

# RESULTS OF THE INTERCULTURAL CITIES INDEX



Swansea

March , 2018

# RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 93 cities<sup>1</sup>

## 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 93 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), 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 Sebastian<sup>2</sup> (*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 (*Udmart Republic, Russia*), the municipality of Klaksvík (*Faroe Islands*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Maribyrnong

---

<sup>1</sup> 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.

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

(Australia), Melitopol (Ukraine), Mexico City (Mexico), Montreal (Canada), Munich (Germany), the canton of Neuchâtel (Switzerland), Neukölln (Berlin, Germany), Novellara (Italy), Offenburg (Germany), Olbia (Italy), Oslo (Norway), the district of Osmangazi in the province of Bursa (Turkey), Parla (Spain), Patras (Greece), 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 Rubicone<sup>3</sup> (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 Castelli<sup>4</sup> (Italy), Valletta (Malta), Västerås (Sweden), Ville de Paris (France), Vinnitsa (Ukraine), Viseu (Portugal) and Zurich (Switzerland).

Among these cities, 44 (including Swansea) have more than 200,000 inhabitants and 53 (including Swansea) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Swansea 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 the 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.

---

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

<sup>4</sup> 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).

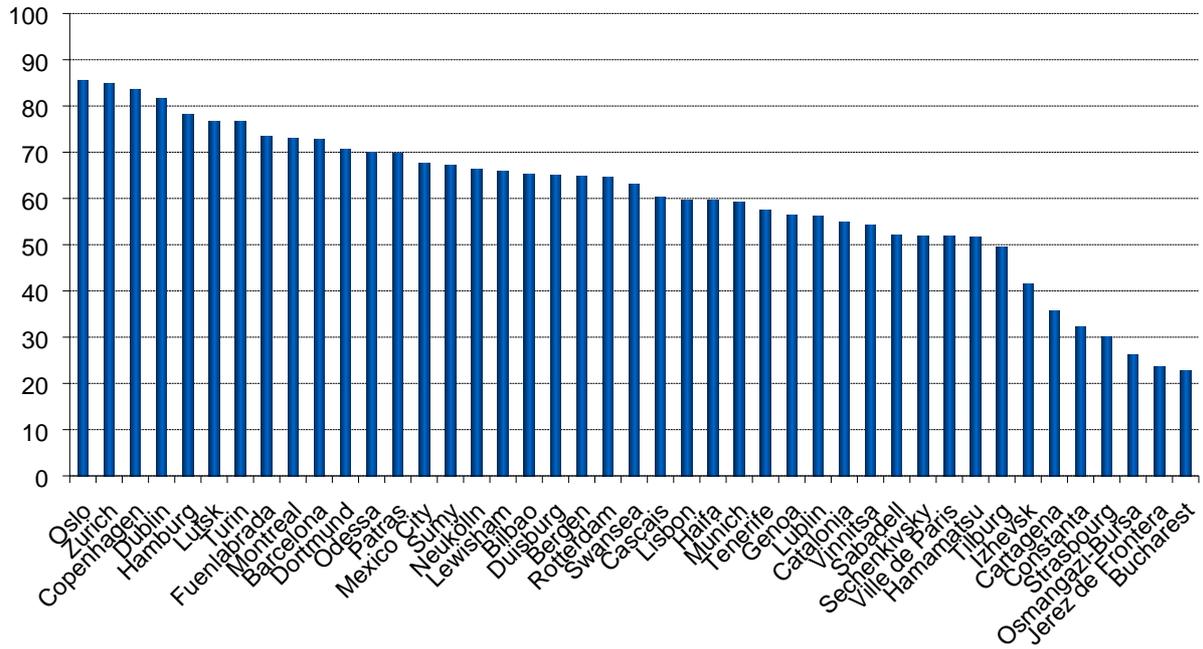
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of 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.

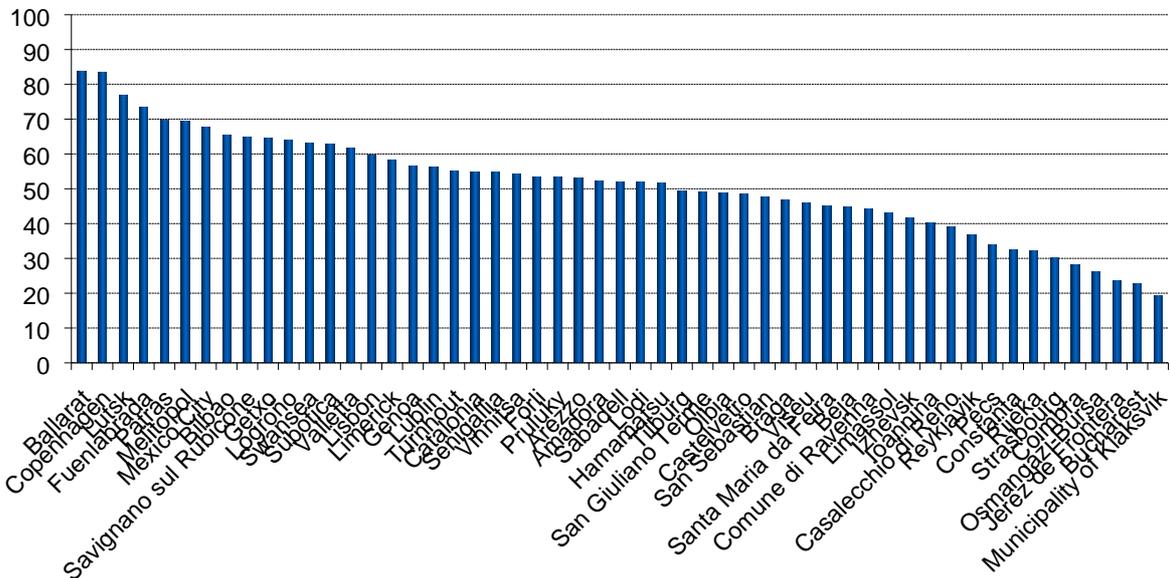
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

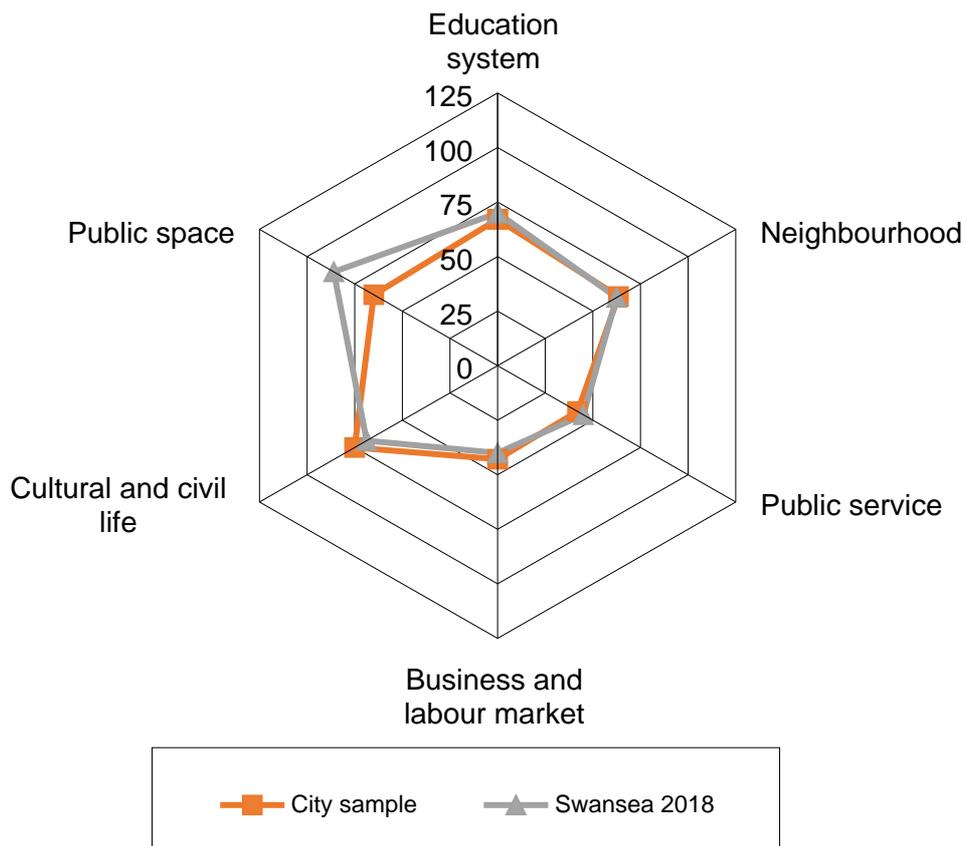
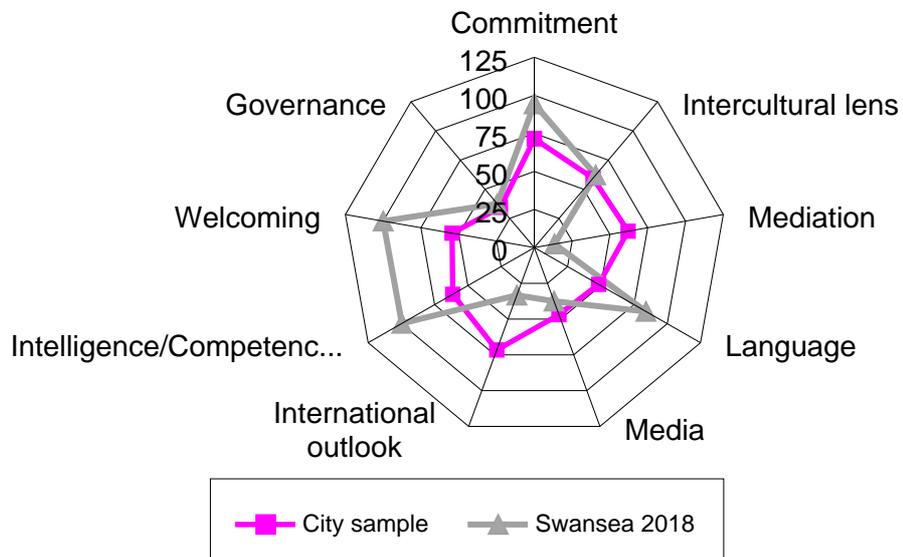
According to the overall index results, Swansea has been positioned 37th among the 93 cities in the sample, with an aggregate intercultural city index of 63%. Swansea has been ranked 22th among cities with more than 200,000 inhabitants and 12th among cities with less than 15% of foreign-born residents.

