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**Report to ECCAR on
the City of
Stockholm's work to
combat racism
February 2018**

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Summary

The City of Stockholm is a member of the European Coalition of Cities against Racism (ECCAR) and this report provides an overview of how the City of Stockholm is tackling and working to combat racism.

Stockholm's work against racism is founded on the city's far-reaching *Vision 2040 – a Stockholm for everyone*.

Stockholm primarily seeks to put sustainable structures in place that will help to eradicate unwarranted obstacles that can affect Stockholmers' access to human rights. The city's human rights work should be long term and systematic, as outlined in the City's budget, reliable discrimination indicators and other governing documents. Educational initiatives to combat racism aim to educate employees and management about human rights, to raise awareness about how protection from discrimination is the foundation on which all human right work is based. One notable trend over the past few years is the way in which the city has developed working methods that help to reach groups that can be particularly vulnerable to discrimination.

The city's widespread civic engagement through citizen dialogue, consultation and other forms of dialogue has been and remains central to Stockholm's development work. Civic engagement offers additional perspectives for urban planning, better equipping the city to combat structural racism. Dialogue leads to better decision-making and helps the city to develop its operations in a more sustainable way. Stockholm will continue to produce and spread information about the extent and consequences of racism, as well as use proven methods to influence norms and structures that can affect public access to human rights.

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1 Background

Human rights are universal. They apply to everyone, everywhere, all the time. The City of Stockholm is a city that embraces human rights and aims to be free from discrimination. The City of Stockholm also strives to be free from racism and hate crime.

The City of Stockholm's work on human rights encompasses both combating and preventing racism. Given the extent of racism, and its consequences, it is essential for the city to undertake sustainable, long-term efforts. The city needs reliable information on how racism is expressed, what its consequences are and how it can be combated.

Stockholm's work therefore mainly involves using knowledge about racism to put long-term, sustainable structures in place that will help eradicate unwarranted obstacles that can affect Stockholmers' access to human rights. This development work is founded on the city's far-reaching *Vision 2040 – a Stockholm for everyone*. The vision is for a Stockholm that demonstrates cohesion and solidarity through the expression and interaction of a diversity of viewpoints, perspectives, life choices and experiences.

The City of Stockholm has been part of European Coalition of Cities Against Racism (ECCAR) since 2015. As a member, the city has undertaken to follow ECCAR's 10 Points Action Plan and report to ECCAR's secretariat on how it is applying the plan to combat racism.

1.1 Purpose and structure

This is the City of Stockholm's first report to ECCAR. It describes how the city has carried out its work against racism over the past two years.

The report is limited to describing how the city is working to establish long-term, sustainable structures for work to eradicate unwarranted obstacles such as racism. It does not claim to provide an exhaustive picture of the extent or consequences of racism. Nor does it provide a comprehensive account of all the work carried out in the City of Stockholm to combat racism.

The report begins with an overview of some of the challenges the City of Stockholm faces as a city that embraces human rights and is free from discrimination, hate crime and racism. This is followed by

a description of some of the activities and operations undertaken to combat racism. The report follows ECCAR's 10 Points Action Plan.

1.2 Terms

The definitions of the terms racism, discrimination and hate crime are the same as those used by the Swedish Government in its *National Action Plan against Racism (2017)*

The term **racism** is used to refer to negative views based on assumptions about race, national, cultural or ethnic origin, religion, skin colour or similar circumstance, that people are essentially different from each other and that they thus can or should be treated differently. Racism can lead to hate crime or discrimination.

The City's work to combat racism also derives from the perspective that **structural racism** exists. This means that racism, in different forms, is part of the structure of society and that people have different access to rights and opportunities, power and influence as a result of other people's conscious or unconscious assumptions regarding their ethnic background. A structural perspective also means that individual incidents of discrimination or hate crime cannot be seen as isolated events but are part of a broader context. Racism takes different forms, such as Afrophobia, antisemitism, antiziganism, Islamophobia and anti-Sami racism.

