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TOOLKIT FOR EQUALITY: THE LOCAL LEVEL

Mapping and Clustering of Policy Approaches

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Survey Report



TOOLKIT FOR EQUALITY: THE LOCAL LEVEL - research project to develop a practical toolkit compiling the most successful policies implemented by European cities to fight racial discrimination

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Executive Summary

This paper presents the findings from a survey among 40 European cities on their policy approaches to counteracting racial discrimination. It provides an overview of the policies implemented in those cities and analyses in detail 25 promising policy examples from 23 cities in 10 European states. Policies within the same category are then synthesized into six model policies that highlight the characterizing factors of promising policies and should serve as inspiring models for other cities.

In counteracting racial discrimination, cities are most active in their function as a democratic institution, as rule-makers, and as service providers. Policies most frequently employed are monitoring, advisory boards, action plans, training of employees, and policies in different areas of service provision. When asked to describe especially successful policies, the participating cities chose to describe first and foremost action plans, monitoring, legal support for victims (anti-discrimination offices), advisory boards/committees and services for newly arrived immigrants. Cities in general focus on policies that aim to prevent racism and racial discrimination and support victims rather than sanctioning racist behaviour.

The results indicate that there is an untapped potential for many cities to make use of their power as an important local employer and as a contractor. A quarter of the participating cities still do not provide training for their employees in non-discrimination. Other potential policies in the cities' functions as an employer are rarely applied. In their function as a contractor, only about one third of cities make use of anti-discrimination clauses in procurement contracts, conditions for licences, or subsidies.

When it comes to the successful implementation of policies, findings indicate for all kinds of policies that it is fruitful to have a city entity that has the specific responsibility and competence to put forward initiatives addressing discrimination, including racial discrimination. Secondly, it is important to take up and explicitly involve the practical expertise of civil society actors and local organisations into this process. Additionally, it needs to be concluded that promising policies are planned and implemented as long-term endeavours and are evaluated over time. For some kinds of policies, particularly those concerning the city as a contracting authority, the involvement of service providers and other private actors is needed.

Cities named several difficulties in the implementation of anti-discrimination policies. One is to reach migrants and members of minorities and in particular to encourage victims of discrimination to report cases and make use of support services. Thus, an active involvement of the target group, targeted outreach work and broad public relations efforts, (e.g. through collaboration with widely read local newspapers) is needed.

Another challenge is to efficiently use the competences of local actors by coordinating activities of different municipal offices, NGOs, police, and other civil society actors. This includes gathering and comparing data from various sources on forms and cases of discrimination, and to ensure that relevant actors in the field are informed about each other's competences and effectively refer clients to the competent body.

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1. DEFINITIONS

This research project focuses on policies to counteract racism and racial discrimination. The terms used in this paper are to be understood as follows:

“Racial discrimination” is defined by the International Convention on the Elimination of all Forms of Racial Discrimination (ICERD) as *“any distinction, exclusion, restriction or preference based on race, colour, descent, or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life”* (Article 1 ICERD). As such, racial discrimination is banned by the international community as a serious human rights violation. Racism plays a major role in the social processes that give rise to, and entrench such racial discrimination.

The term *“member of minority group”* denotes persons who are exposed to racial discrimination in their country of residence due to their appearance, name, language, religion etc. This can include descendants of migrant families even if they are national citizens and not officially classified as *“ethnic minorities”*. The term *“member of minority group”* is synonymous to the term *“racialised person”*.

The term *“policy”* refers to an instrument or programme of which the purpose, goals and implementation have been politically agreed upon. It has a strategic and an operational component and it is embedded into the (long-term) institutional setting of the local government.

2. CONCEPT AND GOALS

During 10 years since the founding of the ECCAR network, the European cities have gained experience in the implementation of a variety of policies, taking different approaches, and realizing various ideas. As it is in the core idea of ECCAR to facilitate exchange of experience in order to further inspire and improve the city’s policies to fight racism and discrimination, the project TOOLKIT FOR EQUALITY was launched.

The goal of this project is to provide a toolkit that draws upon the experiences of European cities with the most successful policies against racial discrimination. There is no intention to compare the cities *“performance”*; the purpose of the project is rather the documentation and sharing of effective policies, in order to provide the cities with a practical guide on the implementation of effective anti-discrimination policies.

In the 1st phase of the project, desk research on applied policies resulted in a compilation of around 50 equality policies. These approaches were **clustered in 5 areas of municipal activities** that formed the structure for the further research. Local governments took action in their capacity as

- * Democratic institutions
- * Rule-makers
- * Employers

- * Service providers and
- * Public contractors

The desk research was completed in January 2014. The results were presented in a Working Paper.

The aim of the 2nd phase of the project was to include practical experiences in the Toolkit. Therefore a survey was designed, inviting cities to present policies that the cities state/assert have been successfully implemented. The goal of the survey was to generate a database of promising policies and to analyse their central characteristics, their process of implementation, and their challenges in this regard. Additionally it aimed at discussing whether these policies are effective in terms of promotion of equality, improvement of equal opportunities, fostering inclusion, and/or participation. By this survey, ECCAR wanted to take the chance to bring together the expertise of more than 120 European cities that should in turn benefit from the results in the form of the Toolkit. The results of the 2nd phase will be presented in this report.

In a subsequent 3rd project phase, the model policies outlined in this report will be further developed. To that end, selected cities will be visited to investigate the process and arguments needed for successful policy implementation by conducting qualitative interviews with the stakeholders involved. Thereby it will be possible to go in-depth into the key factors of success and to conclude with a step-by-step manual for cities who wish to implement the policy in their context.

3. DEVELOPMENT AND USE OF HUMAN RIGHTS INDICATORS

How to measure progress and impact?

The purpose of the ECCAR-Toolkit survey was to identify promising policies for further investigation and analysis. The question of how to identify promising policies implies the question of how to measure the effectiveness of a policy. The use of indicators is recognized to that end. Indicators are an important tool for an objective, comprehensive and comparable assessment.

An indicator is defined by the UN Office of the High Commissioner for Human Rights (OHCHR) as *“specific information on the state or condition of an object, event, activity or outcome that can be related to human rights norms and standards; that addresses and reflects human rights principles and concerns; and that can be used to assess and monitor the promotion and implementation of human rights.”*¹

The OHCHR introduced a fundamental concept that became widely recognized, employing indicators on three different levels: Firstly, indicators need to measure results, in other words the outcome of a policy. This assessment needs to be linked with an analysis of the efforts that led to the measured outcome, in order to assess the process of implementation. This process is again shaped by the underlying commitment as well as the framework conditions, adding a structural level. This concept therefore calls for a triad of structural, process and outcome indicators.

The Congress of Local and Regional Authorities of the Council of Europe adopted this concept when outlining the Congress’ strategy on how to approach human rights issues from the local and regional point of view.² In its report *“Developing indicators to raise awareness of human rights at local and regional level”* (2011), the Congress also formulated indicators for selected rights, focusing on what local and regional authorities are doing to promote rights of vulnerable groups.

The design of the present ECCAR survey is based on these documents as well as on ECCAR’s Anti-discrimination Index (ADIX)³. The ECCAR-ADIX study discussed the conceptualization of human rights law as the principle behind constructing indicators. It developed a common framework for assessing the local situation in respect to racism and equality, as well as for the evaluation of the respective policies.

Further development of indicators is still needed in order to provide tools for a reliable evaluation of antidiscrimination policies. The relevance of this endeavour has recently been confirmed by the findings of the transnational project AMICALL conducted by the Centre on Migration, Policy and Society (COMPAS) and funded by the European Integration Fund (EIF). The authors concluded that *“although there are a number of guides to ‘good practice’ and ‘what works’ in this and related areas,*

¹ Office of the United Nations High Commissioner for Human Rights: *HUMAN RIGHTS INDICATORS. A Guide to Measurement and Implementation*, p. 16 (2012).

² Congress of Local and Regional Authorities of the Council of Europe, *“Developing indicators to raise awareness of human rights at local and regional level”* (2011)

³ Starl, K., Pinno, J. *Study on Challenges in the Development of Local Equality Indicators – A Human Rights-Centred Model*. UNESCO, Paris 2010. Starl, K., Möstl, M., Stocker, A. *ECCAR Monitoring Manual – Monitoring Racism and Discrimination at the Local Level*, Berlin 2013.

*much of the evidence for practices being 'good' is impressionistic and anecdotal. There is a **lack of robust evaluation** of how interventions have made a difference to outcomes."*⁴

When is a policy effective against racial discrimination?

Policies addressing racial discrimination need to be rooted in recognized human rights standards. Article 1 of the International Convention on the Elimination of All Forms of Racial Discrimination (ICERD) provides the normative framework for translating the legal dimensions of racist discrimination into policy objectives. *"In this Convention, the term "racial discrimination" shall mean any distinction, exclusion, restriction or preference based on race, colour, descent, or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life."* (Art. 1 ICERD).⁵

This definition therefore stipulates that racist discrimination may take the form of

- (1) distinction,
- (2) exclusion,
- (3) restriction, or
- (4) preference

In turn, the effectiveness of a policy needs to be assessed regarding if or to what extent the policy achieved the positive 'counterparts' of these four dimensions. These counterparts are understood here as:

- (1) equality as opposed to distinction;
- (2) inclusion as opposed to exclusion;
- (3) equal opportunities as opposed to restriction;
- (4) equal treatment as opposed to preference.

To conclude, effectiveness is seen as a quality of a policy leading to equality, equal opportunities, equal treatment or inclusion.

⁴ Centre on Migration, Policy and Society, Attitudes to Migrants, Communication and Local Leadership (AMICALL), Executive Summary, available at: http://www.compas.ox.ac.uk/fileadmin/files/Publications/Reports/Amicall_Exec_Summary_UK.pdf (23 January 2015).

⁵ International Convention on the Elimination of All Forms of Racial Discrimination, General Assembly resolution 2106 (XX) of 21 December 1965.

4. THE TOOLKIT SURVEY

How was the survey designed?

The research done for Working Paper 1 resulted in the clustering of policies in five areas of municipal activities with 22 policy types. For each of these 22 policy types, outcome indicators were developed in order to measure an actual impact of a policy. In operationalising the dimensions equality, equal opportunities, equal treatment and inclusion, and formulating concrete indicators, we followed the concepts mentioned above and took up suggestions from existing human rights indicator sets, such as the ones used by the monitoring committee of the Congress of Local and Regional Authorities. We also analyzed policies presented as “good practice” in various documents and websites. The guiding perspective however, was to define the outcome that would reflect the fully guaranteed human right. This conceptual work resulted in the development of 144 outcome indicators for 22 policy areas, formulated as concrete questions in three languages (see Annex 2).

The questionnaire was structured according to its two purposes: First, to gain an overview over what kind of policies are implemented by European cities, and second, to identify promising policies based on the assessment of the cities.

In the interest of an overview, cities were provided with the list of 22 policies in five areas of activities and asked to indicate which of these policies the city has implemented in order to address racial discrimination.

In a second step, respondents were asked to describe in more detail one to three policies of their city that they considered especially effective in counteracting racial discrimination or promoting equality, equal treatment, equal opportunities and/or inclusion of members of ethnic minorities. In semi-structured questions, respondents described the need for action, the purpose, target group and main actions of the policy. They answered to process indicators by providing information on the actors responsible for the implementation, duration and budget. Respondents also specified whether the policy aimed at the prevention, elimination or sanction of discrimination, and which legal dimension was explicitly addressed (equality, equal opportunity, equal treatment or inclusion).

Finally, the respondents were requested to assess the described policies by rating their effect on a set of outcome indicators. This self-assessment of policies by the cities must not be perceived as a final evaluation but rather as a critical reflection by the city as to whether an implemented policy had met the expectations on it. The city representatives are therefore treated as experts on the intended and actual outcome of a policy.

In the last part of the questionnaire, cities were asked to give available numbers of complaints against racial discrimination.

The questionnaire was distributed in the form of an online-survey in German, English and French. The invitation to participate in the survey was disseminated repeatedly via the networks ECCAR, Intercultural Cities, Eurocities and via the Congress of Local and Regional Authorities of the Council of Europe. In addition, ECCAR member cities were once more invited to participate at the conference on the 10th anniversary of ECCAR, October 2014 in Nuremberg. The invitation addressed either the mayor of the city or a city official delegated to the respective city network (which was ECCAR for most cities).

The invitation outlined the requirements for filling out all questions, namely to have an overview of the cities’ activities against racism and racial discrimination, more detailed information on one to three policies the respondent wishes to present as successful approaches, and available numbers of complaints. The invitation also contained a brief technical instruction on how to forward a partly filled out questionnaire to a colleague if information was not located in one person. Through offering this possibility we aimed at maximising the expertise and experience per each policy. Although the participants were anonymous, they were asked to name the city they work for at the end of the questionnaire (facultative question).

Who took part?

By disseminating the invitation to the survey via the city networks mentioned above, the request to participate addressed a total of about 150 cities. ECCAR member cities were repeatedly contacted and invited to take part.

A total of 40 cities participated in the survey. 23 cities completed the questionnaire and provided information on 41 policies. The remaining 17 cities ticked the boxes in the overview questions and exited the survey when asked to describe one policy implemented in their city in more detail.

The 23 cities that provided more detailed information are located in 10 different European states (Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain, Sweden and Switzerland). Most of them are medium sized cities with a population between 100.000 and 500.000 inhabitants (two participants did not give the name of her/his cities).

Table 1 Population size of participating cities

Population size	Participating cities
up to 100.000	1
100.001 - 250.000	8
250.001 - 500.000	8
500.001 – 750.000	1
750.001 - 1 million	0
over 1 million – 2 million	1
over 2 million – 3 million	0
over 3 million	2

Limitations

A quantitative analysis relies on the participation of numerous respondents. Despite repeated invitations via various city networks and personal contacts, actively reaching out to over 150 European cities, the readiness of cities to participate remained below expectations.

Although the invitation was addressed to the mayor and/or the person responsible for the city network (mostly ECCAR), we received feedback that respondents were challenged by the requirement to describe one to three selected policies in more detail. Nevertheless, the information

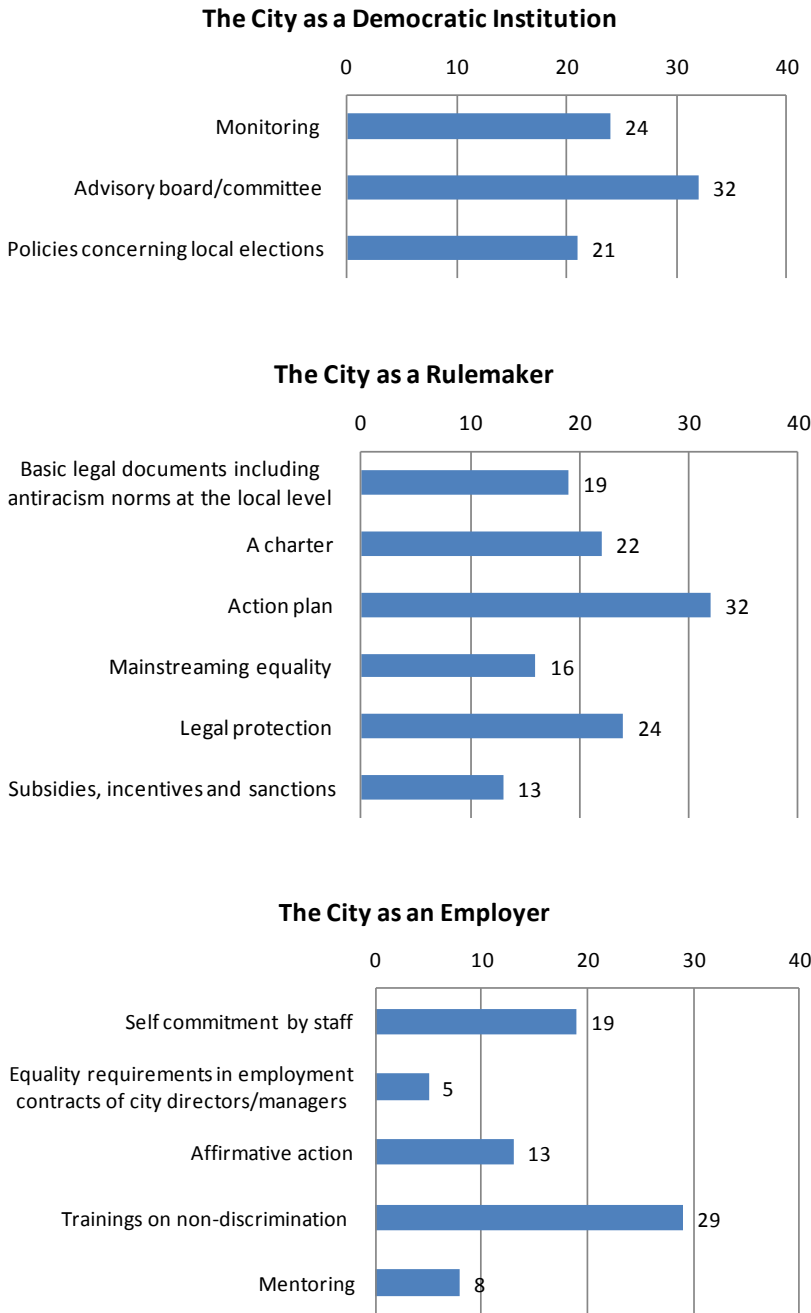
gathered through this survey provides an important overview and comparative selection of promising policies in the field of anti-discrimination. In order to further develop the findings into a practical manual for cities, an in-depth analysis on how to implement promising policies, through interviews with relevant stakeholders will be the next step.

5. EMPIRICAL RESULTS

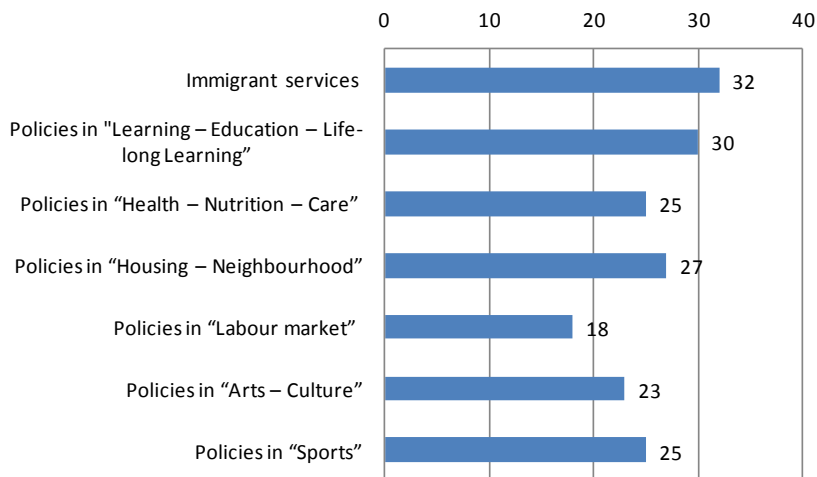
Overview - European Cities' policies

The first goal of the survey was to gain an **overview** into the areas of activities where cities employ policies against racial discrimination. 40 cities answered this question.

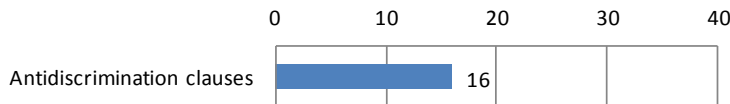
Figure 1 Policies cities employ to counteract racial discrimination



The City as a Service Provider



The City as a Public Contractor



In counteracting racial discrimination, cities are most active in their function as a democratic institution, as a rule maker and as a service provider. The most frequently applied policies are advisory boards/committees, action plans and services for immigrants, each being implemented by 32 out of 40 cities. The results show that there is an untapped potential for many cities to make use of their power as an important local employer as well as a contractor. Policies in the area "the city as an employer" were mentioned less often with the only exception being training on non-discrimination. Compared to other policies, training for employees is frequently employed, but still a quarter of the participating cities do not yet train their staff in non-discrimination matters. We can conclude that non-discrimination training is still not a standard in city employees' professional education.

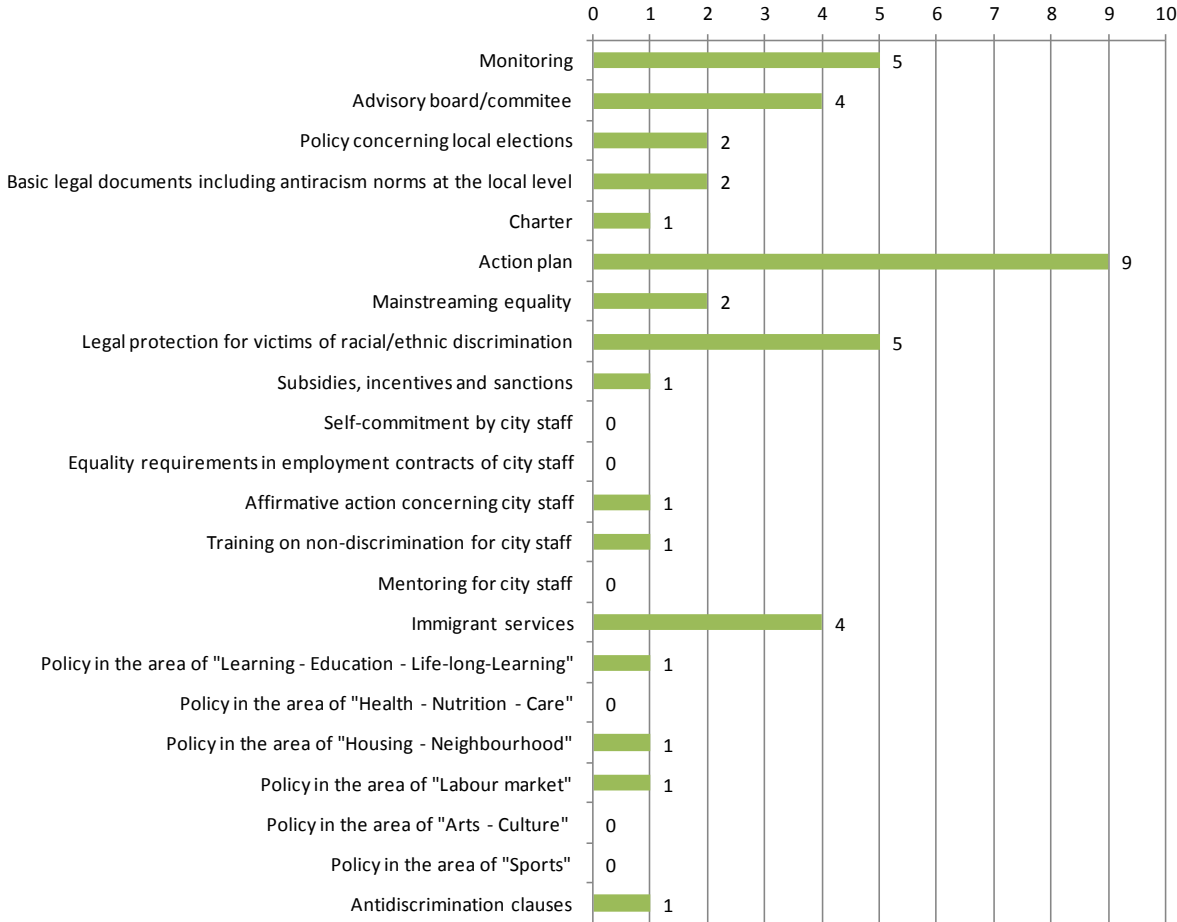
Cities are also rather reserved in addressing local entrepreneurs and private actors, be they contractors or subsidized organisations. Implemented policies were most frequently classified in the area "the city as a service provider" by the respondents, whereas cities make less use of equality requirements, be it in employment contracts of city directors/managers or concerning subsidies or procurement contracts.

This indicates that cities prefer policies that aim at preventing racial discrimination and supporting potential victims rather than eliminating discrimination and discriminatory behaviour by sanctioning offenders. Additionally, we can cautiously conclude that policies addressing racial discrimination are understood in the sense of diversity and integration policies, rather than as anti-racism policies.

Policies presented as particularly successful

In the second part of the questionnaire, cities were asked to describe one to three policies in more detail. Respondents were free to choose the **policies that they considered particularly successful** in counteracting racial discrimination in their city. 23 cities continued the questionnaire and were ready to describe one to three of their city’s policies in more detail. These cities presented 41 policies.

Figure 2 - Policies chosen by the cities to be described as successful examples (number of policies)



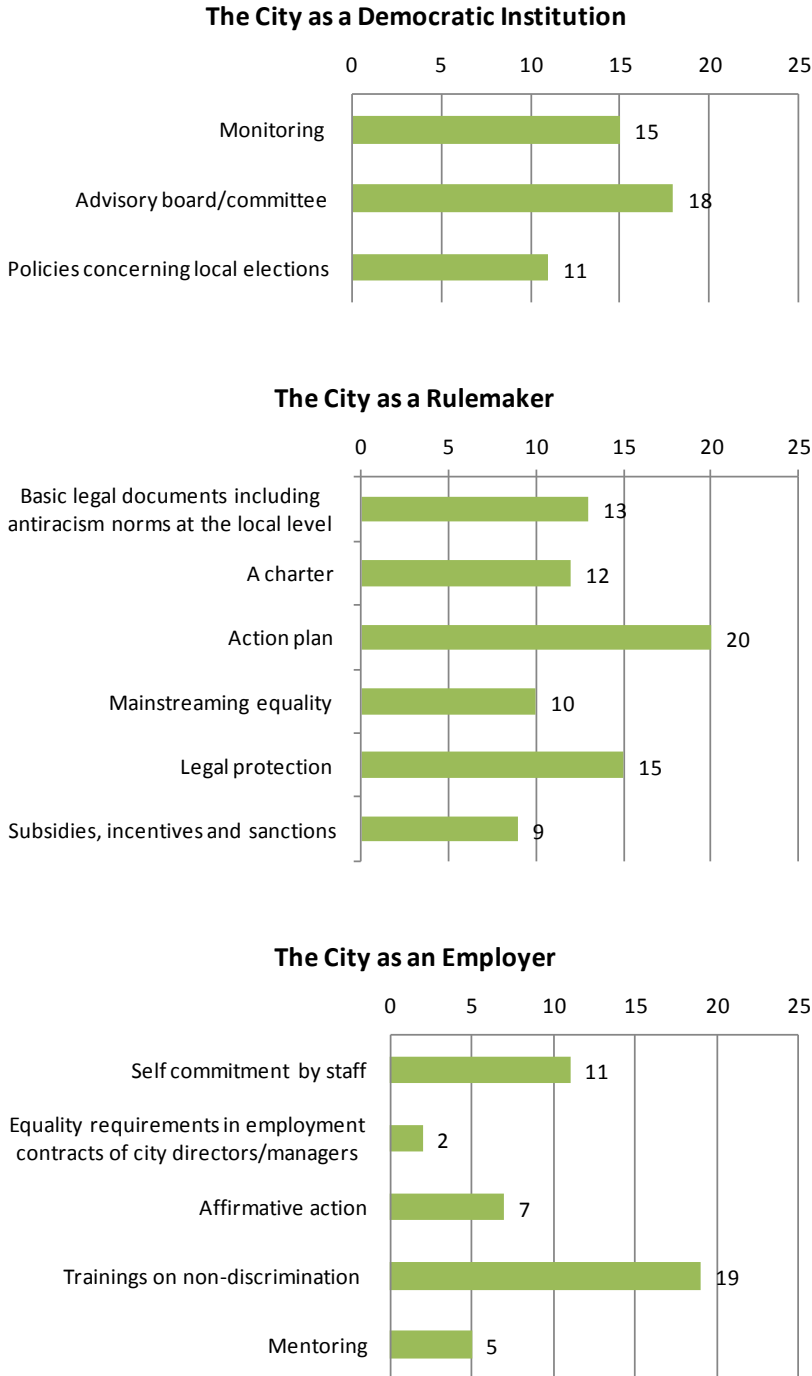
Cities most frequently presented action plans as a successful example (nine cities chose to describe an action plan). Action plans may address a variety of issues and therefore include policies in other areas i.e. trainings, services etc. Although the classification of policies does not provide information about its contents, it can be clearly noted that action plans are considered as successful instruments by most cities.

Five cities described monitoring mechanisms in more detail. Also five cities chose policies for the legal protection for victims of ethnic discrimination as successful examples. Advisory boards/committees and services for immigrants were described by four cities each.

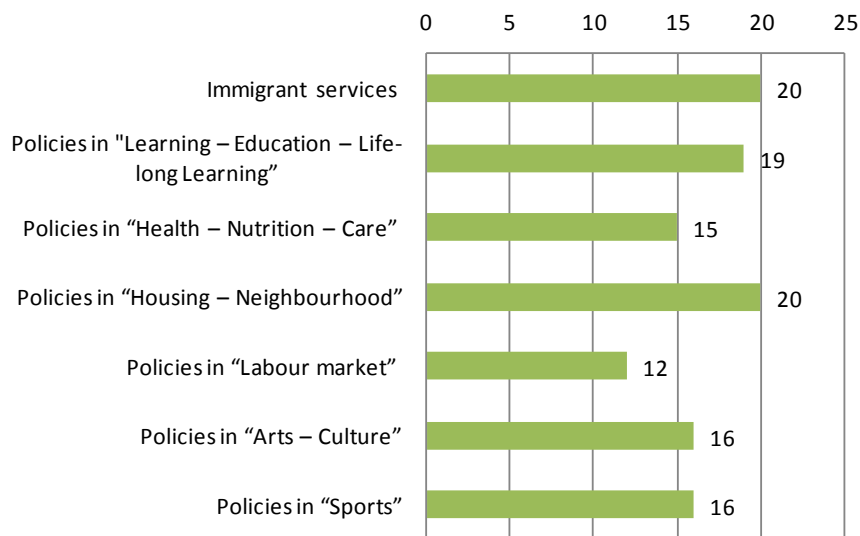
In order to analyse which policies the cities choose to describe out of the pool of all policies they have implemented, we need to compare the presented selection with the overall list of policies

applied by these 23 cities. The comparison shows that the distribution of implemented policies of the 23 cities on the whole reflects the distribution of policies among the 40 cities discussed above. It equally applies that cities take action most frequently in the city’s functions as a democratic institution, rule-maker and service provider.