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



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





## Swansea – An overview

Swansea, or 'Abertawe', as it is known in Welsh, is a city and county in South Wales (United Kingdom). It is the second largest city in Wales. Swansea has a population of 244,500 people (as stated by the last official census of the Office for National Statistics – ONS, Mid-Year Estimate, 2016).

The city of Swansea originally developed as centre for metals and mining from the beginning of the 18th century. During its 19th-century industrial heyday, Swansea was a key centre of the copper industry, earning the nickname 'Copperopolis'. However, by the end of the Second World War these heavy industries were in decline, and over the post-war decades Swansea shared in the general trend towards a post-industrial, service sector economy.

Demographically, Swansea experienced a sort of roller-coaster population growth. The 1930s and 1940s was a period of slight decline. In the 1950s and 1960s the population grew and then fell in the 1970s. The population grew again in the 1980s only to fall again in the 1990s. In the 2000s, so far, Swansea is experiencing a small amount of population growth. Against this scenario, the local authority area estimated that the majority of ethnic groups in the city is white: English/Welsh/Scottish/Northern Irish/British 91.5% (218,655 of 239,023 people), while as for non-nationals resident in the city, of the 239,023 usually resident population of Swansea in 2011, 76.4% (182,711 people) stated they held a UK passport, 4.3% (10,323) held a foreign passport only. Additionally, there were 19.2% (45,989) who stated they did not hold a passport (Source: ONS. 2011 Census Table QS212EW, Passports held, Swansea). Furthermore, there are no individual ethnic minority groups at (or close to) 5% of Swansea's total population. 2011 Census data suggests that the largest non-white ethnic groups in Swansea are: Chinese – 2,052 people (0.9% of Swansea's population), Bangladeshi – 1,944 (0.8%), other Asian – 1,739 (0.7%), black African – 1,707 (0.7%), Arab – 1,694 (0.7%). Finally, the percentage of second or third generation is unknown to date.

Economically, the GDP per capita in Swansea is £18,577 (2015 official estimate).

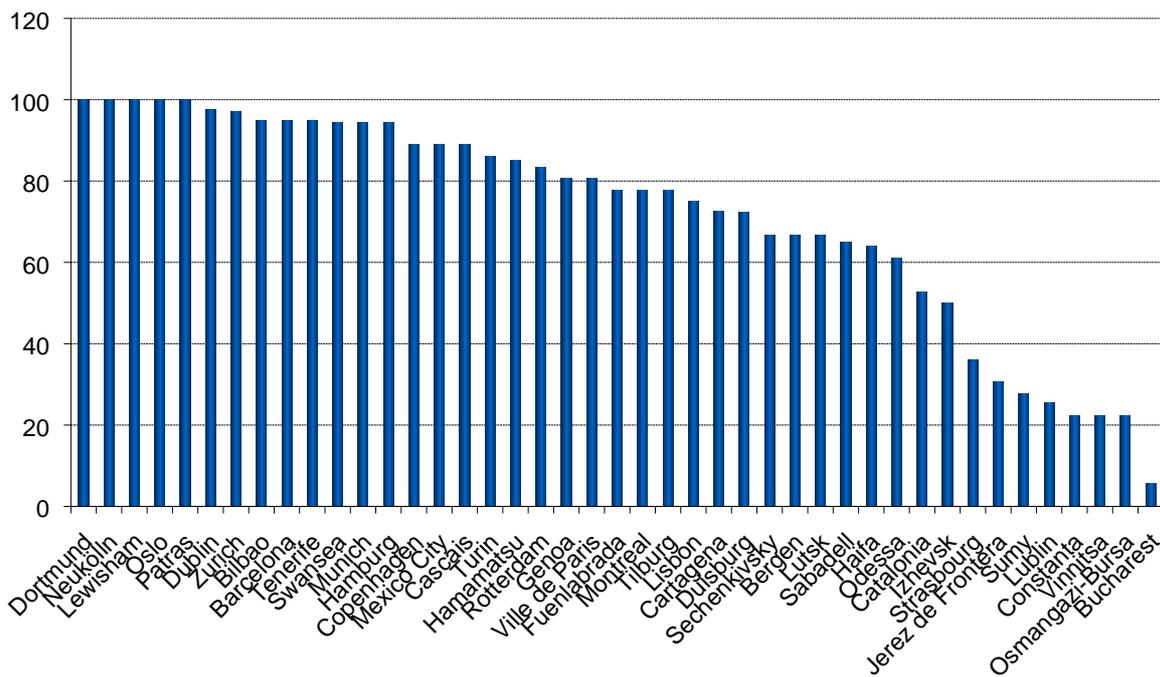
The city has a department with leading responsibility for intercultural integration; it mainly sits in the Poverty and Prevention Service, although it is crosscutting and other Services take responsibility too. The Access to Services Team deals with the legal responsibility on equalities/protected characteristics.

# COMMITMENT

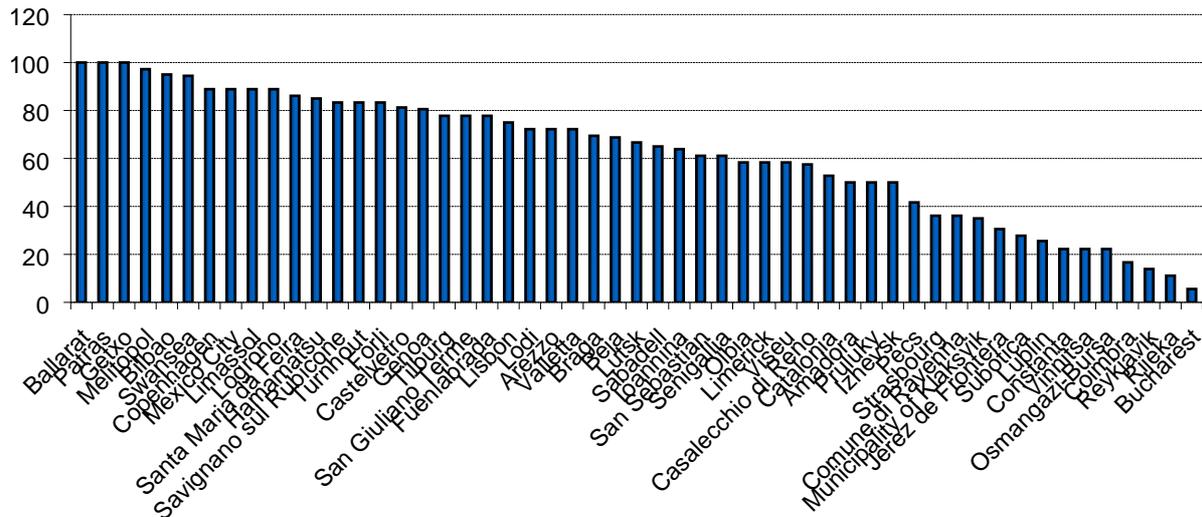


*The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.*

**ICC-Index - Commitment - City sample (inhabitants > 200'000)**



**ICC-Index - Commitment - City sample (non-nationals/foreign borns < 15%)**



Swansea’s rate in the field of Commitment corresponds to the 94%, considerably higher than the city sample result of 71%.

Swansea has formally stated its participation in the Intercultural Cities network, and official speeches and communication often make clear reference to the city’s intercultural commitment. Swansea has formally adopted an integration strategy with intercultural elements. The Swansea Community Cohesion Delivery Plan 2016-2017, and more specifically, the Well-being of Future Generations (Wales) Act, provide opportunities to embed community cohesion issues across key plans and strategies. The plans have four main objectives: 1) to work at a strategic level to break down barriers to inclusion and integration across marginalised groups; 2) to work at a local level to break down barriers to inclusion and integration for particular groups and communities; 3) to support migrants, refugees and asylum seekers and settled communities during the integration process; 4) to support communities in preventing hostility and extremism, and manage consequences.

Furthermore, the city has allocated a budget for the implementation of the intercultural strategy and the Community Cohesion Delivery Plan 2016-2017. Indeed, Swansea Council employs from core funding a Migration, Asylum Seeker and Refugee Coordinator, it also employs a Welsh Government funded Regional Community Cohesion Coordinator. In addition in March 2017, Swansea Council funded and coordinated a community cohesion city event, bringing different communities together to celebrate life in Swansea and all its residents. It also funds a number of organisations that specifically have projects working with black minority ethnic communities, such as Ethnic Youth Support Team, Swansea Bay Asylum Seekers’ Support Group and Swansea Bay Regional Equality Council.

Positively, there exists an evaluation process for the Swansea intercultural strategy (included in the Community Cohesion Delivery Plan 2016-2017). The outcome monitoring takes into account the percentage of people (by area and by characteristic) who agree/disagree with combinations of the 3 cohesion statements in the National Survey: the percentage of people who are lonely (by area, by characteristic), hate crime and incident figures (by area, by

characteristic), any data on bullying and school exclusion on the grounds of discrimination, the percentage of people feeling safe at home, walking in the local area, and when travelling.

Official speeches and communications by the city often make clear reference to the city's intercultural commitment.

