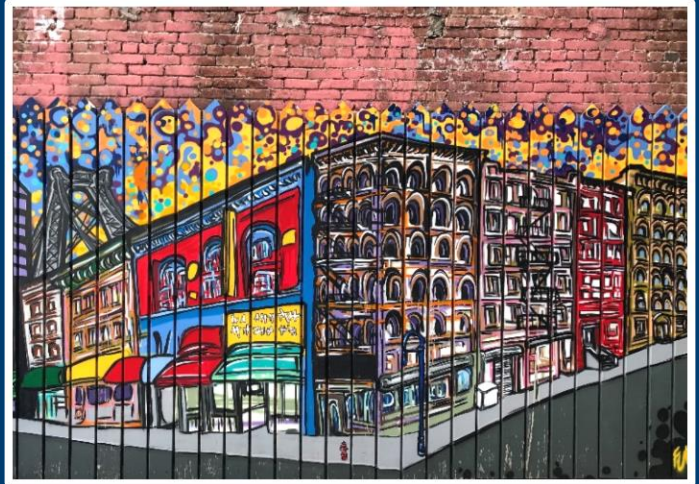




VALENCIA

ICC INDEX ANALYSIS 2023



Diversity, Equality, Interaction

**BUILDING BRIDGES,
BREAKING WALLS**



www.coe.int/interculturalcities



VALENCIA
INTERCULTURAL CITIES INDEX ANALYSIS

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INTRODUCTION

Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view.

In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

While this report is being written (December 2022) 157 cities embraced the ICC programme and approach, and 124 (including Valencia) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 28 cities (including Valencia) have more than 500,000 inhabitants and 19 (including Valencia) have between 15% and 20% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Valencia, Spain, in 2022, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. 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 and to enhance participation. It encourages greater mixing and interaction between diverse groups in the public spaces.

METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 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 Intercultural Cities Index).

These indicators comprise the following (including the two new indicators in bold):

1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

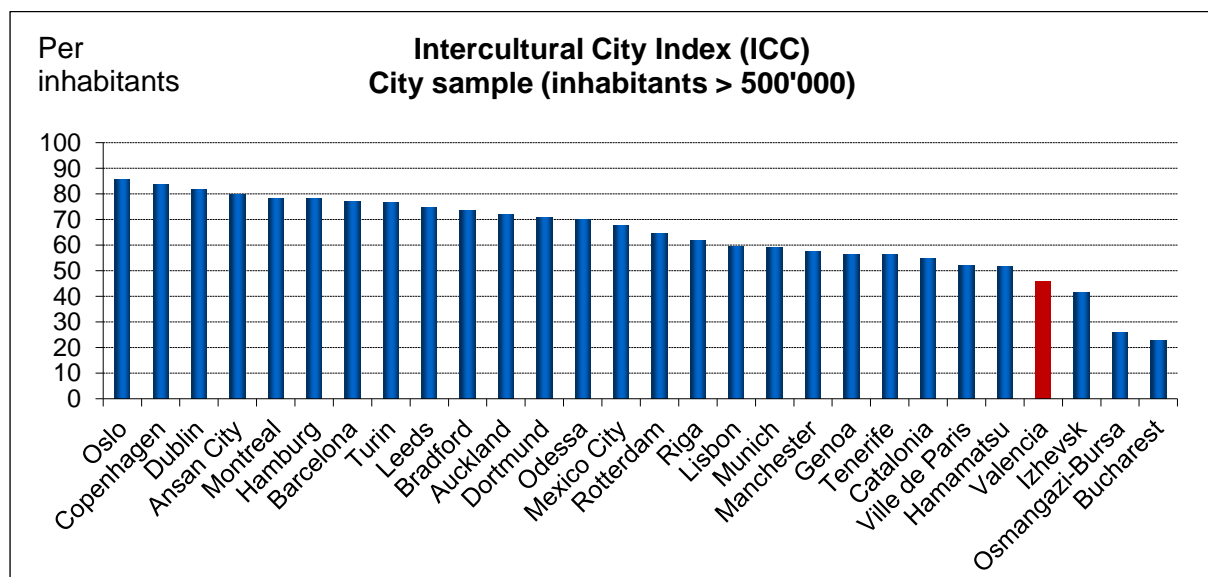
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison

is based on a set of formal criteria related to the intercultural approach in urban policies and intended **only as a tool for benchmarking/benchlearning**, to motivate cities to learn from good practice.

Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (below 100,000 inhabitants; between 100,000 and 200,000; between 200,000 and 500,000; and above 500,000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 39 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Valencia. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall Intercultural Cities Index results, *Valencia* has an aggregate Intercultural Cities Index achievement rate of 46 (out of 100 possible points). The details of this result will be explained below.¹

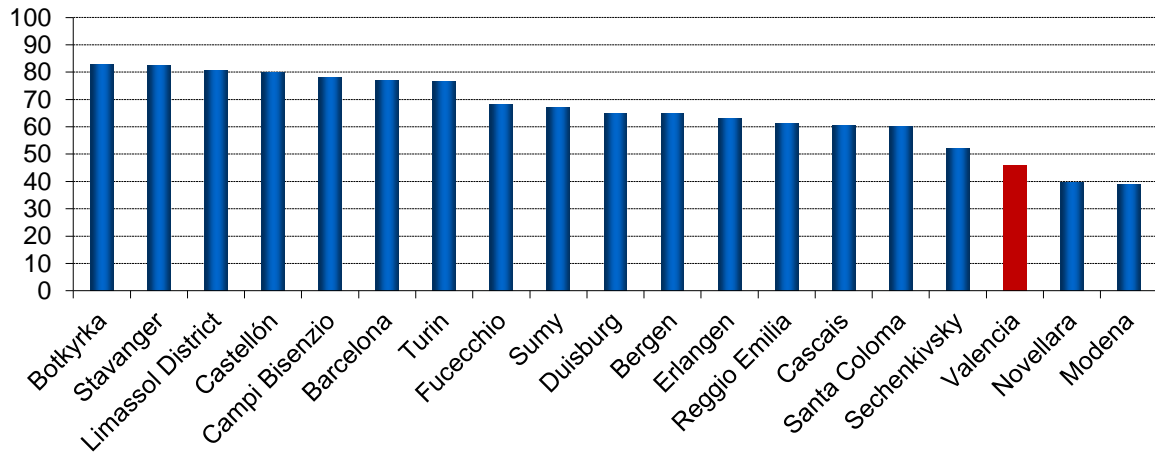


¹ The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global achievement rate.

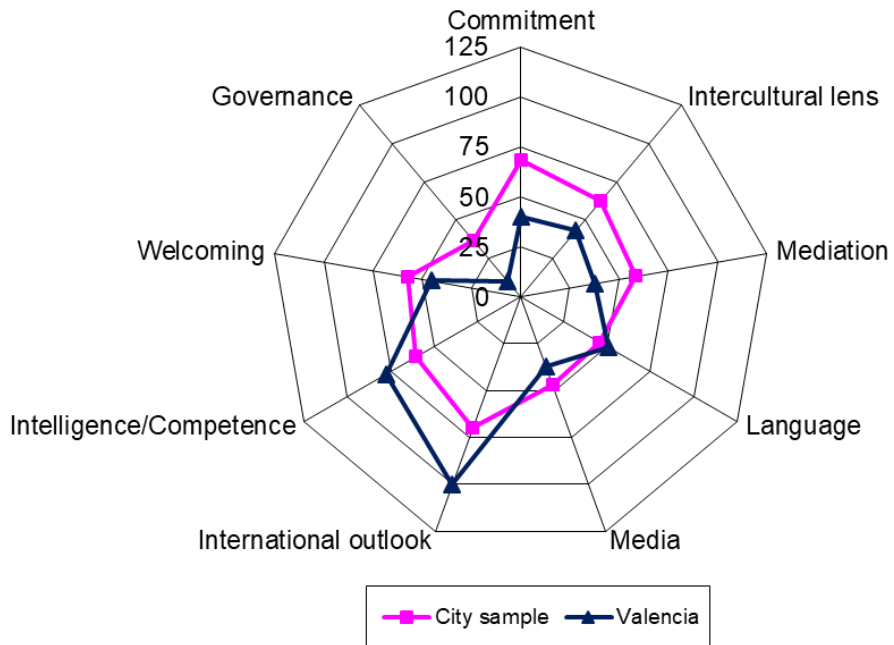
In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.

Per diversity

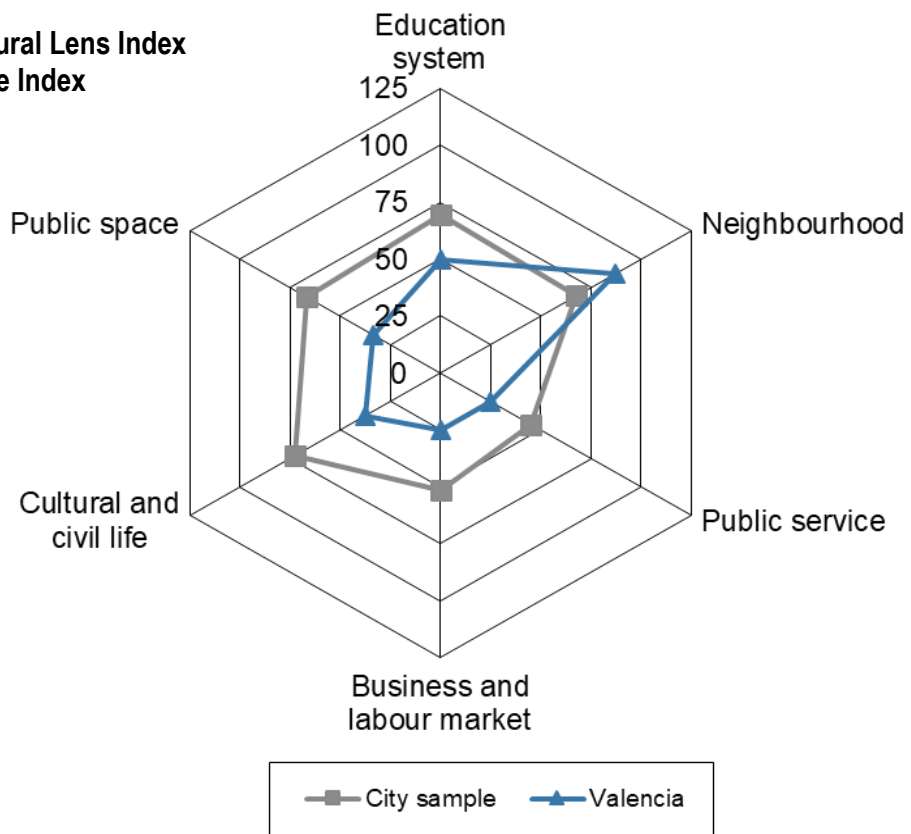
Intercultural City Index (ICC) City sample (non-nationals/foreign borns 15% - 20%)



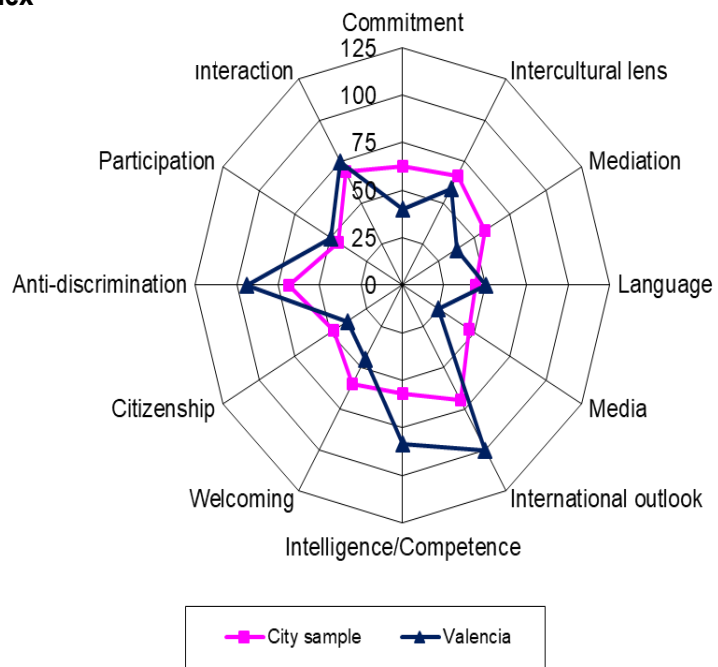
Core Index

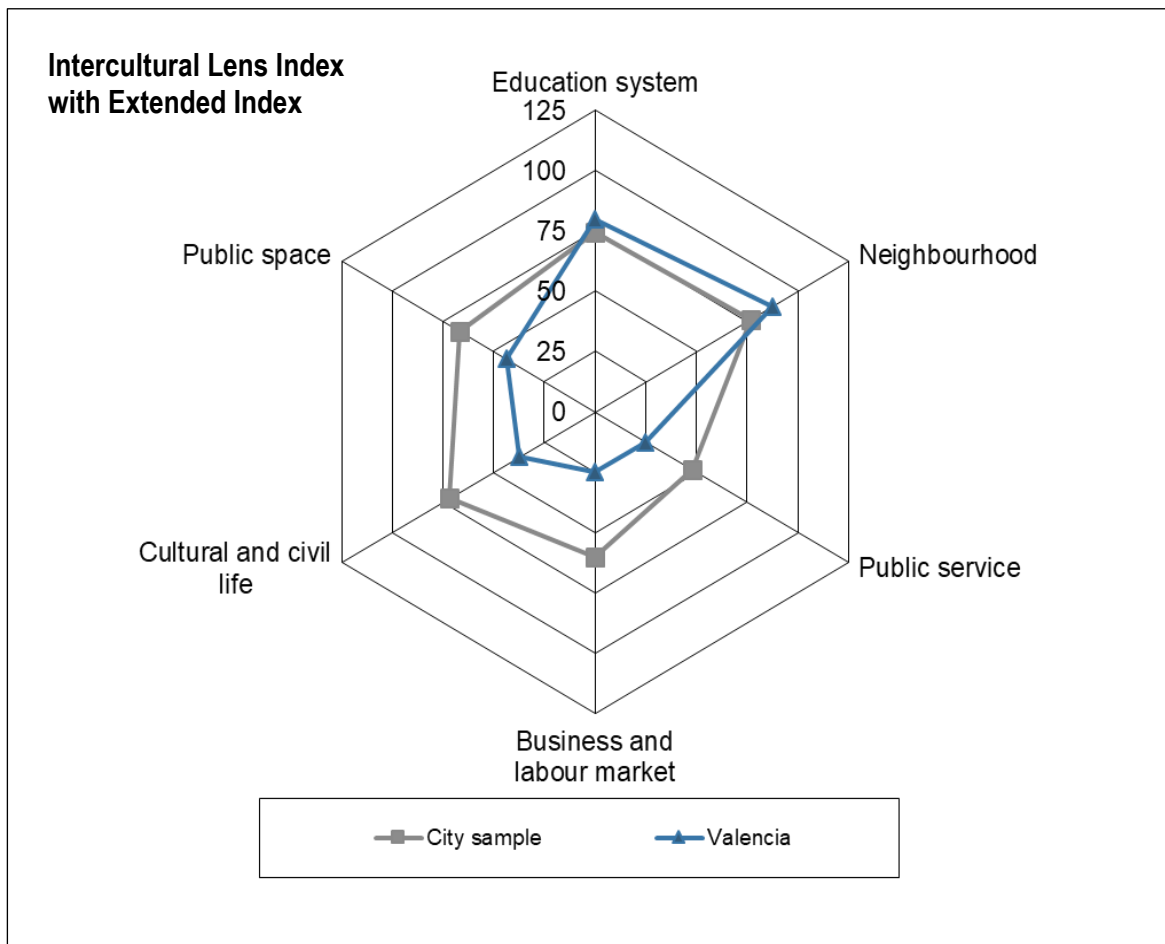


Intercultural Lens Index with Core Index



Extended Index





VALENCIA: AN OVERVIEW

The city of Valencia is located on the river Turia, on the Iberian Peninsula's west coast, on the shores of the Gulf of Valencia on the Mediterranean Sea. It is the third-largest city in the country, with around 800,000 inhabitants, 1.6 million if including its metropolitan zone. While its economy is primarily focused on the service sector (including digital services) which employs the majority of population, Valencia also hosts a dynamic manufacturing sector which employs 8.5% of its population. Its port is Western Mediterranean's biggest and Spain's second in terms of traffic².

For planning or administrative purposes, it is divided into 19 districts, 88 neighbourhoods and boroughs.

Valencia is the administrative capital of the autonomous community of Valencia. It has a population of 797.665 inhabitants (data for 2022), of which 14.9% hold a foreign nationality. Before, the EU citizens were the largest group, followed by people from Latin America. However, in the last 5 years the proportions have changed and currently people born in Latin America constitute the highest number (mainly people originating from Venezuela, Colombia and Argentina). Also, the structure of persons from other EU countries has changed the last five years: before, people from Romania constituted the highest number, while in the past 5 years the number of Italians has increased. In terms of countries, the highest presence by number of inhabitants per country in 2022 is as follows: Italy (10.653), Colombia (10.320), China (7.919), Romania (7.864), Venezuela (7.303). The gender distribution of residents holding foreign nationality is almost exactly 50% for men and 50% for women, most of the age groups between 25 and 50 years old³.

For the last decade, a sizeable number of people of migrant origin have acquired the Spanish nationality and, therefore, disappeared from the city's foreign population census.

² <https://www.coe.int/en/web/interculturalcities/valencia>

³ https://www.valencia.es/estadistica/Padron/2022/Pob_estrangeras_2022_Cas.pdf

In Valencia, most districts/neighbourhoods of the city are culturally/ethnically diverse. No clear concentration in a concrete district is visible, though the numbers of residents holding foreign nationality are higher on the outer parts of the city.⁴

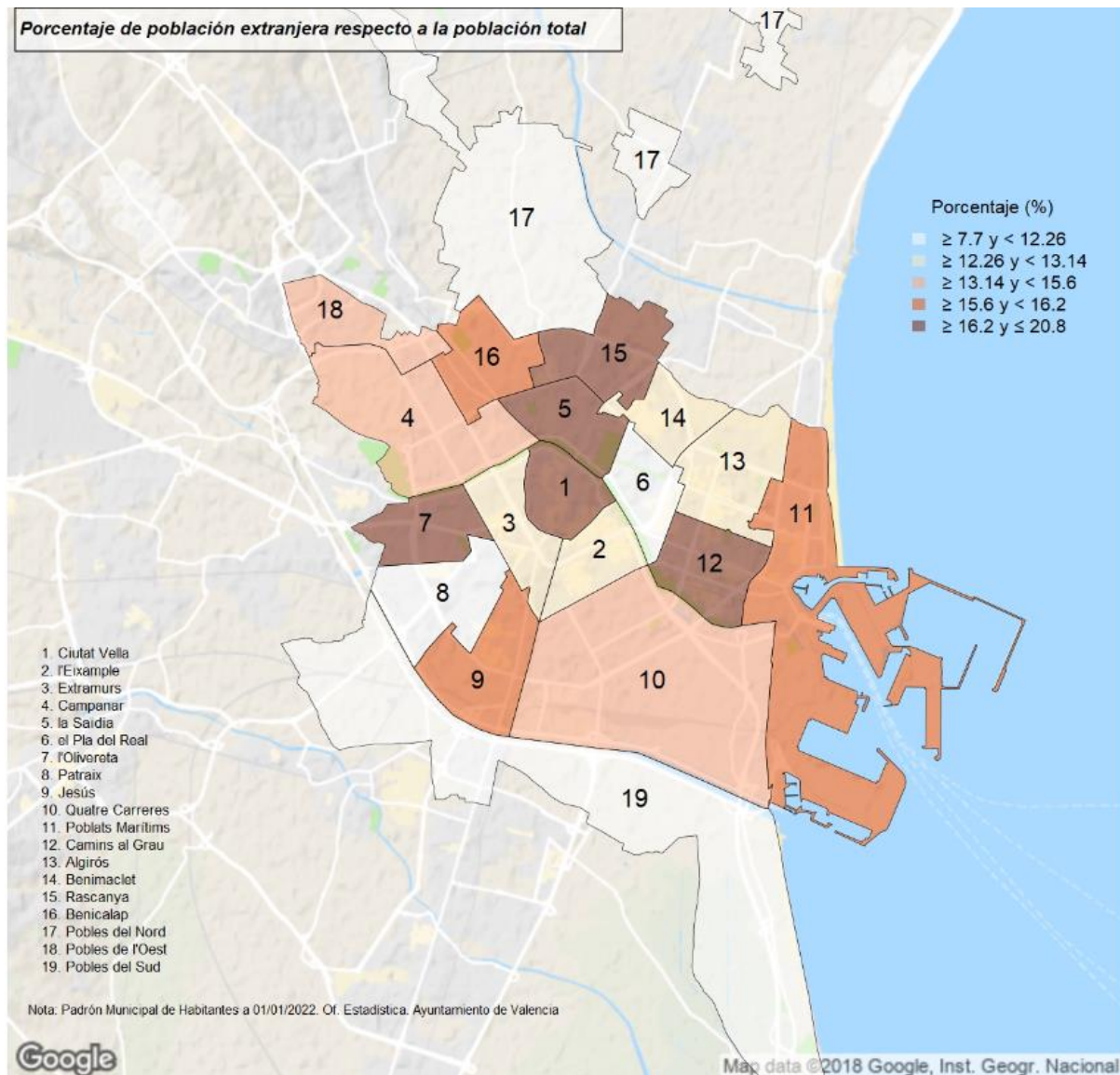


Table 1. Percentage of persons with foreign nationality of the total population per neighbourhood.
 Source: *Población de Nacionalidad Extranjera en la ciudad de Valencia, Ayuntamiento de Valencia, 2022*

The official languages are Spanish and Valencian.

