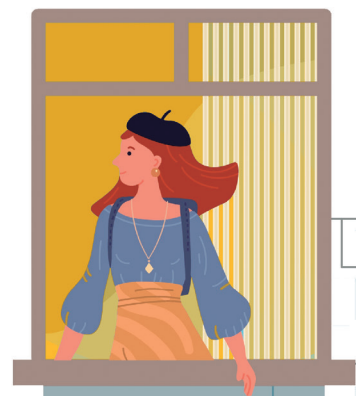
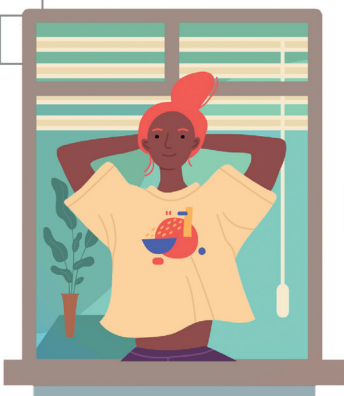
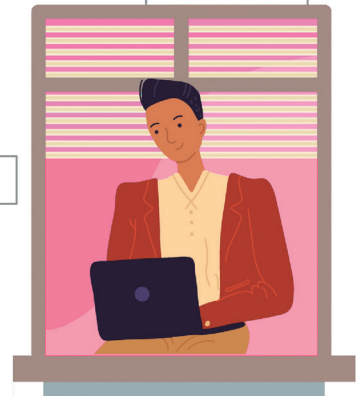
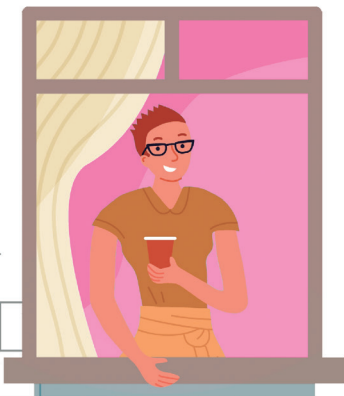


Strategic Framework for **Citizenship** and **Inclusion**, against **Racism** and **Xenophobia**

(2023-2027)

Summary





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Presentation

Over the last few years, major demographic, social and economic changes have taken place in Spanish society, while new challenges have emerged that must be addressed to protect the dignity of all people and to ensure their fundamental rights are protected and can be enjoyed. The successive crises we have experienced (economic, COVID-19 pandemic, war in Ukraine, energy crisis) have contributed to the emergence of and increase in social inequalities, affecting certain population groups to a greater extent, migrants, applicants for and beneficiaries of international protection; this has also caused a considerable increase in discriminatory, racist and xenophobic speech.

Moreover, more than a decade has passed since the approval in 2011 of the second "Citizenship and Integration Plan 2011-2014" and the "Comprehensive Strategy against Racism, Racial Discrimination, Xenophobia and Related Intolerance", hence the promotion and development of a new programmatic framework was certainly an inescapable task.

The new *Strategic Framework for Citizenship and Inclusion, against Racism and Xenophobia (2023-2027)* that we are presenting considers, on the one hand, the commitments, advances and recommendations made to Spain regarding the integration of immigrants and asylum seekers; and on the other hand, the prevention of racism, racial discrimination, xenophobia and other related forms of intolerance.

The Strategic Framework is in line with the European Union's New Cohesion Policy 2021-2027; the EU Anti-Racism Action Plan 2020-2025, the Global Compact for Safe, Orderly and Regular Migration (2018), the 2030 Agenda and the Sustainable Development Goals (SDGs), the EU Action Plan on Integration and Inclusion 2020-2027, as well as the EU Strategic Framework for Roma Equality, Inclusion and Participation 2020-2030.

The proposed Strategic Framework is conceived as a guide to foster collaboration, to promote the dynamisation of policies, to bring together initiatives and to lend coherence to the actions of both the public sector and civil society.

We trust, therefore, that this Strategic Framework shall be a tool to inspire and motive the authorities and civil society and that it will contribute to driving plans, programmes, political strategies and actions that are firmly committed to citizenship, to the integration and inclusion of people of foreign origin and to combating against xenophobia, racism and associated forms of intolerance in our society.

Isabel Castro Fernández
State Secretary for Migration



1. Introduction

1.1. Why this Strategic Framework

The **Strategic Framework for Citizenship and Inclusion, against Racism and Xenophobia (2023-2027)**, hereinafter referred to as the Strategic Framework, reflects the Government's commitment to continue to progress towards a society that ensures the inclusion of all people residing in the country, focusing especially on people of foreign origin who have arrived in search of a better life, who apply for and are beneficiaries of international and temporary protection, or who already reside in Spain, and thus to contribute to fulfilling the European Pillar of Social Rights¹. This requires the continued development and implementation of integration policies, such that people of foreign origin can have equal access to quality employment, education, vocational training, health care and other basic services; and that their dignity, respect for their human rights, freedom from discrimination and democratic participation be guaranteed.

Indeed, achieving inclusion requires combating discrimination, racism, xenophobia and other associated forms of intolerance that are still deep-rooted in society, both individually and structurally, and which impair coexistence and hinder a safe life for all citizens, native and foreign.

This Strategic Framework is offered as a proposal for comprehensive, voluntary and flexible action to inspire the public policies of national, regional and local authorities, as well as the actions of civil society and all actors who can contribute to the integration of people of foreign origin, with a focus on an intercultural model; and on the prevention of racism, xenophobia and associated intolerance. Thus, the term "people of foreign origin" employed in this document encompasses immigrants of foreign nationality, as well as people of foreign origin naturalised in Spain, and Spanish nationals with at least one foreign or foreign-origin parent.

The Strategic Framework take a Human Rights approach as the fundamental substratum of our democratic society, on which is also based the constitutional conception of Spain whereby the State, through its public policies, seeks to remove the obstacles that prevent the development of people subject to equal conditions and with equal opportunities. The gender perspective is also integrated in a cross-cutting manner, which is essential to ensure equality between women and men. And attention is paid to intersectional discrimination² as a specific type of

¹ <https://ec.europa.eu/social/main.jsp?catId=1226&langId=en>

² <https://www.gitanos.org/actualidad/archivo/123454.html>



discrimination, where different types of discrimination are present at once. Potential victims of discrimination are the focus of the agenda and coherence is provided across different priority areas of action.

This document is an abridged version of the Strategic Framework. The full text can be found at: [Strategic Framework for Citizenship and Inclusion, against Racism and Xenophobia \(2023-2027\)](#).

1.2. Context and diagnosis: especially vulnerable groups

The evolution of the presence of people of foreign origin in Spain has undergone two distinct stages in the 21st century. During the first decade, Spain received five million people in less than 10 years. Thus, while in 2000 the foreign population was 2.6 % of the population (1.6 million), in 2010 it constituted 13.5 % (6.3 million people). As of 30 June 2022, the total number of foreign nationals resident in Spain was 6,246,130. Of the 6,246,130 foreigners holding residence permits as of 30 June 2022, 56.5 % were in what was formerly known as the EU Free Movement System (Registration Certificate): 3.1 % subject to a Withdrawal Agreement and the remaining 40.2 % in the General System (Permit), which is a common pattern in the distribution of residence permits in Spain.³

The age distribution shows that approximately a third of the Spanish population was 60 or older in 2022, while the foreign population, with 35.8 % of such people under 30 years of age and a very low percentage of people over 65 years of age, contributes to rejuvenating the population. Moreover, the Spanish-born population has started to fall (-0.49 %) while births among the population of foreign origin have increased (9.5 %). It is also worth highlighting the proportion of the foreign population registered in Spain under the age of 16, 14.8 % of the total registered population, some 900,000 children and young people, and the small percentage of the population over 65 years of age, representing 7.5 %, approximately half a million people.

It also ought to be borne in mind that migration to Spain is mainly for the purposes of employment. In 2020, foreign-born people of working age (16-64 years) were 19.9 % of the total

³ Methodological note of the Permanent Immigration Observatory (OPI): In the statistics with a reference date before 30 June 2021, the variable Document Type did not exist and the publication was organised around the variable Legal System, which distinguished between EU Free Movement System and General System. Brexit, the Withdrawal Agreement and the regulations for proving the residence of British citizens and their family members who, prior to the expiry of the transitional period, had their exercised freedom of movement in Spain, are the reason for this change. Whereas previously the type of document and applicable residence system matched, this is no longer the case, since there are still many registration certificates that have not been exchanged for the TIE - Withdrawal Agreement (important: it is not mandatory to do so) despite the fact that the system covering these people is no longer the free movement system but rather that set out in the Withdrawal Agreement.



working-age population resident in Spain; this is almost five points more than the percentage of the foreign-born population in the total resident population (15.2%). In the last decade, the percentage of the foreign-born working-age population has increased by 2.5% and the trends shows it will continue to rise in the coming years.

However, people of foreign origin occupy the lowest rungs of society in all spheres analysed: in the labour market⁴, education⁵, access to housing⁶, etc. Foreign women, in particular, face even greater disadvantages when it comes to accessing resources, services and opportunities. These manifest both in countries of origin and transit and destination countries and highlight the intersection of discrimination between migration status and gender, but also with other conditions. Thus, one of the main challenges Spain faces in the coming years is the social inclusion of the immigrant population. This is a key factor for the demographic challenge, as set out in Spain's Sustainable Development Strategy, and also for the prospects for economic growth and maintaining the Welfare State (benefits, pensions, etc.).

International organisations such as the OECD and the International Monetary Fund (IMF) believe immigration represents an opportunity. The diversity of societies to contributes wealth which translates into human talent, trade, linguistic expansion, etc. However, despite these points, people of foreign origin, or those with a different racial or ethnic origin from the majority population of a country, are those who suffer most from manifestations of racism, xenophobia and hate crimes. The most recent available EU Discrimination Eurobarometer 2019 shows that the top three reasons for discrimination concern racial or ethnic origin. Several reports produced in Spain reflect this same reality and show how certain groups are particularly affected by discrimination (Roma, North African and Afro-descendant populations) and/or are subject to negative perceptions on the part of the majority population⁷.

Spanish society consists of an increasingly diverse population, and the situation with some specific groups, due to their being of foreign origin and/or having a higher risk of suffering discrimination, racism, xenophobia and other forms of associated intolerance are of interest for this Strategic Framework:

⁴ Report on the Integration of the foreign population into the Spanish labour market. Accessible [here](#)

⁵ Report on the Integration of foreign students into the Spanish education system. Accessible [here](#)

⁶ Rodríguez-Calles, L., & Estrada-Villaseñor, C. (2022). La exclusión residencial de la población inmigrante: estudio de caso de Terrassa (Barcelona) y Torre-Pacheco (Murcia). *Ciudad y Territorio. Estudios Territoriales*, 213, 621-640. <https://doi.org/10.37230/CyTET.2022.213.6>

⁷ https://igualdadynodiscriminacion.igualdad.gob.es/destacados/pdf/08-PERCEPCION_DISCRIMINACION_RACIAL_NAV.pdf



- **Foreign women:** the feminisation of migration has increased significantly between 2010 and 2020 in Spain and calls for specific recognition in the phenomenon of migration. The number of working-age women (16+) is 3,543,628 and unemployment rates among foreign women reached 35.5 % in the third quarter of 2020. These data demonstrate that foreign women suffer the consequences of the instability and precarity of the labour market to a greater extent than foreign men, thus highlighting their situation of great vulnerability resulting from the prevalence of patriarchal culture and the effect of intersectionality. Furthermore, this systemic inequality results in, among other things, the fact that 36.7 % of women victims of gender-based violence are foreigners (11,055 of the total of 30,141 women victims in 2021).
- **People applying for and benefiting from international protection:** asylum is granted to individuals who have a well-founded fear of being persecuted on grounds of race, religion, nationality, political opinion, gender or sexual orientation or membership of particular social groups; who have left their country of origin and cannot or are unwilling to avail themselves of the protection of that country or are unable to return to it. According to provisional data from the Ministry of the Interior, 118,842 applications for international protection were submitted in 2022, of which 87,176 were accepted for processing, 43 were not accepted for processing and 1,693 were refused⁸. Besides the protection measures for asylum seekers and refugees set out in Law, it is necessary to consider their greater social vulnerability given possible discrimination based on their national, racial or ethnic origin.
- **Unaccompanied children and adolescents:** a group of people who are especially vulnerable are children and adolescents who arrive in Spain alone. According to the 2021 Report by the State Attorney General's Office⁹, that year, 3,048 unaccompanied foreign minors were found to have arrived in Spain by sea in small boats or other fragile vessels (compared to 3,307 in 2020). Minors are subject to stigma and discrimination and accounted for 12.1 % of hate crime victims in 2022.¹⁰ Among them, girls and adolescents who migrate alone to Spain are far fewer in number than boys and adolescents, but they are more vulnerable. In Spain, there are approximately 147,000 children residing in an irregular administrative situation, one third of them aged under 5 years, which places these children in a situation of vulnerability.
- **Latin Americans and people of Latin American and Caribbean origin:** immigrants from Latin America and the Caribbean residing in Spain are a substantial contingent of migrants in the country, amounting to more than 3 million people. There are numerous commercial, social, historical and other ties between the Latin American and Spanish peoples. Thus, linguistic and cultural proximity and customs, and other forms of institutional and legal expression,

⁸ https://www.interior.gob.es/opencms/pdf/servicios-al-ciudadano/oficina-de-asilo-y-refugio/datos-e-informacion-estadistica/Proteccion-Internacional/Avance_trimestral_datos_proteccion_internacional_2022_12_31.pdf

⁹ https://www.fiscal.es/memorias/memoria2022/FISCALIA_SITE/index.html

¹⁰ https://www.interior.gob.es/opencms/export/sites/default/galleries/galeria-de-prensa/documentos-y-multimedia/balances-e-informes/2022/Informe_Evolucion_delitos_odio_2022.pdf



among other factors, produce a cumulative causality that reduces the costs of migration between some Latin American countries and Spain, which explains why this population group is among the most numerous in Spain.

