

DESENVOLUPAMENT COMUNITARI 2005-2006

Roadmap



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1. INTRODUCTION

Knowledge and innovation for an all-inclusive and sustainable community life

In our society, it is becoming more and more important to strengthen human relationships, create networks, initiate processes of change in adverse and exclusionary situations in order to improve people's quality of life and open up areas where conflicts occur and transform them into constructive processes. In other words, in the face of the challenge of having an all-inclusive, sustainable society, it is necessary to work with and for the social community.

Desenvolupament Comunitari (DC) was created in 1993 with the aim of being a socio-economic body for the innovation, production and management of knowledge in the field of social policies and development. Our organisation's purpose can be summed up as the research and experimentation of tools which can aid coexistence in the public domain.

Our fields of activity are citizen participation, international cooperation, mediation, social inclusion, intercultural exchange and accessibility. Our specific activities are aimed at providing advice, research, training and managing programmes and experimental services.

Since its beginnings, DC has combined multi-disciplinary viewpoints, training, careers and experiences in its team. This diversity is a constant source of enrichment and a generator of ideas.

In line with our organisation's policy of developing quality and innovation, in recent years we have set various initiatives in motion:

The first of these was to consolidate our quality system by means of Regulation UNE-EN-ISO 9001:2000 for the design and development of occupational training actions, certified until January 2010. We have also directed a process aimed at systemising the production of knowledge and innovation.

The second was the process we initiated to establish ourselves as a Foundation. This step, which will be completed in 2007, will contribute to consolidating our project.

The third was our backing for implementing free software in our computer system.

Finally the fourth process was to consolidate the connection of our local work with the global social agenda by organising an international area. With this initiative, the day-to-day work of DC is to nourish the contrast and exchange of experiences in the different international networks of which we form a part, along with other similar organisations.

In this guide, you can find detailed information on our activities over the past two years, on the social agencies with whom we have collaborated, as well as on the fields and networks where we operate, both in the provision of services and in the promotion and extension of initiatives towards more all-inclusive and participative social policies.

We hope that our direction and possibilities are of interest to you and that we can get to know each other better and perhaps work together in the future.

Thank you for your kind understanding.

Regards

Carles Riera
Chairman

Quality Strategy

AEP Desenvolupament Comunitari places great emphasis on integrating quality systems into its activities; this being a significant factor in the optimum development of its projects and the satisfactory evolution of its products and services, as well as its organisation and working process.

AEP Desenvolupament Comunitari regards quality as a process of continuous improvement in the production of the activities and services offered to its customers and cooperating organisations, as well as to its participants and beneficiaries, according to their needs and expectations.

This is in line with *AEP Desenvolupament Comunitari*'s vision, which has led us to become an innovative agency in the field of public policies and social development; our mission being to seek out and develop activities and services in research, consultancy and management of experimental programmes in the fields of intercultural matters, habitat, citizen participation and equality of opportunities.

AEP Desenvolupament Comunitari is committed to introducing elements of quality promotion into all of its processes. Elements that guarantee that our services and initiatives produce maximum satisfaction in the expectations of our environment with regard to our activities, and protect not only customer requirements but also current law and regulation requirements.

To provide a better understanding of these processes, the quality representatives of *AEP Desenvolupament Comunitari* provide methods and work tools to organisations and to all those people who cooperate directly or indirectly in the field of TRAINING. They also indicate the paths that must be followed internally and externally in order to guarantee its continuity.

Jordi Usurriaga Safont
Technical Manager *AEP DESENVOLUPAMENT COMUNITARI*
Barcelona, 1st September, 2005

The team

Board of directors

Carles Riera, President
Antonio Peralta, Secretary
Josep Maria Navarro, Treasurer
Genisa Prats, Member of the Committee
Jordi Pascual, Member of the Committee

Management

Jordi Usurriaga

Team of experts

Imma Alemany
Consuelo Anton
Mikel Aramburu
Doris Boira
Mercè Collet
Marta Domènech
Mohamed Essalhi
Maribel Guzmán
Rosalinda Kuo
Juliette Lapacó
Toni Marín
Agnieszka Mejnartowicz
Pepe Nieto
Gianni Orsini
Fatiha Rabehi
Maximo Rodríguez
Sergi Sanchez
Jonatan Sánchez
Irene Santiago
Gul Syed
Elizabeth Uribe
Enrique Vidaurrázaga
Mercè Zegrí

Administration and finances

Carme Gil
Jose Prieto
Anna Pujol
Rosa Rocha
Maite Sánchez
Josep Maria Tur

Other individuals collaborating with DC (2005-2006)

Sara Alonso
Ignasi Boltó
Imane Boubri
Ovidiu Cristinel Borcan
Juan Contreras
Laura Fuentes
Sílvia Llamas
Michel Lowette
Guillem Martí
Teresa Mercade
Roser Molas
Ferran Montañés
Pepe Nieto
Núria Piñero
Eva Queralt
Sussana Ribas
Yerba Segura
Jordi Senyalada
Carles Viñas
Xiohan Xu

Organisations, companies and institutions with which DC has collaborated or has provided services

Institutions and public bodies

Barcelona Town Hall:

- Department of Human Resources
- Department of Youth and Social Affairs
- Department of Social Welfare
- Barcelona Activa
- Directorate of Citizen Participation
- Districts of Barcelona
- Torre Jussana, Committee of Associations of Barcelona

- Almussafes Town Council
- Canovelles Town Council
- Castelldefels Town Council
- Cornellà de Llobregat Town Council
- Granollers Town Council
- Lloret de Mar Town Council
- Manresa Town Council
- Mataró Town Council
- Mislata Town Council
- Mollet del Vallès Town Council
- Palafolls Town Council
- Premià de Mar Town Council
- Paterna Town Council
- Reus Town Council
- Roda de Barà Town Council
- Rubí Town Council
- Sabadell Town Council
- Salt Town Council
- Sant Celoni Town Council
- Sant Cugat del Vallès Town Council
- Sant Feliu de Llobregat Town Council
- Sant Just Desvern Town Council
- Sant Quintí de Mediona Town Council
- Santa Margarida i els Monjos Town Council
- Terrassa Town Council
- Vic Town Council
- Viladecans Town Council
- El Prat de Llobregat Town Council
- Igualada Town Council
- Madrid Town Council
- Pamplona Town Council
- Donostiako Udala, Donostia Town Council