In this report, the term **discrimination** is used in line with its definition in Swedish discrimination legislation. Discrimination exists when someone is disadvantaged or harassed. Disadvantage or harassment must be associated with one of the seven grounds for discrimination: sex, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age. The ban on discrimination means, for example, that employers may not discriminate against employees, that schools must carry out structural work to prevent and combat discrimination and that housing companies may not discriminate against housing applicants or tenants; see the Discrimination Act (2008:567) and the Education Act (2010:800). In principle, all activities carried out by the City of Stockholm are covered by discrimination legislation.

The term **hate crime** is used by the city according to its legal definition. Hate crime is agitation against a national or ethnic group and unlawful discrimination, as well as other crimes in which the motive is to aggrieve a person, ethnic group or some other similar group of people by reason of race, colour, national or ethnic origin, religious belief or other similar circumstance (see Chapter 16,

sections 8 and 9, and Chapter 29, section 2, paragraph 7 of the Penal Code).

2 Challenges in the City's work against racism

The City of Stockholm is one of the five fastest-growing regions in Europe, which is also a measure of the city's attractiveness. Growth is high, and in December 2016 the City of Stockholm recorded just over 900,000 residents (Statistics Stockholm 2016). This brings a large number of opportunities, but also some challenges.

2.1 Segregation

One of the challenges that the City of Stockholm is working to tackle is geographical segregation. This is a challenge that the Swedish capital shares with other cities in Sweden and in Europe. Segregation is expressed in the distribution of housing, as well as in the labour market and in education. It results in people from different backgrounds encountering each other less frequently as they go about their daily lives. Populations that largely have high unemployment, low education and low income, become concentrated in the same neighbourhoods. Increasingly, these neighbourhoods are dominated by people born outside Sweden. Correspondingly, groups with high income, higher education and high employment are concentrated in other neighbourhoods and are dominated by people born in Sweden.

In a report on housing and the urban environment, the City of Stockholm's Commission for Social Sustainability states that segregation can help to entrench the stigmatisation of individual neighbourhoods and groups. This leads to a waste of resources that increasingly limits people's life opportunities. The Commission's report also states that research on segregation shows that it is about more than ethnicity, but that ethnicity has become more strongly correlated with different forms of exclusion. (See *Från delad till enad stad. Översiktsplanering för social hållbarhet* (From a divided to a united city. Planning for social sustainability), Commission for a Socially Sustainable Stockholm; and the report into discrimination in the Swedish housing market, *Diskriminering på den svenska bostadsmarknaden*, Ombudsman against Ethnic Discrimination, 2008). This situation is also reflected in the unemployment statistics for people born in Sweden or abroad in the age range 16–64. In the City of Stockholm, 28% of the population were born abroad, but account for 42.8% of those not in paid employment. There are also

major differences between the city's districts. In the district of Rinkeby-Kista, for example, 56.5% of residents are in paid work, compared with Södermalm where 80.6% of residents are in paid work. In Grimsta, which is one of the districts with the highest proportion of unemployed people, 7.7% of women and 6.3% of men in the age range 25–54 are unemployed (Statistics Stockholm 2017). Many women who were born outside Sweden are virtually excluded from the job market. Discriminatory structures are one of the reasons why this group finds it more difficult to find employment. (City of Stockholm Budget 2018).

According to a report by the Commission for Social Sustainability, young people born outside Sweden find it difficult to enter the job market. Fewer people born abroad have entered the labour market by the age of 30 compared with people born in Sweden. This situation is particularly problematic for people who migrated to Sweden aged 17–23, although a large proportion of this group have found work in Stockholm compared with those in Sweden overall. By the age of 30, more than 80% of this group have entered the job market. The proportion of people with a Swedish background established in the job market by the age of 30 is higher than 90% (Commission for Social Sustainability, *Dold potential – Hinder och möjligheter för unga stockholmares etablering på arbetsmarknaden* (Hidden potential – obstacles and opportunities for young Stockholmers joining the labour market)).