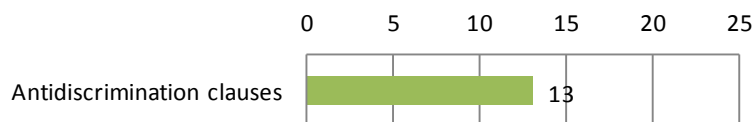
Figure 3 - Policies implemented in the cities (number of cities (out of the 23 cities that completed the survey))



The City as a Service Provider



The City as a Public Contractor



Although policies in each city's function *as a service provider* lead the list of implemented policies, they are underrepresented when cities are asked to describe successful policies. 20 out of the 23 cities have implemented a policy in the area "housing – neighbourhood" but only one city selects such a policy to describe it as a successful example. Likewise, 15 cities mention that they employ policies against racial discrimination in health, nutrition and care, 16 cities that they employ policies in the area of arts and culture, and 16 cities employ such policies in the area of sports – yet no city selects one of these policies to describe in more detail. Services for immigrants make the exception in this area as they are chosen by four cities to be presented in more detail as a successful example.

Most cities chose to present policies in the cities' functions *as a democratic institution* and *as a rule-maker*. Monitoring is described by five out of 15 cities that employ such a mechanism. Half of the cities that use an action plan present it as a successful example. Legal protection policies are described in more detail by five out of 15 cities that provide such services.

Training for city staff on non-discrimination has been implemented in (nearly) the same number of cities as action plans. Whereas action plans are also comparably often described in more detail, training policies by contrast are described only once. Similar for other policies taken by the city *as an employer*: Self-commitment by staff is implemented by eleven cities but never chosen to be presented in detail. Affirmative actions are taken by seven cities and described only once.

These results do not allow a conclusion that policies in one or the other area were not successful; other factors may be responsible for that selection. Nevertheless, it is notable that cities present policies in their function as a democratic institution or rule-maker much more often as a good

example than policies in their function as an employer. This confirms the conclusion that there is still potential for cities to become more active in their function as an important local employer.

Even though 13 cities state that they have implemented measures in their role as public contractors, none of them expressed them as important for the success in equality policies. This leads to the conclusion that cities do not utilize their potential as powerful economic actors.

Discussion of findings with ECCAR cities

The survey findings on training policies as well as on the utilization of the city's economic power to combat racial discrimination were the subject of a panel discussion in the ECCAR's steering committee meeting, April 23, 2015 in Liège. The findings show that many cities carry out staff trainings. However, it remained unanswered why not all cities do and why none of the respondents identified training as a successful measure in combatting racial discrimination. The use of economic power and the application of cooperation models with private actors in order to influence the private sector, which is not under direct control, show exactly the opposite results. Only a few cities apply these instruments and report them as successful. The discussion could explain these findings.

Trainings on non-discrimination for city employees

Discussing the question why cities did not describe trainings as promising policies, cities pointed out to the following issues:

Measuring outcome: How to measure the impact of trainings is a major challenge and an unanswered question. The lack of tools for a solid outcome evaluation makes it difficult to assess the effectiveness of trainings.

Target groups: For the time being, training activities reach out only to a certain strand of employees. Most commonly addressed are newly starting civil servants who undertake an obligatory training programme. Further trainings are typically recommended to employees at lower or middle hierarchical level whereas the personnel at the management level are not addressed.

Obligatory/facultative: Further trainings for employees are facultative, therefore they don't reach employees who are not interested in or even opposed to changing discriminatory practices. However, experience shows that an obligation to take part in trainings is no solution for reaching these employees.

Communication: The city's human resources department is typically responsible for trainings. This department does not necessarily consult the department on non-discrimination issues when setting up the training programme.

Format: The goal of an anti-discrimination training is a change of behaviour. This cannot be achieved in a one-time theoretical lecture. Meaningful training has to be oriented to the individual person which consequently requires more resources. Participants often expect trainings to provide them with ready-made solutions. Recognized training approaches however are based on encouraging to self-reflection, which participants are not always willing to do.

Resources: To reach out to a significant share of employees with a meaningful training format (see above) requires an important amount of resources, that is not easily (made) available.

With regard to these issues, several cities are currently developing and testing new approaches:

Measuring outcome: Cities suggest that a reliable assessment requires a follow-up evaluation. This consists of asking participants right after the training whether they were satisfied *plus* conducting a follow-up questioning after some years in order to find out how well employees are able to apply knowledge in their daily routine.

Target groups: Some cities are currently developing and testing new approaches to reach a higher number of employees, e.g. using web-based capacity building. Focused training activities are reported for employees in contact with clients (especially employees who work with clients speaking a different language). One city had positively experienced offering joint trainings for civil servants and civil society actors, facilitating an exchange of experiences.

Obligatory/facultative: Obligatory further training is employed in one city within a new security strategy for police officers. With regard to other city staff, obligatory training is generally not considered as a successful strategy. One approach to reach employees is to integrate the topic of non-discrimination into trainings/workshops with practical use for employees. This means to think about how to include non-discrimination content into all kinds of trainings, e.g. in finance, rather than presenting non-discrimination as an extra training offer.

With regard to the observation that one quarter of cities did not report a policy involving the training of their employees, cities provided the following explanations:

Awareness: As long as there is a lack of awareness that discrimination occurs within the administration, trainings are not a priority.

Comprehensive perspective: Trainings are not necessarily perceived as a policy on their own, but as one aspect of a more comprehensive process. They will therefore be embedded into a broader policy and not reported separately.

The use of the city's economic power as a contractor

Discussing the question of economic cooperation and the use of the city's economic power in combating racial discrimination, cities refer to the limitations of local power. Local initiatives are limited by law, for example if national or regional law does not allow for licence requirements.

Some examples of the use of public contracts are given, e.g. contracting only certified security agencies to guard accommodations for refugees, which than can then be held responsible in case of violation of guidelines.

Anti-discrimination clauses have been implemented in several cities, but currently serve more as a political statement rather than as a legal instrument. In the Netherlands clauses are initiated by the national state as a multilevel issue. This policy now has to be broken down to the city level. The cities are challenged to set a good example before approaching the private sector. Cities have the power to include clauses into procurement contracts; yet the question is unanswered as to how to monitor compliance.

Cities refer to clauses not only as an obligation of contract partners to non-discriminatory behaviour. In a slightly different approach, clauses are also used to increase diversity among contracting partners/suppliers.

6. PROMISING POLICIES

How were promising policies defined and selected?

The selection of promising policies from the survey was done in two steps: a pre-selection of policies by the participating cities, and an assessment according to a set of outcome indicators.

Cities' self-selection

The cities were asked to describe one to three implemented policies that they consider particularly effective to counteract racial discrimination, respectively promoting non-discrimination. Therefore, all policies entered into the survey are policies that cities are proud to present.

Outcome-Indicators

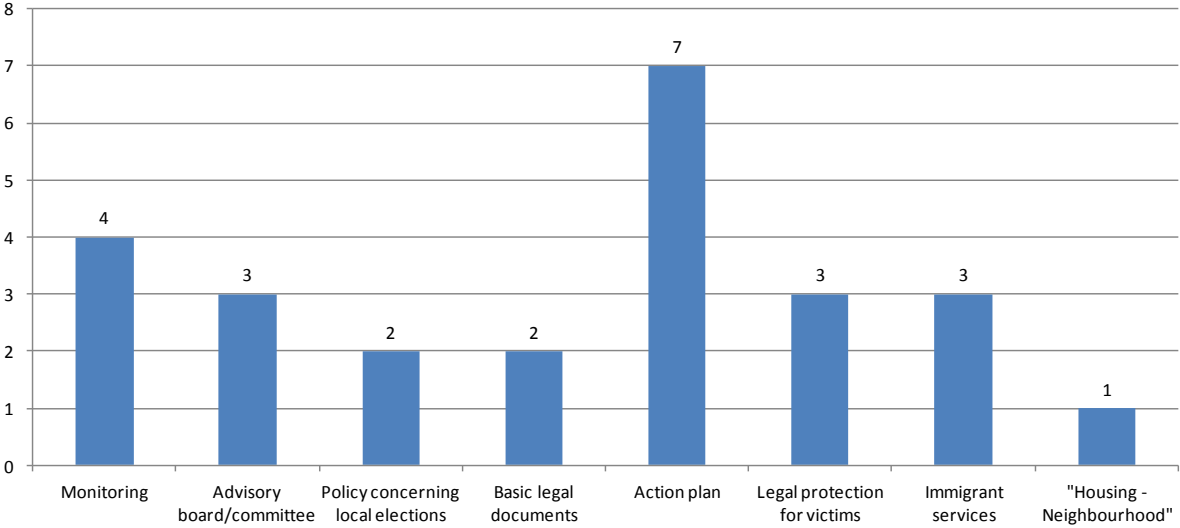
In a second step, the respondents were asked to give an assessment of the described policy by answering a set of outcome indicators. It is understood that this assessment cannot serve as a final evaluation of a policy's impact. It should rather invite respondents to take a critical look at the presented policy. The assessment of the city's representative is considered as the opinion of an expert, who is able to provide information on the implementation of local policies. This perspective is in line with the interest of this project, to support the exchange of professional experience among the coalition's member cities and among cities in general.

For each policy area, a specific set of outcome indicators was designed (see Annex 1). To make sure that the scope of the assessment would not be limited by this predefinition, the respondents had the possibility to comment on every outcome indicator as well as to describe additional outcome effects in their own words. This possibility also served to further improve the indicator set. The respondents could also exclude outcome indicators from the assessment by choosing the answer option "this was not the aim of the policy".

The assessment served to identify the promising policies that should be further analysed. The results were calculated as follows: The number of outcome indicators per policy made up the number of possible points. To each answer stating "yes / the policy had a direct significant effect" one point was assigned; to the answer "rather yes / the policy had an indirect effect" 0.5 points; and to the answer "rather no / the policy had little effect" 0.3 points. For each additional indicator or significant effect named by the city, one point was added. All indicators that a city answered with "this was not the aim of the policy" were subtracted from the possible total number. Policies that obtained at least 60% of possible points were selected as promising policies.

Starting from a total of 41 described policies, this process led to the selection of **25 promising policies**, presented in figure 4.

Figure 4 Selected promising policies per policy area (total 25).



Findings confirm the respondents’ own selection patterns: monitoring and action plans are overrepresented.

What characterizes promising anti-discrimination policies?

The following chapter analyses the characteristics of the promising policies. The analysis of the policies’ implementation follows selected process indicators. It aims at providing insights into how the good outcomes have been achieved.

Who puts forward the initiative?

Taking the initiative concerning a policy requires awareness of a challenge and the competence to have ideas on ways to address these challenges.

Eleven out of 25 promising policies were initiated by the city in its governing function. In most of these cases, the policy’s concept was developed and proposed by an administrative entity with a specific mandate on migration/integration issues (integration office, interdepartmental working group etc.).

Eight policies originated in a joint initiative of the city and other actors, namely an antidiscrimination bureau, civil society actors/NGOs, a youth council, the police and/or local business owners.

For three policies, actors from outside the city administration put forward the proposal. These initiatives were launched by a civil society network, an anti-discrimination office or the police.

One policy was triggered by a legal amendment. Two descriptions did not mention the initiators.

Table 2 Indicators of promising policies

Specialized city offices, working groups, advisory boards/councils on migration/integration issues	Involved in 8 initiatives
The city (not specified or other departments)	Involved in 11 initiatives
Civil society actors	Involved in 6 initiatives
Anti-Discrimination office	Involved in 4 initiatives
Police	Involved in 2 initiatives
Legislation	Initiating 1 policy

What group(s) is(are) targeted?

The direction of a policy is set out by the definition of its targeted population, which also reflects the cities’ understanding of “groups” that need to be addressed by policies against racial discrimination. The selection of target groups also differs according to the selected objective of a policy, either preventing, eliminating, or sanctioning racial discrimination.

About one third of the promising policies target (either exclusively or among others) the city administration. These policies either address the city employees or the administrative system and their procedures. The former aim to raise awareness and build competences in antidiscrimination matters; to a smaller extent, the city’s decision makers are also explicitly targeted. The latter aim at simplifying administrative procedures or providing information material in more than one language.

Five policies define newly arrived immigrants as their target group, while referring in particular to non-nationals who are not fluent in the city’s official language. Thus, challenges that arise out of relocation (finding accommodation, job etc.) are combined with challenges in residence law matters and in communication between administrative staff and the migrants concerned. Promising policies in this regard aim at improving the information level of newly arrived migrants and to ease difficulties they possibly face in administrative procedures. To that end, they address both sides of communication: the city administration on the one hand by e.g. training city staff and/or employ multi-lingual personnel; and the newly arrived migrants on the other hand, by e.g. encouraging participation in language courses.

Four policies explicitly address victims of racism or racial discrimination by offering counselling and support in filing a complaint.

Three promising policies have in common that they address racial discrimination indirectly. They directly address societal challenges and define their target group by socio-economic criteria, regardless of residence status or ethnic origin. They therefore aim to improve living conditions that might particularly concern members of ethnic minorities due to a statistically weaker socio-economic status. These policies target for example all first-time voters or economically disadvantaged families in a city.

Two policies involve local entrepreneurs and intermediaries in the fields of housing, employment or local businesses in the endeavour. These private actors are involved because they have an influence on the equality of access to goods and services. The respective policies establish a specific

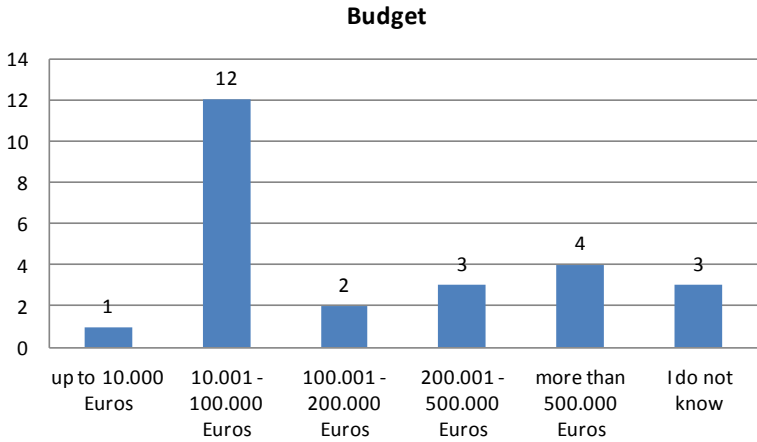
cooperation between the local actors and the city, and aim at supporting the local entrepreneurs and intermediaries in actively developing and implementing anti-discrimination guidelines. In a subsequent step, the general public participates when the commitment to the guideline is communicated to the public as a hallmark.

Two policies are designed for city residents who are not national citizens and therefore are not entitled to vote in local elections.

What budget is dedicated?

The cities were asked to indicate an overall budget needed for the implementation of the policy. This indicator is used to gain an impression of the amount of financial resources dedicated to promising policies against racial discrimination, since a cost-benefit analysis would require further data. Half of the described promising policies were realized with a budget of 10.000 to 100.000 Euros. Four policies had a budget of over 500.000 Euros. In four cases, the respondent could not specify the budget.

Figure 5 - Budget amounts dedicated to realize the promising policies (number of policies)

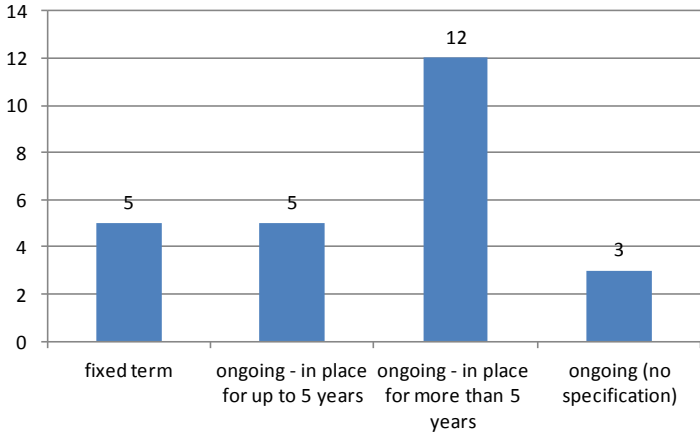


What is the time frame?

The promising policies are characterized by their long-term nature. 20 out of 25 policies are ongoing without a time limit, most of them having been in place for more than five years. The remaining policies with a fixed term were employed for 5 month to five years.

A good share of the promising policies are built on previous experience, being follow-ups from pilot projects or renewed periodically.

Figure 6 - Duration of promising policies (number of policies)

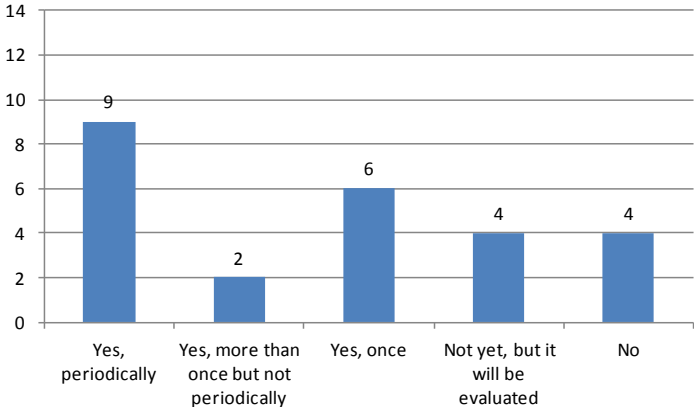


Are policies evaluated?

17 out of 25 promising policies have been evaluated at least once; nine out of them are evaluated regularly. In another four cases an evaluation is planned. This adds up to a total of 85% of the policies being evaluated, making up another characteristic of promising policies.

Only four policies (two long-term and two short-term) do not foresee an evaluation.

Figure 7 - Evaluation of promising policies (number of policies)



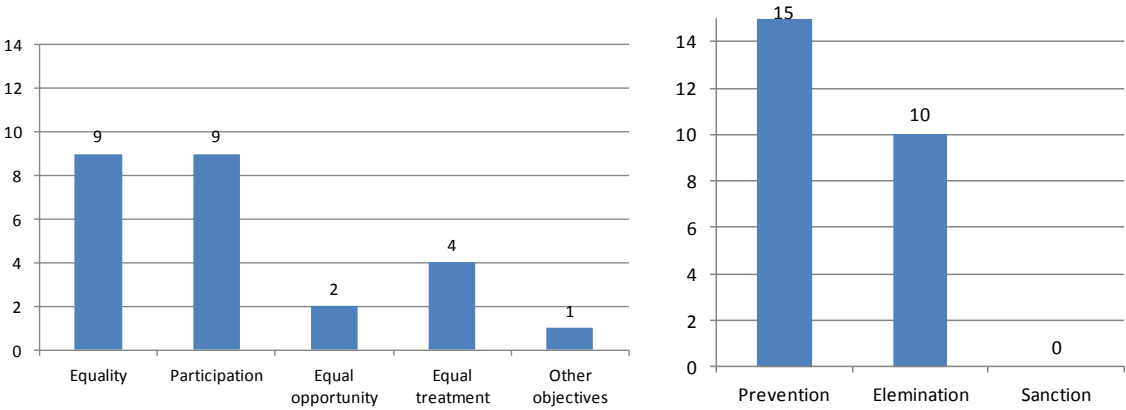
Which dimensions of discrimination are explicitly addressed? Goals and objectives

Policies counteracting racial discrimination were defined above as policies that promote equality, inclusion, equal treatment and/or equal opportunities. Regarding the 25 promising policies, nine explicitly aim at the promotion of equality, nine at participation, four at the promotion of equal treatment and two at equal opportunities. One policy defines other goals.

More than half of the promising policies aim at the prevention of discrimination and/or racism, and 10 at its elimination. Not one of the promising policies focuses on sanctioning discrimination or racism.

Generally speaking, there is no connection between goals and objectives, and the area of the policy. The one exception is the policy type “legal protection”. The three promising policies in that area unanimously aim at equality by eliminating racial discrimination.

Figure 8 - Goals and objectives of promising policies (number of policies)



The commonalities of successful policies against racial discrimination identified span a framework for an implementation process that leads to a successful outcome. We can conclude that:

To get a policy on track, it is fruitful to have a city entity that has the specific responsibility and competence to put forward an initiative addressing racial discrimination. Secondly it is important to take up and explicitly involve the practical expertise of civil society actors and/or local organisations in this process.

A city can achieve important progress in counteracting racial discrimination by addressing the city administration itself. Improving the competencies within the city’s employees and adjusting administrative procedures proved to be a successful strategy for many cities.

The indication of an overall budget does not allow a cost-benefit analyses as it does not take into account the size of the population addressed etc. Findings however show that a huge budget is not a precondition for a policy to have an impact. (The question of if a greater budget would allow for an even greater impact cannot be answered here.)

Promising policies are planned and implemented as long-term endeavours and are evaluated over time.

The analysed policies vary widely in their goals and targeted population. Therefore further analysis (through detailed interviews or focus group discussion) is needed in order to identify the respective key factors for the successful implementation of a specific policy in a particular context.

7. MODEL POLICIES

The participating cities provided descriptions of a wide range of policies in different areas. However, some junctions could be identified: six types of policies were described by more than two respondents, pointing out that these kinds of policies proved useful in more than one city and therefore might be transferable.

In the following section we comparatively analyze the different examples for each policy type in order to extract the key points and to create a “model” for each of these policies. Each model summarizes the answers given by the cities in their description of the corresponding promising policy.

The Monitoring

What is the initial need for action?

Cities are confronted in different ways with possible cases of discrimination. There is a need to have a realistic overview about the amount of discriminatory incidents as well as the forms of discrimination in a city, in order to address the situation. Local organisations (NGOs, migrant organisations, police etc.) might document the number of reported cases or their clients, but often these numbers are not well known outside the respective organisation and are not compared to data from other sources and thus do not give the overall picture.

Who initiates the policy?

The initiative for a monitoring policy is taken either by city officials or local actors that encounter cases of discrimination in their daily work. As it is for the city, accession to ECCAR is seen as an important impetus, because setting up a monitoring mechanism is outlined in point 1 of the 10-Point-Plan of action. Local actors that translate their practical experience into a monitoring initiative are in particular anti-discrimination bureaus or the police. A joint initiative can serve the need to compare possibly diverging data collected by different entities.

Which purpose is pursued?

The purpose of monitoring is to provide valuable data in order to inform and consult the local government and therefore ensure evidence-based policy-making. Monitoring mechanisms are either designed to gain an overall picture about cases of discrimination by gathering data from various sources (migrant organizations, anti-discrimination bureaus, police etc.) or to address a specific field, monitoring the development and evaluating effects of actions in this field. Some other purposes are informing the general public and awareness raising. Monitoring data provides racialized groups and counsellors with reliable data for lobbying and litigation.

Which groups need to be addressed?

Monitoring activities first and foremost address local politicians as its target group for consultation. Besides this core objective, some monitoring mechanisms publish a report to make the information available to the public and/or combine monitoring systems with complaint mechanisms for victims.

Monitoring activities can also address private actors (e.g. café/club-owners, realtors) as “decision-makers” in their professional field.

Main actions – what needs to be done?

- 1) Invite local actors in touch with potential victims of discrimination to document cases
- 2) Collecting data
- 3) Compare data from various sources, e.g. NGOs and the police
- 4) Publish a report
- 5) Local government recognize the report and its suggestions

Requirements

Monitoring results need to reach the decision-makers. The body undertaking the monitoring must therefore be in a position to be heard. Cooperation with the police in collecting and presenting monitoring results proved favourable for good standing vis-à-vis local politicians. Monitoring that focuses on a specific field or business sector, profits from the inclusion of prominent actors in this field into the monitoring body in order to make monitoring results and recommendations heard. Monitoring needs to trigger concrete action.

Who is responsible for implementation?

Promising monitoring systems are implemented by the city in cooperation with civil society actors and sometimes also contractors or service providers.

Budget

Monitoring can be realized starting with a budget of 10.000 to 100.000 Euros.

Duration

Promising monitoring is implemented permanently in order to follow up developments and changes.

Evaluation

Monitoring as such is not the subject of evaluation, but most reporting cities incorporate monitoring mechanisms into a broader policy, including other measures and/or complaint mechanisms. Most of these comprehensive policies have been evaluated at least once.

Outcome

The effectiveness of a monitoring system has to be defined according to its specific purpose with regard to different parameters.

Monitoring designed to inform the local government is successful when it has an actual impact on the adoption or amendment of policies, results in recommendations that are implemented, and raises awareness among politicians and decision makers. Its effect on encouraging victims to report discrimination and to raise public awareness is estimated to be low. Vice versa, promising monitoring that addresses a certain realm of life and population does have an impact on the readiness of victims to report discrimination and on the awareness of addressed actors (like club or café owners) not to discriminate, whereas their impact on local policy-making is rather limited.

Speaking for both kinds of monitoring systems, cities do not believe that monitoring can reduce the number of discriminatory incidents in a city.

Those cities that chose to describe successful monitoring were all able to precisely indicate the number of reported cases of discrimination in the city and differentiated between the number of clients seeking advice on (perceived) discrimination and the number of cases in which legal proceedings were initiated. This observation should not imply that other cities were not able to do so, see chapter 8 "number of complaints".

The Migrant Council

What is the initial need for action?

The necessity for action arises in states in which non-EU citizens are not entitled to vote, not even in local elections. There is a need to find alternative ways to guarantee a minimum of representation of the interests of city residents who cannot vote for or run as candidates in the local government. An additional motivation for the establishment of a migrant council, advisory board or committee is the wish to have a competent body working on the issue of racial discrimination and integration in the city.

Who initiates the policy?

The initiative results from the request of civil society actors and migrants concerned, and city representatives and elected officials who take up the matter.

Which purpose is pursued?

The purpose is to guarantee a minimum of representation of non-national residents in local politics. The council should push forward a local agenda of hospitality, integration and active citizenry of migrants. The aim is also to create a space of exchange between city officials and – depending on the structure of the body – participants in board meetings and/or elected migrant representatives. The council advises the municipal government and administration and promotes a critical reflection on issues of ethnic discrimination in the city. In a broader sense, the establishment of a migrant council should encourage city residents to actively engage in the city and contribute to a broad public discourse.

Which groups need to be addressed?

The target groups are non-national city residents on the one hand (linked to the issue of the voting right, the core target group are non-EU citizens, but non-national EU-citizens are also addressed) and city officials on the other hand, given the purpose of exchange and political representation.

Main actions – what needs to be done?

Cities presented two forms of migrant councils:

1. Election of representatives to a migrant council:

1) Hold elections of the migrant council parallel to the municipal elections. All city residents who have no right to vote in the regular municipal elections can vote and run as candidates in the election for the migrant council.

2. Participation in an open migrant council:

- 1) Organize meetings open to all non-national city residents to work on matters relevant for these residents
- 2) Professionally moderate these meetings
- 3) Elaborate and suggest actions and projects

Examples: Welcome brochure for newly arrived immigrants; Trainings for city employees on client communication; Recommendations on matters concerning elderly migrants

Who is responsible for implementation?

City officials, civil society actors (associations for legal advice, community associations) and individual non-national residents are actively involved in the implementation.

Budget

An elected migrant council can be established with a budget of 10,000 to 50,000 Euros. A participative council requires a budget of 200,000 to 500,000 Euros.

Duration

A migrant council needs to be permanently institutionalized.

Evaluation

There are no commonalities in frequency of evaluation among the presented promising examples.

Outcome

Promising migrant councils actively put forward the demands from ethnic minority groups and help ensure that at least part of the recommendations are implemented by local authorities. Recommendations of a migrant council e.g. led to comprehensive strategies to counteract discrimination in employment and in housing and the printing of informative welcome brochures.

Cities only cautiously assume that members of minority groups feel represented by the migrant council. Nevertheless it is perceived by the public as a representation of the non-national population.

A promising migrant council is successful in drawing the attention of decision-makers to the problems non-national residents face in the city. It critically discusses policies in order to better take their specific situation into consideration.

The Action Plan

What is the initial need for action?

Racism and discrimination are part of everyday life in cities. The population is not aware enough and often ignores or downplays discriminatory behaviour. Also within the city administration, among local organisations and entrepreneurs, there is a lack of awareness of the societal problems that arise from discrimination and the burden for discriminated residents. Tensions between residents due to discrimination and racist attitudes threaten peaceful coexistence in a city. Unequal opportunities in education risk reproducing inequality in the next generation. The complexity of the phenomenon of racial discrimination requires bundled actions and multi-stakeholder responsibilities.

Who initiates the policy?

