

GOVERNMENT MEASURE

INTERNAL TRAINING PLAN FOR HUMAN RIGHTS AND DIVERSITY

Actions favouring the effectiveness of human rights in the city

Barcelona, City of Rights Programme

Area of Citizens' Rights, Participation and Transparency

November 2016

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1. PRESENTATION AND JUSTIFICATION

This government's priority is citizens' rights. For this reason, in addition to regarding them as programme objectives, the aim is to include them in public policy planning and implementation.

The government measure "City of Barcelona Rights Programme" aims to promote a diverse, intercultural and multi-faceted type of city, where everyone has real, effective access to all human rights under conditions of equality, guaranteed and recognised in the city. The measure's lines of action are divided into preventative and guarantee actions. In order to prevent violations of rights, public administrations can approve regulations or implement policies concerning respect for human rights, i.e. to prevent the direct violation of a right by the administration itself and which also address protection, i.e. aimed at establishing the conditions required to enable citizens to effectively enjoy their rights.

The promotion and protection of human rights cannot remain as an abstract proposal from public authorities. Rather, the conditions needed for citizens to effectively enjoy and exercise those rights must be established. This cannot be achieved only by means of approving regulations or policies geared toward this. Rather, a cross-cutting human rights focus is required. This means that the principals and ¹ values² arising from international human rights regulations should guide the actions of Barcelona City Council as a whole. For this reason, the effectiveness of human rights at a local level can only be achieved through the involvement of the entire municipal administration, i.e. everyone who works in it.

The actions for protecting human rights set out in the Barcelona, City of Rights plan include the deployment of various training plans aimed at both the general public and City Council personnel. With this measure, the government addresses this action through a strategy that, apart from proposing specific courses, allows the focus on rights and the recognition of diversity to be integrated into the way the institution operates.

The management of these actions will be fostered by the Department of Civil Rights and Diversity, taking into account Barcelona City Council's Fourth Deputy Mayor's Office as a political reference.

¹ Universality, indivisibility, interdependence, equality, participation and accountability.

² Freedom, equality, solidarity, security, justice, etc.

1.1. The focus on rights and the intercultural perspective in municipal public policies

The municipal government's various areas are working towards a fairer city that tackles inequality and where everyone can be guaranteed a decent life. For this reason, the actions that are being carried out include the production of an emergency plan that aims to guarantee the general public's basic rights (the right to housing, the right to food, the right to health, the right to work, children's rights, the right to basic social services, the right to education, etc.). The City Council is working towards the elimination of energy poverty (right to basic utilities) to create open democracy (right to participation, right to information, right to decide), to create a fairer, more equitable and egalitarian city where women can live free from violence (the right to equality and non-discrimination for reasons of gender or sexual orientation, the right to security), to welcome refugees (the right to shelter), to create a healthier city where urban mobility is improved and pollution is reduced (rights to health, rights to environment), to preserve historic memory (civil right to historic memory), etc. As a whole, Barcelona City Council's public policies are centred on guaranteeing human rights in the city and the aim is to do this by including a human rights-based approach. Rather than simply responding to the general public's problems regarding needs, these are then considered to be a violation of rights that require political action to reverse the causes, in accordance with the obligations and responsibilities of the various players.

The human rights-based approach (HRBO) is a conceptual framework that is based on international human-rights regulations, which establish the objectives to be achieved. However, it is also a methodology that, in practical terms, guides public policy implementation towards the promotion and protection of human rights.

Implementing municipal public policies from a human rights perspective means that the objectives of those policies, plans, programmes and municipal services ³ are aligned with human rights standards; that equality and non-discrimination (direct and indirect) become central issues, that the general public's right to active, free and meaningful participation in public policies is guaranteed; that a contribution is made to strengthening the general public's skills in order to empower them so they can demand and exercise their rights; and that there is accountability for the results of municipal management. In this context, taking measures against corruption should be a human rights-related issue.

Barcelona is a diverse, plural city where, beyond the phenomenon of migration, there are residents from various cultural, historical, religious, linguistic and other backgrounds. The general public's diversity is not only related to migratory flows, but also includes citizens born in Barcelona who form part of other cultural contexts (children of immigrants), historical contexts (such as the gypsy community) and religious contexts. Therefore, in order for everyone living in the city to be able to exercise their rights and enjoy full citizenship, in terms of equality, the focus on rights must be orientated towards an intercultural perspective.

³ Specifically, ensuring that municipal services respond to the standards of availability, accessibility and adaptability.

The intercultural perspective employed by Barcelona City Council, in accordance with its focus on human rights, involves following a transformative model based on the need to act on structures that generate human-rights violations, relationships of domination and inequalities, in order to construct a city where everyone can enjoy full citizenship. This intercultural model⁴ does not mean fostering community life between cultures, it means fostering community life between people of different cultures and building the city model together. In order to do this, we need a perspective based on and including all the different identities that live together in the city, recognising the existing relationships of power between them and working towards dismantling the causes of domination. This means placing emphasis on the causes of inequality in order to transform relationships.

The necessary conditions for introducing a human rights-based approach into public policies involve removing obstacles for exercising rights that specifically affect certain sectors of the population, due to gender, age, ethnic group, being a migrant, sexual orientation or gender identity, language, religion, political opinion, national or social origins, disabilities, ownership, among others. For this reason, the content of the internal training programme established in this government measure includes both human rights and dealing with diversity.

1.2. The role of local authorities regarding human rights

For many years, Barcelona City Council has been characterised by a pioneering commitment to the defence of civil rights in the city. 24 years ago, in 1992, the post of Commissioner for the Defence of Civil Rights was created, followed by the post of Councillor for Civil Rights and 21 years ago, in 1995. Nearly 16 years ago, the Office for Non-Discrimination was founded. Nowadays, human rights, understood as citizens' rights, are the essence of the Deputy Mayor's Office for Citizens' Rights, Transparency and Participation. This office has moved on from a methodology exclusively centred on civil rights, replacing it with a focus on the general public, where the local nature of human rights and the City Council's role in respecting, protecting and guaranteeing them is given greater importance.

Article 1 of the European Charter for Safeguarding Human Rights in the City, approved in 2000 in Saint Denis, establishes that *“The city is a collective space belonging to all who live in it. These have the right to conditions which allow their own political, social and ecological development but at the same time accepting a commitment to solidarity.”*. Of no less importance, it goes on to state that *“The **municipal authorities** encourage, by all available means, respect for the dignity of all and quality of life of the inhabitants.”*

⁴ This intercultural model means awareness and recognition of cultural diversity, ensuring equal rights and opportunities for people of various cultural backgrounds; establishing active, collaborative relations among people or groups that do not normally interact, working on common interests and aspects and aiming for positive interaction; fostering the creation of bonds with a neighbourhood, a group, the city or associations, thereby increasing the feeling of belonging, and the inclusion of mechanisms and resources in order to achieve culturally diverse participation.