According to the National Statistics Institute's data, the per capita GDP was €24,088 in 2019.

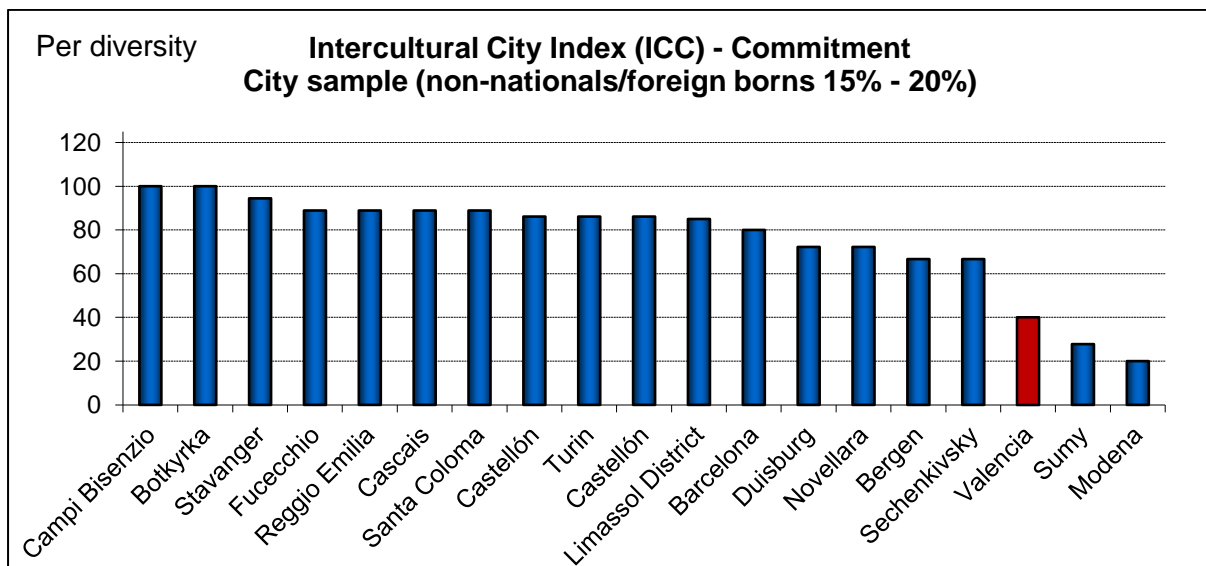
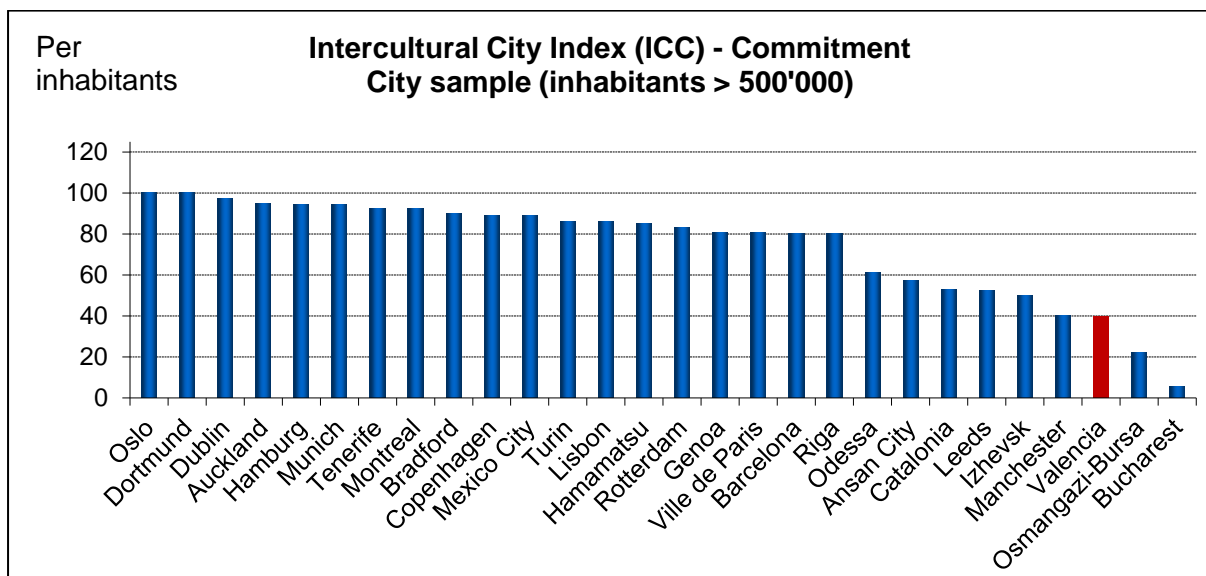
Valencia joined Intercultural Cities in March 2020.

⁴ https://www.valencia.es/estadistica/Padron/2022/Pob_estranger_a_2022_Cas.pdf See page 7 and pages 49-50, graph: page 5.

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 policymaking. 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.

Valencia achieved a rate of 40%, which is considerably lower than the city sample's achievement rate of 68%. This is mainly due to the fact that Valencia has only recently joined the Intercultural Cities network and is still in the process of adopting and operationalising relevant intercultural strategies and action plans. However, in its public communications and actions the city continuously stresses its commitment to the intercultural principles.



The city has not formally adopted a public statement that it is an Intercultural City and has yet to adopt a dedicated intercultural strategy. The city has, however, chosen to reference intercultural aspects in the “Strategic Line 8: Associations and intergenerational and intercultural citizen networks” of [“The Strategic Urban framework Valencia 2030”](#).

An intercultural action plan was devised and adopted, [The Municipal Master Plan for Immigration and Intercultural Affairs 2019-2022](#). Regrettably, not enough human resources and budget were available for its implementation and monitoring, hence the plan was not operationalised. This comprehensive Municipal Master Plan has a detailed set of ad hoc indicators that would allow to measure the impact of the intervention and the degree of implementation. However, during the implementation period the relevant municipal services were predominantly involved in mitigating two unexpected crises related to the COVID pandemic and the hosting of Ukrainian refugees, unforeseen in the plan, hence not all its objectives were achieved. A final assessment of the plan is expected in the coming months, managed by the Municipal Service, in collaboration with the Local Council for Immigration and Intercultural Affairs.

The plan has also foreseen the creation of a cross-departmental co-ordination structure responsible for implementing the plan, however, it was not set up due to the lack of sufficient budgetary and human resources, as mentioned above.

The city has not adopted a process of policy consultation or co-design including people of all ethnic or cultural backgrounds. Nevertheless, the Local Council for Immigration and Intercultural Affairs advises the Municipal Office and proposes actions related to intercultural approaches.

In contrast, much is done on a practical level to promote the city's intercultural commitment. Official communications of the city of Valencia make clear reference to intercultural approaches, mainly through social media and press releases produced and issued by the Communications Office, based on announced events and on the information sent by the different departments. The [website](#) of the city also makes reference to the city's priorities when it comes to intercultural policies and actions. Valencia also acknowledges local residents and organisations that have done exceptional things to encourage interculturalism in the local community, and recognise migrants' contribution publicly, for example by naming one of the municipal services after the deceased local activist, Felix Ebanda, from the Casa Cameroon NGO.

Recommendations

In order to ensure that the principles of interculturality are translated into concrete policies and actions, adopting a new intercultural action plan, which will replace the action plan adopted for the period 2019-2022, as well as allocating sufficient resources for its implementation are recommended. To that end, it could be helpful for Valencia to look into the strategies and plans formulated by other intercultural cities, such as [Limassol](#) (Cyprus), [Auckland](#) (New Zealand) or [Barcelona](#) (Spain).

The new intercultural action plan would ideally be a result of a broad process of policy consultation that involves people of different ethnic and cultural backgrounds. The establishment of a Local Council for Immigration and Intercultural Affairs is an excellent start. A good example of such a participatory process can be found in [Botkyrka](#) (Sweden): The "Council for civil society development" is a joint council established in June 2018 by civil society organisations and politicians, aiming to promote intercultural dialogue and give civil society the opportunity to influence policies. It is based on "The local agreement on cooperation between civil society and the municipality of Botkyrka". Other cities, such as [Bradford](#) (United Kingdom) or [Dublin](#) (Ireland) also provide good examples.

The city may look into the possibility of creating a dedicated body or a cross-departmental co-ordination structure responsible for implementing the action plan. In this regard, the example of [Limassol](#) (Cyprus) could be interesting. Limassol has successfully adopted a comprehensive Intercultural Integration Strategy. As a result, the city has recently appointed an Intercultural Counsellor to develop a comprehensive action plan based on the new Intercultural Strategy 2021-2025. The appointment provided a basis for cross-departmental collaboration between the social affairs department and other municipal departments such as the cultural, urban and technical planning departments, but also external stakeholders (business and employer organisations, youth, migrant NGOs, labour unions, diplomatic representations etc.).

Last but not least, the city may wish to make an official statement regarding its membership in the Intercultural Cities programme, as well as its commitment towards interculturalism and inclusiveness.

Support for drafting intercultural strategies can be found on the Intercultural Cities [webpage](#).

THE CITY THROUGH AN INTERCULTURAL LENS

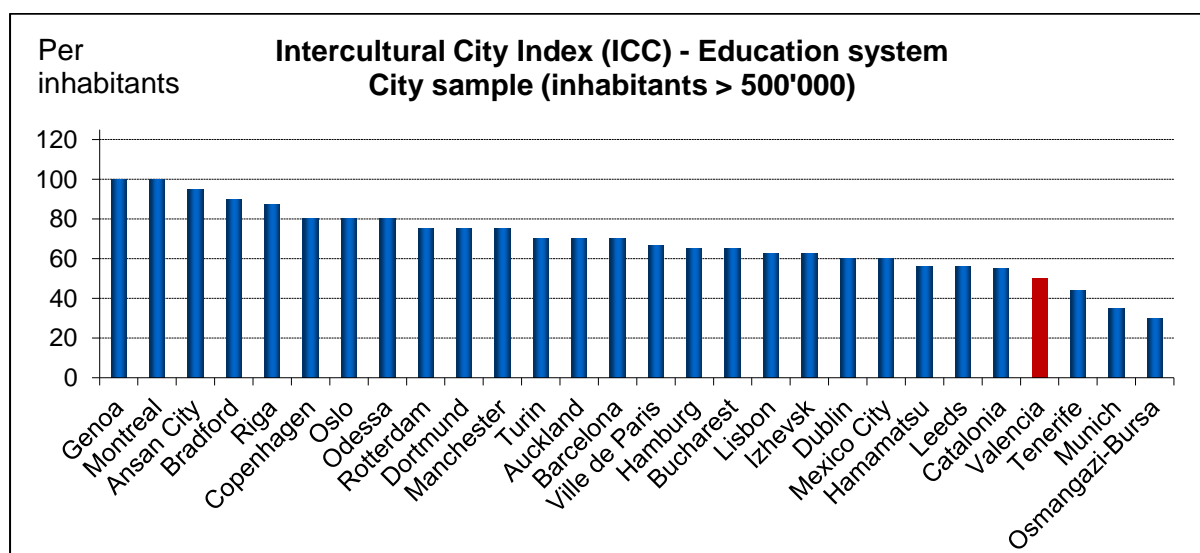
Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore 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.

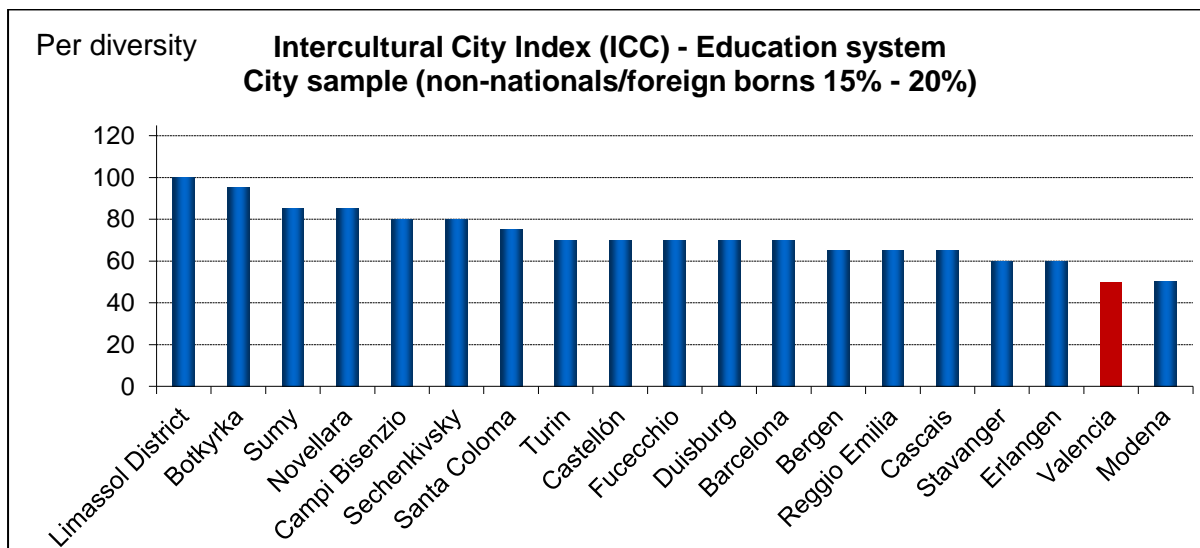
The overall rate of achievement of the urban policies of Valencia, assessed as a whole through an "intercultural lens" is lower to that of the model city: 43% of these objectives were achieved while the rate of achievement of the model city reaches 62%.

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 or 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.

Valencia achieved a rate of 50%, which is lower than the city sample's achievement rate of 69%. This rate of achievement reflects the fact that the ethnic and cultural background of teachers in schools is not diverse and only few schools implement intercultural projects or project aiming at involving parents with migrant or minority backgrounds in school life.





The city of Valencia does not have a policy to increase ethnic and cultural mixing in schools. Moreover, the ethnic and cultural backgrounds of teachers in schools rarely reflects the composition of the city's population. Nevertheless, it needs to be noted that the city of Valencia has no competence in hiring teachers.

Overall, few schools make strong efforts to involve parents with migrant or minority backgrounds in school life, other than only inviting them to parent-teacher meetings. It is, however, worth noting that the Education Service of the Municipality of Valencia organises festive events where migrant families can highlight their traditions, cuisine or other cultural aspects.

The network [Xarxa Apuja el To contra el Racisme](#) (*Network for raising voices against discrimination*) led by the Valencia City Council is an excellent initiative allowing for schools to challenge prejudices and negative stereotyping. The network is developed in collaboration with five NGOs and 33 educational centres of preschool, primary school, education and vocational training cycles. The aim is to commit the city's educational centres to actively participate in the fight against racist and xenophobic attitudes and in favour of intercultural coexistence. The network offers support and guidance in situations of discrimination; activities and workshops on the prevention of racism and xenophobia and the promotion of intercultural coexistence, capacity building for the educational community, parents' associations and the centre's mediation agents.

The city's municipal education centres operate independently, following their own programming. Some of them are members of the *Xarxa Apuja el To contra el Racisme* network. They carry out intercultural actions autonomously, for instance on the occasion of International Day of Cultural Diversity or through food events during which parents and pupils can highlight their culinary traditions. Educational centres can also benefit from the City council's support in carrying out educational actions related to interculturality. For instance, training actions are offered by the *Xarxa Apuja el To contra el Racisme* programme to all educational centres (primary, secondary, baccalaureate, training cycles and centres of the Popular University). Activities related to interculturality are [listed on the city's website](#).

The Education Service of the city of Valencia (Educational Projects Section), together with the corresponding municipal offices, coordinates the educational activities that each of them offers to all educational centres in the city. These educational activities not only cover intercultural issues but also gender equality, development cooperation, road safety, risk prevention in the use of social networks, etc.⁵. This set of educational activities is offered to all educational centres in the city (primary and secondary education, Baccalaureate, training programs and Popular University centres). The granting of some of the activities relating to interculturality gives preference to educational centres that are part of the *Xarxa Apuja el A contra el Racismo* network.

Recommendations

Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils.

⁵You can find the complete list of training activities [here](#).

As an example, the city might want to further encourage schools to implement intercultural projects or initiatives and to involve parents with migrant and/or minority backgrounds in the school life. In these areas, [Salisbury](#) (Australia) provides good examples, as some local schools run programs for parents in culturally and linguistically diverse settings. Furthermore, these schools have access to translators so parents can communicate in their own language.

The example of [Montreal](#) (Canada) can also be inspiring. The city carries out activities aimed at encouraging parent involvement, intercultural mediation, advocating respect for and valuing of cultural diversity, and teaching intercultural dialogue in partnership with other bodies and institutions. For example, the Montreal History Centre, a city-run body, conducts various major intercultural projects in co-operation with schools, which may be interesting for Valencia. In particular, "[You're part of the story](#)" is an educational programme conducted between the city of Montreal and the Quebec Ministry of Immigration, Diversity and Inclusion aimed at secondary school reception classes. It aims to build bridges between the past of pupils who have recently arrived and their new lives through the telling of personal stories and recording of personal "treasures" which the pupils share with Montrealers through the museum. The programme fosters learning of the host country's languages, as well as self-esteem and interaction between the new pupils and other citizens.

The fact that the ethnic and cultural background of teachers often does not reflect the diversity of the city remains a challenge. There are many different ways of encouraging people from ethnic and cultural minorities to become teachers, or to stay in the profession, many of which will not be a city competency. Nevertheless, the Johannes Learning Centre, in [Stavanger](#) (Norway) has made great steps forward in this respect. Although originally all the staff were Norwegians, 40% are now of minority background. The school has developed from being only concerned with using and teaching Norwegian to bilingualism and multilingualism, with mixed staff. To achieve this, they introduced a policy of hiring former students and appointing people with bilingual skills, wherever there was a need. As a consequence, the school has achieved much better results.