Action plans are developed by the city, most often by an administrative department in charge of integration matters. When addressing a certain field of life, the corresponding department is the competent body; for example an action plan in the field of education is launched by the department for education and social affairs. The initiative to develop an action plan is nurtured from the input of the local antidiscrimination bureau and local civil society organisations.

Which purpose is pursued?

In the category of action plans, two kinds of policies can be distinguished. Firstly, cities implement comprehensive strategies that outline a set of measures for a period of a couple of years. These action plans address either one or several specific fields, e.g. housing, neighbourhoods, the city administration. They aim at inducing permanent changes in practices and structures in order to stop the reproduction of discrimination. Possible goals are, for example, to achieve a city administration that meets the needs of all city residents equally, or to ensure equal chances for children at the start of kindergarten.

Secondly, cities arrange action weeks, inviting numerous local actors to participate and put together a one-week programme of events in public spaces. The action weeks aim at raising awareness and interest among the population and strengthening networks of social society actors.

Which groups need to be addressed?

According to the distinction made above, strategic action plans address a specific field and target group, e.g. socio-economically disadvantaged families, the city's administrative staff, housing agencies etc., whereas action weeks invite local civil society actors to participate and address the public.

Main actions – what needs to be done?

- 1) Action plans are made up of a set of coordinated measures.
- 2) Define the stages that need to be addressed

Example - action plan for equal chances of pre-school children:

1. Coordinate existing organisations and opportunities for pre-school children in every district,
2. Establish places for learning and childcare outside the family environment, develop learning modules,

3. Implement a home visit programme, supporting children and parents in disadvantaged families in the child's development
- 3) Include the addressed persons in the development of the action plan
Example – action plan for the city administration: In each administrative department, employees reflect on how the services of their department can better meet the needs of the city's diverse population.
 - 4) Encourage commitment to the action plan
Example – action plan on reducing discrimination in housing: A charter is signed by all partners participating in the implementation.
 - 5) Provide training where needed
Example – action plan on reducing discrimination in housing: Employees of housing agencies were trained in order to guarantee the realization of the action plan in every day work.
 - 6) Establish networks of relevant actors in the field
Example - action plan for equal chances for pre-school children: Coordinating activities for each city district.
Example – action plan on reducing discrimination in housing: Establishing a partnership between housing agencies and legal support services
 - 7) Foresee regular meetings or select a competent body to follow the process and keep the implementation going.
 - 8) Foresee regular evaluation whether goals are/can be achieved and trigger change management if necessary.

Who is responsible for implementation?

Action plans contain a whole range of actions and try to exhaustively cover a field. Therefore, their implementation needs the joint work of a variety of actors. Promising action plans are implemented by city departments in cooperation with civil society actors and additionally involve contractors and/or service providers (a multi-stakeholder approach).

Budget

Action weeks can be realized with a budget of 10.000 to 100.000 Euros. Comprehensive long-term action plans require a budget of over 500.000 Euros, unless they address a specific niche that can be covered with a smaller budget.

Duration

Promising action plans are implemented for a period of at least 3 years. Most action plans analysed in this report are permanent and renewed periodically. To make a temporary action plan last, measures that proved successful are incorporated into the regular system after the action expiration date.

Evaluation

Promising action plans are evaluated at least once during their term.

Outcome

All promising action plans led to the implementation of concrete measures. However, a distinction can be made between “action weeks” which were described within this category and other, permanent, action plans. The described action weeks take place on a regular basis once a year and include a variety of actors in its programming and implementation. Like the other policies, action weeks could trigger the proposal and implementation of concrete measures. Their strong point lies in their capacity to inform, raise interest and awareness and to encourage networks among civil society actors. However, when asked about measurable improvements in the life situation of minority groups, respondents estimate the impact as low or did not have any information to this regard. Cities assumed that action weeks have an effect on encouraging people to report racial discrimination through general awareness raising, but this effect is estimated to be rather limited. There is no information that action weeks are a means to reduce the number of discriminatory incidents in the areas addressed.

In contrast, comprehensive long-term action plans were reported to have achieved measurable improvements in the life situation of minority groups, increased willingness to report discrimination and also reduced the numbers of discriminatory incidents in the city.

Two actions plans that achieved extraordinarily good results in the assessment do not address racial discrimination in particular but discrimination on all grounds. The outstanding characteristic of the first strategy is its strong structural foundation. The strategy is embedded into the city’s obligation to set out a detailed plan on how the city will fulfil its duties under a national anti-discrimination act. This act requires the city in carrying out its functions, to have regard to the desirability of promoting good relations between persons of different religious beliefs, political opinions or racial groups, and demands an equality proofing of all policies.

The second especially promising action plan is characterized by its close cooperation with intermediate actors in employment and housing services, also including them into a referral system to legal support services and a documentation centre.

The Anti-Discrimination Office

What is the initial need for action?

There is strong evidence about the high rates of underreporting of discriminatory incidents. The main reasons for underreporting are a lack of information on where to find help (often victims do not even know that they can receive help) and the fact that victims do not believe that public institutions will help them. Additionally there is a lack of awareness and knowledge among professionals and civil servants of municipalities on how to deal with victims of discrimination.

Who initiates the policy?

Anti-discrimination offices are initiated by the municipality (for instance by an interdepartmental working group) or by a local NGO. The integration of representatives of potential “perpetrators” such as companies, employees or providers of goods and services into the process of establishment is a

promising strategy. Irrespective of who the initiator is, an anti-discrimination office needs to be interlinked within a network of public and private institutions and actors.

Which purpose is pursued?

The main purpose of an anti-discrimination office is to offer advice and legal protection for victims of discrimination. Building on the evidence of multiple and intersectional discrimination, a holistic approach to discrimination which offers legal protection and advice independent from the discrimination ground is needed. An anti-discrimination office needs to support every victim of discrimination, be it on grounds of age, sexual identity, gender, sexual orientation, religion, ethnicity, race, nationality or others. Additionally, services need to be open for all victims regardless of where the discriminatory incident occurred (workplace, public sphere, access to goods and services).

An anti-discrimination office can also act as a knowledge centre on discrimination and equal treatment. In this function it is charged with disseminating knowledge on discrimination and equal treatment by contributing to monitoring reports and through educational activities, training, advising and supporting other professionals in the city and in other ways fulfilling an advocacy role.

Which groups need to be addressed?

The principal target group is the inhabitants of the municipality who need advice and protection in cases of discrimination. This includes victims of actual or perceived discrimination, witnesses of discriminatory incidents, and individuals who are, with or without justification, accused of discriminatory or racist behaviour.

Additional target groups are other counselling centres, professionals, disseminators, NGOs, social partners or other departments of the municipality. These actors are target groups of training on how to deal with victims of discrimination. Moreover, they are needed as cooperation partners for a coordinated effort against discrimination, for raising awareness, and public relations. For the latter purpose the media is also needed.

Main actions – what needs to be done?

- 1) Coordinate existing services in contact with (potential) victims of discrimination
 - a) Clear division of responsibilities
 - b) Effective referral mechanisms to the competent organisation
 - c) Joint advertising campaigns, information material etc.
- 2) Establish the office at a central place in the City that is easily accessible for clients
- 3) Ensure low-threshold and cost-free services
- 4) Sufficient funding of the office by the Municipality
- 5) Offer comprehensive counselling services, ideally including
 - a) legal advice
 - b) interventions by the office / by lawyers
 - c) mediation between victims and perpetrators
 - d) psycho-social counselling
- 6) Ensure that interpretation and translation services are available
- 7) Document cases

8) Public relations: cooperation with local media, integration into other networks, taking positions in public discussions etc. Public relations including outreach work specific to the target groups are also crucial.

Requirements

The mandate should not be restricted to pure legal advice but additionally include mediation, intervention and psycho-social counselling. Including lawyers into the team or effectively cooperating with lawyers experienced in anti-discrimination law is also required.

The services should be cost-free and confidential for victims of discrimination. In addition, services need to be provided in different languages (either through the employees themselves or through the availability of interpretation services). Language demands need to be assessed in advance.

It is recommended that anti-discrimination offices have competence concerning all kinds of discrimination. Otherwise intersectional discrimination risks being overseen. Also, victims are thus not forced to differentiate between the legal definitions of the various grounds of discrimination.

Who is responsible for implementation?

Officials, contractors/service providers, and civil society actors such as lawyers, migrants' self-organisations, NGOs, associations and eventually religious communities need to be involved in the process of implementation and the further promotion of the office.

Budget

Findings show that starting with a budget of €10.000 to 100.000, the implementation of an Anti-Discrimination-Office (with compulsory counselling services) is possible.

Evaluation

A regular evaluation is recommended.

Challenges

The main challenge is reaching the target group, meaning to encourage victims and witnesses to report cases of discrimination to the office. Although anti-discrimination offices might exist in a city for several years, the office still might not be very well known within the migrant communities. Underreporting is still a huge problem.

Therefore, target-group specific public relations and outreach-work are needed, particularly in migrant communities in the municipality and in facilities that are highly frequented by them. Media partnerships with local cost-free newspapers are recommended.

Outcome

A successful anti discrimination office is characterised by low threshold accessibility and a fast processing of complaints (e.g. in comparison to reporting at the police or other relevant actors). Furthermore, it cooperates with various actors including the police, representatives from the municipality, NGOs and representatives of employers, business and service providers.

The main outcome indicator is the number of clients per year, because it shows to which degree the target group can be reached. An increase in the number of court decisions on discrimination is not necessarily a desired outcome because not all complainants wish to go to court. Many prefer an out of court solution. Thus, the objective of the services of an anti-discrimination office is to find a solution that satisfies the victims' needs. At the same time the office can and should also examine cases from a structural perspective. This means that on occasion an individual case can lead to changes in structures such as case law or settlements that include policy measures that should lead to broader preventive effects, thus benefiting not only the victim, but also potential victims.

The Information Service for Recently Arrived Immigrants

What is the initial need for action?

With the arrival of new immigrants in a city, there is a necessity to adapt services to the needs that arise and to incorporate intercultural competence into the local administration. Newly arrived immigrants are confronted with the complexity of law and regulation and unfamiliar administrative procedures. There is a lack of comprehensible and easily accessible information, aggravated by an often complex system of different competent offices (office for immigration, office for integration, office for social services etc.) and language issues. The city administration is challenged to assure an easy access to its services and information and to equip its employees with the necessary competences.

Who initiates the policy?

The information services are initiated by a city's administrative office, ideally in cooperation with all those other administrative offices that arriving immigrants may need to get in touch with. With regard to essential needs of immigrants for their integration into city life – housing, the job market, schools, health services – it is recommended that links to service providers, like job agencies, housing services, language schools, counselling services etc. are established.

Which purpose is pursued?

The purpose of a successful policy in this area is to guarantee the access of immigrants to city services on equal conditions with the local population. In the initial phase after arrival, administrative procedures need to be simplified and immigrants need to be informed about various laws and regulations and the administrative steps to take. Also, right from the start, immigrants need to receive guidance and information on connected matters (validation of diplomas, language courses etc.) and essential everyday life issues (how to find housing, work, a kindergarten, a doctor etc.). To ensure successful communication, the necessary intercultural competences and mother tongue/translation capacities need to be incorporated into the administrative structure.

Which groups need to be addressed?

The priority target groups are the newly arriving immigrants, referring mainly to non-nationals who are not fluent in the city's official language, as well as city employees in charge of administrative procedures. Service providers, companies and NGOs are addressed through cooperation and referral mechanisms.

Main actions – what needs to be done?

- 1) Information and guidance office for integration
- 2) Legal advisory service on immigrant matters
- 3) Consultation in mother tongue
- 4) Translation and interpretation services
- 5) Training for administrative employees for developing intercultural competences
- 6) Language courses for immigrants
- 7) Provide services / Refer to services specialized in
 - a) counselling on social and job market integration
 - b) housing
 - c) information on the education system, child care system, health system
 - d) integration of young migrants into the education system / job market
 - e) support for immigrant families
- 8) Combine information and support services accordingly (i.e. job market counselling linked with legal advice on recognition of diplomas, information on housing linked with emergency shelters)

Requirements

Administrative procedures are simplified and each step is linked in a referral system. Clients receive a memo leaflet listing the administrative steps after arrival. The administration allows for an efficient follow-up on files.

The city employs administrative staff that covers common mother tongues. If needed, interpreters are reachable. Employees are trained and competent in working with a culturally diverse clientele that may be unfamiliar with the local system. When immigrants get in contact with the city administration for the first time, further counselling is actively offered to them.

Employees also know to refer clients to local service providers, organizations or NGOs according to their needs.

Immigrants have equal access to social services that are not specifically addressing migrants.

Who is responsible for implementation?

All city offices are responsible, but especially those that are relevant to migrants after their arrival. Service providers and civil society actors, offering support and counselling in different matters; legal experts in immigrant matters. Adult education centres, workers' representation, employers' associations.

Budget

According to the scope and the number of clients, the services need a minimum budget of 10.000 Euros, and a maximum of up to more than 500.000 Euros.

Duration

The incorporation of language and intercultural competences into the city's administration is a long-term and long lasting undertaking. Policies therefore need to envisage a period of several years or establish permanent services.

Evaluation

Findings showed no commonalities with regard to the existence or frequency of evaluation.

Challenges

A main challenge is reaching the immigrants in need of information. Some key factors for success: actively recommending the possibility of mother-tongue counselling when immigrants get into contact with the city administration for the first time, providing low threshold counselling in legal matters and combining information and support services accordingly.

Outcomes

Successful immigrant services manage to reduce difficulties for newly arrived migrants in the administrative procedures. In social integration matters, the services not only provide information but offer substantial help in precarious life situations, for instance by linking information on how to find accommodation to an emergency shelter open to immigrants during the first weeks after arrival.

Cooperation with Local Enterprises

What is the initial need for action?

The initial need for action arises from professional practices in the private or semi-private service sectors (restaurants, housing or employment agencies etc.) that consciously or unconsciously discriminate clients. This can be patterns of recruitment or practices by housing agencies that produce and reproduce discrimination in access to goods and services; or policies of bars and clubs denying entry to e.g. young people with an ethnic minority background.

Who initiates the policy?

Ideally, actors from the professional field concerned take part in the initiative. When the initiative is taken by the city, the local antidiscrimination office is a valid partner to point out what sectors/service providers should be addressed.

Which purpose is pursued?

The purpose is to change practices that resulting in racial discrimination into practices that assure equal access to services and goods. Non-discriminatory treatment of clients should become the habit and norm of actors in local businesses.

Which groups need to be addressed?

The policy addresses all relevant actors in a targeted business/service sector. For example in the field of housing, this includes housing agencies, private landlords, social housing, real estate agents and other organizations in the field. Representatives of potentially affected clients and victims of discrimination are addressed.

Main actions: what needs to be done?

- 1) Situation testing to evaluate the situation

- 2) Analyzing guidelines, door policies etc. of individual entrepreneurs in the business
- 3) Analyzing complaints about discriminatory treatment or unjust refusals of entrance
- 4) Encourage and moderate the development of a code of conduct/list of rules by actors in the field
- 5) Promote its reputation as a hallmark/quality label, allowing committed business actors to present themselves
- 6) Use the rules developed for training of professionals
- 7) Establish a panel that serves as a complaint mechanism for victims of discrimination. This panel
 - a) Informs business owners when receiving a complaint against them
 - b) Sets up a conciliation procedure between the plaintiff and the owner
 - c) If the conciliation is unsuccessful, reviews the complaint and speaks to the business owner
 - d) In cases of systematic discrimination, informs the mayor
 - e) Advises victims concerning any further legal action

Requirements

Local entrepreneurs are supported in changing discriminatory practices in their professional fields and thus directly addressing the question of equal access to their services. The more prominent the actors are that join the initiative, the more impact the policy will have.

Complementary to the commitment by local entrepreneurs, a monitoring panel or complaint mechanism is established, which must be fast and easy to reach (low threshold). The policy is designed to consciously put emphasis on mediation rather than on accusing the entrepreneur. Therefore, the integration of business representatives into the panel proved a major key to success, achieving credibility and acceptance in business circles.

Who is responsible for implementation?

City officials, service providers and business actors.

Budget

A successful policy in this area requires a budget of 10.000 to 100.000 Euros.

Evaluation

The described promising policies in this area were evaluated once.

The design of a “door policy” for entrepreneurs in the restaurant/nightclub business has been taken up by four other cities.

Challenges

The possibility to address a panel needs to be well known in the population. Restrictions in funding result in fewer opportunities to promote the recognition of the offer. The main challenge is to encourage victims to report – the number of reports is assumed to be only the tip of the iceberg.

The strength of the initiative depends on the participation of the prominent actors in the field.

It has to be assured that interventions address the business owners rather than putting employees or professionals bound to instructions (door men, housing agents) on the front line.

Outcome

The city employing a cooperation policy in the field of housing reported that the number of discriminatory incidents declined. A city addressing café and club owners did not see a reduction in the number of incidents but achieved a higher willingness to report cases and thus assumes a possible preventive effect. The established panel was able to resolve a relatively high number of complaints with mutual contentment. Complaints were settled faster than through other channels.

8. NUMBER OF COMPLAINTS

The last section of the survey dealt with the number of complaints that have been taken to the police, an equality body, or court, and were decided to be justified without necessarily being ruled as discrimination regardless of the outcome. Since the number of complaints is commonly used as an outcome-indicator for anti-discrimination policies, this question was part of the interview. Additionally we were particularly interested in any development of the number of complaints compared to the last year.

In total 17 cities provided information on this issue.

- This definition included: Cases in which victims of racial discrimination received counselling (counselling does not necessarily lead to a complaint)
- Cases of hate crimes: violent offences, infringements and threats reported to the police
- Court cases

Some respondents referred to the number of complaints reported directly at the municipality (or the Municipalities' hotlines) while others referred to complaints reported to the police or victim support services. Accordingly, the numbers reported by the latter are higher.

The following numbers were reported for the year 2013:

- 193 counselling cases have been reported by one city (this number encompasses the cases of a network of counselling services for victims of racism in the whole country). These counselling cases did not necessarily lead to complaints. Another city reported that 11 counselling services documented 218 counselling cases, out of which 192 were cases of racist discrimination. The highest number of complaints reported at a single victim support service was 600.
- The numbers of complaints directly reported to the municipality or its hotlines range from 10 to 16 per year.
- The number of hate crimes (racist threats, infringements and other violent offenses motivated by racism) reported to the police or victim support services, range from 185 (hate crimes motivated by homophobia and Anti-Semitism included) to 509.

Six out of 17 cities had no information on the number of complaints. This is either because generally no official statistics on complaints are available in the country or because these statistics are not available *to them*. The latter respondents referred to the police or to anti-discrimination offices.

Regarding the development in the number of complaints compared to the year 2012, four out of 17 reported an increase in complaints, five a constant number of complaints, and two reported a decrease in the number of complaints. Again six out of 17 cities had no information on this.

An increase in complaints is understood by some respondents as a signal for the increased readiness of victims to turn to complaint bodies and thus positive. A city also reported an increased need for legal counselling among inhabitants that are at higher risk of being affected by racist discrimination. This assessment is supported by the estimation of high figures of underreporting in this regard, which was pointed out by one participant.

Critical discussion on the use of “number of complaints” as an outcome indicator

The indicator “number of complaints” is commonly used as an outcome indicator, suggested also by the Congress of Local and Regional Authorities of the Council of Europe for monitoring human rights at the local level. But this indicator calls for further discussion:

Firstly, we must question what is understood by the term “complaint” and what information can be derived from each understanding. If we talk about complaints taken to court, practitioners working with victims of discrimination will argue that only a small percentage of discriminatory incidents result in a court complaint, as victims are reluctant to risk a long procedure with an insecure outcome. Therefore the number of court complaints provides information about serious cases with strong evidence. It does not cover the various forms of everyday racism in city life.

If we talk about cases reported to the police, we are confronted with different methods of documentation. Cities referring to numbers given by the police, speak of numbers of hate crimes. This means that this number again covers a specific segment of discrimination, namely forms of racism that are relevant to criminal law.

The picture is probably most complete when analysing the numbers from antidiscrimination offices, NGOs and migrant organisations on their clients and counselling activities. As the landscape of these bodies differs from city to city, the numbers are hardly comparable. In addition, there needs to be one actor to collect and summarize the numbers documented by all organisations. In the survey, one city actually presented as a good practice a joint report on discrimination incidents published by local NGOs and the police together. This policy resulted from the fact that data given by NGOs and the police widely differed.

A second issue is that the number of complaints does not necessarily say much about the number of discriminatory incidents in a city. This again depends on the possibilities for victims to report incidents as well as to the readiness of victims to report. A city providing a good structure of complaint mechanisms might count many more cases while maybe counteracting discrimination more effectively than another city. In addition, activities that raise awareness and draw attention to the unlawfulness of discrimination might result in a rise of complaints while the number of incidents may decline.

To sum up, there are a lot of factors that influence the number of complaints in many ways: Do complaint mechanism exist; Do people make use of these services; Are there functioning referral mechanisms; How short is the period for asserting claims for discrimination? etc. The indicator “number of complaints” can only be a valuable, reliable indicator when used precisely (e.g. regarding exclusively hate crimes) and linked to a serious analysis on the framework of reporting possibilities in a city.

Maybe the highest value of using the question on numbers of complaints is to find out whether a city administration *does have* any kind of numbers available, as an indicator on how informed the city is on the situation of discrimination. These types of figures presumably have greater value when examined over a period of years.

9. CONCLUSION

The goal of the second phase of the project “Toolkit for Equality: the Local Level” is to provide a compendium of practical experience that draws on European cities’ most successful policies against racial discrimination. For this purpose a survey among European cities was carried out between July and October 2014. The survey aimed to collect a broad variety of promising policies in the area of anti-racism and combating racist discrimination.

The conceptual work carried out in the first phase of the project resulted in the development of process indicators and 144 outcome indicators for 22 policy areas. They were formulated as concrete questions and translated into three languages (see Annex 2).

In total 40 cities all over Europe participated in the survey and shared their experiences on a variety of policies to prevent, eliminate or combat racial discrimination. 25 examples of promising policies from 23 cities in 10 European States were analysed in more detail. The findings give an overview in which areas of activities European cities employ policies to counteract racial discrimination. The analysis spans a framework for an implementation process that leads to a successful outcome.

Results at a glance

The most frequently employed policies are monitoring, advisory boards, action plans, trainings of employees, and policies in different areas of service provision

In counteracting racial discrimination, cities are most active in their function as a democratic institution, as rule-makers, and as service providers. Policies most frequently employed are monitoring, advisory boards, action plans, training of employees, and policies in different areas of service provision. When asked to describe especially successful policies, the participating cities chose to describe first and foremost action plans, monitoring, legal support for victims (anti-discrimination offices), advisory boards/committees and services for newly arrived immigrants. Cities in general focus on policies that aim to prevent racism and racial discrimination and support victims rather than sanctioning racist behaviour.

Untapped potential to make use of the city’s power as an important local employer and contractor

The results indicate that there is an untapped potential for many cities to make use of their power as an important local employer and as a contractor. A quarter of the participating cities still do not provide training for their employees in non-discrimination. Other policies in the cities’ functions as an employer are rarely applied. In their function as a contractor, only about one third of cities make use of anti-discrimination clauses in procurement contracts, conditions for licences, or subsidies.

Explicitly involve the practical expertise of civil society actors and local organisations, of service providers and other private actors

When it comes to the successful implementation of policies, findings indicate for all kinds of policies that it is fruitful to have a city entity that has the specific responsibility and competence to put forward initiatives addressing discrimination, including racial discrimination. Secondly, it is important to take up and explicitly involve the practical expertise of civil society actors and local organisations into this process. Additionally, it needs to be concluded that promising policies are planned and implemented as long-term endeavours and are evaluated over time. For some kinds of policies,

particularly those concerning the city as a contracting authority, the involvement of service providers and other private actors is needed.

Outreach work

Cities named several difficulties in the implementation of anti-discrimination policies. One is to reach migrants and members of minorities and in particular to encourage victims of discrimination to report cases and make use of support services. Thus, an active involvement of the target group, targeted outreach work and broad public relations efforts, (e.g. through collaboration with widely read local newspapers) are needed.

Gather and compare data from various sources

Another challenge is to efficiently use the competences of local actors by coordinating activities of different municipal offices, NGOs, police, and other civil society actors. This includes gathering and comparing data from various sources on forms and cases of discrimination, and to ensure that relevant actors in the field are informed about each other's competences and effectively refer clients to the competent body.

Relation to ECCAR's 10-Point-Plan of Action

Nearly all of the cities that described promising policies are member cities of the ECCAR. They have therefore committed themselves to the 10-Point-Plan of Action. The signatory cities declared their willingness and commitment to integrating this plan of action into their municipal strategies and policies. The action plan is composed of 10 commitments covering the various areas of competence of city authorities. According to the Plan of Action, each city authority is free to choose the policies it judges most relevant or urgent.

According to the 10-point Plan of Action, policies against racism and discrimination must be conducted on several fronts, such as prevention and positive action, monitoring and vigilance, empowerment, mediation, and punishment. Results of the survey indicate that whereas the policies differ in their goals, the vast majority of the promising policies aim at the prevention of discrimination and/or racism, and its elimination. Not one of the promising policies focuses on sanctioning discrimination or racism.

The results of the survey show that cities predominantly implement policies that correspond to **Actions No 1 to 3** in the 10 Point Plan of Action. Policies in these areas were also selected as particularly promising and described in more detail by respondents. These actions include monitoring racism and discrimination and providing legal support for victims of racism and discrimination.

Ten cities described twelve promising policies that try to ensure better information of city dwellers on their rights and obligations and can therefore be classified under **Action No 4** "More Participation and Better Informed City Dwellers". These policies include informing newly arrived immigrants on residential law matters, providing advice and support to victims of discrimination, and public action weeks on the topic of anti-racism. A participatory approach was used in most of these policies such as including local service providers in the initiative as well as implementation of the policy.

Policies under **Actions No 5 to 10** of the 10 Point Plan of Action plan were rather underrepresented in the selection of promising practices:

Three cities presented promising examples of partnerships with local business actors, which are in line with **Action No 5** “The City as a Supporter of Equal Opportunity Practices”. These policies are summarized above as a model policy. Cities are rather reserved in addressing local entrepreneurs and private actors. Yet, cities that did engage in cooperation with local businesses developed promising experiences. Only about one third of participating cities employ anti-discrimination clauses in their procurement contracts, include anti-discrimination conditions concerning licences, or bind subsidies to the cause of counteracting racism.

Action No 6 “The City as an Equal Opportunities Employer and Service Provider”: One out of three promising policies address city employees as one (or another) target group (in the attempt to improve city services, as addressees of monitoring reports etc.). Yet few cities have implemented policies that explicitly make use of the city’s capacity as an employer, for example including requirements in employment contracts. Training of staff on non-discrimination is mentioned by about three quarters of the participating cities. However, as cities face difficulties in assessing the impact of these trainings, no example has been presented as particularly promising.

Only one city described a promising policy to improve “Fair Access to Housing” (**Action No 7**), which was one of the examples of a promising partnership with local enterprises (in this case housing agencies, real estate agents, other intermediaries). 27 out of all 40 participating cities and 20 out of 23 cities that completed the survey employ some kind of policy in the area Housing – Neighbourhood, but only one city chose it as one of their most successful examples.

In “Challenging Racism and Discrimination through Education” (**Action No 8**) one action plan for the advancement of pre-school children of socio-economically disadvantaged families was described as successful according to the outcome indicators.

Half of all cities indicated the use of policies in arts/culture, thus “Promoting Cultural Diversity” (**Action No 9**), but no city presented a successful example out of this area in more detail.

Policies described in the survey concentrated on the prevention or elimination of racism rather than sanctioning of racist behaviour. Consequently, “Hate Crimes” (**Action No 10**) was explicitly mentioned only in monitoring policies, “Conflict Management” was included into preventive policies to promote peaceful coexistence of city dwellers.

Way forward

The set of indicators has been applied successfully in the ECCAR survey. The indicator sets can be found in annex 2 of this report and is available to be used as an assessment tool. The conceptual work in developing those indicators is a further step in the endeavour to provide tangible indicators for measuring policy outcome. The analytic results from the survey should lay the groundwork for further investigation and discussion on the key factors of implementation in order to achieve success. In the following 3rd phase of the project, selected cities will be visited to discuss the process of designing, implementing and evaluating of promising anti-discrimination policies with the relevant stakeholders. The model policies introduced in this report shall be further developed into step-by-step instructions to support cities in the implementation as well as adjustment of such a policy in their city.

