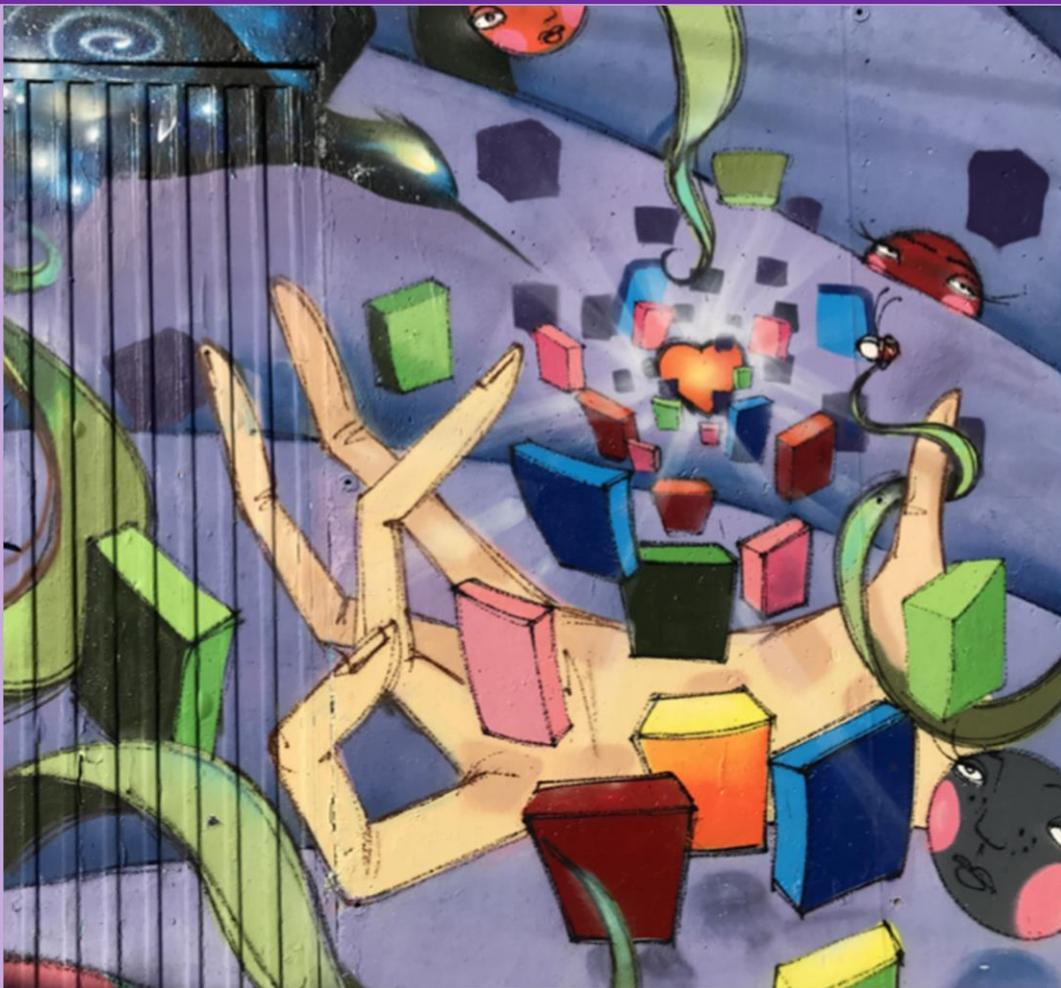


2019

# Intercultural Cities – Annual report



## INTRODUCTION



INTERCULTURAL CITIES (ICC) is a capacity-building and policy development programme that supports local authorities worldwide in designing, implementing and evaluating inclusive integration

strategies built on a diversity management model called “intercultural integration”.

Intercultural integration is a policy framework for achieving inclusion, equality, community and societal cohesion, and prosperous development in diverse societies, under an over-arching Human Rights framework.

The cornerstone of the Intercultural Cities policy paradigm is the concept of “Diversity Advantage”, i.e. the idea that diversity can be an asset for communities - in particular in urban environments - if managed in a positive and competent way. Integration and inclusion policies are therefore devised from the perspective of people’s talents and potential, rather than focussing only on satisfying basic needs. The underlying principles of intercultural integration take inclusive integration beyond anti-discrimination legislation and thus require active intervention by public authorities, especially at the local level.

Tested with cities and local authorities, the intercultural integration policy model has been endorsed – in 2015 - by the Council of Europe Committee of Ministers through the adoption of a specific Recommendation addressed to the 47 Member States. The recommendation recognises the ICC model as an effective policy approach to amplifying and managing as a resource the socio-economic benefits that diversity brings to European societies.

The Intercultural Cities’ programme offers a comprehensive methodology for city leaders and a range of analytical and assessment tools, including the Intercultural Cities INDEX. Completed by 104 cities and towns across 34 countries, the ICC Index assesses to what extent local authorities implement interculturalism, and has proved to be a reliable tool also for improving local policies and raising the national debate.

136 cities, in and outside Europe, have already joined the Intercultural Cities Network, a learning community that provides practical assistance to local authorities and stakeholders. In 2019, the ICC programme welcomed the cities of Leeds (UK) and Modena (Italy). Expressions of interests were officially communicated by the following cities: Valencia and Palma de Mallorca in Spain; Camden in the United Kingdom; Kobe in Japan; Ansan in South Korea.

The ICC programme further counts with 8 national networks, two of which have been set up in 2019: the three ICC cities in Australia and the seven cities from the United Kingdom have gathered into national networks adding to those already existing in Italy, Morocco, Norway, Portugal, Spain, and Ukraine. Besides, a thematic network is being set-up by the Nordic countries, and a new network of International Regions has been launched supported by the Assembly of European Regions.