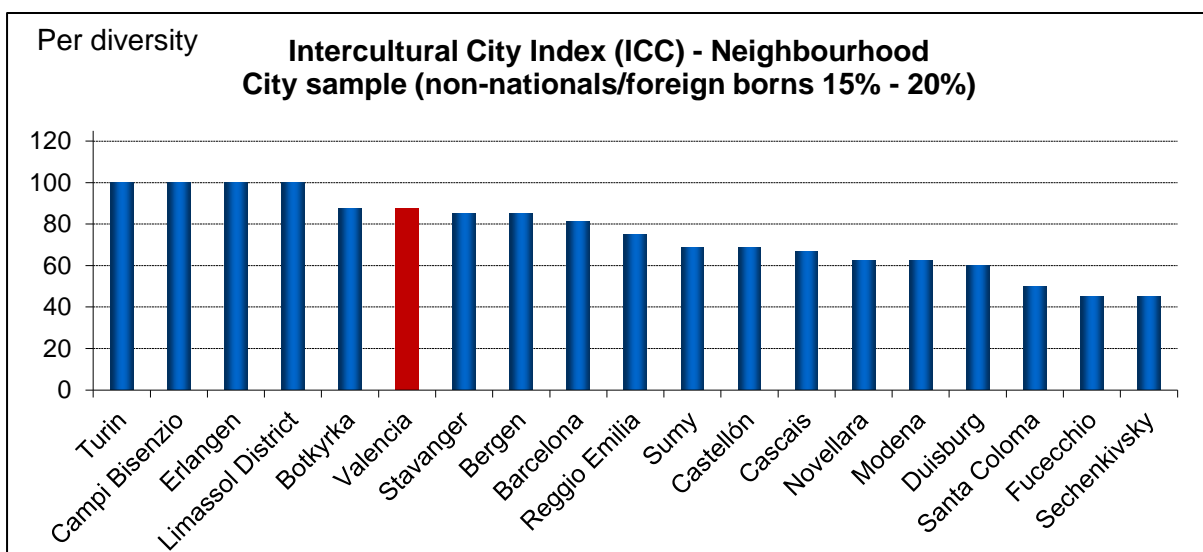
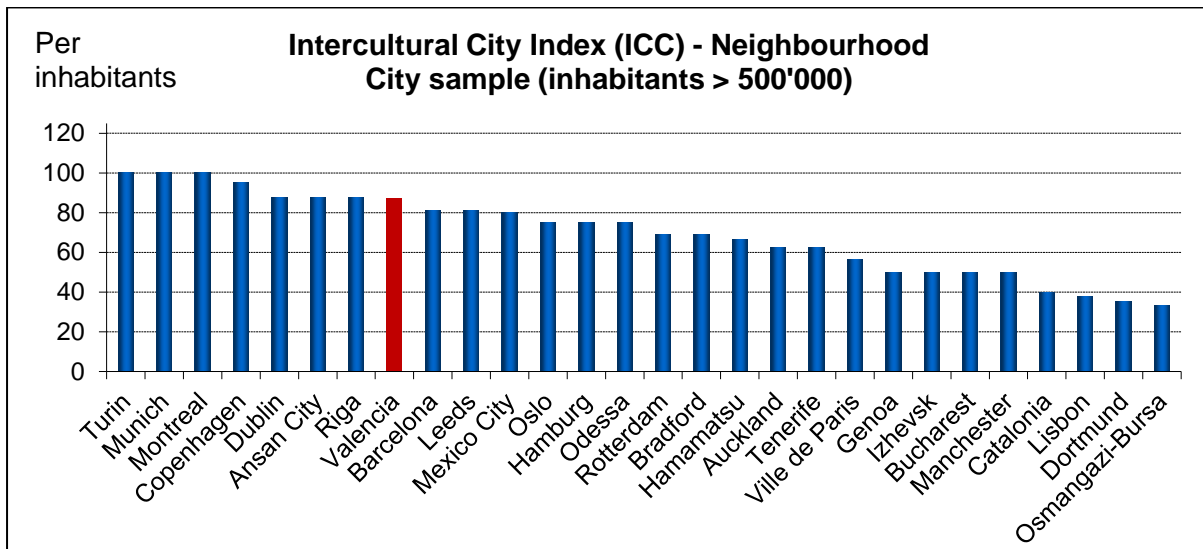
ICC programme resources on education are also available [here](#).

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.

Valencia achieved a rate of 88%, which is considerably higher than the city sample's achievement rate of 68%.⁶ This applaudable outcome is mainly the result of the city of Valencia having adopted a comprehensive policy to increase the diversity of residents in the neighbourhoods and to avoid ethnic concentration.

⁶ Valencia's achievement rate in the extended Intercultural Cities Index is 88%, while the city sample's achievement rate is 77%.



The city has a policy to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration. The [Third Plan for Inclusion and Social Cohesion 2021-2025](#) is currently implemented and overseen by the Social Wellness and Integration Service of the Municipality of Valencia. The Plan is divided into three strategic lines, the goals of which are:

1. Social-job insertion for those groups that are most vulnerable.
2. Guaranteed protection of rights and access to public services: all of the public resources of these areas must be accessible to all people, regardless of their age, sex, nationality, religion, etc.
3. Territorial cohesion and equity: the city must be a public area shared by the entire population, regardless of the neighbourhood they live in. Services must be equally provided to all citizens, inequalities in access to public services must be avoided. Equity is an important feature of the most balanced cities and a requirement for social cohesion.

The city reports that most neighbourhoods of the city are culturally and ethnically diverse, hence ethnic concentration does not take place.

In Valencia, most neighbourhoods of the city are culturally and ethnically diverse. No clear concentration in a concrete district is visible, though the numbers of residents holding foreign nationality are higher on the outer parts of the city. Due to such varied distribution, the city does not organise actions where residents of one neighbourhood meet and interact with residents with migrant or minority backgrounds from other neighbourhoods.

There are some occasional actions organised by the city to encourage residents with migrant or minority backgrounds to meet and interact with other people living in the same neighbourhood. A very good example is the project [Diversitours](#), implemented jointly by the cities of Bilbao and Valencia, which is funded by Intercultural Cities

programme (Council of Europe). In the course of the project, the two participating cities have developed a methodology for intercultural visits, tours and interaction experiences in neighbourhoods with high representation of migrant population. It has enhanced cooperation in defining elements to be shown through the Orriols neighbourhood in order to display the [intercultural aspects](#) and encourage connections between immigrant and local population.

Other actions enhancing interaction between residents with migrant or minority backgrounds and other local residents (such as those related to the Falla - local *Las Fallas* festivities - commissions) had to be stopped due to lack of human capacities of the Municipal Service to implement them, among other reasons. They will be, however, resumed as resources are made available again.

Suggestions

Valencia has achieved high rate of achievement for the neighbourhood and can be displayed as a good example of developing and implementing a comprehensive policy to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration.

At the same time, organising more actions to promote intercultural dialogue between various communities residing in the same or different neighbourhoods could be advisable, subject to resources available. There are a couple of cities in Portugal that have transformed their neighbourhood through art that Valencia may wish to consider. One of them is Quinta do Mocho which was the most stigmatised neighbourhood in [Loures](#) (Portugal) for many years, associated with poverty, crime and ethnic exclusion. A set of breath-taking frescos were painted on 33 buildings in the neighbourhood, with the help of 2000 artists and local residents, 25 NGOs and 43 private companies. The area was transformed into a Public Art Gallery. The aim was to change the image of the neighbourhood, which used to be considered as a dangerous no-go-area. It helped dismantle old prejudices against residents from diverse backgrounds and increase their self-esteem, interaction and the sense of belonging to the neighbourhood. Since October 2014, the team in Loures has hosted 46 visits from enterprises and artists, including 28 guided tours and 18 media tours and including interviews for newspapers, television, radio and internet. In addition, at least 80 news items from around the world covered the neighbourhood regeneration process.

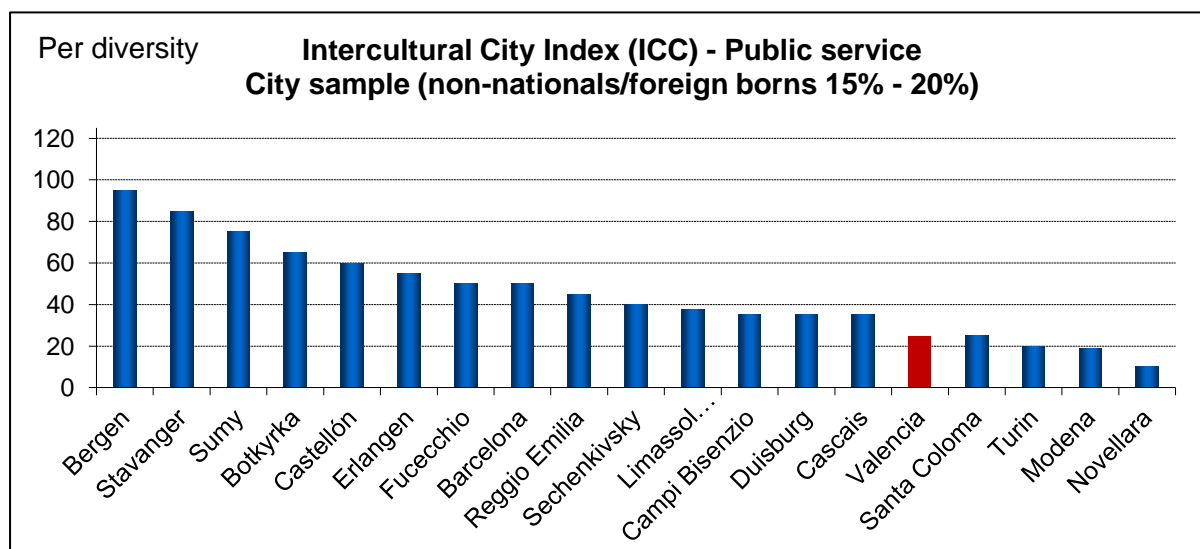
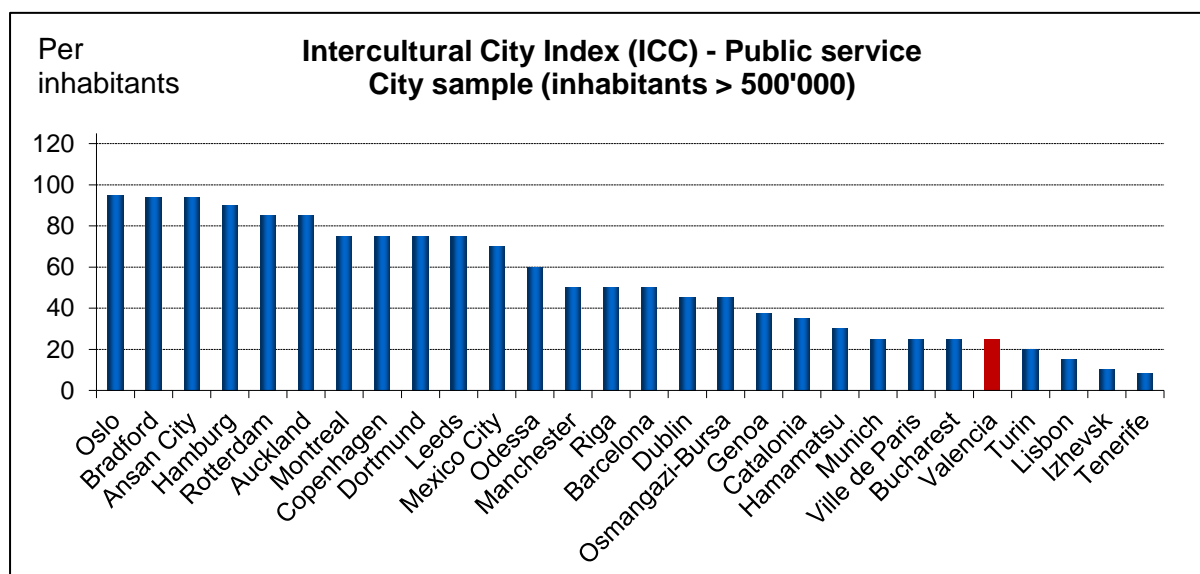
Another example is the EMPO Multicultural Resource Centre in [Bergen](#) (Norway). Empowerment is the goal of this centre which pursues initiatives to create dialogue, mutual understanding and change. These include women's groups, men's gatherings, courses, theme days, seminars, counselling, parental guidance, language and work practice and social network across cultures. The city also arranges a 'living library' project held at the central library, where representatives of different districts can meet in the non-formal atmosphere of the library. It helps to get rid of stereotypes and increase the level of understanding and solidarity among residents.

A good example of using a public space for promoting intercultural dialogue is also the Tabakalera in [Donostia-San Sebastian](#) (Spain). Tabakalera is a former tobacco factory that was converted into a contemporary culture centre. Located in the Egia district, the building is an impressive space (13,277m²) that organises, since 2007, a wide sort of activities (exhibitions, short film screenings, etc.). Tabakalera programmes are mostly free and the funding is mostly public (30% comes from the municipality). At some point, the centre identified a group of mainly youth male migrants who were used to spend long time at the centre, not always behaving correctly. After discussing with them about their needs and aims, Tabakalera decided to open a programme to support them through cultural activities. A first project involved photography, and the initiative was really welcomed. Since then, the project has grown to the point of holding weekly meetings (every Friday with a mediator), during which the group has been, for example, creating music together or preparing artistic performances. The 2018 project has been a theatre play, and a group of around 25 people are participating, using the Theatre of the Oppressed as a working methodology.

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 or 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.

Valencia achieved a rate of 25%, which is considerably lower than the city sample's achievement rate of 45%. This result can be mainly attributed to the lack of diversity within the city's workforce.



The migrant or minority background of public employees does not reflect the composition of the city's population. There is no exact and updated data on the number of municipality staff of a migrant or minority background collected. However, the city reports that visibly the composition of the city's population is not reflected. This is, among other reasons, due to scarce employment openings available in the recent years but also the legal restrictions related to such employment (with regards to the nationality or residency of the candidates).

The city does not have a recruitment plan to ensure an adequate rate of diversity within its workforce, however, the adoption of such plan does not lay within the city's competences. There were cases of recruiting persons with a migrant or minority background. Nevertheless, these were sporadic occasions where a person was hired through

employment agencies and for a temporary position, in lieu of being recruited through an official public competition for a long-term labour contract.

The city does not take any specific action to encourage diverse workforce, intercultural mixing and competence in private sector enterprises.

It is reported that the city takes into consideration the migrant or minority backgrounds of all residents when providing the services related to funeral/burial services, school meals and others. The city of Valencia offers the possibility of burials in minority cemeteries such as Jewish, Islamic and Anglican, and work is ongoing to extend the list to various other funeral/burial traditions of other communities.

Recommendations

In general, in an intercultural city, for the sake of the public service's efficiency and good outreach to the local population, it is recommended that city officers, at all levels of seniority, are as diverse as the population in general.

For this reason, the city could consider promoting diversity in their employment in all services of public administration as well as collecting relevant data on the employment.

The [Future Workplace](#) action plan in Bergen (Norway) could be an interesting example. It includes actions to encourage minority ethnic job applicants in the public administration and intercultural competence in the private sector. [Montreal](#) (Canada) also applies a good practice that can be interesting. Minorities account for some 20% of the workforce in the city. The city's recruitment policy is inspired by the concept of promoting diversity and is geared towards talent of all kinds in terms of gender, age, background, experience, and culture. Specific measures and programmes are implemented to ensure employment equality, with a specific focus on under-represented groups such as women, persons with disabilities, indigenous groups, visible minorities, and ethnic minorities.

An interesting example in this regard is also the collaboration between Lincoln Green of [Leeds](#) (United Kingdom) - which is one of the priority neighbourhoods with a significant migrant community - and the Leeds Teaching Hospital Trust (LTHT), one of Leeds' Anchor Institutions. Core team partners (employment and skills, statutory partners and local third sector organisations) worked closely with LTHT to develop a targeted recruitment programme to support people into jobs within the facilities and estates department. This approach has been successful and from the pilot, 29 people from target wards were successful in securing employment and a second cohort on programme saw 20 people recruited. This way of working has been identified at a national level as good practice and is cited in the NHS Long Term Plan. Work is underway to connect Anchor institutions in other neighbourhoods around Leeds.

Moreover, Valencia could consider taking actions to encourage diverse workforce, intercultural mixing and competence in private sector enterprises.

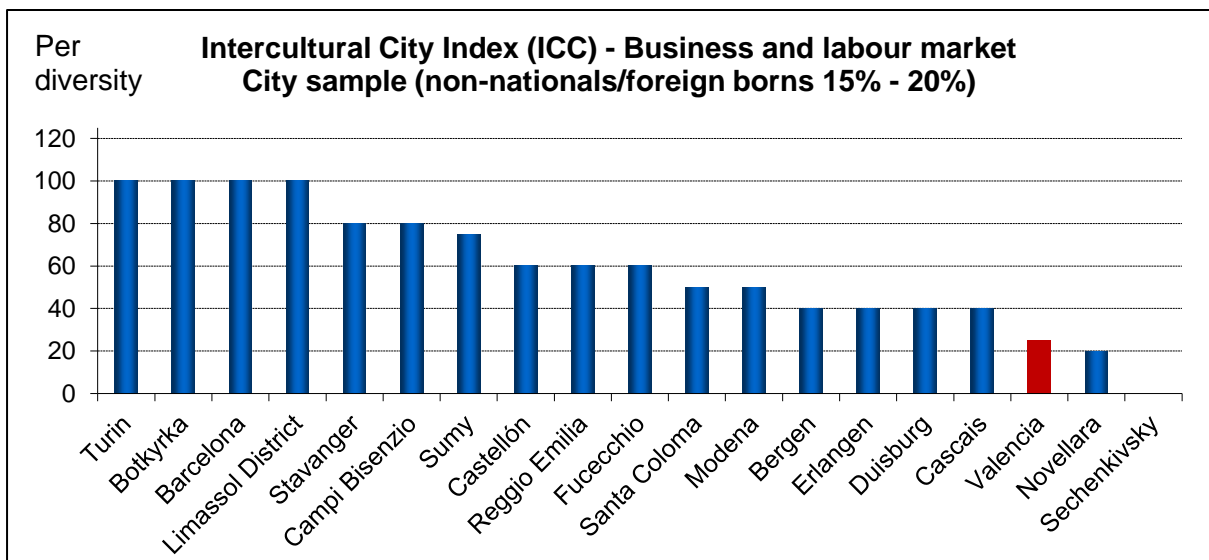
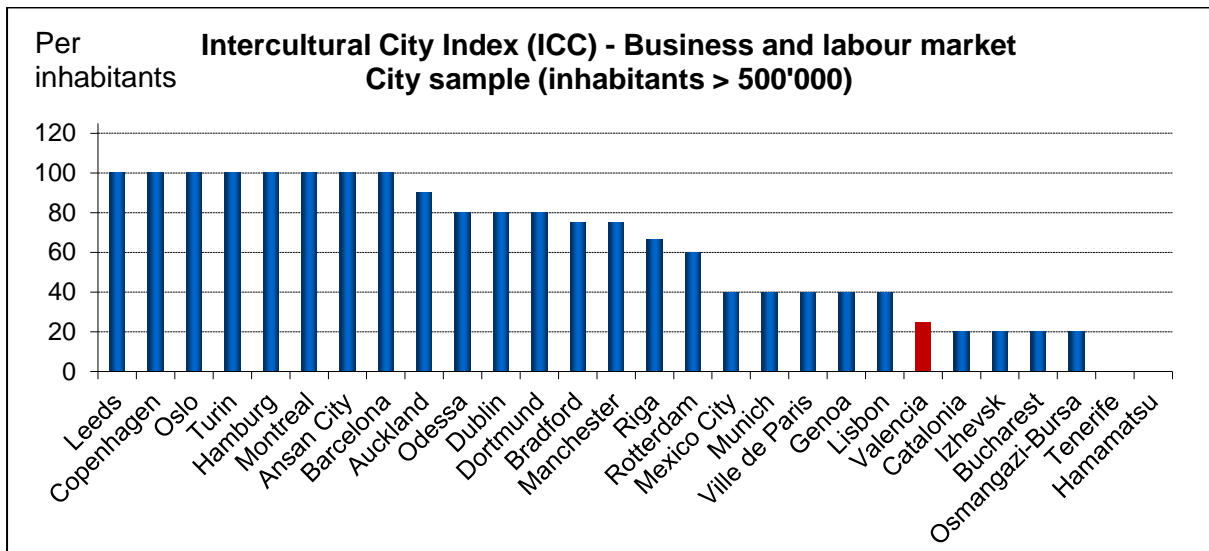
ICC programme resources on public and community services are available [here](#).

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.

Valencia achieved a rate of 25%, which is considerably lower than the city sample's achievement rate of 51%. This rate can be attributed to the fact that positive actions promoting the role of the private sector to offer more diverse working environments are still limited.⁷

⁷ Valencia's achievement rate in the extended Intercultural Cities Index is 25%, while the city sample's achievement rate is 60%.



In the city of Valencia, there are no local business umbrella organisations, which have among their objectives the promotion of diversity and non-discrimination in the labour market.

On the positive note, the Valencian Community Entrepreneur Confederation (CEV), however, in its code of good governance makes a clear reference to the obligation of non-discrimination and promotes social responsibility. The Article 15 of the code states that “the CEV will look after the general interest and will control the consequences of its decisions on society, encouraging, insofar as possible, social, economic and environmental progress and the achievement of a fairer and freer society. Non-discrimination and equal opportunities are the principles of all of its actions.”

The city takes certain actions to encourage businesses from ethnic minorities to move beyond the ethnic economy and to enter the mainstream economy and higher value-added sectors. The municipal ordinance regulating street markets in the city establishes that in the award of new authorisations for stalls (article 23.1 h), up to 10% of these new authorisations may be devoted to disadvantaged groups and new entrepreneurs with a status of applicant for international protection, provided they are authorised to work in Spain. In the assessment of the offers received, this criterion receives up to 10 points.

There have been no actions organised to encourage ‘business districts/incubators’ to involve entrepreneurs with migrant or minority backgrounds and offer activities which encourage them and the mainstream entrepreneurs to collaborate.

When it comes to decisions relating to the procurement of goods and services, the municipal council does not favour companies which have an intercultural inclusion or diversity strategy.

