

# Impact indicators for intercultural policies at the city level

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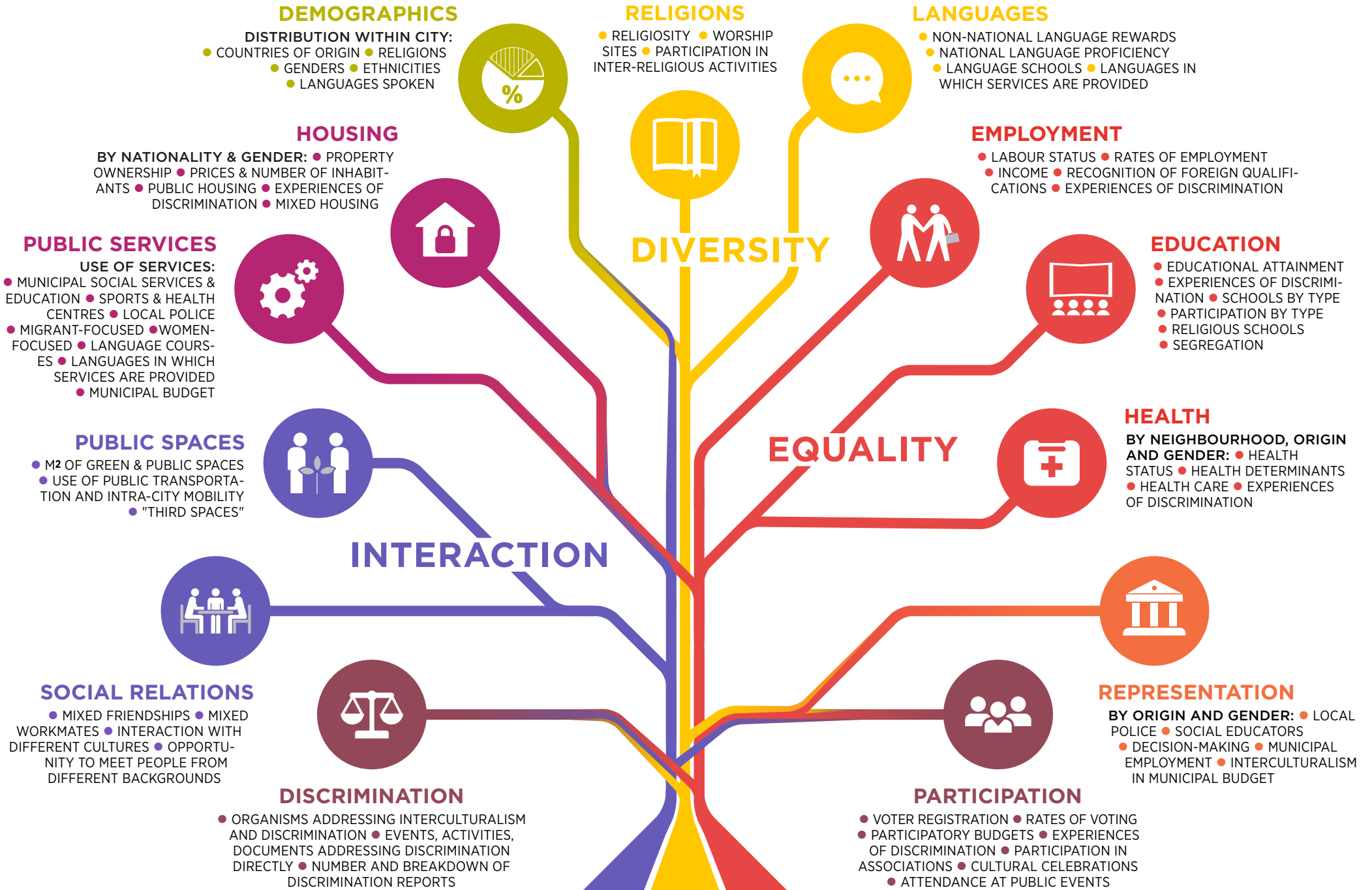
# Impact indicators for intercultural policies at the city level

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## Introduction

European cities have been receiving a steadily increasing number of immigrants over the last 40 years,<sup>1</sup> and the European Union has developed integration indicators in an attempt to measure social cohesion, mainly focused on employment, education, and housing.<sup>2</sup> While these indicators may be useful as a rough measure for recent immigrants' ability to function in the receiving society, they lose utility for any number of other city residents from varying cultural backgrounds, such as children of immigrants, historical minorities, and people of different religions, ethnicities, or genders.