Municipal and autonomic cooperation agencies:

- Fons Català de Cooperació al Desenvolupament
- Fons Mallorquí de Solidaritat i Cooperació
- Fons Menorquí de Cooperació
- Catalan Agency of Development Cooperation

Country Councils:

- Alt Penedès
- Bages
- Baix Camp
- Baix Empordà
- Baix Penedès
- Garraf
- La Cerdanya
- La Selva
- Pla de l'Estany
- Pla d'Urgell

Segrià
Tarragonès
Vallès Oriental

Barcelona Provincial Council:

Department of Human Resources
Department of Social Services
Centre for Citizen Participation, OA Flor de Maig
Summer School of Social Services
Office of International Relations
Social Action Service
Training Unit

Government of Catalonia:

Centre for Legal Studies
Committee for coordination violence of gender in Counties of Girona
Department of Welfare and Family
Department of Education
Department of Institutional Relations and Participation
Department of the Presidency
Department of Health
Department of Employment and Industry
Directorate General of Civic Action and Community Services
Directorate General of Citizen Participation
Directorate General for Housing
Directorate General for Employment
Police School of Catalonia
Secretariat for the Family
Secretariat for Youth
Secretariat for Immigration
Secretariat for Foreign Relations
Catalan Recruitment Service
Catalan Health Service
Drassanes Primary Healthcare Centre

Municipal and Autonomous companies and institutes:

ADIGSA
Municipal Company Fòrum de Manresa
Catalan Institute of Social Work and Services, ICASS
Catalan Institute of Barcelona
Culture Institute of Barcelona
European Institute of the Mediterranean
Mas Carandell Municipal Institut for training and Interprise of Reus
Municipal Institute for People with Disabilities of Barcelona
Municipal Institute of Social and Health Services of Barcelona

Council associations:

Association of councils of La Plana, Osona
Association of municipalities of Alt Penedès and Garraf

State bodies:

Insular Council of Menorca
IBAS, Balear Institute of Social Affairs, Balear Government
Ministerio de Trabajo y Asuntos Sociales (MTAS)
Migration and Social Affairs Institute (IMSERSO)
Royal Trust for the Handicapped
Vicedepartment of Social Affairs and Immigration, Canarias Government

Hospitals:

Red Cross Hospital, Almeria
Hospital del Mar, Barcelona
Sant Joan de Déu children's Hospital, Barcelona

European Union:

Directorate General V, EU

Directorate General XXI, EU

LEADER Community Initiative of European Social Found

Universities

Chambéry, Paris College of Social Work

EUTSB, Barcelona University College of Social Work

ICE, Institute of Education Sciences

IGOP, Institute of Government and Public Policies

UB, Barcelona University

UAB, Autonomous University of Barcelona

UAM, Autonomous University of Madrid

UCM, Complutense University of Madrid

UOC, Open University of Catalonia

UG, University of Girona

UPF, Pompeu Fabra University

URL, Ramon Llull University

URV, Rovira i Virgili University

Paris VIII University

Associations, federations and politic parties

ACIDH, Associació Catalana d'Integració i Desenvolupament Humà (Catalan Association for Human Integration and Development)

ACSAR, Associació Catalana de Solidaritat i Ajuda als Refugiats (Catalan Association for Solidarity and Support for Refugees)

AFP Creixent, Premià de Mar

AEXPAIMBA, Asociación Extremeña de Padres para la Integración de Badajoz (Extremadura Parents Association for the Integration of Badajoz)

Àmbit Maria Corral

AMIC, Associació d'Ajuda Mútua d'Immigrats a Catalunya (Association of Mutual Help for Immigrants in Catalonia)

Amics de la UNESCO

APPS, Federació Catalana Pro Persones amb Disminució Psíquica (Catalan Federation of Support for the Mental Disabled People)

Associació AMEDIAR

Catalan Association of Municipalities

Catalan Association for development of the Mediation

ASPACE, Associació de Paràlisi Cerebral (Cerebral Palsy Association)

ASPANIAS, Association of parents of people of mental disabled

Sevilla Acoge Association

ATAM, Telefonica Disabled Support Association

Neighbours Association of Ciutat Merdiana

Neighbours Association of Vallbona

CEBSD, Combined European Bureau for Social Development

CEDRHO

Coordinadora per a la convivència de Premià de Mar (Coordinating body for social harmony of Premià de Mar)

Aragón Physically Handicapped

FAGIC, Federació d'Associacions Gitanes de Catalunya (Federation Gipsy Associations of Catalonia)

FEAPS, Federación de Entidades Pro Personas con Disminución Psíquica (Federation of Organisations Supporting the Mentally Handicapped)

ECOM Federation - Francesc Layret

Federation of Neighbours Associations of Cornellà de Llobregat

Andalucía Acoge Federation

Iniciativa per Catalunya - Verds

La Formiga

Sodepau

Associations with public recognition:

Red Cross
Institute Guttmann

Consortiums:

Consortium for the Priorato Designation of Origin

Professional Colleges and Associations:

Association of Architects of Barcelona
Association of Doctors i Graduates of Political Sciences and Sociology of Catalonia
Catalan Sociology Society
Family Workers Cooperative Society of Barcelona

Companies, private bodies, agencies and consultancies:

AEFTI, Association for immigrant worker training. Chámbery, France
ARCmediación
Bertelsmann Stiftung
CEDRHO
Colectivo Ioé
Donnalavorodonna
GRAMC, Grup de Recerca i Acció amb Minories Culturals
Hal-Handicap & Liberté
IBASE
Moinho da Joventude
Nutrexp SL

Schools:

Mediterrani School of Adults Education of Roda de Barà

Foundations:

ACTAS Foundation
Bosch i Gimpera Foundation of University of Barcelona
Caja de Ahorros Mediterrania Foundation (CAM)
Caixa de Sabadell Foundation
Carles Pi i Sunyer Foundation for Regional and Local Studies
CIDOB Foundation
Jaume Bofill Foundation – FUS Group
La Caixa Foundation
Catalonia Foundation
CIREM Foundation
Multiple Sclerosis Foundation
Pere Mitjans Foundation
Pere Tarrés Foundation
Nous Horitzons Foundation
RACC Foundation
Adunare Foundation
Santa María Foundation
Gypsy General Secretariat Foundation
SERGI Foundation
Popular Arts Services Foundation
Síndrome de Down Foundation
Un Sòl Món Foundation

Trade Unions:

CCOO, Comissions Obreres

CEPROM (Nacional Comision of Workers of Catalunya Trade Union)

IDFO, Institute for the development of training and employment, Union General of Workers (UGT)

Membership of nacional and internacional networks

FUTUR SOSTENIBLE

DC is a member of this association of organisations working to promote sustainability. The association is currently managing the “Fábrica del Sol” project, restoring an art nouveau building that was formerly a gas plant in the Barceloneta neighbourhood of Barcelona. Throughout the restoration, sustainable building criteria are scrupulously followed. This building will house the headquarters of the member organisations and environmental protection activities will be coordinated jointly.

