



INTERCULTURAL CITIES INDEX QUESTIONNAIRE UPDATED IN 2019

Questionnaire to be completed by city officials

Before filling in the questionnaire, please read carefully the Methodological guide and the brief introduction to each policy area.

Background information

The answers to questions 1.1 to 2.11 are not scored. They will be used mainly to form clusters of cities with similar characteristics and enable thereby meaningful comparisons.

1. City, population size, sub-units, wealth

1.1 For which city (or district or other administrative unit) do you reply to the questionnaire?

1.2 What is the population size of your city (or district or other administrative unit relevant for this survey)?

1.3 Is your city divided into territorial sub-units (districts, neighbourhoods or other) for planning or administrative purposes?

YES	
NO	

If YES, how many districts/neighbourhoods are there in your city?

1.4 What is the GDP per capita of your city?

2. Composition of the population

2.1 There are different ways in which non-nationals and migrants are counted statistically. In order to be able to compare cities, please provide some background information about these statistics in your country, e.g. what categories are used to identify people with migrant/minority backgrounds (800 characters maximum).

2.2 What are the main (native or foreign-born) ethnic/cultural groups in your city and what percentage of the city population do they represent?

2.3 What is the percentage of non-nationals resident in your city (if such data is available)?

2.4 Among the non-nationals resident in your city, what is the percentage of nationals from EU - EFTA countries (if such data is available)?

2.5 What is the percentage of foreign-born nationals resident in your city (if such data is available)?

2.6 How many, alternatively what is the percentage of refugees/asylum-seekers in your city (if such data is available)?

2.7 How many, alternatively what is the estimated percentage of irregular migrants (or undocumented, unauthorised) in your city (if such data is available)?

2.8 Does your country officially recognise native-born minority groups (including Roma)?

YES	
NO	

If YES, please list the groups

2.9 In your city are there any groups of people with diverse origins, religions, languages, or sexual orientation that require a special focus?

YES	
NO	

For example, people with migrant backgrounds who cannot read or write, LGBTI refugees who may require special accommodation facilities, persons whose cultural or religious practices are contrary to the principles of human rights, democracy and the rule of law, persons who come from cultural groups that are not represented in the city population and therefore have no network to rely on, etc.

If YES, please explain (500 characters maximum)

2.10 Which are the largest migrant/minority groups in your city?

Please give the origin of the groups and their size in % of the population (or absolute figures)

If data is unavailable on the questions above, please provide a description of how your city evaluates the size of migrant/minority groups or any relevant data you can find (800 characters maximum)

2.11 Has there been a significant change in the composition of the city population in recent years?

YES	
NO	

For example, the emigration of native-born youth, the arrival of large numbers of people originating from the same country, cultural or religious group, the emigration of middle-class families to peripheral regions of the city, the arrival of large numbers of retired persons from other countries, etc.

If YES, please explain (500 characters maximum)

Information on intercultural policies, structures and actions

I Commitment

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

3. Has your city formally adopted a public statement that it is, or aspires to be, an Intercultural City?

Please mark the appropriate box with an "x"

YES, the statement was discussed and endorsed by the local council (city parliament)	
YES, the statement was adopted by the municipal council (city government)	
NOT YET, but such a statement is being prepared	
NO	

For example, a well-publicised policy statement by the Mayor which describes in a concise and inspiring way (2-3 pages maximum) what long-term goals the city wants to achieve, to what extent diversity has been, is, and will be beneficial to the city and all its inhabitants, how inclusion and participation relate to democratic values and the principles of human rights, why citizens should be proud of being an intercultural city, etc.

If YES, please add a link, or enclose a document to validate your answer, and explain how the population was informed about this

4. Has your city adopted an intercultural integration strategy, or a diversity/inclusion strategy?

YES, a comprehensive intercultural strategy	
YES, an integration strategy with intercultural elements	

YES, an integration strategy that is not based on an intercultural concept	
NOT YET, but our city is preparing an intercultural strategy	
NO	

An intercultural strategy is a written document that sets the high-level medium-term goals of the city's intercultural inclusion policy for the next three to five years. A strategy specifies the rationale, defines goals and objectives, describes in broad terms programme measures, institutional arrangements, funding and other resources that will be needed, as well as monitoring and evaluation instruments.