In 2019, the following 12 cities completed for the first time or reviewed the Intercultural Cities [Index](#): Montreal (Canada), Ioannina (Greece), Modena (Italy), Logan City (New Zealand), Loures (Portugal), Bradford, Kirklees and Manchester (United Kingdom), Donostia/San Sebastián, Sabadell and Salt (Spain), and Zurich (Switzerland).

## MAJOR ICC EVENTS IN 2019

### THEMATIC EVENT

- **“Fighting discrimination and hate speech: is interculturalism the solution?”, Turin (Italy), 17-18 June**



Effective inclusive integration strategies clearly prevent discrimination and hate speech: by highlighting the diversity advantage; fostering mixing and interaction between people from different backgrounds; creating a sense of pluralistic identity; promoting participation and power-sharing; busting stereotypes; reinforcing a sense of belonging in an inclusive and diverse community; and fostering intercultural competence. However, the nexus between interculturalism and anti-discrimination and/or anti-hate speech is not always sufficiently explored, emphasised or, consequently,

exploited. To fill this gap and encourage more inter-departmental work and cooperation at local, regional national and international levels in this field, the ICC programme – with the support of the city of Turin (Italy), devoted a thematic seminar to exploring the added value of an intercultural approach in the prevention of discrimination and hate speech. The aim was to reinforce traditional or existing legal and administrative anti-discrimination instruments by combining them with Intercultural Cities' proactive processes of education and exchange that lead to attitudinal and behavioural change.

The morning of first day involved talks, presentation of best practices and case-studies, and discussions to inform and inspire participants. There were two interactive and dynamic panel discussions lead by moderators. The first showcased pilot practices and creative thoughts to set the scene and included examples from Spain, the Russian Federation, Italy, and Portugal. The second panel focused on story-telling and inspirational stories from cities including Turin (Italy), Haifa (Israel), Bergen (Norway) and Mexico City (Mexico).

Work further developed around six themes that were dealt with transversally, namely:

- a) How can Artificial Intelligence prevent and combat discrimination, hate speech and crime?
- b) Decolonising culture against racism and discrimination: how to make cities' cultural institutions and events more inclusive?
- c) Police as a driver of inclusion: how to fight hate speech, hate crime and discrimination from a safety and care perspective?
- d) Minorities within minorities: sexual orientation, ethnicity and belief. How to break divides for the full inclusion of LGBTi communities.
- e) Stronger together! How can local authorities develop a common language and promote multilateral cooperation against discrimination?
- f) Changing institutional culture: how can cities mainstream a culture of equal opportunities and anti-discrimination through a non-biased intercultural lens.

The Working Groups aimed to harness the collective wisdom of participants to go beyond recommendations and agree on actions that cities and local authorities can take to promote participation in inclusive societies. The programme of the event further included field visits to different neighbourhoods of Turin, to inspire participants and showcase projects and programmes that worked on gender, sexual orientation and intersectionality; interfaith dialogue; and urban regeneration. The report of the event, including recommendations in each policy area is available [online](#).

## POLICY LAB FOR INCLUSIVE INTEGRATION

- **3<sup>rd</sup> and 4<sup>th</sup> meeting of the Policy Lab for Inclusive Integration – Helsinki (Finland) and Limassol (Cyprus), May and November**



How can inclusive integration policies of cities contribute to a better management of migration at national level? To answer this question the ICC programme has launched – back in November 2017 - the [Inclusive Integration Policy Lab](#), a unique multi-level platform for dialogue and cooperation to ensure policy consistency and enable transfer of innovation and good practice from local to regional and national levels and vice-versa. Since its

setting up in the form of an informal working group, the Policy Lab has held four meetings, two of which took place in 2019. Sixteen states, three regional authorities, a reduced number of ICC member cities, and the Assembly of European Regions are contributing to this work. The current goal of the Policy Lab is to develop a shared policy framework for integration jointly by representatives of national authorities in charge of migrant integration, and city officials from the Intercultural cities network.

The third and fourth meetings of the Policy Lab took place respectively in Helsinki, Finland, on 28 and 29 May at the invitation of the Advisory Board for Ethnic Relations at the Ministry of Justice, and in Limassol, Cyprus, on 13-14 November, at the invitation of the Mayor. Work on the draft “Policy Framework on Intercultural Integration” for the national level advanced smoothly. The draft paper is underpinned by a review of existing national and local integration strategies and exchanges with policy officials from Council of Europe member States and intercultural cities. It is also based on relevant international standards and draws on the established positive results of intercultural integration approaches at the local level.

In 2019 Policy Lab participants from the three levels of governance shared, collected and analysed examples of cross-institutions cooperation in participating countries; they further discussed to what extent national authorities can promote intercultural interaction through their policies and shared inputs for designing an inspirational model for multilevel



governance of integration. This work will – from now on – continue at a higher level after the landmark decision of the Committee of Ministers to set-up a new intergovernmental committee on Anti-discrimination, Diversity and Inclusion (CD-ADI). Under a two-years mandate CD-ADI will “advise the Committee of Ministers on all questions within its mandate, including preventing and combating hate speech and discrimination (...) including by promoting intercultural integration”. It will facilitate thematic exchanges and peer reviews of experience and good practice among Council of Europe member States to develop common policy responses, analyse implementation, follow and support the work of the Intercultural Cities Networks, and facilitate multi-level co-operation in the field of intercultural integration, notably as regards migrants.