According to the Intercultural Cities Index Questionnaire,

*The concept of integration generally implies the existence of pre-existing norms to which people must comply. By contrast intercultural integration and inclusion emphasises the necessity of mutual adaptation, acknowledges the fact that cultural tensions are an intrinsic feature of dynamic and communicative societies and that the participation of all in the decision-making processes that affect their*

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<sup>1</sup> United Nations, Department of Economic and Social Affairs, 2019, "The number of international migrants reaches 272 million, continuing an upward trend in all world regions, says UN," 17 September 2019, New York, <https://www.un.org/development/desa/en/news/population/international-migrant-stock-2019.html>.

<sup>2</sup> European Commission, 2010, Declaration of the European Ministerial Conference on Integration. Zaragoza, 16 April 2010, <https://ec.europa.eu/migrant-integration/librarydoc/declaration-of-the-european-ministerial-conference-on-integration-zaragoza-15-16-april-2010>; OECD/EU, 2018, *Settling In 2018: Indicators of Immigrant Integration*, Paris/Brussels: OECD Publishing/European Union. doi:10.1787/9789264307216-en; European Commission, 2020, Action Plan on Integration and Inclusion 2021-2027, Brussels, 24 November 2020, [https://ec.europa.eu/home-affairs/sites/homeaffairs/files/pdf/action\\_plan\\_on\\_integration\\_and\\_inclusion\\_2021-2027.pdf](https://ec.europa.eu/home-affairs/sites/homeaffairs/files/pdf/action_plan_on_integration_and_inclusion_2021-2027.pdf).

*lives are conducive to greater social cohesion and local economic development.*<sup>3</sup>

At the subnational level, municipalities can develop policies to improve interculturalism, focusing on three key factors: *equality*, *diversity*, and *interaction* among people from varying cultural backgrounds. Multiple cities have developed indicators to measure the existence of intercultural policies, including Montréal, Vienna, and Sabadell.<sup>4</sup> International indexes have been developed to measure policy efforts at various levels of government, such as the Migrant Integration Policy Index at the national level.<sup>5</sup> At the city level, the Intercultural Cities Index provides a powerful tool to guide and measure policy efforts aimed at increasing interculturalism.<sup>6</sup> However, so far there is no tool to measure the impact of those policies.

In the present report, the Working Group on impact indicators of the Spanish Network of Intercultural Cities (*Red Española de Ciudades Interculturales*, RECI) aims to fill that gap by establishing a set of indicators of interculturalism that measure impact and outcomes.

The 13 indicators presented here pay special attention to three elements that together comprise interculturalism: equality, diversity, and interaction among people from varying cultural backgrounds. Each indicator is further broken down into sub-indicators with suggested data sources to guide municipalities on a practical level when measuring these indicators in their own cities.

#### *A note on measurement categories:*

Until very recently, data was only collected regarding the sex, but not gender, of city inhabitants, and most cities do not yet have a means of collecting gender information. As the indicators proposed are intended to elicit comparative and historical data, we offer the compromise to include data on either sex or gender (or both, if available) for these indicators.

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<sup>3</sup> Council of Europe, 2019, "Intercultural Cities Index Questionnaire," accessed November 10, 2021, <https://rm.coe.int/intercultural-cities-index-questionnaire-questionnaire-to-be-completed/native/16804902dc>.

<sup>4</sup> See, for example, Bureau d'intégration des nouveaux arrivants à Montréal, 2022, "Base d'indicateurs pour les projets"; City of Vienna, 2020, Integration and Diversity Monitor: Key Results; Ajuntament de Sabadell, 2021, "Pla Sabadell Ciutat Intercultural 2021-2025," accessed October 7, 2022, [https://www.ciudadesinterculturales.com/wp-content/uploads/2022/01/2021\\_Pla\\_Intercultural\\_Sabadell.pdf](https://www.ciudadesinterculturales.com/wp-content/uploads/2022/01/2021_Pla_Intercultural_Sabadell.pdf).

