

RESULTS OF THE INTERCULTURAL CITIES INDEX



Santa Coloma

April, 2018



Intercultural cities
Building the future on diversity

www.coe.int/interculturalcities



RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 94 cities¹

Introduction

The Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural City Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

As of today 94 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), Auckland (*New Zealand*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Cascais (*Portugal*), Castellón (*Spain*), Castelvetro (*Italy*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian² (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forlì (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamamatsu (*Japan*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Russian Federation*), Klaksvík (*Faroe Islands*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi

¹ This report is based on data contained at the Intercultural Cities INDEX database at the time of writing. The INDEX graphs may include a greater number of cities, reflecting the growing interest in this instrument.

² The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

(Italy), Logroño (Spain), Lublin (Poland), Lutsk (Ukraine), Maribyrnong (Australia), Melitopol (Ukraine), Melton (Australia), Mexico City (Mexico), Montreal (Canada), Munich (Germany), the canton of Neuchâtel (Switzerland), Neukölln (Berlin, Germany), Novellara (Italy), Odessa (Ukraine), Offenburg (Germany), Olbia (Italy), Oslo (Norway), the district of Osmangazi in the province of Bursa (Turkey), Parla (Spain), Patras (Greece), Pavlograd (Ukraine), Pécs (Hungary), Pryluky (Ukraine), Reggio Emilia (Italy), Reykjavik (Iceland), Rijeka (Croatia), Rotterdam (the Netherlands), Sabadell (Spain), San Giuliano Terme (Italy), Santa Coloma (Spain), Santa Maria da Feira (Portugal), Unione dei Comuni-Savignano sul Rubicone³ (Italy), Sechenkivsky (District of Kyiv, Ukraine), Senigallia (Italy), Stavanger (Norway), Strasbourg (France), Subotica (Serbia), Sumy (Ukraine), Swansea (United Kingdom), Tenerife (Spain), Tilburg (The Netherlands), Turin (Italy), Turnhout (Belgium), Unione Terre dei Castelli⁴ (Italy), Valletta (Malta), Västerås (Sweden), Ville de Paris (France), Vinnitsa (Ukraine), Viseu (Portugal) and Zurich (Switzerland).

Among these cities, 50 (including Santa Coloma) have less than 200,000 inhabitants and 41 (including Santa Coloma) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Santa Coloma (Spain)** in 2018 and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

The intercultural city has people with different nationality, origin, language or religion/ belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

³ The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

⁴ Former Castelvetro di Modena.

METHODOLOGY



The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

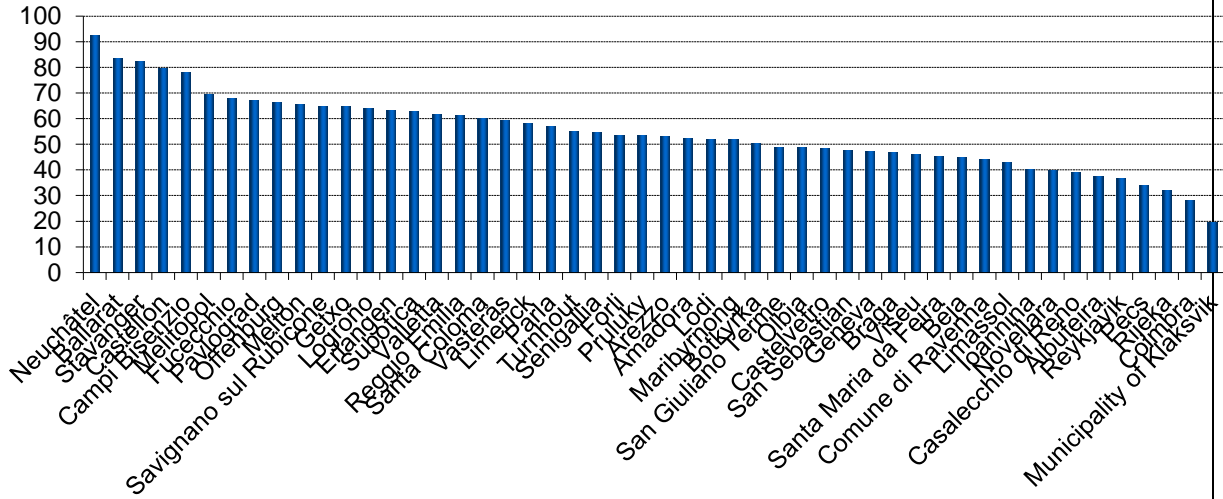
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended only as a tool for benchmarking, to motivate cities to learn from good practice.

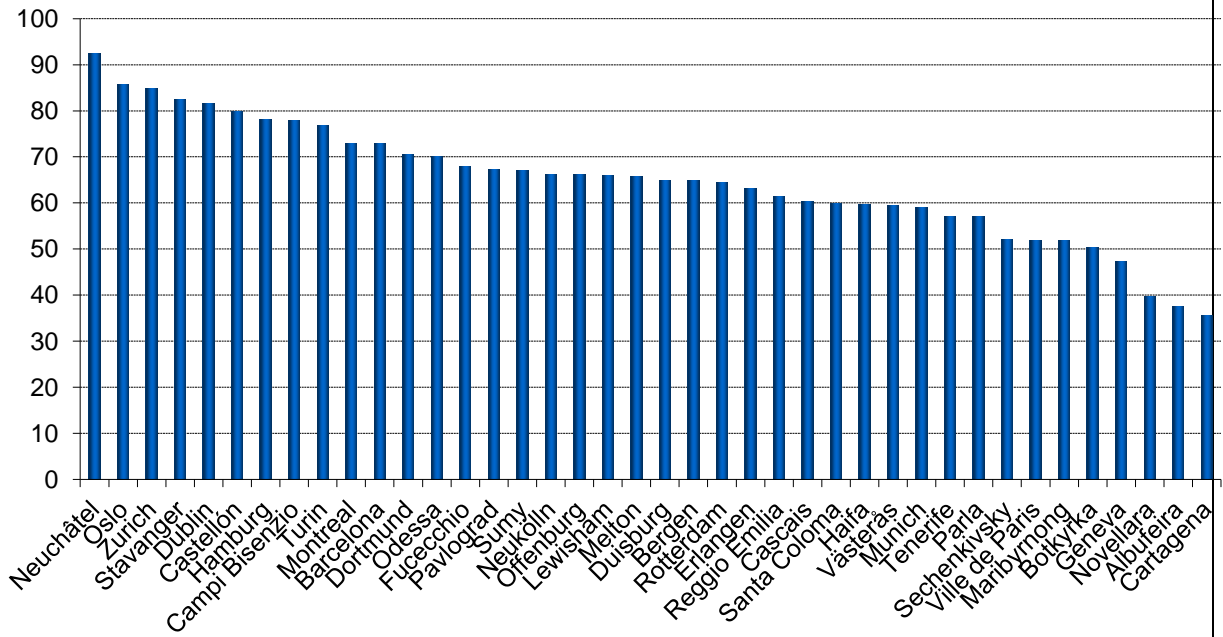
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (above or below 200,000 inhabitants) and the percentage of foreign-born residents (higher or lower than 15 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

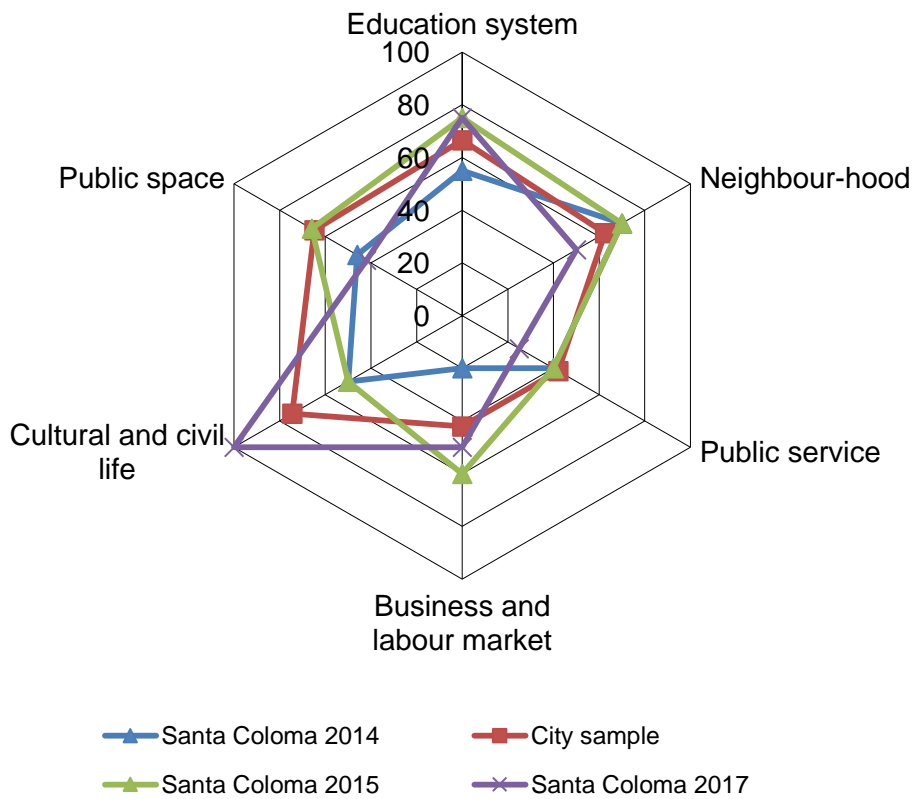
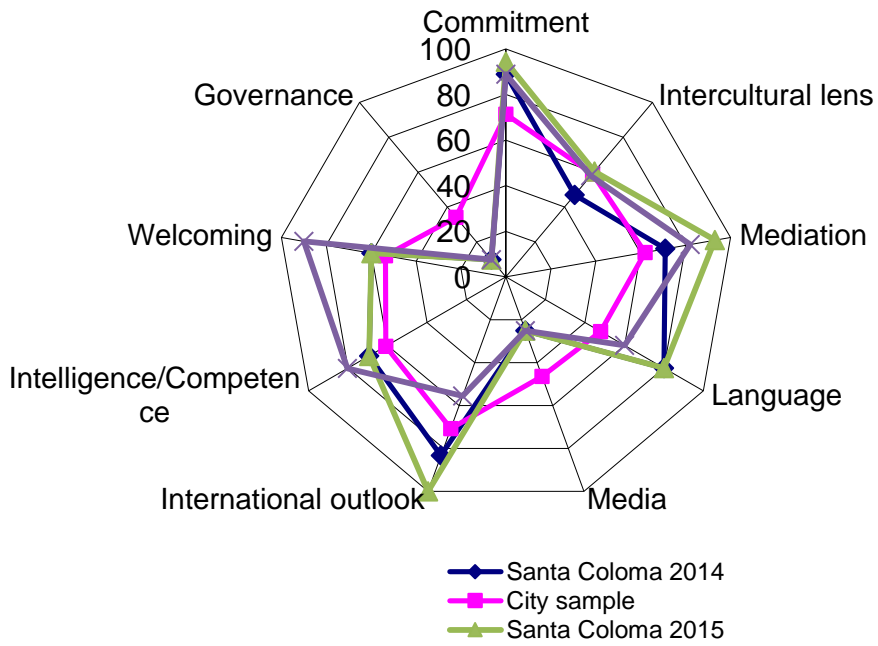
According to the overall index results, Santa Coloma has been positioned **43rd** among the 94 cities in the sample, with an aggregate intercultural city index of **60%**, the same result obtained by Lisbon and Cascais in Portugal, and just after Reggio Emilia, Italy (61%). Santa Coloma has been ranked **19th** among cities with less than 200,000 inhabitants and **29th** among cities with more than 15% of foreign-born residents.

Intercultural City Index (ICC) - City sample (inhabitants < 200'000)



Intercultural City Index (ICC) - City sample (non-nationals/foreign borns > 15%)





Santa Coloma– An overview

Santa Coloma de Gramene is located in the north eastern region of Spain. The city is a northern industrial suburb of Barcelona and produces metallurgical goods, textiles, chemicals, bicycles, and paper.

In 2017 its estimated population was 117.153 inhabitants. Santa Coloma has a foreign population of 19,13% of the total population. The percentage of foreign-born nationals resident in the city is 23.7%. Finally, the percentage of second or third generation is unknown to date.

Spanish people are the majority ethnic group in the city representing 80,87 % of the total population. There are no minority groups representing more than 5% of the overall population. However, census data suggests that the largest minority ethnic groups in Santa Coloma are: Chinese – 1635 people (3.96% of Santa Coloma's population), Moroccan - 3882 (3.31%), Pakistani - 2159 (1.84%), Bangladeshi – 1,944 (0.8%), Indians - 1151 (0,98), Ecuadorians - 1069 (0.91), Republican Dominicans - 847 (0.72%), Bolivians - 729 (0.62), Brazilians and Romanians (0.49%).