CEBSD (Combined European Bureau for Social Development)

The CEBSD is a European network founded in 1987 and made up of 11 organisations from different EU member countries, all working for community development. The member organisations of the CEBSD share the goal of promoting the principles and practices of community development, especially in those aspects that relate to the promotion and intensification of methods of participative and democratic practice, as well as the social promotion of groups that suffer social marginalisation or exclusion.

www.cebsd.org

EURALAT

This network of social organisations (NGOs, movements, associations, social economy organisations, and so on) was founded in 1999 by IBASE (Brazil), Viva la Ciudadanía (Colombia), ARCI (Italy) and Desenvolupament Comunitari. The network finally gained legal status in July 2003 in Perugia, with over 20 organisations from Europe and Latin America. DC is a Board member and network representative, together with Viva la Ciudadanía, on the International Committee of the World Social Forum.

www.euralat.org

FEANTSA

The “Fédération Européenne d’Associations Nationales Travaillant avec les Sans-Abri” is made up of organisations and associations offering a broad and varied range of services for the homeless, both on a national and regional level. In 2003 and 2004, we took part in several FEANTSA meetings and committees. As a European network, it Works for the allocation of resources and implementation of new policies regarding the homeless, particularly in relation to housing.

www.feantsa.org

IGLOO NETWORK

DC is a member of the Igloo network of Catalonia, which is made up of various town councils, trade unions and organisations working on issues of housing and access to the labour market. This network is in turn a member of the European Igloo network, currently made up of 15 member states of the European Union. The Catalan Igloo network was officially founded in February 2005.

www.igloo.cat

CORNISA NETWORK

This is a network of organisations and municipalities working for cooperation and development of Northern Morocco and for the fostering of relations and increased knowledge of Moroccan society. The member organisations of this network are Entrepobles, Paz Ahora, Sodepau, La Formiga, Red de Consumo Solidario and our own. On the Moroccan side, it is also made up of Al-Mahron, Sodev and Talamssantane.

There are currently various projects underway coordinated by the member organisations. Our organisation in particular is driving an initiative to support the management of and facilitation of actions in rural municipalities, with the involvement of local associations and institutions.

www.xarxacornisa.org

FÓRUM CORNISA

Within the context of the Cornisa network, the Forum is an arena for generating ideas, discussion and knowledge of Moroccan society. However, it does not exclude an approximation to other societies of North Africa and Asia Minor within the Mediterranean region.

GRUPO TRIÁNGULO

This was set up in 2002 by Spanish professionals and organisations to generate ideas and exchange of theoretical and practical knowledge for intercultural mediation. It is currently made up of the Fundación Secretariado General Gitano (Gypsy General Secretariat Foundation), Asesoría y Formación en gestión y comunicación transcultural (Consultancy and Training for Cross-Cultural Management and Communication) –Étnic-, the migration and multiculturalism programme of the Madrid Autonomous University, Sevilla Acoge, KA.BA of Masnou, ACISI, the Andalucía Acoge Federation and Desenvolupament Comunitari. Member organisations have made the commitment to disseminate and share the results of their work and projects in the field of intercultural mediation.

www.mediacionintercultural.org

ARTIBARRI NETWORK

Artibarrí is a catalonian network for creative initiatives towards social transformation. It's an interface for communication, dialogue, learning, claims and cooperation between institutions, associations and people who are part of the network who share the same interest in projects with an artistic dimension considered as tools for community work. Artibarrí is also a resources centre which promotes art for community development and for the revitalisation of cultural democracy within our society.

www.artibarrí.org

2. FIELDS OF ACTIVITY

Habitat and participative democracy

Research

- **Good community development practices, 2nd phase (2004-2005)**
Continuing with the work carried out in 2003, a local working group was formed made up of various stakeholders linked to community-work programmes. The goal was to identify good practices within community development and prepare a first draft-report on indicators. The study was scrutinised in a European seminar by professionals from the sector.
Directorate General for Community and Civic Action, Department of Social Welfare and Family Affairs, Catalan Regional Government
Centre for Citizen Participation, OA Flor de Maig, Barcelona Provincial Council
Barcelona City Council
Combined European Bureau for Social Development (CEBSD)
- **Participatory diagnosis for developing the Sant Celoni Participation Plan (2005)**
Development of a diagnosis using participatory action-research techniques, prior to creating a participation plan for Sant Celoni. Various organisations, private individuals, specialists and town politicians participated in the diagnosis.
Sant Celoni Town Council
- **Analysis of the plan for the right to housing for groups at risk of social exclusion (2005)**
A viability study of this plan, the purpose of which is to implement housing-access projects for groups at risk of social exclusion.
Un Sol Món Foundation
- **Coordination of dialogue between social movements and the administration concerning land-related public actions (2005-2006)**
A protocol was developed to be used as a guiding framework for dialogue between civic associations and the administration when land-related public actions are to be undertaken. This protocol was the result of citizen consultation carried out with distinct social movements that deal with land conflicts.
Directorate General for Citizen Participation, Catalan Regional Government
- **Participatory diagnosis in the neighbourhood of La Salut (2005-2006)**
A diagnosis of the participatory action-research methodology employed within the neighbourhood of La Salut in the district of Gràcia (Barcelona) with the goal of reaching an agreement on the starting points for a community plan.
Gràcia District, Barcelona City Council