- **African and Afro-descended people:** the African-born population is 15.6 % of the total number of foreign-born people in Spain¹¹. The main African nationality in Spain is Moroccan, representing more than 73 % of all Africans. 21 % of North Africans reported having been victims of discrimination (based on their ethnic or immigrant origin). Specifically, 24 % of North Africans felt discriminated against when seeking a job, 29 % when looking for housing, and 3 % felt discriminated against when getting in touch with their children's school¹². Black women in Spain also face gender discrimination, which again underscores the need for an intersectional perspective to combat racial discrimination.
- **Asian and people of Asian origin:** the Asian-born population was 6.9 % of the foreign-born population in Spain in 2022. It is worth noting that in 12 years their presence has almost doubled. The COVID-19 pandemic and the ensuing economic crisis led to a rise in xenophobia and racism suffered by the Asian population. People of Chinese and Asian origin were blamed for the arrival and spread of the virus, which was manifested in hate speech and physical attacks on citizens.
- **Roma population:** the vulnerability of the Roma community in terms of the right to equal treatment stands out. The Roma population's image in society is anachronistic and stereotyped in Spain and does not correspond to reality. Many media outlets spread a message that reinforces existing prejudices about the Roma population. Despite significant progress in the regulations, policies and actions developed by successive governments, the "Annual Report on Discrimination and the Roma Community"¹³ by the Fundación Secretariado Gitano (FSG) of 2022 records 554 cases of discrimination, handled by the FSG offices, in which Roma people were victims simply because they are Roma.
- **Religious beliefs or practices:** religious beliefs are another source of discrimination and intolerance, and are sometimes associated with racism. The 2022 Report on the trends in hate crimes in Spain, the latest available, states that 2.5 % of hate crimes were on the grounds of "religion or belief". This discrimination affects foreign nationals to a greater extent. According to the Observatory of Religious Pluralism in Spain, foreign-born people who belong to a religious minority report as many as three times more experiences of discrimination than nationals.

¹¹ https://w6.seg-social.es/PXWeb_MIGR/pxweb/es/Stock/Stock__Totales__Nacionales/TOT_TD_SX_NTO.px/

¹² [Second European Union Minorities and Discrimination Survey \(2017\).](#)

¹³ <https://informesdiscriminacion.gitanos.org/sites/default/files/Informe%20anual%202022%20VERSION%20DIGITAL%20final%20ok.pdf>



Moreover, racism and xenophobia are the commonest causes of discrimination according to various reports^{14,15,16} and continue to grow, being the most frequent motive for hate crime in Spain¹⁷. Other factors such as sex, gender, age, sexual diversity, functional diversity, culture or beliefs may play a role in discrimination and intolerance and must be taken into account by taking an intersectional approach.

1.3. Drafting of the Strategic Framework: dialogue, participation and consensus

The Ministry of Inclusion, Social Security and Migration, through the Secretariat of State for Migration, has led the process of designing and preparing the Strategic Framework, as an essential instrument to meet the government's commitment in the area to which it refers. The drafting work was based on the principles of dialogue, participation and consensus. The three levels of administration (national, regional and local) were involved, through the relevant structures and bodies, as well as civil society organisations, immigrant associations, social partners and other relevant actors.

In total, 12 Ministerial Departments of the General State Administration and 2 Constitutional Bodies, 9 Autonomous Communities and 1 Autonomous City, 57 local bodies (21 of them through the Intercultural Cities Network (RECI)), 9 representatives of academia, 2 representatives of trade union organisations and 70 civil society organisations and immigrant associations participated in the drafting phases. Moreover, prior to its final drafting, the document underwent a social consultation process that was open to the public.

The Strategic Framework was also submitted for review and consideration to the following advisory bodies on integration and equal treatment: Forum for the Social Integration of Immigrants (FISI); Council for the Elimination of Racial or Ethnic Discrimination (CEDRE); Inter-ministerial Commission on Foreigners; Agreement to Cooperate Institutionally against Racism, Xenophobia, LGBTIphobia and Other Forms of Intolerance, Inter-ministerial Commission on Foreigners (CIE). Finally, to incorporate the principle of the participation of children and young people, a guiding principle of the Convention on the Rights of the Child, children and young people have been directly involved, thanks to UNICEF, in the Strategic Framework's social consultation process.

¹⁴ <https://www.comillas.edu/noticias/57-comillas-cihs/chs/chs-patino/1785-la-soledad-en-espana-crece-un-50-segun-el-informe-espana-2020>;

¹⁵ https://www.interior.gob.es/opencms/export/sites/default/_galleries/galeria-de-prensa/documentos-y-multimedia/balances-e-informes/2022/Informe_Evolucion_delitos_odio_2022.pdf

¹⁶ <https://fra.europa.eu/es/publication/2020/segunda-encuesta-de-la-union-europea-sobre-las-minorias-y-la-discriminacion-la>

¹⁷ [Report on the trends in hate crimes in Spain in 2022](#). Ministry of the Interior.



2. The strategic framework

2.1. Premises and structure of the Strategic Framework

The Strategic Framework is based on the concept of EU integration, which is defined as “a two-way, dynamic process of mutual adjustment by immigrants and residents of the Member States,” whereby “integration involves respect for the basic values of the European Union.” This formulation encompasses three key ideas: firstly, that integration is a dynamic social process, which runs over an extended period of time, and which must be continuously reproduced and renewed; secondly, that integration requires a mutual or two-way effort to adapt to the new reality, on the part of both the immigrant population and the receiving society; and thirdly, that the framework within which this mutual effort must take place is undergirded by the basic values of the European Union.

Following this logic, the premises of the Strategic Framework are as follows:

- a) It is aimed at the general public, since integration and the prevention of intolerance are tasks for the entire society. However, there is specific provision for people of foreign origin and some groups who are particularly affected by discrimination and intolerance, such as migrant women, unaccompanied children and adolescents, Africans and people of African descent, people of Asian, Roma or other ethnic origin, people with different religious beliefs or practices, LGBTBIQ+ people, and people with disabilities.
- b) The European Commission against Racism and Intolerance (ECRI) of the Council of Europe believes that all human beings belong to one and the same race, “the human race.” Therefore, following the terminology applied by ECRI, we shall refer racial or ethnic discrimination, but not of “race.”
- c) Consideration is given to structural racism, whose effect may be as deep and damaging as individual racism. Its existence must be recognised and addressed through proactive policies taking an intersectional perspective that deepens understanding and makes responses more effective.
- d) A multi-level and multi-sectoral approach is taken, involving various authorities and multiple actors, bearing in mind civil society organisations and other relevant actors as an essential element of driving policies and to promote a coordinated governance framework. In Spain, regulation of the legal regime covering foreigners is a State competence, while competences concerning direct attention to social welfare, education and training, health,

social services or employment are provided at a more local level: autonomous community or local authority. Likewise, the competences in the area of preventing and combating racism, xenophobia and associated forms of intolerance affect various institutions at the national government level, as well as the autonomous communities and local authorities, and the action of various civil society bodies and organisations.

For more details of the terminology and definitions used, please refer to the glossary (Appendix 5) of the full Framework document.

The Strategic Framework document is structured into two parts; the first part includes chapters 1 and 2, which describe the state of play as of the drafting of the document. **Chapter 1** describes the policy and strategic context concerning inclusion and integration, racism, xenophobia and other associated forms of intolerance.

Chapter 2 offers a descriptive quantitative and qualitative analysis of the integration and potential discrimination against foreigners and other vulnerable population groups, including recent data.

The second part of the document consists of chapters 3 to 6 and covers the construction of the Strategic Framework itself. **Chapter 3** describes the **objective of the Strategic Framework**, the principles on which it is based (equal treatment and non-discrimination, citizenship, interculturality, social inclusion and integration) and the perspectives it bears in mind (human rights, children's rights, gender and intersectionality).

Chapter 4 contains the six proposed policy blocks, which refer to the core areas for including immigrants and combating discrimination: 1) Legal-administrative framework; 2) Humanitarian Assistance, International Protection, Temporary Protection, Statelessness and Reintegration; 3) Active inclusion in employment, education and training, healthcare, social services, housing and territory, sport and culture, leisure and free time and others. 4) Participation and coexistence; 5) Prevention, awareness-raising and intervention against racism, xenophobia and associated intolerance; 6) Assistance and remedy for victims of racism, xenophobia and associated intolerance and trafficking and sexual exploitation. This chapter also includes the **23 proposed action lines and the tactical objectives** set for each.

Chapter 5 covers the **governance and monitoring system** in the Strategic Framework. It describes the governance mechanism and body and its composition and functions. It also describes the actions planned to monitor and assess the Strategic Framework. Finally, the indicators identified for the tactical objectives are included.

Chapter 6 refers to the **drafting**, dialogue and participation process followed to prepare the Strategic Framework.



Finally, five appendices are added. **Appendix 1** contains the proposed indicators to be used to monitor and assess each action line and tactical objective set out in the Strategic Framework. **Appendix 2** includes a number of examples of possible actions concerning the policy blocks in the Strategic Framework and broken down by administrative levels from which they can be implemented. **Appendix 3** refers to the actions performed by ministerial departments and other national-level bodies and offers a series of experiences and actions in operation that also acts as a source of inspiration for other authorities. **Appendix 4** includes a list of national Regulations and Strategic Plans that complements chapter 1, specifically section 1.2. on the national context. Finally, a glossary of terms used in the Strategic Framework is set out in **Appendix 5**.

2.2. Objective

The Strategic Framework is proposed as an inspirational, voluntary and flexible tool, which shall be available to public authorities and other institutions and organisations interested in implementing it, so that they may draw up their own action plans and public policies, bearing in mind their constraints, competences and priorities.

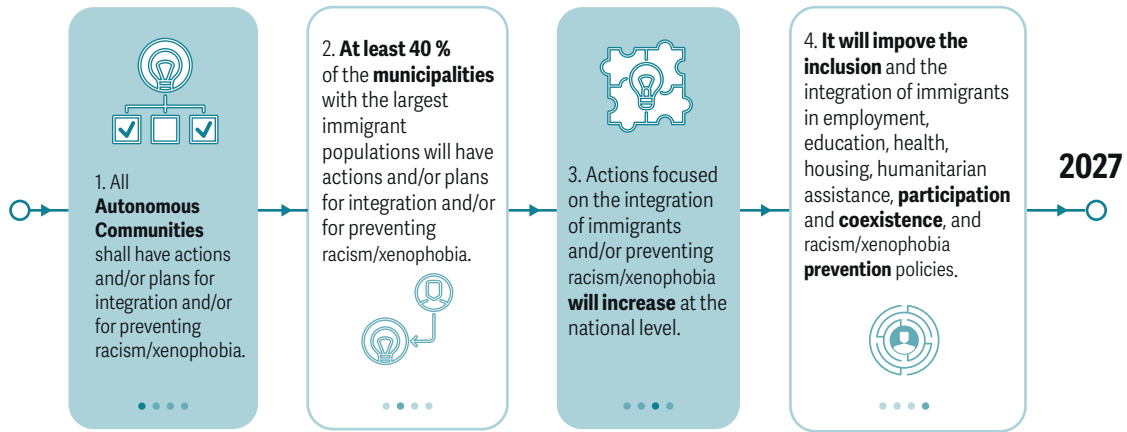
Thus, all of them, as key actors, shall be able to contribute, with commitment, to progressing the promotion of citizenship, inclusion and integration of people of foreign origin and preventing racism, xenophobia and other forms of intolerance; and also, to revitalising cooperation among institutions, with civil society and other actors.