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Annex 1 – PROMISING POLICIES

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Monitoring

	Ausländerbeirat: Regelmäßige Berichterstattung / Koordination von Maßnahmen
Initial Situation	Vor dem Beitritt zur ECCAR gab es keine gesamtstädtische Koordination von Maßnahmen gegen rassistische Diskriminierung.
Initiators	Mit dem Beitritt zur ECCAR hat der Stadtrat (Exekutive) eine ständige interdepartementale Arbeitsgruppe eingesetzt. Der Beitritt zur ECCAR geht auf einen Vorstoß des Ausländerbeirates zurück (Bemerkung: Der Ausländerbeirat ist eine beratende Kommission des Stadtrates.)
Purposes	Die interdepartementale Arbeitsgruppe hat den Auftrag die Umsetzung des 10-Punkte-Aktionsplanes zu beobachten und zu koordinieren und dazu dem Stadtrat regelmäßig Bericht zu erstatten. Sie kann Empfehlungen aussprechen. Bei der Berichterstattung stützt sich die Arbeitsgruppe auf Recherchen, Gespräche mit AkteurInnen innerhalb und außerhalb der Verwaltung sowie eigene Einschätzungen
Target group(s)/beneficiaries	Die Berichterstattung richtet sich an den Stadtrat (Exekutive). Der Bericht wird jeweils publiziert und Interessengruppen (NGOs, Migrantenselbstorganisationen, Menschenrechtsorganisationen, etc.) sowie verwaltungsinternen Stellen zugänglich gemacht.
Main actions: what has been done?	Bisher wurden zwei Berichte (2009 und 2013) publiziert. Der zweite Bericht nimmt auf die im ersten Bericht gemachten Empfehlungen Bezug und thematisiert deren Umsetzung.
Actors responsible	Officials, civil society actors, NGOs, associations
Budget	Weiß nicht
Duration	Seit 2009
Evaluation	Ja, regelmäßig
Goal	Gesellschaftliche Teilhabe; Prävention von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	Eher ja Dank der regelmäßigen Berichterstattung wird ein Beitrag dazu geleistet, dass rassistische Diskriminierung auf die eigene Stadt thematisiert werden kann.
Did it lead to the adoption of new policies or amendments of existing policies?	ja, das Monitoring hatte einen signifikanten direkten Einfluss. Ein großer Teil der in den Berichten gemachten Empfehlungen wurde von den zuständigen Stellen aufgenommen und teils umgesetzt.
Did it lead to the implementation of demands from ethnic minority groups	ja, das Monitoring hatte einen signifikanten direkten Einfluss

Did it result in a greater willingness among the population to report racial discrimination?	dazu sind keine Informationen verfügbar Es bestehen keinen Überprüfkriterien, um diesen Zusammenhang festzumachen. Tatsache ist aber, dass dank dem Monitoring rassistische Diskriminierung thematisiert werden kann. Gestiegen ist weiter die Bereitschaft, innerhalb der Verwaltung über rassistische Diskriminierung zu sprechen.
Did it raise public awareness of (non-)discrimination	das Monitoring hatte einen kleinen Einfluss. Die Berichterstattung richtet sich nicht primär an die Bevölkerung.
Did it result in a higher awareness of non-discrimination principles among politicians/decision-makers?	ja, das Monitoring hatte einen signifikanten direkten Einfluss. Dank der Berichterstattung konnte mit einigen Bereichen der Stadtverwaltung fokussiert thematisiert werden.
Did it achieve a reduction in the number of discriminatory incidents in the city?	dazu sind keine Informationen verfügbar. Zu beachten ist ferner, dass Monitoring ja auch dazu führen kann, dass die Anzahl gemeldet diskriminierender Vorfälle aufgrund der Sensibilität gegenüber dem Thema zunimmt. Aufgrund der von Fachleuten angenommenen Dunkelziffer ist diese Annahme plausibel.
Did the monitoring have any other significant effect?	Die regelmäßige Berichterstattung ist ein taugliches Mittel um: a) Rassistische Diskriminierung zu thematisieren b) mit Verwaltungsstellen zu rassistischer Diskriminierung ins Gespräch zu kommen c) Entwicklungen aufzuzeigen d) Maßnahmen vorzuschlagen und über deren Umsetzung zu berichten e) Verbindlichkeit herzustellen f) Das Thema präsent zu halten

	Door Policy Panel
Initial Situation	In the past, the city was confronted in different ways with possible cases of discrimination at the doors of clubs and cafes, whereby people felt they were selectively refused entrance because of their skin colour or ethnic origin. In the late nineties, the door policy of a large club in the city raised concerns. No less than fifty reports were filed by people declaring to have felt discriminated against by the doorkeeper of this club. In February 2000, a field trial was conducted at five clubs. This demonstrated that the majority of these clubs denied access to ethnic minorities. The proverbial last straw that broke the camel's back was a continuous current of complaints about one of the largest clubs in the city. The owner received one official – and last – warning: in case of repeated violation the mayor would temporarily close down the club. This had an effect on owners of clubs and cafes throughout the city. To avoid discrimination in the future and to come to a more structural solution, the municipality, police force, young people, club and cafe owners and an antidiscrimination agency decided to join forces. As a result, the Door Policy Panel was established in March 2002. Later on, other cities in the country suit.
Initiators	The municipality, the police force, young people from the city, club and cafe owners and the antidiscrimination agency.
Purposes	The Door Policy Panel has two main tasks: 1. Evaluating the door policies of individual clubs and cafes. 2. Analysing complaints about possibly illegitimate refusals of visitors in clubs and cafes. The goal of the Door Policy Panel is to avoid situations of discrimination of ethnic minorities at the doors of clubs and cafes.
Target group(s)/beneficiaries	Visitors of clubs and cafes who feel discriminated against when refused entrance. Mainly young people from ethnic minorities.
Main actions: what has been done?	The assessment of the door policy of individual clubs and cafes is done by means of a list of criterions. Club owners who comply to these criterions can join the Panel. Panel membership is in fact a hallmark, allowing club owners

	<p>who are a member to present themselves as advocates of non-discrimination in the catering industry. A top 40 of door policy rules was composed that have proved to work well in practice and are approved by the Panel. These rules are also used as teaching material for people training to become a doorkeeper. The Panel always informs club owners when the Panel has received a complaint about the club. The Panel will try to address the issue through a conciliation procedure between the plaintiff and the club owner. If this is unsuccessful, the Door Policy Panel will review the complaint. If the Panel finds the plaintiff was refused on unjustified grounds, a representative of the Panel will speak with the club owner. When the Panel receives signals of systematic discrimination at a club, the Panel will inform the mayor. In some cases the Panel supports a victim in reporting the violation with the police. The Door Policy Panel issues an annual report, summarising relevant developments and presenting complaints that were filed.</p>
Actors responsible	Officials, contractors, service providers, civil society actors, NGOs, associations
Budget	10.001 - 100.000 Euro
Duration	March, 2002 - project still running
Evaluation	Yes once
Goal	Equality; prevention of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	<p>Yes.</p> <p>In 2013, the Door Policy Panel received 55 complaints. These complaints however are just the 'tip of the iceberg', because research has shown that few people report experiences with discrimination. Moreover club owners claim that incidents are mostly dealt with by the club itself. The evaluation of the Door Policy Panel nonetheless demonstrates that a relatively high number of complaints that it receives is resolved with mutual contentment. The evaluation shows that complaints are settled faster than they are in traditional procedures through the Institute for Human Rights, the police or the Public Prosecution Service, which leads to cost saving and eases the burden on these organisations. All things considered, the possibly preventive effect of the Door Policy Panel seems worthwhile: besides the complaints that are dealt with, the Panel's assessment of the door policy of clubs is considered an important result increasing transparency and awareness.</p>
Did it lead to the adoption of new policies or amendments of existing policies?	no
Did it lead to the implementation of demands from ethnic minority groups	no
Did it result in a greater willingness among the population to report racial discrimination?	Yes, the monitoring had a significant direct influence
Did it raise public awareness of (non-)discrimination	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments
Did it result in a higher awareness of non-discrimination principles among politicians/decision-makers?	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments
Did it achieve a reduction in the number of discriminatory incidents in the city?	no

Did the monitoring have any other significant effect?	The monitoring stimulates individuals to report discriminatory incidents. The evaluation of the Door Policy Panel nonetheless demonstrates that a relatively high number of complaints that it receives is resolved with mutual contentment. The evaluation shows that complaints are settled faster than they are in traditional procedures through the Institute for Human Rights, the police or the Public Prosecution Service, which leads to cost saving and eases the burden on these organisations. All things considered, the possibly preventive effect of the Door Policy Panel seems worthwhile: besides the complaints that are dealt with, the Panel's assessment of the door policy of clubs is considered an important result increasing transparency and awareness.
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	Monitoring of incidents of discrimination by the antidiscrimination agency and the police
Initial Situation	In the police unit, which comprises the city and the surrounding region, the antidiscrimination agency and the police work closely together in tackling discrimination. Regional cases are discussed periodically in a so-called Regional Discrimination Consultation during which a police officer and district prosecutor, both specialised in discrimination, and the regional antidiscrimination agency discuss cases. The regional case overview of the police serves a second purpose: it provides data for the annual regional and national publication on reports and notifications of discrimination filed with the police. In the meantime, the anti discrimination office publishes its own regional report on the number of complaints it received, which is presented to all local governments in the region. These two reports, although both addressing reports of discrimination in the region, are hardly discussed in connection with each other, neither by local governments nor within the police unit. This is unfortunate, because the data of the police and the antidiscrimination agency complement each other. In 2011, the police and the anti discrimination office therefore started to jointly present their discrimination data in the various regional consultations concerning security issues. In 2012, the police (local unit) and the anti discrimination office decided to issue a joint report, which presents the registered complaints of discrimination by the anti discrimination office as well as the discriminatory incidents registered by the police. In 2014, this report was discussed in the consultation between the mayor of the city, the police and the public prosecutor.
Initiators	antidiscrimination agency and the local police
Purposes	The joint presentation of records of discrimination by the police and anti discrimination office provides a more complete picture of the nature and extent of discrimination to policy-makers. Moreover, as it combines information from different sources, this report, is more likely to be scheduled on the agenda in regional and local consultations.
Target group(s)/beneficiaries	Regional and local governance, police
Main actions: what has been done?	In 2012 the police and the anti-discrimination office decided to issue a joint report which presents the registered complaints of discrimination by the office as well as the discriminatory incidents registered by the police. In 2014, this report was discussed in the consultation between the mayor of the city, the police and the public prosecutor.
Actors responsible	Officials, contractors, civil society actors, NGOs, associations
Budget	200.001 - 500.000 Euro [A4]
Duration	2012 - project still running
Evaluation	No
Goal	prevention of discrimination

Outcome-Indicators	
Self-assessment: goal achieved?	Yes. The goal to issue a report which provides a more complete picture of the nature and extent of discrimination has been achieved. The report, which presents the registered complaints of discrimination by the anti discrimination office as well as the discriminatory incidents registered by the police. In 2014, this report was discussed in the consultation between the mayor of the city, the police and the public prosecutor. During this consultation it was decided that the report should also be addressed in local consultations between the police and local government representatives.
Did it lead to the adoption of new policies or amendments of existing policies?	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments
Did it lead to the implementation of demands from ethnic minority groups	no
Did it result in a greater willingness among the population to report racial discrimination?	no
Did it raise public awareness of (non-)discrimination	Yes, the monitoring had a significant direct influence
Did it result in a higher awareness of non-discrimination principles among politicians/decision-makers?	Yes, the monitoring had a significant direct influence
Did it achieve a reduction in the number of discriminatory incidents in the city?	no
Did the monitoring have any other significant effect?	Cooperation between the local police and the anti discrimination office

	Territorial antidiscrimination network
Initial Situation	The approval of a regional law in 2004 "Norms for the social integration of immigrant foreign citizens" has renovated the regional legislation framework and has provided new tools to fight against all types of discrimination
Initiators	Regional Agreement Protocol regarding the Initiatives Against Discrimination (2007) that permitted the creation of the Territorial Anti-discrimination Network in the Region
Purposes	Anti-Discrimination Node of the Immigration Service within a Public company for Services to Individuals. In the framework of the Territorial Anti-Discrimination Network promoted by the Region in 2007, the City, through the public company for services to individuals, performs functions and activities that aim at combating discrimination and racism for the social integration of foreigners and at spreading an anti-racist culture that protects and value diversity, countering the potential exclusion factor.
Target group(s)/beneficiaries	victims of discrimination witnesses of discrimination
Main actions: what has been done?	In particular, the territorial network, composed by 38 "actors" (associations, cooperatives, NGOs, trade unions etc.) at the metropolitan area level, provides the following anti-discrimination services: - the "connection desk" which is in charge of information, dissemination, awareness raising, and acts as junction for all the anti-discrimination "antennas". It is open to the public, provides orienteering and advice activities and collects relevant information;

	- the "antenna desk", that acts as front office and help desk (conflict mediation, cultural/language mediation, juridical advice) and is the main detector for problems and critical issues. In 2012 and 2013, the actions to support anti-discrimination policies have been developed and empowered through the contribution of local stakeholders and services which decided to participate in the yearly campaign-week against discrimination, promoted by the Province
Actors responsible	Officials, contractors, service providers, civil society actors, NGOs, associations
Budget	10.001 - 100.000 Euro
Duration	2007 - project still running
Evaluation	Yes once
Goal	Equal treatment; elimination of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Rather yes
Did it lead to the adoption of new policies or amendments of existing policies?	The policy had an <i>indirect</i> effect in combination with other measures/changes/developments. Monitoring happens at the regional level and at the local (provincial) area. I'm here addressing the local level, whose monitoring has been done since 2013
Did it lead to the implementation of demands from ethnic minority groups	This was not the aim of the monitoring
Did it result in a greater willingness among the population to report racial discrimination?	This was not the aim of the monitoring
Did it raise public awareness of (non-)discrimination	A limited effect
Did it result in a higher awareness of non-discrimination principles among politicians/decision-makers?	The policy had an <i>indirect</i> effect in combination with other measures/changes/developments.
Did it achieve a reduction in the number of discriminatory incidents in the city?	This was not the aim of the monitoring
Did the monitoring have any other significant effect?	Since 2013, the City has a list of the cases of discrimination that have been reported to one of the actors of the provincial network or to the green number of the national Antidiscrimination Office. The work of the public company for services to individuals is included in the contract of services signed by the City and it is the object of a Convention that will be signed in November 2014 among the City, an NGO and the University, to work on empowerment of migrants association and on the network's strengthening

Advisory Boards

	MigrantInnenbeirat
Initial Situation	Drittstaatsangehörige haben kein Kommunalwahlrecht
Initiators	Migrant_innen, Stadtverordnetenversammlung und Beauftragte für Migration und Integration
Purposes	Einfluss aller Migrant_innen auf Kommunalpolitik; Beratung der Verwaltung und der Stadtverordnetenversammlung
Target group(s)/beneficiaries	alle Einwohner_innen mit einem ausländischen Pass
Main actions: what has been done?	besteht seit 1992; wird parallel zur Stadtverordnetenversammlung durch alle Einwohner_innen mit einem ausländischen Pass (ab 16. Lebensjahr) gewählt; in der Hauptsatzung festgeschrieben
Actors responsible	Officials, civil society actors (NGOs, associations, etc.)
Budget	10.001 - 100.000 Euro
Duration	Seit 1992
Evaluation	ja, regelmäßig [A1]
Goal	Gesellschaftliche Teilhabe; die Prävention von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	ja
Did recommendations of the advisory board/committee lead to the amendment of policies or the adoption of new policies?	ja, die Empfehlungen hatten eine indirekte Wirkung in Verbindung mit anderen Maßnahmen/Veränderungen/Entwicklungen
Have the recommendations of the advisory board/committee been implemented?	ja
Do members of minority groups feel represented by the advisory board/committee?	eher ja
Could the advisory board/committee enforce demands from ethnic minority groups?	ja, die Beratungsgremien/Beiräten/Komitees hatten eine indirekte Wirkung in Verbindung mit anderen Maßnahmen/Veränderungen/Entwicklungen
Did the activity of the advisory board/committee lead to a higher willingness to report racial discrimination?	nein
Did the activity of the advisory board/committee achieve a reduction in the number of discriminatory incidents in the city?	nein
Did the advisory board/committee have any other significant effect?	wird als "Parlament" aller Einwohner_innen mit ausländischem Pass in Politik und Verwaltung wahrgenommen; ist in Ausschüssen der Stadtverordnetenversammlung als beratendes Mitglied präsent (Jugendhilfe, Bildung, Soziales)

Conseil Consultatif de lutte contre les discriminations ethniques	
Initial Situation	Une commission extra-municipale composée de citoyens et d'élus a travaillé sur les problématiques de discriminations ethno-raciales. Les travaux de la commission ont conduit à la mise en œuvre d'un projet EQUAL - Accede par la ville pour répondre aux problématiques de discriminations ethno-raciales à l'emploi des jeunes. Le Conseil Consultatif est né de la reconnaissance institutionnelle de la commission.
Initiators	Des militants de la lutte contre les discriminations et des élus municipaux.
Purposes	permettre la réflexion sur des thématiques concernant les discriminations ethno-raciales servir d'aiguillon à l'action municipale, participer au suivi des engagements de la Ville, exercer une fonction de veille des discriminations et alerter les organismes compétents si besoin. Favoriser la mobilisation citoyenne et le débat public
Target group(s)/beneficiaries	les élus et les citoyens
Main actions: what has been done?	Des rapports
Actors responsible	Autorités / Services publics, Société civile (O.N.G., associations etc.), Habitants de la ville
Budget	jusque 10.000 Euro
Duration	depuis 2002
Evaluation	No
Goal	Participation sociale ; prévention de discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Plutôt oui
Did recommendations of the advisory board/committee lead to the amendment of policies or the adoption of new policies?	Ceci n'était pas l'objectif de l'action
Have the recommendations of the advisory board/committee been implemented?	Plutôt oui Ce sont les recommandations de la Commission qui ont permis la mise en place d'une action publique locale de lutte contre les discriminations ethniques à l'emploi, puis le lancement d'un plan de lutte contre les discriminations au logement.
Do members of minority groups feel represented by the advisory board/committee?	Plutôt oui
Could the advisory board/committee enforce demands from ethnic minority groups?	Oui, l'action a montré des effets directs
Did the activity of the advisory board/committee lead to a higher willingness to report racial discrimination?	Non
Did the activity of the advisory board/committee achieve a reduction in the number of discriminatory incidents in the city?	Pas d'information disponible pour cette question
Did the advisory board/committee have any other significant effect?	L'impulsion d'une action publique locale et l'aide au portage politique de la lutte contre les discriminations par le maire et les élus locaux.

Conseil pour la citoyenneté des étrangers	
Initial Situation	Conseil, piloté par la ville, qui existe depuis plus de 10 ans, composée de membres individuels extra-communautaires et d'associations d'accès au droit, de lutte contre le racisme. Réponse mise en place du fait du non droit de vote des étrangers.
Initiators	La ville
Purposes	Coproduire la politique publique d'accueil, d'intégration et de citoyenneté des étrangers Offrir un espace d'échange entre les participants et la ville (les élus)
Target group(s)/beneficiaries	Etrangers extra-communautaires jusqu'à 2015 Aujourd'hui, renouvellement de l'instance avec une ouverture aux étrangers communautaires (et toujours avec la participation d'étrangers extra-communautaires)
Main actions: what has been done?	appui à l'élaboration de la politique publique d'intégration et de citoyenneté des étrangers Travail sur les dispositifs et démarches d'accueil des étrangers (exemple : réalisation d'un guide d'accueil à l'usage des résidents étrangers, formation des agents d'accueil du service relation à l'usager), sur la question du vieillissement des migrants (atelier citoyen sur cette question, réalisation d'un film pour sensibiliser partenaires sur ce thème)
Actors responsible	Autorités / Services publics, Société civile (O.N.G., associations etc.)
Budget	200.001 - 500.000 Euro
Duration	depuis 2003
Evaluation	Oui, plus qu'une fois, mais pas régulièrement
Goal	Participation sociale ; prévention de discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Plutôt oui
Did recommendations of the advisory board/committee lead to the amendment of policies or the adoption of new policies?	Ceci n'était pas l'objectif de l'action. Le conseil pour la Citoyenneté des Etrangers a permis de faire évoluer la politique publique de la ville (choix d'orientation des élus)
Have the recommendations of the advisory board/committee been implemented?	Plutôt oui
Do members of minority groups feel represented by the advisory board/committee?	Plutôt oui
Could the advisory board/committee enforce demands from ethnic minority groups?	Oui, l'action a montré des effets directs. Sur la question de l'accueil des étrangers (besoin d'être mieux informé, outillé, dans sa première année de vie dans la ville) : réalisation d'un guide en conséquence et mobilisation de plusieurs directions municipales / métropolitaines à ce sujet
Did the activity of the advisory board/committee lead to a higher willingness to report racial discrimination?	L'action a montré un effet limité. A surtout permis de mettre en lumière cette problématique et de l'inscrire comme un chantier à développer par la ville (plan d'actions PLCD en parallèle)
Did the activity of the advisory board/committee achieve a reduction in the number of discriminatory incidents in the city?	Pas d'information disponible pour cette question
Did the advisory board/committee have any other significant effect?	Mise en visibilité de la problématique "être étranger" au sein de la collectivité et du territoire nantais A permis aussi de questionner certaines politiques publiques (comme celle sur les personnes âgées) pour une meilleure prise en compte de ce public.

Elections

	Erstwählerkampagne "Dein erstes Mal" zur Kommunal- und Landtagswahl 2014
Initial Situation	Erstmals Wahlalter ab 16 zur Kommunalwahl (Mai 2014) - nach Änderung der Kommunalverfassung des Bundeslandes. Kampagne basierte auch auf Erfahrungen aus der Jung- und Erstwählerkampagne 2008 "Ich wähle, weil ..."
Initiators	Stadtjugendring; Landeszentrale für Politische Bildung; Nationales Kinderhilfswerk; Landeshauptstadt
Purposes	Informationen rund um die Wahl: Parteien; Wahlhalte; Prozedere Demokratiebildung; Bedeutung von Kommunalpolitik aufzeigen;
Target group(s)/beneficiaries	Jugendliche ab 16 Jahre
Main actions: what has been done?	Informationsveranstaltungen auf öffentlichen Plätzen, in Schulen, in Jugendfreizeiteinrichtungen eigene Webseite: mit Wahl-Check und Informationen zu den Parteien und den Kandidat_innnen; Seite wurde 65.000 mal von 7.500 Nutzer_innen aufgerufen Erstellung jugendgerechten Infomaterials (Flyer, Sticker, Stoffbeutel usw.)
Actors responsible	Officials, contractors, service providers, civil society actors, NGOs, associations Schulen, Jugendeinrichtungen, Medienpartner
Budget	10.001 - 100.000 Euro
Duration	April bis September 2014
Evaluation	Noch nicht, aber eine Evaluierung ist geplant
Goal	Gesellschaftliche Teilhabe; die Prävention von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	ja
Did the policy result in a higher voter turnout in local elections?	ja, die Maßnahme hatte eine signifikante direkte Wirkung
Did the policy result in a higher participation of city dwellers through direct democracy instruments, such as initiatives, citizen panels, referendums etc.?	das war nicht das Ziel der Maßnahme
Did the policy result in a higher participation in elections to migrant advisory councils, committees etc.?	das war nicht das Ziel der Maßnahme
Did the policy achieve a reduction in discriminatory practices during election campaigns (i.e. xenophobic slogans, hate speeches, offences in public space etc.)?	ja, die Maßnahme hatte eine signifikante direkte Wirkung
Did the policy result in a higher number of candidates from minority groups in local elections?	dazu sind keine Informationen verfügbar
Did the policy lead to a higher willingness in the population to report racial discrimination?	ja, die Maßnahme hatte eine indirekte Wirkung in Verbindung mit anderen Maßnahmen/Veränderungen/Entwicklungen
Did the policy achieve a reduction in the number of	dazu sind keine Informationen verfügbar

discriminatory incidents in the city?	
Did the policy have any other significant effect?	Logo der Kampagne war im Stadtbild präsent; neue und Verstärkung bestehender Netzwerke; große Aufmerksamkeit in Printmedien, Funk und Fernsehen, Webseiten

	Election campaign monitoring
Initial Situation	Election campaigns should not be run at the expense of human dignity and human rights.
Initiators	May 2007 a group of different civil society organisations addressed the Human Rights Advisory Board with an initiative to establish a election campaign monitoring.
Purposes	Monitoring of election campaigns in local elections. Raise awareness that human rights have to be respected in an election campaign. Reduce human rights violations during election campaigns.
Target group(s)/beneficiaries	Political parties, the public
Main actions: what has been done?	Election campaign material of all political parties running in the election (party programs, poster advertisement, Flyers etc.), statements, slogans, interviews, press releases etc. were collected and analysed according to their compatibility with human rights. The Human Rights Advisory Board analysed if and to what extend election campaign material violated or promoted human rights. The Advisory Board published expert opinions and presented the evaluation results in form of an "election barometer", using the three traffic-light colours. (Red light for statements/slogans that had to be classified as a violation of human dignity; Yellow light for problematic statements/slogans, expressing prejudices, biased opinions etc; Green light for statements/slogans promoting human rights.)
Actors responsible	Officials, contractors, service providers, civil society actors, NGOs, associations, Human Rights Advisory Council
Budget	Not known
Duration	8 months, following the whole election campaign period
Evaluation	No
Goal	Equal treatment; elimination of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Yes
Did the policy result in a higher voter turnout in local elections?	This was not the aim of the policy
Did the policy result in a higher participation of city dwellers through direct democracy instruments, such as initiatives, citizen panels, referendums etc.?	This was not the aim of the policy
Did the policy result in a higher participation in elections to migrant advisory councils, committees etc.?	This was not the aim of the policy

Did the policy achieve a reduction in discriminatory practices during election campaigns (i.e. xenophobic slogans, hate speeches, offences in public space etc.)?	Yes, the policy had a significant direct effect
Did the policy result in a higher number of candidates from minority groups in local elections?	This was not the aim of the policy
Did the policy lead to a higher willingness in the population to report racial discrimination?	Yes, the policy had an indirect effect in combination with other measures/changes/developments. The policy was raising awareness for the obligation to respect human rights also in verbal statements and advertising slogans.
Did the policy achieve a reduction in the number of discriminatory incidents in the city?	Yes, the policy had a significant direct effect
Did the policy have any other significant effect?	The monitoring led to the adoption of new policies. Case law: the collected material led to the final criminal conviction of the top candidate of one political party for incitement to hatred and decrying religious teachings. Raising awareness for human rights.

Action Plans

	Frühförderung
Initial Situation	Frühförderung - Verbesserung der Bildungsgerechtigkeit von Anfang an
Initiators	Stadt Direktion
Purposes	1. Benachteiligte Kinder haben bessere Chancen für eine ungebrochene Schullaufbahn und eine ihrem Potential und den Anforderungen der Berufswelt entsprechende Ausbildung. 2. Die Kinder verfügen bei Kindergarteneintritt über altersgerechtere sprachliche, motorische, kognitive und soziale Fähigkeiten 3. Die Eltern sind in ihren erzieherischen Fähigkeiten gestärkt und wissen, wie sie die Entwicklung ihrer Kinder fördern können. 4. Die Lebenswelt von Kleinkindern fördert ihre Entwicklung.
Target group(s)/beneficiaries	sozio-ökonomisch benachteiligte Familien mit Kleinkindern in der Stadt
Main actions: what has been done?	Pilotprojekt (2007-2012) mit Evaluation durch die Universität, Maßnahmen in den Lebenswelten der Kinder: 1. Stadtteil, Quartier: Vernetzung der Akteure, koordinierte und aufeinander abgestimmte Maßnahmen 2. familienexterne Bildungs- und Betreuungsorte: Fördermodule im Bereich Bewegung, Ernährung, Sprache und soziale Kompetenzen 3. zu Hause: Für Familien mit hohen Belastungen: Einführung eines Hausbesuchsprogramms, Erkenntnisse aus Wissenschaft und Praxis zum Pilotprojekt sind online zugänglich
Actors responsible	Officials, contractors, service providers, civil society actors, NGOs, associations,
Budget	über 500.000 Euro
Duration	2007-2012, anschließend Übernahme von Maßnahmen in die Regelversorgung
Evaluation	Ja, einmal
Goal	Chancengleichheit, Prävention von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	ja
Based on the action plan, were concrete policies (events/ projects/ measures etc.) implemented?	ja
Did the action plan result in measurable improvements in the life situation of minority groups?	ja, der Aktionsplan hatte eine indirekte Wirkung
Did the action plan lead to a higher willingness to report racial discrimination?	das war nicht das Ziel der Maßnahme
Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?	das war nicht das Ziel des Aktionsplans
Did the action plan have any other significant effect?	

