



First, it must be taken into account that an organizational strategy based on the principle of planning is nothing more than the crystallization of the principles of effectiveness, efficiency, rationalization, transparency and service to citizens. In this sense, the Plan for a Diverse and Intercultural Citizenship of Zaragoza wants to build citizenship and to do so, in its definition of axes, challenges and objectives, it has attempted to act in a bidirectional way, facilitating, on the one hand, the incorporation of people who have recently arrived in the city, and, on the other hand, advancing in the construction of a city that is recognized as diverse. Diversity and plurality that are phenomena inherent to the urban fact, to the city.

The defense of human rights, the recognition of diversity, the right to the city that becomes a reality through full participation, and global municipal action have been its inspiring principles, based on transversality, social cohesion and development, participation, evaluation and communication and coordination channels, as methodological premises.

The Plan for a Diverse and Intercultural Citizenship 2019-2022 have four axes, fifteen challenges and thirty-four objectives, and it was approved in March 2019 by the Plenary Session of the City Council.

The execution period of this plan has been marked by COVID-19, this has led to changes in the arrival processes of migrants, in the integration methods, and led to a long-term hiatus in face-to-face care and activities, modifying the role of the “Casa de las Culturas” in welcoming newcomers during the years 20 and 21, and a process of reiniziating the activity during the years 22 and 23.

We are going to point out some of the achievements and challenges that remain pending in the four axes into which the plan is divided.



The first challenge within this axis was to promote the “Casa de las Culturas” as a specialized reception space in the city of Zaragoza. In this regard, it can be noted that throughout the time, adapting to the needs that the pandemic has posed, there have been maintained and reinforced the home's reception programs and all social care. In 2022, all the objectives set in this challenge were fully operational, highlighting the significant increase in demand in the different services.

We can also highlight the creation of the reunion program, as a development of objective 1.2 Implement and develop new Welcome programs adapted to new realities.

However, the SAOJI, which was provided at the Casa de las Culturas, as a result of the pandemic, the Government of Aragon changed its headquarters, without prejudice to inter-administrative collaboration.

With respect to the second challenge: Facilitate access and visibility of the city's resources and services, we can highlight some actions such as the creation in 2021 of a Guide to Associations and Social Entities of the General Board of the “Casa de las Culturas” that can be consulted on-line.

Regarding the dissemination of the resources and activities of the “Casa de las Culturas”, online dissemination has been prioritized without leaving aside the posters for some events; However, the monitoring of social networks and distribution lists is still incipient and growing and, therefore, we believe that new forms of dissemination should be sought. The same occurs with the translation of documents on access to public services, despite having translated materials from museums, cemeteries, popular universities and some social services, we must increase the linguistic accessibility of the services.

The third challenge was: Establishing support and coordination systems, as well as transversal programs on cultural diversity among the different municipal services, continues to be an important challenge to cover, since we have not managed to create a municipal coordination structure on cultural diversity. cultural diversity and the qualitative leap that was planned to be made in prevention,

mediation and community projects, in many cases hand in hand with the anti-rumor project, have been diminished by the dynamics that arose in the pandemic, resuming little by little in the last period, being , therefore, an aspect that will have to be delved into and that points us to a possible line of future action.

Fourthly, we proposed: Promote inclusive local employment policies that address cultural diversity, highlight the editions of acquisition of linguistic tools for job insertion carried out in collaboration with Zaragoza Activa, as well as a series of Conferences in relation to entrepreneurship and use by the migrant population of the employment resources of Zaragoza Dinámica (Municipal Institute of Employment and Business Development). They are initiatives to continue and increase.

And lastly, challenge five, Promote temporary accommodation initiatives that favor inclusive itineraries with a diverse population, throughout these years there has been a significant increase in the number of homes in order to provide temporary accommodation in housing emergency situations. , an action protocol has been established and work is being done with innovative person-centered methodologies.