According to its terms of reference, the CDADI will form a Working Group (GT-ADI-INT) which will take over the informal work of the Policy Lab.

For more information see:

- [Meeting report of the 3<sup>rd</sup> Policy Lab for Inclusive Integration](#)
- [Meeting report of the 4<sup>th</sup> Policy Lab for Inclusive Integration](#)

## STUDY VISIT

- **Study visit on “Public spaces, art and culture as a driving force of interreligious dialogue, intercultural interaction and mediation” – Haifa (Israel), 23-24 October**

Study visits are one of the key learning pillar of the ICC programme. They contribute to the transfer of good practices and innovation among member cities and expose a range of policy-makers, practitioners and inclusion advocates to reflections and discussions with peers from across the world.



Haifa, home of Jewish new immigrants (coming mainly from the Former Soviet Union and Ethiopia), local Jewish (residents of Israel for more than 20 years), Arabs both of Muslim and Christian faith, as well as a new growing group of “non-Jewish non-Arabs immigrants” is considered Israel’s most ethnically mixed city. All along recent history the city has also been the home of Protestant migrants from Germany, Jews from Romania, Bahá í and the Ahmadiyya Muslim Community, a reformist movement founded in India. The complexity of the picture is increased by the presence of Muslim Sunni, Christian Catholics and Orthodox, as well as Druze. Haifa is therefore a city with an active tradition of diversity, migration and ethnic co-existence which makes it a multi-ethnic and ‘shared’ Israeli city. The climate of deteriorating security and the political context in the region are challenges that the city strives to face to protect its unique nature.

The Study visit presented Haifa’s intercultural practices considering its wider historical and geographical setting, as well as history, geography and politics of the region.

Dr. Einat Kalisch Rote, Mayor of the city of Haifa, welcomed the participants and shared her views on the geopolitical situation of the country, the specific context of her city, and the political priorities of her government which includes representatives of all main groups and pays a special attention to

gender equality. The programme of the visit also included presentations of intercultural projects and good practices related to intercultural dialogue, social cohesion and the use of cultural diversity of city residents for the development of their territory, as well as exchanges with citizens, civil society actors, and directors of cultural centres and institutions. Particularly interesting the visit to Takwin, a business incubator born from an idea of Simon Peres. Takwin is – among other things, an investment fund which undertakes building an ecosystem for the talented Arab entrepreneurs to start new internet and mobile technologies start-ups. Besides, participants could get a guided tour of Haifa's Bahá'í Gardens, the most important holy site of the Bahá'í faith. Interestingly enough, the gardens are an excellent example of diversity advantage: built on a land offered by the municipality but entirely managed by the Bahá'í followers, the gardens have become one of the most important attractions of the city, and one of the most famous postcards for visitors.

On the second day, participants could visit Beit Ha'Gefen Arab-Jewish Cultural Center, a local cultural institution implementing projects related mainly to Jewish-Arabic dialogue and reconciliation through artistic, educational and social activities. The institution tries to show that despite the situation of lasting conflict, peaceful and creative cooperation of representatives of these two communities is possible, which in a complicated local political and religious context is of particular importance. The Study visit closed with a tour of the Arab neighbourhood, including exchanges with the inhabitants, examples of how an open management of public space can promote participation, interreligious dialogue and intercultural interaction, as well as the potential that a shared vision of arts and culture can have with regards to living together peacefully in diversity.

## INTERCULTURAL INTEGRATION ACADEMIES

- **Intercultural Integration Academies in Iceland and in the United Kingdom, March and October**



Experience shows that it can take a considerable amount of time and effort for cities to appropriate intercultural integration concepts and tools, as well as involve and train staff and other stakeholders in policy debates. This can sometimes prevent cities from fully benefiting from the know-how and opportunities that the ICC programme provides, especially in the case of new cities joining the programme or that have little experience with migration and integration and need to develop and implement migrant/refugee inclusion policies as a matter of urgency.

In order to help build knowledge and capacity in cities rapidly and streamline the process, in 2018 the ICC programme tested the Intercultural Integration Academy, a 3 to 5 days intensive and immersive course, a useful space where to find all basic information, as well as an occasion to be presented with all the services and tools of the programme. This year two Academies took place, respectively in Iceland and in the United Kingdom.

The Academy in Iceland took place in March and focused on intercultural competence for social workers, municipal officials, police officers and social service staff. Over an entire week, sessions were held in Reykjavik, Akureyri and Reyðarfjörður, with participants from remote locations via video link.

On 8-9 of October it was the turn of the seven UK cities (Bradford, Calderdale, Kirklees, Leeds, London-Lewisham, Manchester and Swansea) to gather together in Bradford as part of the first UK Academy on Intercultural Integration.



Structured around a series of participatory workshops on topics previously selected from the cities, participants got training on intercultural messaging, the anti-rumours methodology, and intercultural competence for civil servants. A special focus was also devoted to the Community-based Results Accountability methodology and on how to apply intercultural principles to the design of public spaces and to leverage cultural heritage. A final discussion on the importance of having an intercultural strategy was also held.

Participating municipalities have not only reported that the event has contributed to develop their understanding of the intercultural approach to policies and practice, but they have also decided, as a result of the exchanges held during the two days, to establish a National UK Intercultural cities network. Some of the cities have also already started cooperating around key themes like the anti-rumours strategy. The report of the UK Intercultural integration academy is available [online](#).

## ANNUAL MEETING OF THE ICC COORDINATORS



Cities that are member of the international Intercultural Cities network hold coordination meetings once per year to take stock of achievements, put forward new challenges, and prepare the next programme of work with a view to further develop both the intercultural cities' network and the intercultural integration policy model.