The GDP per capita in Santa Coloma is 11.000€.

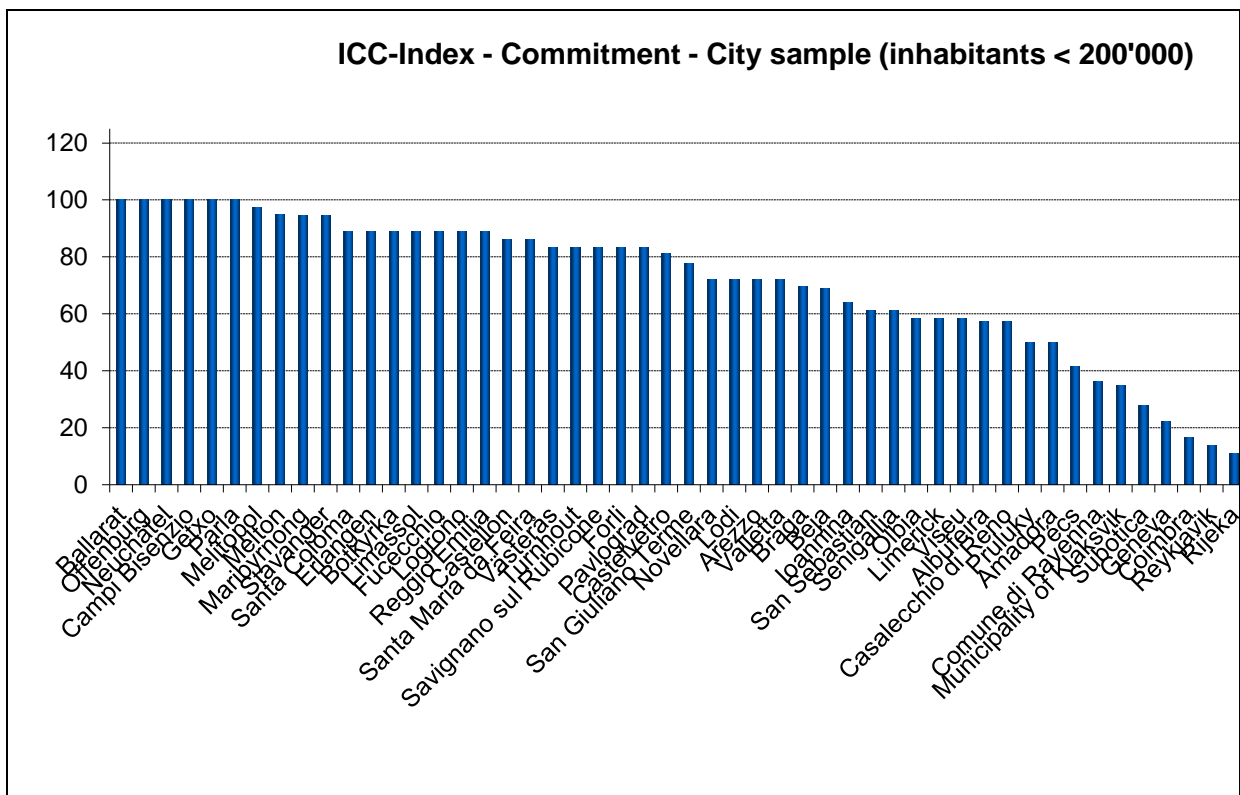
The city has a department with leading responsibility for intercultural integration, namely the Service dealing with Social Cohesion.

Finally, only European Union citizens can be employed in the public administration.

COMMITMENT



The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.



- Defending values and democratic practices
- Promoting social cohesion in the city as the only source of quality of life
- Promoting interaction, exchange and sense of belonging to a common society
- Promoting the City Agreement for coexistence among all political and social agents

The strategic lines of the Plan are:

- Rights, Participation, Solidarity and Awareness
- Welcoming, Information and Orientation
- Education
- Urbanism and Housing
- Economy and Labor
- Social Services and Health
- Immigration and Gender

The city mentioned that it also assigned a budget and an evaluation plan to the process. There is also a dedicated body responsible for the intercultural strategy: the Coexistence Service, specifically the Area of Education, Social Rights, Children, Youth and Sports.

Recommendations:

Santa Coloma might wish to further affirm its commitment by honouring residents or organisations that are doing exceptional things to encourage interculturalism. Such rewards have been positively carried out, for example, across Portugal.

For instance the Intercultural City of Cascais has set a Municipal Merit Award, whereas Santa Maria da Feira promotes the Awards Solidarity, which aims to honour organisations or institutions which, by their actions, innovations and good practices, contribute to the promotion of cohesion and social development of the municipality.

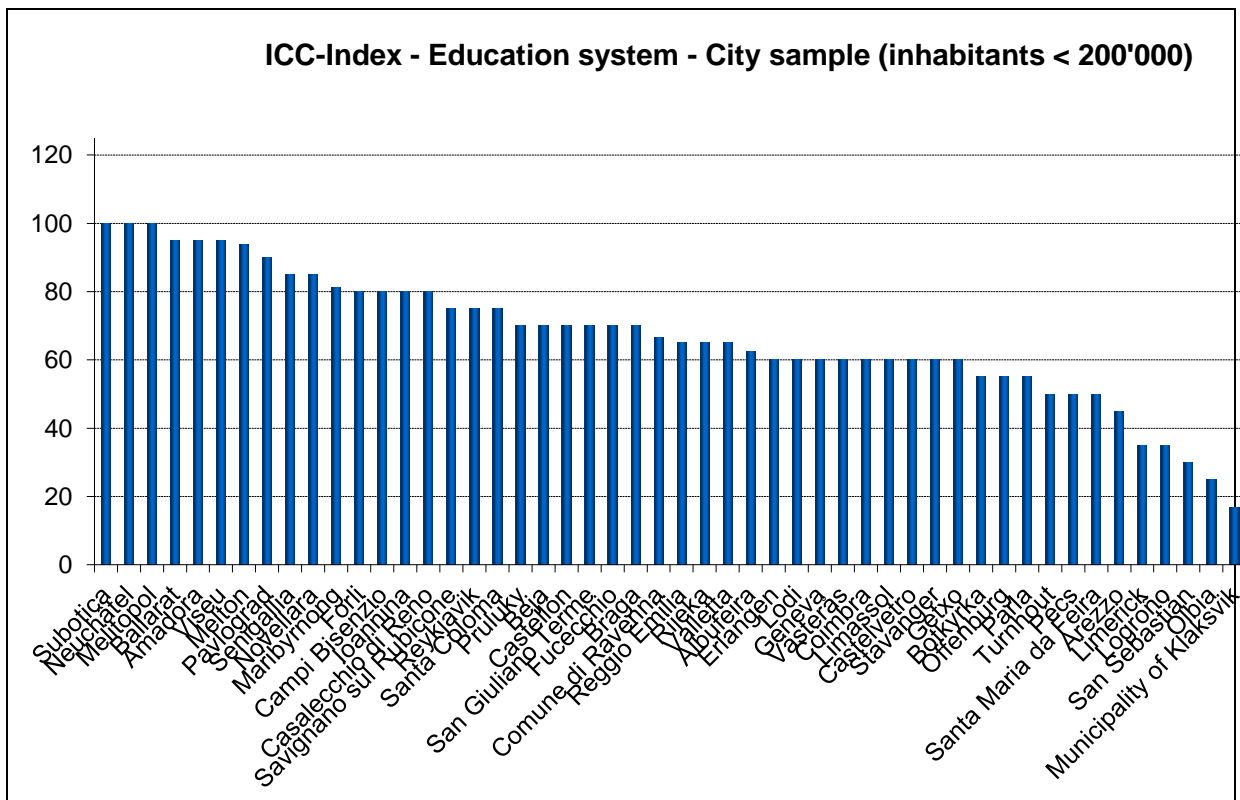
Another example is the Neuchâtel State Council, where, since 1995, an annual award (Salut l'étranger-ère!) is given to a group or an individual who, through a work, a performance, an act or even a word or an attitude, has made an outstanding contribution to raising awareness of the need for inter-ethnic and inter-religious dialogue in order to promote respect for others and cultural diversity; promoting tolerance; rejecting any exclusion based on ethnicity, religion or nationality.

EDUCATION

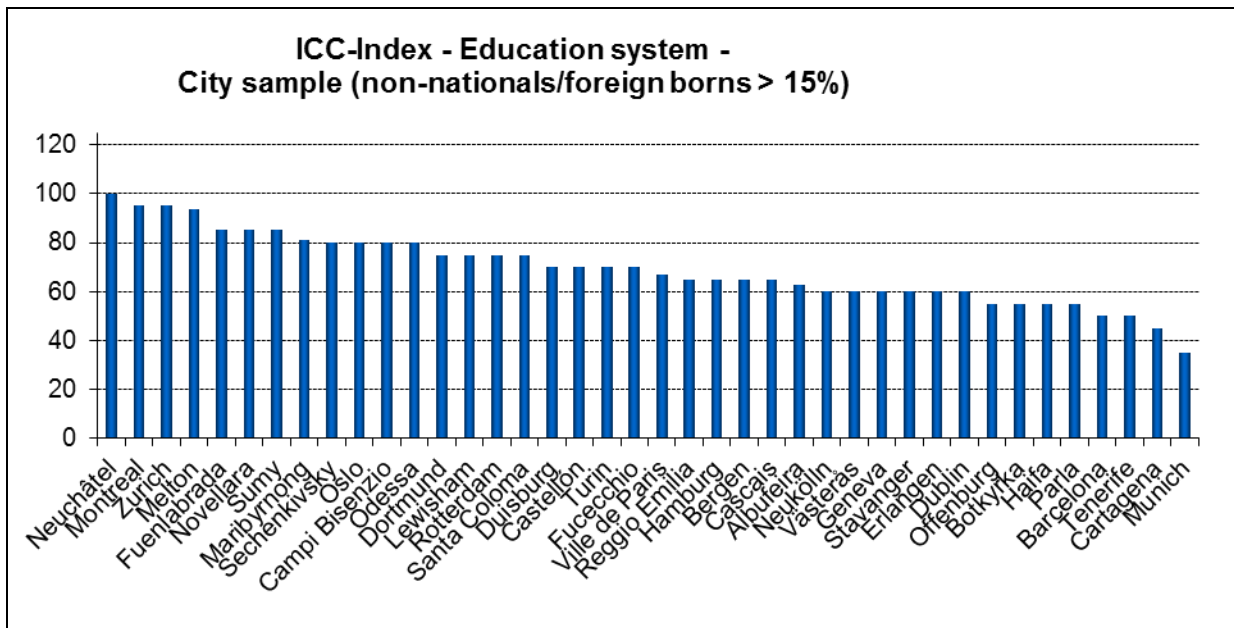
through intercultural lens



School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.⁷



⁷ The term “Education” refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).



Santa Coloma's education policy indicator reaches **75%**, **higher** than the city's sample 67%, the same result achieved in 2015.