	Aktionswoche der Stadt gegen Rassismus
Initial Situation	Rassismus und insbesondere Alltagsrassismus werden von der Mehrheit der Bevölkerung nur ungenügend als Problem wahrgenommen und deshalb weitgehend negiert oder verharmlost. Sie ist heute Teil eines konkreten Maßnahmenplans
Initiators	Kompetenzzentrum Integration der Stadt
Purposes	Durch die Einbindung von Organisationen der Zivilgesellschaft wird bei diesen die Auseinandersetzung mit dem Thema Rassismus und rassistischer Diskriminierung: Wissenserweiterung und Stärkung der Organisationen in ihrem Engagement gegen Rassismus - Kampagne und Veranstaltungen stoßen beim Zielpublikum Denkprozesse und Debatten an: Wahrnehmung für Rassismus und Fremdenfeindlichkeit wird geschärft, die Reflektion der eigenen Haltung angeregt und Informationen zu rassistischer Diskriminierung vermittelt. - Die Kampagne erregt öffentliche Aufmerksamkeit für das Thema Rassismus und löst eine Debatte aus
Target group(s)/beneficiaries	- Organisationen der Zivilgesellschaft, die sich gegen Rassismus einsetzen (wollen) - die breite Bevölkerung als Zielpublikum von Kampagne und Veranstaltungen
Main actions: what has been done?	2009/2010: Erarbeitung des Konzepts seit 2011: jährliche Durchführung der Aktionswoche und Aufbau eines tragenden Netzwerkes seit 2014: Fokus auf ein spezifisches Thema (Arbeitswelt, öffentlicher Raum)
Actors responsible	Officials, civil society actors, NGOs, associations,
Budget	10.001 - 100.000 Euro
Duration	seit 2011 jährlich
Evaluation	ja, regelmäßig
Goal	Gesellschaftliche Teilhabe, Prävention von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	ja
Based on the action plan, were concrete policies (events/ projects/ measures etc.) implemented?	Ja, Rassismus wird vermehrt thematisiert, Sensibilität ist gestiegen, Organisationen der Zivilgesellschaft bringen sich in Debatte ein und beteiligen sich an der Antirassismuarbeit der Stadt
Did the action plan result in measurable improvements in the life situation of minority groups?	dazu sind keine Informationen verfügbar
Did the action plan lead to a higher willingness to report racial discrimination?	der Aktionsplan hatte eine geringe Wirkung. Tatsächlich berichtet die Meldestelle über eine geringe Zunahme an Meldungen. Dies kann an der Aktionswoche liegen, der direkte Zusammenhang kann aber nicht nachgewiesen werden. Es ist schwierig, zu evaluieren, ob häufiger Fälle gemeldet werden, weil wir die Öffentlichkeitsarbeit zum Thema und für die Meldestelle intensiviert haben oder ob es vor allem auch an einer zunehmend hart geführten öffentlichen Debatte rund um Zuwanderung und Diskriminierung liegt.
Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?	Keine Information verfügbar. Es werden eher mehr Vorfälle gemeldet, dies liegt aber vermutlich eher an einer besseren Öffentlichkeitsarbeit denn an einer Zunahme der Vorfälle.
Did the action plan have any other significant effect?	Ich beziehe mich hier auf den 10-Punkte-Aktionsplan, der die Grundlage für die Aktionswoche war: Etablierung von Anti-Diskriminierung und Anti-Rassismus als integraler Bestandteil der Integrationspolitik

	Good Relations Strategy
Initial Situation	Good Relations Plan for the city
Initiators	
Purposes	To reduce discrimination and build good relations secure shared space transform contested space develop shared cultural space building shared organisational space
Target group(s)/beneficiaries	Race Religion Political
Main actions: what has been done?	Engagement with diverse groups grant aid European Peace 3 programmes Manage Bonfires programme Promote inclusion with Black and minority groups Work with interfaces
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations,
Budget	More than 500.000 Euro
Duration	Ongoing 5 year cycles
Evaluation	Yes, regularly
Goal	Participation; prevention of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Yes, ongoing development
Based on the action plan, were concrete policies (events/ projects/ measures etc.) implemented?	Yes
Did the action plan result in measurable improvements in the life situation of minority groups?	Yes, the policy had a significant direct effect
Did the action plan lead to a higher willingness to report racial discrimination?	Yes, the policy had a significant direct effect
Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?	Yes, the policy had a significant direct effect
Did the action plan have any other significant effect?	Participation and engagement of hard to reach groups

	Réseau de vigilance en faveur de l'égalité de traitement et de la non-discrimination
Initial Situation	La ville, par l'intermédiaire de la mission lutte contre les discriminations, a été à l'initiative du Réseau de vigilance qui a vu le jour dans le cadre d'un projet européen EQUAL - Accede sur la période 2005-2008. Elle a réuni des structures oeuvrant dans le domaine de l'intermédiation de l'emploi, puis du logement (2009) et de l'action sociale en 2010.
Initiators	Des militants de la lutte contre les discriminations et des élus municipaux.
Purposes	L'objectif principal est le suivant : passer d'une chaîne de co-production des discriminations à une chaîne de lutte contre les discriminations. Il peut se décliner en plusieurs sous-objectifs : - faire du droit anti-discrimination la norme dans les pratiques professionnelles - mettre en réseau et former les professionnels de l'intermédiation pour leur permettre de monter en compétence sur les questions de discriminations - permettre le repérage des situations discriminatoires sur le territoire par les professionnels - rendre visible les discriminations sur le territoire grâce au recensement des situations - traiter/faire cesser les situations

	discriminatoires repérées - sensibiliser les habitants sur les discriminations et les informer de leurs droits - orienter les personnes discriminées vers les structures d'accès au droit compétentes
Target group(s)/beneficiaries	Les intermédiaires de l'emploi (Missions locales, Agences Pôle Emploi), du logement, et de l'action sociale (CCAS).
Main actions: what has been done?	- des réunions trimestrielles avec les référents des structures partenaires pour évoquer les situations et les difficultés rencontrées et permettre la mise en réseau - un partenariat avec les structures d'accès au droit (associations, Défenseur des Droits) - des formations pour les professionnels des structures participantes - un observatoire des discriminations pour recenser les situations et produire des statistiques - des fiches de liaison pour permettre le repérage, le signalement et le traitement des situations - une charte d'engagement pour formaliser les objectifs du réseau et les engagements des structures signataires
Actors responsible	Autorités / Services publics, Société civile (O.N.G., associations etc.)
Budget	10.001 - 100.000 Euro
Duration	depuis 2008 jusqu'à aujourd'hui
Evaluation	Oui, régulièrement
Goal	Égalité de traitement, élimination de discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Plutôt oui
Based on the action plan, were concrete policies (events/ projects/ measures etc.) implemented?	Oui, un partenariat avec les structures d'accès au droit (associations, Défenseur des Droits) - des formations pour les professionnels des structures participantes - un observatoire des discriminations pour recenser les situations et produire des statistiques - des fiches de liaison pour permettre le repérage, le signalement et le traitement des situations - une charte d'engagement pour formaliser les objectifs du réseau et les engagements des structures signataires
Did the action plan result in measurable improvements in the life situation of minority groups?	Oui, l'action a montré des effets directs
Did the action plan lead to a higher willingness to report racial discrimination?	Oui, l'action a montré des effets directs
Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?	Oui, l'action a montré des effets directs. Par exemple, suite à une discrimination repérée à la ville, la Député a posée une question parlementaire et la législation qui entraînait des discriminations a été changée par le gouvernement (discriminations dans le football)
Did the action plan have any other significant effect?	Une mobilisation partenariale pour faire valoir le droit; mobilisation politique pour faire valoir le droit, formations et sensibilisation d'entreprises ou de organismes de formations; plus grande confiance des personnes dans les institutions partenaires du réseau de vigilance.

	Maßnahmenplan - Wie die Stadtverwaltung das Leitbild zur Integrationspolitik umsetzt
Initial Situation	Die Stadt gab sich 2010 ein neues Leitbild zur Integrationspolitik und legt in entsprechenden Maßnahmenplänen dar, wie sie dieses Leitbild umsetzen will. Für den letzten Maßnahmenplan (2014-2017) hat das zuständige Kompetenzzentrum Integration mit der gesamten städtischen Verwaltung zusammengearbeitet: In Workshops und bilateralen Gesprächen haben sich mehr als 30 Abteilungen aus allen

	fünf Direktionen der Stadt mit folgenden Fragen auseinandergesetzt: Was hat Integration mit unserer Arbeit und unseren Dienstleistungen zu tun? Wie können wir unsere Dienstleistungen noch besser auf ein vielfältiges Zielpublikum ausrichten? Daraufhin haben die Mitarbeitenden der beteiligten Stellen eigene Maßnahmen in ihren jeweiligen Tätigkeitsfeldern erarbeitet. Schließlich umfasst der Maßnahmenplan 72 Maßnahmen in 8 Handlungsfeldern: Integration als Querschnitt- und Führungsaufgabe; Bildung, Sprache und Erziehung; Erwerbsarbeit; Freizeit, Kultur und Sport; Gesundheit; Mitwirkung in Politik und Gesellschaft; Wohn- und Lebensraum; Information und Kommunikation. Der Gedanke hinter dieser Erarbeitungsstrategie ist, den Mainstreaming-Gedanken in der Verwaltung zu verankern und eine gemeinsame Verantwortung für Integration zu fördern. Der Maßnahmenplan umfasst auch explizite Maßnahmen betr. Rassismus und Diskriminierung - so beispielsweise ein "Dienstleistungscheck" für die Abteilungen der Stadtverwaltung, Schulungen zum "Leitfaden für eine diskriminierungsfreie Kommunikation"; eine jährliche Aktionswoche gegen Rassismus und mehr.
Initiators	Kompetenzzentrum Integration (städtische Fachstelle für Migrationsfragen)
Purposes	Verankerung des Mainstreaming-Ansatzes in der Verwaltung: Migration wird in allen Arbeitsfeldern und bei allen Tätigkeiten mitgedacht und berücksichtigt - konkrete Verbesserungen der Dienstleistungen der Stadt für eine vielfältige Bevölkerung
Target group(s)/beneficiaries	Mitarbeitende der Stadtverwaltung als DienstleistungserbringerInnen die Migrationsbevölkerung der Stadt
Main actions: what has been done?	Der Maßnahmenplan wurde unter der Leitung des Kompetenzzentrums Integration in einem breit angelegten Prozess erarbeitet. Beteiligt waren in einem ersten Schritt die Migrationsbevölkerung und Vertreterinnen und Vertreter von Fachinstitutionen. In einem zweiten Schritt formulierten Mitarbeitende aus allen fünf Direktionen und über 30 Abteilungen Maßnahmen in ihren Tätigkeitsfeldern. Nach einer internen Vernehmlassung hat der Gemeinderat das Papier Ende 2013 verabschiedet. Die Fachkommission für Integration begleitete den Prozess fachlich. Seit Anfang 2014 werden die Maßnahmen in den Abteilungen umgesetzt
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations,
Budget	Weiß nicht
Duration	2014-2017
Evaluation	Noch nicht aber eine Evaluierung ist geplant
Goal	Gesellschaftliche Teilhabe; Beseitigung von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	Eher ja
Based on the action plan, were concrete policies (events/ projects/ measures etc.) implemented?	Ja.
Did the action plan result in measurable improvements in the life situation of minority groups?	Keine Information verfügbar. Da der Maßnahmenplan erst seit Anfang 2014 läuft, können wir hierzu noch keine Aussage machen. Sicherlich hat der Maßnahmenplan zu einer Sensibilisierung innerhalb der Stadtverwaltung als Dienstleisterin und Arbeitgeberin für ein vielfältiges Zielpublikum beigetragen.
Did the action plan lead to a higher willingness to report racial discrimination?	Das war nicht das Ziel des Aktionsplanes. Im Rahmen des Maßnahmenplans führen wir jährlich eine Aktionswoche gegen Rassismus durch. Im Rahmen der Öffentlichkeitsarbeit dazu, rufen wir

	dazu auf, rassistische Vorfälle zu melden und machen auch Werbung für die Meldestelle.
Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?	Keine Information verfügbar. Auch für eine Aussage hierzu ist es verfrüht. Allerdings werden wir wohl auch in 4 Jahren nicht behaupten können, die Zahl sei zurückgegangen. Die Zahl der Meldungen war in den letzten Jahren eher steigend - das ist aber eher auf eine verstärkte Öffentlichkeitsarbeit zurückzuführen als auf eine Zunahme der Vorfälle.
Did the action plan have any other significant effect?	Vorantreiben des Mainstreaming-Gedankens - Gemeinsames Commitment von Regierung und Verwaltung zu Integration und Antidiskriminierung - Maßnahmen für die Teilhabe von Migrantinnen und Migranten in allen Lebensbereichen

	Veranstaltung von Wochen gegen Rassismus
Initial Situation	In unserer Stadt war das Problem Rassismus und Diskriminierung (auch durch bisher erfreulicherweise ausgebliebenen ganz gravierenden Vorfälle) in der Öffentlichkeit kaum präsent, davon Betroffene suchten weder den Weg in die Öffentlichkeit noch den der Beschwerde. Durch die Abwesenheit von Beschwerden oder ganz gravierenden Vorfällen herrschte auch in Teilen der Behörden, Einrichtungen und Wirtschaftssubjekten ein Mangel an Bewusstsein für das Vorhandensein und die Belastungen durch Rassismus und Diskriminierungen. Auch die Bekanntheit von ECCAR und dessen 10-Punkte-Aktionsplan ließen stark zu wünschen übrig.
Initiators	Stadtverwaltung (Kulturamt) mit ideeller Unterstützung der Politik und NGOs und Vereinen
Purposes	Aufgabe der Durchführung von Wochen gegen Rassismus in großem Maßstab ist es daher in erster Linie, das Thema zu setzen, Bewusstsein zu schaffen, Beschwerdemöglichkeiten und -rechte aufzuzeigen, Problemfelder erkennbar werden zu lassen und die Akteure der Behörden, der Zivilgesellschaft und die von Rassismus und Diskriminierung Betroffenen zu vernetzen und bekanntzumachen. Auch sollen interessierten Bürgerinnen und Bürgern die Möglichkeit zum Engagement gegen Rassismus aufgezeigt werden.
Target group(s)/beneficiaries	Alle Bürgerinnen und Bürger unserer Stadt.
Main actions: what has been done?	Bisher wurden zwei "Wochen gegen Rassismus" (jeweils zwei Wochen im März) durchgeführt. 2014 gab es fast 140 Veranstaltungen von ca. 100 Kooperationspartner/innen. Das Veranstaltungsformat zeichnete sich durch eine große Vielfalt aus: Lesungen, Schulveranstaltungen, Workshops, Vorträge, Theater, Comedy und Konzerte wurden angeboten, sodass für jede Altersgruppe etwas dabei war und verschiedene Aspekte von Rassismus thematisiert wurden. Durch Banner, Plakate, Presseberichterstattung, einer Homepage und einem Facebook-Auftritt wurden die Wochen gegen Rassismus und deren Inhalte auf vielen Wegen kommuniziert und beworben.
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations, Kultur- und Bildungseinrichtungen, politische Stiftungen, religiöse Einrichtungen
Budget	10.001 - 100.000 Euro
Duration	einmal jährlich zwei Wochen - seit 2013
Evaluation	Mehrmals aber nicht regelmäßig
Goal	Gesellschaftliche Teilhabe; Beseitigung von Diskriminierung
Outcome-Indicators	

Self-assessment: goal achieved?	Ja, die Wochen gegen Rassismus sind 2013 mit großem Angebot gestartet und wurden viel beachtet und vergleichsweise gut besucht. Im Jahr 2014 gelang noch einmal eine erhebliche Steigerung von Anzahl und Vielfalt der Veranstaltungen und auch eine bessere Erreichung von Jugendlichen / Schüler_innen mit Angeboten. Auch die Präsenz der Veranstaltungsreihe und des Themas in den Medien und in der Stadt war gut gegeben und es ist damit gelungen, das Thema Rassismus und Diskriminierung in die Stadt hineinzutragen und auch die Beteiligung unserer Stadt an der ECCAR und deren Aufgaben und des 10PAPs stark zu steigern - von einem niedrigen Niveau aus allerdings.
Based on the action plan, were concrete policies (events/ projects/ measures etc.) implemented?	Ja, direkte Wirkung. Durchführung von bisher zwei Wochen gegen Rassismus (jeweils zwei Wochen im März mit 2014) fast 140 Veranstaltungen und ca. 100 Kooperationspartnern.
Did the action plan result in measurable improvements in the life situation of minority groups?	Eher ja. Von Rassismus und Diskriminierung real oder potentiell bedrohte Menschen nahmen die Durchführung der Wochen gegen Rassismus und die dabei gemachten Angebote des Empowerments und der Artikulation von Erlebnissen und Bedürfnissen nach unserer Wahrnehmung durchaus wahr und teilweise auch an. Dadurch stieg nach unserer Wahrnehmung auch das Gefühl des Dazugehörigseins und des Wahrgenommenwerdens von Seiten der "Mehrheitsgesellschaft" und der Kommune.
Did the action plan lead to a higher willingness to report racial discrimination?	der Aktionsplan hatte eine geringe Wirkung. Bisher, wir arbeiten aber weiter daran - erstes Bewusstsein ist aber immerhin schon geschaffen.
Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?	Keine Information verfügbar. Vermutlich hat die Durchführung der Wochen gegen Rassismus bisher noch nicht zu einem Rückgang von Rassismus und Diskriminierung geführt, wohl aber zu mehr Aufmerksamkeit, Wachsamkeit, politischem und rechtlichem Bewusstsein
Did the action plan have any other significant effect?	Ja, es gab einige sehr ermutigende Einzelsignale und -erlebnisse und es ist ein stetig wachsendes Interesse von Vereinen, NGOs, Behörden, Kultureinrichtungen etc. zu erkennen, sich mit eigenen Beiträgen an den Wochen gegen Rassismus zu beteiligen und damit zu bekennen.

Basic legal documents

	Equality Scheme
Initial Situation	
Initiators	
Purposes	
Target group(s)/beneficiaries	
Main actions: what has been done?	Training Access to Information Consultation mechanisms Monitoring Policy assessments complaints systems
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations
Budget	More than 500.000 Euro
Duration	Renewed every five years
Evaluation	Yes regularly
Goal	Equality; prevention of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	yes
Did the basic legal documents result in a higher participation of minority groups in policy-making processes?	Yes, the documents had a significant direct effect
Did the basic legal documents achieve a transformation of human rights principles into concrete legislation or rules at the local level?	Yes, the documents had a significant direct effect
Can victims of racial discrimination base their complaints on these basic legal documents?	Yes, the documents had a significant direct effect
Did these basic legal documents lead to a higher willingness in the population to report racial discrimination?	Yes, the documents had a significant direct effect
Did these basic legal documents achieve a reduction in the number of discriminatory incidents in the city?	Yes, the documents had a significant direct effect
Did the basic legal documents have any other significant effect?	

	Strategy for an intercultural city
Initial Situation	The city needs to take the next step from seeing migration as something new to something normal. We have taken the next step of the migration process as the majority of our inhabitants with immigrant background are born in our country. OECD studies show that the region around the capital city is the worst in integrating newcomers and that this situation is inherited to the next generation. The strategy was decided upon by the Municipal Council in June 2010. It reflects the political commitment and is divided into three dimensions: 1. Antidiscrimination. 2. The city as an organisation. 3. The city as a place.
Initiators	The Democracy Committee and the Municipal Board.
Purposes	We have to counteract the negative effects of segregation and the challenge the image of being our nationality. OECD studies show that the capital's region is the worst in integrating newcomers and that this situation is inherited to the next generation. The situation needs to be handled or it will get worse.

Target group(s)/beneficiaries	The inhabitants and the employees, but also decision makers at regional and national level
Main actions: what has been done?	Municipal services and developing cooperation with the civil society. Two examples are the local antirumor network and the development of equality data together with black and Muslim inhabitants.
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations,
Budget	10.001 - 100.000 Euro
Duration	Long term, no end.
Evaluation	Not yet, but it will be evaluated
Goal	Equal opportunity, prevention of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Rather yes
Did the basic legal documents result in a higher participation of minority groups in policy-making processes?	The documents had an <i>indirect</i> effect in combination with other measures/changes/developments
Did the basic legal documents achieve a transformation of human rights principles into concrete legislation or rules at the local level?	Rather yes
Can victims of racial discrimination base their complaints on these basic legal documents?	Yes
Did these basic legal documents lead to a higher willingness in the population to report racial discrimination?	The documents had an <i>indirect</i> effect in combination with other measures/changes/developments
Did these basic legal documents achieve a reduction in the number of discriminatory incidents in the city?	No information available
Did the basic legal documents have any other significant effect?	A developed cooperation with stakeholders in the civil society.

Legal Protection – Anti discrimination offices

	Zugang zu Anlaufstellen
Initial Situation	Es gibt plausible Hinweise, dass von Diskriminierung Betroffene nur selten spezialisierte Beratungsstellen aufsuchen (Resultate aus EU-MIDIS-Befragungen der FRA, etc.).
Initiators	Interdepartementale Arbeitsgruppe (Koordinationsgremium) Fachstelle für Integrationsfragen (Geschäftsstelle der AG)
Purposes	a) Bestehende Anlaufstellen bekannter machen b) Angebot der bestehenden Anlaufstellen koordinieren c) Bestehende Anlaufstellen kostenlos zugänglich machen
Target group(s)/beneficiaries	Bestehende Beratungs- und Anlaufstellen: Für koordiniertes Vorgehen gewinnen Institutionen (NGOs, städtische Stellen, etc.): Über Beratungsangebote informieren Bevölkerung: Über Beratungsangebote informieren
Main actions: what has been done?	I. Koordination der bestehenden Beratungsstellen (Inhaltliche Zuständigkeiten, Abgrenzungen, Zusammenarbeitsmöglichkeiten, Triagemöglichkeiten, etc.) II. Gemeinsame Werbeaktion (Gemeinsamer Flyer mit allen Beratungsangeboten) III. Städtischer Leistungsauftrag (Abgeltung von Beratungsleistungen) BEMERKUNG: Die Beratung von Opfern rassistischer Diskriminierung lässt sich nicht einfach nur auf Rechtsberatung beschränken. Das Recht ist nur eines von möglichen Mitteln, die im Rahmen einer Beratung beigezogen werden können. Oft sind Mediationen, Interventionen oder gar anwaltschaftliche Interventionen, etc. zielführender. Weiter kann die Beratung auch psychosoziale Aspekte beinhalten. Insofern sollte sich Beratung von Diskriminierungsbetroffenen nie allein nur auf den rechtlichen Aspekt beschränken. Weiter stehen die Angebote nicht nur Opfern, sondern auch Personen offen, die mit Diskriminierungsvorwürfen konfrontiert sind oder die in einen Fall (etwa als Angehörige) involviert sind.
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations,
Budget	10.001 - 100.000 Euro
Duration	Seit 2010
Evaluation	ja, regelmäßig
Goal	Gleichheit, Gleichstellung; die Beseitigung von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	Eher ja. Nach wie vor suchen zu wenig Diskriminierungsbetroffene spezialisierte Beratungsstellen auf.
Did the policy facilitate access to justice for victims of racial discrimination?	ja, die Maßnahme hatte einen signifikanten direkten Einfluss Der Bevölkerung steht nun ein kostenlos zugängliches Beratungsangebot offen. Das Angebot wurde innerhalb der Verwaltung und bei Organisationen der Zivilgesellschaft aktiv beworben.
Did the policy lead to a better availability of low-threshold services for legal advice?	ja, die Maßnahme hatte einen signifikanten direkten Einfluss
Did the policy provide free legal services?	Ja, wie gesagt die Rechtsberatung ist nur ein Aspekt der Beratung.
Did the policy lead to a better availability of interpreting and translation services?	das war nicht das Ziel der Maßnahme
Did the policy achieve an increase in the number of decisions on complaints?	das war nicht das Ziel der Maßnahme Bemerkung: Ziel sollte nicht die Erhöhung der Gerichtsentscheidungen sein, sondern vielmehr eine für die Betroffenen gute und befriedigende Beratung und Lösungsfindung (diese wiederum muss nicht zwingend gerichtlich erfolgen).

Did the policy lead to a higher willingness to report racial discrimination?	keine Informationen verfügbar. Keine Fallzunahme spürbar. Nach Einschätzung von Beratungsstellen hat sich teils jedoch die Qualität der gemeldeten Fälle verändert (heute mehr komplexere Fälle).
Did the policy achieve a reduction in the number of discriminatory incidents in the city?	keine Informationen verfügbar. Es bestehen keine empirischen Grundlagen, welche eine Antwort auf diese Frage erlauben.
Did the policy have any other significant effect?	

	Anti discrimination office
Initial Situation	the discrimination of migrants at the work place and in accessing the services of the City
Initiators	Provincial authorities
Purposes	to eliminate ethnic discrimination; to act against discrimination
Target group(s)/beneficiaries	employees, citizens in their access to goods and services
Main actions: what has been done?	advice, counselling for discriminated persons, mediation between them and the "perpetrators"
Actors responsible	Officials
Budget	200.001 - 500.000 Euro
Duration	since 2004
Evaluation	Yes once
Goal	Equality; elimination of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Yes, members of the target group seek for advice, directors/executives and other city staff seeks to prevent discrimination and gets in contact with the office. The office is for the inhabitants the first address to turn to in case they face discrimination in access the cities' services. It is also a instrument for consciousness-building
Did the policy facilitate access to justice for victims of racial discrimination?	The policy had an <i>indirect</i> effect in combination with other measures/changes/developments. Persons who feel discriminated receive counselling on whether their case is discrimination or not. After counselling it is up to them how they proceed.
Did the policy lead to a better availability of low-threshold services for legal advice?	the policy had a significant <i>direct effect</i> It is free of charge and anonymous (if they like to). It is a kind of "first aid"; clearing of discrimination
Did the policy provide free legal services?	yes
Did the policy lead to a better availability of interpreting and translation services?	This was not the aim of the office. In the office itself, there are interpretation and translation services available, including BKS and Turkish. Demand for translation services for other languages has not been yet identified.
Did the policy achieve an increase in the number of decisions on complaints?	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments The office has now been existing for 10 years. Building on the experience of the office members (and the number of clients per year), it can be assumed that the office is not very well known within the communities of migrants and the civil servants at the City. Currently the office works on a concept to reach the target group better
Did the policy lead to a higher willingness to report racial discrimination?	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments
Did the policy achieve a reduction in	The policy had a significant direct effect. In the city (that means city

the number of discriminatory incidents in the city?	staff) particularly in hospitals (medical staff).
Did the policy have any other significant effect?	Awareness raising (it is a really low threshold-counselling service. Free of charge is very important)

	Antidiskriminierungsforum
Initial Situation	Urprünglich waren weder Beratungsstelle noch Netzwerk gegen Diskriminierung vorhanden. Mit Unterstützung der Stadt und aus Mitteln des Bundes konnte beides 2009 eingerichtet werden. Seitdem haben sich die Beratungs- und Präventionsstrukturen in Bezug auf Diskriminierung und rechte Gewalt erheblich verbessert.
Initiators	Auf Initiative einer Berufsbildungsorganisation entwickelte sich das Antidiskriminierungsforum, das mittlerweile als Verein etabliert ist. Dem Forum gehören sowohl Vereine als auch öffentliche Institutionen an. Eine öffentliche Institution hat sich von Beginn an bemüht, die Verstärkung des Netzwerkes voranzutreiben und seine finanzielle Ausstattung zu verbessern.
Purposes	Bekämpfung von Rassismus, Antisemitismus, Alltagsdiskriminierung, Islamophobie, Homophobie und Antiziganismus. Zielübergreifende Arbeit zum Thema Diskriminierung (aufgrund von Herkunft, Alter, Geschlecht, sexueller Identität, etc.).
Target group(s)/beneficiaries	- Betroffene selbst (Opferberatung, Stärkung des Selbstwertgefühls) - Medien und Institutionen - Politik
Main actions: what has been done?	Einrichtung einer Opferberatungsstelle an zentraler Stelle (Ministerium) - Öffentlichkeitsarbeit mit (kontroversen) Diskussionen; Einbeziehung und Aufarbeitung bestimmter Ereignisse durch den bundesländischen Journalistenverband - Veranstaltungen (Tagungen, Vorträge) - Mitwirkung im Beratungsnetzwerk der Antidiskriminierungsstelle.
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations, citizens, churches
Budget	Weiß nicht
Duration	2011-2014
Evaluation	nein
Goal	Gleichheit, Gleichstellung; Beseitigung von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	Eher ja.
Did the policy facilitate access to justice for victims of racial discrimination?	ja, die Maßnahme hatte einen signifikanten direkten Einfluss
Did the policy lead to a better availability of low-threshold services for legal advice?	ja, die Maßnahme hatte einen signifikanten direkten Einfluss
Did the policy provide free legal services?	Ja
Did the policy lead to a better availability of interpreting and translation services?	das war nicht das Ziel der Maßnahme
Did the policy achieve an increase in the number of decisions on complaints?	Keine Informationen verfügbar
Did the policy lead to a higher willingness to report racial discrimination?	ja, die Maßnahme hatte einen indirekten Einfluss in Verbindung mit anderen Maßnahmen, Veränderungen, Entwicklungen

Did the policy achieve a reduction in the number of discriminatory incidents in the city?	Weiß nicht
Did the policy have any other significant effect?	Gestiegenes Bewusstsein für zielgruppenübergreifende Anti-Diskriminierungsarbeit, neue Formen der Kooperation

Services for Migrants

Plan for Social and Intercultural Coexistence	
Initial Situation	Adapt social intervention to the new needs that arise from the presence of foreign population in the city, incorporating the necessary intercultural competences to local administrations. • Campaign against the different manifestations of discrimination, racism, xenophobia and other forms of intolerance in all scopes of social life, both in the public and private sectors.
Initiators	Secretariat of Family and Social Services. City Council Regarding the actions contained in the operational framework of the Plan, we must highlight that some particular actions, mainly the transversal ones and those developed in coordination with other Secretariats, were not specifically included in the list of measures. Thus, for example, the subsidies aimed to finance projects of social entities in the areas of shelter or integration in the labour market must be considered as incorporated in said areas of intervention.
Purposes	Promote citizens' participation through associations and consolidation of the City's Forum for Dialogue and Coexistence and of the Intercultural Dialogue and Coexistence Boards of each district. Guarantee the access of immigrants to social services in equal conditions with the local population. Promote citizens' participation through associations and consolidation of the City Forum for Dialogue and Coexistence and of the Intercultural Dialogue and Coexistence Boards of each district. • Promote policies and experiences of co-development with the immigrants' countries of origin. • Establish mechanisms to learn about the reality of immigration and its management, as well as training of professionals related to this area.
Target group(s)/beneficiaries	Immigrants General Population Officials Service providers Social organizations NGOs, companies (civil society)
Main actions: what has been done?	1. Information and Guidance Offices for Integration Legal Advisory Service on Foreigner Matters Translation and Interpreting Service Documentation Centre for Immigration Matters Total Users: 18.745(2013) 16.719 (2012) 14.741(2011) 2. Training Municipal Programme for Internal Training in Immigration and Interculturality, language training. Training For Associations, total Users: 2251(2013) 2742(2012) 1.461(2011) 3. Counselling for social and job market integration Information and Guidance Service for Integration in the Job Market Service for Integration in the Job Market for Young Immigrants Support Service for Immigrant Families through Employment Total Users:3.400(2013) 2511(2012) 3.209(2011)
Actors responsible	Officials, civil society actors, service contractors, service providers, NGOs, associations, citizens, churches
Budget	100.001 - 200.000 Euro
Duration	Renewed yearly
Evaluation	Yes, regularly
Goal	Equality; prevention of discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Yes
Did the services lead to a better availability of interpreters- and translation-services?	yes
Could the services reduce difficulties for newly arrived migrants in dealing with authorities (for registration, documents etc.)?	Yes, the services had a direct effect

Did the policy achieve an acceleration in the search for accommodation for newly arrived immigrants?	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments
Did the policy achieve an acceleration in the search for a job for newly arrived immigrants?	the policy had an <i>indirect</i> effect in combination with other measures/changes/developments
Did the policy achieve an acceleration in the search for schools/ kindergarten for newly arrived immigrants?	Yes, the services had a direct effect
Did the policy achieve an acceleration in the search for doctors/ health services for newly arrived immigrants?	Yes, the services had a direct effect
Did the policy contribute to an improvement in the situation of city dwellers in precarious life situations (e.g. persons in or at risk of poverty)?	Yes, the services had a direct effect
Did the services have any other significant effect?	