The City of Stockholm's survey into public perceptions of crime (2017) shows that more than one in five residents do not feel safe. The degree of concern differs depending on where in the city people live. In Rinkeby-Kista, Spånga-Tensta and Hässelby-Vällingby and Skärholmen, for example, people feel more unsafe than in other districts of Stockholm. The survey also shows that concern over experiencing sexual harassment has more than doubled, to reach 11%. The most recent national Swedish Crime Survey, compiled by the Swedish National Council for Crime Prevention (Brå) produced similar results. There has been a striking increase in the proportion of people who do not feel safe in the area in which they live. Women are more likely to feel unsafe in their local area than men do. (Swedish Crime Survey, SCS, Brå 2018).

2.3 Hate crime and discrimination

Brå has a mandate to produce annual national reports based on cases reported to the police with an identified motive of hate crime. Statistics on hate crime at the local level are not compiled, but

nevertheless Brå's reports provide an indication of how hate crime can be expressed in Stockholm.

Brå's most recent review of reported hate crime shows that reports of hate crime have increased by 11% compared with the previous year. As in previous years, racist motives were the most common, followed by hate crime motivated by sexual orientation. Women are particularly vulnerable to crime with an antireligious motive, and violent crime is more common when the motive is Afrophobia. Reported Islamophobic and anti-Semitic hate crimes demonstrate a higher proportion of agitation against a national or ethnic group compared with other motives. A large number of reported hate crimes with an anti-Roma motive concern unlawful discrimination. One distinguishing factor in many of the reported events is that they take place in locations where the majority of the population feel safe and which appear unproblematic for them (Brå, Hate crime 2016 & 2017).

Other data that provides an indication of the incidence of discrimination in Stockholm comes from the City of Stockholm's own citizen surveys, which have included questions on experiences of discrimination since 2016.

Roughly one in ten respondents to these surveys say that they have experienced discrimination. The most common grounds for discrimination stated are ethnic origin. Just over half of respondents state that discrimination took place within the City Council's areas of activity and approximately 60% state that they experienced discrimination in private businesses (City of Stockholm Citizen Surveys 2016 and 2017).

3 The City's work against racism

In Sweden, as in other countries, responsibility for respecting, protecting and promoting human rights lies with several levels of governance. In simple terms, this means that the national government decides what international commitments Sweden is to uphold. These commitments are then implemented at local and regional levels. The actual content that delivers these commitments is found in the interaction between the local authority and the local population, and is expressed, for example, in the right to housing, education, work, social care and social security as well as participation and influence.

The City of Stockholm's work against racism is founded on the principle of non-discrimination. This runs through all of the city's work on human rights as a matter of course, because discrimination affects people's enjoyment of their human rights. Upholding respect for human rights and combating discrimination and racism affects all areas of the City's activity. Below, the city's work against racism is set out following the structure of ECCAR's 10 Points Action Plan.

3.1 Greater vigilance against racism

The City of Stockholm's budget is ambitious when it comes to ensuring that the people of Stockholm have influence and are able to participate in developing the city. *Vision 2040 – a Stockholm for everyone* emphasises the importance of local residents being offered an opportunity to engage with and influence questions and decision-making. This facilitates better decision-making on the part of the city and helps to improve operations and find more sustainable solutions. Examples of some structured ways in which the people of Stockholm are able to influence the city's work on promoting human rights are set out below.

Dialogue with local residents

In recent years, the City of Stockholm has raised its level of ambition in terms of citizen participation and involvement. The City District Councils, supported by special democracy funding, have launched extensive development work to boost local democracy, including through various forms of citizen dialogue.

Purpose of the dialogues:

- Make use of engagement
- Obtain information that will aid the city in developing its operations and improving quality
- Increase participation and provide an opportunity to voice opinion between elections
- Build a sense of community and increase trust locally

The City District Councils have produced local development programmes based on analyses of local conditions, which came out of dialogue with residents and local actors. Examples of themes in local development work include children and young people with mental ill-health, and preventive and promotion work on discrimination, segregation and poverty. The development work has, in part, resulted in citizen budgets and citizen proposals. The City of Stockholm's budget for 2018 states that the recent development work carried out by the City District Councils will continue to be funded.

