



Santa Coloma de Gramenet: Results of the Intercultural Cities Index

Date: March 2015

A comparison between more than 60 cities¹

Introduction

The Intercultural Cities programme is a joint initiative between the Council of Europe and the European Commission. 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 is rich in content and detail. However, it is relatively weak as a tool to monitor and communicate progress. The new Intercultural City Index has been designed as a new benchmarking tool for the cities taking part in the pilot phase of the programme as well as future participants.

As of today 70 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Castellón de la Plana² (*Spain*), Castelvetro di Modena³ (*Italy*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian⁴ (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Fucecchio (*Italy*), Forli (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Izhevsk (*Udmurt Republic, Russia*), Jerez de la Frontera⁵ (*Spain*), the London borough of Lewisham⁶ (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Comune di Ravenna⁷ (*Italy*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma de Gramenet⁸ (*Spain*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone⁹ (*Italy*), Valletta (*Malta*), Västerås (*Sweden*) and Zurich (*Switzerland*).

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 city of Castellón de la Plana is hereinafter referred to as Castellón.

³ The city of Castelvetro di Modena is hereinafter referred to as Castelvetro.

⁴ The city of Donostia-San Sebastian is hereinafter referred to as San Sebastian.

⁵ The city of Jerez de la Frontera is hereinafter referred to as Jerez.

⁶ The London borough of Lewisham is hereinafter referred to as Lewisham.

⁷ The Comune di Ravenna is hereinafter referred to as Ravenna.

⁸ The city of Santa Coloma de Gramenet is hereinafter referred to as Sta. Coloma.

⁹ The city of Unione dei Comuni-Savignano sul Rubicone is hereinafter referred to as Rubicone.

Among these cities, 38 have less than 200,000 inhabitants and 32 have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Santa Coloma de Gramenet** (Spain) 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.

Methodology

The Intercultural City Index analysis is based on a questionnaire involving 69 questions grouped in 14 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".

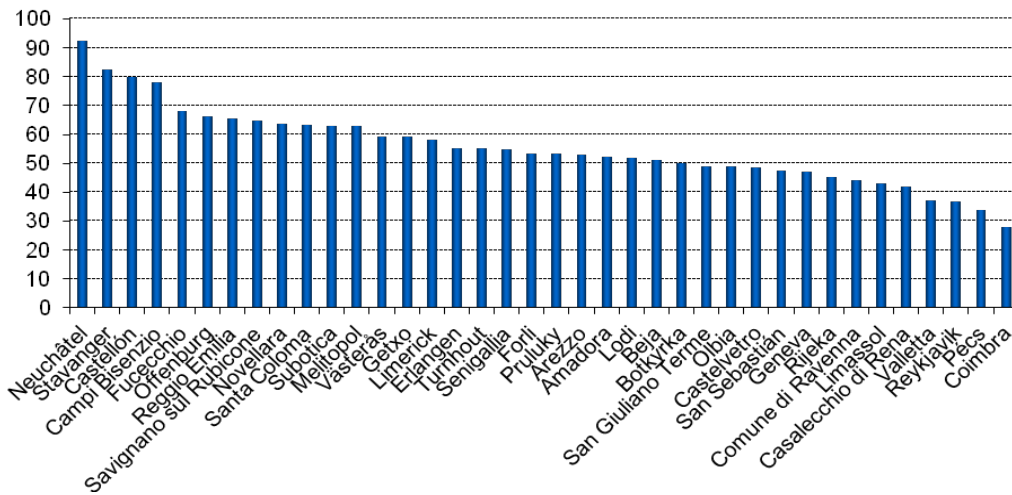
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach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

Taking into account the abovementioned 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.

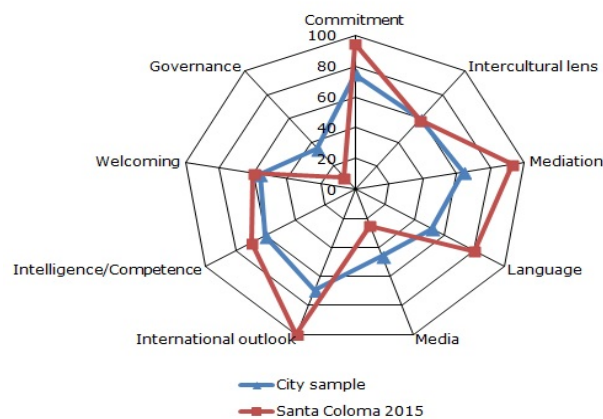
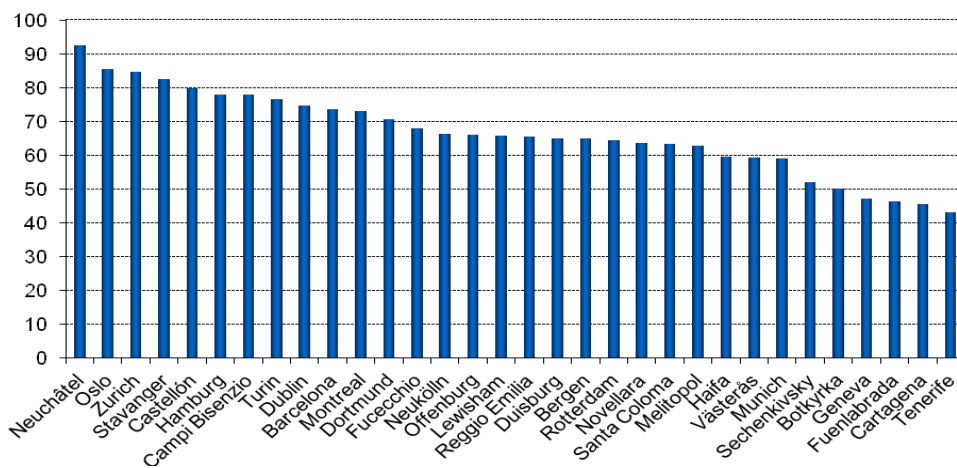
According to the overall index results collected in 2015, Santa Coloma has been positioned 28th among the 70 cities in the sample, with an aggregate intercultural city index of 63%, similar to the Serbian city of Subotica and the

Ukrainian city of Melitopol. Santa Coloma has been ranked 10th among cities with less than 200,000 inhabitants and 22nd among cities with more than 15 per cent 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 Gramenet (also known as Santa Coloma) is a municipality located in the province of Barcelona in Catalonia. Santa Coloma is the seventh most populous city in the province of Barcelona and the 9th in Catalonia. Despite its population, is a small town with about 7 km², of which 3,5km² are undeveloped land. In addition, the topography of the municipality is especially complicated. Bounded by the river Besos, the municipality has three hills forming two valleys: the population reside in the slopes of the hills, and more densely in the two valleys. So, Santa Coloma is one of the most densely populated in Catalonia.

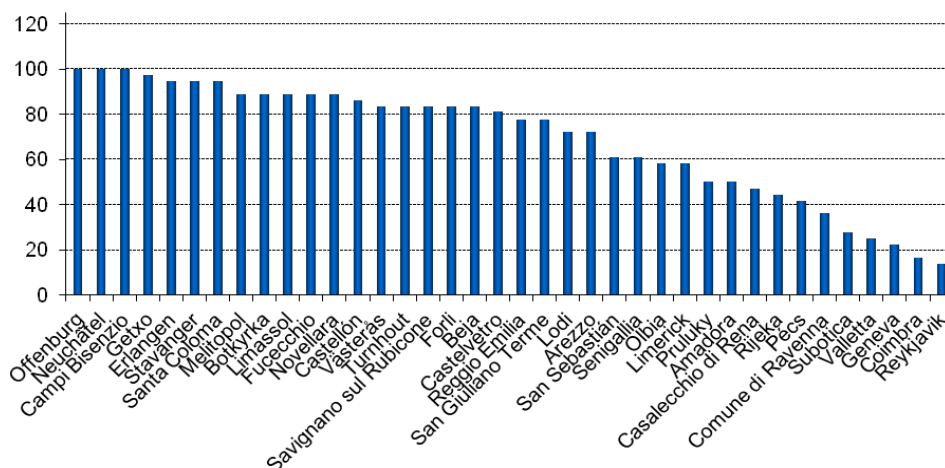
The existence of Santa Coloma and its population growth throughout the twentieth century is easily explained by its proximity to Barcelona city. It is a communication channel between the Catalan capital and the most eastern areas, and during the first half of the 20th century, it was an important destination of Spanish migration towards Catalonia: a flow mainly composed by low-skilled workers who lived in Santa Coloma and worked in Barcelona industrial area. Between the late 1950s and 70s the population increased from 14,000 to 140,000, a figure that was maintained until the 80s. Today, Santa Coloma has 120,000 inhabitants.