The purpose of the Framework is to contribute to making Spanish society an example of a cohesive, inclusive, diverse and fair society that generates wealth, employment and development and which has no place for racism, xenophobia or intolerance.

The aspiration is that, when the Strategic Framework ceases to be valid, in 2027, all Autonomous Communities shall have actions and/or plans for integration and/or for preventing racism and xenophobia; that at least 40 % of municipalities with the largest populations of foreign origin shall have actions and/or plans for integration and/or plans for preventing racism and xenophobia; that the actions of the General State Administration focused on citizenship, integrating migrants and preventing racism and xenophobia shall have expanded; and that the coexistence, inclusion and integration of people of foreign origin in employment, education and training, health-care, housing, humanitarian assistance, participation, and policies for preventing racism and xenophobia shall have improved (Graph 1).

Figure 1.

Expected situation at the end of the validity period of the Strategic Framework



2.3. Principles

The principles represent the ethical values undergirding the actions to be undertaken and allow them to be oriented towards the objectives set. They are a source of inspiration and motivation and serve as a guide for decision-making. The Strategic Framework is based on the constitutional conception (Article 9.2) of a State which, through its public policies, seeks to remove the obstacles that prevent the development of people subject to equal conditions and with equal opportunities. Furthermore, to promote citizenship and inclusion and to prevent and combat racism, xenophobia and other associated forms of intolerance, it is necessary to become aware of the real likelihood that various sectors of the population shall have to access social, cultural and economic goods, public services, private services, the building of social and cultural relations with the community and to participate in political processes.

The application of the principle of equal treatment and the elimination of all forms of discrimination are essential elements of a strategy to progress the democratic quality, economic growth and sustainable development of the society as a whole. Achieving a cohesive and integrated society based on shared constitutional principles and respect for and positively valuing diversity also requires guaranteeing the participation of all citizens by recognising and respecting differences. Therefore, the principles underpinning the Strategic Framework are:

- **Equal treatment and non-discrimination:** this implies equal rights and obligations among the people, within the framework of constitutional values.
- **Citizenship:** recognition of the full civic, social, economic, cultural and political participation of all citizens.



- **Interculturality:** a mechanism for positive interaction between people from distinct backgrounds and cultures, while valuing and respecting cultural diversity.
- **Social inclusion:** this proposes the creation of processes that tend to overcome social, economic, personal and cultural disadvantages and which allow people to enjoy social rights and exercise citizen participation, overcoming the stigmatisation entailed by poverty, marginalisation and exclusion.
- **Integration:** a two-way, dynamic process of mutual adjustment on the part of all residents of the Member States irrespective of their origins.

2.4. Perspectives

2.4.1. Human rights perspective, children's rights and children's participation

Human rights perspective¹⁸, children's rights and children's participation are incorporated into the Strategic Framework. All policies and actions must be devised and developed with the essential purpose of guaranteeing the human rights of all people, as well as the civil and political rights and the economic, social and cultural rights set out in the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights¹⁹, which, along with the Declaration of Human Rights, make up the International Bill of Human Rights.

A human rights-based approach requires that specific attention be paid to the most marginalised, excluded and discriminated-against population groups, as well as an analysis of the various forms of discrimination and power imbalances to guarantee that interventions reach all segments of the population.

2.4.2. Gender perspective

Inequality between women and men and violence against women are problems common to all countries, irrespective of their political and economic situation, since they are based on cultural patterns reflecting the values of a society built on a patriarchal model, whereby inequality between men and women is present, leading to the domination of and discrimination against women, as well as the creation of obstacles to their full development.

¹⁸ <https://www.un.org/es/about-us/universal-declaration-of-human-rights>

¹⁹ <https://www.ohchr.org/en/instruments-mechanisms/instruments/international-covenant-economic-social-and-cultural-rights>



Moreover, women who belong to certain disadvantaged groups are at even greater risk of suffering unequal treatment, as well as greater difficulty in exercising their rights, since they share a combination of characteristics that may result in multiple discrimination in different ways or to different extents than men belonging to the same groups.

According to UN Women²⁰, gender mainstreaming is defined as "The process of assessing the implications for women and men of any planned action, including legislation, policies or programmes, in all areas and at all levels. It is a strategy for making women's as well as men's concerns and experiences integral to the design, implementation, monitoring and assessment of policies and programmes in all political, economic and societal areas so that women and men benefit equally and inequality is not perpetuated. The ultimate goal is to achieve gender equality."

The Strategic Framework incorporates the cross-cutting gender perspective²¹, which entails the following: a) That gender equity must be present in all actions in the Strategic Framework, at all levels and at all stages of its development; b) New ways of devising and focusing the policies proposed by the Strategic Framework, including conceptual and analytical tools based on gender analysis, which make it possible to measure the differential impact of the measures adopted on women and men. For example, all the indicators for monitoring the Strategic Framework shall be broken down where possible, into at least nationality (Spanish/foreign) and by sex, so that at least four values are given: Spanish women, foreign women, Spanish men and foreign men. c) Involve all sectors to incorporate the gender perspective into the actions they propose.

2.4.3. Intersectional perspective

Intersectional discrimination, which is included as one of the perspectives of the Strategic Framework, is discrimination whereby different types of discrimination (for example, intersection of gender and ethnicity) are present at once. It is not a matter of "adding up" the discriminations, but rather of understanding how the intersection of these forms of discrimination is something specific that requires a particular approach recognising these various factors²².

The concept of multiple discrimination is also used, which refers to discrimination on several grounds at once, which converge and feed into each other, creating a specific type of

²⁰ <https://www.unwomen.org/es/how-we-work/un-system-coordination/gender-mainstreaming>

²¹ <https://www.bizkaia.eus/home2/archivos/DPTO4/Temas/Material.pdf?hash=575eb312ef824637f715420b916a4b-8f&idioma=CA>

²² Guía sobre discriminación interseccional: el caso de las mujeres gitanas, Fundación Secretariado Gitano, funded by the Ministry of Foreign Affairs and Cooperation, (2017). https://www.gitanos.org/upload/18/56/GUIA_DISCRIMINACION_INTERSECCIONAL_FSG.pdf



discrimination. Although European Union law does not yet have a definition of the concept of multiple discrimination, there are already references to it. Thus, recital 14 of Directive 2000/43/EC states that “In implementing the principle of equal treatment irrespective of racial or ethnic origin, the Community should, in accordance with Article 3(2) of the EC Treaty, aim to eliminate inequalities, and to promote equality between men and women, especially since women are often the victims of multiple discrimination.” According to the European Union Agency for Fundamental Rights (FRA) “Multiple discrimination takes place when someone is discriminated against for more than one reason, for example on the basis of gender and religion, age and ethnicity, etc.” This multiple discrimination can be of two types: combined or intersectional.

The Handbook on European Non-discrimination Law²³ refers to both concepts (intersectional and multiple discrimination), highlighting the fact that addressing discrimination from the perspective of a single ground does not adequately address the various manifestations of differential treatment. “In the Common Law tradition, the word “intersectional” is commonly used, whereas in non-continental European law, “multiple” discrimination is preferred.²⁴ The use of the one term or the other in Spanish has also been a matter of translation and has entailed some conceptual confusion, to which some works in the European Union have contributed by mixing the concepts of multiple, combined and intersectional discrimination.

2.5. Policy blocks and action lines

The policy blocks proposed in the Strategic Framework are derived from the review of the Spanish Government’s “Strategic Plans for Citizenship and Integration” (PECI) and the “Comprehensive Strategy Against Racism, Racial Discrimination, Xenophobia and Related Forms of Intolerance,” as well as from the European Union’s reference documents: the EU Anti-Racism Action Plan 2020-2025, and the Integration and Inclusion Action Plan 2021-2027. Moreover, the contributions made by public authorities, civil society organisations, immigrant organisations, social partners and other actors consulted during the preparation of the Strategic Framework have been included.

The policy blocks are proposed from a multi-level governance perspective, with the participation of different actors, so that the efforts of the various authorities (state, autonomous and local) may be combined to develop policies and actions in line with the respective competency frameworks, besides those of civil society organisations and other relevant actors.

²³ https://www.echr.coe.int/documents/handbook_non_discr_law_spa.pdf

²⁴ Rey Martínez, Fernando (2008). La discriminación múltiple: una realidad antigua, un concepto nuevo, *Revista española de derecho constitucional*, 84, 251-283.



Six major policy blocks are proposed which are encompassed within a human rights, children's rights, gender and intersectional perspective (Graph 2). They are:

- **Block 1: Legal-administrative Framework.** This refers to initiatives, information and regulations related to the administrative processes of foreigners, naturalisation and other processes.
- **Block 2: Humanitarian Assistance, International Protection, Temporary Protection, Statelessness and Reintegration.** It reflects the proposals concerning the reception system for humanitarian assistance and international protection, in particular assistance with vulnerability and the integration of people in need of humanitarian assistance or reception.
- **Block 3: Active inclusion.** It includes measures to promote inclusion and to prevent discrimination in employment, education and training, healthcare, social services, housing and territory, sport and culture, leisure and free time and other policies that structurally affect people's inclusion and integration.
- **Block 4: Participation and coexistence.** It reflects the proposals concerning spaces where coexistence and conflicts occur between the people who make up the diverse society and where it is necessary to incorporate participation. These are measures concerning public spaces, work with civil society, collaboration with local authorities and local police and information and guidance services.
- **Block 5: Prevention, awareness-raising and intervention against racism, xenophobia and associated intolerance.** This cross-cutting approach encompasses mechanisms for monitoring, preventing, detecting and eliminating racism, xenophobia and intolerance; training and awareness-raising actions; work with the media, internet and social media; and structural racism.
- **Block 6: Assistance and remedy for victims of racism, xenophobia and associated intolerance and trafficking and sexual exploitation.** It covers proposals aimed at victims of racism, xenophobia and related intolerance and victims of trafficking and sexual exploitation.

For each policy block, specific action lines (23 in total) are proposed and included in Graph 2. Each action line is accompanied by tactical objectives and assessment indicators (Table 1).

Moreover, Appendix 1 offers examples of possible actions concerning each action line, which can be undertaken at the national, regional and local levels by the public authorities, civil society organisations, immigrant associations, social agents, universities and other agents.



Figure 2.
Strategic Framework: Citizenship and Inclusion, Anti-Racism and Xenophobia Policy Blocks



2.6. Tactical objectives

For each of the 23 action lines set out in the six policy blocks, a total of 45 tactical objectives have been identified and are shown in table 1. The objectives make it possible, on the one hand, to guide the implementation of public policies and actions, and, on the other, to specify quantitative and/or qualitative indicators that make it easier to monitor and assess the Strategic Framework, which are shown in sections 5.2, 5.3 and Appendix 1 of the full Strategic Framework document.



Table 1.

Strategic Framework for Citizenship and Inclusion, against Racism and Xenophobia (2023-2027): Policy blocks, action lines and tactical objectives

Block 1 ADMINISTRATIVE LEGAL FRAMEWORK	
ACTION LINE	TACTICAL OBJECTIVES
1. Administrative procedures for foreigners, irregularity, regular residence and nationality.	1.1. Reduce the number of people in Spain who are in an irregular administrative situation. 1.2. Reduce the average times to make administrative decisions about foreigners and nationality. 1.3. Bridging the digital gap for foreigners to allow for equitable access to public services.

Block 2 HUMANITARIAN ASSISTANCE, INTERNATIONAL PROTECTION, TEMPORARY PROTECTION, STATELESSNESS AND REINTEGRATION	
ACTION LINE	TACTICAL OBJECTIVES
2. International and Temporary Protection, Reception System and other systems	2.1. Improve and facilitate access to the international protection and temporary protection process. 2.2. Improve access to and retention in the MISSM's Reception System. 2.3. Improve the service standards of the MISSM's Reception System's partners. 2.4. Improve information management and enhance the publicity of the services and actions of the reception system. 2.5. Develop IT tools to improve management. 2.6. Increase the number of places in directly managed public shelters. 2.7. Improve coordination of integration pathways.
3. Humanitarian Assistance Programme for the population in vulnerable situations and voluntary return programme	3.1. Improve knowledge of the profile of irregular arrivals via coastal and land routes. 3.2. Maintain levels of inclusion in the Humanitarian Assistance Programme. 3.3. Improve mechanisms for detecting vulnerability and intersectionality. 3.4. Adaptation in the specialisation of the Humanitarian Assistance Programme. 3.5. Increase the levels of productive return against the total for the programme.