In accordance with the United Nations Human Rights Council's Advisory Committee, in its report on "The role of local administrations in the promotion and protection of human rights"⁵,

"the concept of "human rights in the city", mainly developed in the European Charter for Safeguarding Human Rights in the City and in the Global Charter-Agenda for Human Rights in the City, include the commitment to respect, protect and carry out all internationally recognised human rights at a local level, the commitment to prioritise attention to marginalised groups and the part of the population that lives in vulnerable conditions, and the commitment to incorporate a human-rights perspective into local policies (beyond the application of human rights programmes)."

At a state level, Article 9,2 of the Spanish Constitution establishes that:

"it is the duty of public powers to promote the conditions that ensure that the freedom and equality of individuals and the groups they are part of are real and effective; to remove the obstacles that prevent or impede their plenitude and to facilitate the participation of all citizens in political, economic, cultural and social life."

In Catalonia, Section 1 of the 2006 Statute of Autonomy of Catalonia consolidates and strengthens the standards of protection established in the Spanish Constitution and international treaties, in order to prevent any attempt at regression in terms of rights. Furthermore, the Statute changes what the Constitution regards as mere guiding principles (culture, health, social services, working conditions, housing, etc.) into rights, and recognises rights that the Constitution does not directly include, because they were not of any concern in 1978, particularly in the case of the right to the environment. Specifically, Article 4 establishes that:

- 1. Public powers in Catalonia must promote the full exercising of the freedoms and rights recognised in this Statute, the Constitution, the European Union, the Universal Declaration of Human Rights, the European Convention for the Protection of Human Rights and other international treaties and conventions undersigned by Spain that recognise and guarantee fundamental rights and freedoms.*
- 2. Public powers in Catalonia must promote the conditions required to ensure that the freedom and equality of individuals and groups are real and effective; they must facilitate the participation of all citizens in political, economic, cultural and social life, and they must recognise the right of a people to conserve and develop their identity.*
- 3. Public powers in Catalonia must promote the values of freedom, democracy, equality, pluralism, peace, justice, solidarity, social cohesion, gender equality and sustainable development.*

In light of this regulatory framework, as public powers, local administrations, in this case Barcelona City Council, become responsible for a series of obligations regarding citizens' rights and non-discrimination. In this sense, a human rights-based approach, as outlined above, centres on people as subjects who can demand their rights from the state. This change of

⁵ A/HRC/30/49 (7 August 2015)

perspective means that a state is responsible for compliance with human rights, i.e. it must comply with legal regulations and standards established in human rights instruments⁶. However, this enforceability of rights does not only appear in legal or judicial terms, but also in political and social terms.

According to the Advisory Committee to the United Nations Human Rights Council,⁷ one of the main difficulties facing local administrations in protecting and promoting human rights is “the lack of information concerning the needs linked to human rights at a local level.” In that regard it states:

“Everyone concerned with local administration must be aware of the obligations imposed by human rights. These people are often unfamiliar with the content and scope of these rights. This means that many local administrations do not manage to understand or include human rights in their local policies and practices.”

In light of this situation, the Advisory Committee considers that good practice is to provide training for the City Council, and to do so in collaboration with relevant NGOs.

The Council of Europe's Congress of Local and Regional Authorities, in its Recommendation 280 (2010) on the "role of local and regional authorities regarding the implementation of human rights"⁸, states that "democracy, including local and regional levels, cannot exist without unconditional respect for human rights". In this context, the Congress stresses that "education and good practices are fundamental for improving fundamental rights in Europe at all levels", and it recommends "promoting respect for human rights by means of training local and regional elected representatives and their staff."

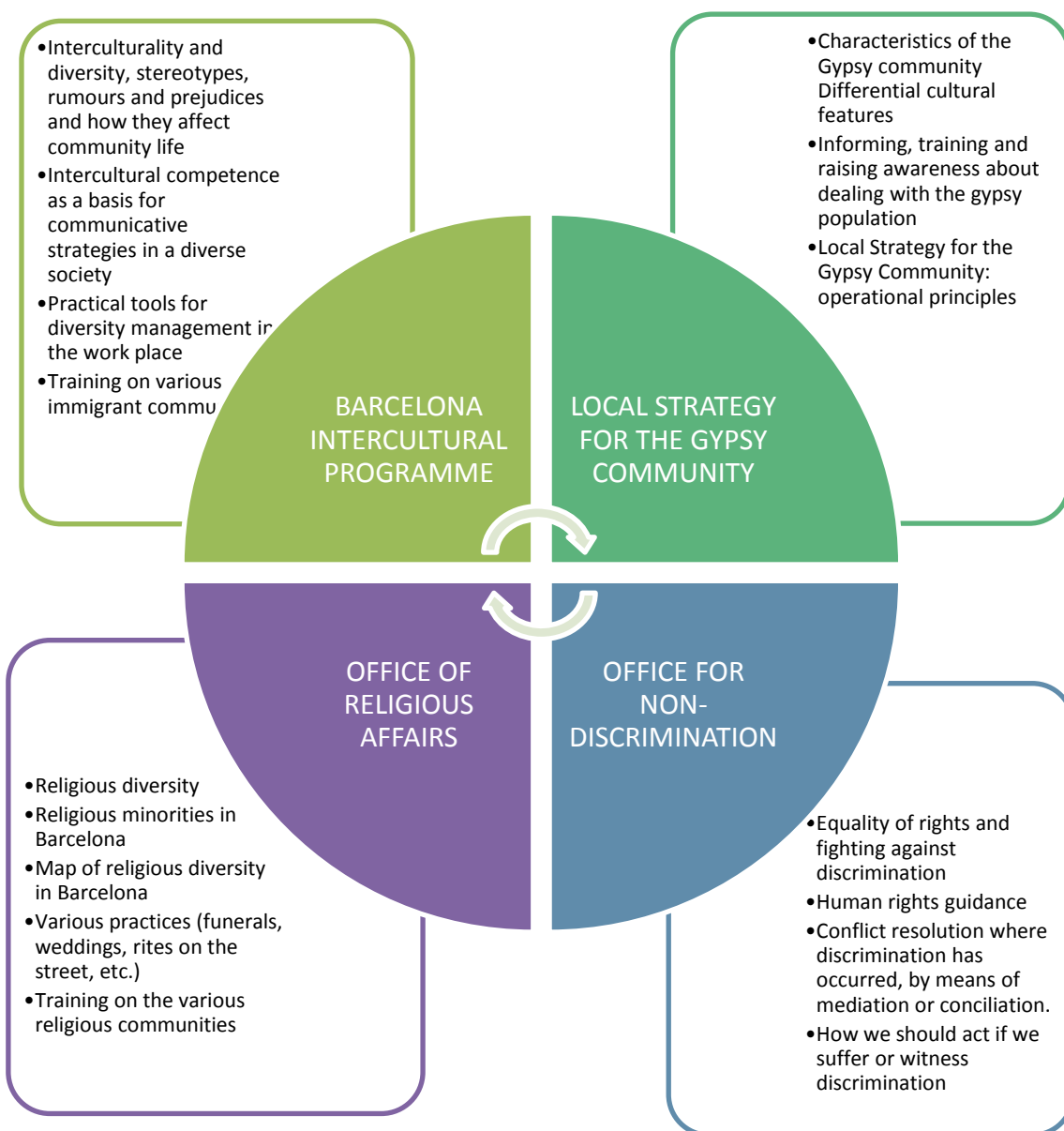
⁶ The most important international instruments that establish Human Rights principles and standards are: the Universal Declaration of Human Rights; the International Covenant on Economic, Social and Cultural Rights; the International Covenant on Civil and Political Rights; the Convention on the Rights of the Child; the International Convention on the Elimination of All Racial Discrimination; the International Convention on the Elimination of All Forms of Discrimination against Women; the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families. However, at a regional level, it is necessary to give special consideration to the European Convention for the Protection of Human Rights and Fundamental Freedoms, the European Social Charter and the EU Charter of Fundamental Rights.