Since 2002, Santa Coloma becomes the destination of a new migratory flow, in this occasion from abroad. Currently, foreign population represents 21.89% of total inhabitants. People from Latin-American countries represent 7.8% of total population in the city, but for nationality, none of them get over 5%. In some districts of the city, migrant population represents from 34% to 43% of the total population.

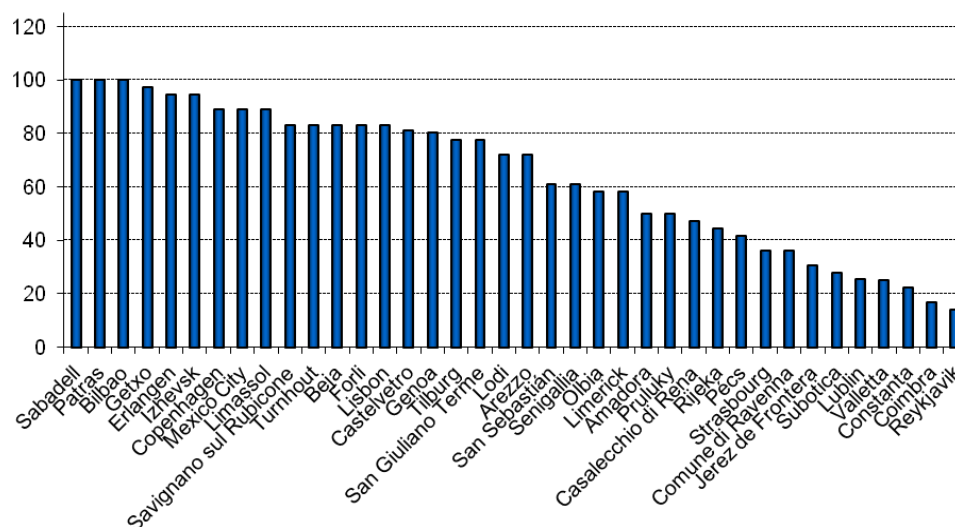
The local GDP is, in 2010 figures, 13,200€, half of the GDP of Barcelona metropolitan area (32,900) and less than the Catalan average of 27,700.

1. Commitment

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



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



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.

The rate of achievement of Santa Coloma's commitment policy goals is higher than the city sample's¹⁰: 94% of these goals were achieved, while the city sample's rate for commitment policy is 74%.

Santa Coloma has adopted a public statement as an intercultural city and has adopted an intercultural integration strategy. The city has been working on welcome and integration policies since 1993, and in 2001 the city developed its first **Plan of Intercultural Coexistence** (Plan de Convivencia Intercultural)¹¹, which has been implemented since then¹². Santa Coloma has allocated a budget for the implementation of an intercultural strategy, which was 1,500,000 Euros in 2008-2009 and, since 2012, is around 630,000 Euros per year. There is an annual evaluation process and the intercultural policies are lead by the **Direcció de Mediació i Convivència, Àrea de Seguretat, Ordre Públic i Convivència** (Coexistence and Mediation Unit, Area of Security, Public Order and Coexistence).

Official speeches and communications by the city rarely make reference to the intercultural commitment but the city has launched an official webpage to communicate its intercultural strategy¹³. Santa Coloma does sometimes provide

¹⁰ The term "city sample" refers to the weighted average of the 56 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

¹¹ The Intercultural Plan is available (in Catalan) at: http://www.gramnet.cat/fileadmin/Files/Ajuntament/xarxavalors/Pla_de_Convivencia_2001/PlaConviv2001.pdf

¹² The Action Plan 2011-2015 is available at: http://www.gramnet.cat/fileadmin/Files/Ajuntament/participacio/PAM/PAM_def_Consell_i_Ple_2012.pdf

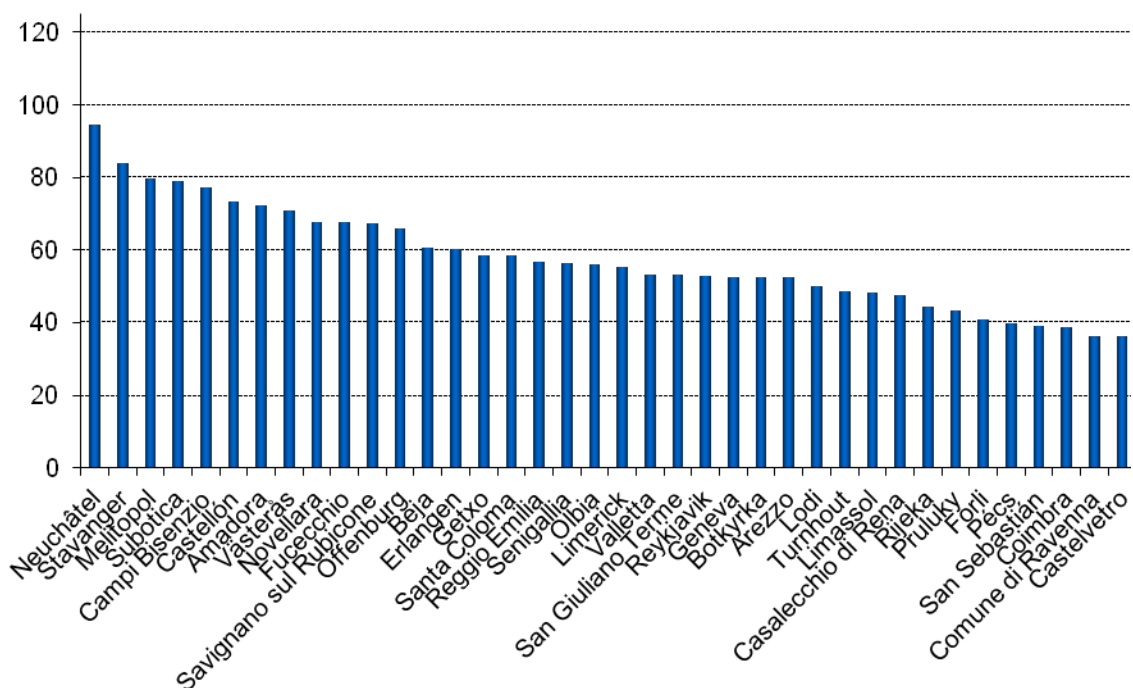
¹³ See <http://www.gramnet.cat/per-temes/amb-les-persones/mediacio-i-convivencia/>

some sort of acknowledging local citizens who have done exceptional things to encourage interculturalism in the city. In that sense, there is a Living Together Award for students in secondary education, and Integramenet, a social entity promoting integration and coexistence, has been awarded with the Santa Coloma Prize.

Santa Coloma may wish to ameliorate its intercultural commitment by increasing the references to the city's intercultural commitment in official speeches and communications.

In that sense, we draw the authorities' attention to a model of communicating commitment policies developed by the Norwegian city of Oslo. In 2001 this city adopted the declaration '*Oslo - a city for all*', declaring itself an open and inclusive city, and put in place commitment policy named '*OXLO - Oslo Xtra Large*'. The declaration states: "*Oslo is a city where all citizens are of equal value. The citizens of Oslo are its future and its most cherished resource. We are citizens with different ethnic, cultural and religious backgrounds, and have all the same fundamental rights, duties and responsibilities. (..) The municipality of Oslo aims to mirror the diversity of its population, among its public servants and leaders, and in the services it provides.*" In 2005 the city of Oslo set up its Office for Diversity and Integration (EMI), which aims to facilitate dialogue with minority groups, carry out the OXLO-campaign and service the NGOs representing minority groups and interests. In partnership with other organisations, such as the Council of Immigrant Organisations, the EMI promotes positive role-models and makes visible the success stories of the modern cosmopolites of Oslo.

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



2. Education¹⁴ policies through an 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.

The analysis shows that Santa Coloma's education policy achievement rate (75%) is higher than the city sample's rate (66%).

In some of the local primary schools almost all pupils come from the same ethnic background. The ethnic background of teachers in schools never reflects the composition of the city's population, and most schools are making strong efforts to involve parents from ethnic minority/migrant background in school life. Associations of fathers and mothers of students (AMPAS) are progressively becoming more ethnically diverse, as a reflection of the schools' reality.