Block 3 ACTIVE INCLUSION	
ACTION LINE	TACTICAL OBJECTIVES
4. Education and Training	<p>4.1. Guarantee access to education and training for foreigners.</p> <p>4.2. Guarantee equal conditions of access to and to remain in the education system, reducing school failure, early drop-out from education/training by people of foreign origin and reducing school segregation.</p> <p>4.3. Facilitate the transition from the education system to the labour market, driving the recognition of qualifications of people of foreign origin, accelerating the processes of recognition and promoting the accreditation of professional competences acquired through work experience or informal channels to foster inclusion in the labour market.</p>
5. Employment	<p>5.1. Guarantee non-discriminatory participation by foreigners in the labour market.</p> <p>5.2. Improve the quality and stability of employment for foreigners, reducing the differences compared to the indigenous population as regards underemployment, temporary employment and the wage gap.</p>
6. Health	6.1. Eliminate barriers to access and effective use of the public healthcare system for people of foreign origin.
7. Social Services	7.1. Promote equal access to and use of social services for people of foreign origin.
8. Housing and territory	<p>8.1. Promote equal and discrimination-free access to and use of housing: tenancy, habitability, supplies, requirements.</p> <p>8.2. Reduce residential segregation experienced by people of foreign origin or other peoples or ethnic groups.</p>
9. Sport and Culture	<p>9.1. Promote equal access free of discrimination to and use of sporting and cultural services and activities.</p> <p>9.2. Make people of other origins and cultures visible and make them a benchmark in the fields of sport and culture.</p>
10. Leisure and Free Time	10.1. Guarantee equal opportunities in access to leisure and free-time activities.
11. Other structural inclusion policies	<p>11.1. Guarantee equal opportunities in access to ICT, to reduce the digital divide and to prevent discrimination in developing Artificial Intelligence (AI).</p> <p>11.2. Promote an inclusive fiscal policy and to guarantee equal opportunities in access to basic accounts in the banking system to prevent exclusion from the social and economic system.</p>



Block 4 PARTICIPATION AND COEXISTENCE	
ACTION LINE	TACTICAL OBJECTIVES
12. Integration and coexistence	12.1. Foster regional and local integration and coexistence plans and strategies.
13. Reception, information and guidance	13.1. Promote the availability and/or use of services and protocols at the regional/local level to inform and orient immigrants after their arrival.
14. Public spaces	14.1. Drive the availability and use of public space as a site for integration and knowledge in neighbourhoods, especially those with highly diverse populations.
15. Work with civil society, local commerce, etc.	15.1. Foster civil society as a key element in neighbourhoods to promote participation and coexistence.
16. Work with local authorities (local authorities, community policing, others)	16.1. Improve the capacities of local authorities to prevent and reduce racist, discriminatory or intolerant demonstrations and hate speech.
17. Participation	17.1. Foster the participation of people of foreign origin in the public, institutional and/or community life of municipalities, paying special attention to participation by young people, promoting the acquisition of skills and knowledge about the spaces for participation and their possibilities.

Block 5 PREVENTION, AWARENESS-RAISING AND INTERVENTION AGAINST RACISM, XENOPHOBIA AND INTOLERANCE	
ACTION LINE	TACTICAL OBJECTIVES
18. Surveillance, prevention, detection and elimination	18.1. Drive regional and local strategies and plans to prevent racism and xenophobia and to combat hate crimes and growing hate speech by contributing to protecting people's rights, security, and democracy. 18.2. Promote mechanisms to monitor, prevent, detect and eliminate racism, xenophobia and associated intolerance.
19. Training actions	19.1. Foster training of the various key actors (judicial, police services, others) at all levels of the public authorities.
20. Awareness-raising	20.1. Promote citizens' awareness of hate speech, racism, xenophobia and other forms of intolerance at all levels of government.
21. Media, internet and social media	21.1. Enhance mechanisms for preventing / monitoring / reporting / reporting racist, xenophobic and related intolerance incidents in the media and on the internet and social media.
22. Structural racism	22.1. Drive the review of administrative procedures to identify any that may be discriminatory and promote their amendment. 22.2. Drive the gathering of data on ethnic origin in surveys, studies or statistics to improve knowledge about the situation of groups vulnerable to racism, to assess structural racism and, where appropriate, to consider measures to combat it. 22.3. Foster the inclusion of people of foreign origin, and other population or ethnic groups more often subject to discrimination, in the labour, institutional and political arenas.



Block 6 ASSISTANCE AND REMEDY FOR VICTIMS OF RACISM, XENOPHOBIA AND ASSOCIATED INTOLERANCE, VICTIMS OF TRAFFICKING AND SEXUAL EXPLOITATION	
ACTION LINE	TACTICAL OBJECTIVES
23. Policies to provide assistance and remedy for victims of racism, xenophobia and associated intolerance and for victims of trafficking and sexual exploitation.	<p>23.1. Provide care for victims of racism, xenophobia, associated intolerance and victims of trafficking and sexual exploitation, promoting a holistic approach.</p> <p>23.2. Drive the use of restorative justice for crimes related to racism, xenophobia, associated intolerance, trafficking and sexual exploitation.</p>

Block transversal HUMAN RIGHTS, CHILDREN'S RIGHTS, INTERSECTIONAL PERSPECTIVE AND GENDER PERSPECTIVE	
ACTION LINE	TACTICAL OBJECTIVES
T1. Human Rights	T1. Protect and promote human rights in Spain.
T2. Intersectional Perspective	T2. Include the intersectional perspective to bear in mind throughout how the intersection of discriminations is something specific that requires a particular approach whereby various factors are recognised (intersection of gender, ethnicity, origin, sexual orientation or identity, age, disability, etc.).
T3. Gender Perspective	T3. Ensure that a gender equality and equity perspective is mainstreamed in all policies, at all levels and in all stages.



3. Governance and monitoring of the strategic framework

3.1. Governance of the Strategic Framework

The Strategic Framework envisages participatory and multi-level governance in the design and in the preparation, implementation, monitoring and assessment. This entails the coordination and contribution of various actors who, somehow or other, play a major role in developing policies to integrate and include people foreign origin, prevent racism and xenophobia and other forms of intolerance, each within the framework of their responsibilities and competences.

The governance and monitoring of the Strategic Framework shall be conducted subject to the competences of the Ministry of Inclusion, Social Security and Migration, as included in its Royal Decree on structure and shall be covered by its ordinary budget and staff. Given the inspirational and voluntary nature of the Strategic Framework, the implementation of actions related thereto is the responsibility of the institutions, organisations and other actors that execute them.

The governance of the Strategic Framework involves:

- Promoting cooperation and coordination between the different levels of the Public Authorities (General State Administration, Autonomous Communities and Local Authorities), according to their respective competences, in the matters covered by this instrument.
- Encouraging the collaboration and participation of other relevant actors (civil society organisations, immigrant organisations, social agents, citizens and others) and generating synergies in developing public policies and actions.
- Monitoring and analysing the situation and trends in the integration of people of foreign origin as well as of racism, xenophobia and other associated forms of intolerance.

For the governance of the Strategic Framework, a structure or body shall be set up to coordinate the participation of the various actors involved, as well as to supervise its monitoring.

Specifically, the creation of a **Strategic Framework Monitoring and assessment Committee** is envisaged, which shall be chaired by the head of the Secretariat of State for Migration, and which shall consist of relevant actors for the purpose of the Strategic Framework, whose composition and functions are set out in the following sections.



Composition:

The Monitoring and Assessment Committee of the Strategic Framework shall include representatives of:

- The ministerial departments and bodies of the General State Administration with competences in areas concerning the Strategic Framework.
- The Autonomous Communities and Local Authorities, the latter through the Spanish Federation of Municipalities and Provinces (FEMP).
- Civil society organisations and associations, and migrant organisations working in areas related to the Strategic Framework and/or making up the Forum for the Social Integration of Immigrants (FISI).
- Social partners, trade unions and employers' organisations.
- Representatives of academia, experts or researchers of recognised prestige in the areas covered by this instrument.
- Moreover, other actors, such as the Forum for the Social Integration of Immigration (FISI), the Council for the Elimination of Racial or Ethnic Discrimination (CEDRE), the Youth Council, the Ombudsman, UNICEF, which will facilitate the participation of young people, especially young immigrants, and other relevant agents, shall also be involved in this area of work.

Functions:

The Strategic Framework Monitoring and Assessment Committee shall have the following functions:

1. Analyse or assess the annual monitoring reports, as well as the assessment reports prepared during and at the end of the Strategic Framework period.
2. Make proposals for improvement or annual recommendations, identifying strengths and weaknesses, to update and/or continue with this strategic instrument.
3. Propose the drafting of reports or other analyses deemed relevant to better assess the situation.

Operation:

- The Chair of the Strategic Framework Monitoring and Assessment Committee shall be held by the relevant body of the Ministry of Inclusion, Social Security and Migration responsible for implementing the Government's policy on foreigners, immigration and emigration (currently the Secretariat of State for Migration) and the Vice-Chair shall be held by the relevant

Directorate-General responsible for designing and promoting the Strategic Framework (currently the Directorate-General for Humanitarian Assistance and Social Inclusion of Immigration).

- The Committee shall have an executive secretariat, which shall be the responsibility of the Spanish Racism and Xenophobia Observatory, as the unit responsible for "implementing plans, studies and strategies to promote the inclusion of migrants and their assessment"²⁵. The secretariat shall be responsible for the annual monitoring of the Strategic Framework, using the system of monitoring and assessment indicators set out (see sections 5.2, 5.3, and Appendix 1 of indicators for monitoring and assessing the full Strategic Framework document), as well as other indicators or analyses that may be considered necessary.
- The Committee shall meet at least once per year in ordinary session and as often as it may be called by the Chair in extraordinary session, and working groups may be set up if such is deemed appropriate.
- The Committee shall submit to the Secretariat of State for Migration the annual monitoring and assessment reports, as well as all information and recommendations regarding the development and implementation of the Strategic Framework that it may deem relevant.
- The formation, composition and functioning of the Committee shall be determined by ministerial order and shall never entail an increase in personnel or other costs.
- The Committee shall be formed for the duration of the Strategic Framework and may be renewed for four-year periods.

3.2. Monitoring and assessment of the Strategic Framework

As an inspirational framework for developing public policies, at different levels of administration, that aim to promote the integration and social inclusion of people of foreign origin, and to prevent and combat racism, xenophobia and other forms of intolerance, the Strategic Framework shall be subject to annual monitoring and an intermediate and final assessment process.

The Monitoring and Assessment Committee shall monitor the Strategic Framework on an annual basis. To this end, it shall be supported by the executive secretariat and experts from various fields who shall be responsible for conducting the associated analyses and preparing the reports. Likewise, in developing the Strategic Framework's monitoring activities, the various

²⁵ See Royal Decree 216/2022 of 29 March amending Royal Decree 139/2020 of 28 January setting out the basic organisational structure of ministerial departments, and Royal Decree 497/2020 of 28 April, implementing the basic organisational structure of the Ministry of Inclusion, Social Security and Migration. <https://www.boe.es/buscar/doc.php?id=BOE-A-2022-4974>



Directorates-General of the Secretariat of State for Migration responsible for these matters may be involved.

Similarly, by collaborating with the Youth Council and UNICEF, and to guarantee the principle of child and youth participation, children and young people shall be included in the planned annual monitoring and assessment activities.

Monitoring shall focus on observing the implementation of policies for the integration and inclusion of the foreign population within the framework of the competences of the various institutions and bodies and assessing the extent to which the situation improves, based on the analysis of: the trends in the proposed indicators, and the actions focused on combating racism, xenophobia and intolerance and discrimination in general; the analysis of ad hoc reports prepared under the Strategic Framework. Specifically, the actions planned to monitor and assess the Strategic Framework are set out in the following sections. It is envisaged that the assessment be made as a specific collaboration with and funded by the European Commission and the Council of Europe.

3.2.1. Annual indicator monitoring report

This involves measuring, updating and monitoring quantitative indicators that make it possible to measure trends in the state of play with integration and inclusion of the foreign population in Spain as regards the tactical objectives set, as well as the trends in racism, xenophobia and other forms of intolerance. Appendix 1 of the complete Strategic Framework document contains the indicators proposed to be used to monitor and assess each planned action line and tactical objective. This selection may be extended, and new indicators may be specified and included as necessary.