	Niederlassungsbegleitung für NeuzuwanderInnen
Initial Situation	Problem des fehlenden raschen Zugangs an einer Stelle in der Mutter- bzw. Erstsprache zu umfassenden Informationen und zuständigen Stellen, Angeboten nach der Einwanderung
Initiators	Stadt, Integrationsressort
Purposes	Wirksame und zielgruppengerechte Niederlassungsbegleitung; gut informierter und unterstützter Start nach der Einwanderung in der Stadt: Jede/r NeuzuwanderIn soll unmittelbar nach Ankunft bzw. Erhalt der Niederlassungsbewilligung oder nach Antrag auf Anmeldebescheinigung korrekte und verständliche Information über Beratungsmöglichkeiten, Deutschkurse, Weiterbildungs- und Beschäftigungsmöglichkeiten, Anerkennung von Ausbildungen, aufenthalts- und beschäftigungsrechtliche Gesetze und das Zusammenleben in der Stadt möglichst in seiner/ihrer Muttersprache erhalten.
Target group(s)/beneficiaries	Personen, die im Rahmen der Familienzusammenführung innerhalb der jährlichen Niederlassungsquote (EhegattInnen und minderjährige Kinder ab 14 niedergelassener Drittstaatsangehöriger) oder außerhalb von Niederlassungsquoten (EhegattInnen und minderjährige Kinder von StaatsbürgerInnen) mit einer „Drittstaatsbürgerschaft“ (Nicht EU bzw. EWR - Staaten) seit dem 1.10.2008 in die Stadt gekommen sind bzw. in Zukunft kommen werden. Personen aus dem EWR-Raum sowie deren Angehörige mit Drittstaatsbürgerschaft, die seit Jänner 2011 eine Anmeldebescheinigung bzw. Aufenthaltskarte beantragt oder erhalten haben.
Main actions: what has been done?	Das Projekt bietet eine muttersprachliche Niederlassungsbegleitung für NeuzuwanderInnen an, die seit Oktober 2008 als Kombination aus maßgeschneiderter, persönlicher Erstberatung (Startcoaching) und einer Reihe von allgemeinen, für das (Zusammen)Leben wichtigen Vorträgen (Info-Modulen) und Beratungen neu organisiert und aufgesetzt wurde. Themen und Handlungsebenen Niederlassungs- und Aufenthaltsgesetz, Sozialrechtliche Fragen, Kinderbetreuung Bildungs-

	<p>und Gesundheitssystem Berufseinstieg und Arbeitswelt Beratungsstellen und Einrichtungen in der Stadt, Integrationsvereinbarung, Deutschkursangebot Themen und Regeln des Zusammenlebens Startcoaching: Das muttersprachliche auf die einzelne Person und ihre Bedürfnisse zugeschnittenes Erstgespräch wird von muttersprachlichen MitarbeiterInnen der Stadt nach Übernahme der Erstinwanderungsbewilligung bzw. Antragstellung auf Anmeldebescheinigung in den Räumlichkeiten und in Kooperation mit der Abteilung der Stadt durchgeführt. Im Rahmen des Startcoaching wird der Bildungspass mit den Sprachgutscheinen ausgehändigt, weitere die Person bei der Suche nach einem auf ihre Bedürfnisse zugeschnittenen Deutschkurs unterstützt. Info-Module: muttersprachliche Vorträge und Beratungen zu verschiedenen wichtigen Themen des Lebens und (Zusammen) Lebens (siehe unter Themen) in Gruppen. Second-Level-Startcoaching: Erfahrungsaustausch über die ersten Monate in der Stadt, weitere Fragen in Form von muttersprachlich moderierten Gruppengesprächen. KooperationspartnerInnen: mehrere Abteilungen der Stadt, zuständig für Integration, Diversität, Einwanderung, Standesamt, Staatsbürgerschaft, ArbeitnehmerInnenförderung, Anerkennung von Qualifikationen aus dem Ausland und Weiterbildung, Arbeitsvermittlungagentur, Interessensvertretungen von ArbeitnehmerInnen und ArbeitgeberInnen.</p>
Actors responsible	Officials, civil society actors, NGOs, associations, Interessensvertretungen, Erwachsenenbildungseinrichtungen
Budget	über 500.000 Euro
Duration	Seit 2008
Evaluation	Ja, einmal
Goal	Gesellschaftliche Teilhabe; Beseitigung von Diskriminierung
Outcome-Indicators	
Self-assessment: goal achieved?	Eher ja. Zwischen 80 und 90% der Menschen, die erreicht werden sollen, wurden/werden erreicht, eine Wirkungsmessung kann (noch) nicht vorgenommen werden.
Did the services lead to a better availability of interpreters- and translation-services?	das war nicht das Ziel der Services
Could the services reduce difficulties for newly arrived migrants in dealing with authorities (for registration, documents etc.)?	ja, die Services zeigten eine indirekte Wirkung in Verbindung mit anderen Entwicklungen, Veränderungen oder Maßnahmen
Did the policy achieve an acceleration in the search for accommodation for newly arrived immigrants?	dazu sind keine Informationen verfügbar
Did the policy achieve an acceleration in the search for a job for newly arrived immigrants?	dazu sind keine Informationen verfügbar
Did the policy achieve an acceleration in the search for schools/ kindergarten for newly arrived immigrants?	ja, die Services zeigten eine indirekte Wirkung in Verbindung mit anderen Entwicklungen, Veränderungen oder Maßnahmen
Did the policy achieve an acceleration in the search for doctors/ health services for newly arrived immigrants?	ja, die Services zeigten eine direkte Wirkung
Did the policy contribute to an improvement in the situation of city	dazu sind keine Informationen verfügbar

dwellers in precarious life situations (e.g. persons in or at risk of poverty)?	
Did the services have any other significant effect?	Bewusstseinsbildung bei allen involvierten Stellen, regelmäßiger Informationsaustausch und Intensivierung der Zusammenarbeit, Aufklärung und Versachlichung bei diversen Problemlagen

	Point-info en droit des étrangers
Initial Situation	Nous avons remarqué que les personnes étrangères et/ou d'origine étrangère (mais aussi les belges) résidant sur le territoire communal étaient mal informées des démarches à entreprendre en vue de leur autorisation de séjour. Le principal souci venant de la complexité du droit des étrangers et des procédures administratives à effectuer ainsi qu'un manque d'information donnée par les services administratifs communaux compétents (service des étrangers, service naturalisation,...).
Initiators	Le Service Action Migrants de la Direction de la Prévention et de la Sécurité "en collaboration avec les services administratifs de la Ville" et plus spécifiquement le service des étrangers.
Purposes	informer toute personne demandeuse sur les procédures administratives liées au droit des étrangers (regroupement familial, régularisation, ...) et les matières connexes (naturalisation, équivalence diplômes,...) ; - faciliter la communication relative à ces procédures en jouant le rôle de levier vis-à-vis des services administratifs communaux ; - rendre accessible l'information et vulgariser les procédures administratives à effectuer -rediriger vers d'autres services communaux des demandes ne relevant pas du droit de séjour et matières connexes
Target group(s)/beneficiaries	Les personnes étrangères et/ou d'origine étrangère ainsi que les citoyens résidant dans une des localités de la commune
Main actions: what has been done?	Mise en place d'une permanence juridique deux fois par semaine dans un local situé au sein de l'administration communale. Cette permanence est effectuée par deux agents du Service Actions Migrants spécialisés en droit des étrangers et matières connexes - Demande d'un accès au registre national et aux dossiers communaux afin d'avoir une meilleure lisibilité du statut de la personne -Accès aux numéros de téléphone de l'Office des Etrangers à [cite] afin de contacter directement les services compétents (regroupement familial, régularisation,...) - Réalisation de fiches mémos sur les procédures de séjour afin de vulgariser les démarches à entreprendre et de permettre au public de mieux cerner ce qui leur est demandé d'un point de vue administratif. - Réalisation de flyers afin de faire la promotion de l'activité - Mise en place d'une base de données et de fiches d'identification pour les personnes qui se présentent à la permanence afin d'assurer un bon suivi des dossiers
Actors responsible	Autorités / Services publics
Budget	jusque 100.000
Duration	18 mois
Evaluation	Pas encore, mais une évaluation est prévue
Goal	la prévention de discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Oui, nous avons reçu plus de 1000 personnes depuis le début de la permanence et le public est à priori satisfait du service octroyé car il revient souvent pour d'autres questions sur des matières connexes.
Did the services lead to a better availability of interpreters- and translation-services?	Je ne sais pas

Could the services reduce difficulties for newly arrived migrants in dealing with authorities (for registration, documents etc.)?	Oui, l'action a montré des effets directs, la permanence a permis grâce à une collaboration avec le service des étrangers de favoriser la délivrance de documents administratifs
Did the policy achieve an acceleration in the search for accommodation for newly arrived immigrants?	Je ne sais pas
Did the policy achieve an acceleration in the search for a job for newly arrived immigrants?	Je ne sais pas. Néanmoins, cela peut y contribuer. Etant donné que l'on aide par ex à l'obtention d'une équivalence de diplôme pour un étranger. Cela peut ensuite déboucher sur une valorisation de compétences et un travail à la clé.
Did the policy achieve an acceleration in the search for schools/ kindergarten for newly arrived immigrants?	Je ne sais pas
Did the policy achieve an acceleration in the search for doctors/ health services for newly arrived immigrants?	Je ne sais pas
Did the policy contribute to an improvement in the situation of city dwellers in precarious life situations (e.g. persons in or at risk of poverty)?	Oui, l'action a montré des effets indirects en combinaison avec d'autres développements/changements/mesures. étant donné que l'on aide par ex à l'obtention d'une équivalence de diplôme pour un étranger. Cela peut ensuite déboucher sur une valorisation de compétences et un travail à la clé. A ce titre, on améliore une situation de précarité
Did the services have any other significant effect?	

Services in housing and neighbourhood

Plan d'action logement - Démarche avec les agences immobilières	
Initial Situation	Nécessité d'intégrer la non-discrimination aux pratiques des agences immobilières
Initiators	La ville à travers la mission lutte contre les discriminations
Purposes	Rendre visibles les discriminations au logement Conformer les pratiques des acteurs du logement au droit de la non-discrimination que les habitants ne soient plus discriminés dans l'accès au logement.
Target group(s)/beneficiaries	Agences immobilières, bailleurs privés, bailleurs sociaux, associations dans le domaine du logement, intermédiaires de l'accès au logement
Main actions: what has been done?	Un testing pour évaluer les discriminations dans l'accès au logement Une charte d'engagement signée par les acteurs du logement engagés dans le plan d'action une formation des agences immobilières, des affiches attestant de leur engagement en matière de lutte contre les discriminations, Un label est en cours d'élaboration
Actors responsible	Autorités / Services publiques, Société civile (O.N.G., associations etc.), acteurs du logement (bailleurs privés, sociaux, agences immobilières, intermédiaires du logement)
Budget	10.001 - 100.000 Euro
Duration	depuis 2010 à aujourd'hui
Evaluation	Oui, une fois
Goal	Égalité de traitement, l'élimination de discrimination
Outcome-Indicators	
Self-assessment: goal achieved?	Plutôt oui
Did the policy reduce the number of homeless people by providing access to appropriate housing?	Ceci n'était pas l'objectif de la mesure politique
Did the policy make housing more affordable for financially disadvantaged persons?	Ceci n'était pas l'objectif de la mesure politique
Did the policy achieve a reduction in the number of people living in substandard accommodations by improving their housing situation?	Ceci n'était pas l'objectif de la mesure politique
Did the policy achieve a reduction in the number of people living in overcrowded households by improving their housing situation?	Ceci n'était pas l'objectif de la mesure politique
Did the policy lead to a reduction in ethnically motivated conflicts between neighbours?	Ceci n'était pas l'objectif de la mesure politique
Did the policy result in a reduction of ethnic segregation in housing?	Pas d'information disponible pour cette question
Did the policy lead to a higher willingness to report racial discrimination in housing?	Oui, l'action a montré des effets indirects en combinaison avec d'autres développements/changements/mesures.
Did the policy achieve a reduction in the number of discriminatory incidents in housing?	Oui, la mesure politique a montré des effets directs
Did the services have any other significant effect?	Mise en débat et médiatisation des discriminations ethno-raciales dans l'accès au logement privé et social

Annex 2 - OUTCOME INDICATORS

Outcome Indicators per policy – Assessment of effectiveness

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English Version

Policy areas:

1. *The city as a democratic institution:*

My city employs anti-discrimination policies in the area of...

- Monitoring (e.g. periodic reports on cases of discrimination, yearbook on the human rights situation in the city)
- Advisory boards/committees (e.g. human rights advisory board, migrant advisory council)
- Policies concerning the right to vote (e.g. promoting participation in elections, promoting participation in elections of representatives in councils/boards, election campaign monitoring)

2. *The city as a rule-maker:*

My city employs anti-discrimination policies through...

- Basic legal documents including antiracism norms at the local level (e.g. conventions, city council decisions)
- A Charter (e.g. Charter for Diversity, Charter for Safeguarding Human Rights in the City)
- Action Plans (e.g. ECCAR 10 Point Plan of Action, Action Plan on Integration)
- Mainstreaming Equality (e.g. ethnic equality as a cross-cutting issue in diverse city departments)
- Legal protection (e.g. free legal advice services, ombudsmeninstitutions, anti-discrimination bureaus)
- Subsidies, incentives and sanctions (e.g. requirements for business licenses, anti-discrimination clauses in subsidy grants, sanctions of discriminatory practices)

3. *The city as an employer:*

My city employs anti-discrimination policies in the area of...

- Self commitment by staff (e.g. self-commitment for respectful behaviour at the workplace)
- Equality requirements in employment contracts of city directors/managers
- Affirmative action (*understood as actual preference to remedy lingering effects of past discrimination*; e.g. active recruitment of employees from ethnic minorities, quota systems)

- Trainings on non-discrimination (e.g. trainings on non-discrimination, diversity-management, training of contact persons for victims of racial discrimination)
- Mentoring (e.g. establishing contact between city employees in leading positions and new recruits)

4. *The city as a service provider:*

My city employs anti-discrimination policies in the area of...

- Immigrant services (e.g. welcome services, language/interpretation support, information events)
- Policies in the field of “Learning – Education - Life-long Learning” (e.g. training for teachers, support for pupils from disadvantaged families, literacy courses for adults)
- Policies in the field of “Health – Nutrition – Care” (e.g. cultural-sensitive care, health care services for patients without insurance, interpreter-services in health care)
- Policies in the field of “Housing – Neighbourhood” (e.g. improving the housing situation of disadvantaged persons, mediation of neighbourhood conflicts)
- Policies in the field of “Labour market” (e.g. mentoring-programs in the private labour market, code of conduct for local enterprises)
- Policies in the field of “Arts – Culture” (e.g. support for non-mainstream art initiatives, critical reflexion of ethnic stereotypes in art works, celebration of minority cultural contributions)
- Policies in the field of “Sports” (e.g. counteracting racism among fans)

5. *The city as a public contractor:*

My city employs anti-discrimination policies in the area of...

- Antidiscrimination clauses (e.g. in public procurement contracts)

Outcome Indicators

Answer options for each outcome indicator:

- Yes, the policy had a significant direct effect
- Yes, the policy had an indirect effect in combination with other measures/changes/developments
- Limited effect
- No

- No information available
- This was not the aim of the policy
- I do not know

1. *The city as a democratic institution:*

1.1. Monitoring

Did the monitoring lead to the adoption of new policies or amendments of existing policies?

Did the monitoring lead to the implementation of demands from ethnic minority groups?

Did the monitoring result in a greater willingness among the population to report racial discrimination?

Explanation Victims and/or witnesses of discriminatory acts do not always report them, for various reasons. Please state, if there is any indication that, as an effect of the selected policy, a higher percentage of actually occurring acts of discrimination is reported (to authorities, the police, contact points etc.).

Did the monitoring raise public awareness of (non-)discrimination?

Did the monitoring result in a higher awareness of non-discrimination principles among politicians/decision-makers?

Did the monitoring achieve a reduction in the number of discriminatory incidents in the city?

Explanation This question refers to the overall number of incidents of racial discrimination, including the estimated number of unrecorded cases. Please state if there is any indication that, as an effect of the selected policy, discrimination does actually occur less frequently.

Did the monitoring have any other significant effect or do you want to add a comment?

1.2. Local Advisory boards/committees

Did recommendations of the advisory board/committee lead to the amendment of policies or the adoption of new policies?

Have the recommendations of the advisory board/committee been implemented?

Do members of minority groups feel represented by advisory boards/committees?

Could the advisory board/committee enforce demands from ethnic minority groups?

Did the activity of the advisory board/committee lead to a higher willingness to report racial discrimination?

Explanation For various reasons victims and/or witnesses of discriminatory acts do not always report them. Please state, if there is any indication that, as an effect of the selected policy, a higher percentage of actually occurring acts of discrimination acts is reported (to authorities, the police, contact points etc.).

Did the activity of the advisory board/committee achieve a reduction in the number of discriminatory incidents in the city?

Did the advisory board/committee have any other significant effect or do you want to add a comment? _____

1.3. Right to vote

Did the policy result in a higher voter turnout in local elections?

Did the policy result in a higher participation of city dwellers through direct democracy instruments, such as initiatives, citizen panels, referendums etc.?

Did the policy result in a higher participation in elections to migrant advisory councils, committees etc.?

Did the policy achieve a reduction in discriminatory practices during election campaigns (i.e. xenophobic slogans, hate speeches, offences in public space etc.)?

Did the policy result in a higher number of candidates from minority groups in local elections?

Did the policy lead to a higher willingness in the population to report racial discrimination?

Did the policy achieve a reduction in the number of discriminatory incidents in the city?

Did the policy have any other significant effect or do you want to add a comment?

2. The city as a rule-maker:

2.1 Basic legal documents including antiracism norms at local level

Did the basic legal documents result in a higher participation of minority groups in policy-making processes?

Did the basic legal documents achieve a transformation of human rights principles into concrete legislation or rules at the local level?

Can victims of racial discrimination base their complaints on these basic legal documents?

Did these basic legal documents lead to a higher willingness in the population to report racial discrimination?

Did these basic legal documents achieve a reduction in the number of discriminatory incidents in the city?

Did the basic legal documents have any other significant effect or do you want to add a comment?

2.2 Charter

Did/Do most local politicians convincingly support the charter?

Are the principles of the charter respected by a vast majority of local politicians?

Based on the charter, were concrete policies (events/ projects/ measures etc.) implemented?

Did the charter result in measurable improvements in the situation of minority groups?

Did the charter lead to a higher public awareness of non-discrimination?

Did the charter lead to a higher willingness to report racial discrimination in public areas (e.g. on the street, in public transport)?

Did the charter achieve a reduction in the number of discriminatory incidents in public areas (e.g. on the street, in public transport)?

Did the charter have any other significant effect or do you want to add a comment?

2.3 Action Plans

Based on the Action Plan, were concrete policies (events/ projects/ measures etc.) implemented?

Did the action plan result in measurable improvements in the life situation of minority groups?

Did the action plan lead to a higher willingness to report racial discrimination?

Did the action plan achieve a reduction in the number of discriminatory incidents in the areas addressed?

Did the action plan have any other significant effect or do you want to add a comment?

2.4 Mainstreaming (Equality)

Did the policy put anti-discrimination policies on the agenda of various political departments as a cross-cutting issue?

Did the mainstreaming achieve that policies/measures against the discrimination of women/disabled/elderly persons are equally effective for all women/disabled/elderly persons regardless of their ethnic origin?

Did the policy lead to a higher awareness within the administration about the existence of intersectional discrimination?

Explanation: Intersectional discrimination occurs when a complaint spans two or more grounds for discrimination – e.g. gender and racial discrimination; age, disability and racial discrimination]

Did the policy lead to a higher willingness in the population to report racial discrimination?

Did the policy achieve a reduction in the number of incidents of racial discrimination?

Did the mainstreaming have any other significant effect or do you want to add a comment?

2.5 Legal protection (i.e. legal advice offered by organizations)

Did the policy facilitate access to justice for victims of racial discrimination?

Did the policy lead to a better availability of low-threshold services for legal advice?

Did the policy provide free legal services?

Did the policy lead to a better availability of interpreting and translation services?

Did the policy achieve an increase in the number of decisions on complaints?

Did the policy lead to a higher willingness to report racial discrimination?

Did the policy achieve a reduction in the number of discriminatory incidents in the city?

Did the policy have any other significant effect or do you want to add a comment?

2.6 Subsidies, incentives and sanctions

Did the policy result in a higher number of companies committing themselves to anti-discrimination policies?

Does this policy lead to an obligation for organisations/institutions receiving subsidies to respect anti-discrimination law?

Does the city reject grant applications from organizations that do not respect anti-discrimination policies or laws?

Does the city cancel assistant agreements with organizations that do not respect anti-discrimination policies or laws?

Did the policy achieve a reduction in the number of discriminatory incidents committed by organisations receiving subsidies from the city?

Did the policy have any other significant effect or do you want to add a comment?

3. The city as an employer:

3.1 Self commitment by municipal staff

Did the policy result in a higher number of city staff members who are informed about the city’s anti-discrimination policy/laws?

Did the policy lead to a higher willingness to report racial discrimination at the workplace?

Did the policy achieve a reduction in the number of discriminatory incidents at the workplace?

Did the policy result in the recruitment of new employees from ethnic minorities?

Did the policy result in a higher number of employees from minority groups in relevant/leading positions?

Did the policy have any other significant effect or do you want to add a comment?

3.2 Equality requirements in employment contracts of city directors/managers

Did the policy result in the recruitment of new employees from ethnic minorities?

Did the policy achieve a composition of city staff that better reflects the composition of the population?

Did the policy result in a higher number of employees from minority groups in relevant/leading positions?

Did the policy lead to a higher willingness to report racial discrimination in the workplace?

Did the policy achieve a reduction of the number of discriminatory incidents in the workplace?

Did the policy have any other significant effect or do you want to add a comment?

3.3 Affirmative action

Did the affirmative action result in the recruitment of employees from ethnic minorities?

Did the affirmative action achieve a composition of municipal staff that better reflects the composition of the population?

Did the affirmative action result in a higher number of employees from minority groups in relevant/leading positions?

Did the affirmative action result in a reduction of the wage gap between employees from ethnic minorities and the majority?

Did the affirmative action lead to a higher willingness to report racial discrimination at the workplace?

Did the affirmative action have any other significant effect or do you want to add a comment?

3.4 Trainings on non-discrimination

Were trainings provided for

- city managers/directors?*
- non-managerial employees?*
- for both groups.*

→ *for city managers/directors:*

Did the trainings result in a higher number of city staff members who are informed about the city's anti-discrimination policy/laws?

Did the trainings result in the recruitment of new employees from ethnic minorities?

Did the trainings result in a higher number of employees from minority groups in relevant/leading positions?

Did the trainings lead to a higher willingness to report racial discrimination by colleagues or superiors?

Did the trainings achieve a reduction in the number of discriminatory incidents by colleagues or superiors at the workplace?

Did the trainings have any other significant effect or do you want to add a comment? _____

→ *for non-managerial employees:*

Did the trainings result in a higher number of city staff members who are informed about the city's anti-discrimination policy/laws?

Did the trainings lead to a higher willingness to report racial discrimination by colleagues or superiors?

Did the trainings achieve a reduction in the number of discriminatory incidents by colleagues or superiors at the workplace?

Did the trainings have any other significant effect or do you want to add a comment?

3.5 Mentoring

Did the policy result in a higher number of employees holding a position that recognized their professional qualifications?

Did the mentoring result in the recruitment of new employees from ethnic minorities?

Did the policy/measure achieve a composition of municipal employees that better reflects the composition of the population?

Did the policy result in a higher number of employees from ethnic minorities in relevant/leading positions?

Did the mentoring lead to a higher willingness to report racial discrimination at the workplace?

Did the mentoring achieve a reduction in the number of discriminatory incidents at the workplace?

Did the mentoring have any other significant effect or do you want to add a comment? _____

4. *The city as a service provider:*

4.1 Immigrant services (i.e. welcome services)

Did the services lead to a better availability of interpreters- and translation-services?

Could the services reduce difficulties for newly arrived migrants in dealing with authorities (for registration, documents etc.)?

Did the policy achieve to an acceleration in the search for accommodation for newly arrived immigrants?

Did the policy achieve an acceleration in the search for a job for newly arrived immigrants?
Did the policy achieve an acceleration in the search for schools/ kindergarten for newly arrived immigrants?

Did the policy an acceleration in the search for doctors/ health services for newly arrived immigrants?

Did the policy contribute to an improvement in the situation of city dwellers in precarious life situations (e.g. persons in or at risk of poverty)?

Did the services have any other significant effect or do you want to add a comment? _____

4.2 Health and Nutrition

Did the policy result in a higher percentage of the population being covered by health insurance/care?

Did the policy make health services affordable to a higher percentage of city dwellers?

Did the policy result in a higher proportion of the population taking part in preventive medical screenings (i.e. cervical cancer screening, breast cancer screening)?

Did the policy achieve higher health literacy in the population?

Explanation: Health literacy encompasses people's knowledge, motivation and competences to access, understand, appraise, and apply health information in order to make judgments and take decisions in everyday life concerning health care, disease prevention and health promotion to maintain or improve quality of life during the life course.

Did the policy lead to a better availability of interpreting/translation services in the health care system?

Did the policy result in health care services that can better meet religious or cultural needs?

Did the policy lead to a better availability of health care services that meets migration-triggered needs (i.e. refugees, victims of torture)?

Did the policy achieve a reduction of conflicts due to cultural misunderstandings between patients and medical staff?

Did the policy lead to a higher willingness to report racial discrimination in the health sector?

Did the policy achieve a reduction in the number of discriminatory incidents in the health sector?

Did the policy have any other significant effect or do you want to add a comment? _____

4.3 Learning, education and life-long learning

Did the policy achieve an equalization of the educational level between children from ethnic minorities and from the majority population?

Did the policy achieve a reduction in the number of school drop-outs?

Did the policy result in the reduction of ethnic segregation in the education system?

Did the policy result in the reduction of the illiteracy rate among adults?

Did the policy enable pupils from financially disadvantaged families to take part in school activities (e.g. language study travels, excursions, other events)?

Did the policy lead to a higher willingness to report racial discrimination in the education system?

Did the policy achieve a reduction in the number of discriminatory incidents in the education system?

Did the policy have any other significant effect or do you want to add a comment? _____

4.4 Housing and Neighbourhood

Did the policy reduce the number of homeless people by providing access to appropriate housing?

Did the policy make housing more affordable for financially disadvantaged persons?

Did the policy achieve a reduction in the number of people living in substandard accommodations by improving their housing situation?

Did the policy achieve a reduction in the number of people living in overcrowded households by improving their housing situation?

Did the policy lead to a reduction in ethnically motivated conflicts between neighbours?

Did the policy result in a reduction of ethnic segregation in housing?

Did the policy lead to a higher willingness to report racial discrimination in housing?

Did the policy achieve a reduction in the number of discriminatory incidents in housing?

Did the policy have any other significant effect or do you want to add a comment? _____

4.4 Labour market

Did the policy lead to a higher number of companies that committed themselves to anti-discrimination?

Did the policy establish long lasting contacts between professionals from ethnic minorities and the majority?

Did the policy result in a higher number of professionals holding a position that recognized their qualifications?

Did the policy result in a higher number of professionals from ethnic minorities in relevant/leading positions?