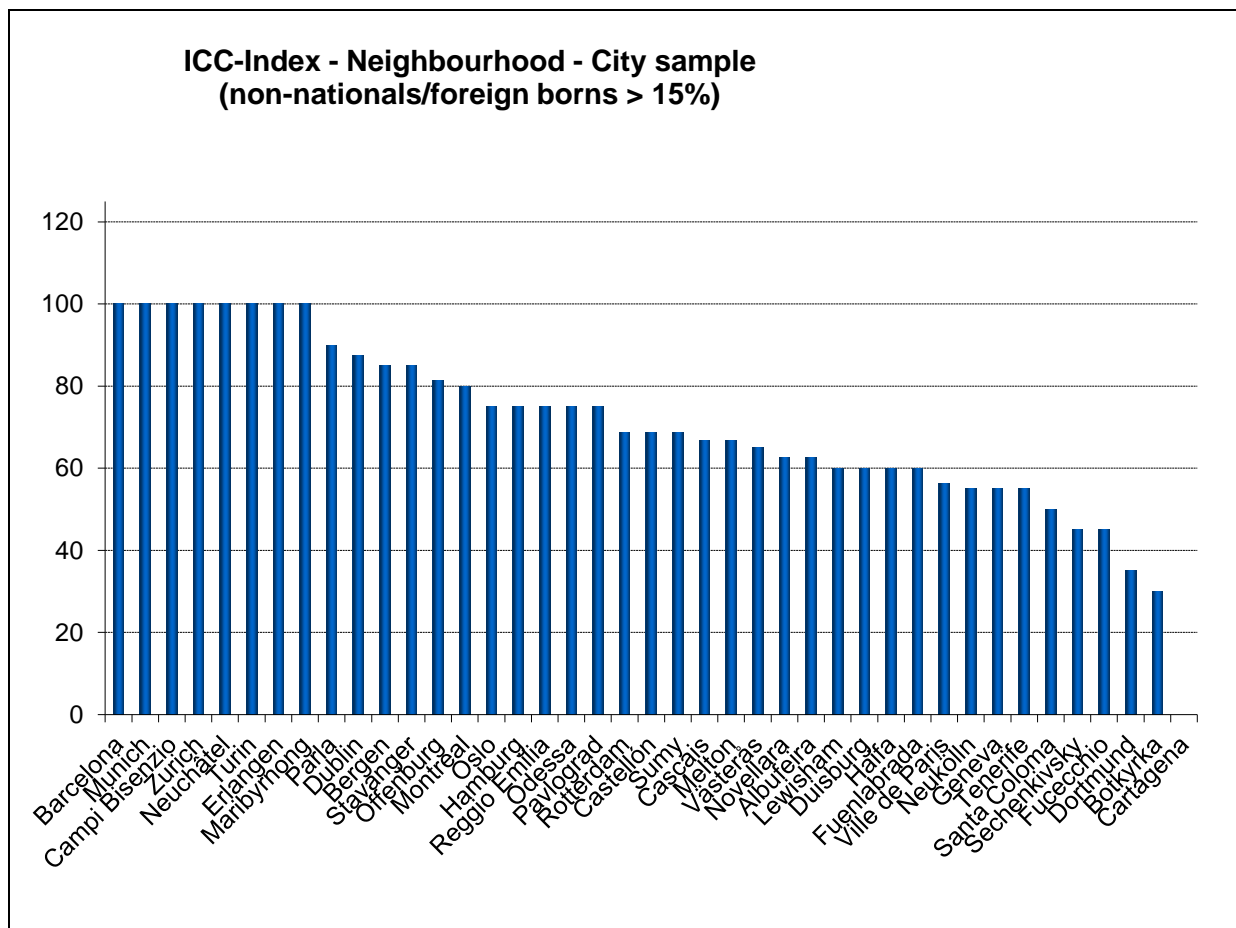
Santa Coloma acknowledged that in **some schools**, all children in primary schools are of the same ethnic background. The cultural background of teachers **rarely** reflects the composition of the city's population. Only **very few schools** make strong efforts to involve parents from cultural minority, the Tanit Learning Community, located in the Raval neighborhood is one of them. Positively, Santa Coloma has a policy to increase the ethnic/cultural mixing in schools.

In Santa Coloma often schools carry out intercultural projects to facilitate social mixing among students and pupils. For instance, they intervene in the allocation of places in public schools in order to slightly re-balance the proportion of students belonging to the majority.

Recommendations:

The city should also try to make sure that teachers' ethnic backgrounds mirror pupils', which is not happening at the moment.

An example in this sense can be offered by the Johannes Learning Centre in Stavanger. Although originally all the staff were Norwegians, 40% are now of minority background. The school has developed from being only concerned with using and teaching Norwegian to bilingualism and multilingualism, with mixed staff. To achieve this they introduced a policy of hiring former students and appointing people with bilingual skills, wherever there was a need. As a consequence, the school has achieved much better results.



Santa Coloma’s neighbourhood policy indicator reaches **50%**, lower than the city sample’s rate which is **63%**, considerably weaker than the policy indicator achieved in 2015: 70%.

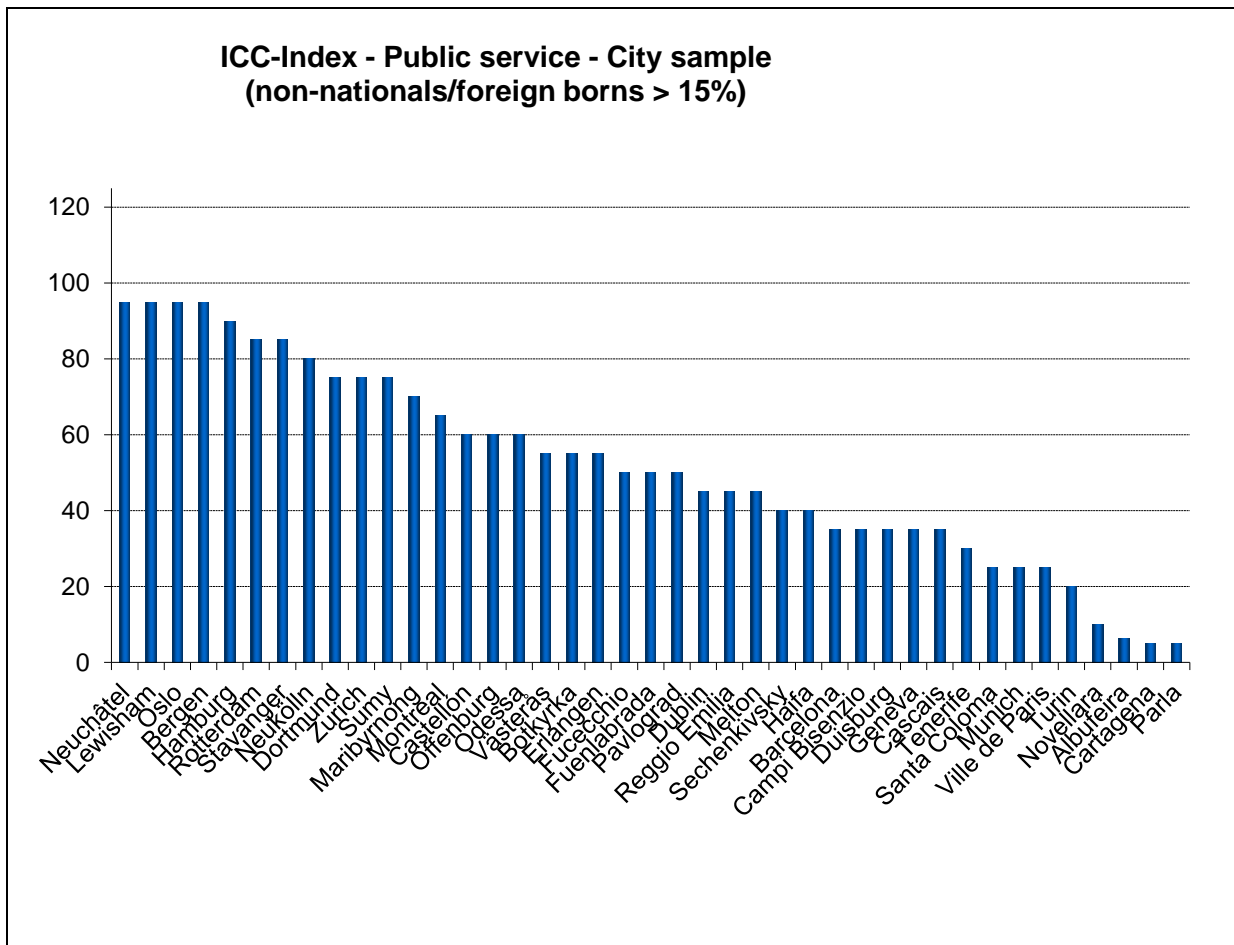
As the questionnaire states, in all the neighborhoods more than 80% of the residents are of the same ethnic background and there is **no area** where people from minority constitute the majority of the residents. However, whereas it is true that the city **takes** specific actions to mix citizens from different areas and has a policy to encourage people from different backgrounds to meet and interact in the neighborhood, we noticed less activities than those mentioned in 2015. The city does not **have** yet any policy to increase the diversity of residents in the neighborhoods.

Recommendations:

In view of the above, the city authorities might wish to consider adopting specific policy with a view to increasing diversity of residents in the neighborhoods and to avoiding ethnic concentration.

For example, Tilburg (the Netherlands) took action to break up the concentration of Antillean residents in one area, so as to avoid ghettoisation. With this aim, some areas designated as ‘impulse neighborhoods’ received large injections of investment to upgrade the quality of housing and infrastructure. Furthermore, the city conducted a project called ‘Behind the Front Door’ to seek the views of residents, who might otherwise be invisible, on their needs and perceptions of life in the neighborhood.

The Swiss city of Zurich may be also a source of inspiration and learning for the future. A large proportion of Zurich residents live in rented accommodation. 25% of the rented flats are provided by the city or through housing associations which have implemented an allocation policy. The city's allocation scheme includes, in particular, achieving a "good mix" between different social groups as a criterion.



Santa Coloma's public service rate is **25%**, considerably lower than the city sample result of **42%** and **lower** than the city results from the previous report: public services policy achievement rate was slightly lower (40%) than the city sample rate (44%).

Some of Santa Coloma's services are tailored to meet the needs of the ethnic/cultural background of its citizens, for example school meals.

The ethnic background of public employees **does not reflect** the composition of the city's population and the municipality **does not foresee** any recruitment plan to ensure adequate diversity within its workforce, **but does encourage** diverse workforce in private sector enterprises. For instance, the municipal company in charge of employment promotion, Grameimpuls, takes proactive steps to promote intercultural work. However, the presence of diversity is still scarce, conditioned by the critical mass and time of residence of migrants.

Recommendations:

Santa Coloma may wish to ameliorate its public service rate and find inspiration in the city of Bergen (Norway) that, to encourage intercultural mixing and competences in both public and private sectors, has developed a project called "The Future Workplace and the Global Future": a specific recruitment strategy to ensure that the ethnic background of public employees mirrors the composition of the city's inhabitants.

The city of Stavanger has also designed a recruitment plan aiming specifically to increase the migrant/minority representation at the higher hierarchical levels: the external publishing on Inkludi.no (a Norwegian recruitment services with main focus on jobseekers from minorities) is mandatory for consultant and managerial positions. Furthermore, if there are qualified applicants with a minority background, minimum one must be summoned to interview.

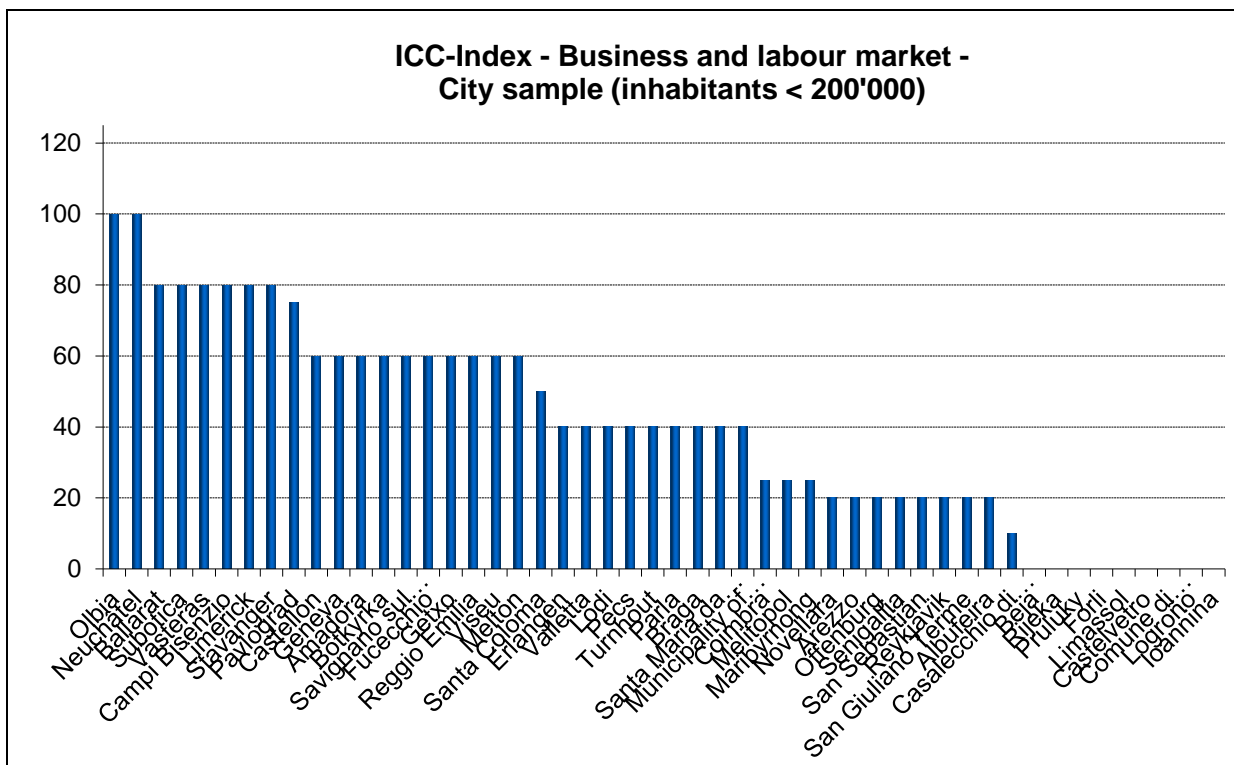
Furthermore, the City could enrich the range of provided services that are tailored to the diversity of the population by offering funeral/burial services, as well as to provide sport facilities sections only for women or special time for practicing sports.