The concept of integration generally implies the existence of pre-existing norms to which people must comply. By contrast intercultural integration and inclusion emphasises the necessity of mutual adaptation, acknowledges the fact that cultural tensions are an intrinsic feature of dynamic and communicative societies and that the participation of all in the decision-making processes that affect their lives are conducive to greater social cohesion and local economic development

If YES, please add a link or enclose a document to validate your answer, and provide the strategy's timeframe

5. Has your city adopted an intercultural action plan?

YES	
NO, only an integration action plan which is not intercultural	
NOT YET, but our city is preparing an intercultural action plan	
NO, but our city is preparing an integration action plan which is not intercultural	
NO	

An action plan (also known as an operational plan or a work plan) is a set of concrete and cumulative short-term actions, usually the upcoming year, which need to be taken to gradually reach the strategic goals. It goes into operational detail, specifies what resources are available, sets a detailed time frame and defines the indicators that will be used to monitor progress or evaluate results.

If YES, please add a link or enclose a document to validate your answer, and provide the action plan's timeframe

6. Has your city allocated a budget for the implementation of the intercultural strategy and/or action plan?

YES	
NO	

If YES, please give details (500 characters maximum)

7. Has your city adopted a process of policy consultation and/or co-design including people of all ethnic or cultural backgrounds?

YES, we systematically carry out public consultations which involve all kinds of diverse groups	
---	--

YES, we systematically engage in co-design involving people with diverse backgrounds in policy formulation.	
NO	

For example, by encouraging all migrant, cultural, religious, gender-specific and other diversity organisations to meet, voice their concerns and make proposals, by adapting communication techniques in languages people understand and ways in which they prefer to communicate, by providing interpretation during meetings, public debates, discussion groups, etc., etc.

If YES, please add a link or enclose a document to validate your answer

8. Is there an evaluation and updating process for the intercultural strategy/action plan?

YES, evaluation only	
YES, evaluation and updating	
NO	

If YES, please add a link (or enclose a document) and describe the evaluation/updating process to validate your answer (800 characters maximum)

9. Do official communications by your city make clear reference to the city's intercultural commitment?

Often	
Rarely	
Never	

For example, by systematically referring to diversity as an advantage for the city and its inhabitants, by frequently using a compelling catchphrase, motto or a graphic symbol that encapsulates the nature of interculturality, by changing the names of departments/services so that they reflect more accurately the intercultural goals to be achieved by the city, by pointing out to examples of diversity advantage in public statements, etc.

If OFTEN, please add a link (or enclose documents) to validate your answer

10. Does your city have an official webpage that communicates its intercultural statement, strategy, and/or action plan?

YES, the website can be accessed with one click	
YES; the website can be accessed with 2 clicks	
YES, the website can be accessed with 3 clicks or more	
NO	

If YES, please provide a link

11. Does your city have a dedicated body or a cross-departmental co-ordination structure responsible for implementing the intercultural strategy?

YES	
NO, but our city is seriously considering setting up such a body/structure	
NO	

For example, an office for intercultural integration/dialogue/inclusion/diversity and equality, etc., a steering committee/panel or other structure of horizontal governance in which departments/services work collaboratively to achieve the goals set in the intercultural strategy, etc.

If YES, please add a link (or enclose a document) and give details to validate your answer (800 characters maximum)

12. Does your city acknowledge or honour local residents /organisations that have done exceptional things to encourage interculturalism in the local community?

YES	
Sometimes	
NO	

For example, by awarding a prize, by expressing gratitude and recognition in an official ceremony or celebration, by delivering certificates acknowledging contributions to better mutual understanding and innovative intercultural practices, etc.

If YES or SOMETIMES, please give an example (500 characters maximum)

II The City through an intercultural lens

Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

a) Education

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

13. Are almost all children in primary schools of the same ethnic/cultural background (including the majority ethnic background)?

YES, in all schools	
YES, in most schools	
YES, in some schools	
NO	
No data available	

14. Does the ethnic/cultural background of teachers in schools reflect the composition of the city's population?

Often	
Sometimes	
Rarely	
Never	
The city or school have no competence to hire teachers	
No data available	

15. Are there schools that make strong efforts to involve parents with migrant/minority backgrounds in school life (other than only inviting them to parent-teacher meetings)?