<sup>5</sup> MIPEX, 2020, "Migrant Integration Policy Index | MIPEX 2020," accessed February 23, 2021, <https://www.mipex.eu/>.

<sup>6</sup> Council of Europe, 2022, "About the Intercultural Cities Index," accessed October 16, 2022, <https://www.coe.int/en/web/interculturalcities/about-the-index>.

Similarly, in many official contexts it is illegal to collect information on sensitive categories, such as religion, ethnicity, LGBTQ+. Sometimes these categories can be asked in surveys, but not in census materials or applications for permits. These proposed sub-indicators suggest collecting data by category such as origin and sex/gender. These measurement categories are not exclusive; more categories can be included, such as age, (dis)ability, religion, ethnicity, LGBTQ+, etc., whenever legally possible.

#### *A note on sub-indicators:*

The sub-indicators provided here are intended as useful measures that provide information about each larger indicator. They are by no means comprehensive, nor is it necessary to measure every sub-indicator to provide a picture of interculturalism in a city. Some sub-indicators may be difficult or impossible for municipalities to measure at this time, such as tracking mobility within the city, but may become easier as technology changes or reduces in cost. Others may be easy for some cities to measure but impossible for others with current data sources, as in the case of the use of public services. For example, the City of Bilbao may find it convenient to measure the sub-indicator of sports centres within the larger indicator of use of public space, due to the detailed metrics already collected by sports centres in that city; meanwhile, the City of Barcelona may prefer to report on libraries, as its library network collects data on the nationality of borrowers and languages of books borrowed.

#### *A note on data sources:*

The potential data sources suggested here represent only some of the possible ways the municipalities can collect the information necessary to monitor these indicators. Municipalities often have established surveys to residents, which can be expanded to include questions for these specific indicators, or a separate intercultural impact survey can be created that includes all relevant questions in one questionnaire. Data sources are also always evolving; for example, during the COVID-19 pandemic, apps were developed that could measure residents' mobility and interaction to aid in contact tracing.<sup>7</sup> A similar app could be created or modified to measure intercultural interactions within the public space indicator, which could be more cost-effective than surveys or GPS data.

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<sup>7</sup> Council of Europe, 2022, "Contact Tracing Apps," accessed November 17, 2022, <https://www.coe.int/en/web/data-protection/contact-tracing-apps>.

## Intercultural impact indicators



### Participation

Categories: Equality, Diversity, Interaction

The indicator of Participation includes both political and social participation, and it is the tool through which people can exist in society and influence their own futures. Political participation refers to the ability to participate in the decisions that affect one's life. Social participation refers to the ability to interact with others in groups or activities.

Sub-indicators that can help measure participation at the city level:

- a. percentage of people with the right to vote who register to do so
- b. rates of voting by nationality, sex/gender, also by country of origin for naturalized Spaniards
- c. rates of voting in participatory budgets, open consultations, and other local election matters that include suffrage for non-nationals
- d. experiences of discrimination
- e. membership/participation in associations, clubs, educational or cultural groups, etc., that are not exclusive to one group identity
- f. number and size of events, activities, documents celebrating one or more cultures (including local)
- g. attendance at public talks, cultural and sporting events

Types of data sources for these sub-indicators:

- a. survey to residents; election census cross-referenced with register of inhabitants



- b. survey to residents; election census cross-referenced with register of inhabitants
- c. survey to residents; municipal records
- d. survey to residents; police reports; immigrant association records; union data
- e. survey to residents; rosters of associations, clubs, etc.; rosters for sports centres and libraries
- f. city records for permits; city records for advertising; newspaper announcements
- g. police records; media records; registrations



## Discrimination

Categories: **Equality**, **Diversity**, **Interaction**

Experiences of discrimination are transversal and appear as sub-indicators throughout this document. However, it is equally important to measure discrimination as an indicator unto itself. Municipalities have the capacity to address discrimination directly through dedicated bodies.