Moreover, the city has set a webpage where it is possible to consult news on intercultural initiatives and activities<sup>5</sup>.

Interestingly, the city has a dedicated body, a cross-departmental co-ordination structure, responsible for the intercultural strategy or intercultural integration. The purpose of the Swansea Community Cohesion Leadership Group is to set out a common vision and action plan to help address issues surrounding Community Cohesion within the City & County of Swansea. The Community Cohesion Leadership Group will be chaired by the City & County of Swansea Cabinet Member for Communities and Housing. The Leadership Group will also meet on a quarterly basis to discuss and report the progress of the National Community Cohesion Delivery Plan to the Welsh Government. The Leadership Group will be made up of Cabinet Members and Lead Support Officers.

Swansea honours residents or organisations that have done exceptional things to encourage interculturalism. Such rewards have been positively carried out through the annual City of Sanctuary Award, organised by Swansea City of Sanctuary network and Project, of which the City and County of Swansea is a member.

---

<sup>5</sup> [www.swansea.gov.uk/communitycohesion](http://www.swansea.gov.uk/communitycohesion)

On this note, the new Delivery Plan is in draft and will be uploaded on the webpage once it is finalised and a local version in place.

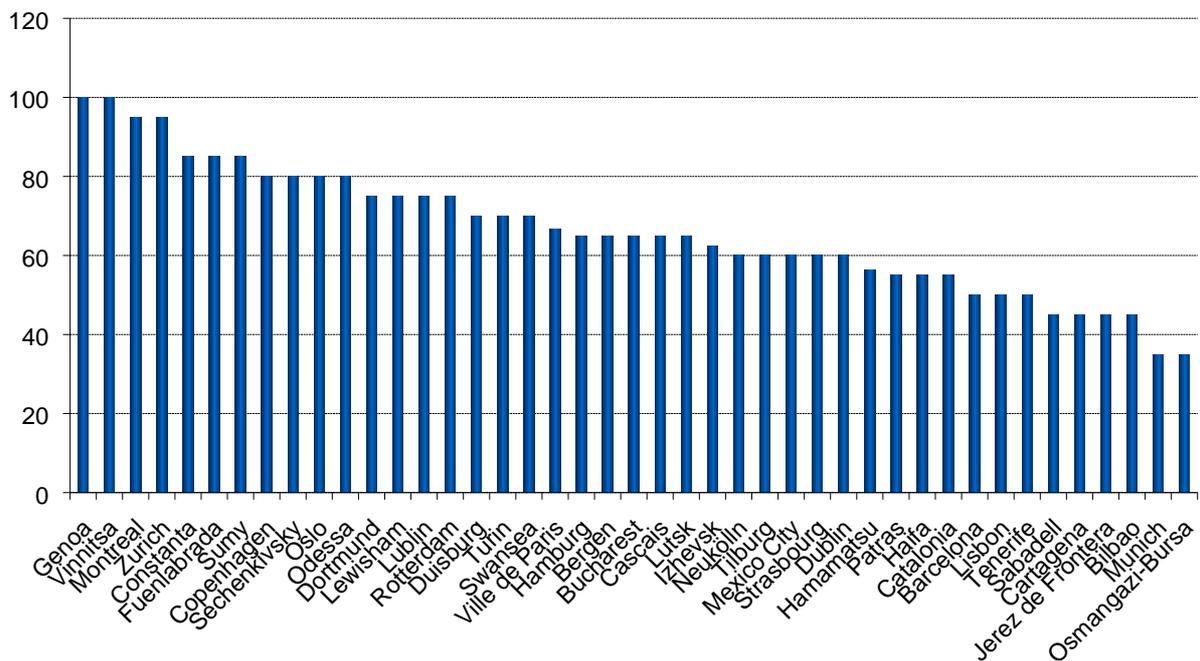
# EDUCATION

through intercultural lens



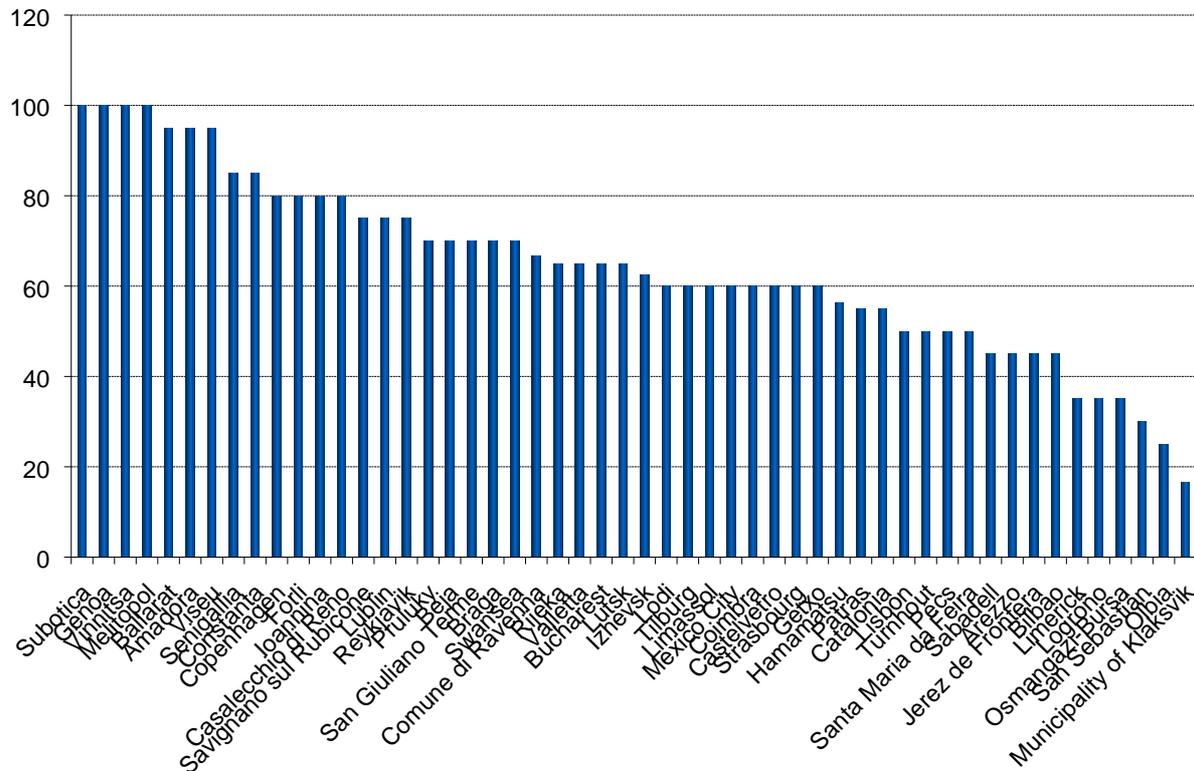
*School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.<sup>6</sup>*

## ICC-Index - Education system - City sample (inhabitants > 200'000)



<sup>6</sup> 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](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).

**ICC-Index - Education system - City sample  
(non-nationals/foreign borns < 15%)**



Swansea’s education policy indicator reaches 70% , slightly higher than the city sample’s rate of 67%.

In some schools, children are of the same ethnic background, and, sometimes teacher’s ethnic backgrounds mirror pupils’.

Positively, most schools are trying to enhance parents’ participation in the education system. In Swansea’s schools, bilingual support teaching assistants are employed; they liaise with parents and encourage involvement in school.

In Swansea schools often carry out intercultural projects to facilitate social mixing among students and pupils. A number of schools have held ‘diversity days’ and celebrations of different religious/cultural occasions. It is also interesting to note that over 96% of schools in Swansea are Rights Respecting schools (a UNICEF recognised award for schools).

To improve in the field of education, Swansea should consider adopting policies to increase the ethnic/cultural mixing in schools. In fact, schools’ activities are important because they offer a meeting point for children and especially parents coming from different countries, with different cultural background, to get to know other members of the community.

As a suggestion, Swansea might find Oslo’s (Norway) initiative inspiring. The project called “*Gamlebeyn Skole*” promotes cultural diversity through arts. In fact, cultural and intercultural education will help to counteract the “*white flight*” phenomenon in kindergartens. In Oslo, kindergartens tend to be characterised

by great ethnic mixing but there are signs that primary and secondary schools are gradually becoming more ethnically-polarised as more affluent parents opt out of some schools and into other. This has been countered by limiting the right to choose and also by investing in those schools that have been threatened by 'white flight'. For example, the Gamlebyen Skole is a classic inner city primary school with a wide range of languages and a combination of complex social and cultural issues. The school's physical environment is shaped to involve references of migrant children's culture of origin such as the climbing wall made up of letters of all world alphabets, the original carved wood pillar of a destroyed Mosque in Pakistan, kilims and other objects which create a warm, homely atmosphere. The curriculum in the school involves cultural and intercultural learning. There is a benchmarking tool allowing teachers to check whether they stand in diversity matters such as engaging parents from different origins. Moreover, the school has edited a book from a joint project from Ankara and is now running a film project with schools from Denmark and Turkey.

We would like to suggest also some initiatives that have improved the field of education in other Intercultural Cities:

In the Italian city of Turin, schools have allocated vegetable gardens where students can cultivate with the help of their parents. Schools activities are important because they are a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community.

Novellara has set a project called "Punto d'ascolto" (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

Instead, Bergen's municipality has announced funds to stimulate the collaboration between schools and parents from a minority background. The city also promotes local schools which carry out intercultural projects. Many schools apply for funding for different intercultural projects where the parents are actively involved. Most of the schools engage in mutual collaboration, evaluating and sharing their experiences and projects.

Lastly, the city could offer cooking workshops, sportive activities, language classes, or even theatre and drama workshops. When organising such activities, it is important to bear in mind the variety of initiatives offered. In fact, in order to engage a wide public, it is important to satisfy everybody's needs and interests.