Recommendations

The city of Valencia may wish to engage with the identified private sector business associations and to support a networking platform of employers to discuss and make progress on recruitment of minority ethnic people and the management of intercultural workplaces.

Promoting the migrant entrepreneurship could potentially start with mapping the existing gaps and challenges in the development of own business which the persons with migrant or minority backgrounds face. Migrant entrepreneurs could be invited to business events. Inclusion of migrant entrepreneurs in mainstream business and professional networks could also be facilitated by removing existing obstacles for migrant-owned businesses in bidding for public contracts. Moreover, promoting collaborations between entrepreneurs with migrant or minority backgrounds and the mainstream entrepreneurs could be advisable, for example through encouraging joint initiatives.

In [Kirklees](#) (United Kingdom), the local council has formed the DIVERSITY = INNOVATION project group with local employers including SMEs and larger businesses such as Cummins Turbo Technologies and Syngenta agrochemicals to monitor the diversity of recruitment and promotion locally, and work with employers to champion diverse workplaces. These employers seek to be ambassadors for diversity in their own right: for example, Cummins recently partnered with Conscious Youth to deliver an international event on black leadership in recognition of Black History Month.

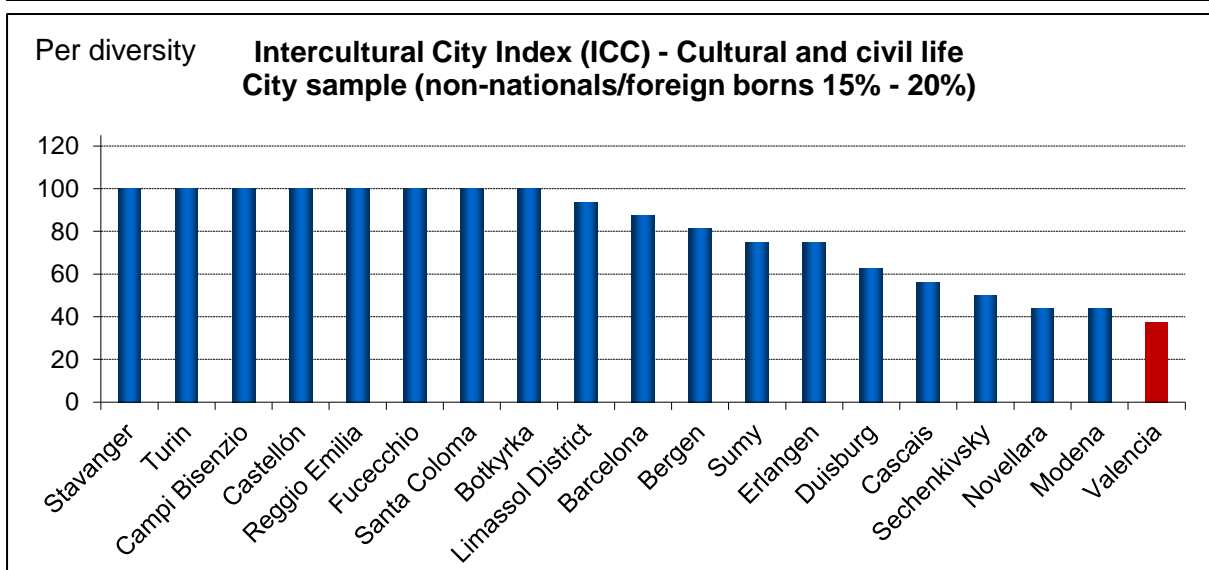
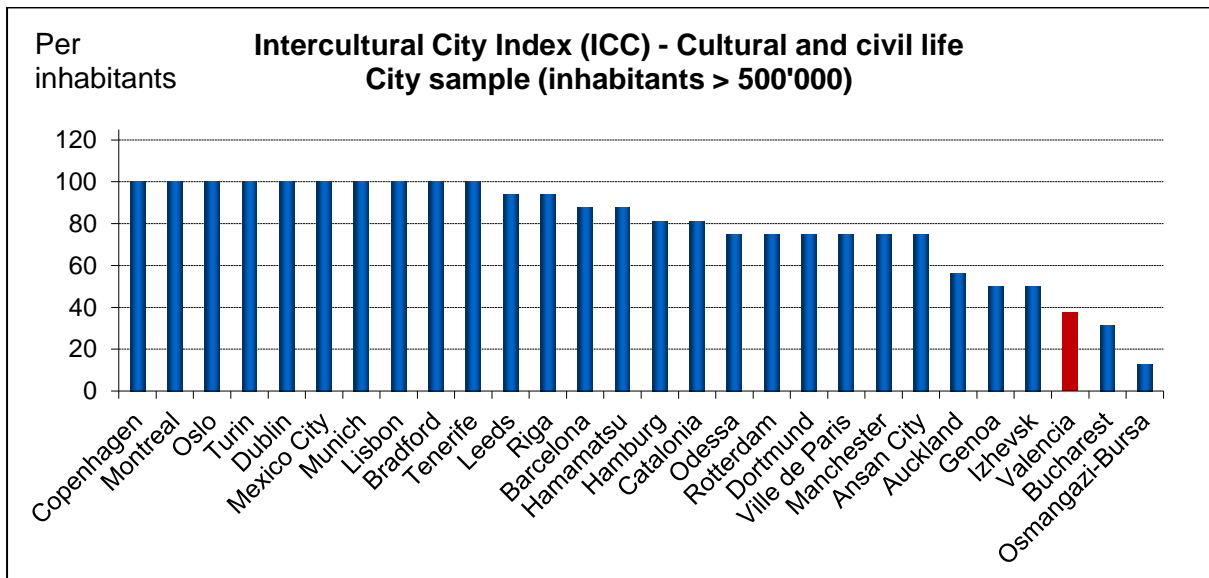
Additionally, Valencia could be interested in the new resources produced by the “[Inclusive Recruitment](#)” project by the Portuguese municipalities of Amadora, Loures and Oeiras to encourage Portuguese employers to hire migrants and newcomers, taking advantage from diversity. Sponsored through an ICC intercity grant, the project mapped the obstacles to smoother inclusive recruitment in Portugal, with the view to address knowledge and know-how gaps among employers. They developed an inclusive recruitment guide called “Employers’ starter pack”, to provide information on labour laws for Portuguese companies, on areas such as migration legislation and workplace inclusion. Specific information was further developed to target and empower jobseekers. The project was implemented in a participatory manner, involving the relevant local authorities, representatives of the workers and employers, including big companies such as Ikea and Portugalia. Thanks to the success of the Guide and with the help of the Portuguese Network of Intercultural Cities (RPCI Cooperative) some additional multimedia material has been produced including short videos and a series of podcast. The initiative can be easily replicated by other ICC members by adapting the materials to their legal and administrative contexts.

ICC programme resources on business and employment are available [here](#).

CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant or 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.

Valencia achieved a rate of 38%, which is considerably lower than the city sample’s achievement rate of 72%. This figure reflects numerous public debates and campaigns on the subject of cultural diversity organised by the city. At the same time, additional actions can be taken to encourage cultural openness.



Valencia has organised several events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic and cultural backgrounds to interact. For example, every year on 21 May, a Cultural Diversity Day is organised by the city's Cultural Resources Service. This event allows the different organisations representing the cultural groups that coexist in the city of Valencia to promote their activities and traditional folklore to the general public.

The city has also collaborated with organisations representing people with migrant or minority background while organising other public events, for example the 2021 "First Saint Sylvester in Solidarity with Africa". Last but not least, there were occasional cultural activities organised to promote the ethnic cultures, e.g. some educational activities or museum exhibits at the Museu d'Història in Valencia.

The municipal council does not use interculturalism as a criterion when allocating funds to associations and initiatives. However, it is worth noting that the Sports Service of the Municipality of Valencia, when awarding grants to sports organisations, insists that the activities organised should not be of discriminatory character when it comes to grounds such as nationality, origin, language, religion/belief, sexual orientation or age.

The city does not encourage cultural organisations to deal with diversity and intercultural relations in their productions.

Public debates and campaigns on the subject of cultural diversity and living together are regularly organised. The Cooperation for Development and Migration Service of the city of Valencia organises annual campaigns to promote intercultural living in the city, for example through a [series of videos displaying the profiles and lives of persons with migrant or minority background living in Valencia](#) or through the [Terretaredonistes](#) campaign.

Recommendations

The city may wish to encourage cultural openness by, for instance, organising its own activities in the fields of arts, culture and sport that aim to encourage people from different ethnic and cultural backgrounds to interact or by encouraging cultural organisations to deal with diversity and intercultural relations in their productions.

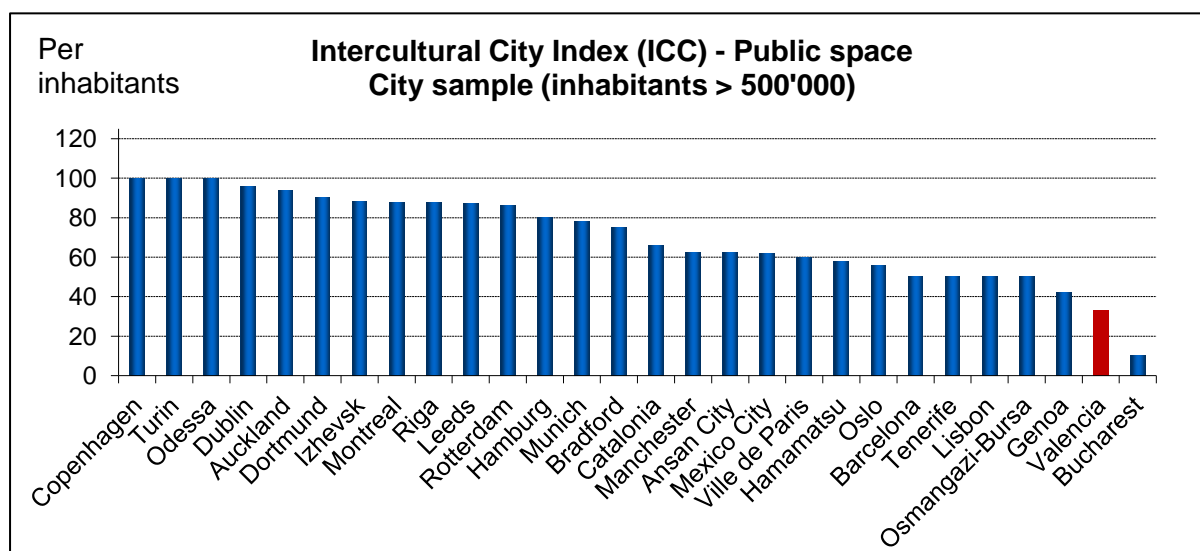
The latter was, for example, successfully implemented in Copenhagen (Denmark). The [DCAI](#) (the Danish Centre for Arts & Interculture) based in Copenhagen acts as a 'centre of the mind' or think-tank for the intercultural transformation of the cultural sector, rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence. The means to achieve this are through working with partners to make the presence felt of a new generation of Danish artists of immigrant background, who have grown up on the periphery of the five major cities of Denmark.

Valencia could also reflect on means to promote interculturalism in sports as they can foster intercultural connections. It could be inspired by [Bergen's](#) (Norway) scheme to promote co-operation between sports clubs in a manner to foster intercultural inclusion and migrant involvement. There is also much wider experience across Europe of how multi-ethnic sports tournaments can act as valuable connectors. [Bradford](#) (United Kingdom) is an interesting example of increasing diversity and inclusion of all football fans, strengthening ties and creating positive change in the community through sport events.

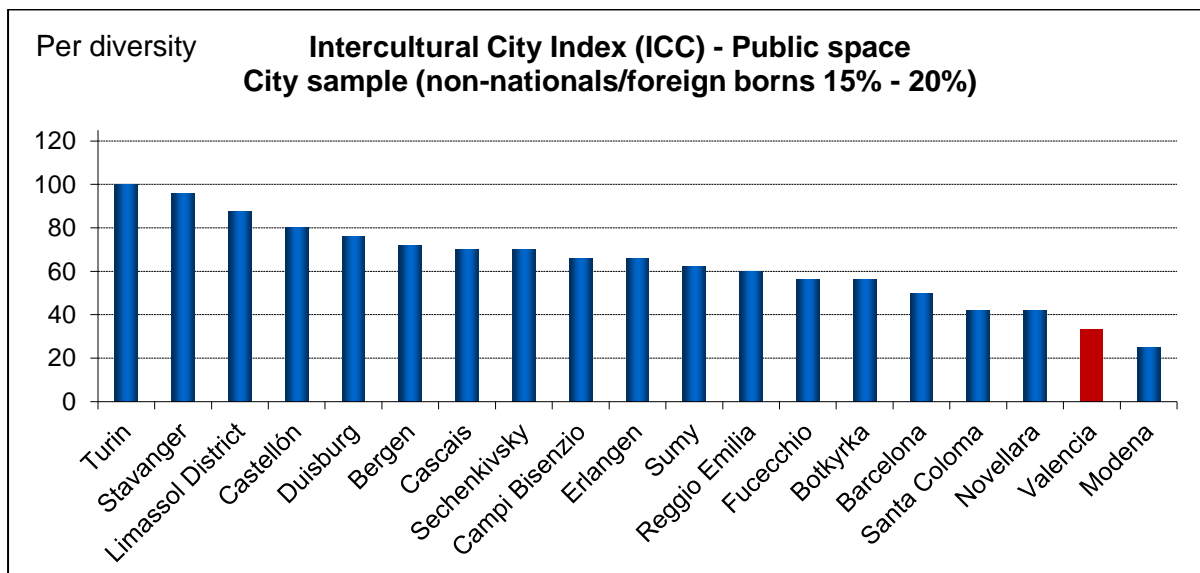
PUBLIC SPACE

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.

Valencia achieved a rate of 33%, which is considerably lower than the city sample's achievement rate of 67%. The city takes actions to encourage meaningful intercultural mixing and interaction in public space, however, when designing public space it would be useful to encourage that the voices of people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups are heard and taken into consideration.⁸



⁸ Valencia's achievement rate in the extended Intercultural Cities Index is 44%, while the city sample's achievement rate is 67%.



The city takes actions to encourage meaningful intercultural mixing and interaction in public space, particularly in museums, public libraries, playgrounds, parks and public squares. Examples of these actions include offering library users the possibility to borrow books in different languages, including the large-print books which are aimed for people with visual impairments.

When it comes to public open-air spaces, these are designed in a way not to discriminate anyone from using them. The Cultural Resources Service reported that the riverside in Valencia is an example of multiculturalism when it comes to the use of resources available: sports areas, common areas, such as games or picnic tables, successfully encourage meaningful intercultural interaction.

Activities organised for the general public by the city are open to all, without discrimination. Some of the exhibitions organised e.g. by the Red Cross or NGOs such as InteRed, had a specific intercultural focus. When it comes to making the cultural activities available to a broader public, museums in Valencia offer educational activities in Valencian, Spanish and, upon request, in English language. Specific exhibitions, with a clear focus of promoting interculturalism or a culture of different communities, are also available in the language of that given community. For example, as part of the “L’argila de la mitja lluna” (“The half-moon clay”) exhibition of the Islamic ceramics, held at the Museu d’Història de València in 2018-2019, the descriptions were available in Valencian, Spanish and Arabic. Last but not least, this museum also offers migrant reception sessions, organised jointly with CAI ([First Shelter](#) service), where the migrants are presented with the history and identity of Valencia and its culture.

When the city decides to reconstruct an area, it does not use public consultation to insist specifically on the involvement of people with different migrant or minority backgrounds. The public consultations are equally open to all, with no distinction or special consideration for any specific group of people.

Based on the information from the local police, it was reported that there are areas that are dominated by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe. Nevertheless, there is a multi-sectorial policy put in place, combining policing, social work and communication to deal with this issue. In addition, local police is regularly meeting with the neighbourhood associations and local community leaders in order to secure a participative process to identify solutions and obstacles.

Recommendations

The city could set up different methods and places for consultation to ensure the involvement of people with different migrant or minority backgrounds and representing different categories of the population when designing or re-building a particular area.

[Auckland](#) (New Zealand) has interesting experience, to ensure feedback matches the ethnic and age profile of the local area. When proposing a change, Auckland Council partners with appropriate community organisations to engage with the communities affected. In 2017, the Council included the communities of South Auckland in an ‘integrated area plan’ to prepare for future development in the area. The engagement strategy included: gathering feedback at local community events, shopping malls, train stations and other hubs; utilising an ‘All Our Ideas’ web

platform (championed by a local youth council); running public workshop sessions (world-cafe style). A key objective of this engagement strategy was to challenge the norm of community engagement and create effective ways to reach out to different ethnicities, age groups and communities in the area that typically do not engage or participate in a council-lead planning process. The Council received over 5000 pieces of feedback from the community, of which more than a third were submitted by Māori residents and half from people aged below 34 years. This closely matched the ethnic and age profile of the area.

It would also be useful to take diversity into account in the design, renovation and management of public buildings or spaces. One idea could be to renovate or turn already existing public spaces into major intercultural assets with the involvement of arts and cultural practitioners.

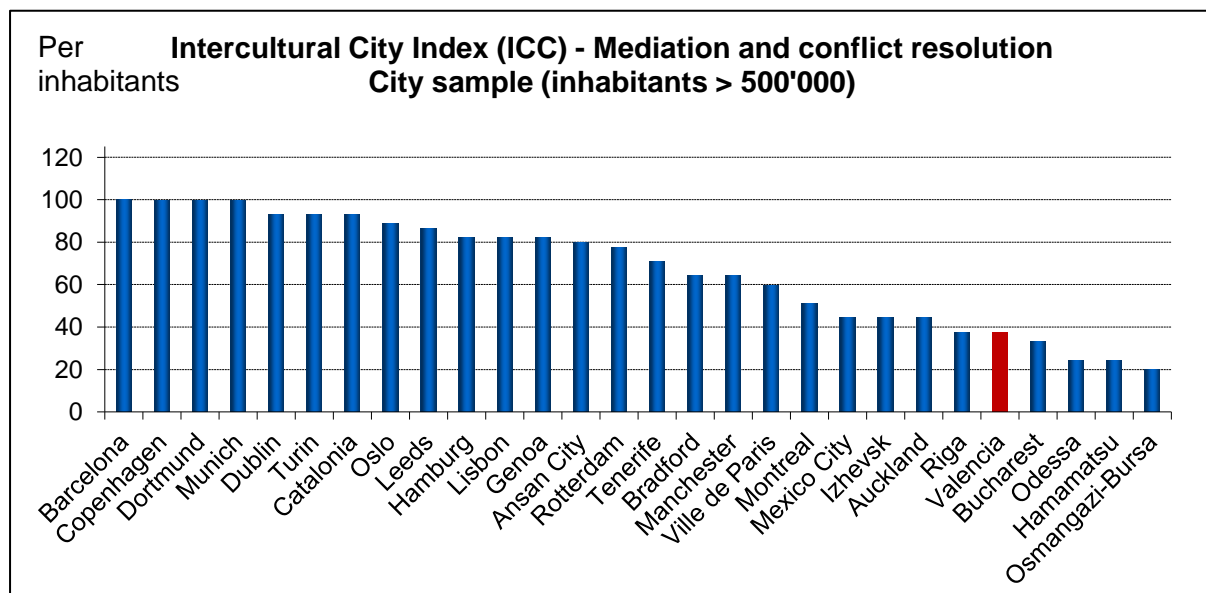
For example, a multi-ethnic market can help refresh an anonymous or insecure public space, as in [Rotterdam](#) (Netherlands), or an old tobacco factory can be turned into a centre in which young migrants can be involved in various arts projects, as in [Donostia – San Sebastian](#) (Spain).

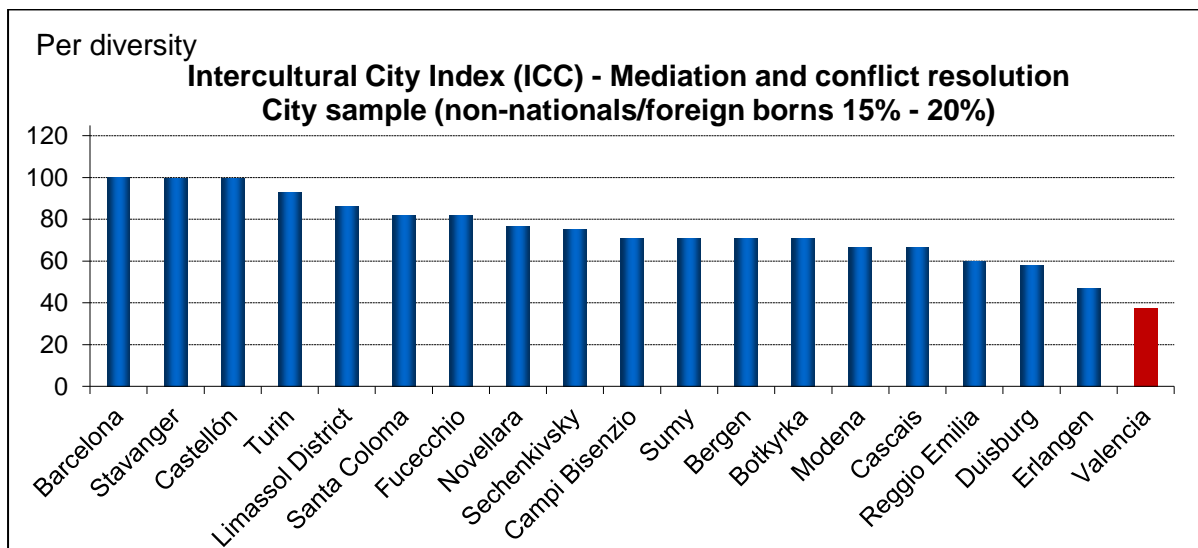
ICC programme resources on housing, public spaces and urban planning are available [here](#).