Did the policy achieve that applicants from ethnic minorities are invited more often to job interviews?

Did the policy led to vocational training achievements for early school leavers?

Did the policy achieve an equalization of the unemployment rate between ethnic minorities and the majority population?

Did the policy lead to a reduction of an ethnic wage-gap?

Did the policy result in a higher number of persons who successfully return to the labour market after maternity/paternity leave?

Did the policy lead to a higher willingness to report racial discrimination in the labour market?

Did the policy achieve a reduction in the number of discriminatory incidents in the labour market?

Did the policy have any other significant effect or do you want to add a comment? _____

4.5 Arts and Culture

Did the policy lead to increased personal contacts between city dwellers from ethnic minorities and the majority population?

Did the policy enable new, non-mainstream art initiatives to establish themselves?

Did the policy achieve a composition of local artists that better reflects the composition of the population?

Did the policy lead to a critical attitude in dealing with historic art works (painting, literature, theatre etc.) that reflect discriminatory stereotypes/clichés?

Did the policy lead to a higher willingness to report racial discrimination in the cultural sector?

Did the policy achieve a reduction in the number of discriminatory incidents in the cultural sector?

Did the policy have any other significant effect or do you want to add a comment? _____

4.6 Sports

Did the policy lead to increased personal contacts between city dwellers from ethnic minorities and the majority population?

Did the policy lead to a higher number of sports clubs that commit themselves to anti-discrimination?

Did the policy achieve that successful athletes take clear positions against racism and racial discrimination?

Did the policy achieve that sports clubs apply sanctions to racist behaviour by their fans?

Did the policy achieve that sports clubs apply sanctions to racist behaviour by their athletes/coaches/active members?

Did the policy result in a reduction of ethnic segregation in sports clubs?

Did the policy lead to a higher willingness to report racial discrimination in the sports sector?

Did the policy achieve a reduction in the number of discriminatory incidents in the sports sector?

Did the policy have any other significant effect or do you want to add a comment? _____

5. The city as a public contractor:

5.1 Antidiscrimination clauses (e.g. in procurement contracts, promotion of corporate social responsibility (CSR) in private sector etc.)

Did the policy result in a higher number of companies committing themselves to an anti-discrimination policy?

Does the city refuse to contract with companies that do not respect antidiscrimination clauses as a result of the policy?

Does the city sanction contractors that violate anti-discrimination clauses as a result of the policy?

Does the city cancel contracts with companies that violated anti-discrimination clauses as a result of the policy?

Did the policy lead to increased employment of minorities?

Did the policy induce changes in the procedure concerning public contracting/public procurement?

Did the policy lead to a higher willingness to report racial discrimination in the private sector?

Did the policy achieve a reduction in the number of discriminatory incidents in the private sector?

Did the policy have any other significant effect or do you want to add a comment? _____

NUMBER OF COMPLAINTS

Explanation This question refers to complaints that have been taken to the police, an equality body, or court and were decided to be justified without necessarily being ruled as discrimination. This question refers to complaints that have been taken to the police, an equality body, or court regardless of the outcome.

Please indicate the number of complaints regarding racial discrimination in the city in the year 2013:

- No data available

Compared to the year 2012 this means an:

- increase in the number of complaints
- decrease in the number of complaints
- No data available

→ *Charta*

Please indicate the number of complaints regarding racial discrimination in public areas (e.g. on the street, in public transport) in the year 2013: _____

- No data available

Compared to the year 2012 this means an:

- increase in the number of complaints
- decrease in the number of complaints
- No data available

→ *The city as an employer*

Please indicate the number of complaints by city employees regarding racial discrimination at the workplace in the year 2013: _____

- No data available

Compared to the year 2012 this means an:

- increase in the number of complaints
- decrease in the number of complaints
- No data available

→ *Learning, education, life-long learning*

Please indicate the number of complaints regarding racial discrimination in the education sector in the year 2013: _____

- No data available

Compared to the year 2012 this means an:

- increase in the number of complaints
- decrease in the number of complaints
- No data available

→ *Health, Nutrition*

Please indicate the number of complaints regarding racial discrimination in the health sector in the year 2013: _____

- No data available

Compared to the year 2012 this means an:

- increase in the number of complaints
- decrease in the number of complaints
- No data available

→ *Housing, Neighbourhood*

Please indicate the number of complaints regarding racial discrimination in housing in the year 2013:

- No data available

Compared to the year 2012 this means an:

- increase in the number of complaints
- decrease in the number of complaints
- No data available

Version Française

Politiques

La ville en tant qu'**institution démocratique**

- *Monitoring* (ex : identification et évaluation des situations de discrimination raciale, rapport annuel concernant la situation des droits de l'homme dans votre ville)
- *Comités consultatifs, conseils consultatifs etc.* (ex : conseil des immigrants, comité des Droits de l'Homme)
- Actions concernant les *élections locales* (ex : encourager la participation aux élections locales, encourager la participation aux élections d'organes de défense des intérêts, monitoring de la campagne électorale)

La ville en tant que **productrice de normes**

- *Textes normatifs* concernant l'anti-discrimination (ex : conventions, décisions d'un conseil municipal)
- *Chartes* (ex : charte de la diversité, charte de la vie communale)
- *Plans d'action* (ex : plan d'action en 10 points de l'ECCAR, plan d'action pour encourager l'inclusion)
- *Approche intégrée de la notion d'Égalité / Mainstreaming* (ex : prise en compte de la part des budgets bénéficiant aux minorités ethniques)
- *Assistance juridique* pour les victimes de discrimination raciale (ex : conseils juridiques gratuits, services de médiation)
- *Subventions, incitations et sanctions* (ex : obligation à la non-discrimination dans des conventions de subvention, clauses sociales dans les autorisations d'exercer une activité commerciale, sanctions de pratiques discriminatoires)

La ville en tant qu'**employeur**

- *Engagement volontaire / Politiques de mobilisation* des employés municipaux (ex : engagements volontaires sur le comportement respectueux sur les lieux de travail)
- *Clauses d'égalité de traitement dans les contrats de travail* pour les postes de direction
- *Actions positives en faveur de groupes défavorisés* (ex : recrutement actif de collaborateurs de minorités ethniques, règles d'attribution de postes par fixation de quotas)
- *Formations* au sujet de l'égalité (ex : séminaires sur le management de la diversité dans les ressources humaines, formation d'interlocuteurs pour les victimes de discrimination raciale)
- *Programmes de parrainage* (ex : échanges entre les cadres dirigeants et les nouveaux embauchés)

La ville en tant que **prestataire de services**

- *Services aux immigrants* (ex : services ou événements de bienvenue, offres de traduction et d'interprétariat, événements d'information)

- Actions dans le domaine « *Études – Éducation – Formation continue* » (ex : formations pour le personnel enseignant, accompagnement d'élèves défavorisés, alphabétisation d'adultes)
- Actions dans le domaine « *Santé – Soins* » (ex : soins adaptés aux disparités culturelles, offres pour patients sans assurance maladie, services d'interprétariat dans le domaine de la santé)
- Actions dans le domaine « *Logement – Voisinage* » (ex : amélioration de la situation de logement de personnes défavorisées, médiations lors des conflits de voisinage)
- Actions dans le domaine « *Marché du travail – Emploi* » (ex : mentorat dans le secteur privé, code de conduite pour des entreprises locales)
- Actions dans le domaine « *Arts – Culture* » (ex : subvention d'initiatives artistiques en dehors des institutions établies, réflexion critique concernant des stéréotypes dans l'art)
- Actions dans le domaine du « *Sport* » (ex : mesures contre les comportements racistes de la part des supporters)

La ville en tant que **donneur d'ordre**

- *Clauses anti-discriminatoires* dans les marchés publics (ex : contrats d'approvisionnement)

Indicateurs d'outcome :

Réponses possibles

- L'action a montré un effet direct
- L'action a montré un effet indirect, en combinaison avec d'autres développements/changements/mesures
- Il n'y a pas d'information disponible sur ce sujet
- Ceci n'était pas l'objectif de l'action
- Je ne sais pas
- Autres _____

1. La ville en tant qu'institution démocratique

1.1 Monitoring

Le monitoring a-t-il mené à l'adoption de nouveaux règlements / mesures ou à une adaptation des règles existantes?

Le monitoring a-t-il abouti à la réalisation des revendications de groupes minoritaires?

Le monitoring a-t-il conduit à une augmentation des signalements de discrimination raciale?

? Pour diverses raisons, les victimes et témoins de discrimination ne signalent que rarement les situations qu'ils rencontrent. Si vous en avez connaissance, indiquez si le monitoring a permis qu'un nombre plus important d'actes discriminatoires soient signalés (aux autorités publiques, à la police, aux lieux d'accueil spéciaux etc.).

Le monitoring a-t-il permis de sensibiliser la population sur la discrimination ?

Le monitoring a-t-il produit une prise de conscience parmi les élus de la ville?

Le monitoring a-t-il pu réduire le nombre d'incidents discriminatoires dans la ville?

? Cette question se réfère au nombre total d'incidents discriminatoires, même s'il s'agit d'un nombre estimé. Nous vous demandons de nous signaler s'il existe des indicateurs qui montrent que grâce à cette politique, le nombre / la fréquence d'incidents discriminatoires ont diminué.

Le monitoring a-t-il montré d'autres effets ?

1.2 Comités consultatifs, conseils consultatifs

Les recommandations des comités consultatifs / conseils consultatifs ont-ils aboutit à des changements de législation ou de nouvelles réglementations ?

Les recommandations des comités consultatifs / conseils consultatifs ont-elles été appliquées jusqu'à présent?

Les membres de minorités ethniques se sentent-ils représentés de manière appropriée?

Des revendications de groupes minoritaires ont-elles pu être portées par les comités consultatifs / conseils consultatifs?

L'activité des comités consultatifs / conseils consultatifs a-t-elle conduit à une augmentation des signalements de discrimination ?

L'activité des comités consultatifs / conseils consultatifs a-t-elle pu réduire le nombre d'incidents discriminatoires dans la ville?

Les comités consultatifs / conseils consultatifs ont-ils montré d'autres effets ?

1.3 Élections locales

Cette action a-t-elle conduit à augmenter le taux de participation aux élections locales?

Cette action a-t-elle conduit à augmenter la participation des habitants de la ville à des instruments de démocratie directe (ex : comités de défense, référendum, consultation des citoyens)?

Cette action a-t-elle conduit à augmenter le taux de participation électorale lors des élections de comités consultatifs / conseils consultatifs (ex : commission communale chargée de problèmes propres aux immigrants)?

Cette action a-t-elle réussi à réduire / mettre un terme aux pratiques discriminatoires (ex : slogans xénophobes, diatribes) lors des élections?

Cette action a-t-elle favorisé les candidatures minoritaires lors des élections locales ?

Cette action a-t-elle conduit à une augmentation des signalements de discrimination ?

Cette action a-t-elle pu réduire le nombre d'incidents discriminatoires dans la ville?

Cette politique a-t-elle montré d'autres effets

2. La ville en tant que productrice de normes

2.1 Textes normatifs incluant des normes anti-racistes ou anti-discriminatoires

Ces textes normatifs ont-ils mené à une plus grande participation de minorités ethniques dans la politique locale?

Ces textes normatifs sont-ils en mesure de faire évoluer la réglementation locale ?

Les victimes de discrimination raciale peuvent-elles appuyer leur plainte sur ces textes normatifs?

Ces textes normatifs ont-ils conduit à une augmentation des signalements de discrimination?

Ces textes normatifs ont-ils contribué à faire diminuer le nombre d'incidents discriminatoires dans la ville?

Ces textes normatifs ont-ils montré d'autres effets ?

2.2 Charte

La charte a-t-elle été soutenue par la majorité des élus locaux?

Les élus locaux respectent-ils les principes / contenus de la charte dans le cadre de leur travail ?

Sur la base de la charte, des actions concrètes ont-elles été menées ? (ex : évènements, mesures, projets)?

La charte a-t-elle contribué à améliorer la situation des minorités ethniques ?

La charte a-t-elle produit une prise de conscience parmi la population ?

La charte a-t-elle conduit à une augmentation des signalements de discrimination dans les espaces publics de la part de la population ? (dans la rue, dans les transports en commun etc.) ?

Grâce à la charte, le nombre d'incidents discriminatoires dans les espaces publics (dans la rue, dans les transports en commun) a-t-il été réduit ?

Cette charte a-t-elle produit d'autres effets ?

2.3 Plans d'action

Sur la base du plan d'action, des actions ont-elles été réalisées (ex : évènements, mesures, projets)?

Ce plan d'action a-t-il amélioré la situation des minorités ethniques?

Le plan d'action a-t-il conduit à une augmentation des signalements de discrimination ?

Ce plan d'action a-t-il pu réduire le nombre d'incidents discriminatoires dans la ville ?

2.4 Mainstreaming

La politique du mainstreaming a-t-elle permis de mettre à l'agenda des mesures antidiscriminatoires de manière transversale et intersectorielle ?

La politique du mainstreaming permet-elle de prendre en compte l'égalité pour les femmes, les personnes handicapées, les personnes âgées indépendamment de leur appartenance ethnique ?

La politique de mainstreaming a-t-elle produit une prise de conscience de l'administration municipale concernant la discrimination multiple?

? Nous parlons de discrimination multiple lorsque la discrimination est effectuée sur plusieurs critères, voire une combinaison de ces critères, (ex : discrimination d'une femme à cause de son sexe et de sa couleur de peau)

La politique de mainstreaming a-t-elle conduit à une augmentation des signalements de discrimination ?

La politique de mainstreaming a-t-elle pu réduire le nombre d'incidents discriminatoires dans la ville ?

La politique de mainstreaming a-t-elle produit d'autres effets ?

2.5 Assistance juridique

Cette action a-t-elle facilité l'accès des victimes de discrimination raciale à la justice ?

Cette action a-t-elle permis un meilleur accueil pour l'accès au droit ?

Cette action a-t-elle permis de proposer des conseils juridiques gratuits aux victimes de discrimination raciale?

Par cette politique, la disponibilité d'interprètes et de services de traduction a-t-elle pu être améliorée?

Cette action a-t-elle conduit à une augmentation des décisions de justice concernant des cas de discriminations ?

Cette action a-t-elle conduit à une augmentation des signalements de discrimination ?

Cette action a-t-elle pu réduire le nombre d'incidents discriminatoires dans la ville ?

L'action a-t-elle produit d'autres effets ?

2.6 Subventions, incitations, sanctions

Cette politique a-t-elle conduit de nouvelles entreprises à s'engager volontairement en faveur de la non-discrimination ?

Par cette politique, les bénéficiaires des subventions de la ville ont-ils été contraints d'adopter des mesures en faveur de la non-discrimination ?

La ville refuse-t-elle des demandes de subvention de la part d'organisations / institutions qui ne tiennent pas compte des règles anti-discriminatoires?

La ville a-t-elle mis fin à des contrats de subvention avec des organisations / institutions qui ne tenaient pas compte des règles anti-discriminatoire?

Le nombre d'incidents discriminatoires a-t-il été réduit par cette politique?

Cette politique produit-t-elle d'autres effets ?

3. La ville en tant qu'employeur

3.1 Politiques de mobilisation des agents municipaux en matière de non-discrimination

Ces politiques de mobilisation des agents ont-elles conduit à améliorer la connaissance de l'action de la Ville parmi ses employés ?

Ces politiques de mobilisation des agents ont-elles conduit à une augmentation du nombre de situations discriminatoires signalées dans le cadre du travail ?

Le nombre d'incidents discriminatoires au travail a-t-il diminué en raison de la politique de mobilisation des agents ?

Ces politiques de mobilisation des agents ont-elles favorisé l'embauche de membres de minorités ethniques ?

Ces politiques ont-elles favorisé la présence de membres de minorités ethniques à des postes d'encadrement ?

Les politiques de mobilisation des agents ont-elles produit d'autres effets ? Voulez-vous ajouter des commentaires ? _____

3.2 Clauses d'égalité de traitement dans les contrats de travail concernant les postes d'encadrement

Ces clauses d'égalité de traitement ont-elles favorisé l'embauche de nouveaux employés venant de minorités ethniques?

Par ces clauses d'égalité de traitement, la composition du personnel municipal est-elle devenue plus représentative de la diversité de la population ?

Ces clauses d'égalité de traitement ont-elles mené à un plus grand nombre d'employés venant de minorités ethniques et occupant des fonctions d'encadrement ?

Par ces clauses d'égalité de traitement, le nombre de signalements de discrimination au travail a-t-il augmenté ?

Le nombre d'incidents discriminatoires au travail a-t-il diminué en raison de ces clauses d'égalité de traitement ?

Les clauses d'égalité de traitement ont-elles produit d'autres effets ?

3.3 Actions positives en faveur de groupes défavorisés

Ces actions positives ont-elles favorisé l'embauche de nouveaux agents venant de minorité ethniques?

Par ces actions positives, la composition du personnel municipal est-elle devenue plus représentative de la diversité de la population ?

Ces actions positives ont-elles amené un plus grand nombre d'employés venant de minorités ethniques à occuper des fonctions d'encadrement ?

Ces actions positives ont-elles réduit l'écart de rémunération entre les employés municipaux venant de minorités ethniques et ceux de la majorité?

Ces actions positives, ont-elles conduit à une augmentation des signalements de discrimination au travail ?

Les actions positives ont-elles produit d'autres effets ?

3.4 Formations au sujet de l'égalité

Ces *formations* ont-elles amélioré la connaissance de l'action anti-discriminatoire de la ville par les employés municipaux ?

Ces *formations* ont-elles favorisé l'embauche de nouveaux employés venant de minorité ethniques?

Ces *formations* ont-elles mené à un plus grand nombre d'employés venant de minorités ethniques et occupant des postes d'encadrement ?

Ces *formations*, ont-elles conduit à une augmentation des signalements de discrimination au travail?

Le nombre d'incidents discriminatoires au travail a-t-il diminué grâce aux *formations*?

Les *formations* ont-elles produit d'autres effets ?

3.5 Programmes de parrainage

Le programme de parrainage a-t-il permis à un plus grand nombre d'employés d'occuper un poste à la hauteur de leurs qualifications ?

Le programme de parrainage a-t-il favorisé l'embauche de nouveaux employés venant de minorités ethniques ?

Par le parrainage, la composition du personnel municipal est-elle devenue plus représentative de la diversité de la population?

Ce programme de parrainage a-t-il amené un plus grand nombre d'employés venant de minorités ethniques à occuper des fonctions d'encadrement ?

Ce programme de parrainage a-t-il conduit à une augmentation des signalements de discrimination au travail?

Le nombre d'incidents discriminatoires au travail a-t-il diminué grâce au programme de parrainage?

Le programme de parrainage a-t-il produit d'autres effets ?

4. La ville en tant que prestataire de services

4.1 Services aux immigrants

Ces services ont-ils permis un renforcement des services de traduction et d'interprétariat?

Ces services ont-ils pu simplifier les voies administratives pour les nouveaux arrivants (ex : pour la délivrance de documents administratifs, pour la déclaration de changement de domicile)?

Ces services réduisent-ils la durée de recherche d'un logement des nouveaux arrivants ?

Ces services réduisent-ils la durée de recherche d'emploi des nouveaux arrivants ?

Ces services réduisent-ils la durée de recherche d'une école/une école maternelle des nouveaux arrivants ?

Ces services réduisent-ils la durée de recherche de médecins / organisations médicales des nouveaux arrivants ?

Ces services ont-ils permis d'améliorer la situation de précarité des migrants (ex : menacés par la pauvreté)?

Les services ont-ils produit d'autres effets ?

4.2 Actions dans le domaine „Santé – Nutrition – Soins“

Ces actions ont-elles augmenté le pourcentage des personnes disposant d'une assurance maladie ?

Ces actions ont-elles permis de réduire les coûts des soins pour les personnes financièrement défavorisées ?

Cette action a-t-elle augmenté le nombre de personnes qui passent des examens de dépistage ?

Cette politique a-t-elle facilité l'accès aux soins de la population ?

? L'accès aux soins comprend les connaissances, le recours aux soins, les compétences des personnes à trouver, comprendre et utiliser des informations pertinentes concernant la santé sous différentes formes pour pouvoir prendre des décisions au quotidien qui préservent ou améliorent durablement leur santé.

Cette action a-t-elle renforcé les services de traduction et d'interprétariat dans le domaine de la santé publique ?

Cette action a-t-elle conduit à une adaptation des offres de santé pour les patients aux besoins culturels ou religieux spécifiques ?

Cette action a-t-elle mené à une adaptation des offres de soins aux besoins spécifiques liées à certaines conditions d'immigration (ex : réfugiés, victimes, de torture)?

Cette action a-t-elle pu réduire le nombre de conflits entre le personnel médical et les patients, conflits qui existaient en raison de leurs différences culturelles ?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires dans le domaine de la santé ?

Le nombre de situations discriminatoires dans le domaine de la santé a-t-il diminué grâce à cette action ?

L'action a-t-elle produit d'autres effets ? Voulez-vous ajouter des commentaires ?

4.3 Actions dans le domaine « *Études - Éducation - Formation continu* »

Cette action a-t-elle permis d'aligner le niveau scolaire des élèves issus des minorités ethniques sur le niveau des autres élèves ?

Le décrochage scolaire a-t-il diminué grâce à cette action ?

Cette action a-t-elle réduit la ségrégation ethnique dans le domaine éducatif ?

Cette action a-t-elle permis de réduire le nombre d'analphabètes adultes ?

Cette action a-t-elle facilité l'accès d'enfants de familles défavorisées à des activités scolaires (ex. voyages linguistiques, excursions, autres activités) ?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires dans le domaine de l'éducation ?

Cette action a-t-elle permis de réduire le nombre de situations discriminatoires dans le système éducatif ?

L'action a-t-elle produit d'autres effets ? Voulez-vous ajouter des commentaires ?

4.4 Actions dans le domaine „Location – Voisinage“

Cette action a-t-elle permis à des personnes sans domicile fixe de trouver un logement approprié ?

Cette action a-t-elle favorisé l'accès au logement de personnes financièrement défavorisées?

Cette action a-t-elle permis de réduire le nombre de personnes vivant dans des logements insalubres ?

Cette action a-t-elle permis de réduire la suroccupation des logements en améliorant la situation des locataires ?

Cette action a-t-elle permis de réduire les conflits de voisinage liés à des différences culturelles ?

Cette action a-t-elle pu diminuer la ségrégation ethnique dans le domaine du logement?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires dans le domaine du logement ?

Cette action a-t-elle permis de réduire le nombre de situations discriminatoires dans le domaine du logement?

Cette action a-t-elle produit d'autres effets ? Voulez-vous ajouter des commentaires?

4.5 Actions dans le domaine „Marché du travail – Emploi“

Cette action a-t-elle augmenté le nombre d'entreprises privées qui se sont engagées en matière de lutte contre les discriminations ?

Cette action a-t-elle favorisé une coopération durable entre des professionnels issus des minorités et ceux de la majorité ?

Cette action a-t-elle permis à un plus grand nombre d'employés d'occuper un poste à la hauteur de leurs qualifications ?

Cette action a-t-elle amené un plus grand nombre d'employés issus des minorités ethniques à occuper des fonctions d'encadrement ?

Cette action a-t-elle favorisé la convocation de membres des minorités ethniques à des entretiens d'embauche ?

Par cette action, des personnes en situation de décrochage scolaire ont-elles pu achever une formation ?

Par cette action, l'écart entre le taux de chômage des personnes issues des minorités ethniques et de la majorité de la population a-t-il pu être résorbé ?

Cette action a-t-elle permis de réduire l'écart de rémunération entre les personnes issues des minorités ethniques et les majoritaires ?

Cette action a-t-elle favorisé le retour à l'emploi après un congé parental ?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires dans le domaine de l'emploi ?

Cette action a-t-elle permis de réduire le nombre de situations discriminatoires dans le domaine de l'emploi ?

Cette action a-t-elle produit d'autres effets ?

4.6 Action dans le domaine « Arts – Culture »

Cette action a-t-elle favorisé la rencontre entre les habitants issus des minorités ethniques et la majorité de la population ?

Cette action a-t-elle favorisé l'émergence d'initiatives culturelles en dehors des institutions traditionnelles ?

Cette action, a-t-elle permis d'atteindre une juste représentation des minorités dans le champ de la culture ?

Cette action a-t-elle favorisé l'analyse critique d'œuvres d'art historiques (peinture, littérature, théâtre etc.) véhiculant des stéréotypes discriminatoires ?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires dans le domaine de la culture ?

Cette action a-t-elle permis de réduire le nombre de situations discriminatoires dans le domaine de la culture ?

Cette action a-t-elle produit d'autres effets ? Voulez-vous ajouter des commentaires ?

4.7 Actions dans le domaine du « Sport »

Cette action a-t-elle favorisé la rencontre entre les habitants issus des minorités ethniques et la majorité de la population ?

Cette action a-t-elle favorisé l'engagement d'associations sportives dans la lutte contre les discriminations ?

Cette action a-t-elle encouragé des sportifs de haut niveau à se positionner publiquement contre le racisme ?

Cette action a-t-elle encouragé des associations sportives / des organisateurs à sanctionner des propos ou comportements racistes de la part des supporters ?

Cette action a-t-elle encouragé des associations sportives / des organisateurs à sanctionner des propos ou comportements racistes de sportifs / entraîneurs / organisateurs ?

Cette action a-t-elle diminué la ségrégation ethnique parmi les associations ?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires dans le domaine du sport?

Cette action a-t-elle permis de réduire le nombre de situations discriminatoires dans le domaine du sport ?

Cette action a-t-elle produit d'autres effets ?

5. La ville en tant que donneur d'ordre

5.1 Clauses anti-discriminatoires dans les relations avec les entreprises privées

Cette action a-t-elle favorisé l'engagement d'entreprises privées dans la lutte contre les discriminations ?

La ville en tant que donneur d'ordre refuse-t-elle de travailler avec des entreprises qui ne respectent pas la législation anti-discrimination ?

La ville sanctionne-t-elle les entreprises avec lesquelles elle travaille si elles ne respectent pas la législation anti-discrimination ?

La ville rompt-elle ses relations commerciales avec les entreprises qui ne respectent pas la législation anti-discrimination ?

Cette action a-t-elle amené des changements dans le choix des prestataires par la ville ?

Cette action a-t-elle conduit à une augmentation des signalements de situations discriminatoires au sein des entreprises partenaires ?

Cette action a-t-elle permis de réduire le nombre de situations discriminatoires au sein des entreprises partenaires de la Ville ?

Cette action a-t-elle produit d'autres effets ? Voulez-vous ajouter des commentaires ?

Nombre de plaintes

? Cette question fait référence aux plaintes qui ont été déposées à la police, un centre pour l'égalité ou au tribunal, et qui n'ont pas été classées sans suite. Les plaignants peuvent avoir été déboutés de leur réclamation suite au jugement.

Combien de plaintes pour discrimination raciale ont été déposées au cours de l'année 2013?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

→ *Politique choisie: Charte*

Combien de plaintes contre des discriminations raciales dans l'espace public ont été déposées au cours de l'année 2013?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

→ *Politique choisie dans le secteur « La ville en tant qu'employeur »*

Combien de plaintes pour discrimination raciale dans l'emploi ont été déposées par des agents municipaux au cours de l'année 2013 ?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

→ *Politique choisie « Études – Éducation – Formation continue »*

Combien de plaintes pour discrimination raciale dans le domaine de l'éducation ont été déposées au cours de l'année 2013 ?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

→ *Politique choisie « Santé – Nutrition – Soins »*

Combien de plaintes pour discrimination raciale sur le secteur de la santé ont été déposées au cours de l'année 2013 ?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

→ *Politique choisie Logement – Voisinage*

Combien de plaintes pour discrimination raciale dans le domaine du logement ont été déposées au cours de l'année 2013 ?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

→ *Politique choisie « Marché de l'emploi »*

Combien de plaintes pour discrimination raciale sur le marché de l'emploi ont-elles été déposées au cours de l'année 2013 ?