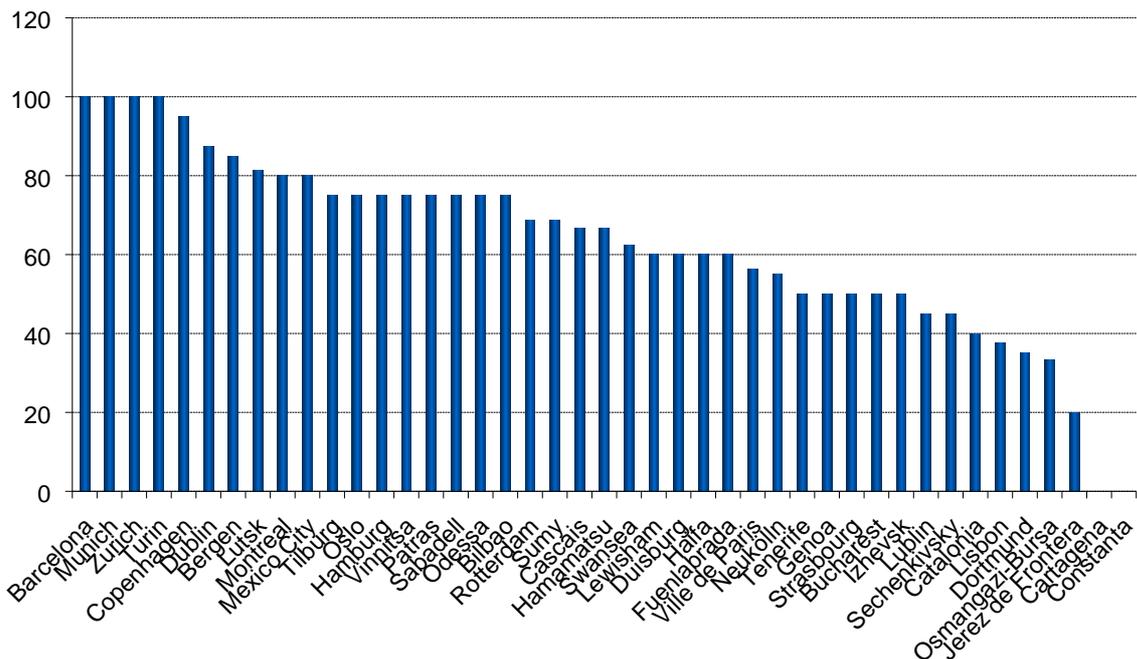
# NEIGHBOURHOOD

through intercultural lens



An intercultural city does not require a “perfect statistical mix” of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.<sup>7</sup>

## ICC-Index - Neighbourhood - City sample (inhabitants > 200'000)



<sup>7</sup> By “neighbourhood” we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of “neighbourhood” varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.



which will provide opportunity for collaboration and joint initiatives across various neighbourhoods.

Instead, Limassol promotes activities to mix citizens from different areas; for example, the Euromed Festival aims to gather people together through folkloristic dancing and exhibitions. Another activity is the "Social Work on the Road" programme that started in 2010 and since then aims to prevent criminality, especially among young people. This programme follows the following steps:

- Raise awareness on the danger of drug and alcohol abuse;
- Psychological support, e.g. prevent teenagers from dropping school, family support;
- Fight against unemployment.

This organisation operates on the street, among people, and this is the peculiarity: people, especially teenagers, do not need to visit an office or to take an appointment in a facility.

In addition, the city, only on occasional matters has an established policy to increase the diversity of residents in the neighbourhoods, or encourage people from different ethnic backgrounds to meet and interact in the neighbourhoods. They say that there is no policy but it is done in practice.

Swansea could enhance the rate in this field by introducing formally some policies to encourage people from different ethnic backgrounds to meet and interact within the neighbourhood; in order to promote dialogue and harmony in disadvantage areas the city could offer cultural mediation. On this purpose, the city could organise activities to give its citizens a chance to meet. Some projects the city can sponsor: sports activities, art and craft, excursions and promenades either in the city centre or in the countryside, maybe with some historical explanations, special festivals to celebrate public figures, cooking workshops, etc.

The city could take inspiration from the city of Parla, where the "Equipo de Mediación Vecinal" (team of local mediation) is responsible for the organisation of events and meetings. Moreover, the "Equipo" offers a safe and welcoming place where all the citizens can talk and share their problems and/or concerns while getting to know each other creating connections. In addition, the team enhances the link between new/developing areas (such as Barrio de Parla Este) with more "aged" districts.

Swansea could also find the Getxo example interesting: the city established a specific project to encourage native women to meet immigrant women as it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI is another project carried out in Getxo. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "Parkean Olgetan" and it has the support of various schools and associations.

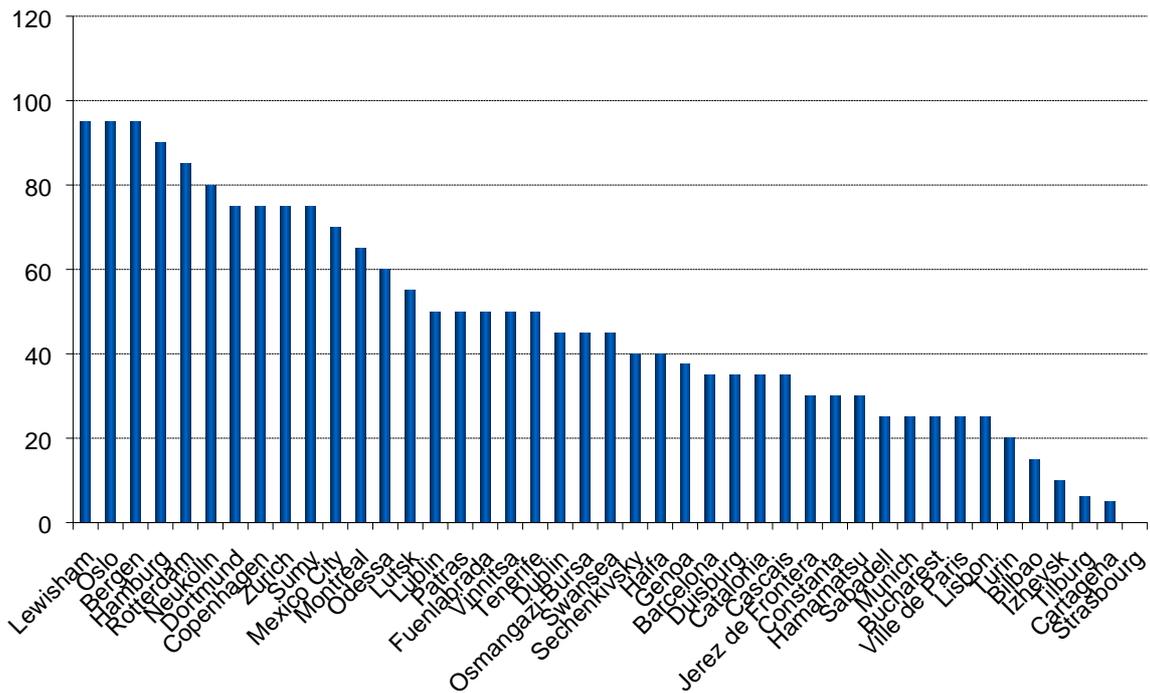
# PUBLIC SERVICE

through intercultural lens



*An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.*

**ICC-Index - Public service - City sample (inhabitants > 200'000)**





In order to improve in this field, Swansea might also wish to follow Neuchâtel's cultural activities, comprised mainly of social events to overcome cultural barriers and hence, to foster integration. Since 2006, the Swiss canton promotes diversity in public areas and the positive image of a plural society through a bi-annual campaign which involves a large proportion of local citizens, associations, institutions and businesses around exchanges, cultural or sports encounters, round tables, shows and concerts. NEUCHÂTOI is a programme of instructive and varied intercultural events, targeted at the entire population of Neuchâtel to encourage fruitful discussions and debate on its heterogeneity while identifying shared values and the feeling of belonging. The main aim of all these events is to improve mutual knowledge and understanding among Swiss people and people from migrant backgrounds and to instil confidence in the whole population so that they can live together while respecting pluralism in a multicultural society that seeks to foster inter-community integration. The results have been impressive – from a positive vote on a referendum to give non-national residents the right to be elected, to a reduction of anti-Muslim stereotypes...

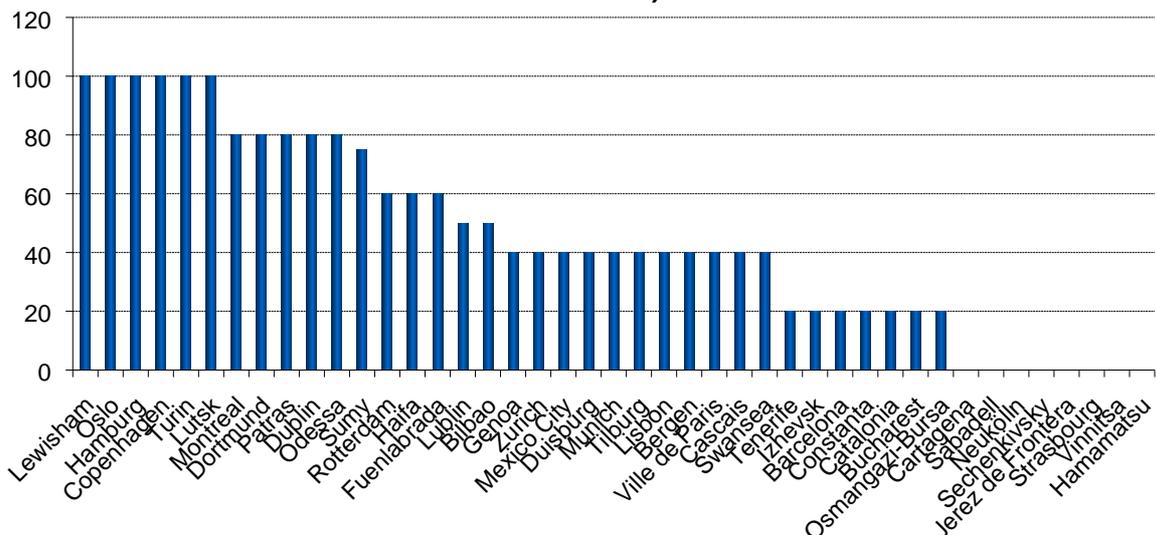
# BUSINESS & LABOUR

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.