City Executive Board human rights council

The City of Stockholm has an advisory body linked to the work of the City Executive Board on strengthening human rights. The council comprises 13 ordinary members. Seven of the members are elected and represent the parties with seats on the City Executive Board. Six members are special experts on human rights with skills in a wide range of human rights fields – children's rights, gender, hate crime, LGBTQ rights, honour-related violence and oppression, and rights for people with disabilities and national minorities.

The council coordinates the city's work on human rights and monitors how the city takes responsibility for the international conventions and declarations that Sweden has ratified. It responds to consultations that affect the city's work and contributes expertise on human rights. The council also serves as a resource for all the city's operations in other respects, such that they are able to develop a gender-equal, norm-critical, anti-racist and accessible approach to a greater extent. Recurring issues on the agenda include the challenges Stockholm faces as a city where gender equality, anti-racism, non-discrimination and accessibility are the norm.

City Executive Board council on disability issues

Another advisory body linked to the City Executive Board is the council on disability issues. The council consists of 16 members, half of whom are elected representatives and half representing disability organisations. The council takes the initiative on

improvements for people with disabilities of all ages and is given opportunities to comment on proposed policy and steering documents. The council's meetings are characterised by discussion and initiatives that help the city to eradicate the obstacles that people with disabilities may experience in the city's operations. The council also has a support function for the city's councils linked to its committees and companies. Several meetings have been dedicated to steps that the city must take to combat discrimination, incidents of racism and other victimisation.

Consultation with the national minorities

The Swedish Riksdag has recognised five national minorities, and their languages as national minority languages. The national minorities are: Jews, Sami, Sweden Finns, Tornedalers and Roma. The City of Stockholm carries out consultations with the national minorities to identify measures that will help the city to realise their rights as national minorities, as expressed in the Council of Europe's Framework Convention for the Protection of National Minorities and the European Charter for Regional or Minority Languages.

The City of Stockholm is an administrative area for the Finnish language, which means that the Sweden Finns minority have extended linguistic rights to use Finnish in dealing with the administrative authorities. The city holds special consultations with Sweden Finns for this reason.

In consultation with the city, the Sami and Tornedaler minority groups have stated that they should be covered by the rights granted by virtue of being an administrative area for the languages Sami and Meänkieli. In light of this, the city is to apply to the Government Offices of Sweden to become an administrative area for Sami and Meänkieli.

Following consultation with the national minorities, in 2016 and 2017 the city worked to draw up guidelines to help clarify its responsibility for safeguarding the rights of national minorities in care of the elderly, preschool, education and culture, for example. The guidelines also advocate a clearer structure for consultation and how to make it more meaningful for all the parties involved.

Listening to representatives of the Roma community

In 2016, the Government designated the City of Stockholm one of five development municipalities for Roma inclusion. As a development municipality, the city has undertaken to develop work

aimed at challenging the static structures that affect Roma access to human rights. The development work will also aim to promote the rights that Roma possess as a national minority.

Initiatives were launched by the city, inviting Roma representatives in Stockholm to share their views. During the event, Roma residents emphasised the importance of the city taking action against anti-Roma behaviour and discrimination. Training initiatives for the city's employees to increase awareness of obstacles affecting Roma access to human rights were raised as a necessary element. The importance of the City of Stockholm taking action to promote Roma rights to social care and social security, education and the job market was similarly emphasised.

In 2017, the city worked to produce a strategy for Roma inclusion.

3.2 Assessing racism and discrimination and monitoring municipal policies

The City of Stockholm has a number of steering documents that clearly set out the City's work and working methods that help it to fulfil its human rights undertakings. Examples of some of the most important documents are provided below.

Budget

The City of Stockholm's budget is the city's most important steering instrument. The 2016 and 2017 budgets set out how the city is to work to live up to human rights and be free from discrimination. The 2018 budget states that this work will continue. The city is to develop learning-based, systematic work to combat racism and discrimination, as its endeavours to comply with human rights include highlighting and combating discrimination. In 2018, the city will become better at surveying and analysing its operations. The budget also states that work against racism will comply with ECCAR's 10 Points Action Plan and that ongoing skills development initiatives are to be carried out with the city's managers and employees.