Santa Coloma has not a policy to increase ethnic/cultural mixing in schools, as the city is so densely populated that seems unnecessary. Schools carry out intercultural projects regularly, focusing in interchange, religious diversity, cultural dialogue, etc.

Santa Coloma might consider ameliorating its intercultural education approach by ensuring that the ethnic background of teachers mirrors the diverse population in a larger proportion of local schools.

On this point, the City Council might consider adapting its policies, inspiring by the example of the Serbian city of Subotica, where the Roma Education Centre pushed for the training of Roma teachers and non-teaching assistants and their employment in local schools and kindergartens.

3. Neighbourhood policies through an intercultural lens¹⁵

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.

Santa Coloma's neighbourhood policy indicators are slightly higher (70%) than the city sample's rate (63%).

¹⁴ 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://higher.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).

¹⁵ 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.

In most of Santa Coloma's neighbourhoods –especially districts I, II, III and IV– a vast majority¹⁶ of residents comes from different ethnic backgrounds¹⁷, although the vast majority of residents are not from minority ethnic groups.

The city does not encourage actions where residents of one neighbourhood meet and interact people from other neighbourhood because there are no ethnically segregated neighbourhoods. In that sense, the city doesn't need to develop a policy to increase the diversity of residents in neighbourhoods to avoid ethnic concentration.

Santa Coloma's municipality encourages residents from different ethnic backgrounds to meet and interact in the neighbourhood, through different initiatives such as the "Patios Abiertos en las Escuelas" (Open Playgrounds in Schools); Neighbourhood's festivities; "**Red de Transmisión de Valores y Mensajes Positivos**" (Network of Transmission of Values and Positive Messages) and the **ICI Project** (Intercultural Community Intervention Program).

We invite Santa Coloma to further explore possible neighbourhood policy initiatives by implementing a policy to avoid ethnic concentration. For instance, Copenhagen, the Danish capital, has put in place policies to encourage interaction between diverse neighbourhoods and to avoid ethnic concentration. In 2007 the city signed an agreement with the city's housing associations to this end. The new policies aim at stopping the process of concentration of 'low resources families' in 'vulnerable areas' that have already more than 50% of such families and preventing other areas to become vulnerable. The agreement is not based on ethnicity as such, but aims to prevent the concentration of large-scale social problems and residents outside the labour market, among which ethnic minorities are overrepresented¹⁸.

4. Public service policies through an 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.

The analysis shows that Santa Coloma's public services policy achievement rate is slightly lower (40%) than the city sample rate (44%).

In Santa Coloma, the ethnic background of public employees does not reflect the composition of the city's population. The city has not a recruitment strategy to ensure that the ethnic background of public employees mirrors the composition

¹⁶ For the purpose of this report, a "vast majority" refers to a situation where more than 80% of residents come from the same ethnic background.

¹⁷ By "minority group" we understand a subordinate group whose members have significantly less control or power over their own lives than the members of a dominant or majority group have over theirs. (ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

¹⁸ Further information on housing in Copenhagen could be found at Rinus Penninx (2007): "Case Study on Housing - Copenhagen, Denmark", European Foundation for the Improvement of Living and Working Conditions. Available at <http://www.eukn.org/dsresource?objectid=146229>

of the city's inhabitants. Non-nationals can only seek employment in the local public administration only if they are EU nationals.

Santa Coloma provides two of the four services listed in the Intercultural cities index which are tailored to the needs of the ethnic/cultural background of its citizens: it offers school meals and special attention to women in sport facilities.

Santa Coloma may wish to ameliorate by developing a recruitment plan to ensure public employees reflect the ethnic background of the city's population and by taking action to encourage intercultural mixing and competence in private sector enterprises.

In that sense, the Spanish city of Castellón could be an inspiring source. The city is taking actions to encourage intercultural mixing and competences in private sector enterprises, for instance through social criteria in public procurement and through training courses with the local Chamber of Commerce.

We also invite the city of Santa Coloma to consider the following initiative to ensure public employees reflect the ethnic background of the city's population. In the Dutch city of Amsterdam, the City Council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds. Furthermore, the city's *Diversity programme* (2007-2010) with targets across salary scales enabled the city administration to hire 21.5% staff members with a migrant background in 2008 against 14% in 2006. In addition, Amsterdam's administration set out the objective to reflect the composition of the city among its employees, both at the political and the senior management level.

5. Business and labour market policies through an intercultural lens

Santa Coloma's business and labour market policy indicator achievement rate is higher (60%) than the city sample's attainment rate for these goals, which is 43%.

Santa Coloma is promoting a Local Business Centre in Can Peixauet, to encourage business incubators in which different cultures could more easily mix. Furthermore, trader's Associations promote diversity, help traders to fulfil legal requirements and organise different activities to promote interaction in neighbourhoods.

Santa Coloma should wish to ameliorate the intercultural dimension of its business and labour market by encouraging ethnic/cultural minorities businesses to move beyond localized economies to enter into the main stream and higher value added sectors, and by giving priority to companies with a diversity strategy in the municipality's procurement of goods and services.

In the German city of Hamburg, for example, most of the business incubators explicitly pursue intercultural strategies. One project in this field, supported by the European Social Fund, is the IFW-Interkulturelles Frauenwirtschaftszentrum Hamburg. Hamburg prioritises companies that implement a diversity strategy when procuring their goods and services. Providers are asked for proof of

equality of opportunities, gender equality and non-discrimination within their project applications.

Other cities also have promoted a local charter against ethnic discrimination in their own administration and services. In the Italian city of Lodi, the Chamber of Commerce embraces the role of an umbrella organisation promoting diversity and non-discrimination in employment. In the Spanish city of Barcelona legislation authorises local businesses and institutions to sign a charter to acknowledge their commitment to the fundamental principles of equality, respect and inclusion for all people in the workplace and in society, regardless of their background. The charter also stipulates that a workforce from a diverse cultural, demographic and social background will bring benefits to the organisation.

6. Cultural and civil life policies through an intercultural lens

The time which 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

Santa Coloma's cultural and civil life policy goal achievement rate is considerably lower (50%) than the city sample's attainment rate for these goals, which is 78%.

Interculturalism is not used as a criterion when allocating grants to associations and initiatives in Santa Coloma, although the impact of projects in social cohesion and coexistence is taken into consideration.

Regularly, the city encourages cultural initiatives to deal with diversity and intercultural relations. Libraries play a special role, with book and document collections in different languages and activities. In fact, there is a special collection on cooking recipes from over the world (Cocinas del Mundo - World Cuisines) and a kitchen has been included in the library to offer cooking classes using these recipes. Furthermore, the city organises football competitions, exhibitions and other activities, and support other initiatives promoted by local organizations, as the "Flavours of the World Festival" organised by the Traders Association in Fondo.

The city also organises, regularly, public debates or campaigns on the subject of cultural diversity and living together. The city is developing an anti-rumours campaign, and in 2014, more than 40,000 paper placemats with anti-rumours messages have been distributed around the city.

Santa Coloma may wish to ameliorate its cultural and civil life policies, for example, by using interculturalism as a criterion when allocating grants to associations and initiatives and by establishing specific grants or regulations to encourage cultural organisations to deal with diversity and intercultural relations in their productions.

In that sense, an interesting initiative has been implemented by the municipality of Bilbao. Thus, the City Council uses interculturalism as a criterion when

allocating grants to associations and initiatives. It is particularly noteworthy that in 2013 alone the City Council allocated over 13% of its budget for grants to intercultural projects. For instance, €50,000 were allocated to awareness-raising and education projects relating to human rights and interculturalism and €110,500 were allocated in education programmes to promote parents associations activities', encounter and dialogue activities in schools, culture and sport initiatives and migrants' welcoming in schools. Other grants support culture and intercultural initiatives, and other funds contribute to help migrants' associations in Bilbao.

7. Public space policies through an 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 goals is slightly higher than the sample city's: 66% of these goals were achieved, while the sample city rate for public space policy is 64%.

The city takes action to encourage intercultural mixing in public libraries, museums, playgrounds and squares. As it has been mentioned above, libraries play a key role in promoting intercultural mixing. The Mother Language day, World Cuisines and World Languages are some of the initiatives developed by local libraries¹⁹.

In some occasions, the city has taken into consideration the ethnic/cultural backgrounds of its citizens when designing and managing new public buildings or spaces. And, the city authorities use different methods and places for consultation to involve people with different ethnic/cultural backgrounds when they decide to reconstruct an area.