Nombre de plaintes _____

- Pas de dates disponibles

En comparaison avec l'année précédente, cela représente une

- Augmentation du nombre de plaintes
- Diminution du nombre de plaintes
- Pas de dates disponibles

Deutsche Version

Politikbereiche:

Die Stadt als **demokratische Institution**

- *Monitoring* (z.B. Identifizierung und Berichtslegung zu rassistischer Diskriminierung, Jahresbericht zur Menschrechtssituation in der Stadt)
- *Beratungsgremien, Beiräte, Komitees* (z.B. MigrantInnenbeirat, Menschenrechtsbeirat)
- Politikmaßnahmen im Zusammenhang mit *lokalen Wahlen* (z.B. Bewerbung der Teilnahme an Lokalwahlen, Bewerbung der Wahlen zu einer Interessensvertretung, Wahlkampfmonitoring)

Die Stadt als **Regelungsinstanz**

- *Rechtliche Grundlagendokumente* zu Anti-Diskriminierung (z.B. Konventionen, Gemeinderatsbeschlüsse)
- *Charta* (z.B. Charta der Vielfalt, Charta des Zusammenlebens)
- *Aktionspläne* (z.B. ECCAR 10-Punkte-Aktionsplan, Aktionsplan für Integration)
- *Mainstreaming* (z.B. Förderung der Gleichstellung ethnischer Minderheiten als Aspekt in der Budgetverteilung)
- *Rechtsschutz* für Opfer rassistischer Diskriminierung (z.B. Kostenlose Rechtsberatung, Ombudsstellen)
- *Förderungen, Anreize, Sanktionen* (z.B. Verpflichtung zu Nicht-Diskriminierung in Förderverträgen, Sozialklauseln in Gewerbeberechtigungen, Sanktionen für diskriminierende Praktiken)

Die Stadt als **Arbeitgeberin**

- *Selbstverpflichtung* der Gemeindebediensteten (z.B. Selbstverpflichtung zu respektvollem Verhalten am Arbeitsplatz)
- *Gleichbehandlungsklauseln in Arbeitsverträgen* für Leitungspositionen
- *Förderungsmaßnahmen zu Gunsten benachteiligender Gruppen* - „positive Diskriminierung“ (z.B. aktives Anwerben von MitarbeiterInnen aus ethnischen Minderheiten, Quotenregelungen)
- *Trainings*, Weiterbildung zum Thema Gleichbehandlung (z.B. Workshop zum Umgang mit Vielfalt im Personal, Ausbildung von Ansprechpersonen für Opfer rassistischer Diskriminierung)
- *Mentoring-Programme* (z.B. Austauschbeziehung zwischen Führungskräften und NeueinsteigerInnen)

Die Stadt als **Dienstleisterin**

- *Services für MigrantInnen* (z.B. Welcome Service, Übersetzungs- und Dolmetschangebote, Informationsveranstaltungen)
- Politikmaßnahmen im Bereich „*Lernen – Bildung – Weiterbildung*“ (z.B. Trainings für Lehrpersonal, Förderung von benachteiligten SchülerInnen, Alphabetisierung für Erwachsene)

- Politikmaßnahmen im Bereich „*Gesundheit – Ernährung – Pflege*“ (z.B. kultursensible Pflege, Angebote für PatientInnen ohne Krankenversicherung, Dolmetschservices in Gesundheitssektor)
- Politikmaßnahmen im Bereich „*Wohnen – Nachbarschaft*“ (z.B. Verbesserung der Wohnsituation für benachteiligte Personen, Mediation bei Nachbarschaftsstreitigkeiten)
- Politikmaßnahmen im Bereich „*Arbeitsmarkt – Beschäftigung*“ (z.B. Mentoring-Programme in der Privatwirtschaft, Verhaltenskodex für lokale Unternehmen)
- Politikmaßnahmen im Bereich „*Kunst – Kultur*“ (z.B. Förderung von Kunstinitiativen abseits der etablierten Institutionen, kritischer Umgang mit Stereotypen in der Kunst)
- Politikmaßnahmen im Bereich „*Sport*“ (z.B. Maßnahmen gegen Rassismus von Fans)

Die Stadt als **Auftraggeberin**

- *Anti-Diskriminierungsklauseln* in der Privatwirtschaftsverwaltung (z.B. in Beschaffungsverträgen)

Outcome Indikatoren:

Antwortoptionen für alle Outcome Indikatoren:

- ja, die Maßnahme zeigte eine *direkte* Wirkung
- ja, die Maßnahme zeigte in Verbindung mit anderen Entwicklungen/Veränderungen/Maßnahmen eine *indirekte* Wirkung
- die Maßnahme zeigte eine geringe Wirkung
- Dazu sind keine Informationen verfügbar
- Das war nicht Ziel der Maßnahme
- weiß nicht

1. Die Stadt als demokratische Institution

1.1 Monitoring

Führte das Monitoring zum Beschluss neuer politischer Regelungen/Maßnahmen oder einer Anpassung bestehender Regelungen?

Führte das Monitoring zur Umsetzung von Forderungen von Minderheitengruppen?

Führte das Monitoring zu einer größeren Bereitschaft in der Bevölkerung, rassistische Diskriminierung zu melden?

? Opfer und Zeugen von Diskriminierung melden diese Vorfälle, aus verschiedensten Gründen, häufig nicht. Bitte geben Sie an – sofern bekannt – ob das Monitoring bewirken konnte, dass ein höherer Prozentsatz an diskriminierenden Vorfällen gemeldet wird (bei Behörden, Polizei, speziellen Anlaufstellen etc.)

Gelang durch das Monitoring eine Bewusstseinsbildung in der Bevölkerung?

Gelang durch das Monitoring eine Bewusstseinsbildung unter den Entscheidungsträgern der Stadt?

Konnte durch das Monitoring die Anzahl von diskriminierenden Vorfällen in der Stadt reduziert werden?

? Diese Frage bezieht sich auf die Gesamtzahl an Fällen von rassistischer Diskriminierung, einschließlich einer geschätzten Dunkelziffer. Bitte geben Sie an, ob es Hinweise darauf gibt, dass durch diese Politikmaßnahme die Anzahl/Häufigkeit der Diskriminierungsfälle zurückging.

Zeigte das Monitoring andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

1.2 Beratungsgremien, Beiräte, Komitees

Führten die Empfehlungen der Beratungsgremien/Beiräte/Komitees zu gesetzlichen Änderungen oder Neuregelungen?

Wurden die Empfehlungen der Beratungsgremien/Beiräte/Komitees bislang umgesetzt?

Fühlen sich die Mitglieder ethnischer Minderheitengruppen von den Beratungsgremien/Beiräte/Komitees angemessen repräsentiert?

Konnten wesentliche Anliegen von Minderheitengruppen von den Beratungsgremien/Beiräte/Komitees durchgesetzt werden?

Führte die Tätigkeit der Beratungsgremien/Beiräte/Komitees zu einer größeren Bereitschaft in der Bevölkerung, rassistische Diskriminierung zu melden?

? Opfer und Zeugen von Diskriminierung melden diese Vorfälle, aus verschiedensten Gründen, häufig nicht. Bitte geben Sie an – sofern bekannt – ob das Monitoring bewirken konnte, dass ein höherer Prozentsatz an diskriminierenden Vorfällen gemeldet wird (bei Behörden, Polizei, speziellen Anlaufstellen etc.)

Konnte die Tätigkeit der Beratungsgremien/Beiräte/Komitees die Zahl der diskriminierenden Vorfälle in der Stadt reduzieren?

Zeigten die Beratungsgremien/Beiräte/Komitees andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

1.3 Lokale Wahlen

Konnte durch diese Politik die Wahlbeteiligung bei lokalen Wahlen erhöht werden?

Konnte durch diese Politik die Beteiligung der StadtbewohnerInnen an direkt-demokratischen Instrumenten (z.B. Bürgerinitiativen, Referenden, Bürgerbefragung) erhöht werden?

Konnte durch diese Politik die Beteiligung an Wahlen zu Beratungsgremien/Beiräten/Komitees (z.B. MigrantInnenbeirat) erhöht werden?

Gelang es dieser Politik, diskriminierende Praktiken im Wahlkampf (z.B. fremdenfeindliche Slogans, Hetzreden) zu verringern/zu unterbinden?

Konnte durch diese Politik die Zahl der KandidatInnen aus ethnischen Minderheiten in lokalen Wahlen erhöht werden?

Führte diese Politik zu einer erhöhten Bereitschaft in der Bevölkerung, rassistische Diskriminierung zu melden?

? Opfer und Zeugen von Diskriminierung melden diese Vorfälle, aus verschiedensten Gründen, häufig nicht. Bitte geben Sie an – sofern bekannt – ob das Monitoring bewirken konnte, dass ein höherer Prozentsatz an diskriminierenden Vorfällen gemeldet wird (bei Behörden, Polizei, speziellen Anlaufstellen etc.)

Führte die Politik/politische Maßnahme zu einem Rückgang diskriminierender Vorfälle in der Stadt?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

2. Die Stadt als Regelungsinstanz

2.1 Rechtliche Grundlagendokumente

Erreichten diese rechtlichen Grundlagendokumente eine verstärkte Beteiligung von ethnischen Minderheiten in der lokalen Politik?

Wurden diese rechtlichen Grundlagendokumente in konkreten gesetzlichen Regelungen auf lokaler Ebene umgesetzt?

Können Opfer rassistischer Diskriminierung ihre Beschwerden auf diese rechtlichen Grundlagendokumente stützen?

Führten diese rechtlichen Grundlagendokumente zu einer erhöhten Bereitschaft in der Bevölkerung, rassistische Diskriminierung zu melden?

Führten die rechtlichen Grundlagendokumente zu einem Rückgang diskriminierender Vorfälle in der Stadt?

Zeigten die rechtlichen Grundlagendokumente andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

2.2 Charta

Wird/wurde die Charta von einem Großteil der lokalen PolitikerInnen mitgetragen?

Respektieren die lokalen PolitikerInnen die Prinzipien/Inhalte der Charta in ihrer Arbeit?

Wurden auf Basis der Charta konkrete Politikmaßnahmen (z.B. Veranstaltungen, Maßnahmen, Projekte) umgesetzt?

Führte die Charta zu spürbaren Verbesserungen in der Lebenssituation von ethnischen Minderheiten?

Gelang durch die Charta eine Bewusstseinsbildung in der Bevölkerung?

Erhöhte die Charta die Bereitschaft in der Bevölkerung, rassistische Diskriminierung im öffentlichen Raum (auf der Straße, in öffentlichen Verkehrsmitteln etc.) zu melden?

Konnte durch die Charta die Anzahl der diskriminierenden Vorfälle im öffentlichen Raum (auf der Straße, in öffentlichen Verkehrsmitteln etc.) reduziert werden?

Zeigte die Charta andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

2.3 Aktionspläne

Wurden auf Basis des Aktionsplans konkrete Politikmaßnahmen (z.B. Veranstaltungen, Maßnahmen, Projekte) umgesetzt?

Führte der Aktionsplan zu spürbaren Verbesserungen in der Lebenssituation von ethnischen Minderheiten?

Erhöhte der Aktionsplan die Bereitschaft der Bevölkerung, rassistische Diskriminierung zu melden?

Konnte durch den Aktionsplan die Zahl der diskriminierenden Vorfälle in der Stadt reduziert werden?

Zeigte der Aktionsplan andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

2.4 Mainstreaming

Wird, auf Basis der Mainstreaming-Politik, die Gleichstellung ethnischer Minderheiten als Querschnittsmaterie in verschiedenen politischen Abteilungen/Ressorts berücksichtigt?

Konnte die Mainstreaming-Politik erreichen, dass Förderungsmaßnahmen (für Frauen, für Menschen mit Behinderung etc.) unabhängig von der ethnischen Zugehörigkeit gleichermaßen wirksam sind (für alle Frauen, alle Menschen mit Behinderung etc.)?

Erhöhte die Mainstreaming-Politik das Bewusstsein innerhalb der Stadtverwaltung für Mehrfachdiskriminierung?

? Mehrfachdiskriminierung liegt vor, wenn Diskriminierung aufgrund mehrerer Gründe bzw. deren Kombination erfolgt, z.B. Diskriminierung einer dunkelhäutigen Frau aufgrund von Geschlecht und Hautfarbe

Erhöhte die Mainstreaming-Politik die Bereitschaft der Bevölkerung, rassistische Diskriminierung zu melden?

Konnte durch die Mainstreaming-Politik die Zahl der diskriminierenden Vorfälle in der Stadt reduziert werden?

Zeigte die Mainstreaming-Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

2.5 Rechtsschutz

Konnte durch diese Politik der Zugang zur Justiz für Opfer von rassistischer Diskriminierung erleichtert werden?

Konnte durch diese Politik das Angebot an niederschwelliger Rechtsberatung für Opfer von rassistischer Diskriminierung verbessert werden?

Ermöglichte diese Politik eine kostenlose Rechtsberatung für Opfer von rassistischer Diskriminierung?

Wurde durch diese Politik die Verfügbarkeit von Dolmetsch- und Übersetzungsdiensten verbessert?

Gelang es durch diese Politik, die Zahl der Gerichtsentscheidungen zu eingebrachten Diskriminierungsfällen zu erhöhen?

Führte diese Politik zu einer höheren Bereitschaft in der Bevölkerung, rassistische Diskriminierung zu melden?

Konnte durch diese Politik die Zahl der diskriminierenden Vorfälle in der Stadt reduziert werden?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

2.6 Förderungen, Anreize, Sanktionen

Führte diese Politik zu einer größeren Zahl an Unternehmen, die eine freiwillige Selbstverpflichtung zu Nicht-Diskriminierung eingehen?

Werden durch diese Politik die von der Stadt geförderten Organisationen/Einrichtungen zur Nicht-Diskriminierung verpflichtet?

Lehnt die Stadt Förderanträge von Organisationen/Einrichtungen, die Anti-Diskriminierungsregeln missachten, ab?

Beendet die Stadt bestehende Förderverträge mit Organisationen/Einrichtungen, die Anti-Diskriminierungsregeln missachten?

Konnte durch diese Politik die Zahl der diskriminierenden Vorfälle in geförderten Organisationen/Einrichtungen reduziert werden?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

3. Die Stadt als Arbeitgeberin

3.1 Selbstverpflichtung von Gemeindebediensteten zu Nicht-Diskriminierung

Führten die Selbstverpflichtungen zu einem höheren Bekanntheitsgrad der Anti-Diskriminierungspolitik der Stadt unter den Gemeindebediensteten?

Wurde durch die Selbstverpflichtungen die Bereitschaft erhöht, diskriminierende Vorfälle am Arbeitsplatz zu melden?

Ging aufgrund der Selbstverpflichtungen die Zahl der diskriminierenden Vorfälle am Arbeitsplatz zurück?

Führten die Selbstverpflichtungen zur Aufnahme/Einstellung neuer MitarbeiterInnen aus ethnischen Minderheiten?

Führten die Selbstverpflichtungen zu einer größeren Zahl von MitarbeiterInnen aus ethnischen Minderheiten in Leitungspositionen?

Zeigten die Selbstverpflichtungen andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

3.2 Gleichbehandlungsklauseln in Arbeitsverträgen für Leitungspositionen

Führten die Gleichbehandlungsklauseln zur Aufnahme/Einstellung neuer MitarbeiterInnen aus ethnischen Minderheiten?

Konnte durch die Gleichbehandlungsklauseln eine Zusammensetzung des Gemeindepersonals erreicht werden, die der (ethnischen) Zusammensetzung der Bevölkerung entspricht?

Führten die Gleichbehandlungsklauseln zu einer größeren Anzahl von MitarbeiterInnen aus ethnischen Minderheiten in Leitungspositionen?

Konnte durch die Gleichbehandlungsklauseln die Bereitschaft, diskriminierende Vorfälle am Arbeitsplatz zu melden, erhöht werden?

Ging aufgrund der Gleichbehandlungsklauseln die Zahl der diskriminierenden Vorfälle am Arbeitsplatz zurück?

Zeigten die Gleichbehandlungsklauseln andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

3.3 Förderungsmaßnahmen zu Gunsten benachteiligender Gruppen - „positive Diskriminierung“

Führte diese Förderungsmaßnahme zur Aufnahme/Einstellung neuer MitarbeiterInnen aus ethnischen Minderheiten?

Konnte durch diese Förderungsmaßnahme eine Zusammensetzung des Gemeindepersonals erreicht werden, die der (ethnischen) Zusammensetzung der Bevölkerung entspricht?

Führte diese Förderungsmaßnahme zu einer größeren Anzahl von MitarbeiterInnen aus ethnischen Minderheiten in Leitungspositionen?

Konnte diese Förderungsmaßnahme die Lohndifferenz („wage gap“) zwischen Gemeindebediensteten auf ethnischen Minderheiten und der Mehrheit?

Erhöhte diese Förderungsmaßnahme die Bereitschaft, diskriminierende Vorfälle am Arbeitsplatz zu melden?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

3.4 Trainings, Weiterbildung zum Thema Gleichbehandlung

Wurden die Trainings

- für Gemeindebedienstete in Leitungspositionen,
- für Gemeindebedienstete in nicht-leitenden Positionen oder
- für beide Gruppen durchgeführt?

→ *Trainings für Gemeindebedienstete in Leitungspositionen*

Machten die Trainings die Anti-Diskriminierungspolitik der Stadt unter einer größeren Zahl an Gemeindebediensteten bekannt?

- Ja
- Eher ja
- Eher nein
- Nein

- Dazu sind keine Informationen verfügbar
- Das war nicht Ziel der Trainings
- weiß nicht
- Sonstiges _____

→ *Wenn „Ja“, „Eher ja“:*

- die Trainings zeigten eine *direkte* Wirkung
- die Trainings zeigten eine *indirekte* Wirkung in Verbindung mit anderen Entwicklungen, Veränderungen oder Maßnahmen

Führten die Trainings zur Aufnahme/Einstellung neuer MitarbeiterInnen aus ethnischen Minderheiten?

Führten die Trainings zu einer größeren Anzahl von MitarbeiterInnen aus ethnischen Minderheiten in Leitungspositionen?

Konnten die Trainings die Bereitschaft erhöhen, diskriminierende Vorfälle am Arbeitsplatz zu melden?

Ging aufgrund der Trainings die Zahl der diskriminierenden Vorfälle am Arbeitsplatz zurück?

Zeigten die Trainings andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

→ *Trainings für Gemeindebedienstete in nicht-leitenden Positionen*

Machten die Trainings die Anti-Diskriminierungspolitik der Stadt unter einer größeren Zahl an Gemeindebediensteten bekannt?

Konnte die Trainings die Bereitschaft erhöhen, diskriminierende Vorfälle zu melden?

Ging aufgrund der Trainings die Zahl an diskriminierenden Vorfällen am Arbeitsplatz zurück?

Zeigten die Trainings andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

3.5 Mentoring-Programme

Führte das Mentoring-Programm dazu, dass mehr MitarbeiterInnen entsprechend ihrer Qualifikationen beschäftigt sind?

Führte das Mentoring-Programm zur Aufnahme/Einstellung neuer MitarbeiterInnen aus ethnischen Minderheiten?

Konnte durch das Mentoring-Programm eine Zusammensetzung des Gemeindepersonals erreicht werden, die der (ethnischen) Zusammensetzung der Bevölkerung entspricht?

Führte das Mentoring-Programm zu einer größeren Anzahl von MitarbeiterInnen aus ethnischen Minderheiten in Leitungspositionen?

Konnte das Mentoring-Programm die Bereitschaft erhöhen, diskriminierende Vorfälle zu melden?

Ging aufgrund des Mentoring-Programms die Zahl an diskriminierenden Vorfällen am Arbeitsplatz zurück?

Zeigte das Mentoring-Programm andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4. Die Stadt als Dienstleisterin

4.1 Services für MigrantInnen

Sorgten die Services für eine bessere Verfügbarkeit von Übersetzungs- und Dolmetschangebote?

Konnten diese Services die Behördenwege für neuankommende MigrantInnen vereinfachen (z.B. für die Ausstellung notwendiger Dokumente, Wohnsitzmeldung)?

Verkürzen die Services die Dauer der Wohnungssuche für neuankommende MigrantInnen?

Verkürzen die Services die Dauer der Arbeitssuche für neuankommende MigrantInnen?

Verkürzen die Services die Dauer der Suche nach einer Schule/einem Kindergarten für neuankommende MigrantInnen?

Verkürzen die Services die Dauer nach Ärzten/medizinischen Einrichtungen für neuankommende MigrantInnen?

Gelang durch die Services eine spürbare Verbesserung der Lebenssituation von MigrantInnen in prekären Lebenssituationen (z.B. armutsgefährdete MigrantInnen)?

Zeigten die Services andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4.2 Politikmaßnahmen im Bereich „Gesundheit – Ernährung – Pflege“

Ist durch diese Politik ein größerer Anteil der Bevölkerung krankenversichert?

Konnte diese Politik eine bessere Versorgung für finanziell benachteiligte Personen erreichen?

Konnte diese Politik die Inanspruchnahme von Vorsorgeuntersuchungen steigern?

Konnte diese Politik die Gesundheitskompetenz von benachteiligten Bevölkerungsgruppen steigern?

? Gesundheitskompetenz umfasst das Wissen, die Motivation und die Kompetenzen von Menschen, relevante Gesundheitsinformationen in unterschiedlicher Form zu finden, zu verstehen, zu beurteilen und anzuwenden um im Alltag in der Krankheitsbewältigung, der Krankheitsprävention und der Gesundheitsförderung, Entscheidungen treffen zu können, die ihre Lebensqualität während des gesamten Lebensverlaufs erhalten oder verbessern

Verbesserte diese Politik die Verfügbarkeit von Übersetzungs- und Dolmetschdiensten in der Gesundheitsversorgung?

Gelang dieser Politik eine Anpassung/Ausweitung der Gesundheitsangebote für PatientInnen mit spezifischen kulturellen oder religiösen Bedürfnissen?

Gelang dieser Politik eine Anpassung/Ausweitung der Gesundheitsangebote für PatientInnen mit speziellen Bedürfnissen aufgrund ihrer Migration (z.B. Flüchtlinge mit traumatischen Erfahrungen)?

Konnte diese Politik Konflikte zwischen medizinischem Personal und PatientInnen aufgrund kultureller Unterschiede verringern?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle in der Gesundheitsversorgung zu melden?

Ging aufgrund dieser Politik die Zahl der diskriminierenden Vorfälle in der Gesundheitsversorgung zurück?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4.3 Politikmaßnahmen im Bereich „Lernen – Bildung – Weiterbildung“

Gelang dieser Politik eine Angleichung des Bildungserfolges von SchülerInnen aus ethnischen Minderheiten und SchülerInnen der Mehrheit?

Ging durch diese Politik die Zahl der SchulabbrecherInnen zurück?

Konnte diese Politik ethnische Segregation im Bildungssystem reduzieren?

Konnte diese Politik die Zahl der erwachsenen AnalphabetInnen verringern?

Ermöglicht diese Politik SchülerInnen aus finanziell schwachen Familien die Teilnahme an Schulangeboten (wie Sprachreisen, Exkursionen, Veranstaltungsbesuchen etc.)?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle im Bildungssystem zu melden?

Ging aufgrund dieser Politik die Zahl diskriminierender Vorfälle im Bildungssystem zurück?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4.4 Politikmaßnahmen im Bereich „Wohnen – Nachbarschaft“

Konnte diese Politik erreichen, dass wohnungslose Personen eine angemessene Unterkunft fanden?

Wurde durch diese Politik das Wohnen für finanziell benachteiligte Personen leistbar?

Konnte diese Politik den Anteil der Bevölkerung in Substandard-Wohnungen reduzieren, indem die Wohnsituation der BewohnerInnen verbessert wurde?

Konnte diese Politik den Anteil der Bevölkerung in beengten/überfüllten Haushalten reduzieren, indem die Wohnsituation der BewohnerInnen verbessert wurde?

Konnte diese Politik Konflikte zwischen NachbarInnen aufgrund kultureller Unterschiede verringern/lösen?

Konnte diese Politik ethnische Segregation beim Wohnen verringern?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle beim Wohnen zu melden?

Ging aufgrund dieser Politik die Zahl der diskriminierenden Vorfälle beim Wohnen zurück?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4.5 Politikmaßnahmen im Bereich „Arbeitsmarkt – Beschäftigung“

Führte diese Politik zu einer größeren Zahl an Privatunternehmen, die sich zu Nicht-Diskriminierung verpflichten?

Führte diese Politik zu dauerhaften beruflichen Kontakten zwischen Fachleuten aus Minderheitengruppen und aus der Mehrheit?

Konnte diese Politik die Zahl jener Personen erhöhen, die entsprechend ihrer (unter Umständen im Ausland erworbenen) Qualifikationen beschäftigt sind?

Führte diese Politik zu einem höheren Anteil an Angehörigen ethnischer Minderheiten in Leitungspositionen?

Konnte diese Politik erreichen, dass Angehörige ethnischer Minderheiten häufiger zu Bewerbungsgesprächen eingeladen werden?

Konnten durch diese Politik Schulabbrecher eine Berufsausbildung abschließen?

Konnte durch diese Politik die Arbeitslosenquote unter Angehörigen ethnischer Minderheiten jener der Mehrheit angeglichen werden?

Gelang dieser Politik eine Reduktion des „wage gaps“ zwischen Angehörigen ethnischer Minderheiten und jener der Mehrheit?

Konnte diese Politik die Zahl jener Personen erhöhen, denen nach einer „Baby-Pause“ der Wiedereinstieg in den Arbeitsmarkt gelang?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle am Arbeitsmarkt zu melden?

Ging aufgrund dieser Politik die Zahl der diskriminierenden Vorfälle am Arbeitsmarkt zurück?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4.6 Politikmaßnahmen im Bereich „Kunst - Kultur“

Führte diese Politik zu persönlichen Kontakten zwischen Personen aus ethnischen Minderheiten und der Mehrheit?

Führte diese Politik dazu, dass sich neue Kunstinitiativen abseits der traditionellen Institutionen etablieren konnten?

Konnte sich durch diese Politik eine Szene an Kunst- und Kulturschaffenden etablieren, die der (ethnischen) Zusammensetzung der Bevölkerung entspricht?

Führte diese Politik zu einem kritischen Umgang mit historischer Kunst (Malerei, Literatur, Theater etc.), die diskriminierende Bilder/Klischees vermittelt?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle im Kulturbereich zu melden?

Ging aufgrund dieser Politik die Zahl der diskriminierenden Vorfälle im Kulturbereich zurück?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

4.7 Politikmaßnahmen im Bereich „Sport“

Führte diese Politik zu persönlichen Kontakten zwischen Personen aus ethnischen Minderheiten und der Mehrheit?

Führte diese Politik zu einer größeren Anzahl von Vereinen, die sich zu Nicht-Diskriminierung verpflichten?

Führte diese Politik dazu, dass sich wesentliche AkteurInnen des Sports öffentlichkeitswirksam gegen Rassismus positionieren?

Konnte diese Politik erreichen, dass Vereine/VeranstalterInnen rassistische Äußerungen oder Verhaltensweisen von Fans sanktionieren?

Konnte diese Politik erreichen, dass Vereine/VeranstalterInnen rassistische Äußerungen oder Verhaltensweisen von SportlerInnen/TrainerInnen/OrganisatorInnen sanktionieren?

Konnte diese Politik eine ethnische Segregation der Vereine verringern?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle im Sport zu melden?

Ging aufgrund dieser Politik die Zahl der diskriminierenden Vorfälle im Sport zurück?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

5. Die Stadt als Auftraggeberin

5.1 Anti-Diskriminierungsklauseln in der Privatwirtschaftsverwaltung

Konnte diese Politik die Anzahl der Unternehmen erhöhen, die sich zu Nicht-Diskriminierung verpflichten?

Lehnt die Stadt Unternehmen, die Anti-Diskriminierungsregeln missachten, als Auftragnehmer ab?

Sanktioniert die Stadt beauftragten Unternehmen, die Anti-Diskriminierungsregeln missachten?

Beendet die Stadt bestehende Verträge mit beauftragten Unternehmen, die Anti-Diskriminierungsregeln missachten?

Bewirkte diese Politik Änderungen im Beschaffungsmanagement der Stadt?

Konnte diese Politik die Bereitschaft erhöhen, diskriminierende Vorfälle in der Privatwirtschaft zu melden?

Konnte durch diese Politik die Zahl der diskriminierenden Vorfälle in der Privatwirtschaft reduziert werden?

Zeigte diese Politik andere Wirkungen oder möchten Sie allgemeine Anmerkungen oder Ergänzungen einbringen? _____

Anzahl der Beschwerdefälle

? Diese Frage bezieht sich auf Beschwerden, die bei einer Beschwerdestelle, Polizei oder bei Gericht eingebracht wurden und als begründet in Bearbeitung genommen wurden. (Diese müssen nicht notwendigerweise zu Gunsten des Beschwerdeführers/der Beschwerdeführerin entschieden worden sein.)

Wie viele Beschwerden gegen rassistische Diskriminierung wurden im Jahr 2013 eingebracht?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

→ *Gewählte Politik: Charter*

Wie viele Beschwerden gegen rassistische Diskriminierung im öffentlichen Raum wurden im Jahr 2013 eingebracht?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

→ *Gewählte Politik aus dem Bereich Die Stadt als Arbeitgeberin*

Wie viele Beschwerden gegen rassistische Diskriminierung am Arbeitsplatz brachten Gemeindebedienstete im Jahr 2013 ein?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

→ *Gewählte Politik „Lernen – Bildung – Weiterbildung“*

Wie viele Beschwerden gegen rassistische Diskriminierung im Bildungssystem wurden im Jahr 2013 eingebracht?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

→ *Gewählte Politik „Gesundheit – Ernährung“*

Wie viele Beschwerden gegen rassistische Diskriminierung in der Gesundheitsversorgung wurden im Jahr 2013 eingebracht?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

→ *Gewählte Politik „Wohnen – Nachbarschaft“*

Wie viele Beschwerden gegen rassistische Diskriminierung beim Wohnen wurden im Jahr 2013 eingebracht?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

→ *Gewählte Politik „Arbeitsmarkt“*

Wie viele Beschwerden gegen rassistische Diskriminierung am Arbeitsmarkt wurden im Jahr 2013 eingebracht?

Anzahl _____

- keine Daten verfügbar

Im Vergleich zum Vorjahr bedeutet diese Anzahl einen

- Anstieg an Beschwerden?
- Rückgang an Beschwerden?
- keine Daten verfügbar

ja, die Maßnahme hatte eine signifikante direkte Wirkung

ja, die Maßnahme hatte eine indirekte Wirkung in Verbindung mit anderen Maßnahmen/Veränderungen/Entwicklungen

die Maßnahme hatte eine geringe Wirkung