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.

Valencia achieved a rate of 38%, which is considerably lower than the city sample's achievement rate of 59%. This shows that intercultural mediation and conflict resolution have yet to become a focus for action and could be further developed.





In Valencia, a professional service for mediation of intercultural communication and conflict resolution is provided by a generalist municipal mediation service which also deals with cultural conflicts.

The intercultural mediation is provided in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems. Also, local police is organising meetings and talks in public or private centres and schools.

The inter-religious relations are dealt with by an inter-religious service run by a civil society organisation. The Cooperation for Development and Migration Service subsidises a project run by the Servicio Jesuita Migrante (Jesuit Migrant Service Foundation). This is [an awareness-raising project](#) implemented at schools, which aims to raise awareness of the pupils about the diversity of religions in the city, in order to prevent future conflicts or rejection, such as those that are currently happening due to lack of information, prejudice or intolerant and xenophobe narratives. The activity is part of the project of the Xarxa Apuja el To contra el Racisme and any school in Valencia may request to have it implemented in their premises.

Recommendations

Cities are encouraged to have mediation services focused on intercultural issues and inter-faith relations.

To expand further on the actions the city already has in place, [Bergen](#) (Norway) can serve as an inspiration. Bergen has set up a municipal mediation service committed to interreligious issues specifically. Samarbeidsråd for tros- og livssynssamfunn (Cooperation Council for Religion and Faith) is an interfaith organisation in Bergen. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

In [Berlin-Neukölln](#) (Germany) specific mediation between cultures has been set up to promote intercultural integration in schools. Through the project, intercultural mediators work with parents and teachers to solve specific conflicts or problems. Moreover, the mediators familiarise parents and children from minority and migrant background with the German school system and offer advice on upbringing and how to support their children's education. Parents are thereby encouraged to take part in their children's school life and to see that their children's education is the task of both school and parent.

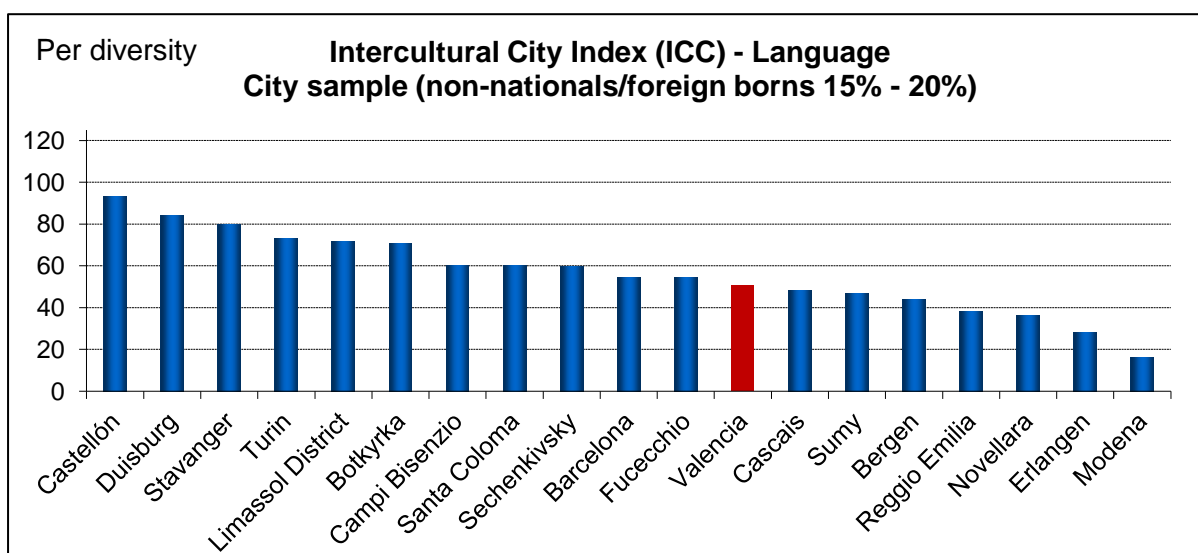
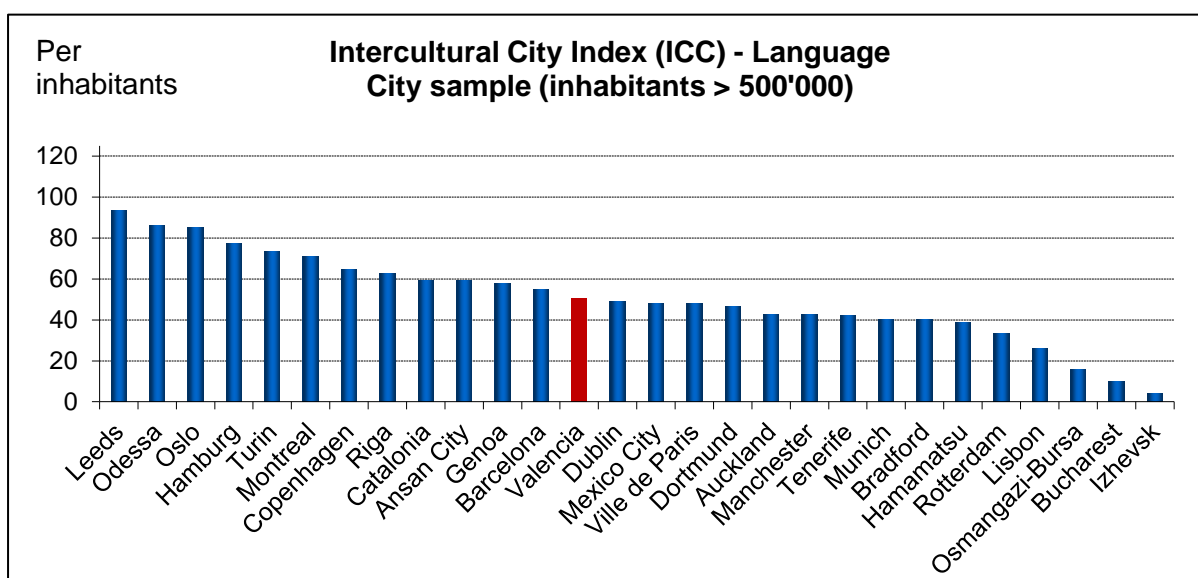
An interesting example is also [Barcelona](#) (Spain) which has a wealth of services to ease tensions and provide mediation in the city. The Translation and Intercultural Mediation Service aims to help professionals who work with people of different origins to adopt an intercultural perspective. It is divided into three areas: translation; interpersonal mediation; and group and community mediation. The Mediation and Alternative Dispute Resolution Service of the Office for Non-Discrimination (OND) and the Office for Religious Affairs (ORA) deals with situations of violation or discrimination on the grounds of gender, religious choice, origin or other particular or collective rights. Intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes, etc. It is also provided in the city administration for general purposes; in neighbourhoods, on the streets, where the city actively seeks to meet residents and discuss problems.

ICC programme resources on intercultural competence and mediation are available [here](#).

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.

Valencia achieved a rate of 51%, which is slightly higher than the city sample's achievement rate of 46%. This positive result is an outcome of a number of initiatives taken by Valencia to promote the teaching and awareness of migrant or minority languages, as well as to teach the official language to the persons with migrant or minority background.



The city of Valencia is providing a number of services in the field of language competences to persons with migrant or minority background, for example through providing specific language training in the official language for hard-to-reach groups (e.g. non-working mothers, unemployed, retired people, etc.) or through supporting private and civil sector organisations providing language training in migrant or minority languages.

The [Popular University of the Valencia](#) provides several courses and activities for adult migrants. In the school year 2021/2022, two types of courses were offered: “Spanish for Foreigners” and “Shelter Assistance Spanish for Foreigners”. Persons with migrant and minority background are encouraged to participate in other trainings and cultural activities offered by the Popular University centres, especially those that require less use of language (e.g. arts or health) in case they do not master the official language.

In addition, in order to reach the unemployed parents groups, the Cooperation for Development and Migration Service of the city of Valencia will implement from October 2022 a pilot project to teach Spanish to mothers and fathers of school students (with a particular focus on the unemployed mothers), who will be offered classes at the same school and at the same time as their children’s classes.

The city also provides support in raising awareness on migrant or minority languages and on giving a positive image of these languages. The Linguistic Normalisation Office of the city of Valencia (in collaboration with the Cooperation for Development and Migration Service) is running the campaign “[Creixent al caliu](#)” (“Growing up in the warmth”) to encourage the use of Valencian among small children. For now it is implemented in the municipal kindergartens that are run directly by the municipality but in the future the project plans to provide the rest of the city’s kindergartens with the materials produced (for example videos with lullabies) that are also produced in migrant or minority languages.

Suggestions

Valencia has many interesting projects and approaches to support and celebrate linguistic diversity. To improve their rating next time, they could consider the experience of other cities in offering support to local minority initiatives, such as written press or radio. Alternatively, the local radio could include some programmes led by migrant or minority neighbours who express themselves in their mother language.

The example of [Limassol](#) (Cyprus) could be interesting in this regard. Limassol raises awareness about migrant or minority languages by providing logistical or financial support to newspapers in English, Russian, Romanian and Bulgarian languages. Their functioning is encouraged and facilitated by the city and the Intercultural Council. The city seeks to give a positive image of migrant or minority languages by supporting various cultural events and projects, including: a municipal website in Greek, English and Russian; intercultural shelves in the Public Municipal Library; World Poetry Day (21st of March) created by Cultural Movement Epilogi; the Day of Europe and intercultural festivals such as the “Musical Footprints” festival.

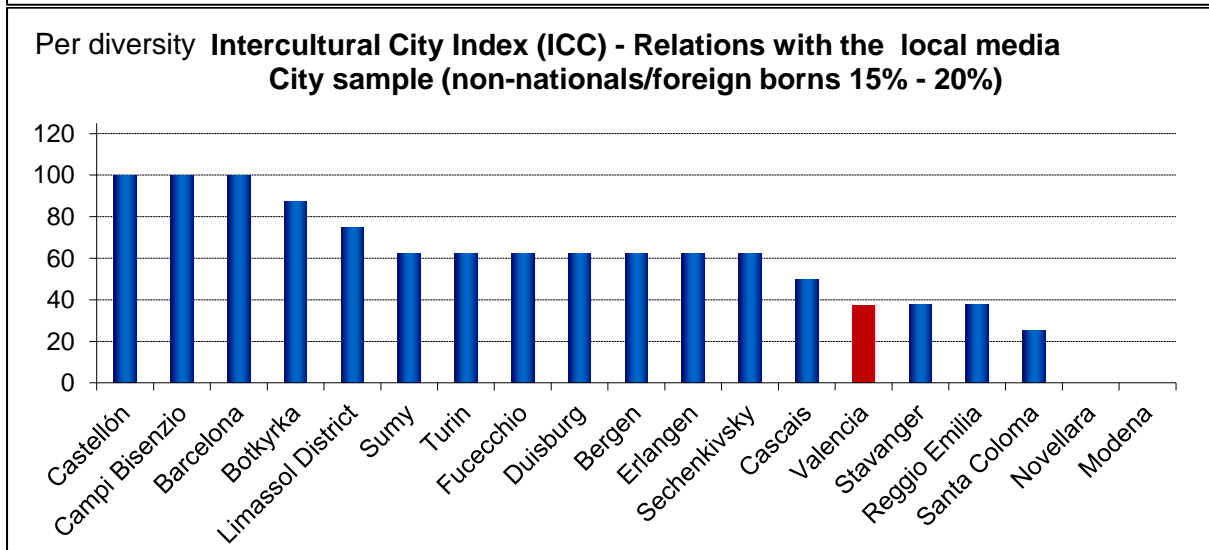
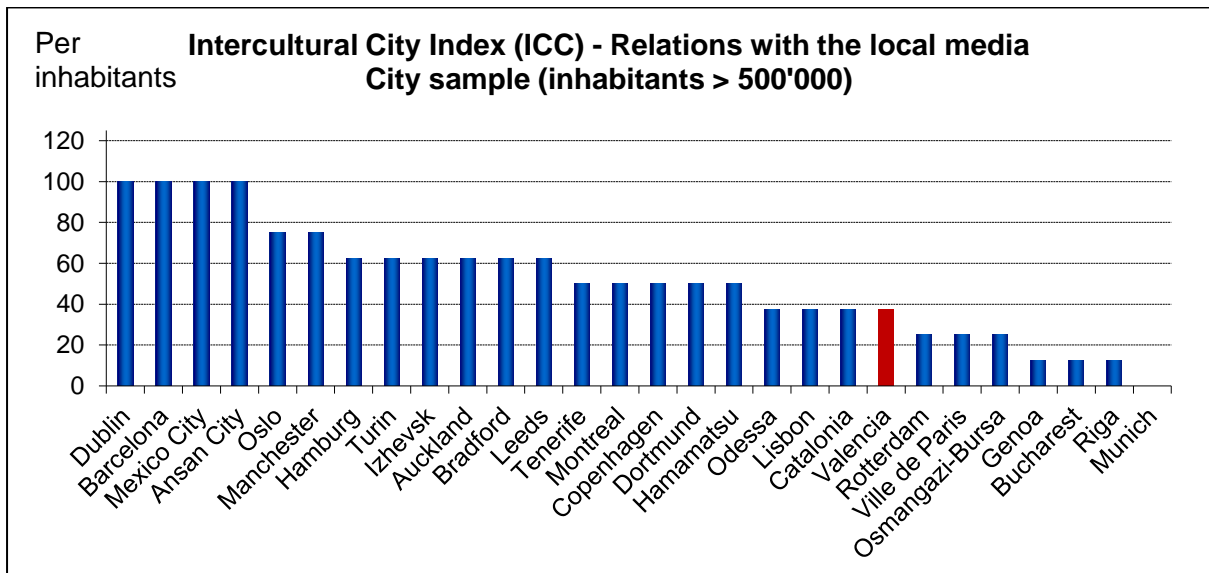
ICC programme resources on multilingualism are available [here](#).

MEDIA AND 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 or 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.

Valencia achieved a rate of 38%, which is slightly lower than the city sample’s achievement rate of 47%. While occasional communications actions to strengthen the visibility of people of all backgrounds and diversity are implemented, a comprehensive communications and media relations strategy could be envisaged.⁹

⁹ Valencia’s achievement rate in the extended Intercultural Cities Index is 25%, while the city sample’s achievement rate is 46%.



Valencia is implementing occasional actions to highlight the positive contribution of people with migrant or minority backgrounds to the social, cultural and economic development of the city. Nevertheless, it does not have an overall communication strategy to improve the visibility and image of people with migrant or minority backgrounds in the local media.

The city's communication (Public Relations) department is instructed to highlight diversity as an advantage regularly and in various types of communication. The way in which traditional local or national media portray people with migrant or minority backgrounds is not monitored by the city. Moreover, the city does not engage with the local media when they portray people with migrant or minority backgrounds through negative stereotypes. Last but not least, there is no support provided for advocacy, media training, mentorship or setting up of online media start-ups for journalists with migrant or minority backgrounds.

Recommendations

A comprehensive and sustainable approach to promoting the diversity advantage in the local media and through city's communication is advisable. It should ideally envisage having a communications strategy and also for the city's communication department to monitor regularly how local media portray people with minority or migration background.

An example of a comprehensive action can be the approach implemented by the city of [Sabadell](#) (Spain), which has implemented a welcoming programme and a communication campaign that includes images, posters, press releases and social networks. In addition, the communication department is instructed to highlight diversity as an advantage. The city monitors local media and social networks to know how they represent migrants or minority groups. Indeed, when local media portray people with migrant or minority backgrounds through negative

stereotypes, the communication department contacts the concerned media to explain the City Council's communication policy. Additionally, the city has carried out training sessions addressed to media to avoid negative stereotypes under the Antirumours Strategy "Sabadell Antirumors". From time to time, public sessions on these topics are also organised. For instance, back in 2017 the City Council organised a round-table in the public library to debate around the impact of the language used by the local media which stigmatises diversity.

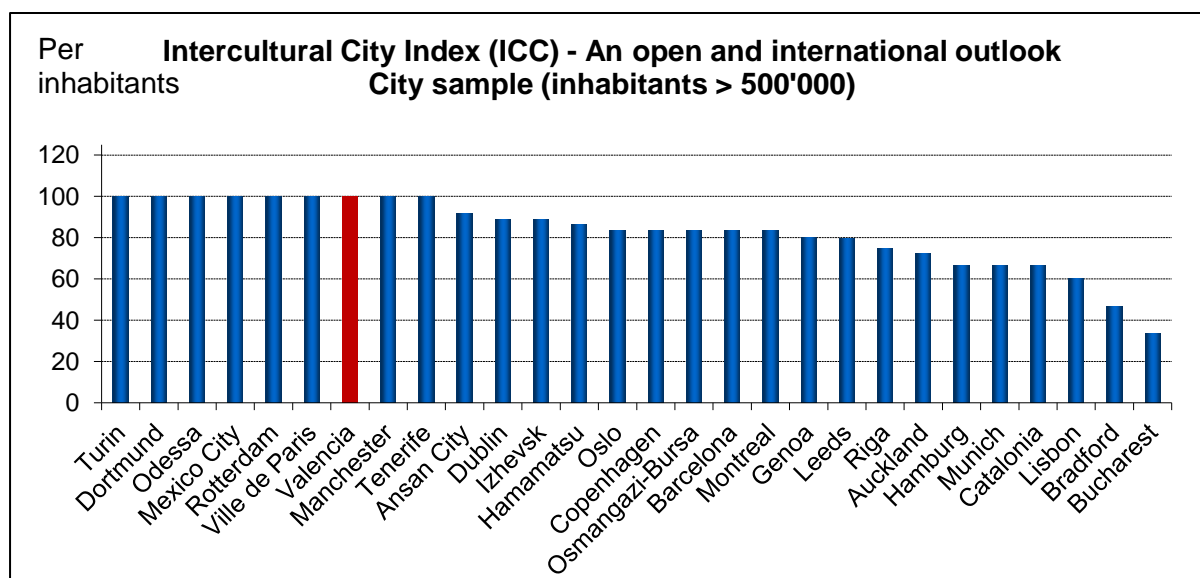
In addition, support (mentoring, capacity-building or resources) could be provided to media projects launched and led by organisations or neighbours with a socio-cultural diverse background. An example of city's support in creating an online safe space for journalists of migrant origin is the "Maison des journalistes (Foreign Journalists' House)" - an initiative implemented in [Paris](#) (France) which supports refugee journalists. The organisation helps them through all the stages of their asylum process and gives them the means to continue to produce written and audio-visual information materials freely on the Internet via a [dedicated webpage](#).

ICC programme resources on communication and public awareness are available [here](#).