**ICC-Index - Business and labour market - City sample (inhabitants > 200'000)**





The city has a charter or another binding document against discrimination in its own administration and services<sup>8</sup>. Swansea does not encourage an ethnic minority business to move beyond the ethnic economy and enter the mainstream economy. However, it is worth reminding that the Welsh Government's Business Wales Programme provides advice and support to businesses across Wales. Indeed, in Swansea and South Wales, this is delivered by Business in focus.

Furthermore, the city has not taken action to encourage 'business districts/incubators' in which different cultures could more easily mix yet. However, as the questionnaire states, the city and County of Swansea are pursuing an opportunity to develop a business district in Swansea city centre that will support innovative businesses to grow. This will include supporting cultural diversity.

Finally, in its own procurement of goods, the city does not prioritise companies with a diversity strategy, as foreseen by national regulations.

Swansea might take inspiration for further improvement from the city of Parla which encourages the integration of Chinese businesses into the local market through training and counseling. On 29 April, the city, celebrates this connection with the Chinese market to positive effect. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about the procedures to be carried out to implement a business.

Alternatively, the city of Stavanger launched INN Expats, a branch of the Stavanger Chamber of Commerce, is dealing with promoting diversity and non-discrimination in employment. It also organizes 80 events a 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-parts 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 organization.

Last but not least, in the Portuguese Intercultural City of Cascais, the "*Conselheira para a Igualdade*" (Councillor for Equality) recognises the importance of promoting Gender Equality as a fundamental factor for local development. In 1998, the Cascais City Council adhered to the challenge launched by the Commission for Equality and Women's Rights (current CIG - Commission for Citizenship and Equality of Gender), establishing a protocol with this entity, within which a person of reference was appointed for gender issues: The Councillor for Equality. Interestingly, the Councillor for Equality's role is to eliminate gender stereotypes and promote citizenship through the elaboration and development of municipal plans for equality, in line with the European Charter for Equality of Women and Men in Local Life. Some of the Councillor's competences are: to monitor and streamline the implementation of local policy measures from a gender perspective and the implementation of measures envisaged in local strategies to promote equality and prevent domestic violence and other forms of discrimination; Give advice and suggestions on the policies in the field of equality and non-discrimination, maternity and paternity protection,

---

<sup>8</sup> [http://www.swansea.gov.uk/staffnet/media/3617/Equality-policy statement/pdf/Equality\\_Policy\\_Statement\\_April\\_2012.pdf](http://www.swansea.gov.uk/staffnet/media/3617/Equality-policy%20statement/pdf/Equality_Policy_Statement_April_2012.pdf)

combating domestic violence and other forms of discrimination; submit concrete proposals for action; raise awareness on gender equality; and participate in the annual forum of Councillors and local Councillors for equality.

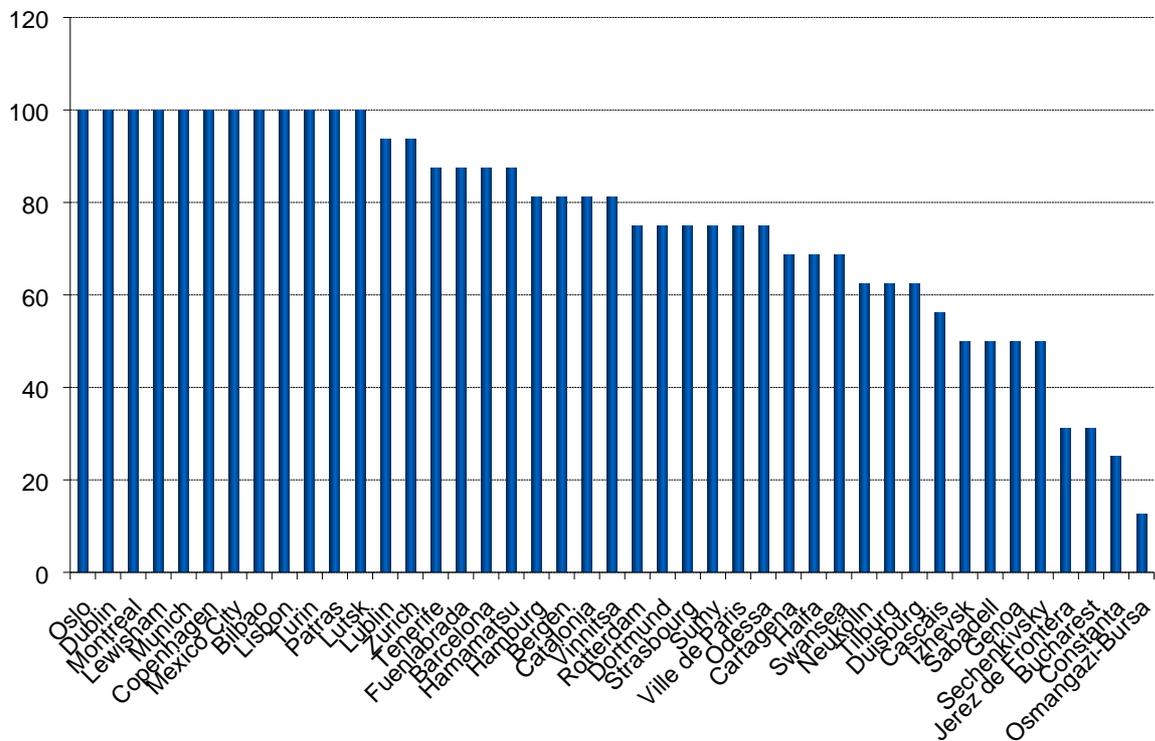
# CULTURE & CIVIL LIFE

through intercultural lens



The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

**ICC-Index - Cultural and civil life - City sample (inhabitants > 200'000)**





Engaging with the communities is also done through cultural and artistic projects. Swansea's Glynn Vivian Art Gallery organizes and hosts a range of initiatives targeting vulnerable young people, older adults, refugees, diverse cultures, adults with learning disabilities and those living in areas of social deprivation in Swansea. It engages through workshops with audiences from ethnic organisations such as Swansea African Association, the Swansea Chinese Cooperative and Swansea Bay Asylum Seekers Support Group, to support creativity and increase access to employment, promoting a shared culture through art.

Unfortunately, the city occasionally organises public debates and campaigns on the subject of cultural diversity and living together. The city and County of Swansea has supported and spoken in public events organised by city of Sanctuary and Anti-Racism events including the *Castle Square* in the city centre with opportunities for members of the public to speak.

To improve this field, the city of Swansea could look up to San Giuliano Terme, where children born on 2 June from foreign-born parents receive an honorary Italian citizenship.

As a suggestion, in Spain, Getxo organizes a Street Culture Day to promote social cohesion and encourage immigrants' integration through sportive activities; combined to this, the International Folk Festival, where music promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

Finally, some cities, like Braga and Santa Maria da Feira, prefer theatre as a tool to promote interculturality. Braga's Teatro-Circo, inaugurated in 1915, provides today a wide range of plays and comedies. Moreover, the Braga theatre festival lasts throughout the first half of July and the theatre hosts companies from either Braga or abroad in a variety of locations throughout the city.

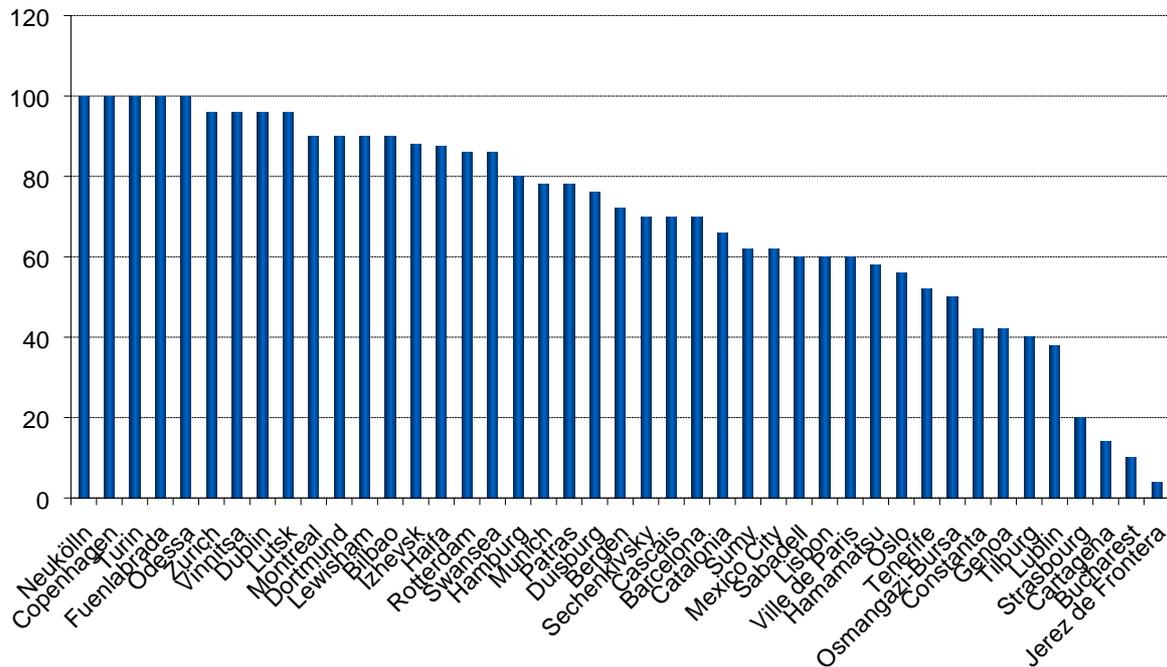
# PUBLIC SPACE

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.*

**ICC-Index - Public space - City sample (inhabitants > 200'000)**





This is in addition to a three day exhibition in the city centre open to all residents.