Sub-indicators that can help measure discrimination at the city level:

- a. number and size of organisms (public and private) addressing issues of interculturalism and discrimination
- b. number and size of events, activities, documents addressing discrimination directly
- c. number and breakdown by origin and sex/gender of discrimination reports made

Types of data sources for these sub-indicators:

- a. city records; social security and tax records; city records for grant applications
- b. city and police records for permits; city records for advertising; newspaper announcements
- c. survey to residents; records of discrimination organism(s)



## Representation

Categories: **Equality**, **Diversity**

Representation is imperative for equality. The representation of different sex/genders, ethnicities, nationalities, and other minorities in positions of power and visibility have a direct impact on residents' access to services, as well as their aspirations.

Sub-indicators that can help measure representation at the city level:

- a. composition of local police force by origin and sex/gender
- b. composition of social educators (*‘educadores sociales’*) by origin and sex/gender
- c. composition of decision-making entities (public and private) by origin and sex/gender
- d. rates of municipal employment by background & sex/gender
- e. impact of interculturalism on municipal budget, including grants

Types of data sources for these sub-indicators:

- a. municipal police data; social security and tax records
- b. data from professional accreditation body; social security and tax records
- c. municipal human resources data; social security and tax records; survey to business owners; grant application data
- d. municipal human resources data
- e. municipal budget records



## Housing

Categories: Equality, Interaction

Housing is key to any measure of intercultural impact and touches upon both Equality and Interaction. Rates of property ownership and rental prices, especially when compared with majority groups, shed light on barriers to access in terms of Equality, whilst rates of mixed housing help illustrate Interaction on the household level.

Sub-indicators that can help measure housing at the city level:

- a. rates of property ownership by nationality & sex/gender
- b. rental prices & number of inhabitants per room, by nationality & sex/gender
- c. percentage by origin and sex/gender of people living in public housing
- d. experiences of discrimination
- e. rate of mixed housing

Types of data sources for these sub-indicators:

- a. survey to residents; housing association records; census; register of inhabitants
- b. survey to residents; housing association records; census; register of inhabitants
- c. survey to residents; municipal data; housing association records; register of inhabitants
- d. survey to residents; police reports; housing association records; immigrant association records; union data; testing experiments using different names

- e. survey to residents; housing association records; census, register of inhabitants



## Use of public services

Categories: **Equality**, **Interaction**

Public services at the municipal level vary by city. Some cities offer their residents municipal sports centres, or libraries, or mental health services, or language courses. This indicator aims to collect data on the use of some, not necessarily all, municipal public services.

Sub-indicators that can help measure the use of public services at the city level:

- a. libraries
- b. sports centres
- c. municipal social services
- d. health centres
- e. cultural education services
- f. local police
- g. migrant-focused services
- h. women-focused services
- i. language courses for immigrants
- j. languages in which services are provided
- k. municipal budget allotted to services

Types of data sources for these sub-indicators:

- a. survey to residents; rosters
- b. survey to residents; rosters
- c. survey to residents; rosters
- d. survey to residents; rosters
- e. survey to residents; rosters
- f. survey to residents; police records
- g. survey to residents; rosters
- h. survey to residents; rosters
- i. survey to residents; rosters
- j. municipal human resources records; records of each entity
- k. municipal budget records



## Employment

Categories: **Equality**

Participation in the labour force is one of the main indicators of integration and social exclusion at the EU level. In the context of interculturalism, measuring access to employment can help elucidate structural barriers based on sex/gender, nationality, ethnicity, religion, or other cultural minority characteristics.

Sub-indicators that can help measure access to employment at the city level:

- a. labour status (employed/unemployed/out of labour force); type of contract (limited/unlimited), self-declared overqualified; by nationality, origin, and sex/gender
- b. rates of employment from different backgrounds & by sex/gender
- c. income by nationality & sex/gender
- d. rate of recognition of foreign qualifications
- e. experiences of discrimination

Types of data sources for these sub-indicators:

- a. survey to residents; social security data; union data
- b. survey to residents; social security data; union data
- c. survey to residents; social security data; union data
- d. survey to residents; data from homologation and standardisation offices
- e. survey to residents; police reports; immigrant association records; union data



## Health

Categories: **Equality**

Health is one of the basic pillars of quality of life, as well as a main indicator of integration and social exclusion. Determining cultural disparities in access to health can guide municipalities to create policies to address them.