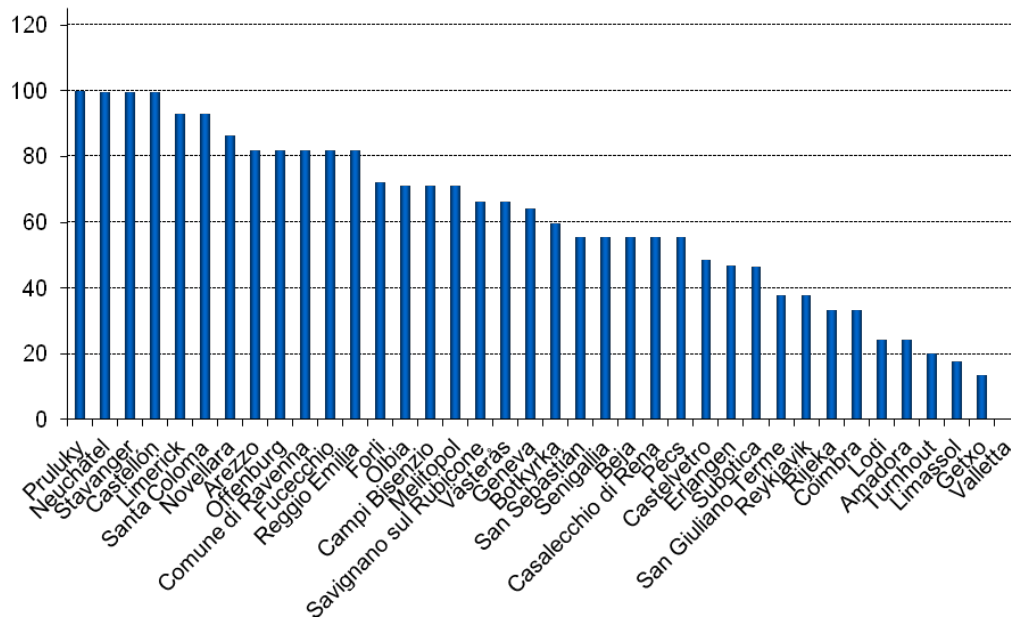
Several areas in the city seem to be dominated by one ethnic group, but there are no areas which are reputed as 'dangerous'.

We invite Santa Coloma to build upon its existing public space initiatives, for instance by taking into consideration the ethnic/cultural backgrounds of its citizens more frequently when designing and managing new public buildings or spaces. An interesting initiative has been implemented the Zurich's City Council. Here, guidelines have been established to guide the participation process. In addition, the city's coordination offices offer support to connect multiple stakeholders. The active participation of (diverse) population in urban development is one of the objectives of the local planning in this Swiss city.

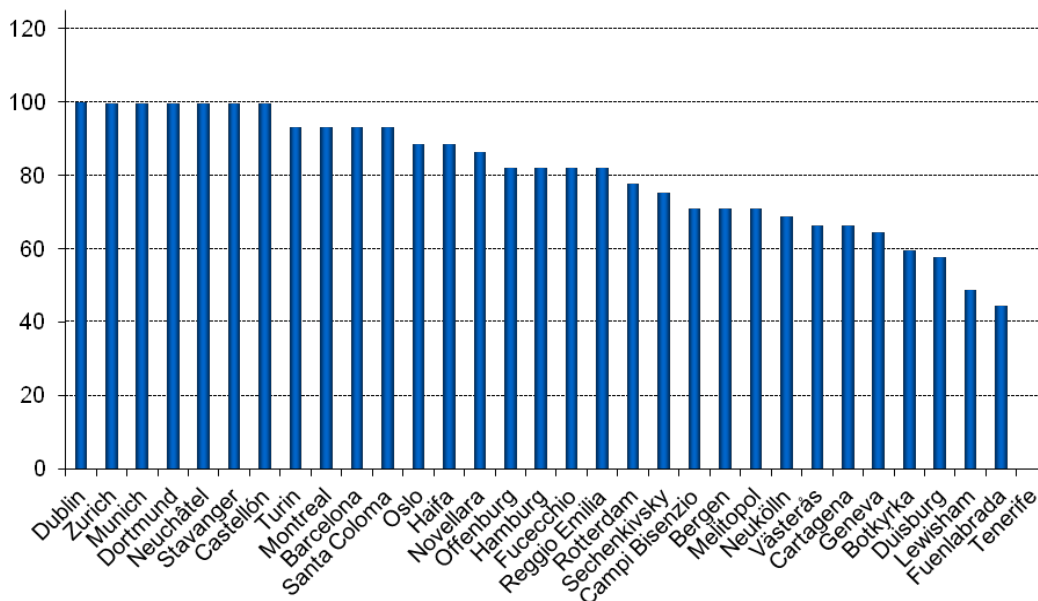
¹⁹ See, as an example, the Can Peixauet Library <https://www.facebook.com/CanPeixauet#!/CanPeixauet>

8. Mediation and conflict resolution policies

ICC-Index - Mediation and conflict resolution - City sample
(inhabitants < 200'000)



ICC-Index - Mediation and conflict resolution - City sample
(non-nationals/foreign borns > 15%)



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

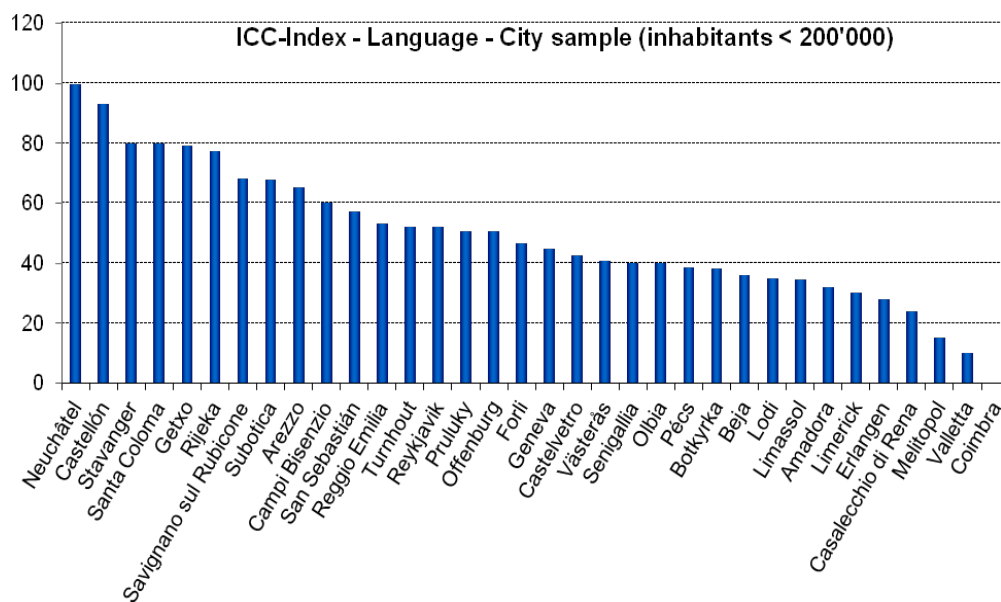
The analysis shows that Santa Coloma's mediation and conflict resolution policy achievement rate is higher (93%) than the city sample's attainment rate for these goals, which is 64%.

Santa Coloma has set a generalist mediation service which also deals with cultural conflicts. This mediation service²⁰ is a powerful instrument developed to help citizens and Home Owners' Associations to guarantee peaceful living together. The service provides an answer at least 48h after the mediation request has been done, and the service is also activated when the police intervene in daily disputes (related to noise, lack of civics, etc.). So, the city provides intercultural mediation in the city administration for general purposes, and also in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems.

In the city, there is an organisation, Associació Colomesa pel Diàleg Interreligiós (Association for Inter-Faith Dialogue), dealing specifically with inter-religious relations, that is also part of the "Red de Transmisión de Valores y Mensajes Positivos" (*Network of Transmission of Values and Positive Messages*).