Consultancy

- **Seminar on participation for government workers, town councillors and specialists from other organisations in the region of Moianès (2005)**
As part of the first phase of designing the Strategic Plan for Moianès, town councillors and specialists from the region were asked to participate in reaching an agreement on the plan's work topics and methodology.
Consorci del Moianès
- **Expert advice on applying the participatory budget for Donostia and design of a unique procedural model (2005-2006)**
The first phase consisted in the analysis of the procedure for constructing participatory budgets and in advising the city council of Donostia - San Sebastian on the construction of their own participatory-budget model which would respond to existing participatory dynamics and to the institutional and associative realities of the city. During the second phase, citizens participated in defining and evaluating the new model.
Donostiako Udala, Donostia – San Sebastian City Council

- **Advising on the Sant Cosme community plan (2005)**
Advice on applying the strategic course for invigorating the Sant Cosme community plan and support for the Sant Cosme Neighbourhood Council in deciding on the plan.
El Prat de Llobregat City Council
- **Export support prior to the Granollers Municipal Participation Plan (2006)**
Diagnosis of the Granollers City Council's internal situation as related to participation in order to begin developing the municipal participation plan. This plan would be made through a participatory process. As part of the diagnosis, opinions from different town groups and associations were gathered.
Granollers City Council

Training

- **Training on housing for specialists working in social housing mediation offices (2005-2006-2007)**
Training sessions for city employees working within the social housing mediation network.
ADIGSA
- **Training on citizen participation for the Granollers City Council (2005)**
Training sessions for the government team, departmental heads and specialists in the Granollers City Council. Basic concepts were explained and there were also sessions looking at current projects and the organisation needed for undertaking the projects in a more participatory way.
*Centre for Citizen Participation, OA Flor de Maig, Barcelona Provincial Council
Granollers City Council*
- **Training sessions on "participation and new citizens" (2005)**
Training session for presenting participatory tools in managing diversity.
*Col·legi de Llicenciats en Ciències Polítiques i Sociologia
Faculty of Education and Psychology at the University of Girona*
- **Course on participatory action-research methodology (2006)**
Six sessions designed for political scientists and sociologists on participatory action research (PAR) methodology, participation techniques and practical experiences in local and community development.
Col·legi Oficial de Llicenciats en Ciències Polítiques i Sociologia
- **Course on Participatory Action Research (2006)**
Training in PAR methodology, worth one credit towards the master's degree in Techniques of Applied Social Research (TISA).
*Universitat Autònoma de Barcelona
University of Barcelona
Col·legi Oficial de Llicenciats en Ciències Polítiques i Sociologia*
- **Training for the local housing offices network (2006)**
Coordinating and facilitating thirteen training sessions on housing-related aspects, with the participation of various expert guest speakers. The report on this training programme has been drafted.
Barcelona County Council

Service and resources management

- **Preparation of the Citizen Participation by-law for Palafolls (2004-2005)**
The by-law on Citizen Participation was drawn up for the municipality of Palafolls via a process of consultation with organisations and private individuals.
Palafolls Town Council
- **Workshop to debate the draft of the General Plan for Forest Policy (2005)**
Facilitation of the workshop that brought together various organisations related to forestry to debate a draft of the Catalan regional government's General Plan for Forest Policy.
Armediación

- **Dialogue-café during the seminar on far-right-wing violence in Sabadell (2005)**
 Utilisation of group dynamics to encourage the citizens of Sabadell to participate in the debate on far-right-wing violence, a serious problem in the city at that time.
Sabadell City Council
- **Participatory workshop for improving mobility and road safety (2005)**
 Facilitation of the seminar for working with and gathering proposals from neighbours of the district of Sarrià - Sant Gervasi in Barcelona, with the goal of improving mobility and road safety.
District of Sarrià – Sant Gervasi, Barcelona City Council
- **Reporting on results concerning urban development in Eixample Nord, El Prat de Llobregat (2005)**
 Reporting session to inform the public on the results obtained from the participatory process carried out in 2002 on urban development for the Eixample Nord area of the city of El Prat de Llobregat.
El Prat de Llobregat Town Council
- **Community plans in the neighbourhoods of Vallbona and Ciutat Meridiana (2006-2007)**
 Update of the diagnoses of the community plans for these two Barcelona neighbourhoods. The neighbourhood of Ciutat Meridiana has moved on to a second phase and is developing some of the plans of action developed from the diagnosis.
Vallbona Neighbourhood Association and Ciutat Meridiana Neighbourhood Association
- **Participatory consultation exercise on the renovation of carrer Llobregat (2006)**
 Participatory process to decide the use to be made of the new urban development on Llobregat street in the neighbourhood of Sant Cosme. The opinions of neighbours and organisations were gathered, and the children participated as well through a party held on the street.
El Prat de Llobregat City Council
- **Participatory consultation exercise on the design of Plaça Orcasitas in San Cosme (2006)**
 Since Plaça Orcasitas in Sant Cosme was being renovated, a consultation exercise was held to define the use to be made of the square in keeping with the needs of the residents of the surrounding blocks.
El Prat de Llobregat City Council
- **The “Get the 207 elections ready with us” dialogue-café (2006)**
 Activity carried out as part of the participation process started by the political party *Iniciativa per Catalunya Verds* in the city of Rubí with the goal of defining and clarifying their political and organisational strategy for the next year’s municipal elections. This process involved both the rank and file of the party as well as social stakeholders from the municipality who had worked with the party on previous occasions.
Iniciativa per Catalunya - Verds of Rubí
- **Living together around the Plaça Osona in Vic**
 Based on the report of the mediation carried out in the square in Vic in 2005, a participation process involving the neighbours was proposed so as to carry out some of the proposals gathered and agreed upon.
Vic Town Council
- **Drafting of the new public facilities plan for the Terrassa City Council (2006-2007)**
 Drafting of a unified plan for managing public facilities based on a participatory process carried out with politicians, municipal specialists and administrators and users of the different community centres and associations. The plan included various working groups to define the management model and functions of future public facilities.
Terrassa Town Council
- **Facilitation of workshops during the seminar "Civic responsibility and participation" (2006)**
 Responsible for facilitating and driving workshops during the seminar on civic responsibility with associations from the town of El Prat de Llobregat. A report was drafted on the results.
El Prat de Llobregat Town Council