This year meeting was hosted by Odessa, Ukraine, on 25-26 September. The programme included, for the first time, a “systemic design” session on strengthening the ICC Programme and Network. In fact, the Intercultural Cities

network has grown from 11 to over 130 members in 11 years, encompassing a broader range of countries and national integration models. The ICC programme has also expanded the set of issues it covers, with an increasing focus on human rights, equality and inclusion. Systemic design is an emerging methodology for assessing the role of different elements and processes in complex systems, their interaction, weaknesses and strengths. After a welcoming speech by the Mayor of Odessa, and an information session by the ICC team to share the outcomes of the 2019 programme of activities, the systemic design methodology has been used to review in-depth the modus operandi of the ICC programme so that it corresponds better to the expectations of member cities, their capacity to implement the commitments undertaken when joining the programme, and enhance the take-up of methodologies and tools proposed by ICC. A set of very interesting proposals regarding methodology, tools, and thematic support has been made. A full meeting report is available [online](#).

## EXPERT VISITS

Expert visits are organised to assess the level of progress of member cities in the implementation of their intercultural strategies, and to confirm Index results. Eight ICC Experts' visits took place to Bradford, Kirklees, Manchester (UK), Dudelange (Luxembourg), Izhevsk (Russian Federation), Kepez (Turkey), Montreal (Canada), and Oeiras (Portugal).

The intercultural profiles of the visited cities are published [online](#).



## INFORMATION SESSIONS AND PUBLIC PRESENTATIONS

The ICC programme has organised a number of information sessions and attended a few events where the intercultural integration model has been presented with a view to promote the application of an “intercultural lens” to public policies in the field of inclusion. The most important are detailed below.

- **Seminar on “Migration and inclusion in the European Union”, Valencia (Spain), 25-26 February**

The Seminar was organised by the Department of Equality and Inclusive Policies of the Valencia regional government, in collaboration with Interact, the Valencia Federation of Municipalities and Provinces, the University of Valencia and Europe Direct Comunitat Valenciana. It aimed at analysing migration and inclusion policies in the European Union with a focus on regional and municipal experiences. Participants were academic experts, political leaders from different levels of government, project officers of European programmes, representatives of European regions and cities, and representatives of civil society.

The ICC programme was presented, including some practical examples of city policies, and insights on the methodological approach used by the ICC programme, its tools and guidance for local authorities. Participants also got a more detailed presentation of the RECI – the Spanish Network of Intercultural Cities – as well as of the ICC anti-rumour strategy, now implemented by a constantly growing number of cities in Spain and internationally based on both the Council of Europe Handbook, and the support of Anti-rumours Global.

➤ **The role of education in supporting refugees’ integration – Strasbourg (France), 1st March**



The role of education in supporting the integration of refugees in their host societies was the topic of a roundtable organised by the Council of Europe, United Nations High Commissioner for Refugees (UNHCR) and the Intercultural City of Strasbourg on 1 March at the Strasbourg City Hall (Hôtel de Ville). Organised in the context of the European Qualifications Passport for Refugees (EQPR), the roundtable was followed by an award

ceremony, where refugees who had their qualifications assessed during an evaluation session organised in Strasbourg, received their EQPRs.

Representatives from the Universities of Strasbourg, Cagliari and Clermont-Ferrand, the Intercultural City of Bergen and the Greek NGO “Solidarity Now” shared their experiences and lessons learned supporting the integration of refugees into the academic environment and the local economy.

➤ **ICC – UNHCR Information meetings for Latvian and Estonian authorities – Riga (Latvia) and Tartu (Estonia), 22-23 May**

Information meetings were held in Riga on 22 May and Tartu on 23 May to inform Mayors and other city officials in Latvia and Estonia about the Intercultural cities programme.

The meetings offered an opportunity to discuss the potential benefits that the ICC programme can bring to the cities in the two Baltic countries, by offering effective policy solutions for migrant and refugee inclusion and diversity management.



➤ **ICC information meeting for Québec region – Montreal (Canada), 15 May**



On the occasion of the ICC Experts' visit to Montréal the ICC Delegation and the University of Montreal held an information meeting to present the Intercultural Cities Programme to the Union of Municipalities of Quebec (UMQ). The meeting brought together around thirty participants representing Quebec's local authorities and academia.

The meeting started with presentations of the activities implemented by the Network of municipalities of Quebec on

immigration and intercultural relations (RÉMIRI) and the Research Laboratory on intercultural relations (LABRRI) of the University of Montreal. It then focussed on the ICC tools to address migration and intercultural relations, political communication in the era of super-diversity, and dynamics between cities and governments for promoting multi-level cooperation through the ICC Policy Lab for inclusive integration. A round table on the functioning of ICC national networks closed the meeting. A full report is available [online](#).

➤ **ICC Panel at the Metropolis International conference – Ottawa (Canada), 27 June**

The ICC programme held a panel in a workshop on “Welcoming communities”, organised during the Metropolis International Conference that took place in June. Welcoming communities has emerged as an important subject matter in an era of growing, global, anti-immigrant sentiments in recent years. The workshop aimed to present international approaches, taken by various levels of government, to mobilise stakeholders at the community-level, with the objective to increase the reception, integration and retention of newcomers. The ICC team, accompanied by Ms Carla Calado (Independent expert and coordinator of the Portuguese network of Intercultural Cities), presented the ICC programme with a focus on the Policy Lab initiative to promote multi-level cooperation in the field of migrant and refugee integration.