YES, most schools	
Only very few schools	
NO	

For example, by providing information in an accessible and friendly format, by involving arts groups or faith groups, by organising convivial meetings to help educators understand the different concepts of the family, gender roles, the place of education and the relative weight of cultural and socio-economic factors in the life of migrant families, by organising festive occasions during which parents with migration backgrounds can highlight their culinary or artistic traditions, by launching cooperative projects for parents in schools, such as, for instance, an intercultural garden, etc.

If YES, please give an example so that your answer could be validated (500 characters maximum)

16. Do schools carry out intercultural projects?

Often	
Rarely	
Never	

For example, by launching projects about different cultures, identities, and religions, by organising intercultural festivals or study visits to cultural centres, by exhibiting in the school cultural artefacts, decorative art objects or books from the countries of origin of pupils with migrant backgrounds, by organising debates on topical issues or intercultural dilemmas, or open days where pupils can showcase their skills and achievements, etc.

If OFTEN, or RARELY, please give an example so that your answer could be validated (500 characters maximum)

17. Does your city have a policy to increase ethnic/cultural mixing in schools (and thereby avoid “white flight” and ethnic concentration)?

YES	
NOT YET, but our city is seriously considering/preparing such a policy	
NO, there is no city policy because such policy exists at the regional/national level	
NO, there is no such a policy at the national/regional or local level)	
Not applicable (no segregation)	

For example, by improving sports, leisure, and teaching facilities in schools attended by pupils from low-income families, by attracting specially competent teachers to schools where pupils with migrant backgrounds form a majority, by restricting possibilities for parents to have their children enrolled in schools from outside their regular catchment area, etc.

If YES, please give an example so that your answer could be validated (500 characters maximum)

b) Neighbourhoods

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a ‘perfect’ statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

18. How many districts/neighbourhoods of your city are culturally/ethnically diverse?

Most districts/neighbourhoods	
Few districts/neighbourhoods	
None	
None, because we have no problem of segregation	
No data available	

19. Does your city have a policy to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration?

YES	
NOT YET, but our city is seriously considering preparing such a policy	
NO, because our city has no problems of ethnic concentration	
There are only occasional measures	
NO	

For example, by spreading social housing evenly across the city, by allocating apartments in city-owned buildings to persons and families with a variety of backgrounds and socio-economic statuses, by investing in infrastructure and projects that will attract people and companies from other neighbourhoods, etc.

If **YES**, please give an example to validate your answer (500 characters maximum)

20. Does your city encourage actions where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from other neighbourhoods?

YES	
NO	
We don't need such actions because there are no ethnically segregated neighbourhoods	

For example, by organising "mobile" cultural festivals that take place every year or two in a different neighbourhood, by organising important public events (meetings, conferences, fairs, markets, exhibitions, sport competitions, collective meals, etc.) in all the neighbourhoods of the city, by opening attractive public spaces (museums, intercultural centres, public libraries, headquarters of public services' agencies, sport infrastructures, etc.) in more remote or segregated areas, etc.

If **YES**, please give an example to validate your answer (500 characters maximum)

21. Does your city have a policy to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood?

YES	
NOT YET, but a policy is being prepared	
There are only occasional actions	
NO	

For example, by organising or encouraging art/cultural events in various neighbourhoods that are likely to attract people of all backgrounds, by holding meetings of people from different neighbourhoods to develop common initiatives, by installing cultural, sports and leisure facilities in areas located at the intersection of different neighbourhoods, etc.

If **YES**, please give an example to validate your answer (800 characters maximum)

c) Public services

As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with

migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.

22. Does the migrant/minority background of public employees reflect the composition of the city’s population?

YES, at all hierarchical levels	
YES, but only at the lower levels	
NO	
No data available	

23. Does your city have a recruitment plan to ensure an adequate rate of diversity within its workforce?

YES	
YES, and it aims specifically to increase representation of people with migrant/minority backgrounds at the higher hierarchical levels	
YES, but only nationals, irrespective of their migrant/minority backgrounds, can be hired in our city administration	
NO, it is not within the cities competences	
NO, it is not within the cities competences but our city is lobbying for more competences in this area	
NO	

For example, by recruiting staff with specific language competences, by recognising intercultural competence as a rare and useful technical skill needed for an optimal provision of public services, by staffing front-office positions with staff representing the various diversities within the city’s population, by encouraging non-nationals to seek employment in the local public administration, by providing specific training to non-nationals wishing to prepare public competitions, etc.