In the city, there are no areas dominated by one minority ethnic group where other people feel unwelcomed, and it is also excellent that there are no areas that can be defined as "dangerous".

The city of Swansea could increment its cultural activities looking up to this following Intercultural Cities' programme: Getxo organises an intercultural march because it would appear that a trekking excursion helps people from different backgrounds to get to know each other. Another interesting practice adopted by the city of Getxo is the establishment of a Summer Camp for children: a pure chance for Getxo's children to meet their foreignborn peers. This project promotes the values of interculturality and the diversity here is perceived as an enriching element.





Finally, Swansea should consider either establishing or promoting and supporting the establishment of an organisation to deal specifically with inter-religious relations.

In the German city of Erlangen, for example, inter-religious round table with the Mayor and representatives of Muslim, Jewish and Christian congregations take place twice a year, whereas the Christian – Islamic round table takes place 6 times a year. In September every year all religions meet in a shared festival and have a joined peace processions of religions, including Muslims, Christians, Jewish, Baha`i, Buddhists e.g. The new custom now in the spiritual life in Erlangen is that all main congregations have agreed to invite each other to all main religious holidays.

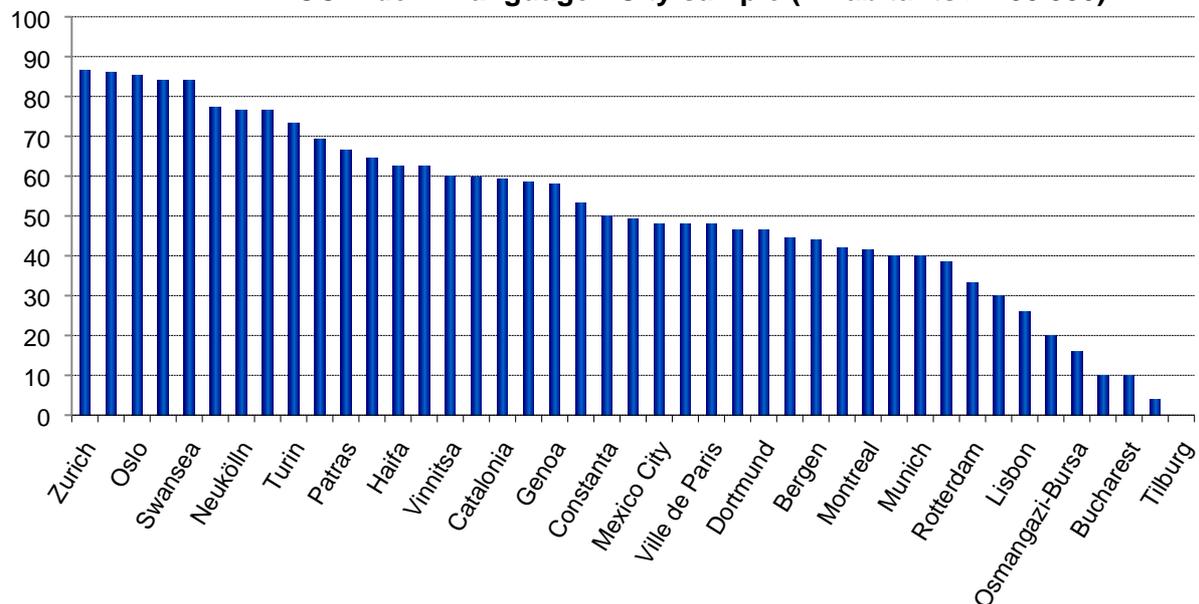
Similarly, Ballarat's Mayor has been hosting interfaith dialogues with various faith leaders in the Grampians region and the Valletta Local Council takes care of keeping the dialogue open with Christians, Jews and Hindus, for example by organising events to involve the Jew community, such as Hanukah.

# LANGUAGE

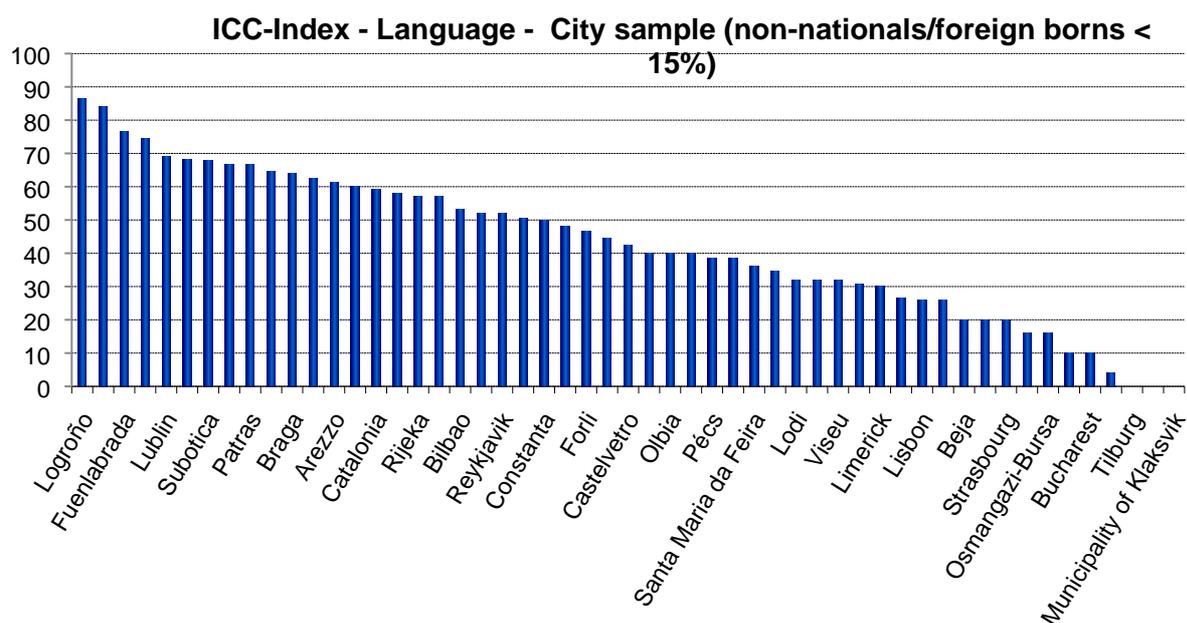


The learning of the language<sup>9</sup> of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority 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, the extent to which the majority is prepared to adopt these languages is significant.

**ICC-Index - Language - City sample (inhabitants > 200'000)**



<sup>9</sup> 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://higherred.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))



Positively, Swansea’s language policy rate is 84% . This result is higher than the cities’ average result of 48% .

The city provides specific language training in the official languages for hard-to-reach groups; it guarantees that learning migrant/minority languages is part of the regular curriculum at schools for pupils and, to some extent, specific course available to everyone; it promotes initiatives to learn migrant/minority languages as a mother tongue course for migrant/minority kids only; it also ensures the support for private/civil sector institutions providing language training in migrant/minority languages, and the support to Community sector for opportunities for informal language learning.

More specifically, in Swansea some schools provide opportunities for students to learn less common minority languages and take formal exams in the subject English Language training is provided across the city at no cost to unemployed. As the analysis reveals, Childcare provision is also provided for the UK Government’s refugee programme and some classes in community venues.

Unfortunately, the city’s administration does not support financially local minority newspaper/journal, minority radio programmes, nor TV programmes in minority languages.

Despite these remarkable efforts, support of minority groups residing in Swansea should also be ensured in local and mainstream media. The city could also provide financial support to minority newspapers and/or radio and TV programmes in a minority language. The city of Arezzo is working on this issue: the weekly newspaper Piazza Grande has a Romanian column. Moreover, the channel Tele San Domenico (TSD) shows the news in several languages. Instead, Ballarat collaborates with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio programme 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.

In the city of Stavanger, for example, the Johannes Learning Centre (Joannes Læringscenter) is providing mandatory tuition in Norwegian language and culture for immigrants between 16 and 55 years old having a resident permit, as well as the possibility to attend these courses for people over 55. The Centre is open during the day, in the evenings, and online. Special mother-child groups are organised so that stay-at-home mums can learn and practice Norwegian together.

According to the analysis, Swansea supports projects seeking to give a positive image of migrant/minority languages. It is commendable that Swansea hosts a number of events using minority languages in addition to English. Even though there has recently been a series of multilingual poetry evenings, the city could also be inspired by Tenerife's activities. This Spanish city supports projects that aim to give a positive image of the minority language. For example, the "Salon del Libro Africano" (African book Salon) aims to discover African culture. Similarly, other cultural activities are led. For example, the "Festival del Cine Polaco" offers a unique opportunity to discover Polish culture through movies and documentaries.