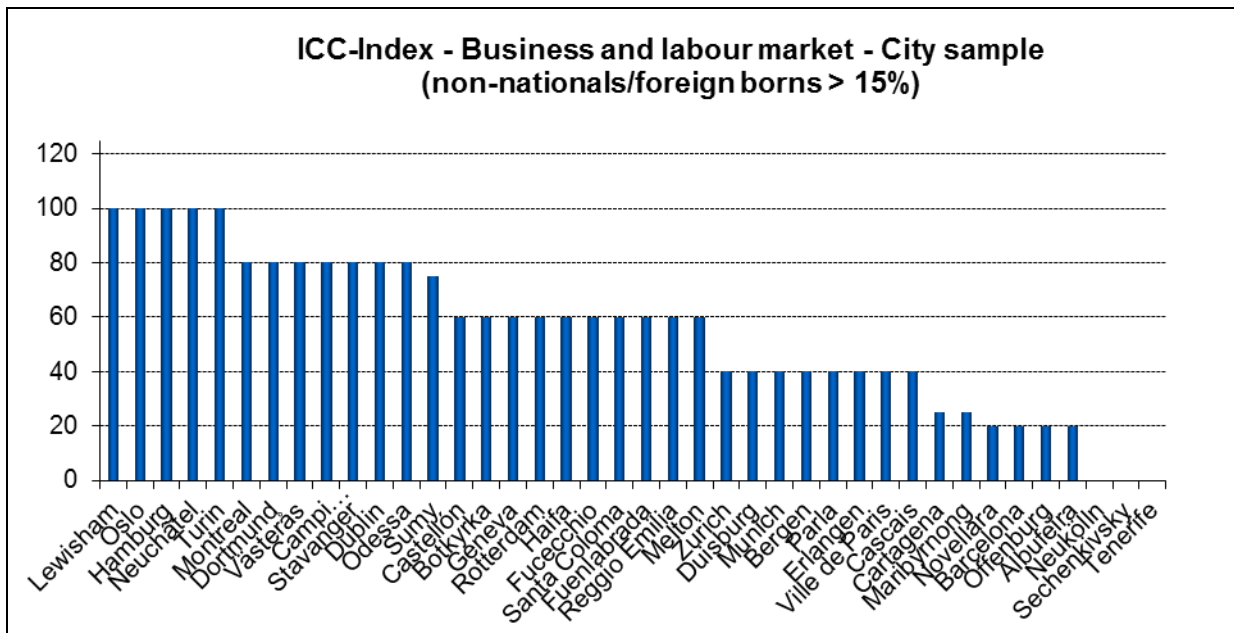
BUSINESS & LABOUR

through intercultural lens



Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public-sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way around. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.





Santa Coloma has achieved the score of **50%**, compared to the city sample's result of **42%**. Santa Coloma's business and labour market policy indicator achievement rate in 2015 was higher (60%) than the city sample's attainment which was 43%.

According to the answers given to the Index questionnaire, the City has a business umbrella organisation having as an objective the promotion of diversity and anti-discrimination, **but it doesn't have a charter or another binding document** against discrimination in its own administration and services.

Also, Santa Coloma **does not yet encourage** "business districts/incubators" to involve an adequate percentage of migrant/minority entrepreneurs. Santa Coloma **takes actions** to encourage businesses from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy. Finally, the city **doesn't prioritise** in its own procurement of goods, companies with a diversity strategy, as the national regulations **do not foresee it**.

Recommendations:

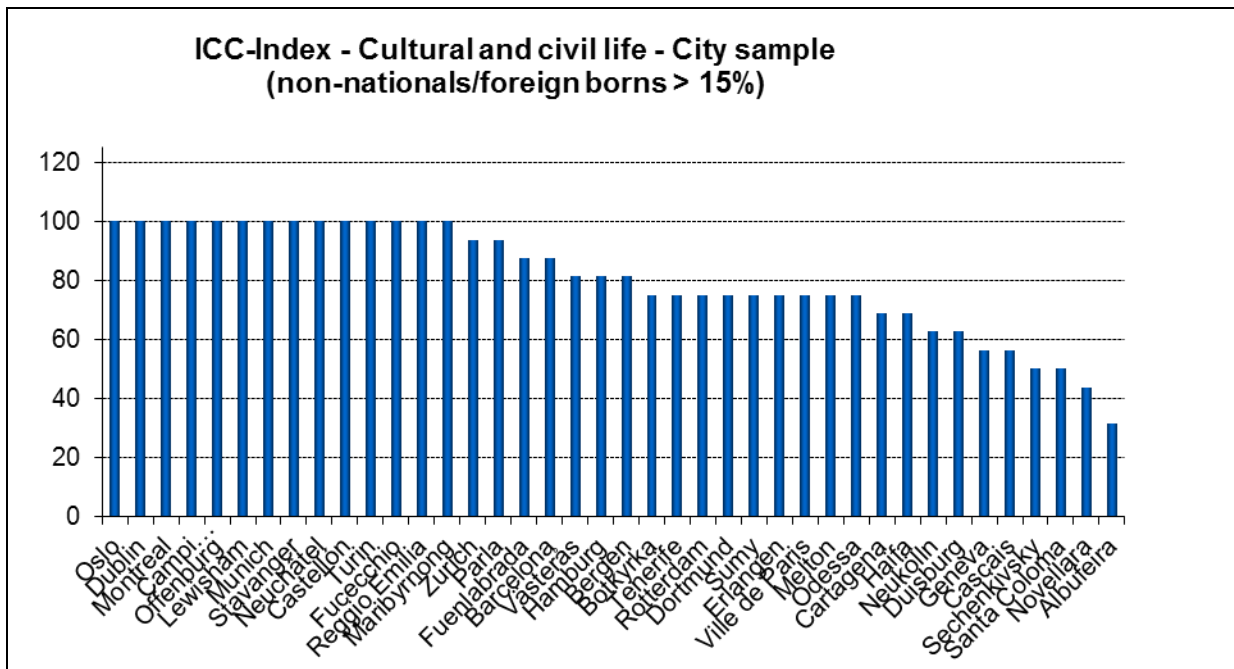
On the above points, we draw the city's attention to a number of valuable practices developed by other Intercultural Cities.

In Oslo (Norway), the City Council's Office for Business Development has taken an active stance on integrating minority businesses. To help small business to deal with the complexity of Norwegian rules and regulations regarding taxation and business practice, the Norwegian Centre for Multicultural Value Creation is helping the so-called "non-western" first and second-generation immigrants to start their businesses by providing advisory services, coaching and training in business establishment. The center is unique in its approach in assisting the professional immigrants, and has received extensive and positive attention and support nationwide among the immigrant organizations, government institutions, private organizations and the media. The result of such attention has been that a large number of immigrants have contacted the center and are frequent users of the services provided.

In Amadora (Portugal), the municipality offers the "Amadora Empreende" program, which seeks to identify individual entrepreneurial initiatives by providing the necessary conditions for developing a business idea. Two initiatives, "A Incubadora Quick" (directed at young people aged 18 to 30 years) and "Quem não Arrisca não Petisca" (directed to people in socially vulnerable - women, disabled, immigrants, etc.), are intended as a program of selective support to strengthen projects or to seek for financial support.

Another example is provided by the city of Braga provides the programmes "InvestBraga" and "Empreendedorismo imigrante" from the Serviço de Apoio ao Emigrante e Imigrante. These programmes help small and medium ethnic enterprises to grow, diversifying their products to eventually reach out to new markets; as well as helping with business planning, banking and mentoring.

The city of Stavanger launched INN Expats, a branch of the Stavanger Chamber of Commerce that is dealing with promoting diversity and non-discrimination in employment. It also organises 80 events per year for expatriates and their families, contributing to an easy transition and helping them making sense of the new environment. It finally pursues a focus on the spouses, believing that a happy family is a valuable and sustainable resource for the city. CV-registration course, three-part job training programme to help building confidence and prepare for the interview process, Norwegian conversation groups, driving instructor seminars are only some of the initiatives that are implemented by the organisation.



Santa Coloma's achievement for cultural and civil life policy corresponds to **100%** compared with the city sample achievement of **42%**. These results are noticeably higher than those achieved in 2015: cultural and civil life policy goal achievement rate was considerably lower (50%).

Interculturalism is used as a criterion when allocating grants to associations. However, there is no information regarding the percentage of grants allocated to associations.

Santa Coloma is proactive in organising events and activities in the field of arts, culture and sports aimed at encouraging people from different ethnic background to mix.

Santa Coloma, furthermore, encourages cultural organisations to deal with diversity through the provision of subsidies for the promotion of intercultural activities organised by citizens' associations.

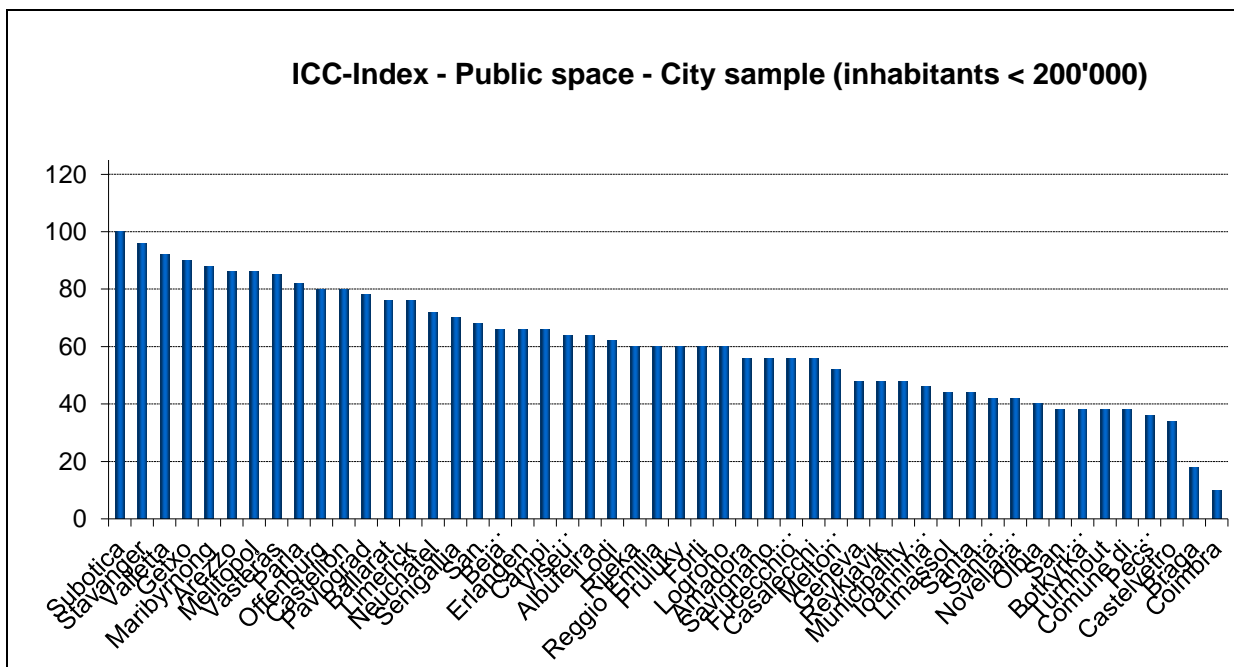
Finally, the city regularly organises public debates and campaigns on the subject of cultural diversity and living together.