⁷ A/HRC/30/49 (7 August 2015)

⁸ Recommendation 280 (2010) Revised. Role of local and regional authorities in the implementation of human rights, from the Congress of Local and Regional Authorities of the Council of Europe. Adopted by Congress on 19 October 2011 (Available at: <https://wcd.coe.int/com.instranet.InstraServlet?command=com.instranet.CmdBlobGet&InstranetImage=2501449&SecMode=1&DocId=1556096&Usage=2>)

2. THE CITY'S RECORD ON HUMAN RIGHTS AND DIVERSITY TRAINING

This training plan is based on the training experience of different services pertaining to the Department of Citizens' Rights and Diversity, some of which have a lot of experience in offering courses and workshops to both the general public and municipal personnel. These services include the Barcelona Intercultural Programme, The Office for Non-Discrimination (OND), the Local Strategy for the Gypsy Community and the Office for Religious Affairs (ORA). The areas these services work in are represented in the following diagram and are an example of the training subjects included in this internal training plan on human rights and diversity.





The Barcelona Intercultural Programme offers training courses for the general public, which professionals from organisations, Barcelona City Council and other administrations may also attend. The programme has also carried out specific training courses for City Council professionals and/or customised training sessions when a district, group of organisations or community plan requests it.

Some of the training courses carried out under the “Barcelona Intercultural Programme” between 2010 and 2015 include⁹:

- “Interculturality, a response to rumours and stereotypes”: This course aims to debunk rumours and stereotypes and provide people with the skills to become anti-rumour agents in the City of Barcelona¹⁰. It is aimed at anyone who is interested, at both an individual level and as representatives of an organisation or public administration. This course has already been delivered in some districts (Sants, Hostafrancs and Labordeta, Sagrada Família, Ciutat Meridiana, Clot-Camp de l’Arpa and Poblenou, and Sant Andreu) at the request of facilities, community plans and/or neighbourhood organisations. Editions of this course have also been held for certain professional sectors. It has been provided for neighbourhood commerce and employment, for Health (at the request of the Public Health Agency) and for education (courses for teachers).
- “Project design from an intercultural perspective”: this course is aimed at public-facility professionals and organisations¹¹. It has also been imparted at the request of City Council professionals, such as the CIRD (Centre for Women’s Equality and Resources), for example.
- “Approaching the Pakistani community”: aimed at public-facility and services professionals in the District of Sant Andreu (2 editions).
- “How to include cultural diversity in neighbourhood participation events”: aimed at organisations in Poble Sec, at the request of the Community Plan.
- “Intervening and working from an intersectional perspective”: aimed at PIADS and New Families Programme professionals (2 editions).

Furthermore, as part of the Human Resources cross-departmental training programme, which is open to all municipal workers, the following training courses were provided from 2011 to 2015:

- “Interculturality, a response to rumours and stereotypes”.
- “Attention to cultural diversity” aimed at professionals who work in direct care.
- “How to include an intercultural perspective in our projects”, aimed at technical personnel.
- “The intersectional perspective. How can we tackle the roots of inequality from Public Administrations?”

⁹ A training course for all District of Ciutat Vella workers is being prepared for 2017, at the District's request.

¹⁰ This course has been imparted since 2010, and from then until 2015, a total of 59 anti-rumour courses were held in the city, with a total attendance for the complete course of 1,307 people.

¹¹ A total of 25 editions of the course were held from 2014 to 2015, with the participation of 451 people.



- Awareness-raising workshop: “Key factors for improving diversity management in public services”, aimed at personnel from the Area of Quality of Life, Equality and Sport.

The Office for Non-Discrimination provides workshops where participants reflect on human rights, with the aim of preventing discriminatory actions and assuming an active, critical attitude for defending rights. These workshops are aimed at students from different educational levels (from primary schools to masters courses). Human-rights training courses have also been carried out for professionals, companies and organisations. In municipal organisations, training courses have been organised for Barcelona Activa workers, managers of Citizen Help and Information offices, staff from Children and Adolescents teams, staff from Social Services Administrative Management teams, the Guàrdia Urbana police force, Civil Rights specialists and TMB [public transport] professionals.

The Office for Religious Affairs has also provided training on religious diversity in the city, for City Council technical personnel. This course was very well received by the municipal workers and another edition has been scheduled. The government measure "concerning the guaranteeing of equal treatment for religious organisations regarding the organisation of specific activities in public areas" also offers districts, sectors and companies the opportunity to request customised training courses for their staff, in order to explain the characteristics of a specific community.

The Internal Training Plan for Human Rights and Diversity will be partly fostered by this programme. Information will be provided for the City Council's territories and sectors. It will be promoted and provided within a framework that focuses on human rights and diversity.

3. DEVELOPING THE MEASURE

The Department of Citizens' Rights and Diversity is in charge of the measure, but since the very beginning it has had advice and support from the Department of Human Resources' Training Department.

It also benefited from the participation of a working group made up of people from different departments, forming part of the team that facilitated the promotion of this government measure. This working group was formed in September 2016 and has since met once a month. These meetings are attended by 5 to 7 people (two from the Area of Citizen's Rights, one from the Barcelona Intercultural Plan, one from the Office of Non-Discrimination, one from the Manager's Office of Human Resources and Organisation's Department of Development and two from the Department of Feminism and LGBTI's training area). These people have actively participated in the meetings and have made important contributions to the production of this government measure.

They have also held meetings and reached collaboration agreements with the Department of Internal Communication, Development and Staff Care Services at the Manager's Office for Human Resources and Organisation, the Department of Citizen Advice, the Municipal Institute of Social Services' Department of Development, the Department of Human Resources and Professional Development at the Manager's Office for Safety and Prevention, Gender Transversality, the CIRD's Area of Training and Interculturality, the Barcelona Intercultural Plan Department, the Office of Religious Affairs and the Ombudsman's Office.