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Among the main conclusions, participants retained that integration policies should not consider refugees as victims, but as potential leaders: the world needs their skills and resilience and we must find ways to recognise and take advantage of these skills. Regarding the economic impact of migration the main conclusion was that migrants are an asset to economies: they fill in gaps in both high skilled and low skilled jobs. Many migrants are entrepreneurs and start businesses and create jobs for other people. However, they still have a lower quality of life, earn less than locals, especially migrant women. In order to attract, respect and retain migrants and foster their talents policies should:

- Concern the whole family and facilitate family reunification;
- Recognise migrants' skills;
- Foster inclusive education;

- Create inclusive work environments and promote general awareness on the benefits of inclusion;
- Fill in the knowledge gap with more data on the positive impact of migration.

The role of non-governmental actors should be reinforced and better articulated in respect of government actions.

Interestingly enough, some of the co-panellists presented studies showing a direct link between the increased wellbeing and GDP of local population and well-integrated small groups of migrants in urban environments. This is mainly due to the increase of diverse food and cultural activities options, and housing prices. Nevertheless, when integration policies pursue full assimilation, the well-being (and even happiness and satisfaction levels) drop, what seems to confirm the value of the intercultural integration approach that states that “sameness” does not harness the positive potential of diversity.

In conclusion, a “welcoming community” is the one that values and acknowledge their residents and the diversity newcomers bring in. This means policies must be intentional in receiving and preparing to open to newcomers, including by building counter-narratives that break down stereotypes, training civil servants and staff of relevant organisations, prepare mediators and properly inform anyone about the opportunities for participation.

➤ **International Summit on Intercity Collaboration – Hamamatsu (Japan), 23-25 October**



Organised by the city of Hamamatsu (Japan), in cooperation with the Intercultural Cities programme and in partnership with UCLG (Asia Pacific) and the Japan Foundation, the Hamamatsu International Summit on Intercity Collaboration was meant to gather guest mayors from many countries including Pakistan, Nepal, Malaysia, Indonesia and the Philippines as well as many Japanese cities and NGOs, to discuss ways and

means to strengthen their collaboration on matters of common interest, including migration and integration. The ICC representation at the event comprised Mr Phil Wood, independent expert, along with mayors and officials from Botkyrka (Sweden) and Ballarat (Australia). Their participation was expressed in two plenary sessions (both moderated by Prof Keizo Yamawaki) entitled “Community building that makes use of diversity advantage” and “Interculturalism” (which also involved Mr Yasutomo Suzuki, Mayor of Hamamatsu, as commentator).

The two sessions in which ICC participated conveyed a clear message, particularly through practical examples from Botkyrka, Ballarat, Hamamatsu and Kirklees (the latter through Mr Wood’s participation). Ballarat elaborated its approach with reference to several examples. Firstly the Intercultural Ambassadors Programme, which provides opportunities for people from diverse backgrounds to influence public life. Secondly the Intercultural Employment Pathways Programme which improves career outcomes for migrants and refugees. Thirdly the Reconciliation Action Plan, acknowledging the place of Aboriginal peoples in the community, and finally a raft of events including the Intercultural Gala Dinner and the Language Café.

Botkyrka’s presentations spoke of the municipality’s journey from being a place considered disadvantaged by its diversity, to one in which it has become a strength. Mayor Ostlin gave a very personal account of how her own journey of coming to terms with multiple identities mirrored that

of the district as a whole. Botkyrka also presented its method of turning words into action through its six keys for intercultural integration.

In his presentation about Kirklees, Mr Wood addressed the problem of rising segregation, common to many parts of the UK and described two projects which are effectively counteracting it. First The Linking Network which pairs mono-ethnic schools in order for pupils (and their parents) to build relationships with people of another background. It is particularly good at providing teachers with advice and resources for tackling difficult conversations about identity. Secondly the Great Get Together, an annual event to encourage strangers and neighbours to meet, which has grown directly out of the shock and sympathy in the wake of the assassination of local MP Jo Cox. Whilst starting locally, it has now spread nationwide and over six thousand individual events were held in 2019.

Mayor Suzuki devoted his presentation to the Hamamatsu's priorities of education and the labour market. As previous ICC visits to Japan have testified, Japan has sought over many years to limit foreign migration in numbers and duration through a narrow guest worker policy. In many cities the citizenship rights of foreigners have been severely constrained, whilst protection from discrimination has been narrowly enforced. In contrast Hamamatsu has sought to encourage foreigners to feel more welcome and engaged in society. Hamamatsu has also sought to extend its network of international contact through offering employment opportunities for foreign students, including several places in the municipality itself.

A recent change in national policy has seen the introduction of a new Immigration Law which will significantly increase the number of low skilled and manual workers allowed to enter from other parts of east Asia and beyond. Japan expects to accept up to 345,150 foreign workers in five years.

Hamamatsu hopes to be well placed to ensure its major employers and small and medium enterprises benefit from this, and that the new arrivals are well integrated into the city.

➤ **First meeting of the pool of trainers/facilitators for capacity building and countering discrimination and hate crimes against Roma and Traveller communities for law enforcement authorities – Strasbourg, 16 October**

Within the framework of the Council of Europe Thematic Action Plan on the Inclusion of Roma and Travellers comprehensive training programmes for legal professionals on non-discrimination with a focus on vulnerable groups, including Roma and Travellers, has been devised and implemented. In this context, the ICC team was invited to speak at the first meeting of the pool of trainers who will be in charge of building capacity of law enforcement authorities in the field of countering discrimination and hate crimes.