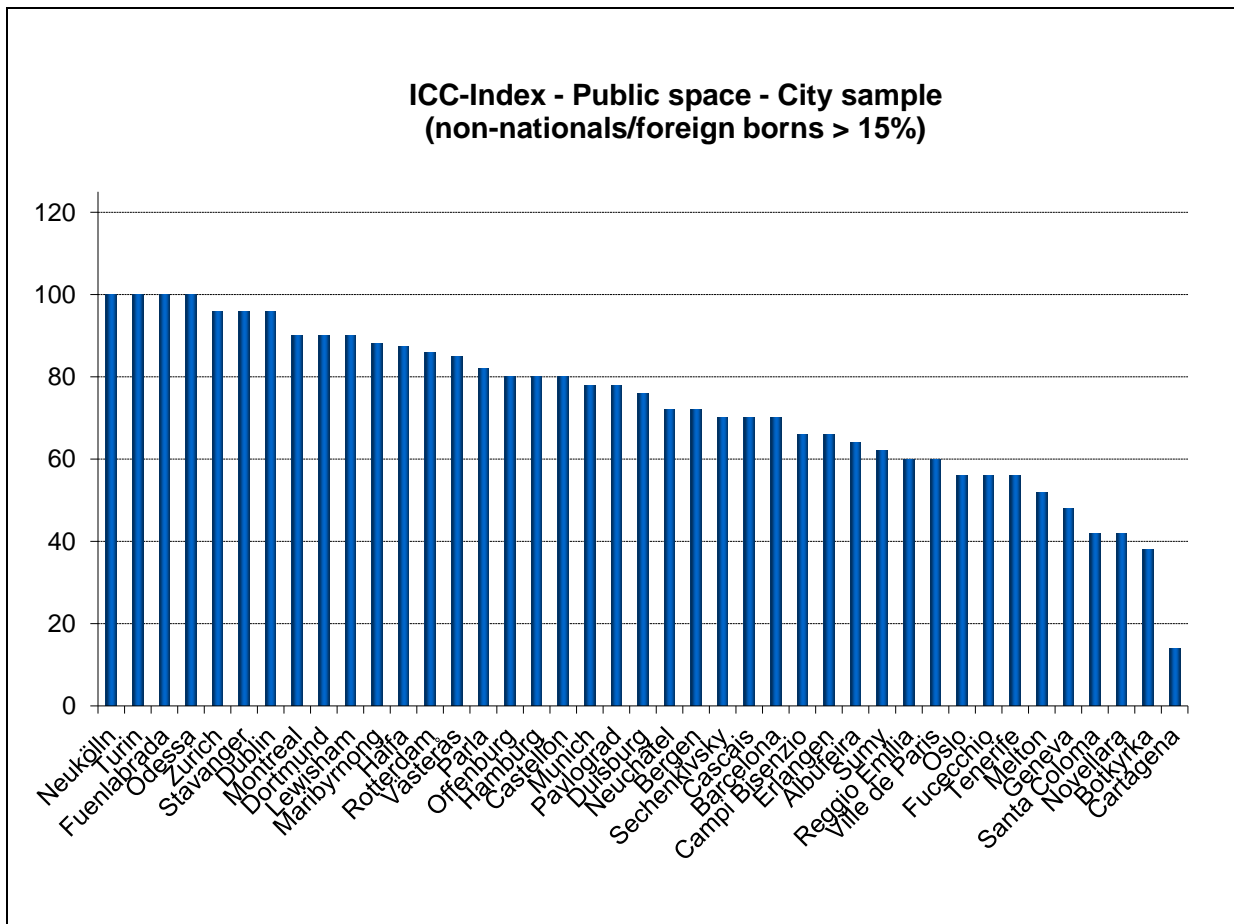
PUBLIC SPACE

through intercultural lens



Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.





The rate of achievement of Santa Coloma’s public space policy reaches **42%**, lower than the city sample’s rate of **65%**. In 2015 Santa Coloma’s public space policy goals was again higher: 66% of these goals were achieved, while the sample city rate for public space policy was 64%. Notwithstanding, the efforts by the City of Santa Coloma to make public spaces the place where a diverse and harmonious community can be built are commendable.

As the questionnaire points out, Santa Coloma’s municipality **encourages intercultural mixing** by providing necessary assistance to libraries, playgrounds and squares.

As the analysis reveals, Santa Coloma’s City Council **takes the needs of its residents into account** in the designing and management of the new public buildings. When the city authorities decide to reconstruct an area, they propose different forms and places of consultation to reach out to people with different ethnic/cultural background. The city is in particular working to overcome the most common barriers to participation, like language issues, time availability, sense of belonging.

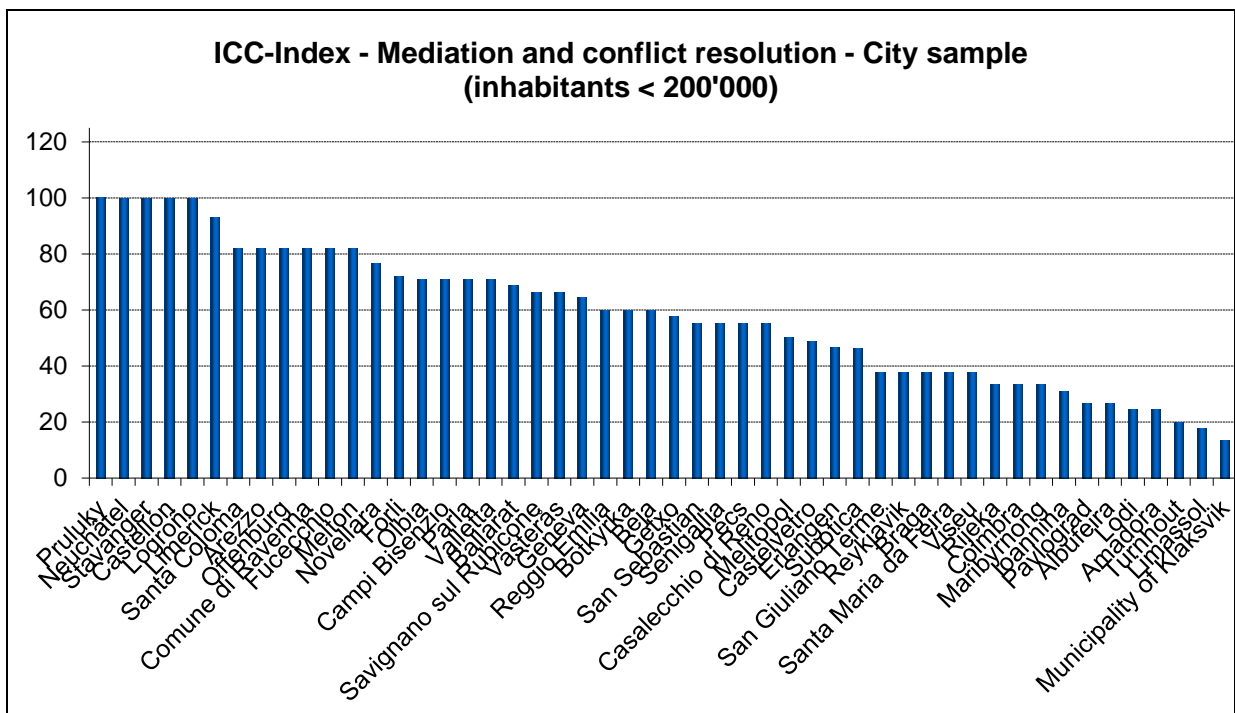
Across the city, there is no area dominated by one minority ethnic group and there are no areas in the city which can be defined “dangerous”.

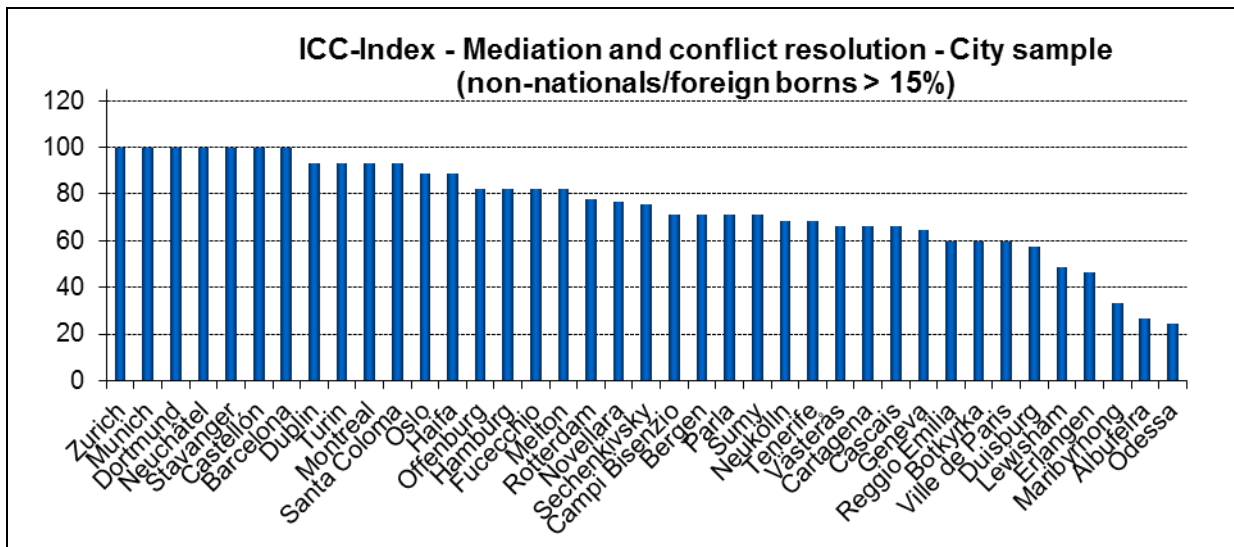
MEDIATION

and conflict resolution



The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.





The rate of achievement of Santa Coloma’s mediation and conflict resolution policy is **82%**, higher than the city sample’s rate of **62%**. In the previous report Santa Coloma reached a higher policy rate (93%).

As the analysis reveals, the city provides a generalist mediation service which also deals with cultural conflicts. While in the previous report the city provided more information regarding the mediation service which they have set in place, currently there is no information regarding their current activities nor any possible development. The city has an established organisation capable to deal with religious conflicts: Colomenca Association for Interreligious Dialogue.

Cultural and intercultural mediation is provided in the city administration for general purposes and in the neighborhoods, on the streets, actively seeking to meet residents and discuss problems.

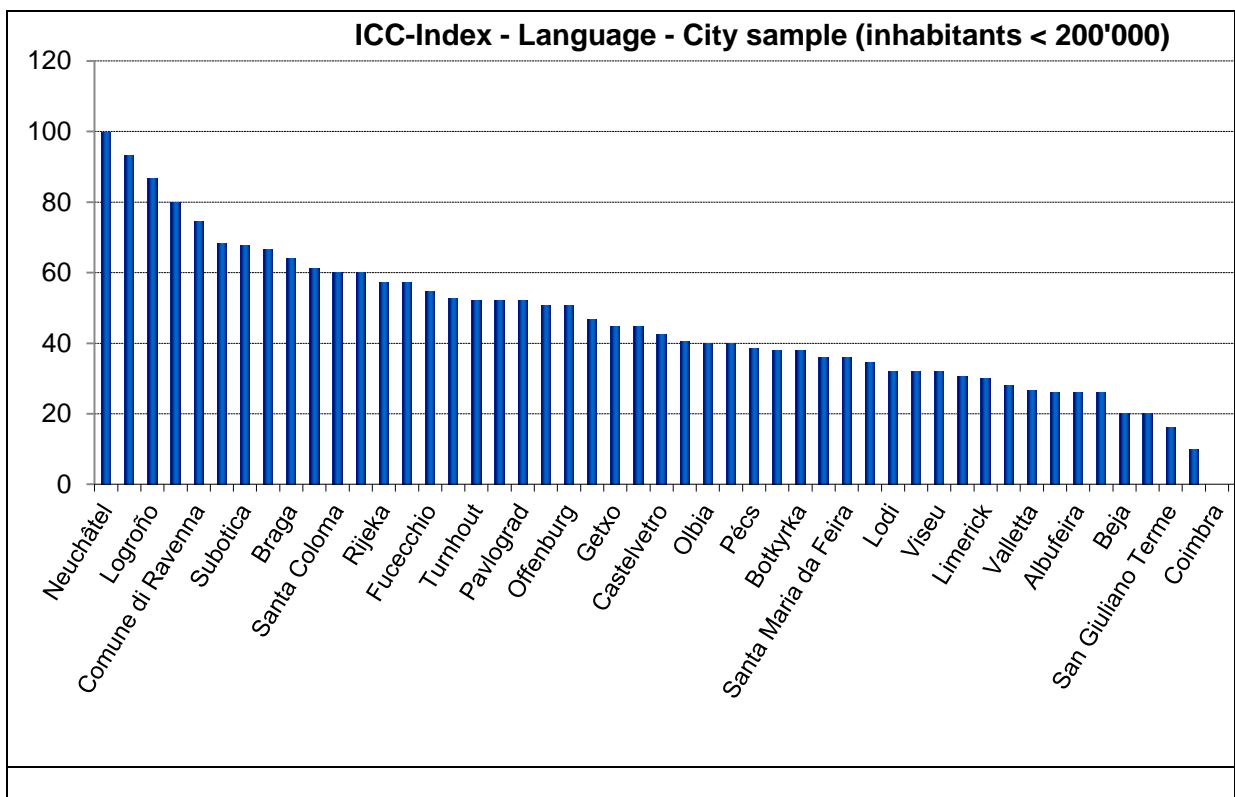
Recommendations:

Santa Coloma might wish to consider following Reggio Emilia’s example to mediate and to prevent/solve conflicts. The intercultural center “Mondinsieme” welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, the Mondinsieme has great expertise in training mediation workers and supplies staff for schools and hospitals. Reggio Emilia has established an Intercultural center with trained mediators with a variety of ethnic and language backgrounds who intervene whenever they feel a problem might arise – for instance if kids in some schools tend to cluster too much on ethnic basis.