These meetings and collaboration agreements led to a training plan design that had an integrated perspective regarding the City Council's various management offices. It is ambitious but feasible, as it takes into account the various players involved; it aims to optimise resources and use existing communication and training channels, as well as existing training courses regarding human rights and diversity, in order to avoid saturating municipal personnel with too many training courses on the same subjects.

4. OBJECTIVES

General goals:

- To make all Barcelona City Council workers more aware of human rights and diversity.
- To incorporate a human rights-based approach and the recognition of diversity into the work of municipal workers so that it has a positive effect on the general public's effective exercising and enjoyment of their rights.

Specific goals:

- To provide all municipal employees with information concerning municipal obligations in relation to the protection and respect for human rights and diversity.
- Provide information about the different themes and substantive areas affecting human rights and diversity, and for this to have a direct effect on the work of municipal personnel.
- To foster the culture of human rights and the recognition of diversity among municipal personnel, especially in work places and functions that have the greatest impact on citizens' rights.
- To prevent violations of human rights and discrimination in the day-to-day work of City Council personnel.
- To provide municipal employees with the skills for detecting situations that involve discrimination, inequitable treatment and even hatred, and to be familiar with and employ the mechanisms that guarantee people's rights.

5. CONTENTS

Human rights and diversity is a wide-ranging subject area. The content of the actions to raise awareness and train municipal workers planned in this government measure will be flexible and will be adapted to the different formats, audiences, duration and methodology of the various information and training courses that are detailed below.

Specifically, the information and training measures will deal with the following content:

- Barcelona City Council's obligations regarding human rights and non-discrimination,
- the focus on human rights and the intercultural perspective
- the implications of the focus on human rights and diversity on municipal policy and the workplace
- The various areas of discrimination and the language of hate: racism, xenophobia, Islamophobia, anti-Gypsyism, LGTBI-phobia, anti-Semitism, etc.
- the mechanisms for municipal guarantees (the Ombudsman's Office, the Office for Non-Discrimination, the Office of the Public Prosecutor and the courts)

Regarding the training measures, in addition to providing municipal workers with skills for detecting, identifying and preventing discriminatory situations, inequitable treatment, the language of hate and violations of human rights in their day-to-day work, regarding previous subjects, there will also be the possibility of dealing with other content, depending on the group and the problems to be dealt with from the perspective of human rights. Specifically, training will be offered on these subjects:

- Human rights and citizens' rights
- The right to the city as a human right
- Respecting, protecting and guaranteeing rights from local administrations
- A human rights-based approach and the planning and execution of public policies
- The anti-discrimination regulatory framework and its effects on the work of municipal personnel
- The prevention and detection of hate crimes (racism, Islamophobia, anti-Semitism, anti-Gypsyism, peniaphobia, LGTBI-phobia, etc.)
- Cultural diversity from an intercultural perspective
- The fight against stereotypes, rumours and prejudices and how they affect community life
- The Gypsy Community: characteristics of gypsy culture, differential cultural features, local strategy for the Gypsy community
- Religious diversity in the city: the right to religious freedom, a map of religious diversity in Barcelona, the characteristics of religious minorities in Barcelona (the Islamic community, evangelical churches, etc.), management of religious diversity and the Office of Religious Affairs.
- Civil rights and public freedoms: the rights to demonstrate, to association, to freedom of expression. The need for the Administration to ensure these rights are exercised and respected, which will ensure other rights are defended. Institutional violence.



- Full citizenship. The right of access to all rights in the city, without discrimination, regardless of administrative situation (right to nationality, facilitating registration as a means of accessing other rights for the foreign migrant population, etc.)
- Children's rights to the complete protection of their human rights.
- The right of women, LGBTI persons, immigrants and ethnic minorities, people with functional diversity to live their lives free from discrimination.
- The rights to participation and information
- The right to security, freedom and a life free from violence
- The right to live free from torture and other cruel, inhumane or degrading treatment or punishment
- The rights of people on the move (immigrants and refugees, the right to asylum)
- Transparent, local and participative management. Transparency measures in Barcelona City Council.