Sub-indicators that can help measure health at the city level:

- a. health status, distribution by neighbourhood, origin and gender
- b. health determinants (BMI, physical activity, daily consumption of fruit & vegetables, tobacco, alcohol, perceived social support [strong-intermediate-poor]), distribution by neighbourhood, origin and gender
- c. health care, including mental health (unmet needs for medical examination, dental examination), distribution by neighbourhood, origin and gender
- d. experiences of discrimination

Types of data sources for these sub-indicators:

- a. survey to residents
- b. survey to residents
- c. survey to residents; data from medical centres
- d. survey to residents; police reports; immigrant association records; union data



## Education

Categories: **Equality**

Education is often considered the backbone of a functioning society, as well as being one of the main indicators of integration and social exclusion. While education is often not determined at the municipal level, detecting gaps in access to education can lead to policies or programs that help to mitigate disparities.

Sub-indicators that can help measure education at the city level:

- a. educational attainment level by origin and sex/gender
- b. experiences of discrimination
- c. number and distribution of schools by type (public, semi-private [*concertada*], private)
- d. rate of participation by type of school (public, semi-private [*concertada*], private), origin and sex/gender
- e. number and distribution of religious schools by religion
- f. rate of segregation (% of school population by origin and ethnicity)

Types of data sources for these sub-indicators:

- a. survey to residents; school records
- b. survey to residents; police reports; immigrant association records; union data
- c. school records
- d. school records; city building use records
- e. school records; survey to residents



## Demographics

Categories: **Diversity**, **Interaction**

Demographics provide basic information about who is living in the city and which minority or other cultural groups they may pertain to. The distribution of each population segment by neighbourhoods in the city can give an initial view of segregation and interaction.

Sub-indicators that can help measure demographics at the city level:

- a. countries of origin represented in city population, distribution by neighbourhood
- b. religions represented in city population, distribution by neighbourhood
- c. sex/genders represented in city population, distribution by neighbourhood
- d. ethnicities represented in city population, distribution by neighbourhood
- e. languages spoken as mother tongue in city, distribution by neighbourhood

Types of data sources for these sub-indicators:

- a. census, register of inhabitants
- b. census, register of inhabitants, survey to residents
- c. census, register of inhabitants, survey to residents
- d. survey to residents; data from representative organizations
- e. survey to residents



## Languages

Categories: **Diversity**

National and official languages are often prioritised in integration policies. From an intercultural perspective, however, it is important to value all languages spoken in the city, regardless of official status. To facilitate communication of city policies and services for all city residents, it is especially important to encourage speakers of non-national languages to work in municipality-related positions.

Sub-indicators that can help measure languages at the city level:

- a. rewards for speaking non-national language (e.g., bonus offered, request for candidates that speak extra language, etc.)
- b. rate of proficiency in national languages
- c. number and prices of language schools teaching national languages, languages of migrant origin
- d. languages in which (public and private) services are provided

Types of data sources for these sub-indicators:

- a. survey to residents; survey to business owners; review of job postings
- b. school records; certification body records
- c. social security or tax authorities
- d. municipal human resources records; records of each entity; survey to residents; survey to business owners



## Religions

Categories: **Diversity**

Religions are sometimes, though not always, related to cultures themselves. Ensuring the inclusion of different faith practitioners can help guide municipal policies that interact with religious rites such as marriages, births, and burials.

Sub-indicators that can help measure religions at the city level:

- a. level of religiosity by origin and sex/gender
- b. number and distribution of religious worship sites by religion
- c. participation in interreligious groups or activities

Types of data sources for these sub-indicators:

- a. survey to residents
- b. city building use records; data from office of religious affairs
- c. survey to residents; data from office of religious affairs



## Social relations

Categories: **Interaction**

Social relations are the root of interactions. Measuring cross-cultural interactions at the social level can help determine the level of inclusion and whether and where to introduce policies to reduce segregation and foster interaction.