If YES, please give evidence to validate your answer (800 characters maximum)

24. Does your city take action to encourage diverse workforce, intercultural mixing and competence in private sector enterprises?

YES	
NO	

For example, by signing and publicising an official Diversity Charter, by supporting the adoption of non-discrimination charters in enterprises, by providing intercultural training for company managers, by highlighting in public communications the advantage of diversity for business development, etc.

If YES, please give an example to validate your answer (500 characters maximum)

25. Does your city take into consideration the migrant/minority backgrounds of all residents when providing the following services (Multiple answers possible)?

YES, funeral/burial services	
YES, school meals	

YES, women-only sections or times in sport facilities	
YES, others (please specify)	
We do not provide such services	

If **YES**, please give an example to validate your answer (500 characters maximum)

d) Business and the labour market

Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

26. Is there a local, regional or national business umbrella organisation, which has among its objectives the promotion of diversity and non-discrimination in the labour market?

YES, a local organisation	
YES, a regional organisation	
YES, a national organisation	
NO	

If **YES**, please specify if, and to what extent, your city an active member of the organisation (500 characters maximum)

27. Does your city take action to encourage businesses from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy and higher value-added sectors?

YES	
YES, in partnership with regional or national private and/or public actors	
NO	

For example, by mapping and understanding existing gaps and challenges in the development of migrant entrepreneurship, by publically recognising the role of migrants as entrepreneurs and highlighting their contribution to the local economy, by inviting migrant entrepreneurs to business events, by facilitating the inclusion of migrant entrepreneurs in mainstream business and professional networks, by removing existing obstacles for migrant-owned businesses in bidding for contracts, etc.

See for instance: <https://www.coe.int/en/web/interculturalcities/business-and-diversity>

If **YES**, please give an example to validate your answer (500 characters maximum)

28. Has your city taken action to encourage 'business districts/incubators' to involve an adequate percentage entrepreneurs with migrant/minority backgrounds and offer activities which encourage them and mainstream entrepreneurs to engage and develop new products/services together?

YES	
NO	
There are no "business-districts/incubators" in our city.	

For example, by encouraging joint initiatives between migrant and mainstream entrepreneurs that produce mutual benefits in terms of market analysis, communication, technical know-how or access to new markets.

If YES, please give an example to validate your answer (500 characters maximum)

29. In decisions relating to the procurement of goods and services, does the municipal council favour companies with an intercultural inclusion/diversity strategy?

YES	
NO, as regional/national regulations do not foresee it	
NO	

If YES, please give an example to validate your answer (500 characters maximum)

e) Cultural and social life

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

30. Does the municipal council use interculturalism as a criterion when allocating funds to associations and initiatives?

YES	
NO	

If YES, please give evidence to validate your answer (500 characters maximum)

31. Does your city organise events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic/cultural backgrounds to interact?

Regularly	
-----------	--

Sometimes	
Never	

For example, team sport tournaments in which team members are selected according to various diversity criteria (origin, gender, age, etc.), cultural and artistic events that emphasise the positive impact of external influences on the creative process, celebration of the World Heritage Days or the European Day of Languages, etc.

If **YES**, please give an example to validate your answer (800 characters maximum)

32. Does your city encourage cultural organisations to deal with diversity and intercultural relations in their productions?

YES	
Occasionally	
NO	

For example, through specific grants or regulations that encourage culturally “hybrid” creation or events, etc.

If **YES**, please give an example to validate your answer (500 characters maximum)

33. Does your city organise public debates or campaigns on the subject of cultural diversity and living together?

YES, regularly	
YES, occasionally	
It has happened once or twice	
NO	

If **YES**, please give an example to validate your answer (500 characters maximum)

f) Public space

Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the “other”. When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely support by them.

34. Does your city take action to encourage meaningful intercultural mixing and interaction in public space (Multiple answers possible)?

YES, in public libraries	
YES, in museums	

YES, in playgrounds	
YES, in parks	
YES, in squares	
YES, in other public spaces (please specify)	
NO	

For example, by organising visits in various languages, by offering readers the possibility to borrow books in different languages, by providing facilities such as benches, tables, giant chessboards, playgrounds, etc., where people of all origins, ages and genders can meet and interact, etc.

If YES, please give an example to validate your answer (800 characters maximum)

35. Does your city take into account the diversity of the population in the design, renovation and management of new public buildings or spaces?