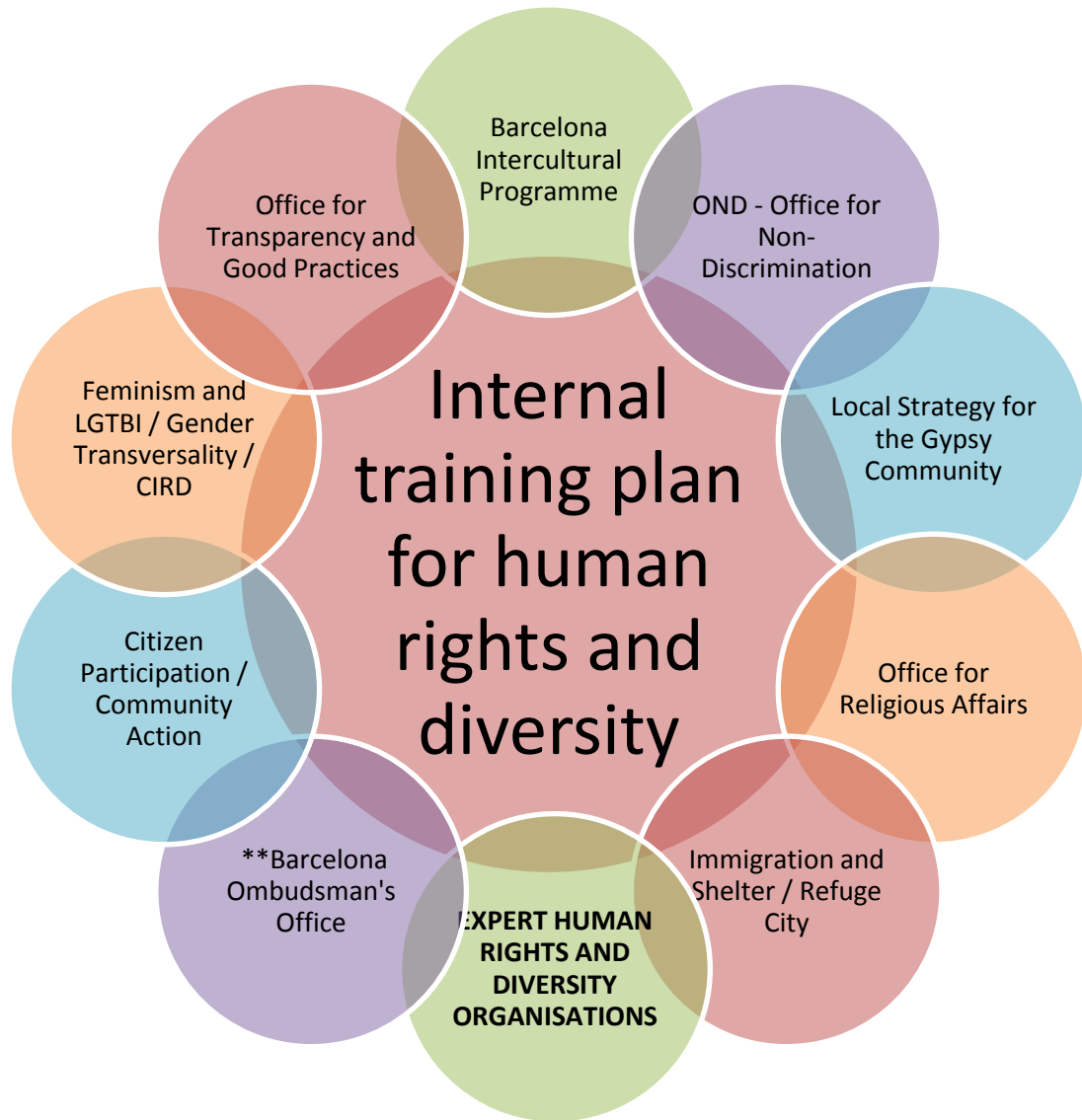
6. THE PLAYERS INVOLVED

This government measure includes an innovative conceptual framework which guides municipal actions, the human rights-based approach. However, at a material level, the internal training plan relies on the content worked on by the various players who specialise in these subjects in the city. In addition to creating new training courses, existing courses are strengthened by using this plan, and work is carried out jointly with the various players involved. We are specifically referring to the various municipal services, programmes and agencies whose scope of action specifically affects relevant subjects regarding human rights and diversity. Furthermore, following the recommendations of the United Nations Human Rights Advisory Committee¹², which establishes that "civil-society organisations may also collaborate directly with local administrations to improve their knowledge of human rights and to raise their awareness", civil-society organisations that are recognised for their work in relation to the defence of human rights, various areas of interculturality or the struggle for non-discrimination will be involved.

The content of the actions set out in this plan will not be produced or taught only by the Department of Citizens' Rights and Diversity; it will be produced and taught in collaboration with other municipal players and/or in a coordinated and agreed manner with organisations, thereby contributing as far as possible to strengthening their work. In this way, the plan will showcase and disseminate existing knowledge. Special mention must be made of the participation of the Barcelona Ombudsman's Office, the municipal mechanism for guaranteeing human rights and the new Office for Transparency and Good Practices.

The following diagram shows some of the players that may be involved in producing the content of the human rights and diversity training courses referred to in this plan, notwithstanding the fact that others may be added.

¹² A/HRC/30/49 (7 August 2015)



7. STRATEGIC AREAS

The large number of municipal workers¹³, along with the wide range of tasks and functions they undertake, makes it impossible to train all municipal personnel to become players in the protection of human rights in their work places within the 2017-2019 period. For this reason, the design of this internal training plan is formed around three strategic areas, which are developed along 6 lines of action, which finally result in 10 actions.

The above mentioned strategic areas are:

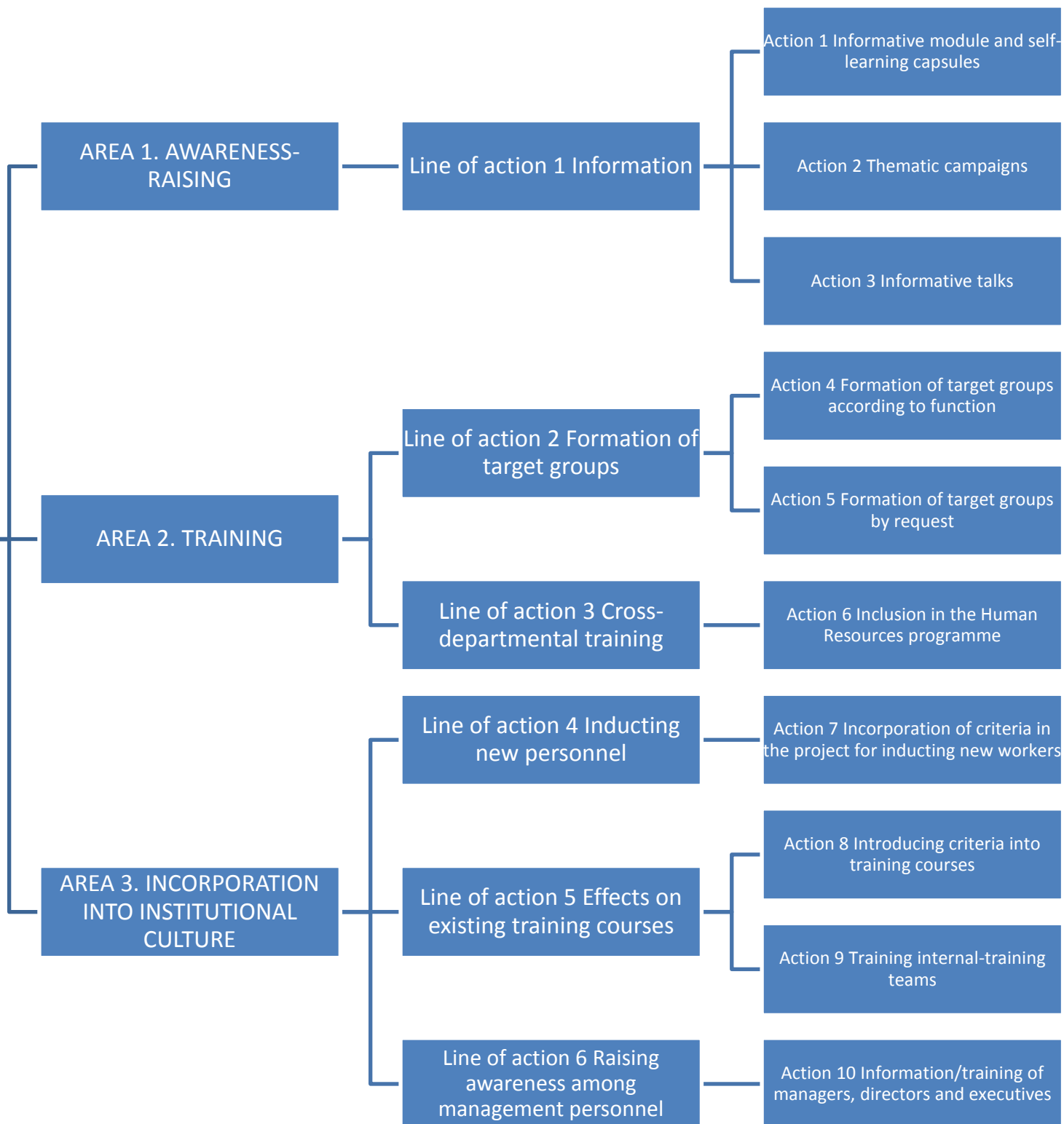
- 1) Raising municipal personnel's awareness about human rights and diversity:
This awareness-raising consists of informing all municipal workers about the culture and the focus on human rights and diversity, by means of supplying them with information on the subject. Making municipal personnel more aware of human rights will make it possible to stress the relevance of the human rights focus in public policies and in some cases, may prevent human rights violations.