Sub-indicators that can help measure social relations at the city level:

- a. mixed friendships
- b. mixed workmates
- c. interaction with people of a different culture or background
- d. opportunity to meet people from different backgrounds

Types of data sources for these sub-indicators:

- a. survey to residents
- b. survey to residents
- c. survey to residents
- d. survey to residents



## Public space

Categories: **Interaction**

Beyond housing, school, and work, public space is where people interact with each other. Interaction reduces ignorance of the other, which increases social cohesion. Municipalities can foster intercultural interaction by providing usable public spaces such as parks or walkable streets, quality public transportation, and licenses for so-called “third spaces” like cafés, bars, and neighbourhood kiosks. Measuring residents’ mobility and interaction can also provide data that can guide policies to reduce segregation.

Sub-indicators that can help measure interaction in public spaces at the city level:

- a. m<sup>2</sup> of green spaces, public spaces, by neighbourhood
- b. use of public transportation and type of mobility
- c. number and distribution of “third spaces” by neighbourhood
- d. mobility within the city

Types of data sources for these sub-indicators:

- a. municipal data cross-referenced with register of inhabitants
- b. transportation data by entry & exit neighbourhoods cross-referenced with register of inhabitants
- c. social security or tax authorities
- d. GPS tracking; mobile app tracking; survey to residents



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## Annex 1: Examples of questions currently in use

### Sample questions in survey to residents from the City of Getxo<sup>8</sup>

- Relaciones sociales
  - Le voy a mencionar unos tipos de relaciones, ¿podría decirme si sus amistades, compañeros/as de trabajo, etc. son mayoritariamente compatriotas, otras personas extranjeras o gente de aquí?
- Participación
  - ¿Participa en alguna de las siguientes asociaciones o entidades?  
(Asociación de inmigrantes 7,8 92,0
    - ONG y asociaciones de apoyo a inmigrantes 8,0 92,0
    - Asociaciones o clubes deportivos 8,3 91,7
    - Grupos educativos y/o culturales 4,7 95,3
    - Entidades o grupos religiosos 8,9 91,1
    - Grupos vecinales 1,7 98,3
    - Asociaciones de madres y padres (AMPA) 10,2 89,5
    - Sindicatos 0,8 99,2
    - Partidos políticos
  - Derecho a voto en las próximas elecciones
- Percepción de integración y discriminación
  - ¿Qué opinión cree que tiene la gente autóctona de las personas originarias de su país?
  - Dígame, por favor, en una escala de 0 a 10 la simpatía que usted siente por las personas de aquí, teniendo en cuenta que 0 es ninguna simpatía y 10 mucha simpatía.

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<sup>8</sup> Ayuntamiento de Getxo, 2015, Personas de origen extranjero en Getxo: Indicadores de integración.

- Queremos conocer qué valoración otorga a las siguientes cuestiones sobre lo que Ud. considera importante para la integración en el municipio de Getxo.
  - Uso del euskera
  - Poder votar en las próximas elecciones
  - Participar en asoc. de inmigrantes o apoyo a inmigrantes
  - Practicar su religión
  - Acceso a la vida deportiva del municipio
  - Practicar sus tradiciones / costumbres
  - Tener una vivienda en propiedad
  - Participar en la vida cultural del municipio
  - Tener una vivienda en alquiler
  - Tener nacionalidad española
  - Reagrupar a su familia
  - Poder homologar sus estudios
  - Tener un empleo acorde a su formación
  - Acceso a la educación superior/universitaria
  - Tener derecho a la justicia gratuita
  - Tener amistades de aquí
  - Sentirse apoyado/a por la gente de aquí
  - Uso del castellano
  - Tener un empleo
  - Tener autorización de residencia y trabajo
  - Tener tarjeta sanitaria y acceso a asistencia médica
- ¿Se ha sentido en alguna ocasión discriminada por su condición de persona extranjera en el municipio de Getxo?
  - Lugares:
    - En la escuela/centro formativo
    - En el acceso a bares, locales de ocio
    - En agencias inmobiliarias
    - En centros de salud
    - En el ayuntamiento
    - En el vecindario
    - En el transporte
    - En el espacio público (parques, plazas, etc.)
    - En el trabajo
    - En la calle
  - Tipo de discriminación
    - Agresiones físicas
    - Acoso sexual
    - Amenazas en el puesto de trabajo
    - Acceso discriminatorio al empleo
    - Acceso discriminatorio a un bien o servicio público