YES, always	
YES, some buildings or places	
NO	

For example, by identifying the specific needs of families, women, elderly people, children, teenagers, etc., and designing public buildings/spaces so that nobody feels excluded, by adapting opening hours and providing services tailored to the needs of a diverse population, etc.

If YES, please give an example to validate your answer (800 characters maximum)

36. When your city decides to reconstruct an area, does it use different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds?

YES	
NO	

For example, by collecting resident's opinions through mapping, collaborative workshops, door-to-door surveys, in cooperation with intercultural mediators, field workers, migrant and faith organisations, etc.

If YES, please give an example to validate your answer (500 characters maximum)

37. Are there spaces or areas in your city that are dominated by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe?

YES, several	
YES, one or two	
NO	

If YES, why is/are the area-s considered unwelcoming or unsafe (500 characters maximum)

38. If certain spaces or areas of your city are dominated by one (majority or minority) ethnic group and are considered unwelcoming or unsafe, does the city have a policy to deal with this?

YES, a repressive policy	
YES, a multi-sectoral policy combining policing, social work and communication	
YES, a multi-sectoral policy combining policing, social work and communication and defined after consultation of the population of the area	
NO	

For example, by organising meetings in day centres, schools, cultural centres, etc., or during social events to discuss problems openly with the people most affected by them, by launching a participative process to identify solutions and obstacles, by engaging positively with leaders and organisations of the dominating community, etc.

If YES, please describe the policy (800 characters maximum)

III Mediation and conflict resolution

In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.

39. Which kind of organisation provides a professional service for mediation of intercultural communication and/or conflict in your city? (Multiple answers possible)?

A generalist municipal mediation service which also deals with cultural conflicts	
A municipal mediation service devoted to intercultural issues only	
An intercultural mediation service run by a civil society organisation	
A region/state-run mediation service	
Others (please specify)	
No professional mediation services are provided	

40. In your city, in which context is intercultural mediation provided (Multiple answers possible)?

In specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes, etc.	
In the city administration for general purposes	
In the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems	
In other contexts (please specify)	

No intercultural mediation is provided in the city	
--	--

Please give an example to validate your answer (800 characters maximum)

41. Is there an organisation in your city dealing specifically with inter-religious relations?

YES, a municipal service devoted to inter-religious relations only	
YES, a generalist municipal service which also deals with religious conflicts	
YES, an inter-religious service run by a civil society organisation	
YES, a state-run inter-religious service	
YES, others (please specify)	
NO	

If YES, please give an example to validate your answer (500 characters maximum)

IV Language

The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

42. Does your city provide any of the following services in the field of language competences (Multiple answers possible)?

YES, specific language training in the official language(s) for hard-to-reach groups (e.g. non-working mothers, unemployed, retired people, etc.)	
YES, teaching migrant/minority languages as part of the regular curriculum at schools	
YES, teaching migrant/minority languages as a mother tongue course for migrant/minority children only	
YES, teaching migrant/minority languages as a regular language option available to everyone	
YES, support for private/civil sector organisations providing language training in migrant/minority languages	
YES, others (please specify)	
NO	

If **YES**, please give examples to validate your answer (800 characters maximum)

43. Does your city raise awareness on migrant/minority languages by providing logistical or financial support to

(Multiple answers possible)

YES, local minority newspaper/journals in (a) migrant/minority language(s)	
YES, local minority radio programmes in (a) migrant/minority language(s)	
YES, local TV programmes in (a) migrant/minority language(s)	
YES, other support for raising awareness on (a) migrant/minority language(s) (please specify)	
NO	

If **YES**, please give an example to validate your answer (500 characters maximum)

44. Does your city support projects that seek to give a positive image of migrant/minority languages?

YES	
NO	
Occasionally	

If **YES**, please give an example to validate your answer (500 characters maximum)

V Media & communication

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.

45. Does your city have a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media?

YES	
NO, there are occasional actions	
NO	

If **YES**, please give an example to validate your answer (800 characters maximum)

46. Is your city's communication (PR) department instructed to highlight diversity as an advantage regularly and in various types of communication?

YES	
NO	

47. Does your city provide support for advocacy/media training/mentorship/setting up of online media start-ups for journalists with migrant/minority backgrounds?

YES	
NO	

48. Does your city monitor the way in which traditional local and/or national media portray people with migrant/minority backgrounds/?

