



Limassol: Results of the Intercultural Cities Index

Date: May 2016

A comparison between 75 cities¹

Introduction

The Intercultural Cities programme is a joint initiative between the Council of Europe and the European Commission. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. In the past, this review has taken the form of narrative reports and city profiles – a form which is rich in content and detail. However, it is relatively weak as a tool to monitor and communicate progress. The new Intercultural City Index has been designed as a new benchmarking tool for the cities taking part in the pilot phase of the programme as well as future participants.

As of today 75 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Castellón (*Spain*), Castelvetro (*Italy*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian (*Spain*)², Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forli (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Udmurt Republic, Russia*), Jerez de la Frontera³ (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Ravenna (*Italy*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), San Giuliano Terme (*Italy*), Sabadell (*Spain*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone (*Italy*)⁴, Valletta (*Malta*), Västerås (*Sweden*) and Zurich (*Switzerland*).

¹ This report is based on data contained at the Intercultural Cities INDEX database at the time of writing. The INDEX graphs may include a greater number of cities, reflecting the growing interest in this instrument.

² The Spanish city of Donostia-San Sebastian is hereinafter referred to as San Sebastian.

³ The Spanish city of Jerez de la Frontera is hereinafter referred to as Jerez de Frontera.

⁴ The Italian city of Unione dei Comuni-Savignano sul Rubicone is hereinafter referred to as Rubicone.

Among these cities, 34 have more than 200,000 inhabitants and 33 have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Limassol (Cyprus) and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

The intercultural city has people with different nationality, origin, language or religion/belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

Methodology

The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

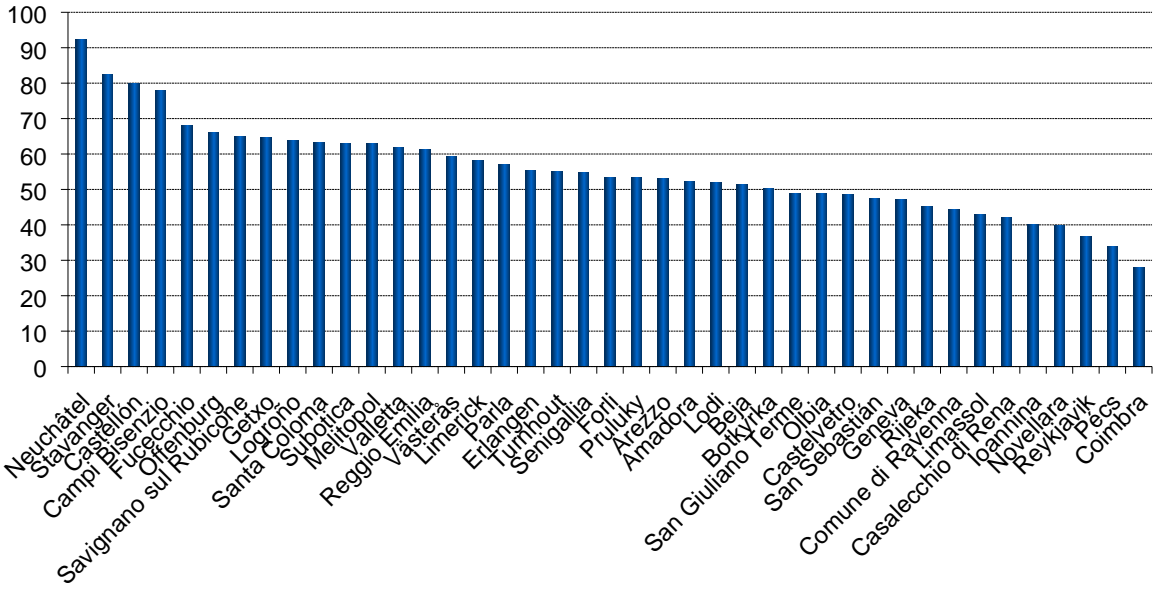
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