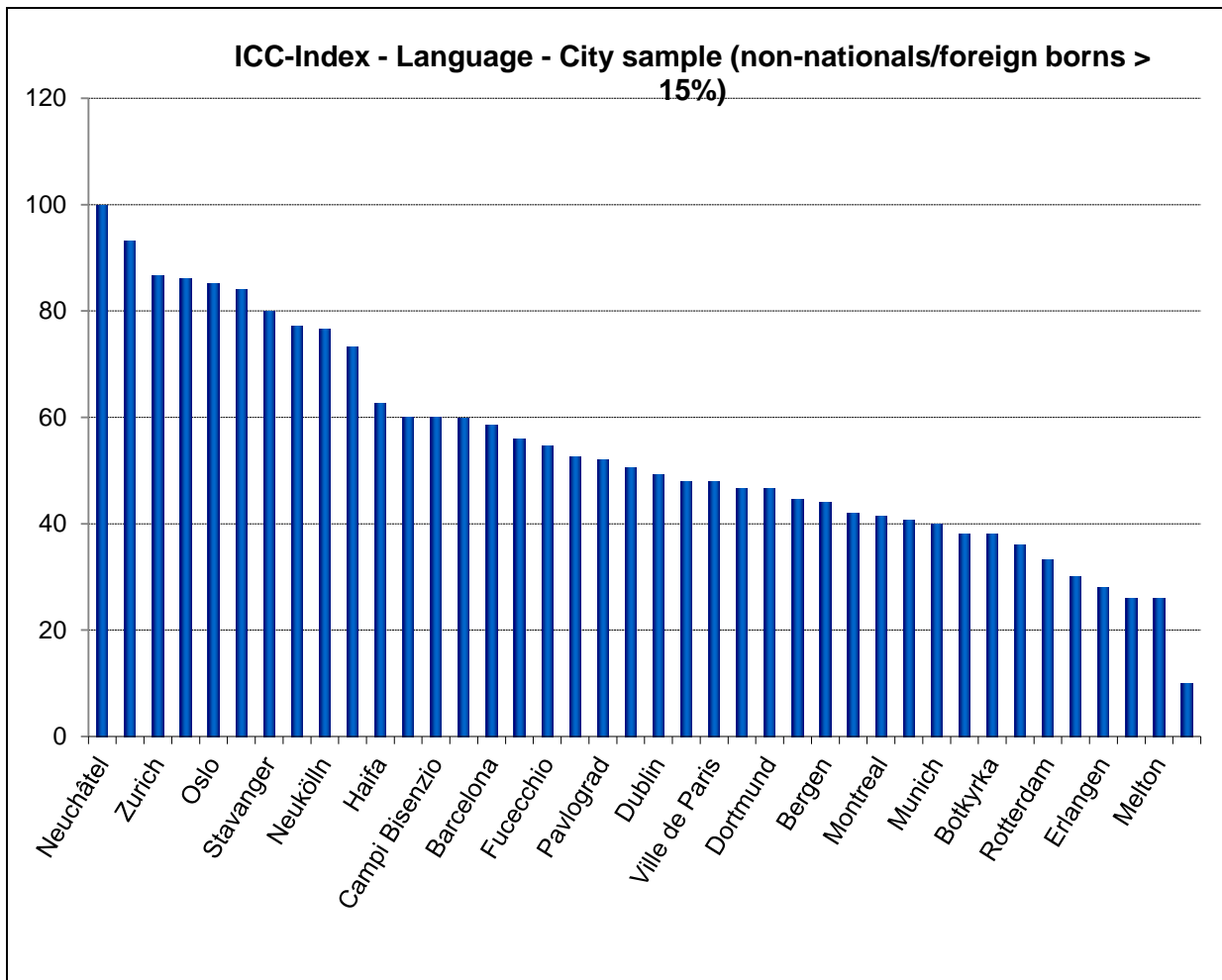
LANGUAGE



The learning of the language⁹ of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.



⁹ By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)



Santa Coloma’s language policy rate is **60%**. This result is higher than the cities’ average score of **48%**, **lower** that the one achieved previously (80%).

Santa Coloma **provides** specific language training in the official language for specific groups, provides learning migrant/minority languages as a mother tongue course for migrant/minority kids only. On the other hand, learning migrant/minority languages is a regular language option available to everyone. The city also **provides support** for private sector institutions providing language training in migrant/minority languages. The city mentioned that classes of Chinese and Arabic, led by nonprofit associations, take place in the facilities of public schools and civic centers of the city.

The city **supports projects** seeking to give positive image of migrant/minority languages. The examples mentioned by the city are: Mother Language Day (February 21), Reading in libraries: Time of the Account.

There is no information whether Santa Coloma supports financially local minority newspapers/journals, minority radio programs , TV programmes in a minority language.

Recommendations:

We invite Santa Coloma to build upon its existing language initiatives, for instance by providing financial support to minority newspapers/journals and radio programmes.

For instance, in Zurich (Switzerland), the Local Integration Credit has subsidized a local non-for-profit radio station. It broadcasts in several languages and is mostly run by volunteers.

The city of Ballarat is also working on this issue: it has established collaboration with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages. Newspaper columns, radio and/or TV programmes in a minority language would hugely benefit interculturality, facilitating integration and reinforcing the feeling of belonging.

a year, the city publishes a newspaper with information about activities in the city that is distributed to all households in the city.

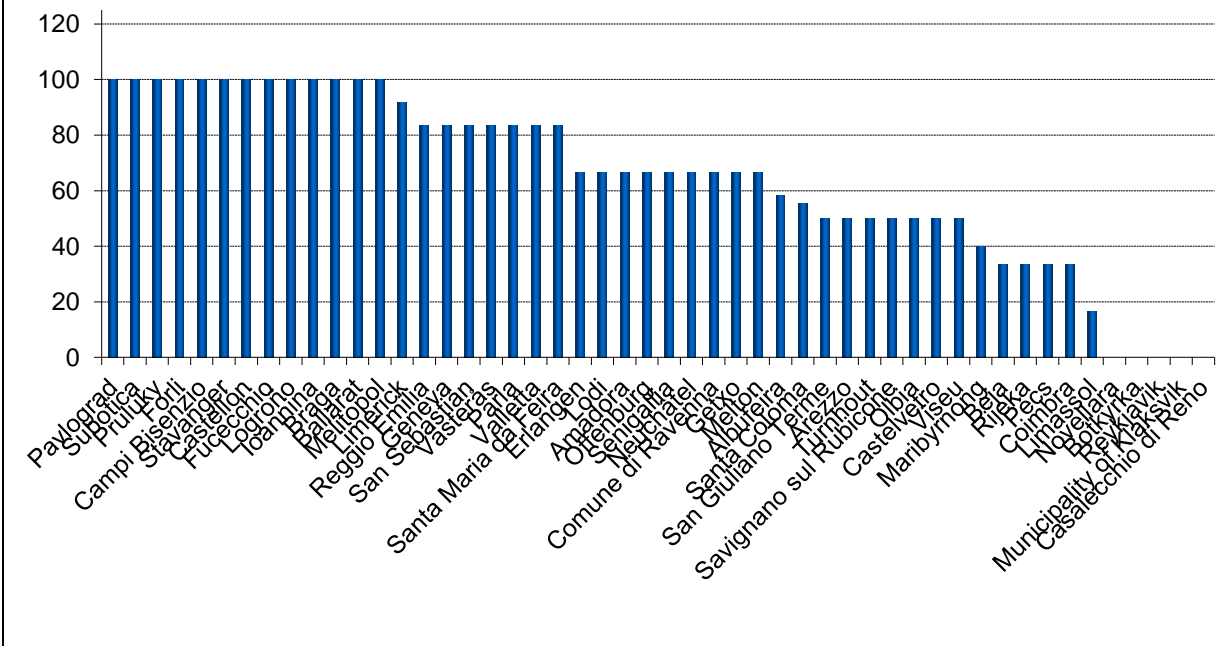
INTERNATIONAL

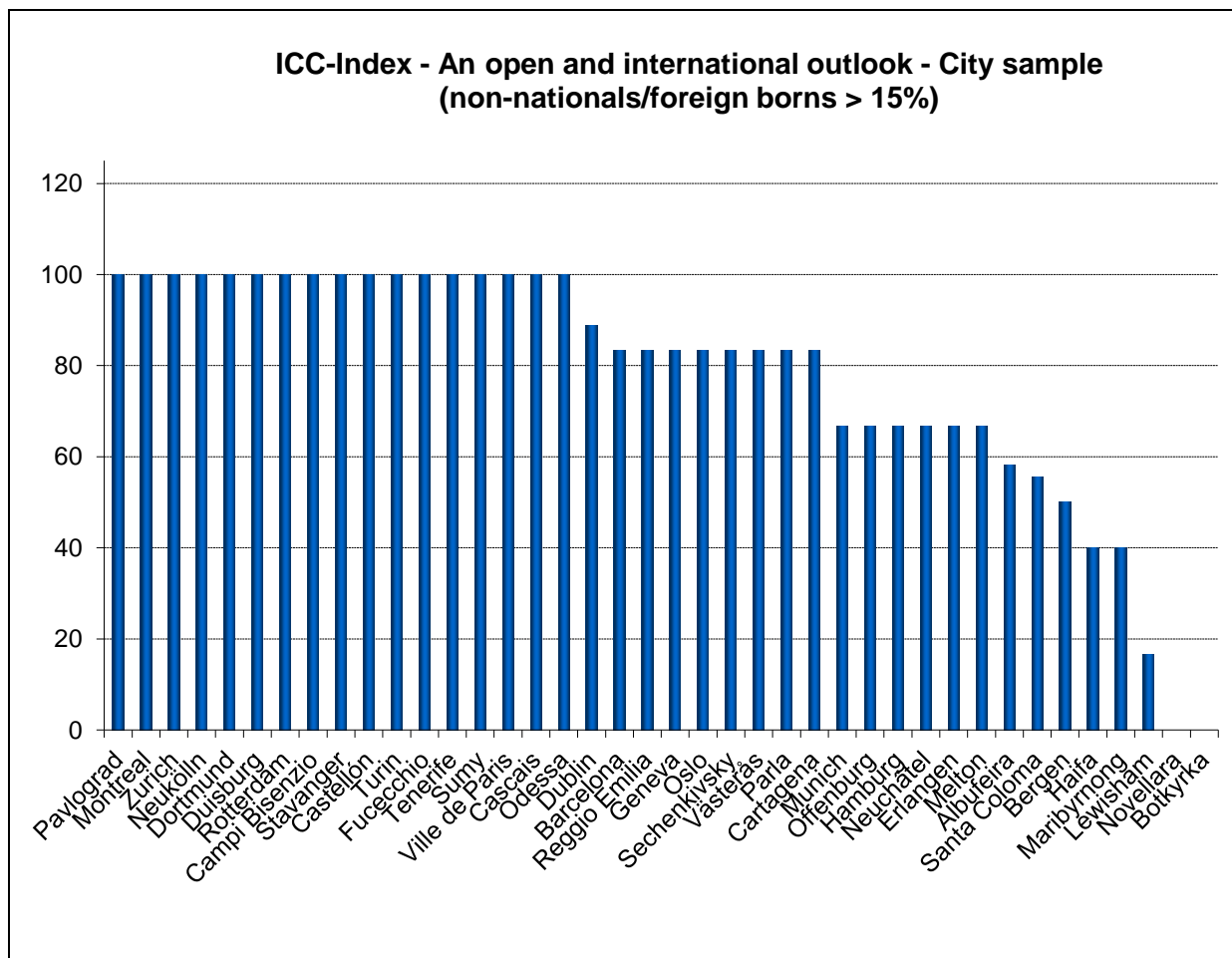
outlook policies



An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

**ICC-Index - An open and international outlook - City sample
(inhabitants < 200'000)**





Santa Coloma achieved **56%** in the field of an open and international outlook, **lower** than the city sample's rate of 71% and considerably lower than in 2015 when the city had reached 100%.