- 2) Training municipal personnel about human rights and diversity:
The training consists of creating courses that will provide municipal workers with the knowledge and skills to incorporate the human rights-based approach and intercultural perspective into the functions they carry out at their work places.

- 3) Incorporating the human rights-based approach and diversity into institutional culture
Incorporating the human rights-based approach and the intercultural perspective is Barcelona City Council's own way of doing things; it is not limited to certain areas of municipal policy nor does it only affect certain groups of workers. This is a comprehensive approach that defines the effectiveness of human rights as the final goal of public policies and guides its achievement. Therefore, they are values that, beyond specific training courses, must become part of institutional culture.

The lines of action and actions shown in the following diagram are based on these three strategic areas:

¹³ At present (2016), the Manager's Office for Human Resources and Organisation has supplied the figure of 6,357 municipal workers, and around 6,000 more workers from Municipal Institutes must be added to that figure.



8. ACTIONS TO BE UNDERTAKEN

The training plan developed through this government measure, as part of the Barcelona City of Rights Programme (June 2016), will be implemented during the period 2017-2019 and will consist of the following actions:

AREA 1. AWARENESS-RAISING

The awareness-raising area has only one line of action, which consists of providing Barcelona City Council workers with information about human rights and diversity. The Department of Human Resources will provide guidance and support for carrying out these actions. This information will be provided through various internal communication channels, both virtual (online) and in person, by means of the following actions:

LINE OF ACTION 1: Information

8.1. Action 1 Informative module and self-learning capsules

Action 1 consists of producing an informative video, which will be accompanied by self-learning teaching capsules based on e-learning methods. These teaching materials will show Barcelona City Council's obligations regarding human rights and non-discrimination, which is the human rights-based approach, the intercultural perspective and their implications for the workplace.

This material will be disseminated using various internal communication channels (with the support of the Department of Internal Communication , Personnel Advice and Development Services, which is part of the Manager's Office for Human Resources and Organisation). These include the intranet, where the informative module will be published, and Barcelona City Council's Virtual Learning Environment (EVA) which gives access to the various capsules. There are plans to develop materials adapted to various working environments for Manager's Offices that have their own virtual environments, such as Social Rights, and more recently, Safety and Prevention.

8.2. Action 2 Thematic campaigns

Action 2 concerns carrying out periodic information campaigns on specific areas of discrimination. The aim of these campaigns is to raise municipal workers' awareness about two types of discrimination every year. The information from these campaigns, along with the informative modules, will provide a practical perspective that will enable municipal personnel to consider the relevance of human rights and diversity in their work places.

The campaigns will cover subjects such as racism, xenophobia, anti-Gypsyism, peniaphobia, LGBTBI-phobia, discrimination suffered by mentally or chronically ill people, senior citizens, etc.

The areas to be covered will be decided each year, in accordance with the priorities established by the Department of Citizens' Rights and Diversity Services.

Internal communication channels will be used for the campaigns (including intranet, “Mes a Mes, l’Ajuntament”, etc.).

8.3. Action 3 Informative talks

The informative actions for this training plan also include organising talks. Although virtual media channels are the best way to disseminate information, in order to reach the largest possible number of municipal workers, awareness-raising for certain subjects requires other forms of communication, such as holding in-person information sessions.

Specifically, informative talks will be organised in all district councils and in the various manager's offices. These talks, which will be between one and two hours in length, will provide information about the municipal organisation's obligations regarding human rights and non-discrimination, the human rights-based approach and the intercultural perspective, and their implications for the workplace, along with the various types of discrimination. Information will also be provided about the catalogue of services offered by the Department (the Barcelona Intercultural Programme, the Office for Religious Affairs, the Office for Non-Discrimination and the Local Strategy for the Gypsy Community) and the chance to receive customised training sessions according to the problems identified by the various districts or sectors, which could involve violations of the general public's rights. Support materials for these talks will include the informative module, the learning capsules and the various thematic campaigns that have been produced.

The scheduling of these information sessions will be carried out with the support of the Manager's Office for Human Resources.

AREA 2. TRAINING

The training will include two lines of action aimed at creating courses on the incorporation of the human rights and diversity focus into the workplace. These lines of action will be for training of specific groups of municipal workers and the inclusion of a course on the materials used in the Human Resources cross-departmental training programme.

The formation of target groups is comprised of an action aimed at training those municipal workers who, according to their function, carry out tasks that may affect the rights of Barcelona citizens (action 4). Another action aims to offer customised training courses, which will be scheduled at the request of the various city districts or sectors, aimed at specific groups of workers who have to deal with situations that may involve the violation of citizens' rights (action 5).

The cross-departmental training will involve scheduling a course on the implications that the human rights and diversity-based approach has for the workplace as part of the Human Resources training programme (action 6).

LINE OF ACTION 2: Formation of target groups

8.4. Action 4 Formation of target groups according to function

The tasks and functions undertaken by certain municipal workers have a special effect on citizens' rights. For this reason, they become a target group for training, in order to incorporate the human rights and diversity-based approach into their work places.

Three target groups will be selected every year, with the aim of planning specific training courses for municipal workers, concerning the detection of situations involving discrimination, non-equitable treatment or even hatred (racism, xenophobia, anti-Gypsyism, peniaphobia, LGTBI-phobia) so that they can take steps to prevent violations of human rights and discrimination in their day-to-day work. In conjunction with these specific training courses, the aim will be to raise awareness among the target group (through specific informative actions) and the incorporation of the human rights-based approach and the intercultural perspective into their institutional culture (through actions planned for area 3).

In 2017, training courses will begin for three groups of municipal workers who, due to their function, have direct contact with the general public. Therefore, carrying out their work can have a direct impact on the effectiveness of human rights. These groups are as follows¹⁴:

- Municipal workers from the Citizen Help and Information Offices (OAC).
- Municipal workers from Social Services.
- Barcelona's Guàrdia Urbana police force

In 2018 and 2019, new target groups will be selected, in order to work specifically on the human rights-based approach and the intercultural perspective in their work. Some of the groups that may become target groups include: district technical services, licence and inspection services, Barcelona Activa personnel, the Local Housing Agency, etc.

¹⁴ For the specific actions undertaken with these target groups, see Point 9 of the measure concerning " Priority Actions for 2007".

8.5. Action 5 Formation of target groups on request

The Department of Citizens' Rights and Diversity will design training units on human rights and diversity, which will be made available to any municipal Districts, Manager's Offices and companies that are interested. These training courses will be carried out according to demand. The content and methodology will be adapted to the tasks and practical needs of the group of workers facing a situation that may be considered as a violation of rights. In other words, the training courses will be customised.

The training courses will be disseminated through informative talks held in districts and sectors.

This action will include the training of municipal workers in charge of centralising responses to complaints from the Barcelona Ombudsman's Office and the Ombudsman's Office of Catalonia.