The City of Stockholm's objective in this area is: *Stockholm is to be a city that lives up to human rights and is free from discrimination.* This objective encompasses the city and its operations and is linked to the city's governance and monitoring system. Stockholm is thus well placed to carry out long-term development work that can be monitored and evaluated. This approach guarantees that the city will conduct recurring analyses of racism and discrimination in Stockholm with the aim of establishing whether its initiatives are

sufficient and relevant. One notable trend over the past few years is that several of the city's committees have developed working methods that help to reach groups that can be particularly vulnerable to discrimination. Many of the committees work on the assumption that development work to safeguard human rights must be founded from a children's rights and gender equality perspective and guided by awareness of the rights of LGBTQ people and national minorities.

Indicators

The City monitors the objective of the City Council through council decisions on indicators. The objective, *Stockholm is to be a city that lives up to human rights and is free from discrimination*, is monitored via the following indicators:

- Proportion of users who do not experience discrimination in preschool and at childminders
- Proportion of users of social psychiatry services who do not experience discrimination
- Proportion of users of day care activities for elderly people who do not experience discrimination
- Proportion of users of care services for people with disabilities who do not experience discrimination

The objective, *Stockholm is a city that respects and fulfils children's rights under the Convention on the Rights of the Child*, is monitored via the following indicators:

- Proportion of students in Year 5 who have not experienced abusive treatment or harassment.
- Proportion of students in Year 8 who have not experienced abusive treatment or harassment.
- Proportion of students in Year 2 of upper secondary school who have not experienced abusive treatment or harassment.

The indicators are measured by questions on experienced discrimination in the city's user surveys.¹ The outcome for the indicators is used to ensure that the city's operations can develop and prioritise effective measures to combat discrimination.

¹ The results of the citizen surveys are set out in section two of the report, Challenges in the city's work against racism.

3.3 Better support for the victims of racism and discrimination

The City of Stockholm has a responsibility to combat discrimination in terms of its operations and as an employer. This means that the city has a responsibility not to discriminate against users of its services or its employees. As stated above, the City Council has an objective to ensure that Stockholm is free from discrimination. It is tangible in the City of Stockholm's personnel policy, which further states that managers must work actively for gender equality and diversity in their workplaces and ensure that the expertise of the individual is the deciding factor in recruitment and that no discrimination takes place. If an employee experiences discrimination, they must be able to turn to their manager and raise this.

Anti-discrimination office

There are two anti-discrimination offices in the Stockholm area that offer advice and support to people who have been the victims of discrimination. They are non-profit organisations run with support from the state and some municipalities.

The anti-discrimination offices in Stockholm investigate approximately 100 reports of discrimination every year and, of these, just under 50 concern discrimination in operations run by the City of Stockholm itself. Ethnic discrimination is stated as the grounds for being disadvantaged in almost half of the cases. Practically equal numbers of men and women contact the offices to report discrimination.

3.4 More participation and better informed city dwellers

The City of Stockholm's intranet, which is designed for all the city's employees and managers, contains information on the rights that users can assert in their dealings with the city's services. The pages provide examples of working methods that help to promote gender equality, children's rights, LGBTQ rights, accessibility, the rights of national minorities and how the city's employees can work to prevent racism and discrimination.

The City of Stockholm also carries out targeted information initiatives that seek to promote the rights of national minorities and combat racism and discrimination.

User-oriented information on national minority rights

The City of Stockholm's public website contains information about the rights of national minorities and how these rights can be asserted in the city. All the pages on national minorities are translated into the national minority languages.

Flying the flag on national minority days

One way of highlighting the City of Stockholm's diversity is to visibly celebrate the national days of Sweden's national minorities. This is done by flying the respective flags on the Sami National Day of 6 February, the Sweden Finns' National Day on 24 February, International Romani Day on 8 April and Tornedalers' Day on 15 July.

International Day for the Elimination of Racial Discrimination

On 21 March each year, Stockholm commemorates the International Day for the Elimination of Racial Discrimination by inviting groups that may be particularly vulnerable to racism to attend a public event. The purpose of the event is for the experiences and views of the attendees to feed into the city's knowledge development and work against racism. The day has been highlighted with themes such as hate crime and hate rhetoric online and the particularly vulnerable situation of Afro-Swedes and Roma. The day has also been dedicated to increasing the visibility of connections that may exist between racism and segregation.

