πολίτη, Συμμετοχής και Διαφάνειας του Συμβουλίου της Βαρκελώνης.

Με τους άξονες δράσης του, το Πρόγραμμα Διαπολιτισμικότητας της Βαρκελώνης έχει ως στόχο:

• Δημιουργία και προώθηση ευκαιριών για την προώθηση του διαλόγου και των διαπολιτισμικών σχέσεων.

• Να αυξήσει την ευαισθητοποίηση των πολιτών και να εργαστεί για την άρση των εμποδίων που παρεμποδίζουν αυτόν τον διάλογο και τις διαπολιτισμικές σχέσεις.

• Ενίσχυση της γνώσης της πολιτιστικής πολυμορφίας της πόλης.