Another example is a request from Funeral Services to receive training on religious diversity in burial rites for different religious groups, or a request from a district to receive training on a cultural/ethnic group or a group of people of different origins where a district's technical personnel need a training course in order to understand the dynamics that may arise in public areas and possibly cause rights violations.

LINE OF ACTION 3: Cross-departmental training

8.6. Action 6 The Human Resources programme

A course on the human rights and diversity-based approach will be included in the cross-departmental programme that Barcelona City Council's Department of Human Resources offers to all municipal workers every year. These courses are voluntary and any workers interested in them may enrol. The course will be delivered as many times as required, in accordance with demand.

The aim of this action is for municipal workers to acquire the knowledge and skills to incorporate the human rights-based approach and the intercultural perspective into the functions they carry out in their work places; knowledge concerning the areas of discrimination, in order to identify them and prevent them, and the guarantee mechanisms.

There are plans to carry out these courses jointly with the different players involved in the internal training plan for human rights and diversity (see Point 6).

The Department of Transparency and Good Practices has designed two training courses¹⁵ on the main aspects of the right to access public information, along with the transparency

¹⁵ They are *Introduction to transparency at Barcelona City Council* and *The right of access to public information*, which will be taught as part of "Transparent, local and participative management".

mechanisms that have recently been created at Barcelona City Council. These courses are already included in the Human Resources training programme.

AREA 3. INCORPORATION INTO INSTITUTIONAL CULTURE

The inclusion of the human rights-based approach and the cultural perspective into institutional culture is defined by three lines of action that involve four actions. The first consists of including the criteria for the human rights and diversity perspective from the moment that new personnel are inducted into their new posts (action 7), the second, to ensure that the criteria for human rights and diversity-based approach are taken into account during existing training courses. In order to do this, specific materials and content from other training courses that may be related to the subject matter will be contributed (action 8) and the internal training teams that deliver the courses will receive training in them (action 9). Lastly, so that this set of measures is effective in the workplace, it is also necessary for management personnel to be aware of the material. For this reason, the people in managerial and executive positions will be informed and trained through the various existing channels (action 10).

LINE OF ACTION 4: Inducting new personnel

8.7. Action 7 Incorporation of criteria in the projects for inducting new workers

The Manager's Office for Human Resources and Organisation's Department of Development is working on 10 new projects. One of these is an induction project. Work is being carried out on this project in anticipation of the forthcoming intake of large numbers of new workers to the municipal organisation (through the job pool), with the aim of helping them to integrate into their places of work and learn their new roles as quickly as possible, through obtaining knowledge about their new working environment and the new tasks they have to carry out.

The human rights and diversity perspective is the institution's way of doing things, and for this reason, it is one of the things taught to people who come to work for Barcelona City Council for the first time. In order to include these criteria into the induction process for new workers, they will be included in the process set in motion by Human Resources. It will also be included in the work environments that have their own induction processes, such as the Municipal Institute of Social Services and the Guàrdia Urbana police force.

LINE OF ACTION 5: Effects on existing training courses

8.8. Action 8 Introducing criteria into training courses

Given the cross-departmental nature of incorporating human rights and diversity into public policies, these criteria will be taken into account when other training courses are given, both in the cross-departmental catalogue and in the sectors that have their own catalogues.

For this reason, considering the content of other training courses that may be related to the subject, teaching materials will be provided that take diversity and the rights perspective into account, in order to facilitate the incorporation of these criteria into the training sessions, where appropriate. This will be done in coordination with Human Resources and the training departments of the sectors concerned. Similar work has already been set in motion by the Department of Gender Transversality and there are plans to undertake this jointly.

This action will begin with the Manager's Office for Safety and Prevention's Department of Professional Development and it will continue with the cross-departmental training courses offered by Human Resources in 2018.

8.9. Action 9 Training internal-training teams

Another project being developed by the Manager's Office for Human Resources and Organisation's Department of Development is the training of internal cross-departmental and manager's offices training teams. This new project consists of consolidating, enlarging and reinforcing the Internal Training Team, increasing the number of team members and working together to develop it and make it a more cohesive unit. The aim of the project is to promote internal talent and increase the effectiveness of training, because when the person giving the training course has practical experience, the course is much better adapted to the training needs of the participants.

The Department of Citizens' Rights and Diversity is working on this project to ensure the Internal Training Team is trained to apply the rights and diversity approach in the workplace, so it can orientate the focus of the courses they deliver.

The development of this project will follow the planning of the Department of Development (Human Resources). This department will also be working with the Department of Professional Development (Safety and Prevention Manager's Office) and there are plans to work with other sectors and manager's offices that also have internal training teams.

LINE OF ACTION 6: Raising awareness among management and executive personnel

8.10. Action 10 Informing/training managers, directors and executives

Informing and training management and executive personnel in the application of the rights and diversity perspective in the workplace, municipal obligations regarding human rights and types of discrimination will be carried out using various channels. Specific information/training actions (self-learning capsules) will be prepared for directors, which will be available through



virtual channels. There will also be a training session in the City Council teaching programme, with the aim of providing a session for directors on the subject.

9. PRIORITY ACTIONS FOR 2017

During the fourth quarter of 2016, a series of meetings got under way with the departments responsible for training personnel from the Citizen Help and Information Offices, municipal Social Services workers and officers from Barcelona's Guàrdia Urbana police force, and coordination and collaboration channels have been opened with the Department of Citizen's Rights and Diversity. The aim of these meetings is to adapt training courses to the training schedules of each of these groups, decide on course content and methodologies and to employ and explore the most appropriate ways of affecting their institutional culture. The difficulties encountered have been the heavy load of training activities born by these groups and how to organise the training courses without negatively affecting the services they provide to the general public. This coordination will continue in 2017. However, the following agreements have already been reached and the following possibilities will be explored:

Citizen Help and Information Offices (OAC)

From February to April 2017, a training course will be held for 160 municipal workers at the OACs¹⁶. The course content will include details of what the human rights-based approach in the workplace is and what it entails, recognising stereotypes, prejudices and discrimination, their types (discrimination on the grounds of origin, gender, religion - Islamophobia, anti-Semitism, etc. - LGBTI-phobia, etc.) and intercultural skills as a basis for communication strategies in a diverse society. The possibility of repeating the training course when new personnel begin working at the OACS is being considered.

- Municipal workers from Social Services.

New administrative assistants who begin work at Social Services Centres will be made aware of the implications of the human rights-based approach in the workplace and the various types of discrimination. This action will use the informative module format (with a duration of two and a half hours). This will be part of the introductory training these people receive when they begin their new jobs, which is being prepared by the Municipal Institute of Social Services.

The Municipal Institute of Social Services has its own training programme. However, its personnel may also voluntarily enrol on human rights and diversity training courses offered by Human Resources.

The possibility of introducing a protocol on the application of the human rights and diversity-based approach in local basic social services centres will be explored. The possibility of the directors of these centres receiving training so that they can inform and train their workers on the subject will also be explored. As will the possibility of undertaking specific self-learning units through the EVA.