3.2.2. Mapping and monitoring of actions undertaken by the public authorities.

A compilation of information, mapping and monitoring of actions (regulatory projects, plans, programmes, or other activities related to the object of the Strategic Framework) shall be prepared which are being run at the various levels of public administration (national, autonomous community and local), in terms of integration and inclusion of immigrants, promotion of equal treatment and non-discrimination and combating against xenophobia, racism and other forms of intolerance. This mapping will also include budgetary monitoring of the actions set out. A report on the actions undertaken for the relevant period shall be drawn up annually or biannually (to be determined).

3.2.3. Case studies on the extent of the integration and inclusion of the population of foreign origin in key prioritised areas

Specific quantitative and/or qualitative studies shall be conducted to perform an in-depth analysis of the extent of integration and inclusion of the population of foreign origin in the various areas of interest prioritised in the Strategic Framework (employment, education and training, housing, health, etc.).

Thus the case studies conducted by the Secretariat of State for Migration shall be continued. In 2022, reports on the integration of foreigners were conducted in two priority areas: employment and education²⁶. It is envisaged to extend the analysis process to other areas of interest associated with the active inclusion policies set out in the Strategic Framework (health, housing and territory and sport) and to the remaining policy blocks.

3.2.4. Studies on the status and trends in racism, xenophobia and other forms of intolerance in Spanish society and their impact

Quantitative and/or qualitative studies shall be conducted to analyse the situation and trends in racism, xenophobia and other associated forms of intolerance and their impact on the population in general and on various vulnerable groups in particular. Thus, the studies run by the Secretariat of State for Migration through OBERAXE shall be continued to discover and interpret the trends in the perceptions and attitudes of Spanish people towards the foreign population, through the nationwide survey "Attitudes towards immigration", and the later report "Trends in racism, xenophobia and other forms of intolerance in Spain". Moreover, a new thematic study has been launched to assess the economic cost of racism in Spain. Similarly, other studies may be conducted of relevant topics that will allow for more in-depth analysis of the matters prioritised in the Strategic Framework.

3.2.5. Assessable and transferable pilot projects concerning the strategic areas covered by this instrument

It is proposed to strengthen collaboration with the Autonomous Communities and local authorities by driving support actions, such as those already being run by the Secretary of State for

²⁶ [Report on the Integration of the foreign population into the Spanish labour market," March 2022;](#) [Report on the Integration of foreign students into the Spanish education system, June 2022](#)



Migration through OBERAXE, in the framework of ongoing projects or new initiatives co-financed by the European Commission²⁷.

Furthermore, in this regard, to encourage, motivate and dynamise the regional and municipal authorities to develop policies and actions, it is planned that pilot projects be run related to the actions set out in the Strategic Framework, with funding from the EIF, ESF or other European Union programmes. Pilot projects shall be monitored and specifically assessed to produce and systematise lessons learned and recommendations, and to guarantee the transferability of these experiences to different contexts. To conduct this last-mentioned action, consideration shall be given to setting up a partnership with the Spanish Federation of Municipalities and Provinces (FEMP).

3.2.6. Recognition of strategies and good practices in the area of social integration and inclusion

To highlight the work done by public authorities, civil society organisations, immigrant organisations, social agents and other relevant agents, recognition and dissemination of strategies and good practices in the area of integration and inclusion of the population of foreign origin, the promotion of equal treatment and non-discrimination and combating racism and xenophobia shall be fostered. The purpose of these awards is to publicise and make visible outstanding policies and experiences in this area that may act as an inspiration or model for other institutions or bodies.

These distinctions shall be set out through the new system of recognition of merits in the field of inclusion and migration, as regulated in Order ISM/230/2023 of 6 March, whose purpose is "to recognise, as regards actions linked to the area of competence of the Ministry of Inclusion, Social Security and Migration, the merits of individuals and legal entities, both Spanish and foreign, who have distinguished themselves by their activities in the areas of emigration, immigration, humanitarian assistance, international protection, temporary protection or inclusion, or who have provided services relevant to the interests of migrants, people receiving international and temporary protection or vulnerable, disadvantaged groups or socially-excluded groups or groups at risk of social exclusion"²⁸.

²⁷ LEARN Project. Network of local authorities against racism. <https://proyectolearn.eu/>; CLARA Project. Local Learning Communities against Racism, Xenophobia and Hate Speech <https://proyectoclara.es/>; CISDO Project. Inter-police and social cooperation against hate crimes. <https://cisdoproject.eu/>, among others.

²⁸ Article 2. Purpose of the system for recognising merit in the field of inclusion and migration. <https://www.boe.es/eli/es/o/2023/03/06/ism230>



3.2.7. Annual conferences to review progress and share experiences

Within the framework of the activities of the Ministry of Inclusion, Social Security and Migration, annual conferences shall be called to report on progress with the Strategic Framework, to share the follow-up reports and their recommendations, the aforementioned general and/or thematic studies, and to promote the exchange of knowledge and experiences among the various actors involved.

3.2.8. Intermediate and final assessment of the Strategic Framework

The assessment of the Strategic Framework shall accord with Law 27/2022 on the institutionalisation of the assessment of public policies in the General State Administration²⁹. Thus, during the Strategic Framework's validity period, an interim assessment shall be made according to this law to make it possible to review and, if necessary, amend some aspects of the Framework to guarantee fulfilment of its objectives, results and impacts. At the end of the Strategic Framework's validity period, based on the annual monitoring reports, the intermediate assessment and the periodic studies produced, a final assessment shall be conducted to take stock of the state of play with integration and inclusion of the population of foreign origin as well as the trends in racism, xenophobia and other forms of intolerance; the analysis of the policies, strategies and actions undertaken; lessons learned, conclusions and recommendations for reviewing and updating the Strategic Framework. This will all be set out in a final report.

3.3. Monitoring indicators

Having an empirical measurement framework, translated into indicators, shall provide the objectivity, impartiality and transparency required to act as an effective guide in developing plans, programmes and strategies regarding inclusion, coexistence and the fight against racism and xenophobia.

In section 2, six policy blocks are set out for the Strategic Framework, for each of which a total of 23 action lines have been identified. In each line, tactical objectives have been set out, which are accompanied by indicators that will make it possible to:

- a) A quantitative assessment of the degree of integration of the current foreign population in the different areas prioritised by the Strategic Framework;

²⁹ Law 27/2022, of 20 December, on the institutionalisation of the assessment of public policies in the General State Administration. https://www.boe.es/diario_boe/txt.php?id=BOE-A-2022-21677



- b) Specifically to identify the areas where the greatest integration deficits are to be found in each area to target public policies;
- c) Monitoring trends in discrimination, racism, xenophobia and other forms of intolerance towards the foreign population and various vulnerable groups in particular (where possible);
- d) An analysis of the progress of public policies and actions undertaken by other actors in the matters of interest of the Strategic Framework;
- e) Give policy makers with a simple and actionable tool to look up results.

All of this, bearing in mind the provisions of Law 27/2022, of 20 December, on the institutionalisation of the assessment of public policies in the General State Administration. Title II, Chapter II of the Law provides that public policies shall be devised with indicators that make them easier to manage and which enable them to be monitored and assessed, and that they shall be included in an appropriate information system. Such a monitoring and assessment system must include performance, result and impact indicators.

The full text of the Strategic Framework features a first proposal for the periodic indicators that it is envisaged shall be collected to monitor public actions in the field of integration and the fight against racism and xenophobia, and their impact.

On the basis of this proposal, once the Framework has been adopted, a first version of the Monitoring Indicator Dashboard shall be finished and published in the first half of 2024, which should make it possible to put the 2022-2023 figures in context and to make a first assessment of the recent trends in the chosen indicators.

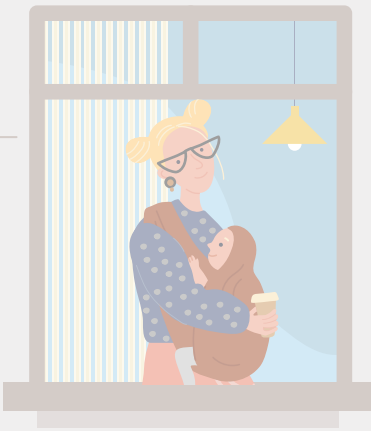
During the validity period of the Strategic Framework itself, the current selection may be expanded by setting out and incorporating other relevant indicators that can be built periodically according to the availability of new sources of information of proven quality. Moreover, the retrospective series shall be completed to the earliest possible point in time for each indicator and a special efforts shall be made to break down some of these indicators by territory.

The indicators set out in Appendix 1 of the full Strategic Framework document illustrate what the Monitoring Indicator Dashboard will look like, some of which are new (for the International and Temporary Protection Reception system, for the Humanitarian Assistance Programme, or in the area of irregularity or electoral participation) and others of which are well-established (such as those extracted from the European Labour Force Survey and periodically published by Eurostat). Moreover, there are indicators that shall have to be obtained through studies and ad-hoc information gathering, since there are currently no sources of periodic and information susceptible of comparison over time that would make it possible to build relevant and reliable monitoring indicators in some of the Framework's lines.

The specification and choice of the set of indicators was based on the following criteria: (I) relevance of the indicator for measuring the proposed tactical objective (II) the availability of data or the possibility of obtaining them according to quality standards (III) stability of the data, degree of systematisation or frequency that allows them to be collected over time (IV) the possibility of taking into account the gender perspective, to provide information broken down by sex and to take into account the differential impact on women and men, in terms of both inclusion and integration and the effects of racism, xenophobia and associated forms of intolerance.



Appendix



Appendix 1. Examples of possible actions broken down by action line

This Appendix contains suggested actions for each of the six policy blocks and 23 action lines in the Strategic Framework, to act as inspiration for national, regional and local authorities, civil society organisations and other relevant actors in developing strategies, measures and/or

programmes. The examples shown do not seek to be exhaustive and, although they have been classified by administrative level (national, regional and local) many of them could be driven from more than one of the suggested levels and/or by various actors.

BLOCK 1 - ADMINISTRATIVE LEGAL FRAMEWORK

Action line 1

ADMINISTRATIVE PROCESSES OF FOREIGNERS, IRREGULARITY, REGULAR RESIDENCE AND NATIONALITY.

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>1.1. Reduce the number of people in an irregular administrative situation in Spain.</p> <p>1.2. Reduce the average times to make administrative decisions about foreigners and nationality.</p> <p>1.3. Bridge the digital divide for foreigners to enable equal access to public services.</p>	<ul style="list-style-type: none"> • Specific abbreviated regularisation processes for foreigners participating in social-employment inclusion programmes involving recruitment processes, especially for women. • Decentralisation of the files of the provincial units on matters relating to foreigners. • Digitalisation of administrative procedures, while maintaining face-to-face procedures to avoid increasing the digital divide. 	<ul style="list-style-type: none"> • Specific abbreviated regularisation processes for foreigners participating in social-employment inclusion programmes involving recruitment processes, especially for women. • Mechanisms to control family reunification where the woman is a victim of gender-based violence. • Social consultations to hear proposals to improve public services (regional/local). • Digitalisation of administrative procedures, while maintaining face-to-face procedures to avoid increasing the digital divide. • Digital literacy programmes to develop the digital skills and abilities of people of foreign origin, aimed especially at women, who have the greatest digital divide.



BLOCK 2 - HUMANITARIAN ASSISTANCE, INTERNATIONAL PROTECTION, TEMPORARY PROTECTION, STATELESSNESS AND REINTEGRATION

Action line 2

INTERNATIONAL AND TEMPORARY PROTECTION, RECEPTION SYSTEM AND OTHER SYSTEMS

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>2.1. Improve and facilitate access to the international protection and temporary protection process</p> <p>2.2. Improve access to and retention in the MISSM's Reception System</p> <p>2.3. Improve the service standards of the MISSM's Reception System's partners</p> <p>2.4. Improve information management and enhance the publicity of the services and actions of the reception system</p> <p>2.5. Develop IT tools to improve management</p> <p>2.6. Increase the number of places in directly-managed public shelters.</p> <p>2.7. Improve coordination of integration pathways</p>	<ul style="list-style-type: none"> • Review of service standards in the reception system to guarantee homogeneous and high-quality reception conditions for IP and TP applicants and beneficiaries. • Development of a system of standard compliance indicators. • Development of a system for assessing compliance with standards (visit plans, examination of the final reports of authorised bodies, etc.). • Periodic publication of data and information about the state of play with the reception system for international and temporary protection. • Put in place formulas to improve knowledge of the level of satisfaction of the beneficiaries of the reception programmes, to allow them to express their opinions and proposals. • Adaptation of the IT resources at the reception system management body to improve the operation of the system, from the perspective of both integration pathways and economic and financial management. • Increased number of directly-managed public assistance places. • Awareness-raising actions about the reality of people seeking or benefiting from international protection, aimed at citizens and other key actors who are involved in reception and integration. • Training on international protection for civil servants working in key institutions (INEM, Social Security, education, social services). • Actions to ensure that reception resources are safe and adapted spaces that meet the particular needs of certain groups (people with disabilities, children, etc.). • Coordination with other institutional actors to foster the inclusion of people benefiting from international or temporary protection. 	<ul style="list-style-type: none"> • Training actions about international protection for regional/local civil servants working in key areas. • Awareness-raising programmes about the reality of people seeking or benefiting from international protection, aimed at the public, at educational centres or other relevant spaces. • Actions (for example, information or guidance services) aimed at facilitating access by applicants for IP/TP to public services provided by regional/local administrations, bearing in mind the specific needs of these groups. • Information and communication campaigns or actions aimed at changing perceptions of host communities in order to prevent and combat racism and xenophobia. • Community-sponsored pilot projects regarding reception and integration of people applying for and benefiting from international protection. • Agreements with Autonomous Communities to refer people dealt with in the International and Temporary Protection Reception System.