The general aim of the meeting was to increase participants' knowledge about the existing the existing European educational, methodological and training resources for law enforcement authorities with the view, among other things, to identify training gaps and propose new training modules. At the meeting, the ICC team gave a deep overview of community policing as a policing strategy that is particularly effective in diverse societies as it develops an approach to surveillance and prevention based on ties and mutual trust, by engaging citizens in defining community-based and public space safety solutions.

## **MAIN REGIONAL AND LOCAL EVENTS**

The ICC programme supports or contribute to the organisation of events at regional and local levels, provided they benefit the whole ICC community, either by testing new methodologies or approaches, or by gathering knowledge that can be transferred to other contexts.

### ➤ **Launch of the Intercultural Regions Network – Brussels, 5 November**

European regions gathered at the Delegation of the Government of Catalonia to the European Union in Brussels to launch the Intercultural Regions Network, an initiative presented on 5 November with the participation of representatives of twelve regions from Spain, Sweden, Austria, Belgium, UK and Italy. It has the support of the Assembly of European Regions and benefits from the methodological assistance of the Council of Europe's Intercultural cities programme.



The new network will bring together the European regions that manage coexistence according to the principles of interculturality, and are based on equal opportunities, the recognition of diversity and the promotion of interaction between people from different origins. After the presentation of the declaration of principles of the Intercultural Regions Network, a round table to discuss and adopt the Intercultural Regions principles document took place, as well as the discussion of the objectives, timeline and activities of the future network.

### ➤ **Diversity Advantage Challenge – Madrid (Spain), 30 September**



The Diversity Advantage Challenge is a contest for initiatives demonstrating how it is possible to harness cultural diversity to the benefit of businesses, organisations and communities. The Challenge not only recognises the successful involvement of people of different cultural (ethnic, religious, linguistic) backgrounds in the design of innovative products, services,

policies, projects and initiatives, but demonstrates that the positive results are due to diversity. Following the first international diversity advantage challenge organised by the Council of Europe in 2015, the Spanish Network of Intercultural Cities (RECI) took over the initiative and organised a first Challenge in 2016 and a second one in 2019 with the aim of clarifying the concept of diversity advantage through concrete examples.

The RECI team pre-selected 8 initiatives from the 26 applications received during the first months of 2019. In March, during a second round of deliberations made by the member cities, the pre-selected initiatives went down to 4 finalists or 'winners': A-Porta (CONFAVC), Purpurina (Arpa Autismo Rioja), Empathy Site (La Salle Bilbao), Gourmet Anauco. The four projects have been able to demonstrate how the results obtained have incorporated these intercultural principles and how the results have been achieved thanks to diversity. In other words, they have been able to translate complexities into opportunities. A full description of the initiatives that were awarded this year is available [online](#). A video (in Spanish only) is published on [RECI Youtube Channel](#).

➤ **Capacity Building event for Stakeholders in Milan: Migrants and the Labour Market, The Challenge of Labour Integration in Italy – Milan (Italy), 8 October**

Organised by ICEI - the coordinator of the Italian Network of Intercultural Cities – within the Project MILE and in collaboration with the Municipality of Milan, the capacity building event “Migrants and the Labour Market, The Challenge of Labour Integration in Italy” gathered some of the most active stakeholders involved in migrants’ integration processes in Milan’s metropolitan area. Participants got acquainted with the conclusions of the research conducted by MILE partners on employers’ needs and barriers when hiring third country nationals, exchanged information, and carried out some networking with the view of promoting strategies to help communities, societies and all actors involved, to manage diversity positively and realise the diversity advantage through both a social and economic lens.

MILE, Migrants Integration in the Labour Market in Europe, is a European Project funded by the Asylum, Migration and Integration Fund. MILE is present in 5 cities in 4 different European countries and it aims at developing, implement and mainstream an effective model of integrated services for the integration of Third-Country Nationals into the labour market.

### THE ANTI-RUMOUR METHODOLOGY



Successful integration strategies require changes in the mind-set, attitudes and behaviour of both migrants and receiving communities. The difficulty of gaining access to reliable information or grasp the real impact (both negative and positive) of migration on communities is a major obstacle in achieving this goal, and people often tend to form their views on the basis of “myths” or stereotypes. The “[Anti-rumour methodology](#)” has been developed to counter diversity-related prejudices and rumours that hamper positive interaction lay the foundations of discriminatory and racist attitudes. Standardised through the publication of a Handbook, the methodology is being now applied by a growing number of cities. The Anti-rumours handbook is now available in English, French, Italian, Spanish and Portuguese, and the ICC programme continues to support a number of events and piloting activities, mainly developed by the Spanish Network of Intercultural Cities (RECI) and Anti-Rumours Global. The methodology is also proposed to cities receiving the Intercultural Integration Academy. An Index to measure progress in the anti-rumours goal and an “Escape Rumours” game are also being developed.

➤ **Fourth Youth Anti-rumours Encounter – Madrid (Spain), 5-8 September**

The Fourth Youth Anti-rumours Encounter gathered 47 young people aged 14 to 18 from the Spanish cities of Barakaldo, Bilbao, Getxo, Pamplona and Tenerife. The event took the form of a three-day programme whose main objective was to reinforce the link and relationship between the youth and the Anti-rumours Strategies implemented in their own cities. Involving young people in the implementation of AR Strategies is in fact a way to reinforce youth active participation in building cohesive societies. As in the previous editions, the event aimed to:

- Facilitate the generation of a participative and active network of young people involved in the anti-rumours networks in their hometowns.
- Promote the generation of spaces for meeting and exchange of experiences for the eradication of rumours.
- Strengthen the visibility of the antirumours methodology inside and outside the territory.