- Le culpabilizan de la crisis por ser de origen inmigrante
  - Le han acusado de "quitarle" el trabajo a los de aquí
  - Le acusan de "quitarle" las ayudas sociales a los de aquí
  - Agresiones verbales
- P29. De una escala de 0 a 10, donde 0 es nada integrado y 10 totalmente integrado ¿cómo valoraría usted su grado de integración en el municipio getxotarra?
- Utilización de recursos públicos (municipales)
    - Servicios Sociales Municipales
    - OAC
    - Getxo Kirolak
    - Aula cultura Getxo-Bibliotecas
    - Aula cultura Getxo-Charlas, festivales,...
    - Servicios de juventud
    - Policía local
    - Escuela empoderamiento mujeres
    - Oficina de información sexológica
    - KZ Gunea
    - GetxoLan
    - Lanbide
    - Centros de salud

Example of section in standard application form for support from the City of Bilbao<sup>9</sup>

<b>KULTUR ANIZTASUNAREN IKUSPEGIA / PERSPECTIVA INTERCULTURAL</b>	
<input type="checkbox"/>	<b>Kontuan hartzen ditu lurraldearen aniztasun kulturala eta migrazioei eta babesari zehazki lotutako alderdiak.</b> / Tiene en cuenta la diversidad cultural del territorio y/o los aspectos vinculados a las migraciones y refugio.
<input type="checkbox"/>	<b>Berdintasuna eta diskriminaziorik eza, aniztasuna aitortzea eta kultura eta jatorri askotariko pertsonen elkarreragite positiboa sustatzearen balioekin lotutako helburuak eta jarduerak.</b> Objetivos y actividades alineados con los valores de igualdad y no discriminación, reconocimiento de la diversidad y promoción de la interacción positiva entre personas de orígenes y culturas diversas.
<input type="checkbox"/>	<b>Kultura askotariko pertsonen parte-hartzea bultzatzen du proiektuaren zikloa osoan zehar.</b> Promueve la participación de personas de culturas diversas en todo el ciclo del proyecto.
<input type="checkbox"/>	<b>Kulturarteko komunikazio estrategia garatzen du.</b> / Desarrolla una estrategia de comunicación intercultural.

<sup>9</sup> Ayuntamiento de Bilbao, 2022, Diru-laguntza eskatzeko eskabide orria – 2023, Hoja de solicitud de subvención – 2023.

## Annex 2: Examples of existing indicators of integration or interculturalism

### EU Zaragoza indicators<sup>10</sup>

- Health
- Education
- Employment
- Housing
- Active citizenship

### From EU migrant integration database (Eurostat)<sup>11</sup>

- City statistics (population by citizenship & country of birth)
- Social inclusion
  - o Income distribution & monetary poverty
  - o People at risk of poverty & social exclusion
  - o Living conditions
  - o Material deprivation
- Health
  - o Health status

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<sup>10</sup> European Commission, 2010, Declaration of the European Ministerial Conference on Integration. Zaragoza, 16 April 2010, <https://ec.europa.eu/migrant-integration/librarydoc/declaration-of-the-european-ministerial-conference-on-integration-zaragoza-15-16-april-2010>.

<sup>11</sup> Categories included in EU database on migration indicators. Eurostat, 2022, Migrant Integration Database, <https://ec.europa.eu/eurostat/web/migration-asylum/migrant-integration/database>.

- Health determinants: BMI, physical activity, daily consumption of fruit & vegetables, tobacco, alcohol, perceived social support (strong, intermediate, poor)
- Health care (unmet needs for medical examination, dental examination)
- Education
  - Educational attainment level (Less than primary; Primary; Lower secondary; Upper secondary; Post-secondary non-tertiary; Tertiary)
- Employment
  - Labour status (employed/unemployed/out of labour force; type of contract [limited/unlimited]; self-declared overqualified)
- Active citizenship
  - Share of foreign (EU & non-EU) citizens who have acquired citizenship
  - Long-term residents among non-EU citizens holding residence permits
- Obstacles to getting a suitable job
  - Lack of language skills
  - Lack of recognition of qualifications
  - Citizenship or residence permit
  - Origin, religion or social background
- Language skills (basic, moderate, proficient, mother tongue)