- **Facilitation of workshops during the seminar celebrating 18 years of the *City Department for Social Welfare (Consell Municipal de Benestar Social)* (2006)**
Responsible for facilitating and driving workshops held on the celebration of 18 years of the *Consell* to discuss the report drafted by the IGOP on "*Benestar Social's* impact on Barcelona social policies".
Institut de Govern i Polítiques Públiques (IGOP)

Solidarity policies: immigration, intercultural relations and international cooperation

Research

- **Report on temporary hostels for non-EU immigrants (2005)**
A study on existing needs for and responses to hostels for recently-arrived, non-EU immigrants. A proposal was drafted to set up such a service in Catalonia.
Immigration Secretary, Catalan Regional Government
- **Research on the impacts of the World Social Forum (WSF) on Catalan municipal councils and on social movements (2005-2006)**
Project carried out with the Universitat Autònoma de Barcelona and the associations I-BASE (Brazil), Fundación Imago (Colombia) and ARCI (Italy). The impact of the World Social Forum (WSF) on Catalan municipal councils and social movements was studied, resulting in a methodological research proposal for evaluating these kinds of impacts.
Catalan Fund for Development Cooperation (Fons Català de Cooperació per al Desenvolupament)
- **Traceability in the social-integration processes of immigrants (2006)**
Research attempting to reconstruct and present the biographies of immigrants living in Catalonia through their own discourses, impressions and judgements. These assessments were contrasted with third parties from the host country who have affected the immigrants' levels of integration.
Ministry for Work and Social Affairs
- **Access of ethnic minorities to public housing in Europe (2006)**
Research on public housing to examine, as part of a first exploratory phase, the access minorities have to public housing and to be able to compare different European experiences. In the second phase proposals for good practices will be collected.
Directorate General for Housing, Catalan Regional Government
- **Diagnosis of the training needs of workers within the meat, construction, and food and agriculture industries (2006-2007)**
Research aiming to bring to light the circumstances and training needs for non-EU foreigners working in sectors that tend to have many such workers (the meat, construction, and food and agriculture industries).
CEPROM (Comissió Obrera Nacional de Catalunya Trade Union)

Consultancy

- **Cornisa, 2nd and 3rd phases Plan for community regeneration and the promotion of local development in the provinces of Tétouan, Chefchaouen and Boulemane-Missour (2005-2006)**
Advice and support to the Moroccan association SODEV to identify the most significant needs and problems of these three municipalities. This analysis was carried out via a participatory process involving civil society. Various projects and programmes were decided upon.
Catalan Agency for Development Cooperation, Catalan Regional Government

Training

- **Training for workers at the citizens' advice and information centres (OAC's) (2005)**
Taught the course "informing immigrant citizens" to professionals attending to the public in Barcelona city-government offices.
Human Resources Department, Barcelona City Council

- **Participation in the Casoteca project advisory group (2005-2006)**
Exchange of experiences between experts on intercultural relations and immigration with an aim to determine good practices in managing diversity.
Jaume Bofill Foudation
- **Training course on newly-arrived immigrants and intercultural relations (2006)**
Training sessions on key issues surrounding intercultural relations; practical suggestions for welcoming new neighbours of foreign origin; hints on incorporating these suggestions into the various Cornellà neighbourhood associations.
Federation of Neighbourhood Associations of Cornellà
- **Training in community leadership for youth in Ciudad Bolívar, Colombia (2005-2006-2007)**
Training Colombian youth and providing them with skills in the management and organisation of cultural activities. The goal was for them to become active agents in promoting change, development and peaceful coexistence within their communities.
Catalan Agency for Development Cooperation, Catalan Regional Government

Service and resources management

- **Neighbours without Borders, 8th phase (2005)**
Actions to regenerate housing for non-EU immigrants and to promote peaceful coexistence in the region of Alt Penedès and in the town of Roda de Barà. Collaboration since 1997 with standard information services on access to housing.
Ministry for Work and Social Affairs (MTAS)
- **Integration of non-EU immigrants in the neighbourhood of Les Escodines in Manresa (2005)**
Programme conceived together with the Les Escodines (Manresa) neighbourhood association to promote peaceful coexistence as well as intercultural and intergenerational relations in the neighbourhood.
Ministry for Work and Social Affairs (MTAS)
- **Roda Mosaico, 2nd phase Educational project to advance the community through participation in the municipality of Roda de Barà (2005)**
Programme targeted toward the inhabitants of Roda de Barà to foster their “sense of belonging” to the town and the recognition of the different groups present in the population.
Obra Social de la Caja de Ahorros del Mediterraneo
- **Awareness-raising campaign against gender violence in Morocco (2005-2006)**
Awareness-raising action employing a critical drama (Blue+Red=Violet) targeted towards the general population. The play deals with violence against women and with the possibilities for change found in the new Family Code. The project was carried out in partnership with the Moroccan associations SODEV and Aquarium.
Catalan Agency for Development Cooperation, Catalan Regional Government
- **Teatre per conviure (2006)**
Awareness-raising programme to foster positive intercultural coexistence in the towns of Premià de Mar and Roda de Barà through plays performed by the Moroccan group Aquarium.
Immigration Secretary, Department of Social Welfare and Family Affairs, Catalan Regional Government
- **Ondines Integration of immigrant youth through swimming (2005-2006)**
Pioneering initiative to foster the integration of young non-EU immigrants through sports (without forgetting gender issues), specifically through learning to swim. 30 young people (15 boys and 15 girls) were each outfitted with a swimming kit. The project was carried out with Fundació Claror.
**Barcelona City Council
Ministry for Work and Social Affairs**

- **Participatory design of the Sant Cugat del Vallès Citizens' Plan action programme**
 Mobilisation of the citizens of the municipality of Sant Cugat (together with associations and groups that deal with issues related to immigration) to come to a consensus on what activities are priorities in creating an inclusive society. Aspects of the Citizens' Plan that were redefined included its organisation, the working committees and the immigration committee's by-laws.
Sant Cugat del Vallès Town Council
- **Drafting of and specialist assistance with the Canovelles Citizens' Plan (2005-2006-2007)**
 Diagnosis and design of the basic action plan to foster positive intercultural coexistence in the municipality. This project was carried out as a participatory process involving social stakeholders from this town. Now that the plan has been approved, some of the plans of action are being carried out, such as the formation of the Citizens' Council.
Canovelles Town Council
- **Management of the Viver programme – resources for positive intercultural relations in Premià de Mar (2005-2006)**
 Awareness-raising programme carried out both in schools and with the population at large to promote positive intercultural relations in the village of Premià de Mar. The specific activities included a puppet show, a storytelling workshop, stories from around the world and the *Contefòrum*.
Premià de Mar Town Council