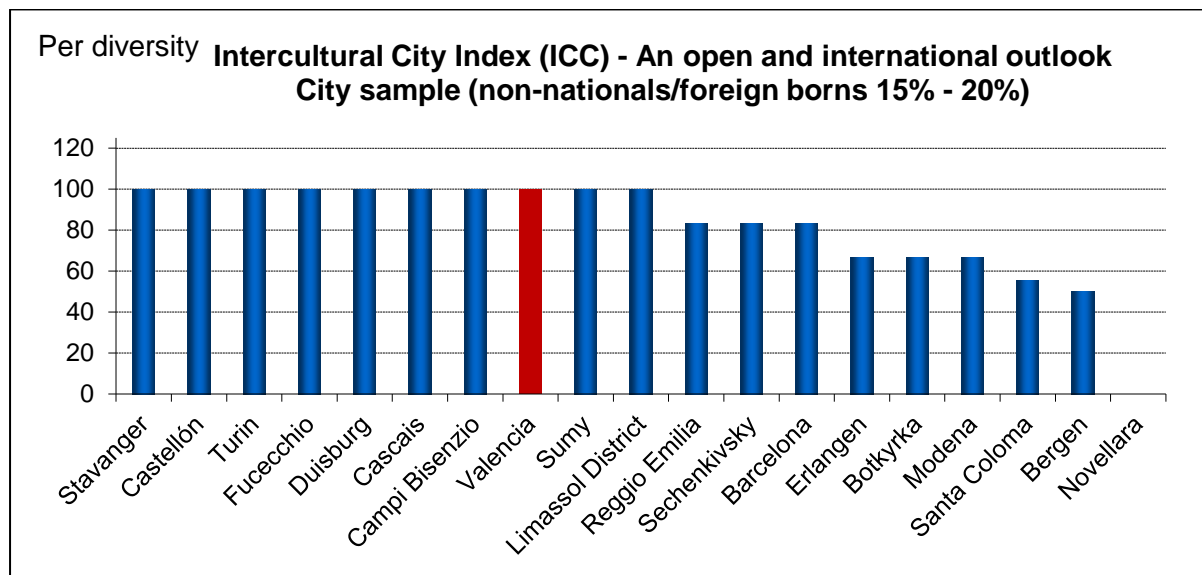
INTERNATIONAL OUTLOOK

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.

Valencia achieved a rate of 100%, which is considerably higher than the city sample's achievement rate of 70%. The city authorities should be proud of their efforts in this area. Many interesting solutions can inspire other cities from the Intercultural Cities network.¹⁰



¹⁰ Valencia's achievement rate in the extended Intercultural Cities Index is 100%, while the city sample's achievement rate is 70%.



The city's Cooperation for Development and Migration Service is responsible for the international cooperation of the city of Valencia. A comprehensive, explicit and sustainable policy to encourage international cooperation in economic, scientific and cultural areas was put in place, which includes: 1. The Municipal Plan for International Cooperation for Development 2019- 2022; and 2. Education for Global Citizenship Strategy in the non-formal environment in the city of Valencia 2019-2022.

The Municipal Cooperation Council was set up in 2016 and gives a strategic guidance. The Council comprises the entities relevant for the city's international cooperation, i.e. the Plenary Session, a Permanent Commission and Working Commissions and Groups.

Priority geographical areas for the international cooperation include Palestine, Western Sahara and the Least Developed Countries (as listed by the LDC Index), which mostly include the Sub-Saharan African countries.

The city concluded institutional technical cooperation agreements with the city of Hebron (Palestine) and Wilaya de Auserd (Western Sahara).

A comprehensive set of financial instruments was set up by the city to fund the international cooperation priorities. These include: 1. annual and bi-annual calls for grants for International Cooperation for Development projects; 2. an annual call for humanitarian action projects; 3. municipal technical cooperation (a format in which several municipal services collaborate). The city has also designated grants for PhD students from international cooperation priority countries who study at the University of Valencia ("Juan Castelló" grants) and for international students who study at the Polytechnic University of Valencia ("València Cooperera" grants).

In addition, Valencia implements other practical initiatives to develop international connections. For example, the city participates in international city networks (Intercultural Cities, Eurocities, Medcities, Global Covenant of Mayors for Climate and Energy, etc.), partners with sister cities (Bologna, Lugano, Veracruz, Stuttgart, Guangzhou, etc.) and established bilateral relations with other cities.

Numerous foreign students and other youth groups are attracted to study in Valencia through exchange programmes. According to Valencia's Tourism and Internalisation Service, the city is considered to be one of the favourite cities for university life and exchange programs. It received the most Erasmus students in Europe and all the official and non-official events for international students are always highly attended (such as the welcome days, language tandem, guided visits around the city, student association meetings etc.).

The city develops business relations with countries or cities of origin of its diaspora groups by involving diaspora and mainstream entrepreneurs in international visits and meetings, by partnership and business agreements with counties or cities of origin, and by supporting organisations seeking to develop business relations with countries or cities of origin of its diaspora groups. An example can be found in the dynamic cooperation with the People's Republic of China through commercial agreements (for example export of Valencian persimmons to China), institutional relations (sister cities, visits by public representatives, etc.) or cultural projects (for example the work of the Confucius Institute).

Suggestions

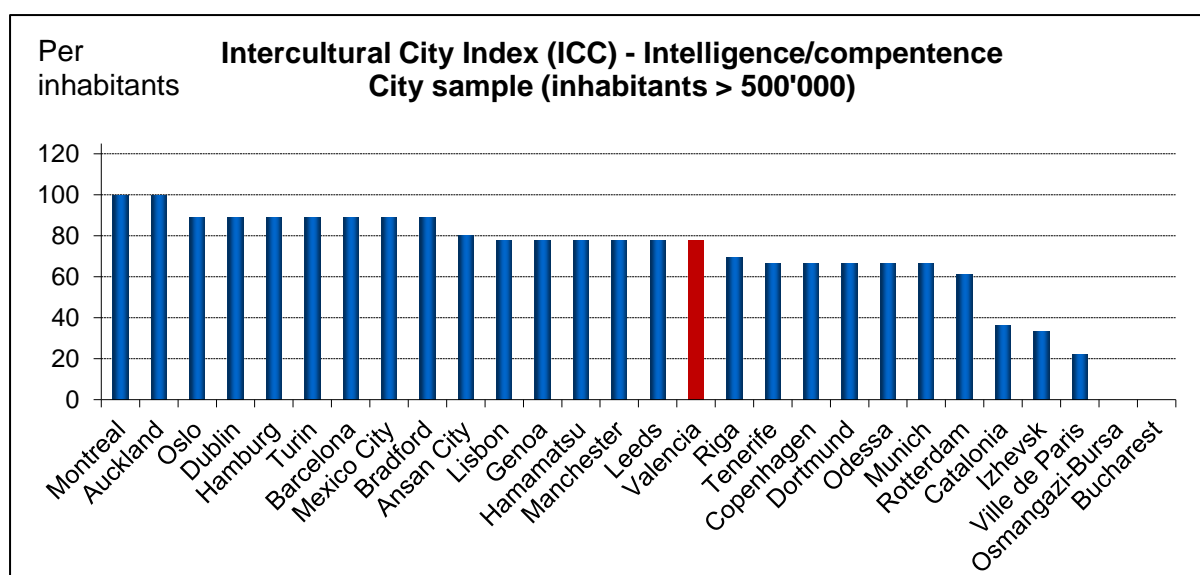
This is an area of strength for Valencia, congratulations to the city for this excellent result. In the spirit of learning, Valencia has developed its international outlook through twinnings, agreements and cooperation protocols. To continue this dynamic, the city may wish to consult the good practice of the municipality of [Reggio Emilia](#) (Italy) which has a wide network of international contacts and projects aiming to share the city's best practices and opinions worldwide. In 2000, it set up an Agency to sustain the management and improvement of all the city's international contacts and projects: Reggio Nel Mondo. It acts as a crosscutting tool supporting all municipal departments in developing a continuous international exchange and dialogue.

[Montreal](#) (Canada) also has a long-term policy for encouraging international co-operation. It is set out in a document called "Strategic framework for the international relations of the city of Montreal: urban diplomacy working for the Montreal community and the world". The strategy supports several activities aimed both at promoting Montreal abroad and at conducting real municipal diplomacy at the international level in sectors such as living together and inclusion, economic development, the climate, migration, human rights and democratic metropolitan governance.

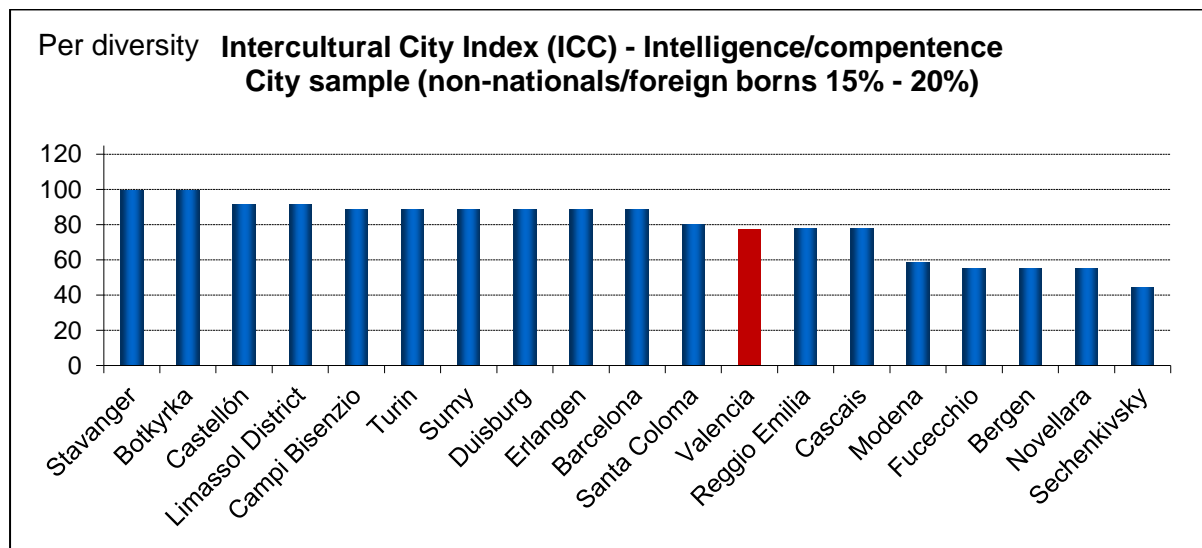
INTERCULTURAL INTELLIGENCE AND COMPETENCE

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 are 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.

Valencia achieved a rate of 78%, which is higher than the city sample's achievement rate of 60%. This very good rate shows the city's commitment in this area and is a result of a comprehensive statistical data being collected by the Municipal Statistics Office. Moreover, training courses on intercultural competences are offered to the municipal staff, teachers and local police officers.¹¹



¹¹ Valencia's achievement rate in the extended Intercultural Cities Index is 83%, while the city sample's achievement rate is 57%.



The city of Valencia uses statistical and qualitative information about diversity and intercultural relations to inform the municipal council's process of policy formulation. To that end, for more than 10 years now, the Municipal Statistics Office on a yearly basis collects and analyses relevant information in a form of a publication "[Población de Nacionalidad Extranjera en la ciudad de Valencia](#)". It includes a comprehensive statistical information about the migrants and minorities living in Valencia, disaggregated by sex, age, country of origin and other criteria. It also provides information about the cultural diversity of the city's neighbourhoods and about the diversity and demographic composition of families living in Valencia.

A comprehensive survey about the public perception of migrants and minorities is also carried out by the Municipal Statistics Office in a form of the "[Barometer on peaceful coexistence and social rights](#)". Questions 11 to 16 of the barometer include a series of issues pertaining to public perception of migrants (which will be soon revised and updated). Moreover, points 12 and 13 include questions about the feeling of security and safety with respect to people with migrant and minority backgrounds.

In addition to collecting the statistical data, the city promotes the intercultural competences of its officials and staff, in administration and public services, through training courses.

The Cooperation and Migration Service had been offering ongoing training courses on intercultural competences for the municipal staff. In 2022, specialised courses on intercultural skills for citizen customer service have been organised and received good reviews by those who attended. The same training course was offered in September 2022 for city schoolteachers. The same training is offered to the local police officers, while a specific training course on intercultural skills for local police is being developed in the meantime.

Suggestions

The city of Valencia achieved a very high score in this area and its work can provide ideas to the other cities. Since the methodology of the "[Barometer on peaceful coexistence and social rights](#)" is being revised, the city may draw inspiration from other Intercultural Cities in the process.

Ideas can be drawn from [Auckland](#) (New Zealand). The Quality-of-Life project is used by the city to follow up on the citizens perceptions of the impact of diversity on the city.

[Montreal](#) (Canada) has launched a major survey in order to determine Montrealers' views of migration and enable it to target the obstacles to migrants' labour market integration. The results feed into the policymaking to ensure an informed response. The city has also involved various stakeholders to map the views to address in the awareness-raising campaign. In the context of a future project, the city wishes to involve its employees, elected representatives and all local people in eliminating the main obstacles to the socio-economic integration of newcomers. This project reaches out to the host society in all its diversity, it is intended to be a fun, positive exercise and will be developed in co-creation with the relevant players.

Apart from trainings for staff on core intercultural competences, the city may wish to consider other capacity building forms, for instance trainings on managing communications in a multicultural workplace or on communications skills to organise inclusive outreach campaigns.

[Montreal](#) (Canada) has developed and provided an interesting training initiative on intercultural communication in the workplace. This explores obstacles to efficient intercultural communication in the workplace; how people perceive others and themselves in an intercultural setting; cultural diversity in the workplace and the factors behind certain behaviours; and develops skills and attitudes which foster co-operation. A reference document on intercultural skills is also being developed.

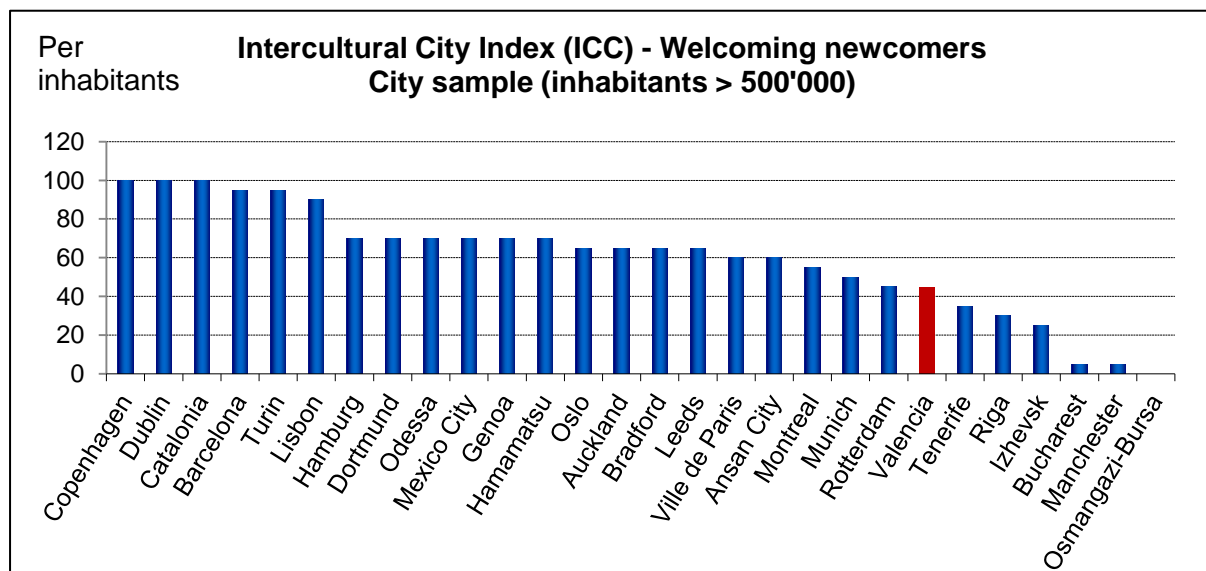
The city of Dudelange (Luxembourg), also provides interesting examples of practices, including an awareness-raising training on how to write easy-to-read information. The main objective was to build skills for participants for their communications to reach people with disabilities, as well as all those who have difficulty grasping the content due to gaps in the three languages usually used in the country. Additionally, an internal training "Developing intercultural skills" was organised over three days focusing on critical incidents, intercultural negotiation and the scope of intercultural competences. The objective was the development of skills to help the person who has experienced a critical problem to overcome it and communicate better with others.

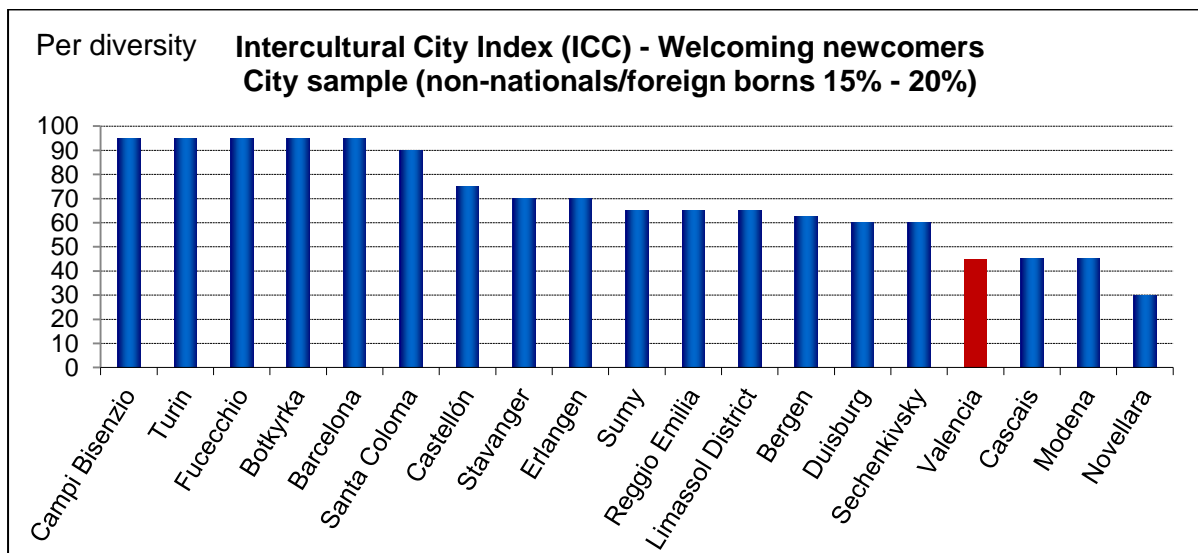
ICC programme resources on intercultural competence are also available [here](#).

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.

Valencia achieved a rate of 45%, which is lower than the city sample's achievement rate of 57%. Various welcome programmes are made available to the newcomers, e.g. the 'First Shelter' service, while other areas of services (e.g. access to the ready-made information packages for the newcomers) can still be improved.





The Immigration Assistance Centre (CAI) is the city of Valencia's designated agency to welcome newcomers, in particular its First Reception Area deals with newcomers without accommodation or economic resources. Different city services and agencies also provide welcome support for particular groups of newcomers, i.e. family members, students, refugees and asylum-seekers, and migrant workers. There is, however, no comprehensive city-specific package of information and support for newcomers prepared.

The Immigrant Assistance Centre, which is part of and complements the basic primary Social Services municipal network, is a centre focusing on immigration issues, offering, among other services, information and legal advice for organisations, individuals, other public agencies or municipal officers, as well as training for groups and associations. It also produces reports on the state of play of integration of people with minority or migrant background in Valencia.

Its [First Shelter](#) service offers in-person assistance for people who just arrived in the city of Valencia, if they do not have accommodation or family, or economic means allowing to cover their basic needs for accommodation and food, thus preventing situations of social exclusion.

Valencia does not organise any public ceremony to greet all people arriving to live in the city regardless of their origin or nationality.

Recommendations

All newcomers in Valencia could benefit from specific services and actions to make them feel welcome and facilitate their familiarisation with their new environment and their overall integration.

A comprehensive strategy for welcoming newcomers, including an easily accessible package of information relevant for them, allows for an easier integration. For example, the city of [Amadora](#) (Portugal) had implemented a Municipal Plan for the Integration of Migrants whose general objectives are to promote partnership among all stakeholders, foster synergies between existing resources and implement a coordinated approach to migrant integration. The city has also prepared and launched a "[Welcoming Guide for the Migrant Population](#)". The guide gathers information on the resources and services available in the city of Amadora and provides basic information about social coexistence, which are fundamental for the proper integration into the host community.

The welcome information packages can also be made available in an easily accessible digital form, such as the application *Portugal Incoming* developed by the [Portuguese Network of Intercultural Cities](#) (RPCI). Launched in 2019, it includes all relevant information on how to navigate the Portuguese services and bureaucracy, as well as collects all information about cultural and social events into one place. In addition, a guide for practitioners on how to conduct welcoming sessions has been usefully developed.