Action line 3

HUMANITARIAN ASSISTANCE SYSTEM FOR VULNERABLE POPULATIONS AND VOLUNTARY RETURN PROGRAMME

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>3.1. Improve knowledge of the profile of irregular arrivals via coastal and land routes.</p> <p>3.2. Maintain levels of inclusion in the Humanitarian Assistance Programme system.</p> <p>3.3. Improve mechanisms for detecting vulnerability and intersectionality</p> <p>3.4. Adaptation in the specialisation of the Humanitarian Assistance Programme.</p> <p>3.5. Increase levels of productive return against the total for the voluntary return programme.</p>	<ul style="list-style-type: none"> • Increase public structural places aimed at humanitarian reception of people arriving irregularly by coastal and land routes. • Secretariat of State for Migration's Framework Plan for preparedness and response to irregular arrivals of migrants by sea and land. • Implementation of the Vulnerabilities Protocol. • Implementation of the Protocol for Possible Victims of Human Trafficking. • Implementation of the Protocol on Violence against Women. • Design of a statistical strategy for humanitarian assistance and incorporate of the indicators set out in the Strategic Framework for Citizenship and Inclusion, against Racism and Xenophobia. • Periodic coordination meetings with partner organisations in Concerted Action. • Monitoring strategies for humanitarian assistance by implementing effectiveness and efficiency indicators. • Exchange of good practices in strategies for receiving and assisting irregular immigration, in international fora and meetings. 	<ul style="list-style-type: none"> • Specific protocols for receiving people in the Humanitarian Assistance Programme, in coordination with regional and local administrations and civil society. • Urban development agreements and other land management instruments to build facilities for the Humanitarian Assistance Programme. • Instruments for collaboration and coordination with regional and local bodies and NGOs to implement at the territorial level the Vulnerabilities, Violence against Women and Trafficking Protocols. • Secretariat of State for Migration's Territorial Preparedness and Response Plans for irregular arrivals of migrants by sea and land from the Canary Islands, Ceuta and Melilla, the Balearic Islands and the Spanish mainland.



BLOCK 3 - ACTIVE INCLUSION

Action line 4
EDUCATION AND TRAINING

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>4.1. Guarantee access to education and training for foreigners.</p> <p>4.2. Guarantee equal conditions of access to and to remain in the education system, reducing school failure, early drop-out from education/training by people of foreign origin and reducing school segregation.</p> <p>4.3. Facilitate the transition from the education system to the labour market, driving the recognition of qualifications of people of foreign origin, accelerating the processes of recognition and promoting the accreditation of professional competences acquired through work experience or informal channels to foster inclusion in the labour market.</p>	<ul style="list-style-type: none"> • Territorial cooperation and technical cooperation programmes between the Ministry of Education and Vocational Training (MEFP) and the education administrations of the Autonomous Communities, and the MEFP in Ceuta and Melilla to prevent early school-leaving: <ul style="list-style-type: none"> - Guidance, Advancement and Educational Enrichment Programme (PROA+) to offer support, guidance and accompaniment to educationally-vulnerable students and to reduce school dropout and early school-leaving rates. - Programme of personal and family accompaniment and guidance units for educationally-vulnerable students. - Programme to create new publicly-owned places in the first cycle of Pre-school Education (0-3 years), to compensate for the effects of inequalities. - Inclusive Education Programme. • Programmes to finance textbooks and teaching materials for socio-economically vulnerable students. • Territorial cooperation programme to supply portable devices and connectivity to reduce the digital access gap for vulnerable students, and the installation of interactive digital systems in the classrooms at public schools and publicly-funded independent schools whose students are socio-economically vulnerable. • Regulatory implementation of the new educational model in the LOMLOE and actions to foster inclusive education for children and young people of foreign origin. • Grants to promote groupings of schools from different autonomous communities or autonomous cities using joint projects that foster inclusive education and educational innovation. • Technical assistance from the European Commission (DG REFORM) to the MEFP, with the advice of the Organisation for Economic Co-operation and Development (OECD), to devise an Action Plan against early school-leaving in Spain. • Technical assistance from the European Commission (DG REFORM) to the MEFP under the banner of “implementing the European Child Guarantee” and through the European Agency for Special Needs and Inclusive Education (EASNIE) about inclusive education in Portugal, Italy and Spain. 	<ul style="list-style-type: none"> • Implementation of the LOMLOE's new educational model and actions that foster the inclusive education of children and young people of foreign origin. • Studies, statistics and maps of school concentration and segregation to orient public interventions. • Programmes to compensate for the most disadvantaged socio-economic situations, to bridge digital divides in the use of and access to education and advance educational inclusion and coexistence in schools. • Financial assistance to use textbooks and teaching materials for socio-economically vulnerable families. • Actions to provide portable devices and connectivity and to implement interactive digital systems in classrooms in public schools and publicly-funded independent schools whose students are socio-economically vulnerable. • Development of personal and family support, accompaniment and guidance programmes for educationally-vulnerable pupils to reduce early school-leaving. • Development of programmes to create new publicly-owned places in the first cycle of Pre-school Education (0-3 years). • Student grant systems that take into account situations of inequality and vulnerability in academic and economic conditions in granting them. • Promotion of cooperation between educational centres (clusters), with other autonomous communities or autonomous cities by means of shared projects that promote inclusive education and educational innovation. • Measures with universities and CRUE to facilitate vulnerable students' access to higher education.



Action line 4
EDUCATION AND TRAINING

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
	<ul style="list-style-type: none"> • Efficient student grant systems that take into account situations of inequality and vulnerability in academic and economic conditions in granting them. • Informational and support actions for families to make it easier to process applications for bursaries and study grants. • Online applications (apps) to learn Spanish and the co-official languages in Spain, accessible from mobile phones, tablets, computers, focused on communicative and relational competences. • Measures with universities and CRUE to facilitate vulnerable students' access to higher education. • Availability of statistics about and knowledge of education and inequality, in particular measurement of truancy, early school leaving and school failure. • Offer scaled to the needs of vocational training, developed in collaboration with the educational administrations of the autonomous communities. • Strategies to make vocational training more flexible and to help to prevent early dropout from the education system and to encourage students to remain in education. • Continuous professional development and the offer of training courses in the Vocational Training System related to jobs in the socio-educational intervention sector: early childhood education and social integration, among others. • Improved recognition and validation procedures using simpler, faster recognition processes. • Driving, in collaboration with the autonomous communities, the processes of accrediting professional competences acquired through work experience or other training routes, developing the subsequent complementary training programmes that facilitate achieving a certificate or qualification. • Vocational guidance as a comprehensive process that includes information, advice and accompaniment to consider all types of training and employment options when choosing or changing training routes or accreditation of competences. • Modular configuration of Vocational Training based on progressive, cumulative training pathways adapted to individual needs. 	<ul style="list-style-type: none"> • Availability of statistics about and knowledge of education and inequality, in particular measurement of truancy, early school leaving and school failure. • Relaxation of access requirements at the basic level of Vocational Training related to schooling for young people aged between 15 and 18 years who have not been enrolled in the Spanish education system. • New types of Vocational Training courses, with shorter durations, such as grade A, partial accreditation of competence or grade B, accreditation of a vocational module. • Grants for students who are taking dual Vocational Training and for placements at companies for students, regardless of whether they are doing so. • Complementary training courses, once the process of accreditation of professional competences has been completed, providing training routes that lead to a higher qualification and facilitating obtaining a professional qualification or certificate. • Modular configuration of Vocational Training based on progressive, cumulative training pathways adapted to individual needs. • Accessibility to the processes of accrediting professional competences acquired by means of work experience or informal training routes, accelerating their processing. • Individualised guidance, to provide information, guidance and training tailored to the needs of hard-to-reach groups. • Organisational, methodological and curricular alternatives for the access of people with specific educational support needs.



Action line 5
EMPLOYMENT

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>5.1. Guarantee non-discriminatory participation for foreigners in the labour market.</p> <p>5.2. Improve the quality and stability of employment for foreigners, reducing the differences compared to the indigenous population as regards underemployment, temporary employment and the wage gap.</p>	<ul style="list-style-type: none"> • Measures to prevent and reduce discrimination at work, diversity management in companies, with a special emphasis on the differing situations of women and men. • Information, awareness-raising and control campaigns to ensure the effective implementation of the Ministerial Order regulating the collective management of hiring at source and other analogous provisions. • Prospective studies of job needs in collaboration with the autonomous communities/municipalities/provincial councils/associations of municipalities, etc. • Measures to facilitate the incorporation of unaccompanied migrant adolescents aged over 16 years and young migrants in exile into their first job. • Programmes to raise awareness of the importance of in-company vocational training as a lever to achieve a more productive and competitive economy and to integrate young people into vocational training. 	<ul style="list-style-type: none"> • Grants and/or work-life balance services to enable people in vulnerable situations to participate in inclusion pathways of the regional employment services. • Pilot projects (regional/local) for labour market insertion pathways. • Prospective studies of employment needs in autonomous communities / municipalities / provincial councils / island councils or councils / associations of municipalities, etc. • Spaces for coordination and dialogue among authorities, civil society and social agents to implement socio-occupational guidance programmes, in collaboration with the private sector (company classrooms, training routes, tutored internships, etc.). • Measures to facilitate the incorporation of unaccompanied migrant adolescents aged over 16 years and young migrants in exile into their first job. • Mechanisms for companies to foster the integration of apprentices through the sandwich training contract.



Action line 6**HEALTH**

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>6.1. Eliminate barriers to access and effective use of the public healthcare system for people of foreign origin.</p>	<ul style="list-style-type: none"> • Studies of access to and use of health services and the social factors that influence health with an intercultural perspective (including a gender perspective, to prevent and/or detect gender-based violence, especially sexual violence). • Specialist training for the healthcare sector to address the specific situations of people of foreign origin and refugees (including mental health) and the management of diversity. • Review of public health policies, plans, programmes and projects to integrate an intercultural and gender approach where it is not included. 	<ul style="list-style-type: none"> • Specialist training for the healthcare sector to address the specific situations of people of foreign origin, applicants for and beneficiaries of international protection, humanitarian reception and unaccompanied minors, including mental health and diversity management, and action protocols for this purpose. • Strategies to support motherhood/fatherhood and the need for integration and protection of migrant children and children of migrant children. • Availability of intercultural mediation professionals, as well as translation and interpretation services, in the healthcare sector. • Inclusion of the intercultural perspective in community health actions.

Action line 7**SOCIAL SERVICES**

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>7.1. Promote equal access to and use of social services for people of foreign origin.</p>	<ul style="list-style-type: none"> • Inclusion of the intercultural perspective in Social Services. • Studies of access to and use of social services by people of foreign origin, to inform the design of public policies to ensure equality and non-discrimination. • Availability of Social Services Portfolios in different languages. 	<ul style="list-style-type: none"> • Community development programmes in Primary Care Social Services in municipalities, involving the Social Action Third Sector Organisations. • Adaptation of the public social services system to the needs of a diverse society to guarantee equal access for all citizens. • Availability of Social Services Portfolios in different languages.