Mediation

Consultancy

- **Advising on intercultural mediation for city employees in Pamplona (2005)**
Seminar on tools to carry out the tasks of a mediator for Pamplona Town Council employees working in the Mediation Service.
Pamplona Town Council

Training

- **Course to provide intercultural mediation skills (2005-2006-2007)**
Training on intercultural mediation for unemployed immigrants. The course combined theoretical and practical training in public institutions and/or companies.
Ministry of Employment, Catalan Regional Government
- **Training and mobilisation of working teams as part of the “Abraza la tierra” (*Embrace the Earth*) project (2005)**
Training in intercultural mediation and mobilisation of professional teams which promote the reception given to new settlers in rural areas of Spain. Training materials were designed as well.
Armediación
- **Course to provide intercultural mediation skills in Minorca (2005)**
Training activities in intercultural mediation for professionals from various organisations related to the foreign population on the island.
Consell Insular de Menorca
- **Training on intercultural mediation in Fuerteventura, Lanzarote and Arona del Sur (2005)**
Training activities in intercultural mediation in workshops planned by the government of the Canary Islands.
Viceconsejería de Asuntos Sociales e Inmigración, Government of the Canary Islands
- **Training in intercultural mediation (2006)**
Training sessions on intercultural mediation for specialists working in the Segrià *Consell* district council.
Segrià County Council
- **The Summer School of the Barcelona County Council Department of Social Welfare (2006)**
Training sessions on community mediation and intercultural relations.
Department of Social Welfare, Barcelona County Council
- **Practicing intercultural mediation in public services (2006)**
Participation with a practical course in the 2nd Intercultural Mediation Employment Workshop in Granada.
Fundación Secretariado Gitano
- **Participation in the post-graduate degree Comprehensive Social Action with Immigrants (2006)**
Organisation and implementation of the module concerning intercultural mediation within this post-graduate degree programme.
Universitat Ramon Llull
- **Training the social stakeholders involved in the participatory process surrounding the Plaça Osona in Vic (2006)**
Training and skill-building sessions for neighbourhood leaders, presidents of residents’ associations and professionals from the Vic Town Council to effectuate the proposals resulting from the mediation process carried out concerning the Plaça Osona in Vic.
Ministry of Home Affairs, Institutional Relations and Participation, Catalan Regional Government

Service and resources management

- **BCN-MEDIA: Intercultural Mediation Services in the city of Barcelona (2005-2006-2007)**

BCN-Media carries out the following activities for the public services offered by Barcelona City Council's Department of Social Welfare:

- **Interpersonal Intercultural Mediation Services**

Services offered by a team of highly-qualified professionals designed to guarantee communication and mutual understanding between the employees of municipal public services and the foreigners who use those services. Activities have been carried out in all of Barcelona's districts.

As part of this service, a work programme has been started up dealing with Latin-American youth and their relation to youth-related public services.

- **Community Intercultural Mediation Services**

A highly-qualified team of professionals specialised in participation and community mediation works to restore intercultural dialogue and peaceful coexistence in a street or neighbourhood, or to carry out preventative tasks or conflict resolution in crisis situations.

- **Neighbourhood Intercultural Mediation Services**

Services offered as part of the activities carried out to resolve interpersonal or group conflicts, specifically between foreign individuals or families and natives who live in the same building, when there is friction, conflicts of interest, differing attitudes and communication patterns, non-agreed use of common areas, improper use of said areas or diverging customs.

Department for the Management of Social Welfare Services, Barcelona City Council

- **Community Mediation Services in the province of Barcelona (2005-2006-2007)**

A highly-qualified team of professionals specialised in participation and community mediation intervene to restore dialogue, good relations and peaceful coexistence in a street, a neighbourhood, in communal spaces or in municipal public facilities, carrying out preventative actions and conflict resolution in crisis situations as well. Actions have been carried out in Premià de Dalt, Calella de Mar, Gavà, Sant Just Desvern, Vic, Vallirana, Olèrdola, Sant Celoni, Gironella, Rubí, Badia del Vallès, Sant Joan Despí, Sant Feliu de Llobregat and Les Franqueses del Vallès.

Department of Social Welfare, Barcelona County Council

Equal opportunities and accessibility

Research

- **Study on “Universities and Disabilities” (2005-2006)**
Research carried out to determine the current situation, the needs and supports for people with disabilities in Spanish universities. In 2006 the study was revised allowing it to be the main text informing the “White Paper on Disabilities and Universities”.
Royal Board on Disability, Ministry for Work and Social Affairs
- **Study of the need for further training and support for workers with learning disabilities (2006)**
Diagnosis to analyse the current situation and the needs for further training and support for people with learning disabilities working in ordinary businesses.
Catalana Síndrome de Down Foundation
ACTAS Foundation

Consultancy

- **Accessibility study of the Parc Tecnològic Barcelona Fòrum Nord (2006)**
Diagnosis of the building’s degree of accessibility and proposals for improvements that would guarantee access for all.
Barcelona Activa
- **Accessibility study for the exhibitions in Palau Robert (2006)**
Proposals for improvements that would guarantee access for everyone to the exhibitions at Palau Robert.
Department of Social Welfare and Family Affairs, Catalan Regional Government
- **Participation in the working group of the Centro Español del Subtitulado y la Audiodescripción (2006)**
Working group with experts from all over Spain to create a professional profile for persons who work in subtitling and audio description.
Centro Español del Subtitulado y la Audiodescripción (CESYA)

Training

- **Course: “access to cultural activities for groups with specific needs” (2006)**
Course explaining the different human and technical resources available for solving the access problems that people with specific needs have within the city’s cultural spaces. Also, knowledge about the main characteristics defining people with specific needs was share with workers from the Culture Institute of Barcelona.
Culture Institute of Barcelona, Barcelona City Council

Service and resources management

- **“Espai Jove” Orientation and support around issues of joining the labour market for young people from the town of Roda de Barà (2005-2006)**
Personalised orientation programmes on joining the labour force targeted towards unemployed people under 25 years of age and at risk of social exclusion. The programme includes local resource mobilisation and follow-up for the young people as well as contacts with companies and institutions.
Ministry of Employment, Catalan Regional Government
- **Facilitation of the working seminar on the latest legislative projects for the Municipal Institute for People with Disabilities (2005)**
Advice and facilitation for the participatory workshops offered to employees of the IMD during the working seminar held on the occasion of the latest legislative projects.
Municipal Institute for People with Disabilities

- **Accessibility service for people with disabilities (2006)**

A service that advises on the basis of the necessary accessibility criteria so that people with disabilities can enjoy existing cultural and entertainment activities to the same extent as other citizens. Before carrying out any changes, advice is offered on adjusting the accessibility criteria and the measures to be taken, bearing in mind the physical space and/or the type of event.