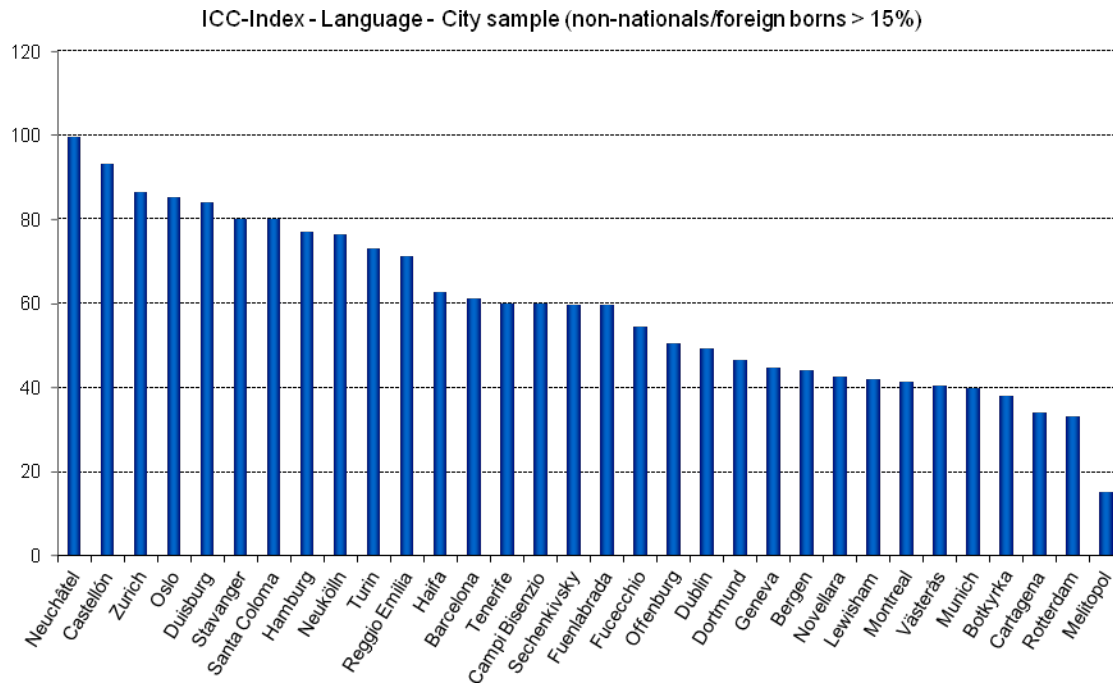
Santa Coloma may wish to further explore possible mediation and conflict resolution policies, by offering intercultural mediation in specialised institutions such as hospitals, police, youth clubs, retirement homes, etc. Thus, in Dublin (Ireland), the city council provides mediation services in places such as hospitals and police. Within the police service, for example, Ethnic Liaison Officers have been trained to deal with migrant issues specifically.

9. Language²¹



²⁰ See <http://www.gramenet.cat/per-temes/amb-les-persones/mediacio-i-convivencia/equip-de-mediacio/>

²¹ 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://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)



Santa Coloma's language policy achievement rate is higher (80%) than the city sample's rate (51%).

The city provides specific language training for specific groups²² and also learning migrant/minority languages as part of the regular curriculum at schools. The city also provides learning migrant/minority languages as a regular language option available to everyone and supports private and civil sector institutions providing language training in migrant/minority languages.

Santa Coloma is supporting projects seeking to give a positive image of migrant/minority languages. Furthermore, every year, the city celebrates the International Mother Language Day.

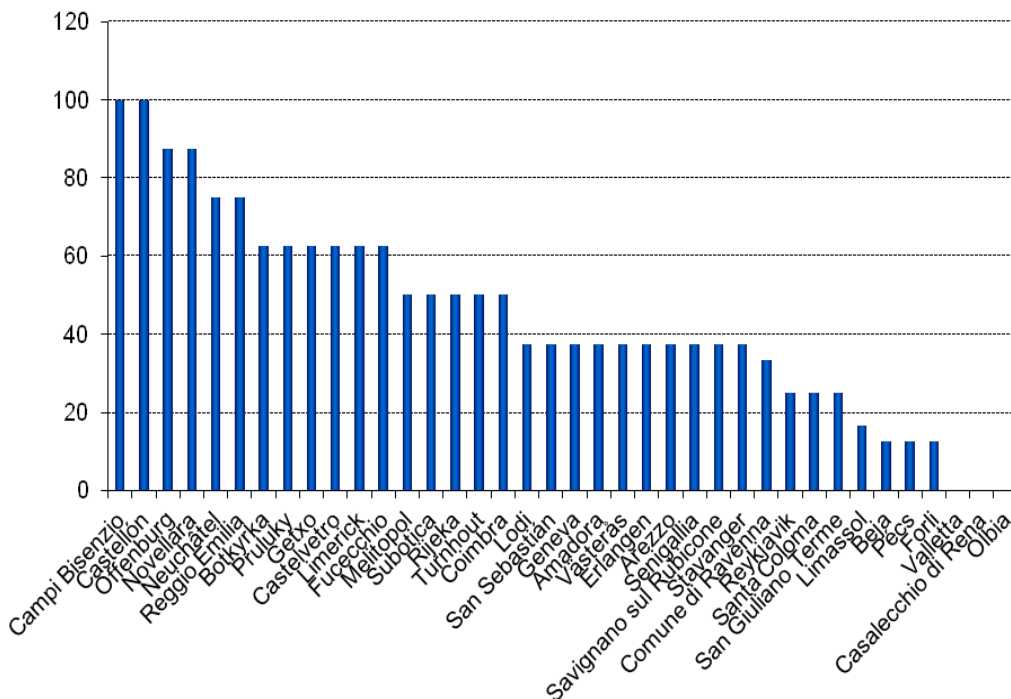
Santa Coloma might consider ameliorating its language policies by financially support minority newspapers, radio programmes or TV programmes in minority languages.

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 subsidised a local non-for-profit radio station. It broadcasts in several languages and is mostly run by volunteers. Similarly, in 2012, the Ministry of Culture of the city of Hamburg supported a 12-month TV programme for minority groups living in Hamburg called "Zwischenräume".

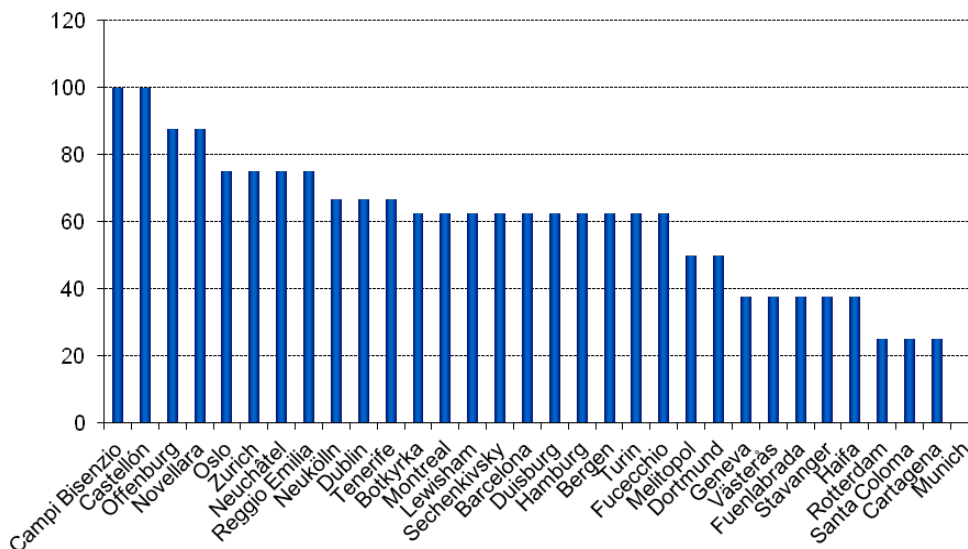
²² The term makes specific reference to women with care obligations, unemployed people, people with lower educational background, etc.

10. Media policies

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



ICC-Index - Relations with the local media - City sample
(non-nationals/foreign borns > 15%)



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 agencies to achieve a climate of public opinion more conducive to intercultural relations.

100% of Santa Coloma’s media policy goals are clearly lower (25%) than 46% city sample’s attainment rate for these goals.