This year, the goal was pursued in a more creative way, by proposing the participants to co-create a methodology for developing escape rooms and break out games to break rumours. The report of the meeting will be online in 2020.



## NEW TOOLS AND METHODOLOGIES

### ➤ Training to the Day of Dialogue methodology – Erlangen (Germany), 4 April

ICC coordinators got a presentation of the Day of Dialogue methodology at their annual meeting in 2018. This methodology helps creating a safe space for intercultural dialogue, in which all participants can share their perspective and experiences on a specific issue, with a trained dialogue facilitator present, as a preventative measure for future conflict. It promotes critical thinking in an empathic manner, developing



participant's ability to speak with each other through the acknowledgement of their individual underlying assumptions. It is also a means of establishing connections between members of civil society belonging to different cultures and sub-cultures, as well as non-formal communication between these and government officials. The method by which the dialogues are carried out is known as the 'Appreciative Inquiry Method', in which topics are discussed through a positive lens centring on what has been successful in the past and seeing how this can be used in the future. Participants are asked not to take a stand, but rather share their experiences in relation to the topic and discover common ground through active listening and in-depth questions. This methodology has

been developed in Rotterdam (The Netherlands) and it has been so far very effective with 60% of the participants saying that they have changed their mind about the thematic of the dialogue and 80% affirming that, through the initiative, they have met residents to whom they had never spoken before.

This year, the city of Erlangen has kindly hosted a training for ICC coordinators wishing to learn how to apply the seven basic principles of the methodology which also represent the foundation for defining the topics of the discussion, the attitude of the participants and dialogue facilitators, and the rulebook for the dialogue. More information on the methodology is available [online](#).

➤ **Working group on smart indicators for community cohesion actions – Lublin (Poland), 11-12 June**



As part of their commitment to make diverse societies thrive, the cities member of the Intercultural Cities network are setting in place conditions and opportunities for positive, constructive and productive intercultural interaction. For this reason, they invest considerable resources into various activities (festivals, community dinners, urban gardens, etc.) that bring together

residents of diverse cultural backgrounds with a view to create trust and social cohesion. At the same time cities lack systems and resources to measure the impact of these activities in a sustainable and cost-efficient way. To answer this challenge the ICC programme organised a brainstorming session to bring together innovative experts with the aim of exploring how the impact of intercultural integration policies could be measured, and identifying data collection and analysis tools that can be used to track the effects of intercultural activities on individuals' attitudes quickly, cheaply and in an unobtrusive way (not via surveys etc.).

The brainstorming led to the idea of developing a community cohesion “barometer”: while hard data - demographic, employment, education levels etc. is relatively well available, soft data on attitudes, beliefs, or segregation is rarer and less reliable. A community cohesion barometer should be based on indicators and data sources that allow to measure on the one hand the immediate impact of contact activities, and on the other hand the evolution of intercultural perceptions, attitudes and relations in a global and continuous way.

The group agreed on the steps to follow for putting this idea into practice in the next years, provided additional funding is gathered to develop the IT tools that the barometer would need to be able to collect meaningful data. The meeting report is available [online](#).

➤ **Intercultural Citizenship test**

Since 2018 the ICC programme is developing an Intercultural Citizenship Test with the aim to allow citizens to self-assess their knowledge and awareness on human rights, their intercultural competences, perception of diversity as an advantage, as well as their willingness to act in an intercultural way. The test is intended to be both an educational and a political tool – raising awareness among citizens, professionals and politicians of the need to define (urban) citizenship in a pluralistic and inclusive way. Unlike the national citizenship tests which are meant for foreign

residents, the Intercultural citizenship test allows any member of the local community to self-assess their skills and readiness to behave as an active citizen in a diverse society.

In the past two years a pilot version of the Intercultural Citizenship Test has been piloted by the cities of Reggio Emilia and Cagliari (Italy), Strasbourg (France), Quebec City (Canada), Donostia/San Sebastian and Logroño (Spain), Lutsk, Melitopol, Odessa, Pavlograd, Sumy and Vinnytsia (Ukraine). Besides, the test has been also piloted at the Council of Europe (internally), in Japan, and at the coordination meeting of the Italian network of Intercultural cities.

Based on the piloting phase, work continued in 2019 to develop interactive feedbacks, a guide for moderators, and a customised platform that will host the test online. The final version of the Intercultural citizenship test should be published in the first half of 2020.

### ➤ **Publication of the new ICC Index to measure Policy effectiveness**

Cities participating in the Intercultural Cities Network receive, among other services, an expert review of their diversity inclusion policies. The analysis is based on the ICC Index, a bench-learning tool evaluated as being consistent and highly effective by the Migration Policy Group in a Study released in January 2018. Yet, the ICC network has exponentially grown in recent years, gathering more and more cities that are testing and implementing different policy approaches whose results needs to be better assessed, disseminated and exploited. To this end, in 2018 the ICC Index underwent a technical review to make it even more relevant to the work of the cities enabling, among others, better comparison of results.