YES, our city does it itself	
YES, but this is done by an external body	
NO	

For example, by including diversity issues in the topics to be scrutinised in the daily/weekly review of the local/national press and media (if the city does such a review)

49. Does your city monitor the way in which social media portray people with migrant/minority backgrounds?

YES, our city itself does it	
YES, but by an external body	
NO	

50. Does your city engage with the local media when they portray people with migrant/minority backgrounds through negative stereotypes?

YES, our city engages the local media directly	
YES, but by an external body supported by our city	
NO	

If YES, please give an example to validate your answer (800 characters maximum)

VI International outlook

Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.

51. Does your city have an explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural, or other areas?

YES	
NO	

For example, by providing financial resources specifically devoted to reinforcing international cooperation, by defining priority areas of international cooperation which take into consideration the needs of civil society organisations and/or private businesses, etc.

If YES, please give an example to validate your answer (800 characters maximum)

52. Is there a specific financial provision for this policy?

YES	
NO	

53. If your city does not have an explicit policy, does it take actions to develop international connections?

YES	
NO	

For example, by signing conventions of collaboration with foreign cities or organisations based in other countries, by offering internships or facilities for young professionals, scientists or visiting artists from abroad, by maintaining regular contact with twin towns and sister cities, etc.

If YES, please give an example to validate your answer (500 characters maximum)

54. Does your city reach out to foreign students or other youth groups arriving through exchange programmes?

YES	
NO	
NO, because our city hosts no university	

For example, by organising fairs and events where foreign students can meet local people, by providing support with job search and housing after graduation, by setting up or attending welcoming events, by opening an information desk at important student gatherings, etc.

If YES, please give an example to validate your answer (500 characters maximum)

55. Does your city seek to develop business relations with countries/cities of origin of its diaspora groups (Multiple answers possible)?

YES, by involving diaspora and mainstream entrepreneurs in international visits and meetings	
--	--

YES, by partnership/business agreements with counties or cities of origin	
YES, by supporting organisations seeking to develop business relations with countries/cities of origin of its diaspora groups	
YES, by other means (please specify)	
NO	

If YES, please give an example to validate your answer (500 characters maximum)

VII Intercultural intelligence and competence

Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence is not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.

56. Is statistical and qualitative information about diversity and intercultural relations mainstreamed to inform the local/municipal council’s process of policy formulation?

YES	
Sometimes	
NO	

If YES, please give an example to validate your answer (800 characters maximum)

57. Does your city, directly or through an external body, carry out surveys including questions about the public perception of migrants/minorities?

YES	
NO	

If YES, please give an example to validate your answer (800 characters maximum)

58. Does your city, directly or through an external body, carry out surveys on the feeling of security/safety with respect to people with migrant/minority backgrounds?

YES	
NO	

If YES, please give an example to validate your answer (800 characters maximum)

59. Does your city promote the intercultural competence of its officials and staff, in administration and public services, e.g. through

(Multiple answers possible)

YES, interdisciplinary seminars and networks	
YES, training courses	
YES, others (please specify)	
NO	

For example, by confronting officials and staff to situations in which they cannot use language to express their needs and feelings, by organising visits, informal meetings and discussions with leaders of migrant groups or faith organisations, by organising workshops on intercultural dilemmas, by delivering a compulsory training (including online through the intranet) for all its civil servants, including high level personnel, etc.

If YES, please give an example, or insert a link, to validate your answer (500 characters maximum)

VIII Welcoming newcomers

People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural “ghetto”. This also depends to a great degree on whether the rest of the city’s population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.

60. Does your city have a designated agency, unit, person, or procedure to welcome newcomers?

YES	
NO	

61. Does your city have a comprehensive city-specific package of information and support for newcomers?

YES	
NO	

If YES, please specify in which language(s) the package is available

62. Do different city services and agencies provide welcome support for particular groups of newcomers (Multiple answers possible)?

YES - family members	
----------------------	--

YES – students	
YES - unaccompanied minors	
YES - refugees and asylum-seekers	
YES - migrant workers	
YES - others (please specify)	
NO	

If **YES**, please give an example to validate your answer (800 characters maximum)

63. Does your city organise a public ceremony to greet all people arriving to live in the city regardless of origin or nationality?