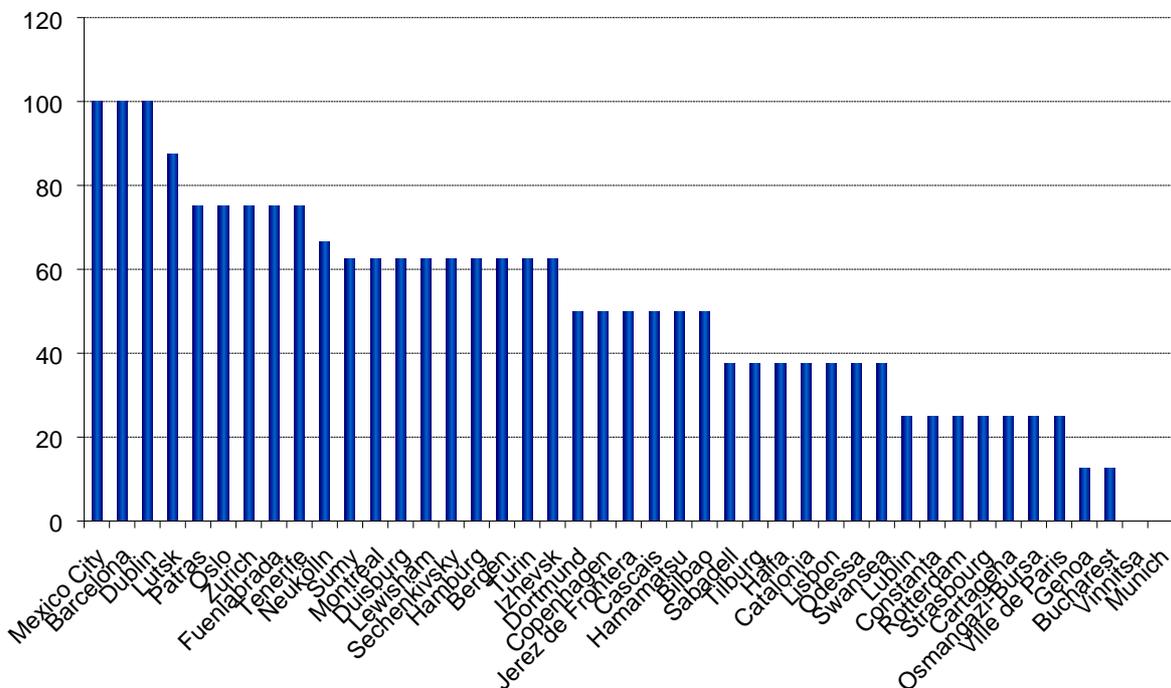
The city of Sabadell also runs different projects that especially target non-working women, like the workshop "Touch and Participate" and "Arteratia technique" involving women who had no knowledge of the language as well as some indigenous women. These workshops use theatre performances, as well as the creation of textile art pieces as tools to favour communication and socialisation. The work of these women is subsequently exposed to all neighbours to raise awareness and draw attention to those positive intercultural relations.

# MEDIA policies



*The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.*

ICC-Index - Relations with the local media - City sample (inhabitants > 200'000)





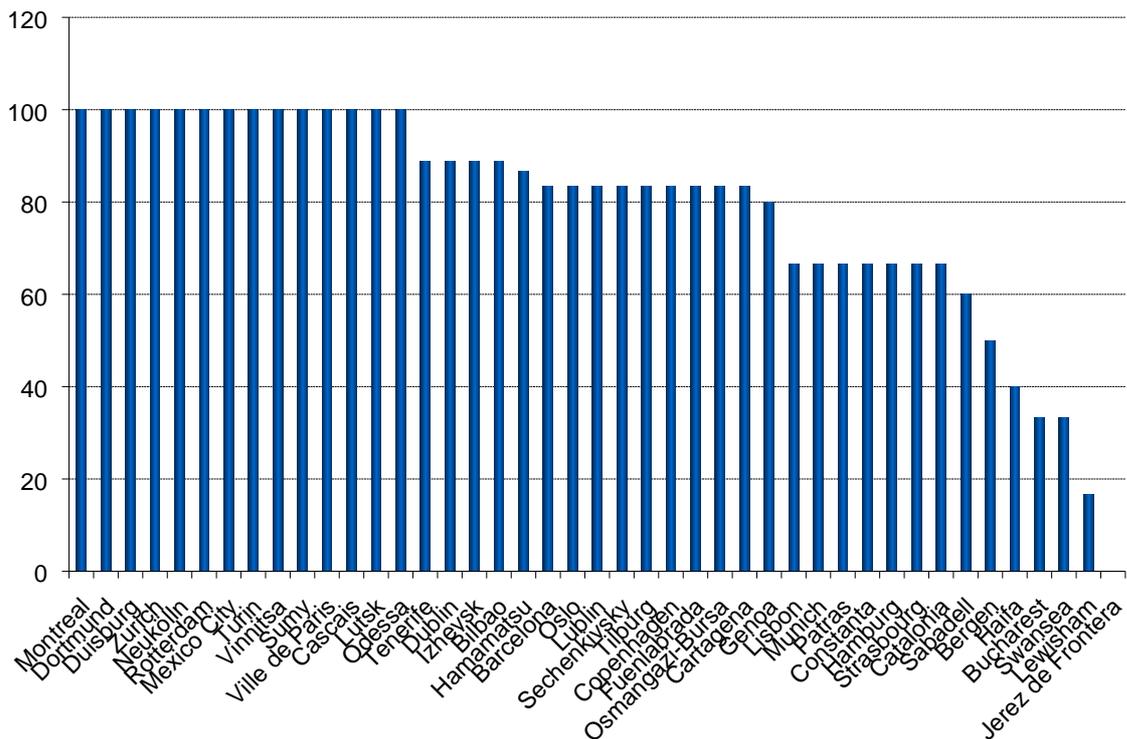
metaphor used in the Bilbao communication campaign is the umbrella as a defence against unjustified rumours. It has developed a short game in the form of a scratch card and a Web app, which can allow the user to assess whether they are 'protected' from or 'drenched' by rumours. Following a series of fact-based questions, it tests the degree of knowledge that people have about immigration, and illustrates the truth or otherwise of common rumours about immigrants. A final score is given indicating the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the user may obtain additional 'medals' and join the campaign for the values of multiculturalism, social cohesion and combating racial discrimination.

# 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.

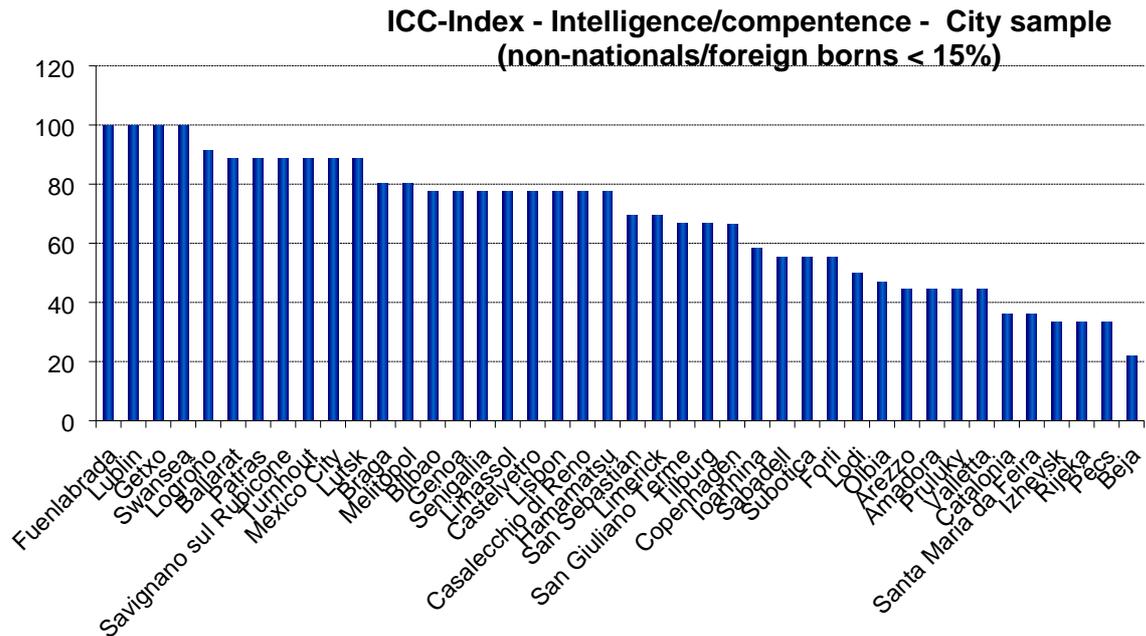
**ICC-Index - An open and international outlook - City sample (inhabitants > 200'000)**











The attainment rate of Swansea in the field of intercultural intelligence competence policy is 100% , considerably higher than the city sample’s rate of 61%.

Statistical and narrative information about diversity and intercultural relations are mainstreamed to inform the city government/council’s process of policy formulation, and the city regularly carries out surveys to monitor the public perception of migrants/minorities.

As the analysis reveals, Swansea has a number of senior officers who can disseminate any information on diversity and intercultural relations across the Council – the Migration, Asylum Seeker and Refugee coordinator and officers within the Access to Services Team. There is also a Community Cohesion Leadership Group, consisting of Cabinet Members and senior officers from across service areas which will examine trends and community cohesion issues in the city.

The City is promoting intercultural competences of its officials and staff through seminars, networks or trainings. Specifically, the City Council runs and facilitates training courses in Asylum Seeker and Refugee Awareness, Anti-Slavery and Hate Crime and contributes to this agenda in conferences.