### From Eva Fortes' own research with children of immigrants in Barcelona<sup>12</sup>

- Existence & number of grassroots organizations involving residents of all backgrounds (not separately)
  - E.g., mutual support networks, food banks, cultural organizations that accept people from all backgrounds, clothes swaps, etc.
  - level of participation therein (number of people who are members)
- Transportation – access & use
  - E.g., type of transportation being used, are different types of transportation used by different classes/immigrant origin/ethnicities/etc. of people
  - accessibility of transportation by neighbourhood (e.g., how many metro stops/lines, bus stops/lines, shared bicycles, train stations/lines) & usage statistics (how many people get on/off per neighbourhood)
- Access to mental health services
  - Therapists & therapeutic support groups available through health centres or social services targeted towards vulnerable communities, usage statistics (are people using them, what is the average wait time...)
- Valuing skills that come from diverse backgrounds

<sup>12</sup> The as-yet unpublished research that gave rise to these results received the support of a fellowship from "la Caixa" Foundation (ID 100010434). The fellowship code is LCF/BQ/DR20/11790006.

- Are there incentives for language skills other than local languages (in employment, education, etc.), sports, etc.

### From city plans: Barcelona<sup>13</sup>

- Demographics:
  - Mother tongue
  - Religion
- Income, work & housing
  - Gap in unemployment rate
  - Gap in median salary for employed people
  - Gap in property ownership
  - Proportion of income dedicated to housing
- Discrimination
  - Victims of discrimination
  - Reports of discrimination to Non-Discrimination Office (OND)
- Education
  - Gap between public, concertada, private education
  - Gap in graduation rate from secondary school (4t de la ESO)
  - Students continuing onto post-obligatory upper secondary education (bachillerato)
- Access to municipal services
  - Gap in access to municipal sports centres
  - Gap in access to/use of libraries
  - Gap in access to Barcelona Activa (local entrepreneurship service)
  - Gap in access to social services
  - Use of civic centres
  - Access to Catalan courses from the Barcelona Centre for Linguistic Normalization
  - Gap in Digital access to OACs (Offices of attention to city-dwellers)
- Participation
  - Political participation – inscription in the municipal electoral census
  - Gap in political representation – elected representatives in the city government
- Access to city work
  - Gap in access to city work; people who work for the city and temporary workers
- Perception
  - Perception & evaluation of neighbourhood diversity
  - General evaluation of diversity in Barcelona

<sup>13</sup> Ajuntament de Barcelona, 2022, Pla Intercultural de Barcelona.



- Perception of immigration as a problem in the city
- Belonging
  - Feeling of belonging in the city
- Health
  - Perceived health
  - Mental health

#### From city plans: Sabadell<sup>14</sup>

- Rights & equality
  - Existence of mechanisms to guarantee gender equality in orgs that participate in decision-making around issues regarding people with a migrant background/minorities in the city
  - Existence of action plan for Roma people includes intercultural principles
  - Existence of a systematic revision of municipal rules & regulations that can discriminate against residents with a migrant/minority background
  - Revision and updating the protocol for first reception/initial reception

#### From additional discussions with Working Group

- Interactive spaces
  - Public spaces: m2 of green spaces, m2 of public spaces for interaction
  - “third spaces” (bars, coffeeshops, libraries, neighbourhood markets, etc.): number or concentration thereof. How measure whether there’s interaction or segregation?

#### From UK Indicators of Integration report<sup>15</sup>

- Social bridges
- Social bonds
- Social links
- Language and cultural knowledge
- Safety and stability
- Rights and citizenship

<sup>14</sup> Ajuntament de Sabadell, 2021, “Pla Sabadell Ciutat Intercultural 2021-2025,” [https://www.ciudadesinterculturales.com/wp-content/uploads/2022/01/2021\\_Pla\\_Intercultural\\_Sabadell.pdf](https://www.ciudadesinterculturales.com/wp-content/uploads/2022/01/2021_Pla_Intercultural_Sabadell.pdf).

<sup>15</sup> Alastair Ager and Alison Strang, 2004, Indicators of Integration: Final Report, Home Office Development and Practice Report 28, London: Home Office, <http://webarchive.nationalarchives.gov.uk/20110218135832/http://rds.homeoffice.gov.uk/rds/pdfs04/dpr28.pdf>.

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