YES - Officials are present at the ceremony	
YES - No officials are present at the ceremony	
NO, but newcomers are welcomed personally by the city in different ways	
NO	

If **YES**, please give details (500 characters maximum)

IX Leadership and citizenship

The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.

64. Can all foreign nationals stand as candidates in local elections?

YES, after three years of residence or less	
YES, after five years of residence or more	
NO, only nationals from certain foreign countries can stand as candidates (please specify)	
NO	

Please give details (500 characters maximum)

65. Can all foreign nationals vote in local elections?

YES, after three years of residence or less	
YES, after five years of residence or more	
NO, only nationals from certain foreign countries can	

vote (please specify)	
NO	

Please give details (500 characters maximum)

66. Are any elected members of your city's municipal council foreign-born or dual nationals?

YES	
NO, because regional/national legislation does not allow this	
NO, because regional/national legislation does not allow this but our city is lobbying for legislation to be changed	
NO, because of other reasons	

If **NO**, because of other reasons, please explain why (800 characters maximum)

67. Does your city have an independent consultative body through which people with migrant/minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters?

YES, we have an consultative body representing only migrants/minorities and/or their organisations	
YES, we have an consultative body involving migrants/minorities, other citizens, as well as relevant public institutions, organisations and experts	
NOT YET, but our city is seriously considering setting up such a body	
NO, migrants/minorities can voice their concerns by other means (please specify)	
NO	

If **YES**, please specify if the consultative body has an effect on city policies and give an example to validate your answer (800 characters maximum)

68. Is there a standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services?

YES	
NO	
Not applicable. This is regulated regionally/nationally	
Not applicable. This is regulated regionally/nationally but our city is lobbying for more competences in this area	

If **YES**, please give an example to validate your answer (500 characters maximum)

69. Does your city take initiatives to encourage people with migrant/minority backgrounds to engage in political life?

YES, regularly	
YES, sometimes	
NO, but other organisations do this	
NO	

For example, by organising fairs that enable people with migrant/minority backgrounds to meet and discuss policy issues and programmes with representatives of local political parties before local elections, by allocating mandatory seats to people with migrant/minority backgrounds in steering committees or panels that run democratic initiatives, by establishing and empowering youth parliaments that represent diverse youth, by introducing a city councillor with observer status who is elected by the foreign nationals residing in the city, by setting up panels or committees including persons with migrant/minority backgrounds who are trusted within their community and committed to intercultural interaction, etc.

If **YES**, please give an example to validate your answer (800 characters maximum)

X Anti-discrimination

Racism, xenophobia, homophobia, intolerance against certain religious groups, gender discrimination, prejudice and ethnocentrism, are all conducive to discriminatory attitudes and practices. They often subsist in people's minds despite laws proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation. An intercultural city assures every effort is made to ensure non-discrimination in all of its policies, programmes and activities. The city works in partnership with civil society organisations and other institutions that combat discrimination and offer support and reparation to victims. It also communicates widely on the risks discrimination presents for social cohesion, quality of life and the local economy.

70. Has your city carried out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with migrant/minority backgrounds?

YES	
NOT YET, but our city is seriously considering doing this	
NO	

If **YES**, please specify (800 characters maximum)

71. Does your city have a charter or another binding document proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation in the municipal administration and services?

YES	
NO	

Please add a link (or enclose a document) and give details to validate your answer (500 characters maximum)

72. Does your city have a dedicated service that advises and supports victims of discrimination?

YES	
NO, this is done at the regional and/or national level.	
NO, this is done by civil society organisations	
NO, support and advice is not provided	

If YES, please give details to validate your answer (500 characters maximum)

73. Does your city provide financial and/or logistical support to civil society organisations that advise and support victims of discrimination?

YES	
NO	

If YES, please specify (500 characters maximum)

74. Does your city regularly monitor/research the extent and the character of discrimination in the city?

YES	
NO, this is done by another public organisation	
NO, this is done by a private organisation supported by the city	
NO	

Please give details to validate your answer

75. Does your city run anti-discrimination campaigns or raise awareness on discrimination in other ways?

YES regularly	
Sometimes	
NO	

If YES, please give an example to validate your answer (800 characters maximum)

76. Does your city participate in regional or national organisations that address the issue of discrimination?

YES	
NO	

If YES, please specify (500 characters maximum)

77. Does the city have an anti-rumours strategy or implement anti-rumours activities following the official Council of Europe methodology?