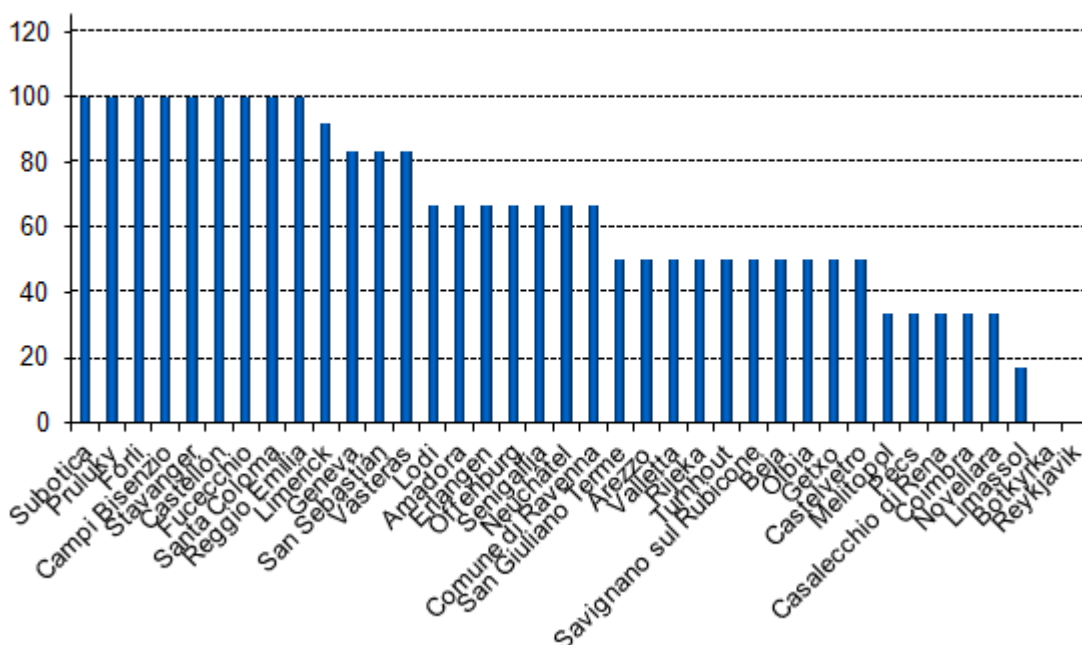
The city’s communication department is instructed to highlight diversity as an advantage regularly and in various types of communication.

Santa Coloma may wish to further explore possible media policies, for instance, by monitoring the way in which minorities are portrayed in the local media, and promoting a positive image of migrants and minorities in the media. As part of the local antirumours campaign, and following the initiative launched by the city of Barcelona (Spain), maybe Santa Coloma ought to explore actions to portrayed diversity in a positive way in local media.

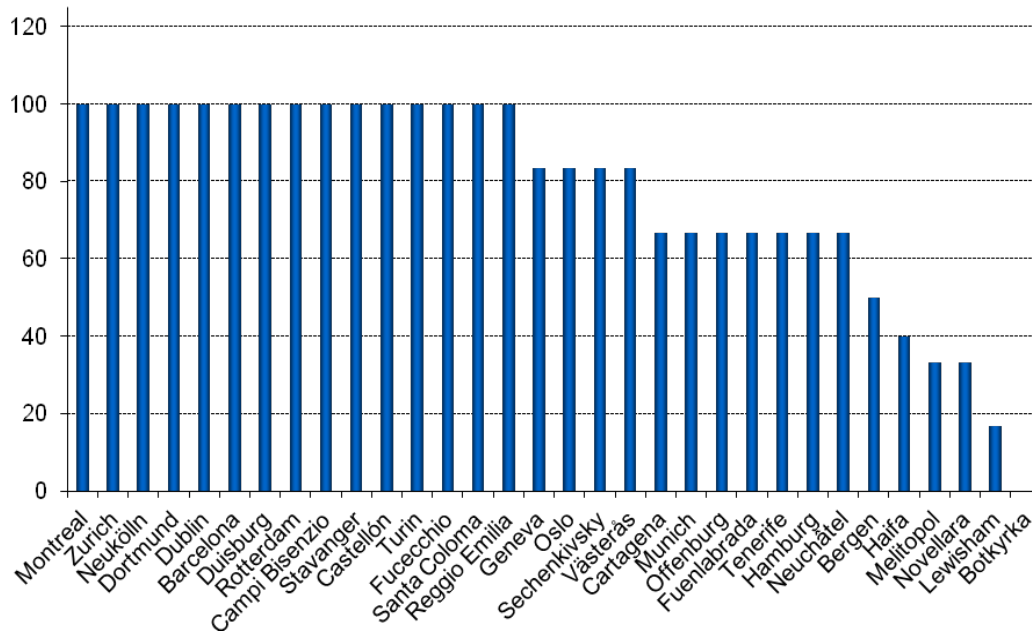
The municipality may also wish to provide advocacy/media training/mentorships for journalists from minority backgrounds. An interesting example of such an initiative has been implemented by Oslo City Council (Norway). Among journalists and editors, and media researchers operating in Oslo, there is now a growing awareness about the role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the recruitment of journalists with ethnic minority background.

11. International outlook policies

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



ICC-Index - An open and international outlook - City sample
(non-nationals/foreign borns > 15%)



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.

Santa Coloma’s international outlook policy indicators are higher, 100% (and indeed at the top rate), than the city sample (70%).

Santa Coloma has put into practice several policies to encourage international co-operation. The city has a specific financial provision for this policy, and there is a local agency or monitoring and developing the city’s openness to international connections. The city has different projects with countries of origin of its migrant groups.

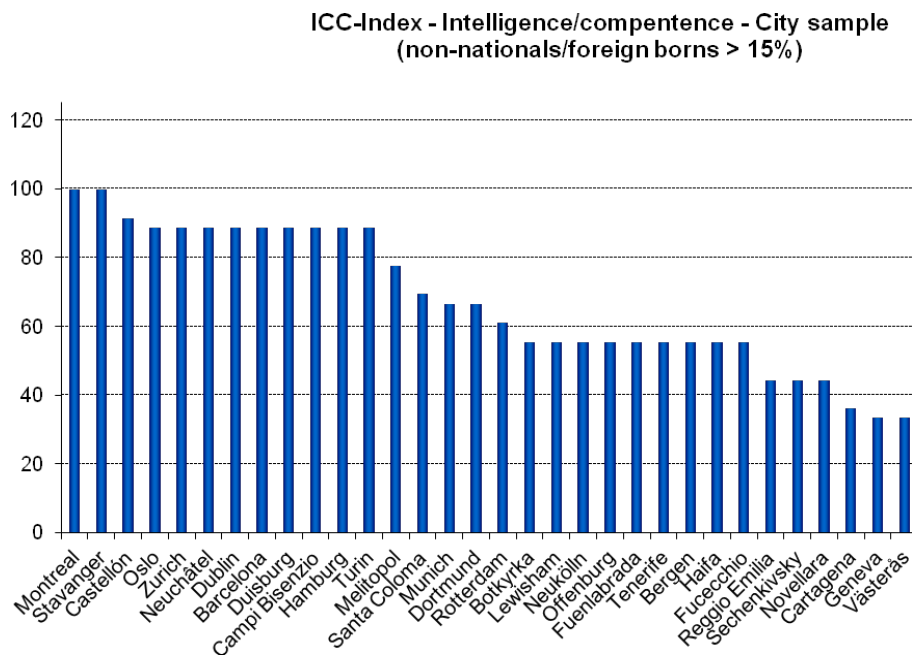
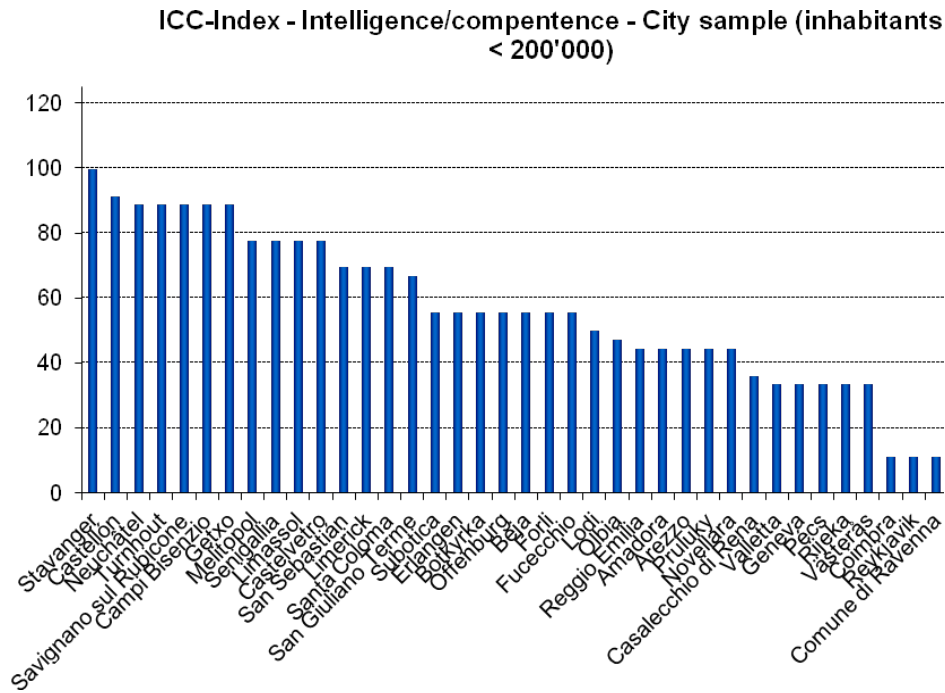
The municipality supports local universities in order to attract foreign students, collaborating with the Food and Nutrition Torribera Campus (University of Barcelona). The Torribera Campus²³ comes from the agreement between the Barcelona Provincial Council, the Town Council of Santa Coloma de Gramenet and the University of Barcelona to establish a centre of university teaching on the Torribera site in the district of Santa Coloma. The campus focuses primarily on the teaching of food sciences and related disciplines through a range of bachelor's and master's degrees, as well as overseeing extensive research activities, coordinated by the Nutrition and Food Safety Research Institute (INSA-UB).

