How can cities deal with diversity?

The intercultural city is based on policy paradigm for managing diversity as a resource.

The intercultural approach views

Diversity as challenge / an opportunity, not a problem.
Migrants as a resource, not vulnerable groups.

...and supports that

Cultures can only thrive in contact with cultural diversity and its challenges.
Conflict when handled effectively is a source of creativity / innovation.

What cities need to support

- Cultural literacy and reciprocity.
- Power sharing / people with diverse backgrounds get involved in policy design, spontaneous and positive interaction in order to build trust and social cohesion.
- Institutional capacity to deal effectively with cultural diversity and its challenges.

These cities are noticing improvement on sectors such as…*

| Improved openness and tolerance among city population | 20.4% | 48.2% | 3.7% | 7.4% | Don’t know |
| Better neighbourhood relationships | 29.6% | 48.2% | 3.7% | 1.9% | 14.8% |

Over 70 cities in Europe and across the world have committed to the intercultural integration approach. They are developing comprehensive diversity and inclusion strategies, based on a shared vision designed together with citizens.

These cities are noticing improvement on sectors such as...*

Improved openness and tolerance among city population

Better neighborhood relationships

| Improved openness and tolerance among city population | Certainly | Probably | Probably not | Certainly not | Don’t know |
| Better neighborhood relationships | 20.4% | 48.2% | 3.7% | 7.4% | Don’t know |


Building a vision for the Intercultural City

Let’s exhibit political commitment, discuss diversity and its impact openly and effectively and raise awareness among all citizens.

1. Political Leadership and Commitment
2. Public Discussion
3. Symbolic Communication
4. Alternative & Participatory Methods of Citizens Involvement
5. Public Awareness Campaign

Why don’t you organize a campaign to raise awareness of the demographic reality of the city’s cultural diversity, debate citizens’ concerns and raise citizens’ understanding of the advantages associated with a diverse population?
Building a strategy for the Intercultural City

1. **Diversity Promoters Team**
   - Lead project (DG4); local authorities, NGOs, consultants, HEIs; drive experiences and lettag in intercultural settings.
   - Team employs, in addition to teachers, artists, translators, interpreters and local experts.

2. **Collective of Intercultural Cities (IC Cities)**
   - Network of cities with a specific interest in promoting and developing intercultural strategies in the public arena.
   - Online platform for sharing experiences, ideas, information, best practice and policy tools.

3. **Cross participation and consultation**
   - Civic participation and consultation
   - Does the city take action to encourage businesses from ethnic/cultural minorities to move beyond localised/ethnic economies and enter broader markets?
   - Does the city encourage “business districts” in which different cultures could mix more easily?
   - To what extent are the police willing and able to take a more proactive role and act as community bridge-builders between groups?
   - Do the city’s main public spaces and institutions reflect its diversity or are they monocultural?
   - What is an ICC strategy made of?

4. **What is an ICC strategy made of?**
   - Collection of data
   - EDUCAUTION
   - www.coe.int/t/dg4/cultureheritage/culture/Cities/Index/ICCindex_en.pdf
   - Intercultural City index and benchmarking tool is online to help you map your city’s facts, inputs and impacts.
   - TIP: Facts (demographic data), Inputs (city policies & structures), Impacts (what people know, feel & believe about intercultural education at all).

5. **Intercultural City Awareness**
   - Awareness building and action towards young people from different parts of the city.
   - Include a mentoring program with key partners such as schools, universities, media, public sector agencies (i.e. politicians, teachers, public servants, police officers, nurses, journalists).
   - The city needs to rethink the role of police and frontline police officers in key areas to act as primarily as agents of peace.

6. **Public Innovation**
   - Public realm • Housing • Political participation
   - City-to-city learning and the participatory development of local strategies for diversity advantage.
   - The programme applies a unique policy paradigm based on the concept of diversity advantage. Effective benchmarking, diagnostic and information sharing tools encourage policy innovation.

7. **Public Realm • Housing • Political participation**
   - The Intercultural cities programme supports local authorities in designing governance mechanisms and policies which enable migrants and minorities to become a resource for the local community.
   - Avoid segregated low income neighborhoods by placing social housing in small units throughout the city.
   - Attract middle-class people into a district instead of trying to impose a ceiling for certain groups.
   - Designate key facilities in neighborhoods as intercultural community centres, containing key services such as health care.
   - Design special programs to promote equal opportunities in employment, starting with the municipality as employer.

8. **Business**
   - GE & SPORE
   - Build a city-to-city learning and action program with local and international partners.
   - Intercultural City index and benchmarking tool is online to help you map your city’s facts, inputs and impacts.
   - TIP: Facts (demographic data), Inputs (city policies & structures), Impacts (what people know, feel & believe about intercultural education at all).

9. **Economic & Social Development**
   - Public sector agencies (i.e. politicians, teachers, public servants, police officers, nurses, journalists).
   - The City provides intercultural awareness training programs for key policy and public interface agency staff in minority languages in the public sphere and translates linguistically facilitates information and communication.
   - Designate key facilities in neighborhoods as intercultural community centres, containing key services such as health care.

10. **Arts & Sports**
    - Does the city encourage “business districts” in which different cultures could mix more easily?
    - Does the city take action to encourage businesses from ethnic/cultural minorities to move beyond localised/ethnic economies and enter broader markets?
    - To what extent are the police willing and able to take a more proactive role and act as community bridge-builders between groups?
    - Do the city’s main public spaces and institutions reflect its diversity or are they monocultural?

11. **Civic participation and consultation**
    - Does different city services and agencies provide welcome support for family members, students, migrant workers, refugees and are they treated in a culturally sensitive manner?
    - Are there funding and training schemes to support talent from ethnic minorities?
    - Does the city take action to encourage businesses from ethnic/cultural minorities to move beyond localised/ethnic economies and enter broader markets?
    - Does the city encourage “business districts” in which different cultures could mix more easily?

12. **EDUCAUTION**
    - Dilutes culture bias and stereotyping by enabling young people to benefit from the diversity of the city.
    - Schools work as collaborative creative laboratories open to the world, spaces for intercultural interaction and a bridge between family and community.
    - Promote encourage the cosmopolitan citizenship of students.
    - Interhome information services and minority languages.
    - The City provides intercultural awareness training programs for key policy and public interface agency staff in minority languages in the public sphere and translates linguistically facilitates information and communication.