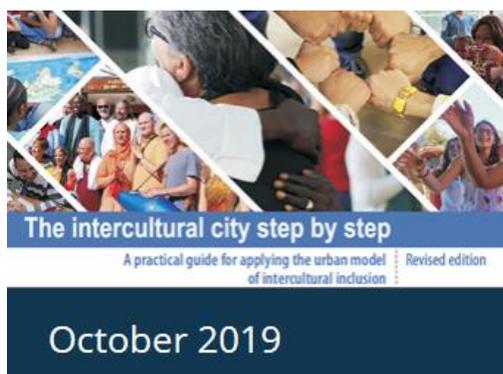


The [new Index questionnaire](#) has been published in January 2019 and it is more easy-to-read and to understand thanks to the addition of short concrete examples that illustrate the actions required for a policy to be intercultural. Moreover, it keeps comparison between the revised database and previous versions while introducing smaller sampling scales to enable cities to compare own results with the most similar realities. The core index of 10 policies areas remained intact, but two optional areas for evaluating policies in the fields of "Participation" and "Interaction" have been added for cities that are working on it. A short [methodological guide](#) has also been published to help respondents understand how to use the Index not only as a reporting/monitoring tool, but as a discussion starter between different units within the city services, something that is pivotal to cut the silos within the administration. The Index is also available in Spanish and Italian.

Eight cities replied to questions related to the two new policy areas this year. The feedback so far received is extremely positive, both in terms of understanding the exercise and using the tool.

## **VISIBILITY AND AWARENESS**

ICC communication strategy is implemented since 2017 and it includes [visibility guidelines](#) for participating cities, and tools for better digital communication and storytelling. In this framework, a total of 68 news and 89 city's new [good practices](#) were edited and uploaded on the ICC website.



The **newsletter** has been issued five times over the year (every two months except on summer break), and a new national newsletter has been launched by the Spanish Network of Intercultural Cities. Besides, ICC activities were portrayed three times on the Committee of Ministers “week in brief” information page, 5 times as highlights on Council of Europe main webpage, and regular contributions were made to the newsletters of the Council of Europe Special Representative for Migration. Moreover, ICC activities were mentioned at least six times in local or national TVs and newspapers in

Spain, USA, and Ukraine. Regarding social media, the number of followers on [Twitter](#) and [Facebook](#) continued to increase, with respectively a total of 3.285 (+353) and 5.754 (+667) followers.

In terms of publications this year was particularly productive, with a number of new tools including:

- A new edition of the [ICC information brochure](#) (available in English, French and Spanish; an Italian version will be issued in 2020)
- A fully updated [Step-by-step guide](#) for applying the urban model of intercultural inclusion (available in English and French; a Portuguese version will be issued in 2020)
- The [ICC manual on intercultural community policing](#) (available in English and French; versions in Spanish, Italian and Ukrainian will be released in 2020)
- A resource pack on “[How to shape a Participatory process to map Shared Cultural Heritage](#)”, released in English, Croatian, Portuguese, Spanish and Italian
- Additional language versions of the [ICC-IOM online course](#) on including migrants in emergency management (notably Italian and Spanish)
- The [Portuguese edition](#) of the Anti-rumours Handbook

It should also be noticed that in 2019 the ICC programme introduced the use of gender-neutral French for its publications.

Besides, the ICC programme developed [didactic videos](#) (available in long – 20 minutes –, and short – 5 minutes, versions) on “What interculturalism is about?”, “Migrant entrepreneurship”, “Refugees and diverse societies”.

Finally, the ICC programme organised special publications for a few international days, namely: [21 March, Elimination of racial discrimination](#) and the [World Refugee Day on 20 June](#). Many cities of the network additionally organised powerful information and awareness raising campaigns for the International Migrants Day on 18 December.

**#ICCCities / @ICCCities**

## APPENDIX I – MAIN DOCUMENTS RELEASED IN 2019

### POLICY BRIEFS

- [10 criteria for effective alternative narratives on diversity, by Dani de Torres](#) (December 2019)
- [Urban citizenship and undocumented migration](#) (February 2019)

### THEMATIC PAPERS AND MEETING REPORTS

- [Intercultural Cities Manual on Community Policing](#) (March 2019)
- [“Fighting discrimination and hate speech: is interculturalism the solution?”](#) (July 2019)
- [Inspirational initiatives that reflect diversity advantage](#) (November 2019)
- [Working group on smart indicators for community cohesion actions](#) (June 2019)
- [Meeting report of the 3<sup>rd</sup> Policy Lab for Inclusive Integration](#) (May 2019)
- [Meeting report of the 4<sup>th</sup> Policy Lab for Inclusive Integration](#) (November 2019)
- [Report of the UK Intercultural integration academy](#) (October 2019)
- [Report of the annual meeting of ICC coordinators](#) (September 2019)
- [ICC information meeting for Quebec region](#) (June 2019)
- [ICC Index methodological guide](#) (January 2019)

### PUBLICATIONS AND GUIDANCE

- [ICC information brochure](#)
- [Step-by-step guide](#)
- [ICC manual on intercultural community policing](#)
- [How to shape a Participatory process to map Shared Cultural Heritage](#)
- [ICC-IOM online course](#) on including migrants in emergency management

### REPORTS FROM THE NATIONAL NETWORKS

#### Australia

- [Australasian Intercultural Cities Workshop - Meeting report - Melton, 23 January](#)

#### Italy (Città del dialogo)

- [Coordination meeting – Olbia, 10-11 April](#)

#### Morocco (ICC-Maroc)

- [Action Plan 2019-2020 of the Moroccan network of Intercultural Cities](#) (only French)

#### Spain (RECI)

- RECI - [17th Working Session – Santa Coloma de Gramenet, 27 November 2019 \(Spanish version\)](#)
- RECI - [16th Working Session - Madrid, 10-11 April 2019 \(Spanish version\)](#)

#### Portugal (RPCI)

- [11th Portuguese Intercultural Cities Network Meeting](#) - Report (Braga, 17 May 2019)

#### United Kingdom (ICC-UK)

- [Report of the UK Intercultural Integration Academy October 2019](#)