Some good practices of interdisciplinary seminars can be useful for Swansea, for example Constanta (Romania) that has put into practice a number of policy initiatives to encourage international co-operation. In particular, it has set up an agency responsible for monitoring and developing the city’s openness to international connections. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

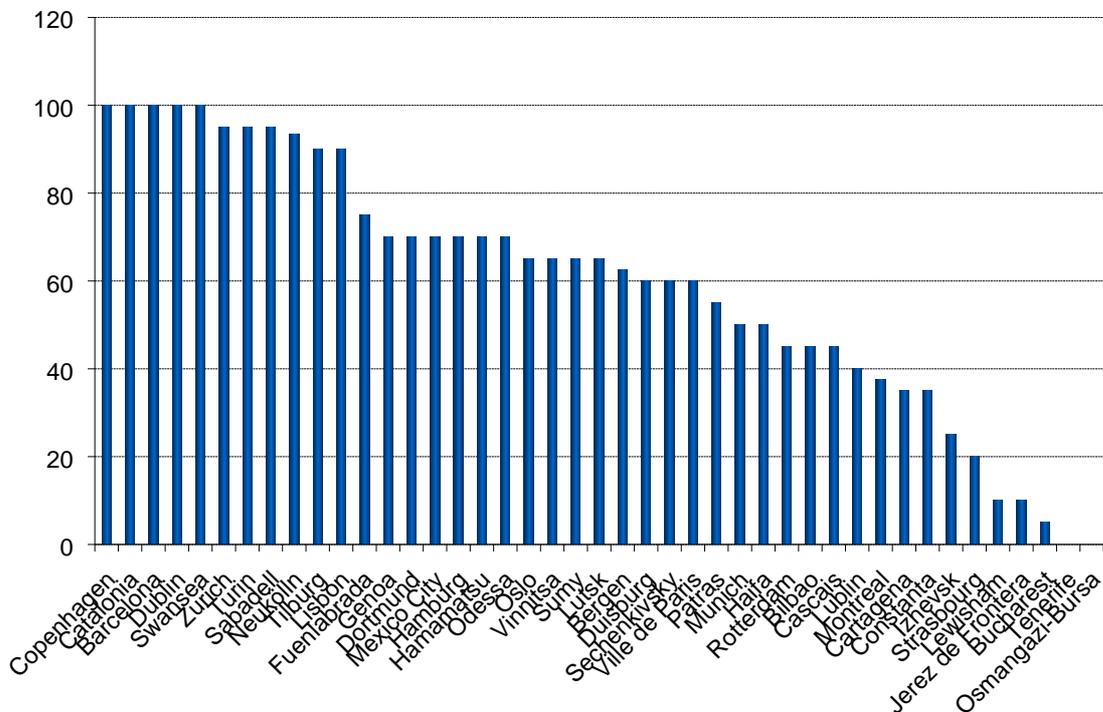
To raise awareness, “Diferenças & Indiferenças” is an initiative carried in Cascais whose purpose is to train social agents to successfully face intercultural issues of interculturality; for instance, when interacting with migrants. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses.

# 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.

**ICC-Index - Welcoming new arrivals - City sample (inhabitants > 200'000)**





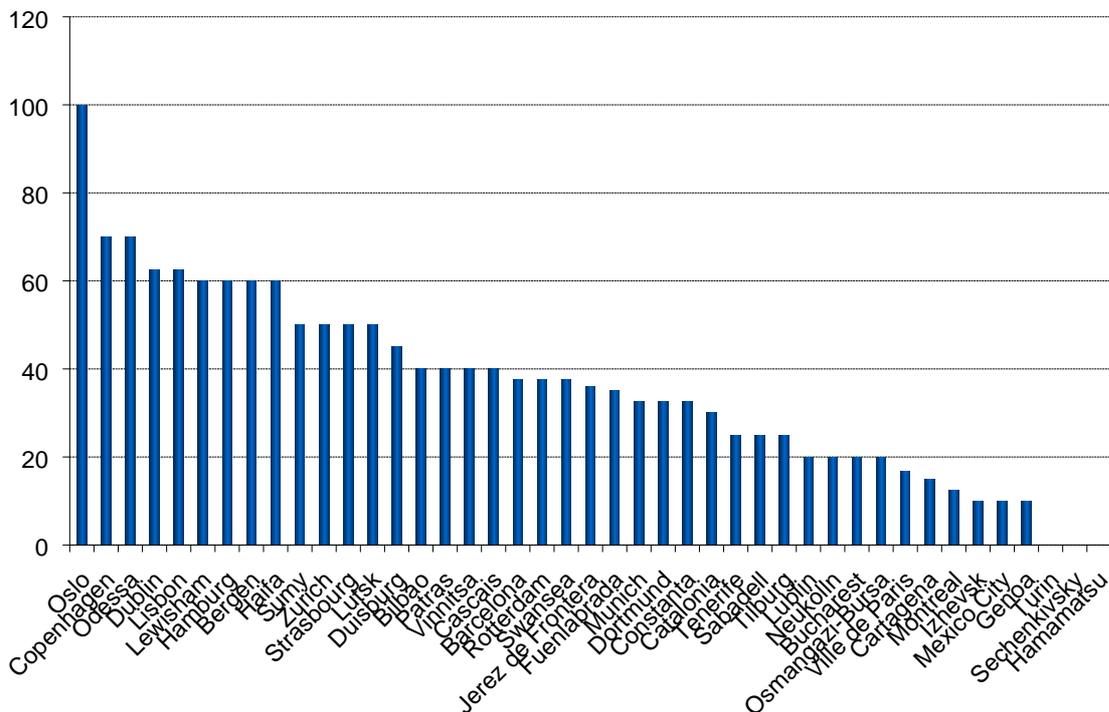
people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

# 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.*

**ICC-Index - Governance - City sample (inhabitants > 200'000)**





CALD 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 will be 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 has an advisory body to represent ethnic minorities/migrants and/or to deal with diversity and integration matters. It is independent of the local authority as well as relevant public institutions, organisations and experts.

We also recommend Swansea 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.

Perhaps the city might wish to follow the example set by the city of Paris where 123 "*conseils de quartier*" or "neighbourhoods' 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.

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

Another interesting example comes from Berlin-Neukölln, the project is called: "Young, Colourful, Successful" and it aims to redesign the city centre taking into account the intercultural diversity. Neukölln has the chance to be the first place in Germany to redesign a city centre in a way that acknowledges cultural diversity. The City Council of Berlin Neukölln was awarded by the German Federal Government the title "Place of Diversity" and with this sends a message against right-wing extremism and for diversity and tolerance. The place-name sign "Neukölln – Place of Diversity" is set up visibly on the square in front of the underground station "Britz-Süd".

# ANTI DISCRIMINATION



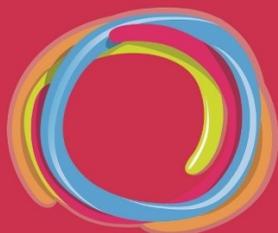
Swansea monitors the extent and character of discrimination in the city. Moreover, the city has a specific service that advises and supports victims of discrimination. Furthermore, the city runs regularly anti-discrimination campaigns and raises awareness on this topic. The City Council takes part in the annual Anti-Hate Crime week activities, coordinated by the Council's Hate Crime and Channel Coordinator.

Swansea could also follow Patras' project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. "Patras Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

Alternatively, Amadora's schools are breaking down stereotypes and negative perceptions. In fact, the city of Amadora (Portugal) has been implementing a communication campaign focused on education and schools in the framework of the Communication for Integration (C4i). The campaign aims to address the rumour identified through research at the city level that pupils with a migrant background lower the education level in schools. In Amadora, 60% of the foreign residents, who represented 10% of the city's population in 2011, originate from Portuguese-speaking African countries. As part of the campaign, 60 pupils of Seomara da Costa Primo secondary school were trained as anti-rumour agents. They identified the following rumours in the classroom: new students are never welcome, Spanish and Portuguese do not like each other, white people are believed to steal babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate "*how do I see the others*" where they were to mosaic their school mate using foodstuffs. Finally, they presented an anti-rumour song at the C4i 3rd Coordination meeting in Amadora on 12 December 2014 and expressed interest in joining more anti-rumour activities. According to scientific research conducted

in Amadora as part of C4i, a secondary school with a majority of students of different nationalities was positioned among the eight best schools in the city in 2013. Similarly, about a quarter of the students awarded for merit and excellence were immigrants. Amadora strongly believes that excellence in education can only be achieved in an integrated and inclusive education system.

# CONCLUSIONS



Swansea has been positioned 37th among the 93 cities in the sample, with an aggregate intercultural city index of 63%. Swansea has been ranked 22th among cities with more than 200,000 inhabitants and 12th among cities with less than 15% of foreign-born residents.

It is appreciable that the city scored a rate higher than the city sample in the following fields: commitment, education, public services, public spaces, language, intelligence/competenc, welcoming and governance.

On the other hand, the weakest fields where the city's municipality must strengthen its policies are: business and labour market, cultural and civil life, mediation, media, and international outlook.

In view of the above, we wish to congratulate with the City of Swansea for the efforts taken. The Index has shown that there is room for further improvements, and we are confident that if the city would further follow on our guidelines and other Intercultural Cities' practices, the results would 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:

- ✓ **Business and Labour Market:** the city might want to establish its own business umbrella organisation having as an objective the promotion of diversity and anti-discrimination or a charter/another binding document against discrimination in its own administration and services. Swansea should also act to encourage business from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy.
- ✓ **Cultural and Civil Life:** Interculturalism should be used as a criterion when allocating grants to associations. Swansea should more consistently encourage cultural organisations to deal with diversity and intercultural relations.
- ✓ **Mediation:** Swansea might wish to ameliorate its mediation policies by making sure that intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, and retirement homes and in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems. It may also wish to initiate an organisation dealing specifically with inter-religious relations.
- ✓ **Media:** the city should promote a positive image of immigrants and/or minorities in the media, it should provide support for advocacy and/or media training to mentor journalists with minority background and should monitor how media describe minorities.
- ✓ **International Outlook:** the city could support the creation of social networks to encourage the integration of new residents into the city and also make it possible to establish economic bridges with their home countries. On this purpose, Swansea could encourage co-development projects with the major migrant groups' countries of origin.

Swansea 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 database<sup>10</sup>.

---

<sup>10</sup> <http://www.coe.int/en/web/interculturalcities/>