The city **has adopted a specific economic policy** to foster international cooperation towards an economic sustainability and it has specific **financial** provisions. In the previous report the city mentioned the existence of local agency or monitoring and developing the city's openness to international connections. Currently there is no established agency responsible to supervise and encourage the city to start international businesses, emphasizing how important it is for the city to be open to international connections. To improve in this regard, Santa Coloma might consider the reestablishment of such an agency.

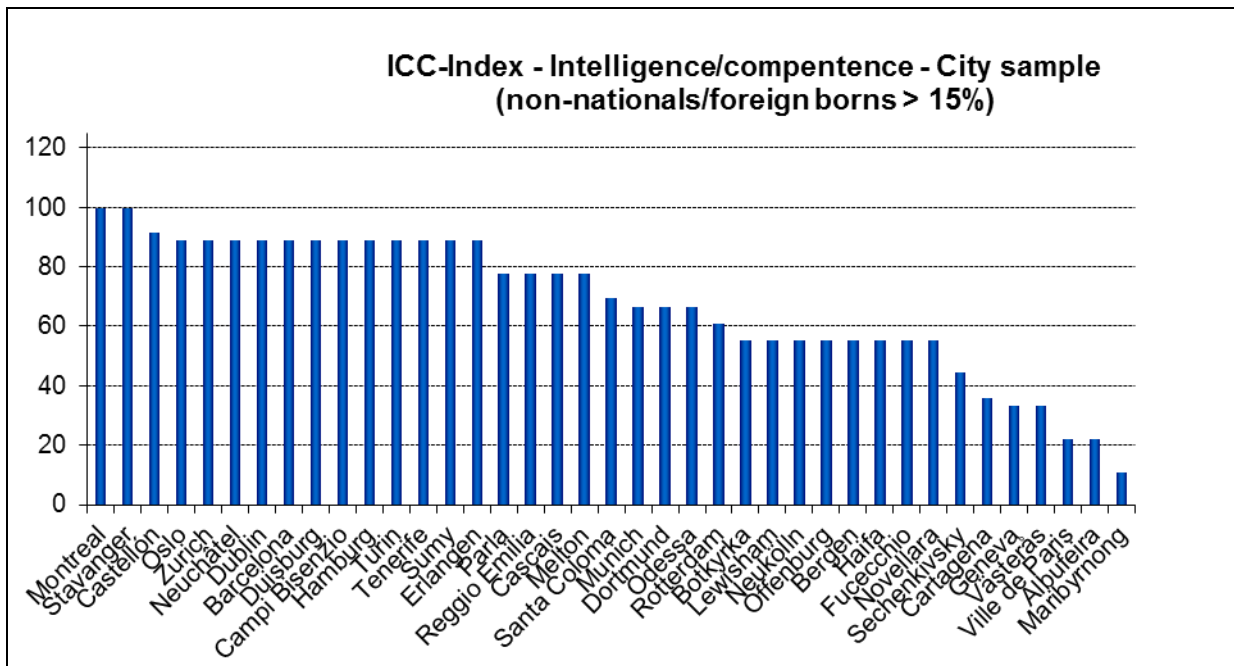
Santa Coloma does not encourage **universities** to attract foreign students and encourage them to take part in the city life and to stay after the end of the study while previously mentioned good practices in this regard: collaboration with the Food and Nutrition Torribera Campus (University of Barcelona). Santa Coloma may wish to further explore possible international outlook policies by ensuring that foreign student populations take an active part in the city life.

Positively, the city **enhances economic relations** with countries of origin of its migrant groups through partnerships and business agreements.

Recommendations:

As a suggestion, the Intercultural City of Cascais, through twinnings, agreements and cooperation protocols, encourages social and cultural harmonization, promoting local development based on the sharing of knowledge and experiences. The activities carried out teach respect for diversities and stress the importance of unity. The municipality of Cascais created bridges between the various economic, cultural and social realities, with a view to revitalizing a new model of international relations in this century.

Another example comes from the Intercultural City of Patras that has established a sustainability plan to enhance the interculturality in the city. This plan enables students to become volunteers/ anti-rumor agents in the local NGO network; integrate the anti-rumor concept/strategy as a theme in joint peer learning amongst ERASMUS students and build interuniversity ERARMUS agreements (starting from universities which are placed in the ICC network) to promote intercultural learning using the anti-rumor strategy. Furthermore, this plan allows to combine an internship program between universities and NGOs/schools to develop/implement anti-rumor campaigns.



The attainment rate of Santa Coloma in the field of intercultural intelligence and competence policy is **80%**, **higher** than the city sample's rate of **61%**. A positive improvement has also been reached since the last report in 2015, when the city's attainment rate was 69%.

According to the answers provided in the survey, Santa Coloma **sometimes mainstreams information** about city government/councils process of policy formulation. The city carries out **surveys** including questions about the perception of migrants/minorities and it promotes intercultural competence of its officials and staff (both in administration, and public services), for example through **interdisciplinary seminars** and **information networks** and **training courses**. Training on interculturality, gender or religious diversity, fighting rumors and others are taking place within the Continuing Education Plan of the Human Resources Department in coordination with the Network of Values of the Coexistence Service.

Recommendations:

To support the work already in place, Santa Coloma might wish to explore some examples of interdisciplinary seminars that come from Braga (Portugal) and Bergen (Norway). In Braga, trainings and courses are also composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. While the intercultural city of Bergen has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

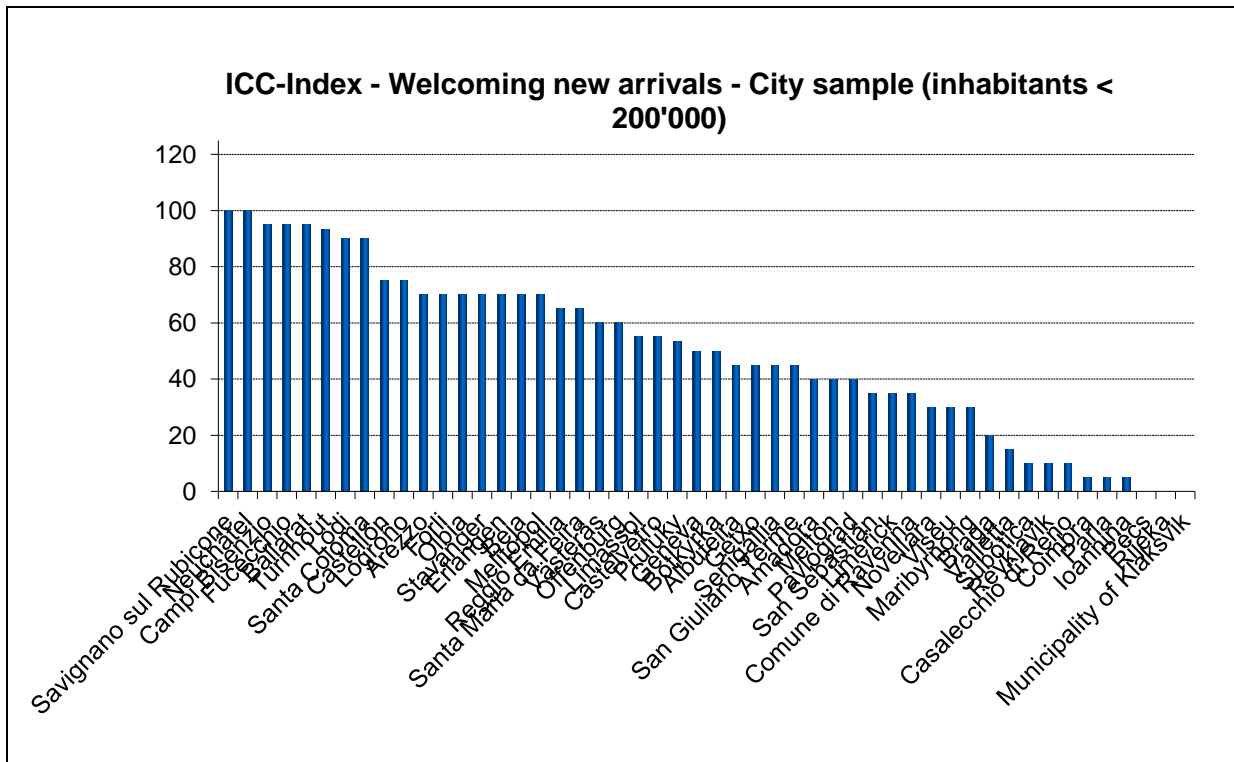
To raise awareness, "Diferenças & Indiferenças" is an initiative carried out in Cascais whose purpose is to train social agents to successfully face intercultural issues. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses.

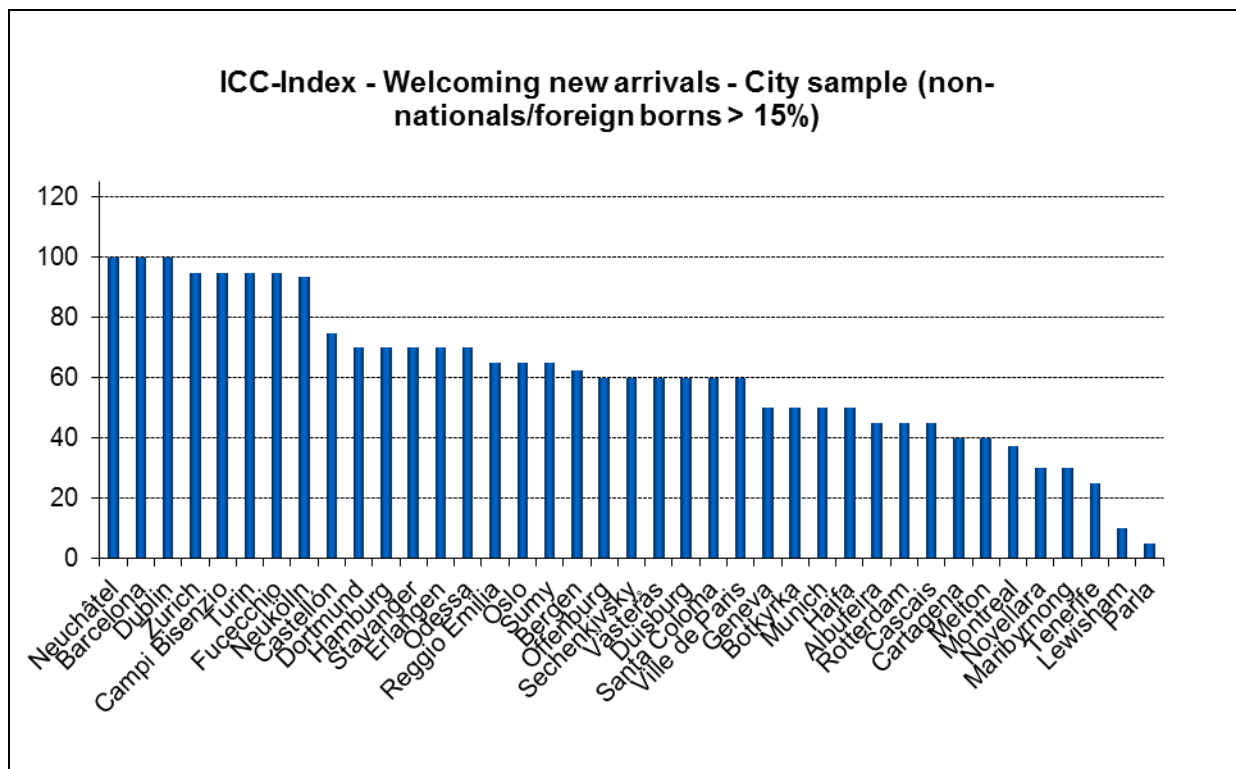
Equally important, the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

WELCOMING



People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-ordinated and delivered effectively will have a significant impact on how the person settles and integrates.





The attainment rate of Santa Coloma welcoming policy is **90%**, a **higher** result compared to the **54%** of the City's sample. A higher result compared with the previous report (60%).

Santa Coloma **has** a designated agency or office to welcome newcomers, **provides a comprehensive city-specific package of information and support for the newly-arrived residents** from abroad, particularly for family members, migrant workers and refugees.

There is also a **special public ceremony** to greet newcomers in the presence of officials.

Recommendations:

The city might wish to extend its welcome support to newly-arrived students.