YES	
NO	

For the Council of Europe's anti-rumour methodology, see <https://www.coe.int/en/web/interculturalcities/anti-rumours>

If YES, please specify (500 characters maximum)

XI Participation

Inclusion and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. When people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.

78. If your city has adopted an intercultural integration strategy or a diversity/inclusion strategy, was this the result of a consultation process including people with migrant/minority backgrounds?

YES	
NO	

For example, by engaging with migrant organisations and community leaders at the very beginning of, and throughout the whole policy-making process, by systematically checking that the views expressed by people with migrant/minority backgrounds were given due consideration, that their contribution to the debate is clearly acknowledged, etc.

If YES, please add a link, enclose a document, and describe the consultation process, to validate your answer (800 characters maximum)

79. If your city has adopted an intercultural action plan, was this the result of a consultation process including people with migrant/minority backgrounds?

YES	
NO	

If YES, please add a link (or enclose a document) and describe the consultation process, to validate your answer (800 characters maximum)

80. Has your city introduced participatory mechanisms, other than voting rights or a consultative body, to enable all city residents, irrespective of their migrant/minority backgrounds, to participate equally in the decision-making process (Multiple answers possible)?

YES, public participation networks	
YES, participatory budgeting	
YES, intercultural dialogue platforms/round tables	
YES, other mechanisms (please specify)	
NOT YET, but our city is seriously considering introducing such mechanisms	
NO	

Other participatory mechanisms can be, for example, social network groups, online community forums, offline thematic networks where people meet face-to-face to discuss a particular issue, citizen juries, etc.

If YES, please give an example to validate your answer (800 characters maximum)

81. Does your city monitor the participation of city residents with migrant/minority backgrounds in the decision-making process?

YES	
NOT YET, but our city is working on a monitoring tool to have such information	
NO, no available data	

If YES, please specify (800 characters maximum)

82. Does your city take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, work councils, etc. (Multiple answers possible)?

YES, in public service organisations	
YES, on trade union boards	
YES, on school boards	
YES, on work councils	
YES, in other organisations (please specify)	
NOT YET, but our city is seriously considering actions to change the situation	

NO	
----	--

If YES, please give an example to validate your answer (800 characters maximum)

83. Has your city introduced mechanisms to make sure that gender equality is respected in organisations that participate in the decision-making process on matters related to the inclusion of city residents with migrant/minority backgrounds?

YES	
NOT YET, but our city is seriously considering introducing such mechanisms	
NO	

For example, by asking migrant organisations to give the composition of their board and informing them that their views are likely to be given greater consideration if the board reflects gender diversity, by giving participants from under-represented gender groups more speaking time and visibility in public debates, by providing childcare facilities during meeting and events, etc.

If YES, please give details (800 characters maximum)

XII Interaction

Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

84. Does the city have a list/data-base of all civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion?

YES, the list is permanently updated, includes all stakeholder irrespective of their formal status and is accessible to the public	
YES, the list is permanently updated and includes all stakeholder irrespective of their formal status, but is not available to the public or only on request	
YES, the list only includes officially recognised organisations.	
YES, the list is incomplete and not regularly updated	
NO	

If YES, please give details (800 characters maximum)

85. Does your city collaborate with civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion?

YES, by holding regular meeting with the organisations	
YES, by providing information regularly to the organisations on our city's intercultural inclusion policy	
YES, but not in an organised or regular way	
NO	

If YES, please give details (800 characters maximum)

86. Do teachers in elementary/primary schools receive training in intercultural communication and pedagogy?

YES	
NOT YET, but our city is seriously considering providing such training	
NO, teacher training at elementary/primary level is not a municipal competence	
NO	

If YES, please give details to validate your answer (500 characters maximum)

Additional information

87. Does your city take other actions to promote intercultural interaction, creation and decision-making that have not been mentioned in the answers to this questionnaire?

YES	
NO	

Please provide a short description (800 characters maximum)

88. What is the most innovative or effective action your city has taken, or is seriously considering, to promote intercultural interaction, creation and decision-making?

Please provide a short description (800 characters maximum)

About the questionnaire

89. Which data sources have been used to fill in the questionnaire?

Please indicate the main sources used (500 characters maximum)

Please list the municipal services that provided information to fill in this questionnaire

90. Do you have any remarks on the questionnaire or the accompanying guidelines?

Thank you for taking part!