Action line 8
HOUSING AND TERRITORY

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>8.1. Promote equal and discrimination-free access to and use of housing: tenancy, habitability, supplies, requirements.</p> <p>8.2. Reduce residential segregation experienced by people of foreign origin or other population or ethnic groups.</p>	<ul style="list-style-type: none"> • Studies of access to and maintenance of housing by migrant and other potentially discriminated-against population groups to inform the design of public policies to ensure equality and non-discrimination. • Availability of professional intercultural mediation, translation and interpretation services in the area of housing access and maintenance. • Information services for people who are going to rent: online platforms in different languages to improve knowledge of the Urban Leasing Law and other regulatory provisions. • Secure complaints mechanisms for discriminatory actions in access to housing and mechanisms to protect victims of discriminatory actions. • Integrationist and inclusive forms for rental and sale contracts, which facilitate the protection of the rights of the parties, especially the most vulnerable. • Mechanisms for CSOs to represent, using simple, cost-free procedures, people living in rural areas and/or socio-economically vulnerable areas to conduct procedures related to access to and maintenance of adequate housing. • Measures to guarantee equal and sufficient access to utilities: electricity, water, heating, etc. • Collaboration between authorities to set up community sponsorship programmes to receive people. • Studies of shantytowns, substandard housing and spatial segregation, discrimination based on origin and sex in access to housing and grants to acquire or keep housing. • Programmes to eradicate shantytowns and substandard housing. • Network of decent accommodation for seasonal workers. • Inclusive housing plans with the participation of people living in substandard housing in designing them. 	<ul style="list-style-type: none"> • Availability of professional intercultural mediation, translation and interpretation services in the area of housing access and maintenance. • Spaces for coordination and dialogue between authorities, civil society and social agents to better plan housing supply and demand in the autonomous community/municipality. • Integrationist and inclusive forms for rental and sale contracts, which facilitate the protection of the rights of the parties, especially the most vulnerable. • Housing access programmes, through agreements with CSOs, for people of foreign origin who face difficulties due to their status. • Mechanisms for CSOs to represent the vulnerable people living in rural areas using simple, free procedures to conduct formalities. • Access to the local authority register provided as a tool for accessing public housing channels. Formalities for the local authority exclusion register. Adapted timetables to make home verification compatible with the applicants' working day. • Spaces for coordination and dialogue between authorities, civil society and social agents to improve planning of opening places of worship in the autonomous community/municipality and municipal burial plots with autonomous community regulations according to the various confessions. • Studies of shantytowns, substandard housing and spatial segregation, gender discrimination in access to housing and access to benefits and credit to inform the design of public policies. • Regional/local programmes to eradicate shantytowns and substandard housing. • Network of decent accommodation for seasonal workers. • Alternative housing for people living in shantytowns in rural and urban environments. • Inclusive housing plans with the participation of people living in substandard housing in designing them.



Action line 9
SPORT AND CULTURE

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>9.1. Promote equal and discrimination-free access to and use of sports and cultural services and activities.</p> <p>9.2. To make people of other origins and cultures visible and to make them a role model in different areas (school, sport, etc.).</p>	<ul style="list-style-type: none"> • Studies of access to and use of sports and cultural services and activities by the migrant population and other potentially discriminated-against population groups, to design public policies that guarantee equality and non-discrimination. • Awareness-raising and counter-narrative campaigns using the life stories of athletes of foreign origin. 	<ul style="list-style-type: none"> • Rules, ordinances and protocols regarding conditions for accessing sports and cultural services and activities to guarantee equality and non-discrimination. • Regional/local programmes to guarantee equal access to and use of sports and cultural services and activities for people of foreign origin and other potentially discriminated-against population groups. • Programmes of grants, vouchers and other incentives to guarantee access to and use of sports and cultural services and activities for vulnerable families. • Awareness-raising and counter-narrative campaigns through the life stories of sportspeople from the autonomous community/municipality of foreign origin.

Action line 10
LEISURE AND RECREATION

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>10.1. Guarantee equal opportunities in access to leisure and free-time activities.</p>	<ul style="list-style-type: none"> • Leisure spaces adapted in terms of time and schedule to suit the needs of vulnerable families. 	<ul style="list-style-type: none"> • Youth spaces in neighbourhoods that offer healthy leisure activities and which promote equal treatment and non-discrimination. • Protocols, ordinances or other measures to guarantee equal and discrimination-free enjoyment of leisure and free time spaces, as well as of public spaces in municipalities.



Action line 11
OTHER STRUCTURAL INCLUSION POLICIES

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPUESTAS DE ACCIÓN EN EL NIVEL AUTONÓMICO y/o LOCAL
<p>11.1. Guarantee equal opportunities in access to ICT, to reduce the digital divide and to prevent discrimination in developing Artificial Intelligence (AI).</p> <p>11.2. Promote an inclusive fiscal policy and to guarantee equal opportunities in access to basic accounts in the banking system to prevent exclusion from the social and economic system.</p>	<ul style="list-style-type: none"> • Support programmes for access to technological devices in the educational arena aimed at vulnerable families. • Information and training campaigns to improve knowledge and appropriate use of the Authorities' digital platforms that make it possible to undertake administrative procedures, management of benefits, access to health services, education, sports activities, leisure, etc. • Assessment of access to basic payment accounts, basic financial products and other banking services for people of foreign origin. • National fiscal policies from an intercultural perspective that take into account the realities of the different situations of the population. 	<ul style="list-style-type: none"> • Support programmes for access to technological devices in the educational arena aimed at vulnerable families. • Information and training campaigns to improve knowledge and appropriate use of the Authorities' digital platforms that make it possible to undertake administrative procedures, management of benefits, access to health services, education, sports activities, leisure, etc. • Cooperation mechanisms with banking system operators to set up information services about access to basic payment accounts, basic financial products and other banking services. • Regional/municipal fiscal policies from an intercultural perspective that take into account the realities of the different situations of the population.



BLOCK 4 - PARTICIPATION AND COEXISTENCE

Action line 12

INTEGRATION AND COEXISTENCE

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
12.1. Foster integration and coexistence plans and strategies.	<ul style="list-style-type: none"> Strategic Framework for Citizenship and Inclusion, against Racism and Xenophobia as an inspirational tool and to generate collaborative synergies between the different levels of administration. 	<ul style="list-style-type: none"> Integration and coexistence plans or strategies at the regional/local level.

Action line 13

RECEPTION, INFORMATION AND ORIENTATION

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
13.1. Promote the availability and/or use of services and protocols at the regional/local level to inform and orient immigrants after their arrival.	<ul style="list-style-type: none"> Guides to resources for social integration and inclusion. Websites with relevant information in several languages about the main procedures to be performed in different areas (education and training, healthcare, registration with a local authority, etc.). 	<ul style="list-style-type: none"> Design of letters of welcome to the municipality; setting up intercultural information and support offices. Assistance protocols for receiving people of foreign origin arriving in the municipality, aimed at municipal staff. Municipal/regional offices for information, guidance or accompaniment for integration. Produce information guides in several languages with all the resources available in the municipality.



**Action line 14
PUBLIC SPACES**

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>14.1. Drive the availability and use of public space as a site for integration and knowledge in neighbourhoods, especially those with highly diverse populations.</p>	<ul style="list-style-type: none"> • Knowledge management and intercultural collective intelligence: annual meetings with professionals from regional and local authorities to share experiences and processes, and to create networks. • Participation in designing, executing and assessing integration and coexistence policies and policies to prevent and combat racism, xenophobia and intolerance, with a gender focus, and assistance to young people. 	<ul style="list-style-type: none"> • Local learning communities at the neighbourhood level. • Intergenerational and intercultural meeting spaces to complement the history of the neighbourhoods and to meet the new neighbours. • Participation of other cultures present in the area in the public spaces of festivals and events in the municipalities. • Presence of municipal public services in highly culturally-diverse local areas, generating a network of public services for the entire resident community. • Local and/or municipal forums involving the participation of territorial actors representing cultural and ethnic diversity, to design and implement municipal strategies promoting inclusion in areas such as health-care, housing, education and training, leisure and free time.



Action line 15

WORK WITH ASSOCIATIONS, LOCAL TRADE, ETC.

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
15.1. Foster civil society as a key element in neighbourhoods to promote participation and coexistence.	<ul style="list-style-type: none"> • Institutional communication and neighbourhood awareness-raising plans prior to setting up centres for minors that take in unaccompanied migrant children and adolescents. • Strengthening of associations for people of foreign origin, including co-financing, as key actors in designing, managing and assessing integration policies. • Strengthening dialogue between the public authorities and the social action third sector organisations, business organisations and the migrant family. 	<ul style="list-style-type: none"> • Dialogue and Coexistence Committees at the local level: meeting places that foster inclusion and prevent discrimination, improve coordination between local authorities, organised civil society, neighbourhood movements, traders, bearing in mind the diversity of society. • Public spaces in the municipalities to support the work of migrant associations without their own premises to perform their reception, awareness-raising, accompaniment, etc., activities. • Provision of spaces in public buildings for meeting and social interaction activities and options to learn about different cultures through cinema or other activities. • Collaboration with third sector entities who work with migration and with racial equality programmes. • Training of the intercultural perspective among professionals from the authorities and local civil society. • Analysis of the state of play with integration at the local level, involving the whole population to identify problems and plan solutions. • Driving young people living in a neighbourhood to organise, undertake and participate in various activities.

Action line 16

WORK WITH LOCAL AUTHORITIES (LOCAL AUTHORITIES, COMMUNITY POLICE, ETC.)

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
16.1. Improve the capacities of local authorities to prevent and reduce racist, discriminatory or intolerant demonstrations and hate speech.	<ul style="list-style-type: none"> • Diversity management units in the national police corps and civil guard. • Studies in neighbourhoods/municipalities/ to highlight positive interactions in a diverse society; conflict prevention; design of coexistence policies. 	<ul style="list-style-type: none"> • Diversity management units in municipal and regional police forces. • Counter-narrative and anti-rumour activities at the local level. • Training plans on cultural diversity, interculturality, community development, gender equality, prevention of racism and xenophobia, aimed at local authority workers.



**Action line 17
PARTICIPATION**

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>17.1. Foster the participation of people of foreign origin in public, institutional and/or community life, paying special attention to the participation of young people, fostering the acquisition of skills and knowledge about the spaces for participation and their possibilities.</p>	<ul style="list-style-type: none"> • Participation by children and young people in designing public policies (for example, through participation in existing observatories and bodies at the national, regional or local level). • Inclusion of the immigration perspective and interculturality in children’s and youth programmes. • Spaces for the participation of women and girls to foster their empowerment, enhance their public voices so that they can influence decision-making processes in their societies. • Analysis of the participation of third-country nationals in exercising active and passive suffrage in local elections after a period of residence, to inform public policy. • Analysis of the state of play with reciprocity agreements to make it possible for people of foreign origin to exercise the right to vote and stand as a candidate by people, to inform public policy. 	<ul style="list-style-type: none"> • Local and/or municipal forums for devising and implementing municipal strategies to foster inclusion in areas such as healthcare, housing, education and training, leisure and free time, with the participation of the various territorial actors representing cultural and ethnic diversity. • Standardised access by minors and young people of foreign origin to children’s and youth programmes. • Spaces for the participation of women and girls to foster their empowerment, enhance their public voices so that they can influence decision-making processes in their societies.



BLOCK 5 - PREVENTION, AWARENESS-RAISING AND INTERVENTION AGAINST XENOPHOBIA, RACISM AND INTOLERANCE

Action line 18

SURVEILLANCE, PREVENTION, DETECTION AND ELIMINATION

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>18.1. Drive regional and local strategies and plans to prevent racism and xenophobia and to combat hate crimes and growing hate speech by contributing to protecting people's rights, security, and democracy.</p> <p>18.2. Promote mechanisms to monitor, prevent, detect and eliminate racism, xenophobia and associated intolerance.</p>	<ul style="list-style-type: none"> • Mechanisms for reporting racist, xenophobic and other incidents of related forms of intolerance in all the action lines in this Strategic Framework. • Implementation of standards to prevent and combat racism, racial discrimination, xenophobia and intolerance. • Channels of coordination among specialist hate crime prosecutors' offices, ONDOD, OBERAXE, the CEDRE victim assistance service, the Victim Support Offices, and other services and resources involved. • Coordination between different observatories covering racism, xenophobia, anti-discrimination, coexistence, etc. • Collection, analysis and dissemination of statistical data nationally to periodically assess the status of groups who are victims of racism, racial discrimination, xenophobia and other forms of intolerance. • Quantitative and qualitative research on the status of racism, xenophobia, hate crimes to inform the design of public policies. • Mechanisms for networking between different levels of administration to prevent and combat racism, xenophobia and hate crimes. • Funding/grant lines for actions in the area of prevention and the fight against racism, xenophobia and other forms of intolerance for which civil society organisations are eligible. 	<ul style="list-style-type: none"> • Strategies or action plans against racism, xenophobia and hate crimes at the regional/local level that put victim-centred assistance at the centre. • Studies on the status of racism, xenophobia and hate crimes at the regional and local level to inform public policy. • Regional and/or local regulations and ordinances containing sanctions against xenophobia, racism and racial or ethnic discrimination and other related forms of intolerance. • Network of Municipal Antennae against xenophobia and racism. • Protocols to address and prevent situations involving discrimination, racism, xenophobia and other forms of intolerance in the provision of public services. • Police diversity management units in local/regional police forces, and specific protocols to deal with and manage incidents of discrimination and hate crimes. • Action protocols by local and regional police forces to prevent racism and xenophobia.