3.5 The city as an active supporter of equal opportunity practices

This report shows that the City of Stockholm's work to promote equal rights and opportunities in society is constantly being developed in a number of spheres and derives from the aim of human rights being the starting point for all the city's activities. The City of Stockholm's work to promote equal rights and opportunities in society is also founded on improvement work for many of the groups that risk being exposed to discrimination and other forms of exclusion.

Equal opportunities for work

The City of Stockholm is working with women born outside Sweden, a group that is far removed from the labour market, to create more pathways to work and study. This is outreach work in which approaches are constantly being developed to reach people whom the city can support. One of the working methods that has been developed is "*Stadsdelsmammor*" (Local mums). These are

women who are distant from the job market and who with training and guidance are employed by the city to carry out outreach work. The aim is to give local people skills to make their life easier, pass on information and combat social isolation. *Stockholmsjobb* is another initiative to create more routes into work. This is also geared towards people who are detached from the labour market. They are offered fixed-term employment with support before, during and after employment. This approach ensures that individuals are able to strengthen their position in the job market. The city has bridge-builders/local guides with expertise in Roma culture who work specifically to improve access to the job market for Roma.

Programmes and guidelines

In 2016 and 2017, the city produced programmes and guidelines aimed at increasing the city's capacity to safeguard the rights of LGBTQ people, children, people with disabilities, national minorities and the Roma minority. The city has also produced a gender equality programme and a programme against violence in relationships, honour-related violence and oppression. The programmes and guidelines are in the form of steering documents and clearly set out how the city is to conduct long-term work on human rights at a strategic level. They will be implemented in 2018 and complement the city budget.

3.6 The city as an equal opportunities employer and service provider

The City of Stockholm's administrations recruit approximately 5,000–6,000 people every year. For the past ten years, the city's administrations and companies have used skills-based recruitment; this is a method that helps to ensure that skills are the deciding factor in recruitment and minimises the risk of discrimination. The city's recruitment system uses anonymised applications by default.

In a report on discrimination, the Commission for a Socially Sustainable Stockholm states that people with a foreign background are under-represented in management posts in the City of Stockholm, both in relation to employees and the population of the city as a whole.² The report cites an inquiry conducted by the City Executive Board that shows that over-representation of managers with a Swedish background indicates inequalities in terms of opportunities for development and advancement in the organisation,

² The report defines people with a foreign background as people born outside Sweden, and people born in Sweden with two parents born outside Sweden. This is the same definition used by Statistics Sweden.

which can affect local confidence in the city's operations in the long term (*Att synliggöra det omedvetna* (Making the unconscious visible), Commission for a Socially Sustainable Stockholm, 2017).

The Commission's report and the inquiry produced by the City Executive Board are the basis for the city's work to bring more employees with a foreign background into management posts. Candidates are identified and nurtured through a systematic and norm-aware approach and the city's supporting material on talent management emphasises this policy. All city-wide development programmes for managers and HR functions include sections on human rights, norm-criticism and discrimination. Furthermore, the city is constantly monitoring the statistical data to develop work to increase the representation of people with a foreign background in different areas of activity and at management level.

Anti-discrimination clause

There is an anti-discrimination clause in the City of Stockholm's terms and conditions for the procurement of services and construction contracts. This means that the supplier undertakes to comply with current anti-discrimination law in providing the service or fulfilling the construction contract. Procurement is covered by contract law, with provision for sanctions.

Alcohol licences

The City of Stockholm's guidelines on alcohol licences state that a licence may only be granted if the restaurateur guarantees that all visitors feel welcome. This means that no one may be the victim of discrimination on grounds of gender identity/gender expression, ethnic origin, religion or other belief, disability, sexual orientation, or age.

3.7 Fair access to housing

The City of Stockholm has a housing agency that acts as an agent for rented property in Stockholm. Apartments are to be allocated in an open and transparent system, according to the length of time spent in the queue, which mitigates against discrimination. The housing agency is also charged with working with the council for human rights to strengthen efforts to counteract discrimination and housing segregated by ethnicity and gender.