- Barcelona's Guàrdia Urbana police force (GUB)

¹⁶ All OAC personnel are municipal workers, except those working at the OAC in Plaça Sant Miquel, since that service has been outsourced to a private company. In this case, the training content and resources will be provided for the personnel in charge of training the corresponding company.



In 2007, efforts will be centred on raising awareness, training and incorporating the values of the human rights and diversity focus into their institutional culture. In accordance with the Safety and Prevention Manager's Office's Department of Human Resources and Professional Development, it has been agreed to focus particularly on incorporating the contributions of the human rights-based approach and the intercultural perspective into their institutional culture. Specifically, it has been agreed to incorporate human rights and diversity criteria into the courses of their training programme. To this end, informative modules, self-learning capsules and thematic promotional campaigns will be used, along with other graphic and audiovisual materials on human rights and diversity from the GUB's permanent or specific training courses. It has also been agreed to take part in the human rights and diversity training for the internal training team, which is responsible for the permanent training courses received by all GUB officers.

The implementation framework of the new Guàrdia Urbana Master Plan (approved as a government measure in May 2016) must also be taken into consideration. This contains a large number of training courses; the Department of Human Resources and Professional Development (Manager's Office for Safety and Prevention) is undertaking the prioritisation and planning of these actions. This process means a reorganisation of the training programme, which will take into account the areas and principles included in this measure.

The Department of Citizens' Rights and Diversity Services will also take part in the preparation of a course aimed at improving the police response to vulnerable groups and a generic course aimed at all officers (in the permanent training programme) on the directive regarding "Operational regulations to prevent and avoid discriminatory actions of any kind"¹⁷ and to guarantee the rights of lesbian, gay, bisexual, transgender and intersex people, and to eradicate homophobia, biphobia and transphobia.

In 2007, a specific training proposal will be produced for cultural and religious diversity; the incorporation of human rights and diversity criteria into the induction plans for new police officers, along with the production of specific self-learning units through the EVA.

In the period from 2017 to 2019, the collaboration between the Department of Citizens' Rights and Diversity Services and the Area of Professional Development (Manager's Office for Safety and Prevention) will be maintained, in order to prepare the various actions included in this plan. For this reason, the Ombudsman's Office will also be collaborating, and in this specific case, so will the other players involved in the internal training plan (see point 6).

¹⁷ The current directive is 29/2008, but it is scheduled for review in order to update its contents and bring it in line with the current legal and social context.

10. GUIDING PRINCIPLES

In setting up the internal training plan, the following guiding principles will be followed:

- **Using international human rights standards:** International human rights law, with its declarations and treaties (the Universal Declaration of Human Rights, International Conventions, the other United Nations conventions, the European Convention on Fundamental Rights and Public Freedom, the EU Charter of Fundamental Rights) but also including their guarantee mechanisms (Human Rights Committee, Committee for Economic, Social and Cultural Rights, special reporters, the European Court of Human Rights, etc.), produce what is known as international human rights standards, which are the internationally-accepted norm and should always be the basis and legitimisation for public policies, in applying one of the basic principles of the human rights-based approach.
- **Intercultural perspective:** The intercultural perspective, recognising diversity and positive interaction with that diversity, will be applied as a guiding principle in all informative and training actions in this training plan. It will be taken into account cross-departmentally, in so much as it is understood that in order to apply a real rights-based approach in our city, the use of the intercultural perspective is essential.
- **Gender perspective:** This consists of taking into account the distinct realities of women and men in our society. Gender Transversality is a focus, or an operational strategy, which like the focus on human rights, combines specific actions in response to specific needs arising from existing gender inequalities, moving towards a structural change, in order to achieve effective equality between men and women. The gender perspective is a guiding principle of this training plan, which will be applied cross-departmentally to all training courses, and especially with regard to the treatment of discrimination on the grounds of sex, gender or sexual orientation.
- **Networking:** the content of training courses will be developed by the various players working in the area of human rights and diversity, both within the City Council and in civil society. This aim is to reinforce the work of organisations that defend human rights and interculturality.
- **Optimisation of resources:** the internal training plan makes use of existing communication and training channels in the municipal organisation, so as not to duplicate actions and to optimise existing resources. In this sense, beyond planning isolated training courses, the plan's three strategic areas are subject to this guiding principle. The coordination and involvement in the plan of the various municipal players (City Council services and departments) that work in the area of human rights and diversity, and have often already developed training courses on these subjects, are heading in the same direction.

11. TIMELINE

		2017				2018				2019				
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
		COURSES¹⁸												
AREA 1. AWARENESS- RAISING	LINE 1 Information	ACTION 1. INFORMATIVE MODULE AND SELF-LEARNING CAPSULES												
		ACTION 2. THEMATIC CAMPAIGNS												
		ACTION 3. INFORMATIVE TALKS												
AREA 2. TRAINING	LINE 2. Formation of target groups	ACTION 4. FORMATION OF TARGET GROUPS ACCORDING TO FUNCTION												
		ACTION 5. FORMATION OF TARGET GROUPS ON REQUEST												
	LINE 3. Cross-departmental training	ACTION 6. THE HUMAN RESOURCES PROGRAMME												
AREA 3. INCORPORATION INTO INSTITUTIONAL CULTURE	LINE 4. Inducting new personnel	ACTION 7. INCORPORATION OF CRITERIA IN THE INDUCTION OF NEW WORKERS												
	LINE 5. Effects on existing training courses	ACTION 8. INTRODUCING CRITERIA INTO TRAINING COURSES												
		ACTION 9. TRAINING INTERNAL-TRAINING TEAMS												
	LINE 6. Raising awareness among management personnel	ACTION 10. INFORMING/TRAINING MANAGERS, DIRECTORS AND EXECUTIVES												

¹⁸ The light coloured cells correspond to the preparation periods for courses and the dark coloured cells to their implementation.



12. BUDGETARY PROPOSAL

	COURSES	2017	2018	2019
AREA 1. AWARENESS- RAISING	ACTION 1. Informative module and self-learning capsules	10,000	0	0
	ACTION 2. Thematic campaigns	12,000	12,000	12,000
	ACTION 3. Informative talks	0	0	0
AREA 2. TRAINING	ACTION 4. Formation of target groups according to function	20,000	20,000	20,000
	ACTION 5. Formation of target groups by request	6,000	6,000	6,000
	ACTION 6. The Human Resources programme	0	4,000	4,000
AREA 3. INCORPORATION INTO INSTITUCIONAL CULTURE	ACTION 7. Incorporation of criteria into the project for inducting new workers	0	4,000	4,000
	ACTION 8. Introducing criteria into training courses	0	0	0
	ACTION 9. Training internal-training teams	0	2,000	2,000
	ACTION 10. Informing/training managers, directors and executives	2,000	2,000	2,000
	TOTALS	50,000	50,000	50,000