Cities can also implement programmes which makes newly arrived persons feel welcomed by the local population. The [Copenhagen](#) (Denmark) Host Programme facilitates encounters between newly arrived migrants and Copenhagensers who wish to volunteer as hosts. It is coordinated by the city's Department for Integration and Language which is responsible for administrating the Integration Act in the municipality of Copenhagen. The programme is operated in close collaboration with two local organisations. The Danish Refugee Council carries

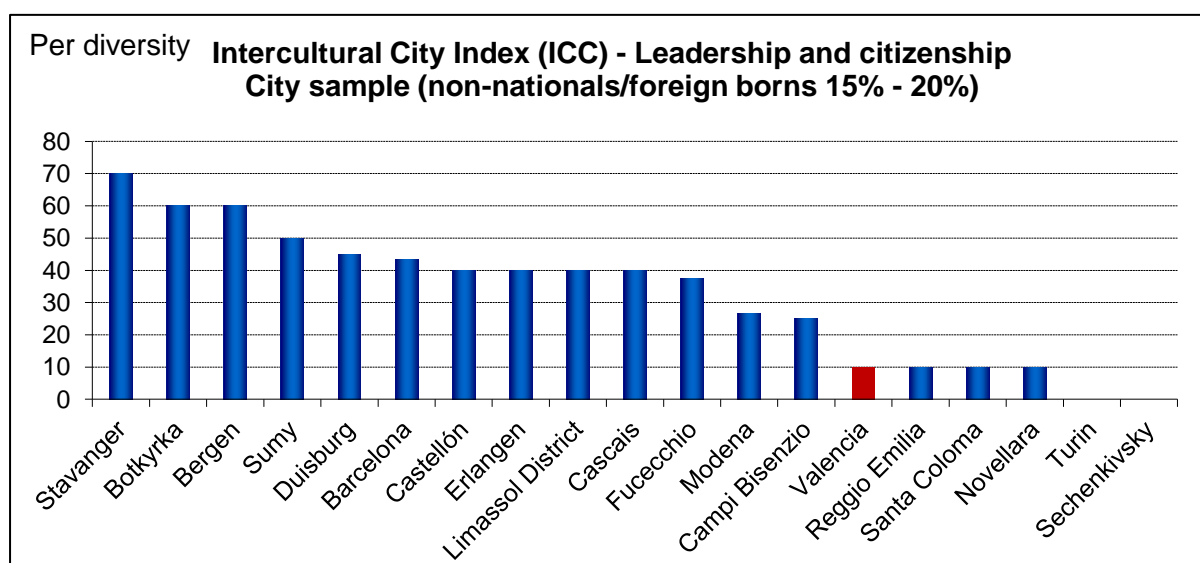
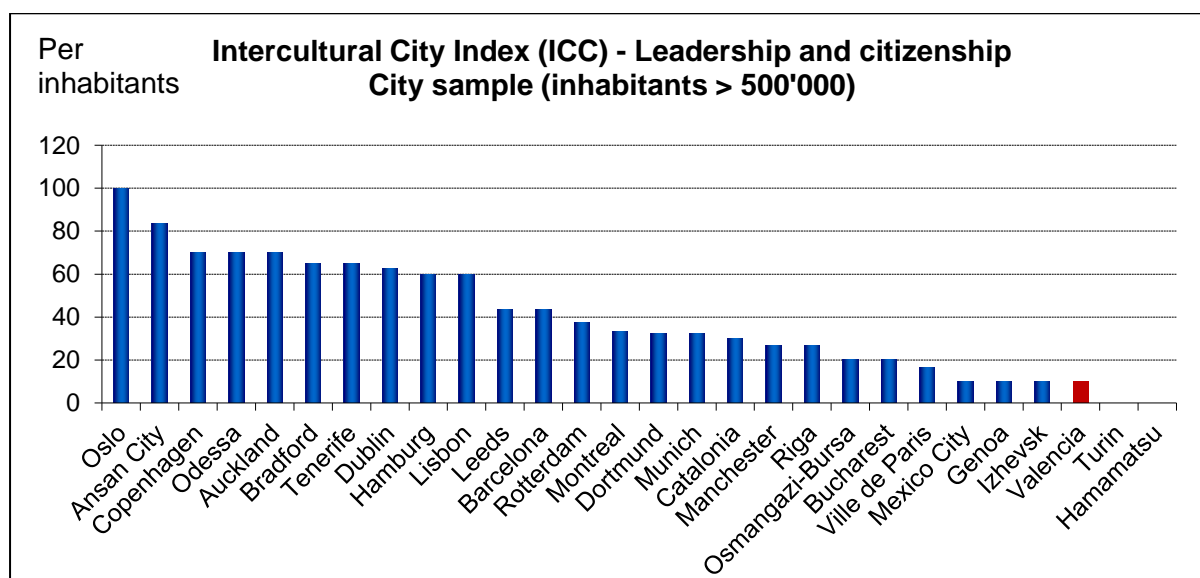
out social activities with newly arrived inhabitants including Danish conversation courses and provides information on the local community, cultural activities and those carried out by local associations. The Foreningen Nydansker helps newly arrived inhabitants integrate into the local education system and job market.

ICC programme resources on refugees and welcoming policies are also available [here](#).

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.

Valencia achieved a rate of 10%, which is considerably lower than the city sample's achievement rate of 36%. It is positive that the city of Valencia has a dedicated consultative body for the people with migrant or minority backgrounds to advise on the local decision-making. Still, further actions can be implemented to enhance their participation.¹²



¹² Valencia's achievement rate in the extended Intercultural Cities Index is 38%, while the city sample's achievement rate is 48%.

In Spain, not all foreign nationals can stand as candidates in local elections. In line with the article 177 of the Electoral Code, nationals from other European Union countries and from countries that have signed an international reciprocity agreement with Spain can stand as candidates. They must be registered in the electoral census in order to do so.

The same geographical restriction applies to foreigners who want to vote in local elections (in line with article 176 of the Electoral Code). In order to vote, foreigners must express their wish to execute this right and request the City Hall to include them in the electoral census.

Some elected members of the city's municipal council are foreign-born or dual nationals.

The city has a dedicated independent consultative body through which people with migrant or minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters. The [Local Council on Immigration and Interculturality](#) (CLII) was created in 2016. The role of its members, grouped either through the Plenary Session of the CLII, its Permanent Commission or its Working Groups, is to:

- Represent people with migrant or minority backgrounds of the city of Valencia.
- Reply to consultations and advise the Valencia City Hall, through the Cooperation for Development and Migration Service, on the relevant issues.

The goals of the Local Council are to:

- Create an area for reflection and coordination between the Valencia City Hall and the various social agents who work in the field of immigration and intercultural affairs.
- Promote policies for inclusion, peaceful co-existence and prevention of discrimination, as well as to fight against social and institutional racism and xenophobia.
- Work towards freedom, equal rights, duties and opportunities for all immigrated persons.
- Facilitate and guarantee democratic participation for associations and other agents involved in the development and promotion of inclusion and peaceful co-existence policies.
- Promote actions to encourage intercultural activities and social dialogue so that diversity is acknowledged as a socio-cultural value or as enrichment for peaceful co-existence in diversity.

There is no standard set for the representation with people with migrant or minority backgrounds in mandatory boards supervising schools or public services.

The city does not take initiatives to encourage people with migrant or minority backgrounds to engage in political life.

Recommendations

Valencia could further develop initiatives to encourage people with migrant and minority background to engage in political life. Initiatives to improve the knowledge of local politicians and municipal staff jobs among people from diverse cultural origins, could encourage them to engage in politics. Regarding the right to vote and to stand in local elections, the municipality may wish to raise awareness among people who are entitled to these rights. This could be done through personal letters or communication campaigns. [Barcelona](#) and Salt (Spain) organised the campaign 'La meva Ciutat, el meu vot' ('My city, my vote') to inform people on their rights to vote in local elections and how to register in the census. The campaign included videos with people from different nationalities, information sessions and infographics (see [here](#)). The result was an increase of 53% of people registered for the 2019 municipal elections.

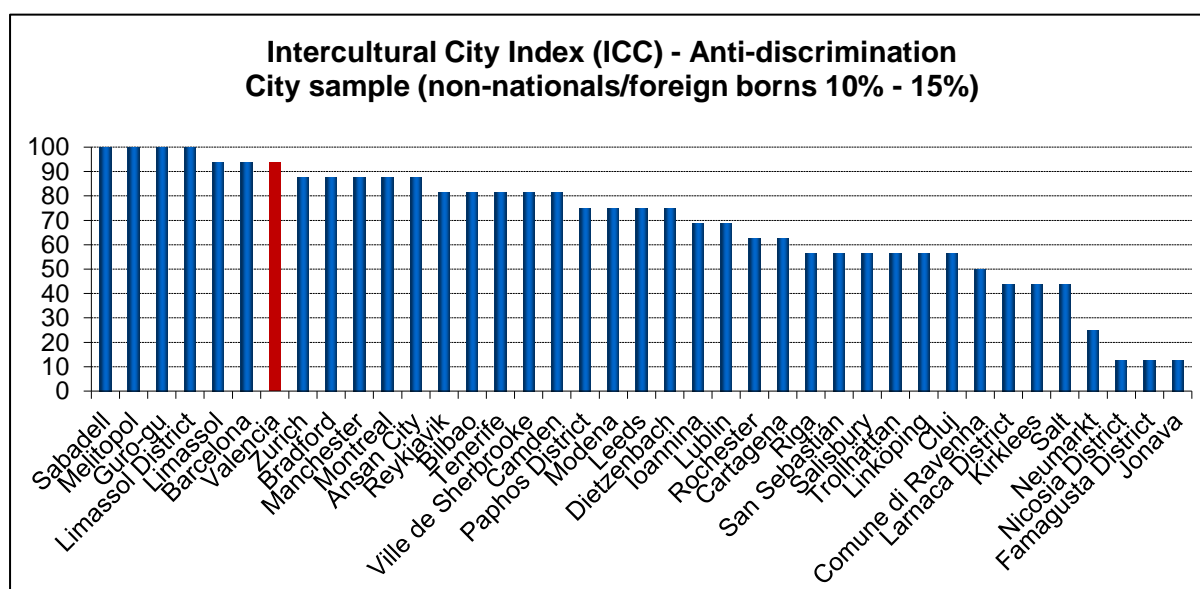
Certain non-formal initiatives can be implemented to enhance the participation in the local political and decision-making processes. The London Borough of [Lewisham](#) (United Kingdom) gives a good example with its Young Mayor initiative - a robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The young mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget to initiate a programme of work, as well as to scrutinise the work of Lewisham mayor and of the city council.

ICC programme resources on political and public participation are also available [here](#).

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.

Indicators on anti-discrimination have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 39 cities have replied to this new Intercultural Cities Index chapter. Valencia's rate of achievement in the field of anti-discrimination is 94%. This is an excellent result as Valencia implements comprehensive measures in this area.



The city of Valencia has not yet carried out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with migrant or minority backgrounds, but it is considering doing so in the future. The Social Wellbeing and Integration Service has begun to amend regulations that negatively affect the foreign population. To this end, a protocol for registration with the Census during special situations has been established, because the regulations greatly hindered access to registration for a large group of residents with migrant or minority backgrounds. This amendment has noticeably improved access to public services. The city's Cooperation for Development and Migration Service, along with the Local Council for Immigration and Intercultural Affairs, are also vigilant for elements of discrimination in municipal services, although a systematic revision of rules and regulations has not been possible yet.

The city has a 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. On the 28th October 2021 the City Hall approved the "Peaceful Coexistence Plan for Valencia 2021-2024" ([Pla de Convivència Municipal contra la Discriminació i l'Odi per als anys 2021-2024](#)), which is a fundamental instrument to establishing a plural, diverse, intercultural, heterogeneous, inclusive and fair society, that acknowledges diversity as an enriching and cohesive element, fighting against discriminatory behaviour and achieving positive interaction in the public and social areas.

The Plan is divided into six strategic objectives:

- Increasing awareness.
- Enhancing prevention.
- Detection and reporting.

- Assistance to victims.
- Collection of information and statements from the victims.
- Strengthening coordination.

Developed by the Valencia's Council for Equality and Inclusive Policies and approved by the Municipal Plenary Session on 28 October 2021, the plan was broadly consulted with over 30 municipal and autonomous community services and with over 60 agencies, associations and organisations of Valencian civil society. It helps to design city's human rights policies and aims at fighting against hate discourses and discrimination.

Established by the "Peaceful Coexistence Plan for Valencia 2021-2024", Valencia has a dedicated service that advises and supports victims of discrimination. In autumn 2022, a Non-Discrimination Office was established ([ONDIS - Oficina de No Discriminació de València](#)). The Office will be, among other tasks, in charge of monitoring and researching on the extent and the character of discrimination in the city.

Financial and logistical support to civil society organisations that advise and support victims of discrimination is provided. For example, the municipal Service for Equality and Inclusive Policies awards Equality grants and grants supporting the LGBTI persons.

Anti-discrimination campaigns and awareness raising on discrimination are regularly organised. The city organises celebrations related to the Pride Manifestation, International Human Rights Day, International Day for Elimination of Racial Discrimination, International Day for the Elimination of Violence against Women.

The Cooperation for Development and Migration Service implements [Divercinema](#), a cinema-related awareness raising programme which aims to educate about the universal values of peaceful coexistence (freedom, equality, social justice and solidarity), promotes prevention of racism and xenophobia. Another awareness raising [campaign](#) carried out in recent years was focused on combatting islamophobia. The Cooperation for Development and Migration Service, through its programme "Xarxa Apuja el To contra el racism", has received requests from schools for tools against racist and xenophobic discrimination that would include proposed actions for prevention, detection and intervention against this type of discrimination.

The city participates in regional or national organisations that address the issue of discrimination. It has recently joined the European Coalition of Cities against Racism, developed by the UNESCO in 2004 with the goal of sharing experiences in order to improve cities' policies to fight racism, discrimination and xenophobia. Valencia is also a signatory to the European Charter for Safeguarding Human Rights in the City, promoted by the United Cities and Local Governments (UCLG). It established good contacts and intensive cooperation with the Office for Non-Discrimination of Barcelona.

An anti-rumours strategy is put in place and anti-rumours activities are implemented, following the official Council of Europe methodology. The anti-rumour strategy was developed within the "Xarxa Apuja el To contra el Racisme" programme. Some specific activities aiming at combatting harmful rumours are implemented, such as [Escape Roomours](#) or the training "[Tools against discrimination and rumours](#)" aimed at the mediation teams at schools. A specialised training for teachers "Intercultural and Anti-Rumours Approach in the education environment" was developed and implemented.

Suggestions

Valencia already has such an impressive catalogue of work, activities, programmes and policies in the field of anti-discrimination, that it can be an inspiration for other cities. It has not quite achieved a rating of 100 due to it reporting that it has not carried out a systematic review of all municipal rules and regulations to identify mechanisms that could be discriminatory. However, the city has reviewed individual rules and regulations and is considering making a comprehensive review in the future.

Even with such a strong result, Valencia could consider exchanging experience with cities with equally strong experience in this field such as [Guro-gu](#) (Republic of Korea) or [Montreal](#) (Canada).

For instance, all of Guro-gu's ordinances, rules and policies have to comply with the Support for Foreign Residents and Multicultural Families Ordinance, the Prohibition of Discrimination in Employment Act, the Human Rights Protection and Promotion Act and the "Basic Ordinance for Gender Equality." Guro-gu has opened a city integrity and human rights portal site to provide legal information and operate a reporting centre for any discriminatory or illegal activities.

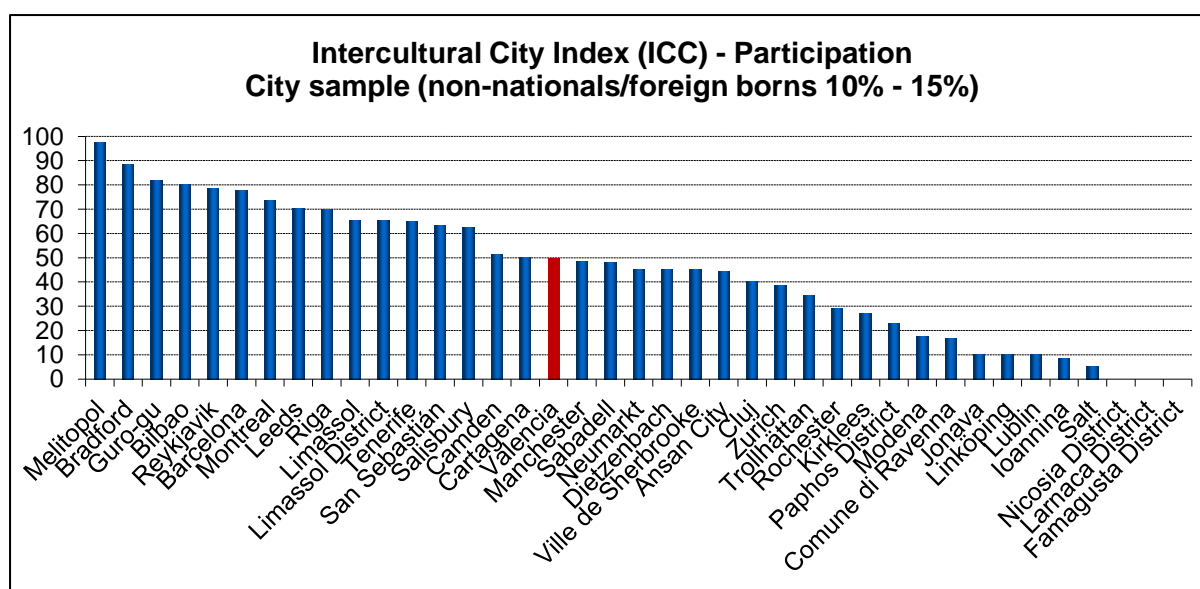
In Montreal (Canada), with regard to policies, the policy on fear-free access to municipal services is aimed at enabling all Montreal residents to access municipal services regardless of their immigration status. The policy requires staff of the city and its partners to adapt their practices so as to better serve individuals with no legal status or insecure immigration status. To this end, Montreal undertakes that all its administrative units will make the necessary adjustments to the identity requirements applicable to access to their programmes and services and adjust their interactions with these specific groups. The 2019-2020 social development action plan made provision for analysing municipal regulations to identify any potential for discrimination. To this end, consultation of partners was carried out and new regulations were adopted and implemented by the appropriate bodies.

ICC programme resources on systemic discrimination are also available [here](#) and resources on anti-rumours are available [here](#).

PARTICIPATION

Inclusion, power-sharing 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. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, 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.

Indicators on participation have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 39 cities have replied to this new Intercultural Cities Index chapter. Valencia's rate of achievement in the field of participation is 50%. Valencia is on a good path of strengthening the civic participation in general and is planning to enhance the consultations with persons with migrant or minority backgrounds.



The city of Valencia has set up participatory mechanisms that allow all civil society and residents – regardless of their group, origin or any other characteristics – to participate equally in decision-making.¹³

In 2017, Valencia City Council approved the "[Citizen Participation Model](#)" which establishes different instruments and working mechanisms to promote different consultation and reflexion processes with citizens.

¹³ This information was provided after Valencia's achieved rate was assessed and is thus not reflected in the score indicated above.

Among these instruments and mechanisms put into practice, participatory budgets such as [decidimVLC](#) and sectoral councils such as the [Local Council on Immigration and Interculturality](#) stand out. The latter is composed of immigrant associations, but also professional associations for the defence of immigrants and refugees' rights, as well as institutional representatives.

For example, the [Municipal Master Plan for Immigration and Intercultural Affairs 2019-2022](#) was developed with extensive participation of associations that are part of the Local Council on Immigration and Interculturality, both at the needs assessment and drafting stages.

Likewise, participatory [neighbourhood strategies](#) have been developed as citizen listening processes. So far, they have been carried out in 7 neighbourhoods (Orriols, Benimaclet, Nazaret, Malilla, Castellar-Oliveral, La Punta and Morvedre) with the aim of developing, through participatory work and as a network, a road map to guide public policies in those neighbourhoods.

On the other hand, projects that promote citizen participation and the associative fabric are subsidised, and evaluation criteria are included for projects that favour the inclusion of groups with lower participation rates (as is the case for migrants). Along these lines, it is worth highlighting the agreement with the Intercultural Platform of Spain that promotes a true democracy in which migrants from Valencia are fully integrated.

However, Valencia does not yet monitor the participation of city residents with migrant/minority backgrounds in the decision-making process and no data is available to this end. The city does not 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, or work councils.

Lastly, the city has introduced mechanisms to make sure that gender equality is respected in organisations that participate in the decision-making process on matters related to inclusion of city residents with migrant or minority backgrounds. Gender equality standards need to be met by organisations and agencies that are members of the Local Council for Gender Equality and of the Local Council on Immigration and Interculturality. In particular, gender balance is taken into account in the nomination process of members of boards and ad-hoc commissions. Further, the Local Council on Immigration and Interculturality has established a Gender Equality Working Group in order to promote gender mainstreaming in its work and reporting.

Suggestions

While comprehensive solutions are put in place in Valencia to ensure the civic participation and engagement in general, further steps can be taken to ensure that the persons with migrant or minority backgrounds are consulted specifically.

For instance, [Bradford](#) (United Kingdom) sets a good example as the city has developed its Intercultural Strategy (Together for Stronger Communities 2018-2023) and the corresponding action plan after extensive consultation with citizens. The consultation was both quantitative and qualitative and involved the use of the following methods: board tables for feedback and prioritisation; focus groups; open-ended/open composition commissions to explore broader views on integration; online Surveys (conducted in the community); vox pops; and recorded one-to-one interviews.