3.8 Challenging racism and discrimination through education

As stated above, the City of Stockholm has conducted a number of training initiatives on human rights. The purpose of these is to increase employee awareness of the legislation with which their organisations must comply, and the way in which this legislation is derived from the different covenants on human rights and translates them into action.

Three training courses for the City of Stockholm's managers and employees are described below.

Inclusive communication

In autumn 2017, the City of Stockholm offered all its communication officers a two-day training course in inclusive communication – in other words, communication that is deliberately inclusive rather than exclusive. The course focused on protection against discrimination and a norm-critical approach.

Anti-racism work in schools

Under the current curriculum, Stockholm's schools teach democratic values and human rights. This duty includes tackling and combating all forms of racism through active work on values. To ensure that this requirement is met, the City of Stockholm has developed a website for teachers with information on where to find material and ways in which anti-racist work can be introduced in the classroom.

LGBTQ education and diploma

The City of Stockholm offers its employees a diploma course on LGBTQ-competent and norm-critical behaviour. The course takes an intersectional approach and covers assumptions about race and skin colour and addresses protection from discrimination. The purpose of the course is to give managers and employees skills that will ensure that the rights of LGBTQ people are upheld in the City of Stockholm's services. The course is designed for operations that meet the people of Stockholm as users, visitors, clients or guests. The focus is on providing an equal service to all and how the City of Stockholm's employees behave towards the people of Stockholm, but also addresses questions on the work environment. The training gives participating bodies information on the lives of LGBTQ people and how heteronormativity can pose an obstacle to professional and respectful treatment. Training also equips participating bodies with the tools they need to create an open and

inclusive environment for staff and for the local people with whom they engage.

Online course on anti-discrimination

The City of Stockholm offers its employees an online course on anti-discrimination. It spans the entire city and is geared towards all services that the people of Stockholm come into contact with as they go about their lives. The training course is founded on knowledge of how discrimination can be expressed and the findings of the City of Stockholm's citizen and user surveys, as well as the national reports on hate crime compiled by Brå. It also covers the definition of discrimination in the Discrimination Act and the central expressions and terms linked to this definition. It addresses forms that discrimination may take, as well as grounds for discrimination. The training course also looks at the way protection against discrimination is a key element in work to uphold human rights. It addresses issues such as racism, including antiziganism, and also covers protection for the rights of national minorities.

Each element of the course gives employees an opportunity to think about situations that could involve a risk of discrimination. In this way, the course is a tool for the City of Stockholm's employees to give thought to what discrimination means in their own area of work and how the city's employees can prevent and tackle discrimination in the services they provide.

3.9 Promoting cultural diversity

Several committees, e.g. the City Planning Committee, housing companies and City District Councils, conduct citizen dialogues. The idea is for citizens to be able to put forward their views and offer intercultural perspectives to guide the work of the city. They help the city to broaden its viewpoint and combat structural racism by enabling the city to incorporate intercultural perspectives into its operations.

Another example of promoting cultural diversity in the city is an ongoing initiative that seeks to increase young people's awareness of human rights, anti-racism and feminism. It also aims to boost young people's empowerment and organisation. The work is run in collaboration with the City of Stockholm and civil society actors, and operates through study circles in which young girls and boys explore their access to rights. Encouraging young people to think about their own experiences and their shared experiences helps them to develop ways to empower themselves. This also includes

developing and carrying out activities for other young people in the city.

3.10 Hate crimes and conflict management

In the City of Stockholm, it is mainly the 14 City District Councils that have an important role to perform in work to create public safety and combat violence. The City's 2018 budget states that the councils are to develop, implement and monitor initiatives to reduce the number of crimes and increase the safety of residents, visitors and companies. Councils are also required to collaborate with relevant external actors, such as Brå, locally. Locally, Brå gathers representatives of social services, schools, local companies and associations, for example.

The City District Councils work closely with the local police, an important factor in reducing the incidence of crime. Development work is also in progress in many of the city's schools within the Mentors in Violence Prevention programme. The programme offers tools for preventing gender-stereotypical prejudice, racism and violence.