

Servei de Traducció i Mediació Intercultural (STMI) (Translation and Intercultural Mediation Service)



ORGANIZATION*

Created by the Barcelona City Council and managed by a non-profit NGO called ABD

COUNTRY AND CITY/IES

Spain, Barcelona

FIELD OF WORK

Social inclusion, intercultural mediation, community mediation, municipal services, intercultural dialogue

THE ACTION IS ADDRESSED TO (BENEFICIARIES)

Technical staff from local public services and new community members with different socio-cultural backgrounds who live in BCN

DESCRIPTION OF THE ACTIVITY

STMI seeks to facilitate the mutual understanding and communication among local technical staff (public services) and users of the local public services, providing specialized support (for the staff) and promoting access to the public services and resources (for new community members). The service contributes to the prevention, management and conflict resolution. The STMI carries out interpersonal mediation (in cases where there is a lack of understanding or communication due to cultural issues), community mediation (intercultural counselling sessions for staff, support in intervention with users, neighbourhood mediation, community of neighbours, public space conflicts, school mediation, etc.), and family mediation.

MAIN GOALS

- To support local municipal staff and the education community to work in specific situations linked to the migrant population
- To guarantee the access of the migrant population to public resources
- To promote the peaceful coexistence and resolution of conflicts through intercultural dialogue
- promote social change so the service provides

the parties involved clear and reliable information that allows them to establish a dialogue

IMPACTS OF THE ACTIVITY

- Promoting social change. The service provides the parties involved clear and reliable information that allows them to establish a dialogue.
- Building bridges for dialogue, and to inform new community members about municipal public services, their functions, and how to access them. The STMI approach is not reaching an agreement but offering bridges to recognize and understand the different realities of the parties involved.
- Offering to local staff and users intercultural skills and tools and empowering them to manage in an autonomous way their topics of interest.

COOPERATION WITH STAKEHOLDERS

- Barcelona city Council, Consortium of Education, ABD, entities/Organisations of the migrant community at Barcelona

SUSTAINABILITY (ECONOMIC, SOCIAL AND INSTITUTIONAL SUSTAINABILITY)

To establish mediation as a public service will ensure the sustainability in economic terms (sustainable funding, permanent staff) and will allow users to access to stable service.

TRANSFERABILITY

The project is transferable. There are two key points to underline:

- Ensuring the continuity of the service that involves economic support and ensures job stability.
- and counting on with new community members and new community members' associations.