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.

²³ Further information on this initiative at: http://www.ub.edu/web/ub/en/universitat/campus_fac_dep/campus/campus_torribera/campus_torribera.html?

On this point, Lublin (Poland) may provide a positive example. The city carried out research to find out the needs of foreign students in terms of establishing a relationship with a wider community. The city designed the project “Welcome to Lublin” to encourage students to take part in different cultural events, including a city tour, and to learn about the Polish culture and traditions.

12. Intelligence competence policies



A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one mode of behaviour on all situations.

The attainment rate of Santa Coloma’s intelligence competence policy goals is slightly higher (69%) than 61% city sample’s attainment rate for these goals.

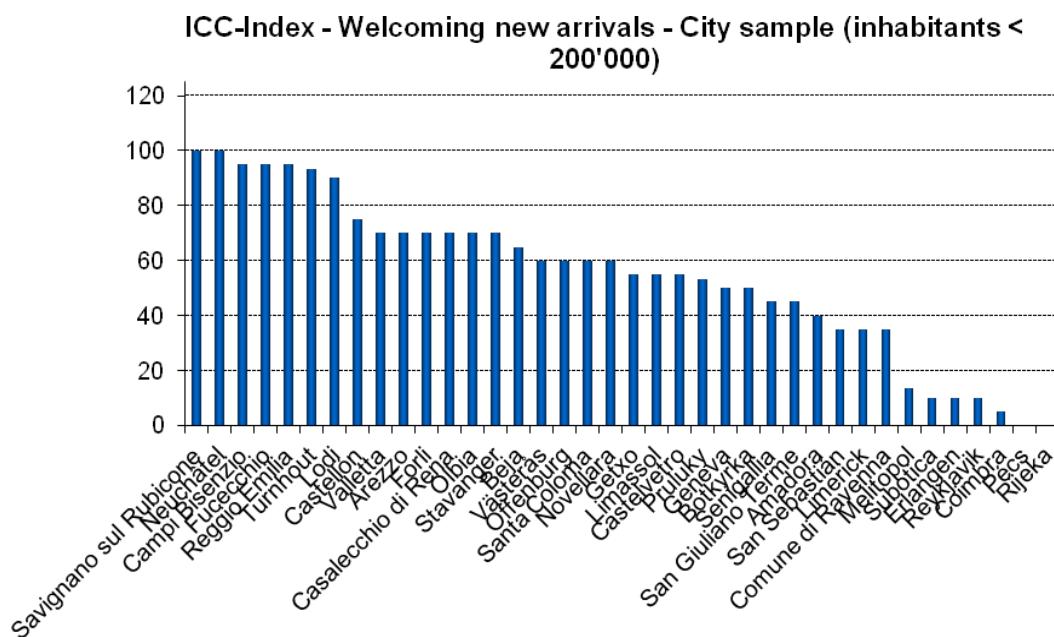
According to the answers provided in the survey, information about diversity and intercultural relations mainstreams the city government process of policy formulation in some occasions. Furthermore, the city promotes the intercultural competences of its officials and staff through training courses.

Santa Coloma carries out surveys concerning local inhabitants' perceptions of migrants.

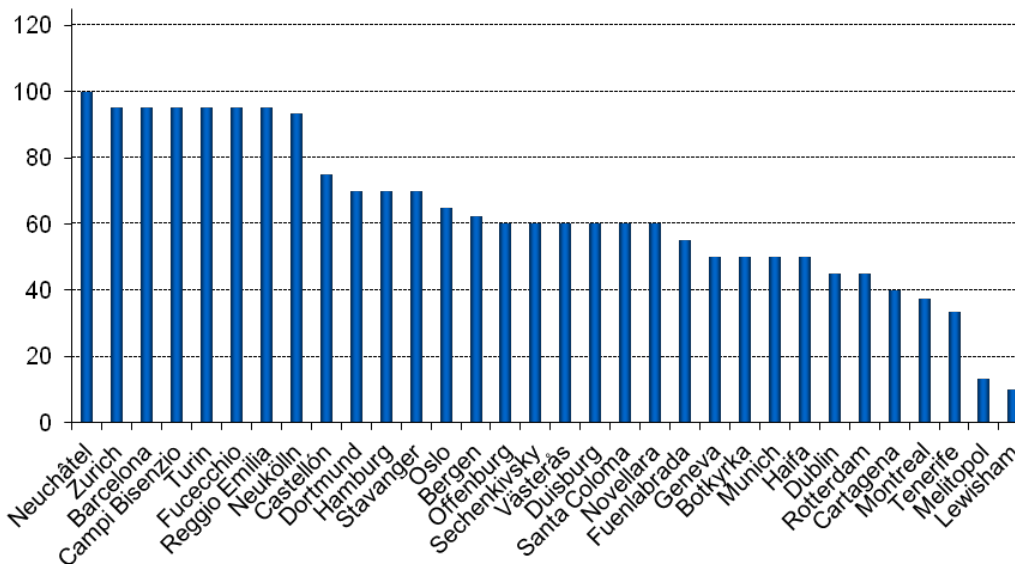
The city may wish to ameliorate its intelligence and competence policies by mainstreaming information about diversity and intercultural relations to inform the city when formulating new initiatives. The city could consider following the example of the Swiss canton of Geneva. Here, the Office for the Integration of Foreign Residents runs internship programs. Its aim is to contribute to the professional development of its candidates in the field of cantonal government and integration.

Santa Coloma may also wish to further explore promoting the intercultural competences of the city’s officials and staff through interdisciplinary seminars and networks.

13. Welcoming policies



ICC-Index - Welcoming new arrivals - City sample (non-nationals/foreign borns > 15%)



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’s welcoming policy goals, 60%, is higher than the city sample of 56%.

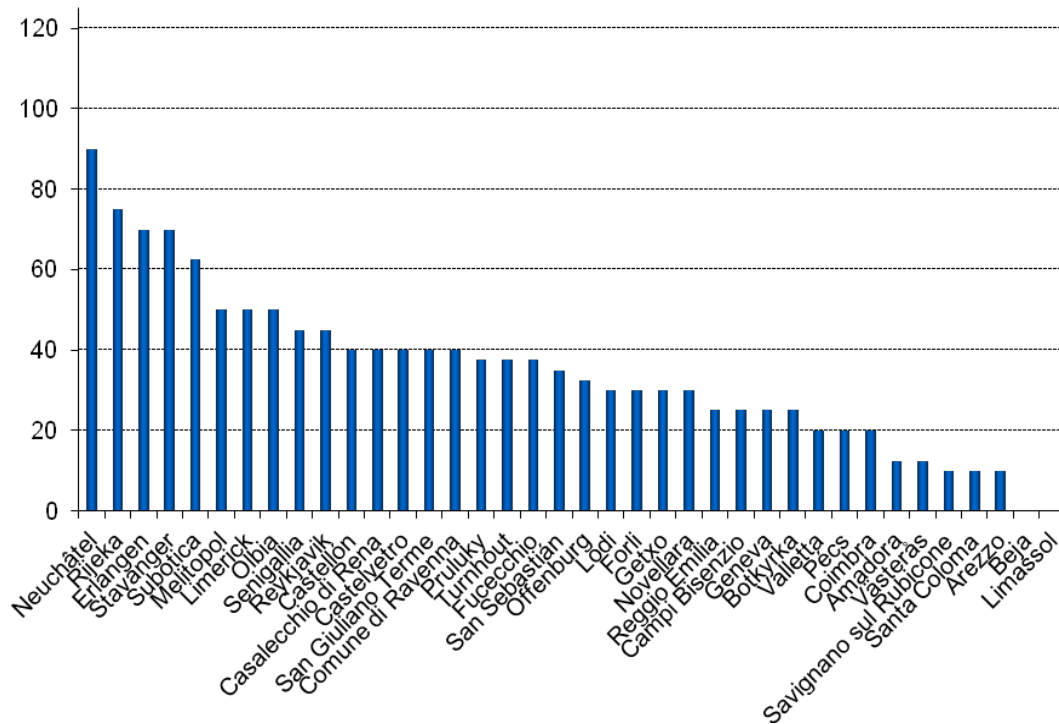
The city has a designated agency to welcome newcomers and has a comprehensive city-specific package of information to newly-arrived residents from abroad. Different city services provide welcome support for family members and migrant workers.