- ***Support for the Festival Grec (2006)***

Support for persons with visual disabilities during two shows at the Teatre Grec.

Municipal Institute for People with Disabilities

- ***Seminar and assembly of the European Observatory Cities and Towns for All (2006)***

Coordination of the accessibility measures taken. A subtitling service was offered as well as a support service reserving appropriate seating according to the differing needs of disabled individuals.

Municipal Institute for People with Disabilities

- ***Barcelona County Council Quality Awards (2006)***

A support service reserving appropriate seating according to the differing needs of disabled individuals and coordination of the established measures to be taken.

Department of Social Welfare, Barcelona County Council

- ***The “Apropa’t a la ciència” (Get close to science) exhibition at Palau Robert (2006-2007)***

Various activities were carried out ensuring accessibility to the exhibition for persons with disabilities: visual impairments (mock-ups, audioguides, catalogues in Braille, guides to accompany visitors), hearing disabilities (subtitling, sign language) and learning disabilities (special guided visits).

Department of Social Welfare and Family Affairs, Catalan Regional Government

3. OTHERS

Lectures, panel discussions

Habitat and participative democracy

- **“Social integration, coexistence and public space”** during the *3rd seminar on immigration and society: the local world and participation*. Carles Riera i Albert. Vic, December 2006.
- **“Social integration, coexistence and public space”**. Organised by the Pla de Ciutadania i Immigració d'Olot. Carles Riera i Albert. Olot, November 2006.
- **“Community plans and community mediation”**, organised by the Faculty of Psychology of the Universitat Autònoma de Barcelona. Enrique Vidaurázaga. Universitat Autònoma de Barcelona, November 2006.
- **“Community work: cohesion and social reciprocity”**, upon the awarding of the 4th Josep Maria Rueda Prize during the seminar *The community aspect of social engagement*. Carles Riera i Albert. Barcelona, November 2005.
- **“How to make the Catalan Regional Government’s budgets participatory”**, during the seminar *Participatory democracy: realities and proposals*, organised by Joves d’Esquerra Verda. Elena Rovira i Pérez. Barcelona, October 2005.
- **“A decade of local participation: new proposals”**. Organised by the Faculty of Sociology of the Complutense University of Madrid. Carles Riera i Albert. Madrid, April 2005.

Solidarity policies: immigration, intercultural relations and international cooperation

- **“The prevention of violence: the dynamics of urban space”**. Inaugural lecture. Organised by the Secretaria General de Joventut. Josep Maria Navarro i Cantero. Girona, December 2006.
- **“The Canovelles Citizens’ Plan”** during the seminar *Joining forces with the citizens*. Organised by the Vallès Oriental Regional Council. Marta Domènech i Cañas. Granollers, December 2006.
- **“Experiences and practical resources in sports and intercultural education”**. Lecture given during the seminar *Children of immigrant families in the Catalan school system*, organised by the Ibn Batuta Association and the European Institute of the Mediterranean. Guillem Martí i Soler. Reus, November 2006.
- **“The principle of ‘social mixing’ in European urban policies”**. Lecture at the *4th Social Anthropology Seminar*. Organised by the Faculty of Education and Psychology at the University of Girona. Mikel Aramburu Otazu. Girona, November 2006.
- **“Immigration’s contributions to urban commerce”**. As part of the round-table discussion during the 1st International Conference on Urban Commerce. Organised by the Vitoria-Gasteiz City Council. Mikel Aramburu Otazu. Vitoria, September 2006.
- **“Immigration in Barcelona”**. Lecture during the *Hispano-German lecture series*. Organised by the Cervantes Institute in Berlin. Mikel Aramburu Otazu. Berlin, May 2006.
- **“Public policy: cohesion and participation in multicultural contexts”**. During the *3rd seminar on immigration and society: the local world and participation*. Osona Regional Council. Carles Riera i Albert. Vic, December 2005.
- **“Living together in the old-fashioned way and immigrant neighbours”**, organised by the University of the Balearic Islands. Carles Riera i Albert. Palma, September 2005.

- **“Multiculturalism, conflict and social inclusion in the city: from intercultural mediation to community work with diversity”**. Carles Riera i Albert. As part of the *2nd seminar on intercultural mediation in Barcelona*. Barcelona, May 2005
- **“The experience of the Neighbours Without Borders project and the Igloo network”** during the *Seminar on the network for social-rental mediation*. Sergi Sánchez Guirao. Barcelona, January 2005.