## ZARAGOZA AN INTERCULTURAL CITY

The first challenge: Promote and promote spaces for interaction between people, groups and diverse communities, has been carried out with adaptations to the situation posed by the pandemic, from the “Casa de las Culturas” actions have been developed that promote respect for the diversity and that promote social cohesion. Every year, around 17 projects are carried out in the area of cultural diversity that are aimed at both children, adolescence and youth (4 projects) and adult citizens (13 projects), including the commemoration of significant days such as those against racism. or intolerance, or the celebration of gypsy culture day. Most of these activities have been carried out in coordination with entities of the General Board. However, the municipal Observatory of Cultural Diversity nor the dialogue table for the promotion of tolerance and coexistence have not been launched. And as for Zaragoza Diversa, an example of diversity that is celebrated in Plaza del Pilar, it could only be held in 2019.

Also note the consolidation of participation in the Network of Intercultural Cities and the beginning of work in Europe with three European projects currently operating. This means sharing the experience of the “Casa de las Culturas” in national and international forums.

In challenge two: Prevent and intervene in an early and coordinated manner with all the agents involved in situations of cultural conflict, no coexistence plans have been developed but support for mediation has been maintained and numerous training courses in mediation have been given. aimed at a diverse audience, in addition, tools have been made available to citizens that help prevent conflicts through education in schools: the intercultural classroom, “Wonderful people (dismantling rumors), “Rumors: stop rumors, stereotypes and prejudices towards other cultures.”

Regarding challenge three: Promote training in intercultural coexistence, much less training has been done than planned, however the training program for cultural diversity has been consolidated, which

aims to make other cultures known and promote the diversity, participation and integration and is aimed at citizens in general.

And finally, challenge four: Promote a City Council that is committed to cultural diversity. It is a challenge that has taken its first steps and in which there remains a path that we must travel in the near future.



## ZARAGOZA AN OPEN CITY

This axis, with more innovative objectives and measures for the work carried out at the City Council before the approval of the plan, has been less developed than others; we feel that the brakes on the pandemic have had a special impact here.

The first challenge: Eliminate hate speech and make hate crimes visible and report them, and the third challenge: Raise awareness of the discriminatory fact against victims and provide them with tools for recognition and access to resources, have barely been worked on. in the period of validity of the plan, beyond some talks held about it at the “Casa de las Culturas”.

The second challenge: Promote intercultural education and against discrimination, has been much more present transversally in all the programming that has been done from the sociocultural area of the “Casa de las Culturas” and with programs such as the intercultural classroom, however , the anti-rumor program that had great momentum until 2020, suffered a hiatus during the pandemic and has not yet managed to find a growth rate.



## ZARAGOZA AN INCLUSIVE AND PARTICIPATORY CITY

Challenge one: Working on the inclusion of all forms of diversity within the formulas of citizen participation, is a line of work that is in the DNA of the “Casa de las Culturas”, and that therefore has continued to be promoted: They have carried out training, projects to support associations have been launched, in 2021, training and advice was carried out for young people to encourage participation in local actions, through the European Solidarity Corps Program, two of the European projects carried out. Although these years have objectives related to the participation of migrants in the design of public policies, the General Meeting has continued to expand and the active collaboration of numerous associations is maintained through the Management Board. However, we have pending the promotion of the modification of the Municipal Ordinance Regulating the “Casa de las Culturas”.

The second challenge: Promote active citizenship and citizen participation of the entire population, has been reflected in the actions to support the nationalization process, training in active citizenship, in the numerous information sessions, such as the collaborative Spanish courses with the Popular University to facilitate access to Spanish nationality, and support actions for applicants for international protection or those reunifying and reunifying.

A concrete example is the information prepared, disseminated and accessible in different formats, on the occasion of the municipal elections of May 28, 2023, on the necessary procedures to be able to exercise the vote for both citizens of European Union countries and countries non-EU countries with reciprocity agreements.

And finally, the third challenge: Promoting creativity and cultural and artistic expressions as ways of participation, has been and continues to be the common thread of all the programming of the “Casa de las Culturas”, we have tried to bring these cultural and artistic manifestations to other spaces in the city, such as the Casa Solans, the film library or the civic centers. However, we think that it needs to be given more value in the rest of the city's programming.

This is the summary of the general technical assessment of what was achieved in terms of the planning carried out, which we want to share with all the people involved as a starting point for the participatory evaluation of the Municipal Plan for Diverse and Intercultural Citizenship 2019-2022.