Action line 19
TRAINING ACTIONS

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>19.1. Promote the training of the various key actors (judiciary, police services, immigration offices, education, etc.) at all levels of the public authorities.</p>	<ul style="list-style-type: none"> • Training activities for public officials (justice administration staff, police services, foreigners' offices, health, education and training services, etc.) about preventing and combating racism, xenophobia and other forms of intolerance and hate crimes. • Training of key actors in gender equality and intersectional non-discrimination, and incorporation of this matter into training actions in all policy areas. • Guides/manuals/websites and other spaces to exchange knowledge and experiences of interest developed by public authorities, civil society organisations and other actors. 	<ul style="list-style-type: none"> • Training programmes on preventing and combating racism, xenophobia and other forms of intolerance, and hate crimes aimed at key agents (regional and local police, healthcare, housing, social services, etc.). • Information and awareness-raising materials/guides for public service professionals. • Guidelines for local action to deal with hate, racist, xenophobic and/or other forms of intolerance.



Action line 20
AWARENESS-RAISING

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>20.1. Promote citizens' awareness of hate speech, racism, xenophobia and other forms of intolerance at all levels of government.</p>	<ul style="list-style-type: none"> • Actions with positive messages about the diversity of society, to eliminate stereotypes and to improve the image of people of foreign origin and other discriminated-against groups, with the participation of these groups in order to promote coexistence and social cohesion. • Awareness-raising among the general public against racism, xenophobia and other forms of intolerance, using an approach to avoid fragmenting discrimination by groups, but rather by raising awareness of the cooperation, collaboration and responsibility of all to achieve effective equality. • Dissemination of studies, reports and results of projects undertaken by CSOs, national and international organisations or other actors. • Dissemination of the results of the social media hate speech monitoring bulletins produced by OBERAXE and other similar organisations. • Campaigns aimed at improving public understanding of how hate incidents and hate crimes occur in practice and awareness of services/resources to assist victims. • Guides, leaflets or other informative materials to improve understanding of hate crime and containing practical guidance on how to combat it. • Awareness-raising actions to improve awareness of the impact/consequences of hate speech. • Awareness-raising tools (guides, campaigns) with guidelines to combat hate speech on social media and generating counter-narratives. 	<ul style="list-style-type: none"> • Drive actions to generate positive messages about the diversity of society, to eliminate stereotypes and to improve the image of people of foreign origin and other discriminated-against groups, with the participation of these groups to promote coexistence and social cohesion. • Disseminate studies, reports and results of projects conducted by civil society organisations, national and international bodies or other actors. • Conduct intercultural activities in schools with the collaboration of local authorities and CSOs. • Specific awareness-raising campaigns against racism, xenophobia and intolerance at the regional/local level. • Guides or websites setting out services/resources or action protocols against racism, xenophobia and intolerance at the regional/local level.



Action line 21

MEDIA, INTERNET AND SOCIAL MEDIA

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>21.1. Enhance mechanisms for preventing / monitoring / reporting / reporting racist, xenophobic and related intolerance incidents in the media and on the internet and social media.</p>	<ul style="list-style-type: none"> • Mechanisms to report incidents of racist, xenophobic and related intolerance in the media and on the internet and social media. • Analysis and monitoring of hate speech to guide prevention policies. • Involvement of institutions in combating racism and xenophobia, and other forms of intolerance, to monitor hate speech and stigmatisation, spreading of stereotypes regarding people of foreign origin on social media and in advertising and the media. • Driving reporting of the use of artificial intelligence for xenophobic, racist and intolerant purposes. • Automated systems to detect xenophobic, racist and intolerant content online. • Gender-focused methodologies to monitor racist, xenophobic and intersectional discrimination messages, advertisements and practices in the media and on social media. • Awareness-raising and training programmes for communication professionals, digital marketing, advertising and social media professionals on cultural diversity, non-discrimination, racism, xenophobia and other forms of intolerance, with the participation of the affected groups. • Codes of ethics for national, regional and local media. • Inclusion in the curricula for communication professionals of training in racism, xenophobia and other forms of intolerance, non-discrimination, as well as knowledge of codes of conduct. • Educational initiatives by national, regional and local authorities to teach students and teachers about how to use social media (training for trainers), to train in counter-narrative strategies, and initiatives to promote critical thinking. • Coordination of national, regional and local authorities with the media and social entities to combat disinformation. 	<ul style="list-style-type: none"> • Promote educational initiatives on the part of national, regional and local authorities, focused on teaching the use of social media for both students and teachers (training of trainers), to train in counter-narrative strategies, and initiatives to promote critical thinking. • Conduct studies/news monitoring at the regional/local level to analyse the treatment of the migration phenomenon and detect practices that could be improved. • Awareness-raising and training programmes for communication professionals, digital marketing, advertising and social media professionals on cultural diversity, non-discrimination, racism, xenophobia and other forms of intolerance, with the participation of the affected groups. • Manuals/guides aimed at regional/local media containing guidelines to improve news coverage of the migration phenomenon, taking into consideration the gender and intersectional approach. • Codes of ethics for national, regional and local media. • Permanent work spaces with experts and communication professionals at the regional/local level to engage in dialogue and reflect on discourses and their consequences.



Action line 22
STRUCTURAL RACISM

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>22.1. Drive the review of the procedures of the public authorities (national, regional and local) to identify those that could be discriminatory and to promote their amendment.</p> <p>22.2. Drive the gathering of data on ethnic origin in surveys, studies or statistics to improve knowledge about the situation of groups vulnerable to racism, to assess structural racism and, where appropriate, to consider measures to combat it.</p> <p>22.3. Foster the inclusion of people of foreign origin, and other population or ethnic groups more often subject to discrimination, in the labour, institutional and political arenas.</p>	<ul style="list-style-type: none"> • Analyses, studies and reviews to establish how racism, racial discrimination, xenophobia and related intolerance to inform institutions' standards, policies, administrative procedures and practices (structural racism) to facilitate the necessary modifications. • Training and awareness-raising aimed at improving understanding of structural racism, recognising it and combating it. • Measures to prevent and eliminate the phenomenon known as "racial profiling" by police officers. • Inclusion in curricula and/or educational programmes of content to acknowledge the historical roots of racism, xenophobia and other forms of intolerance and to understand how certain practices are part of our history (colonialism, slavery, Holocaust), which must be known to prevent, dismantle and combat the prejudices that certain groups suffer. • Observance of symbolic dates related to racism and racial discrimination (International Holocaust Remembrance Day, International Day against Racial Discrimination, International Day for the Abolition of Slavery, among others). • Discussion of the gathering of data broken down by racial or ethnic origin, sharing experiences in this area, to progress a concrete proposal for Spain. 	<ul style="list-style-type: none"> • Analyses, studies and reviews to establish how racism, racial discrimination, xenophobia and related intolerance to inform institutions' standards, policies, administrative procedures and practices (structural racism) to facilitate the necessary modifications. • Training and awareness-raising for staff of regional and/or local services to improve understanding and awareness of the phenomenon of structural racism, to recognise and combat it. • Actions aimed at the general public to raise awareness of the stereotypes and prejudices held against certain groups. • Adaptation of the municipal and public authorities' corporate image from the principle of interculturality and non-discrimination in all its dimensions (graphic image, institutional discourse, etc.) to eradicate hate speech and structural racism.



BLOCK 6 - ASSISTANCE AND REMEDY FOR VICTIMS OF RACISM, XENOPHOBIA AND INTOLERANCE, VICTIMS OF TRAFFICKING AND SEXUAL EXPLOITATION

Action line 23

ASSISTANCE AND REMEDY FOR VICTIMS OF RACISM, XENOPHOBIA AND INTOLERANCE AND VICTIMS OF TRAFFICKING AND SEXUAL EXPLOITATION

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
<p>23.1. Provide care for victims of racism, xenophobia and associated intolerance and victims of trafficking and sexual exploitation, promoting a holistic approach.</p> <p>23.2. Drive the use of restorative justice for crimes related to racism, xenophobia, associated intolerance, trafficking and sexual exploitation.</p>	<ul style="list-style-type: none"> • Protocols for comprehensive assistance and intervention (including inter-institutional coordination) for victims of racism, xenophobia and intolerance and victims of trafficking and sexual exploitation, in bodies and institutions that may deal with them. • Secure complaint mechanisms for victims of racism, xenophobia and other forms of intolerance and discrimination regardless of their administrative status. • Information and training campaigns aimed at the general population and potential victims, to improve their awareness of their rights, resources and tools for safe reporting, and to encourage reporting incidents of discrimination, racism, xenophobia and other forms of intolerance. • Information about online reporting channels and telephone assistance for victims or witnesses of racist, xenophobic or related intolerant acts or behaviours. • Implementation of the Crime Victims' Statute. • Consideration of the support lines aimed at CSOs in victim-related activities, advice and intervention with victims. • Volunteer programmes in solidarity with victims. • Coordination/collaboration with the Bar Associations to ensure there are spaces in which the legal aid office can provide advice quickly and expeditiously. • Essential documents for the report in different languages. • Mechanisms for consultation, monitoring and assessment the various social partners (young people, trade union representatives, third sector social action organisations, associations of people of foreign origin, companies, community leaders, the police, the judiciary, etc.) for a regular assessment of the situation as regards racism, xenophobia, and other forms of intolerance, and discrimination. 	<ul style="list-style-type: none"> • Programmes and specialist offices/services/units for comprehensive assistance to victims of discrimination, racism, xenophobia and other forms of intolerance at the regional/municipal level. • Protocols for the comprehensive assistance victims at the regional/local level. • Training programmes and action guides for regional/municipal staff in the field of victim assistance. • Formal channels for reporting incidents of discrimination, racism, xenophobia, other forms of intolerance, hate speech and structural racism at the regional/municipal level (email addresses, telephone assistance, in-person assistance). • Information and training campaigns aimed at the general population and potential victims, to improve their awareness of their rights, resources and tools for safe reporting, and to encourage reporting incidents of discrimination, racism, xenophobia and other forms of intolerance. • Consideration of the support lines aimed at CSOs in victim-related activities, advice and intervention with victims. • Coordination mechanisms (technical committees, network of resources, one-stop shop, etc.) and networks of specific resources (protocols, assistance offices, telephone assistance, etc.) for comprehensive intervention with victims of trafficking in women for the purpose of sexual exploitation by the authorities and agents involved. • Relations between civil society organisations that work with victims and universities with faculties of law, to participate in legal internships and graduate work.



Action line 23

ASSISTANCE AND REMEDY FOR VICTIMS OF RACISM, XENOPHOBIA AND INTOLERANCE AND VICTIMS OF TRAFFICKING AND SEXUAL EXPLOITATION

TACTICAL OBJECTIVES	PROPOSALS FOR ACTION AT THE NATIONAL LEVEL	PROPOSALS FOR ACTION AT THE REGIONAL and/or LOCAL
	<ul style="list-style-type: none"> • Collaboration with civil society to implement monitoring, supervision and rapid response systems that make it possible to identify and assist victims of hate and discriminatory incidents, to provide proper assistance through accompaniment, intermediation, intercultural mediation, filing of complaints and administrative procedures, whistleblowing, etc. • Strengthening of the Spanish equality body according to Directive 2000/43. • Accompaniment and support programmes to undertake, implement, monitor and/or assess restorative justice services. • Protocols, guidelines, handbooks or other tools for restorative justice services. • Training of justice service professionals, officials and others in the field of restorative justice and/or conflict resolution. • Specific programmes focused on victim reparations in coordination with civil society and public authorities. • Analyse the difficulties that victims of gender-based violence may have to access specific immigration procedures for this type of situation, and to make proposals for improvement. 	<ul style="list-style-type: none"> • Restorative justice services in the regions and municipalities that enable the people involve participating in conflict resolution. • Specific training covering restorative justice and/or conflict resolution for justice service professionals, civil servants and other professionals. • Specific programmes focused on victim reparations in coordination with civil society and public authorities.





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