Mediation

- **“The setting and possibilities for intercultural mediation: the makeup of a mediator”**. Lecture within the *Seminar on intercultural mediation*. Organised by the CEIM Foundation. Genisa Prats San Roman. Valencia, November 2006.
- **“Community intercultural mediation: different experiences with shopkeepers in the city of Barcelona”**. Lecture within the *Seminar on intercultural mediation*. Organised by the Red Cross. Mercè Zegrí i Boada. Tudela, October 2006.
- **“Intercultural mediation applied to interpersonal relationships: a tool for conflict prevention”**. Within the post-graduate degree programme on *Intercultural Communication, Translation and Interpretation in Public Services*. Organised by the Faculty of Philosophy and Arts of the Autonomous University of Madrid. Genisa Prats San Roman. Madrid, 2006.
- **“Intercultural mediation in interpersonal and community relationships”**. Within the post-graduate degree programme *Intercultural Social Mediation*. Organised by the Autonomous University of Madrid. Genisa Prats San Roman. Madrid, 2006.
- **“Intercultural mediation”**. Within the Community Mediation post-graduate degree programme. Organised by the University of Barcelona. Elizabeth Uribe Pinillos. Barcelona, 2006.
- **“The role and duties of an intercultural mediator”**. Within the Intercultural Mediation post-graduate degree programme. Organised by the University of Girona. Genisa Prats San Roman. Barcelona, 2006.
- **“Intercultural skills”**, within the Intercultural Mediation post-graduate degree programme. Organised by the University of Girona. Elizabeth Uribe Pinillos. Barcelona, 2006.
- **“The social context of intercultural mediation and intercultural skills”**, in the summer course *Teaching Spanish as a second language to immigrants*. Organised by the International University of Andalusia. Genisa Prats San Roman. Baeza, August 2006.
- **“Experiences in mediation: the example of BCN-Media”**. During the seminar on mediation during the Intercultural Fair. Mohamed Essalhi. Castelló de la Plana, December 2005.
- **“The social context of intercultural mediation and intercultural skills”**, in the summer course *Teaching Spanish as a second language to immigrants*. Organised by the International University Menendez Pelayo in Santander. Genisa Prats San Roman. Santander, August 2005.
- **“The immigrant shopkeeper: revitalising economically depressed areas”**. Within the course *New commitments for retailers: going beyond mere selling – corporate responsibility and immigration*. Mercè Zegrí i Boada. Bilbao, July 2005.
- **“Methods and techniques from civic participation applied to community mediation: the example of conflicts around the use of public areas”**. Within the *8th seminar on participation and sustainable development*. Organised by the post-graduate degree programme Participation and Sustainable Development at the University of Barcelona. Josep Maria Navarro i Cantero and Mercè Zegrí i Boada. Bellaterra, April 2005.

Equal opportunities and accessibility

- **“Participation and information”** within the seminar *Good practices and general assembly of the European Observatory Cities and Towns for All*. Carles Riera i Albert. Barcelona, December 2006.
- **“The needs for further training and support for workers with learning disabilities working in ordinary businesses”**, within the seminar *Complementary activities in the Ministry of Employment*. Organised by the Associació Catalana de Treball amb Suport (ACTAS). Imma Alemany i Ayats and Consuelo Anton i Galindo. Barcelona, October 2006.
- Moderation of the round-table discussion **“Independent life and public space”** held during the seminar *Independent living and disabled persons* organised by the Prat de Llobregat City Council. Mercè Collet i Sabé. El Prat de Llobregat, April 2006.
- **“People with learning disabilities and the need for intermittent support: circumstances, requirements and demands – improving our approach to people with learning limits”**. Organised by the Ortzadar Association. Mercè Collet i Sabé. Donostia - San Sebastián, October 2005.

Miscellanea

- **“Post-dissertation work experience”**. Lecture during the Doctoral Seminar in Catalonia. Organised by the Directorate General for Research of the Department of Universities, Research and the Information Society. Jordi Pascual i Saüc. Collbató, June 2006.
- **“Groups engaging in psychological manipulation: the situation and some concepts”**. Public lecture. Organised by the Ministry of Health of the Catalan Regional Government. Jordi Pascual i Saüc, together with Manel Balcells (Ministry of Health) and Josep Maria Jansà (AIS). Barcelona, July 2005.
- **“Sect update: a study on prevalence and qualitative research”**. During the international conference *Psychological manipulation, sects and other alternative movements*. Organised by the Autonomous University of Madrid and ICSA Association. Jordi Pascual i Saüc and Enrique Vidaurrázaga, together with Josep Maria Jansà (AIS). Madrid, July 2005.

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Seminars organised by DC

2nd seminar *Intercultural mediation in Barcelona* as part of BCN-Media's services. (May 2005)

Seminar to engage in training and knowledge exchange, targeted towards professionals working in personal services in Barcelona City Council, in order to reflect on BCN-Media's experiences as well as others' experiences in intercultural mediation.

Barcelona City Council

European seminar on *Community development and social inclusion: in search of good practices* (November 2005).

A European seminar whose goal was to compare criteria for good practices in social inclusion from four fields within community development: coexistence, cooperation networks, social welfare and creativity. The seminar put the final touches on the European map of indicators on good practices in community development for social inclusion that the CEBSD network is drafting.

Directorate General for Community and Civic Action, Department of Social Welfare and Family Affairs, Catalan Regional Government

The Centre for Citizen Participation, OA Flor de Maig, Barcelona County Council

Barcelona City Council

Combined European Bureau for Social Development (CEBSD)

International seminar: *Diversity in the debate between civil society and political society towards a radicalisation of democracy* (November 2005).

During the 2nd assembly of the Euralat network in Barcelona, an international seminar was held around two presentations: "*Coordination between Latin America, Europe, Africa and the Mediterranean: the World Social Forum as framework: diversity, dialogue between civilisations and democracy*" and "*the debate between civil society and political society in the radicalisation of democracy: the World Social Forum as framework*".

The Catalan Agency for Development Cooperation, Catalan Regional Government

Barcelona County Council

Euralat network

Seminar: *Towards a dialogue between civilisations in the Mediterranean*, during the *Mediterranean World Forum* (November 2005).

Seminar held to build supportive political relationships in the Mediterranean, create complicity with peoples and countries from the region and from different spiritual and political traditions. It was a meeting to advance towards a strategy of social movements and civic organisations capable of responding to the most significant challenges faced in this region which suffers from so many problems.

The Catalan Agency for Development Cooperation, Catalan Regional Government

Lecture series on "*Social change and women's movements in Morocco: experiences, thoughts and proposals*" (November 2006)

Every year we organise a series of lectures on experiences around work and civil mobilisation in Morocco as part of the Cornisa Network, and this year it was decided to focus on women's movements and the essential role they play in fostering change in their country.

Office of International Relations, Barcelona County Council

The Catalan Agency for Development Cooperation, Catalan Regional Government

Seminar on "*Social inclusion: some factors and plans of action*" (November 2006)

In this seminar the association Igloo-Catalunya's cross-cutting action model was explained and debated, as were practical experiences in carrying out actions and the analysis of specific examples that facilitate the inclusion of the poor and that tackle different areas of personal and social life (housing, health, work, social relations, among others).

Barcelona City Council

Terrassa City Council

Manresa City Council

El Prat de Llobregat City Council

Rubí City Council

Comissió Obrera Nacional de Catalunya

UGT