[Camden](#) (United Kingdom) has been at the forefront of developing Neighbourhood and Citizen's assemblies. A recent example is the Gospel Oak and Haverstock Neighbourhood Assembly. It is a group of 30 people from across the Gospel Oak and Haverstock area who are all interested in the future of their neighbourhood. They have been randomly selected using a method called sortation and are representative of the area in terms of age, gender, ethnicity, and housing tenure. They bring with them a unique set of experiences based on the lives they have lived.

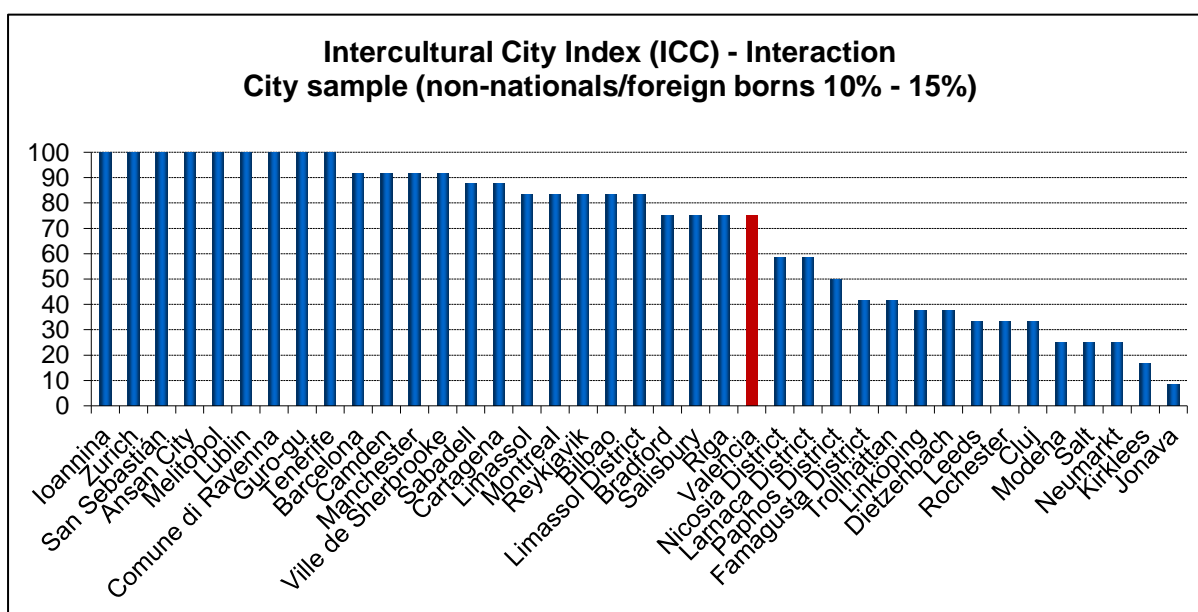
It would also be useful to monitor the participation of city residents with migrant or minority backgrounds in the decision-making process and to take action to ensure that they are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, or work councils.

ICC programme resources on political and public participation are also available [here](#).

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.

Indicators on interaction have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 39 cities have replied to this new Intercultural Cities Index chapter. Valencia's rate of achievement in the field of interaction is 75%. This is a very good result as Valencia has many good practices put in place, especially when it comes to interacting with the grassroots local civil society organisations.



Valencia has a database of all civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion, although it is still incomplete and not regularly updated.

The city collaborates with the relevant civil society and grassroots organisations by holding regular meetings with them. The organisations participate as technical facilitators (with the right to speak but not to vote) in the work of the Local Council for Immigration and Intercultural Affairs (CLII), both in the Plenary Session and the Permanent Commission, as well as in three Working Groups. In addition, the organisations representing people with migrant or minority backgrounds are members with full rights.

Moreover, the Cooperation for Development and Migration Service, in the framework of the Shelter Board, holds bi-monthly meetings with agencies working in the field of sheltering migrants.

Teachers in elementary/primary schools receive training in intercultural communication and pedagogy, the first one taking place in September 2022.

Suggestions

It is recommended that the city ensures that it has up-to-date contacts with all associations and entities in the city working in the field of intercultural mixing and interaction to better communicate with them about their work, activities and planning. Furthermore, promoting spaces of interaction could be interesting, not just to introduce and better know the work of every stakeholder, but also to discuss and plan together. An idea could hence be to develop networks.

Valencia already offers training for teachers, however, it can still look into experiences of the other cities. Good example can be found in [Patras](#) (Greece) where new teachers are trained on the intercultural and anti-rumours approach with the aim of implementing the practices once entering the work life. In [Ansan](#) (Republic of Korea), schools offer a range of courses on intercultural understanding targeting multicultural families, students, teachers, and parents, and schools that show outstanding achievements in this regard are designated as intercultural schools and eligible for financial support.

ICC programme resources on anti-rumours are also available [here](#) and resources on intercultural competence and mediation are available [here](#).

OVERALL CONCLUSIONS

According to the overall Intercultural Cities Index results, Valencia has an aggregate Intercultural Cities Index achievement rate of 46 (out of 100 possible points), which is a considerably good result for cities that are new to the intercultural integration model. To synthesise the assessment provided throughout the report, the table below lists the strengths (what Valencia does) and the weaknesses (what Valencia does not yet do).

<p>COMMITMENT</p>	<p>✓</p> <p>✗</p>	<p>The city has adopted an integration strategy with intercultural elements and has also adopted an intercultural action plan.</p> <p>Official communications by the city often make clear reference to the city's intercultural commitment.</p> <p>City's official webpage communicates the intercultural priorities and actions.</p> <p>The city acknowledges local residents and organisations that have done exceptional things to encourage interculturalism in the local community.</p> <p>The city has not formally stated its participation in the Intercultural Cities network.</p> <p>A budget for the implementation of the intercultural strategy nor action plan has not been allocated.</p> <p>Neither a dedicated body nor a cross-departmental co-ordination structure responsible for implementing the intercultural strategy have been set up.</p> <p>A process of policy consultation or co-design including people of all ethnic or cultural backgrounds has not been adopted.</p>
<p>EDUCATION</p>	<p>✓</p> <p>✗</p>	<p>Few schools make strong efforts to involve parents with migrant or minority backgrounds in school life, other than only inviting them to parent-teacher meetings. The Education Service of the Municipality of Valencia organises festive events where migrant families can highlight their traditions, cuisine or other cultural aspects.</p> <p>Schools carry out intercultural projects.</p> <p>The city of Valencia's Education Service offers training activities related to interculturalism (and other correlated topics) for the various education centres in the city.</p> <p>The city of Valencia does not have a policy to increase ethnic or cultural mixing in schools.</p> <p>The ethnic/cultural background of teachers in schools rarely reflects the composition of the city's population.</p>
<p>NEIGHBOURHOODS</p>	<p>✓</p> <p>✗</p>	<p>The city has a policy to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration.</p> <p>In Valencia, most neighbourhoods of the city are culturally and ethnically diverse.</p> <p>There are only occasional actions organised by the city to encourage residents with migrant or minority backgrounds to meet and interact with other people living in the same neighbourhood.</p>

<p>PUBLIC SERVICES</p>	<p>✓</p> <p>✗</p>	<p>The city takes into consideration the migrant or minority background of all residents when providing the services related to funeral/burial services, school meals and others.</p> <p>The migrant or minority background of public employees does not reflect the composition of the city's population.</p> <p>The city does not have a recruitment plan to ensure an adequate rate of diversity within its workforce, however, the adoption of such plan does not lay within the city's competences.</p> <p>The city does not take any specific action to encourage diverse workforce, intercultural mixing and competence in private sector enterprises.</p>
<p>BUSINESS AND THE LABOUR MARKET</p>	<p>✓</p> <p>✗</p>	<p>The city takes certain actions to encourage businesses from ethnic minorities to move beyond the ethnic economy and to enter the mainstream economy and higher value-added sectors.</p> <p>There are no local business umbrella organisations, which have among their objectives the promotion of diversity and non-discrimination in the labour market.</p> <p>There have been no actions organised to encourage 'business districts/incubators' to involve entrepreneurs with migrant or minority backgrounds and offer activities which encourage them and the mainstream entrepreneurs to collaborate.</p> <p>When it comes to decisions relating to the procurement of goods and services, the municipal council does not favour companies which have an intercultural inclusion/diversity strategy.</p>
<p>CULTURAL AND SOCIAL LIFE</p>	<p>✓</p> <p>✗</p>	<p>Valencia organised several events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic or cultural background to interact.</p> <p>Public debates and campaigns on the subject of cultural diversity and living together are regularly organised.</p> <p>The municipal council does not use interculturalism as a criterion when allocating funds to associations and initiatives.</p> <p>The city does not encourage cultural organisations to deal with diversity and intercultural relations in their productions.</p>
<p>PUBLIC SPACE</p>	<p>✓</p> <p>✗</p>	<p>The city takes actions to encourage meaningful intercultural mixing and interaction in public space, particularly in museums, public libraries, playgrounds, parks and public squares.</p> <p>There is a multi-sectorial policy put in place, combining policing, social work and communication, to deal with the security issues in the areas that are dominated by one ethnic group.</p> <p>When the city decides to reconstruct an area, it does not use public consultation to insist specifically on the involvement of people with different migrant or minority backgrounds.</p> <p>There are areas that are dominated by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe.</p>

<p>MEDIATION AND CONFLICT RESOLUTION</p>	<p>✓</p>	<p>Professional service for mediation of intercultural communication and conflict is provided by a generalist municipal mediation service which also deals with cultural conflicts.</p> <p>The intercultural mediation is provided in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems.</p>
	<p>✗</p>	<p>The inter-religious relations are dealt with primarily through an awareness raising campaign run by a civil society organisation.</p>
<p>LANGUAGE</p>	<p>✓</p>	<p>The city of Valencia is providing a number of services in the field of language competences to persons with migrant or minority background, for example through providing specific language training in the official language for hard-to-reach groups (e.g. non-working mothers, unemployed, retired people, etc.) or through supporting private/civil sector organisations providing language training in migrant or minority languages.</p>
<p>MEDIA AND COMMUNICATION</p>	<p>✗</p>	<p>The city also provides support in raising awareness on migrant or minority languages and on giving a positive image of these languages.</p>
<p>INTERNATIONAL OUTLOOK</p>	<p>✓</p>	<p>Valencia is implementing occasional actions to highlights the positive contribution of people with migrant or minority backgrounds to the social, cultural and economic development of the city.</p> <p>The city's communication (Public Relations) department is instructed to highlight diversity as an advantage regularly and in various types of communication.</p>
<p>INTERCULTURAL INTELLIGENCE AND COMPETENCE</p>	<p>✗</p>	<p>The city does not have an overall communication strategy to improve the visibility and image of people with migrant or minority backgrounds in the local media.</p> <p>The way in which traditional local or national media portray people with migrant or minority backgrounds is not monitored by the city. Moreover, the city does not engage with the local media when they portray people with migrant or minority backgrounds through negative stereotypes. Last but not least, there is no support provided for advocacy, media training, mentorship or setting up of online media start-ups for journalists with migrant or minority background.</p>
	<p>✓</p>	<p>A comprehensive, explicit and sustainable policy to encourage international cooperation in economic, scientific and cultural areas was put in place.</p> <p>A comprehensive set of financial instruments was set up by the city to fund the international cooperation priorities.</p> <p>In addition, Valencia implements other practical initiatives to develop international connections.</p> <p>Numerous foreign students and other youth groups are attracted to study in Valencia through exchange programmes.</p> <p>The city develops business relations with countries or cities of origin of its diaspora groups by involving diaspora and mainstream entrepreneurs in international visits and meetings, by partnership and business agreements with counties or cities of origin, and by supporting organisations seeking to develop business relations with countries or cities of origin of its diaspora groups.</p>
	<p>✗</p>	<p>N/A</p>
	<p>✓</p>	<p>The city of Valencia uses statistical and qualitative information about diversity and intercultural relations to inform the municipal council's process of policy formulation.</p>

	✗	<p>A comprehensive survey about the public perception of migrants/minorities and about the feeling of security/ safety with respect to people with migrant and minority backgrounds is carried out by the Municipal Statistics Office.</p> <p>The city promotes the intercultural competences of its officials and staff, in administration and public services, through training courses.</p> <p>N/A</p>
WELCOMING NEWCOMERS	<p>✓</p> <p>✗</p>	<p>The city of Valencia has a designated agency, unit or procedure to welcome newcomers.</p> <p>Different city services and agencies provide welcome support for particular groups of newcomers, i.e. family members, students, refugees and asylum-seekers, and migrant workers.</p> <p>Valencia does not organise any public ceremony to greet all people arriving to live in the city regardless of origin or nationality. It also does not have a comprehensive city-specific package of information and support for newcomers.</p>
LEADERSHIP AND CITIZENSHIP	<p>✓</p> <p>✗</p>	<p>Some elected members of the city's municipal council are foreign-born or dual nationals.</p> <p>The city has a dedicated independent consultative body through which people with migrant or minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters.</p> <p>In Spain, not all foreign nationals can stand as candidates in local elections. In line with the Electoral Code, nationals from other European Union countries and from countries that have signed an international reciprocity agreement with Spain can stand as candidates. They must be registered in the electoral census.</p> <p>The same geographical restriction applies to foreigners who want to vote in local elections.</p> <p>There is no standard for the representation with people with migrant or minority backgrounds in mandatory boards supervising schools or public services.</p> <p>The city does not take initiatives to encourage people with migrant or minority backgrounds to engage in political life.</p>
ANTI-DISCRIMINATION	<p>✓</p> <p>✗</p>	<p>The city has a 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.</p> <p>Valencia has a dedicated service that advises and supports victims of discrimination.</p> <p>Financial and logistical support to civil society organisations that advise and support victims of discrimination is provided.</p> <p>Anti-discrimination campaigns and awareness raising on discrimination are regularly organised.</p> <p>The city participates in regional or national organisations that address the issue of discrimination.</p> <p>An anti-rumours strategy is put in place and anti-rumours activities are implemented, following the official Council of Europe methodology.</p> <p>The city of Valencia has not yet carried out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents</p>

		with migrant or minority backgrounds, but it is considering doing so in the future and has already amended individual regulations.
INTERACTION	✓	Valencia has a database of all civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion, although it is still incomplete and not regularly updated. The city collaborates with the relevant civil society and grassroots organisations by holding regular meetings with them. Teachers in elementary/primary schools receive training in intercultural communication and pedagogy, the first one taking place in September 2022.
	✗	N/A
PARTICIPATION	✓	The city has introduced participatory instruments and mechanisms (other than voting rights or a consultative body) to enable all city residents, irrespective of their migrant/minority background, to participate equally in the decision-making process, such as participatory budget and others. The city has 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 or minority backgrounds.
	✗	Valencia does not monitor the participation of city residents with migrant/minority backgrounds in the decision-making process and no data is available to this end. The city does not 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, or work councils.

In view of the above, we wish to congratulate Valencia for the efforts taken. The city has received a considerably good result taking into account that it is new to the intercultural integration model and has joined the Intercultural Cities programme only recently. Still, it already has several good practices put in place which can be an inspiration to other cities in the network and we are confident that if the city follows our guidelines and other Intercultural Cities' practices even better results will rapidly be visible and tangible.

RECOMMENDATIONS

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

Commitment: We recommend developing and adopting a new intercultural action plan, which will replace the action plan adopted for the period 2019-2022, as well as allocating sufficient resources for its implementation. The city may look into the possibility of creating a dedicated body or a cross-departmental co-ordination structure responsible for implementing the action plan. The city may wish to consider adopting a process of policy consultation and/or co-design which would include people of all ethnic or cultural backgrounds. Last but not least, the city may wish to make an official statement regarding its membership in the Intercultural Cities, as well as its commitment towards interculturalism and inclusiveness.

Education: The city may want to develop a policy to increase ethnic/cultural mixing in schools and to promote that the ethnic and cultural background of teachers in schools reflects more the composition of the city's population. In parallel, the city might want to encourage schools to implement more intercultural projects or initiatives and to involve parents with migrant and minority background in the school life.

Neighbourhoods: The city may wish to implement more actions to encourage residents with migrant or minority background to meet and interact with other people living in the same neighbourhood.

Public services: It is recommended that the city promotes diversity in their employment in all services of public administration, collects relevant data and also takes actions to encourage diverse workforce, intercultural mixing and competence in private sector enterprises.

Business and the labour market: The city of Valencia may wish to engage with the identified private sector business associations and to support a networking platform of employers to discuss and make progress on recruitment of minority ethnic people and the management of intercultural workplaces. Moreover, promoting collaborations between entrepreneurs with migrant or minority backgrounds and the mainstream entrepreneurs can be advisable, for example through encouraging joint initiatives.

Cultural and social life: The city may wish to encourage cultural openness by, for instance, organising its own activities in the fields of arts, culture and sport that aim to encourage people from different ethnic and cultural background to interact or by encouraging cultural organisations to deal with diversity and intercultural relations in their productions. Valencia could also reflect on means to promote interculturalism in sports as they can foster intercultural connections.

Public space: The city could set up different methods and places for consultation to ensure the involvement of people with different migrant or minority backgrounds and representing different categories of the population when designing or re-building a particular area. It would also be useful to take diversity into account in the design, renovation and management of public buildings or spaces. One idea could be to renovate or turn already existing public spaces into major intercultural assets with the involvement of arts and cultural practitioners.

Mediation and conflict resolution: Cities are encouraged, where possible, to have mediation services focused on intercultural issues and inter-faith relations. It is also worth considering providing mediation in various contexts in specialised institutions (hospitals, police, youth clubs, mediation centres, retirement homes, etc.).

Language: Valencia has many interesting projects and approaches to supporting and celebrating linguistic diversity. To improve their rating next time, they could consider the experience of other cities in offering support to local minority initiatives, such as written press or radio. Alternatively, the local radio could include some programmes led by migrant or minority neighbours who express themselves in their mother language.

Media and communication: A comprehensive and sustainable approach to promoting the diversity advantage in the local media and through city's communication is advisable. It should ideally envisage having a communications strategy and also for the city's communication's department to monitor regularly how local media portray people with minority or migration background. In addition, support could be provided (mentoring, capacity-building or resources) to media projects launched and led by organisations or neighbours with a socio-cultural diverse background.

International outlook: This is an area of strength for Valencia. In the spirit of learning, the city may wish to consult good practices of other cities to seek new ideas for developing partnerships and international connections.

Intercultural intelligence and competence: The city of Valencia achieved a very high score in this area and its work can provide ideas to the other cities. Since the methodology of the “Barometer on peaceful coexistence and social rights” is being revised, the city may draw inspiration from other Intercultural Cities in the process. Apart from trainings for staff on core intercultural competences, the city may wish to consider other capacity building forms, for instance trainings on managing communications in a multicultural workplace or on communications skills to organise inclusive outreach campaigns.

Welcoming newcomers: All newcomers in Valencia could benefit from targeted services and actions to make them feel welcome and facilitate their familiarisation with their new environment and their overall integration. A comprehensive strategy for welcoming newcomers, including an easily accessible package of information relevant for them, allows for an easier integration. Valencia could also implement programmes which makes newly arrived persons feel welcomed by the local population.

Leadership and citizenship: Valencia could further develop initiatives to encourage people with migrant/minority backgrounds to engage in political life. Initiatives to improve the knowledge of local politicians and municipal staff jobs among people from diverse cultural origins could encourage them to engage in politics. Regarding the right to vote and to stand in local elections, the municipality may wish to raise awareness among people who are entitled to these rights. Certain non-formal initiatives can be implemented to enhance the participation in the local political and decision-making processes, for example of the young people with migrant or minority background.

Anti-discrimination: This is an area of strength for Valencia. In the spirit of learning, the city may wish to consult good practices of other cities to seek new ideas, especially when it comes to carrying out a systematic review of all municipal rules and regulations to identify mechanisms that could be discriminatory.

Interaction: It is recommended that the city ensures that it has up-to-date contacts with all associations and entities in the city working in the field of intercultural mixing and interaction. Promoting spaces of interaction could be interesting, not just to introduce and better know the work of every stakeholder, but also to discuss and plan together.

Participation: While comprehensive solutions are put in place in Valencia to ensure the civic participation and engagement in general, further steps can be taken to ensure that the persons with migrant or minority backgrounds are consulted specifically. It would also be useful to monitor the participation of city residents with migrant/minority background in the decision-making process and to take action to ensure that they are fairly represented in key institutions and organisations, on boards or ruling bodies of trade unions, public schools, or work councils.

Valencia may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