Santa Coloma may wish ameliorate its welcoming policies by organising a special public ceremony to greet newcomers in the city.

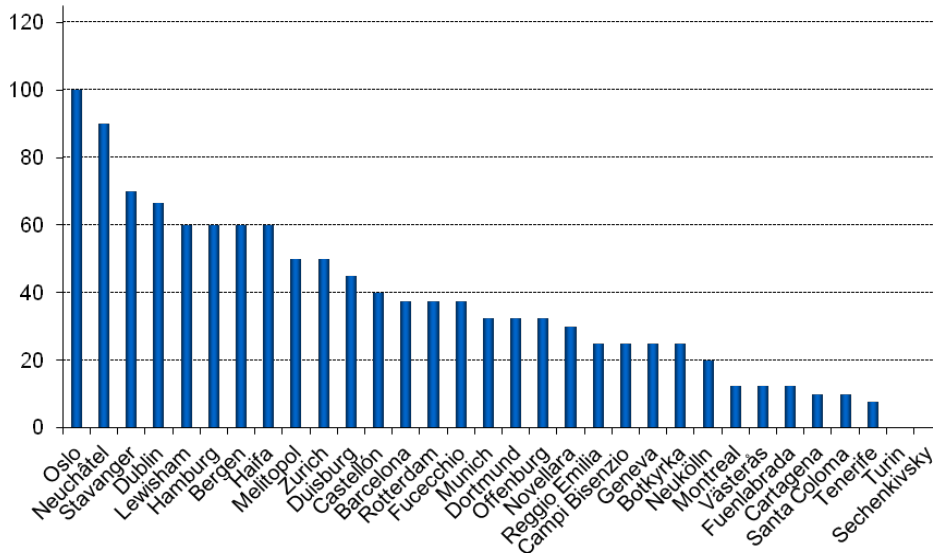
In that sense, it could be interesting to draw attention to the city of Tilburg (the Netherlands). Annually, this municipality throws an annual greet party for all the new residents. In some neighbourhoods and blocks of flats special guides welcome the newcomers and inform them of everyday issues (medical assistance, police, town hall, public transport, etc.), customs and traditions of the Tilburg residents. Similarly, in Copenhagen (Denmark) twice a year a Welcome Reception and Copenhagen Expat Fair is held at the City Hall by city officials. All international residents, including students and newcomers, can participate in the reception.

14. Governance policies

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



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



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 decision making.

10% of Santa Coloma governance policy goals were achieved while the city sample's attainment rate for these goals is 35%.

Newcomers are eligible to vote in local election only when they obtain the nationality. In Spain, foreign nationals with a permit to reside in Spain are entitled to vote in municipal elections after five years of continuous residence in Spain and when a reciprocity agreement exists with the country of origin. This period is reduced to three years for Norwegian nationals.

The ethnic background of elected politicians does not reflect the composition of the city population.

The local government may wish to further explore possible governance policies by creating a political body to represent all ethnic minorities living in the city. In the city of Limerick (Ireland), for instance, an independent political body, called Limerick City and County Integration Working Group, has been created involving migrants/minorities as well as relevant public institutions, organizations and experts.

Furthermore, Santa Coloma may wish to ameliorate by promoting initiatives to encourage migrants and minorities to engage in political life. In the Norwegian city of Bergen, the city council promotes initiatives to encourage migrants/minorities to engage in political life. Before every election there is a campaign to encourage people from migrant background to participate. The city works with migrant communities to inform them about their rights and the election. There are also debates with leading politicians on topics chosen by migrant organisations.

Finally, Santa Coloma may wish to ameliorate by ensuring ethnic background of elected politicians mirrors the city's diverse population and by establishing standards in the representation of migrant minorities in mandatory bodies which supervise schools and public bodies.

15. Conclusions

The results of the current ICC Index suggest in Santa Coloma there still remains an ample room for improvement in the intercultural policies. The municipality could identify useful insights and examples from other cities in the field of public services, business and labour market, media and governance and intelligence/competence practices.

On the other hand, Santa Coloma's achievements in the areas of commitment, mediation, neighbourhood, language and international outlook are higher than the city sample.

In view of the above, we invite Santa Coloma to strengthen in most of the policy areas and improve in the policy areas detailed below.

16. Recommendations

When it comes to Santa Coloma's intercultural efforts, with reference to the survey, the city could enhance them in the sectors below by introducing different initiatives:

- **Commitment:** Santa Coloma may wish to ameliorate its intercultural commitment by increasing the references to the city's intercultural commitment in official speeches and communications.
- **Education:** Santa Coloma might consider ameliorating its intercultural education approach by ensuring that the ethnic background of teachers mirrors the diverse population in a larger proportion of local schools.
- **Neighbourhood:** Santa Coloma may wish to continue encouraging interaction between the city's neighbourhoods and to enforce a city's policy to avoid ethnic concentration.
- **Public services:** Santa Coloma may wish to ameliorate by developing a recruitment plan to ensure public employees reflect the ethnic background of the city's population and by taking action to encourage intercultural mixing and competence in private sector enterprises.
- **Business and labour market:** Santa Coloma should wish to ameliorate the intercultural dimension of its business and labour market by encouraging ethnic/cultural minorities businesses to move beyond localized economies to enter into the main stream and higher value added sectors, and by giving priority to companies with a diversity strategy in the municipality's procurement of goods and services.
- **Cultural and civil life:** Santa Coloma may wish to ameliorate its cultural and civil life policies, for example, by using interculturalism as a criterion when allocating grants to associations and initiatives and by establishing specific grants or regulations to encourage cultural organisations to deal with diversity and intercultural relations in their productions.
- **Public space:** Santa Coloma may wish to build upon its existing public space initiatives by taking into consideration the ethnic/cultural backgrounds of its citizens more frequently when designing and managing new public buildings or spaces.
- **Mediation and conflict resolution:** Santa Coloma may wish to further explore possible mediation and conflict resolution policies, by offering intercultural mediation in specialised institutions such as hospitals, police, youth clubs, retirement homes, etc.
- **Language:** Santa Coloma might consider ameliorating its language policies in the future by financially support minority newspapers, radio programmes or TV programmes in minority languages.
- **Media:** Santa Coloma may wish to build upon its existing media initiatives by monitoring the way in which minorities are portrayed in the local

media, and by promoting a positive image of migrants and minorities in the media. The municipality may also wish to provide advocacy/media training/mentorships for journalists from minority backgrounds

- **International outlook:** 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.
- **Intelligence and competence:** Santa Coloma may wish to ameliorate its intelligence and competence policies by mainstreaming information about diversity and intercultural relations to inform the city when formulating new initiatives. The city may also wish to further explore promoting the intercultural competences of the city's officials and staff through interdisciplinary seminars and networks.
- **Welcoming:** Santa Coloma may wish ameliorate its welcoming policies by organising a special public ceremony to greet newcomers in the city.
- **Governance:** Santa Coloma may wish to further explore possible governance policies by creating a political body to represent all ethnic minorities living in the city; by promoting initiatives to encourage migrants and minorities to engage in political life and by establishing standards in the representation of migrant minorities in mandatory bodies which supervise schools and public bodies.

Santa Coloma may wish to look into 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 database²⁴.

²⁴ http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance_en.asp