Finally, it is worth mentioning the "Give Something Back to Berlin" (GSBTB) foundation, which is a fine example of a civil society initiative that thinks "out of the box" and actively combats negative refugee stereotyping. Launched in 2013 GSBTB aims to bring together more privileged migrants, German locals and more vulnerable migrants such as refugees. It provides the catalyst for diverse projects and innovative collaborations in which refugees play a key role. GSBTB now works with over 700 volunteers from over 50 different countries in over 60 social projects across the city.

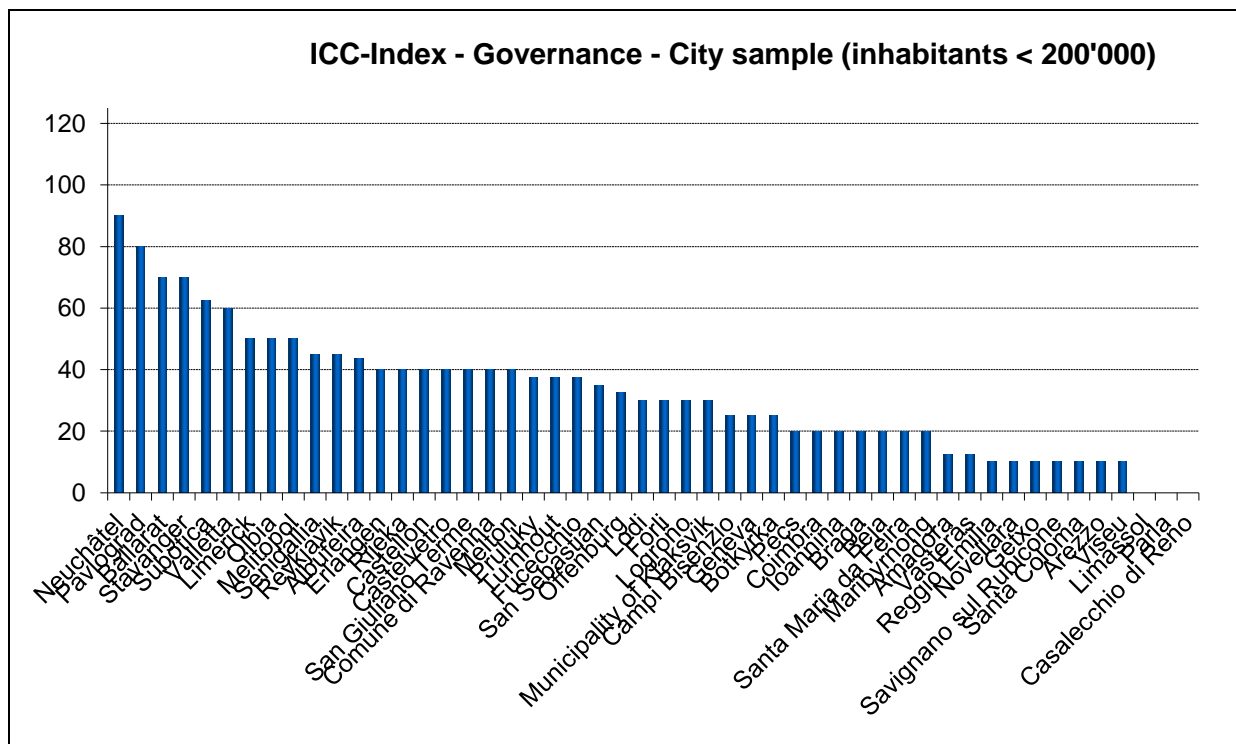
What is specific to GSBTB is that refugees are not considered as recipients of information and assistance but as partners empowered to create and co-create their own projects to fulfill their needs and start their new lives in Germany. Alex Assali, a Syrian refugee who arrived in Berlin last year, has recently received

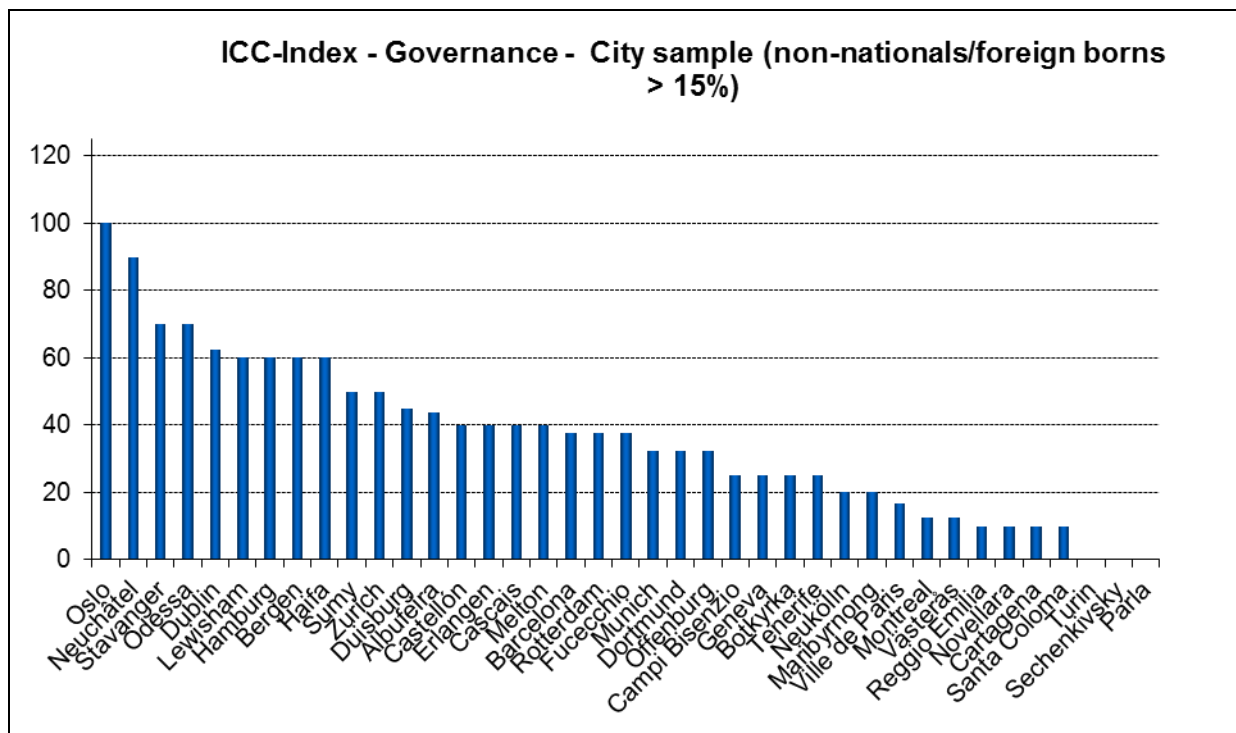
large media coverage for what he is doing to "give something back to German people." Every Saturday since August last year, Alex Assali has set a food stand outside Alexanderplatz station where he serves warm meals the Berlin's homeless. He pays for the ingredients with the 120€ he manages to save each month on the € 359 he receives from the German government. Unsurprisingly it was only after his story had gone viral on the Web that the traditional media picked it up.

GOVERNANCE



Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.





The analysis of the questionnaire shows that Santa Coloma’s governance policy achievement rate achieved **10%**, lower than the city sample’s result of **34%**, and the same result as in previous years.

As the analysis also reveals, foreign nationals cannot vote in local elections.

The cultural background of the Council's elected representatives **does not reflect** the diversity of the city’s population.

Santa Coloma **has not established a specific political body** to represent ethnic minorities/migrants and/or to deal with diversity and integration matters yet. The City of Santa Coloma **does not have a standard** for the representation of migrants/minorities in mandatory boards supervising schools and/or public services **nor an initiative to encourage migrants/minorities** to engage in political life.

Recommendations:

We would recommend the city of Santa Coloma to improve the representation of minority in mandatory boards supervising schools and/or public services, and also to reinforce the existing initiatives that aim to **encourage migrants and minorities to take part in the political life**.

To ameliorate its governance policies, Cartagena might also find inspiring the initiative of Ballarat, called **Multicultural Ambassadors’ Programme (MAP)**. This programme was developed in order to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. Ever since 2009, this programme aims to enhance community awareness while fostering social cohesion and mutual acceptance. The objectives are:

- Enhance community awareness and foster inclusion of existing and new CALD¹⁰ communities in Ballarat;
- Support leadership within the CALD community and to recognise the commitment and contribution made by migrants and Indigenous people to the Ballarat community;
- Advocate for and promote the benefits of cultural diversity through learning, exchange and celebration;
- Collaborate with the City of Ballarat in implementing its Cultural Diversity Strategy.

Multicultural Ambassadors are champions for their existing communities and will engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

The city might also wish to follow the example set by the city of Paris where 123 "conseils de quartier" or "neighborhoods' councils" are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighborhoods, such as development projects, neighborhood life, and all the strategies that could potentially improve the quality of life. The Councils are a bridge between the citizens, the elected officials and the Mayor.

Also in the city of Stavanger, before each local election brochures are distributed in 10 different languages to all public service centers, all mosques in the city, the Catholic Church and other meeting spaces for immigrants. In Stavanger Cultural Centre, furthermore, all the political parties are invited to dialogue with the migrants and a tool for voting in advance was arranged.

¹⁰ CALD: Culturally And Linguistically Diverse communities

ANTI DISCRIMINATION



Santa Coloma **does not monitor** the extent and character of discrimination in the city. On the other hand the city **provides services and support** to the victims of discrimination and **sometimes the city runs anti-discrimination campaigns** or raising awareness activities, such as the campaigns promoted by the Network of Values of the Coexistence Service: Campaigns of the Women's Information and Resource Center and Defender of the citizen.

Recommendations:

The city might wish to explore Paris's example of the "*Réseau parisien de repérage des discriminations (REPARE)*" (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

Another useful example could be the Vienna Diversity Monitor, a tri-annual report on the city's integration processes and diversity policies. It includes 8 areas, 60 indicators, 11 benchmarks which reveal the structural and systemic reasons which lead to inequality related to migration status and/or ethnic origin. Monitoring results are then used to inform policy decisions. For example the obstacles to integration revealed by the report can be related to the legal framework (eg restricted work permits, access to public housing, voting rights etc.).

Another example tackling some of the **source of discrimination**, namely stereotypes and negative perceptions, is the Intercultural Cities **Anti-rumour methodology**. 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 building trust and feeling of belonging. As a matter of fact, people often tend to form their views on the basis of unfounded "myths", on wrong or partial information. These myths are often very specific to a certain locality (eg. lack of places in kindergartens or social housing because of priority given to migrants).

Therefore the Anti-rumour methodology is composed of a number of elements: identifying major rumours existing in a city; collecting objective data and also emotional arguments to dismantle false rumours; creating an anti-rumour network of local actors from civil society; empowering and training “anti-rumour agents”; and designing and implementing anti-rumour campaigns to raise awareness, including by creating and disseminating new tools and resources, both creative and rigorous. An increasing number of cities have implemented this methodology and have reported successfully fighting some of the most common misunderstanding and stereotypes. An Anti-Rumour manual standardizing the methodology and providing examples of good and bad practices is in preparation and will be published under the Intercultural Cities programme by the end of 2017.

CONCLUSIONS



Santa Coloma showed an aggregate intercultural city index of **60%**, slightly lower than the result recorded in 2015 (63%).

It is commendable that the city scored a rate **higher** than the city sample in the following fields: commitment, education, business and labor market, cultural and civil life, mediation, language, intelligence/competence welcoming.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are: public services, neighborhood policies, media, public space, international outlook and governance.

In view of the above, we wish to congratulate with Santa Coloma for the efforts taken and we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

RECOMMENDATIONS



When it comes to the intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

Neighbourhood: We recommend to Santa Coloma to consider the establishment of a policy to increase the diversity of residents in the neighborhoods, and actions to encourage people from different ethnic background to meet and interact in the neighborhoods.

Public services: Santa Coloma may wish to consider, in its effort to ensure matching between the composition of the population and of the public employees. The City could enrich the range of provided services by offering funeral/burial services, as well as to provide sport facilities sections only for women or special time for practicing sports.

Media: Santa Coloma may wish to further explore possible media policies, for instance, by providing advocacy/media training/mentorships for journalists from minority backgrounds and by introducing monitoring mechanisms to examine how media portray minorities.

Governance: We recommend Santa Coloma to introduce a standard for the representation of minority in mandatory boards supervising schools and/or public services, but also to reinforce the existing initiatives that aim to encourage migrants and minorities to take part in the political life.

Santa Coloma may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database¹¹.

¹¹ <http://www.coe.int/en/web/interculturalcities/>