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

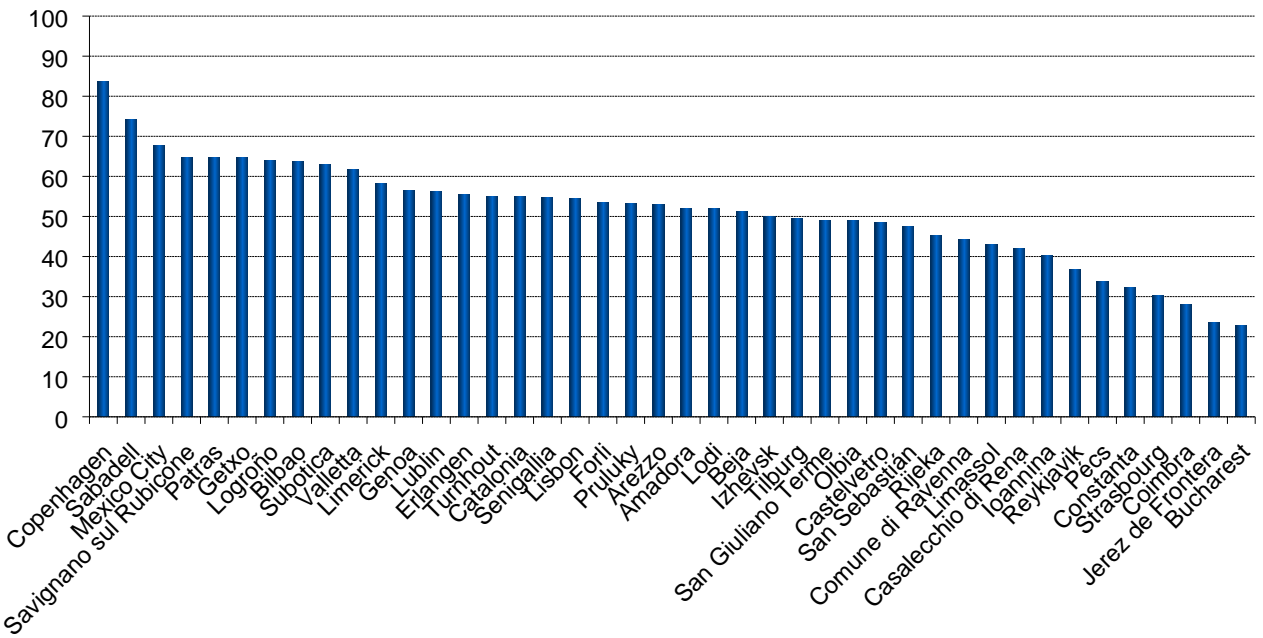
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

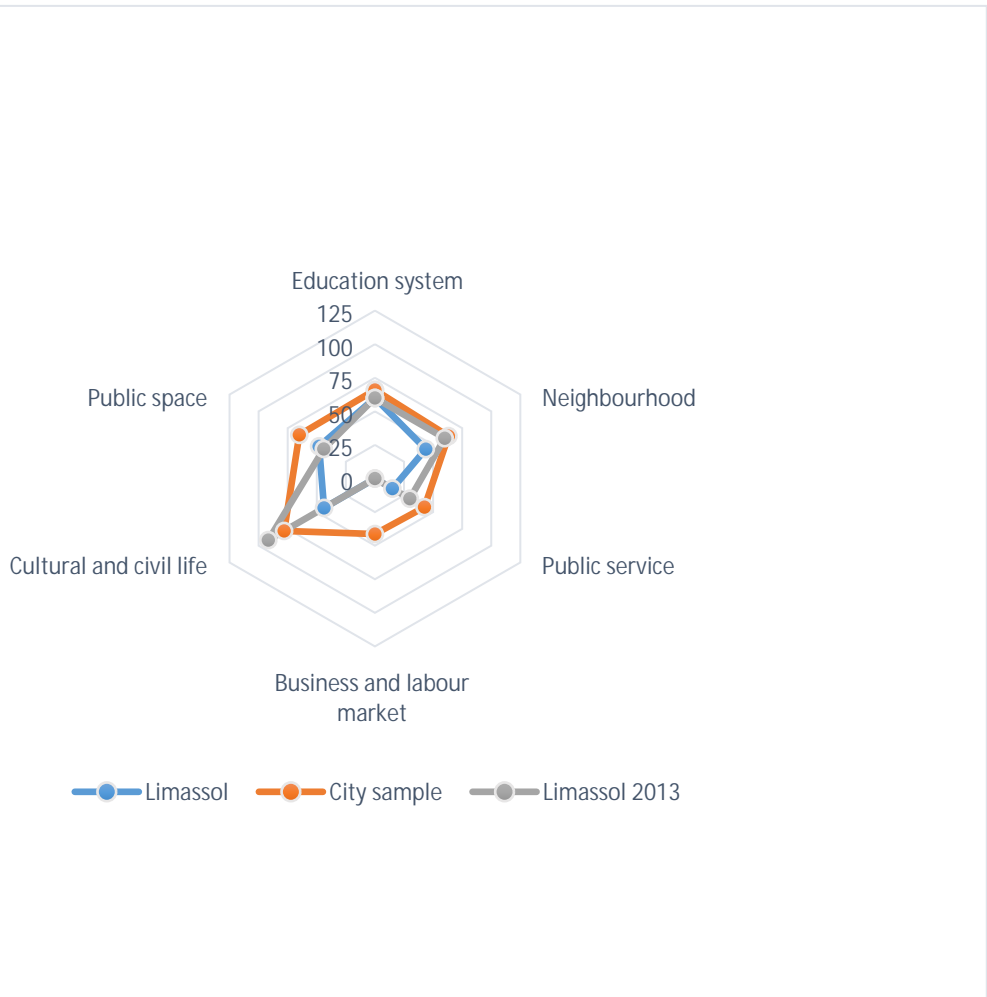
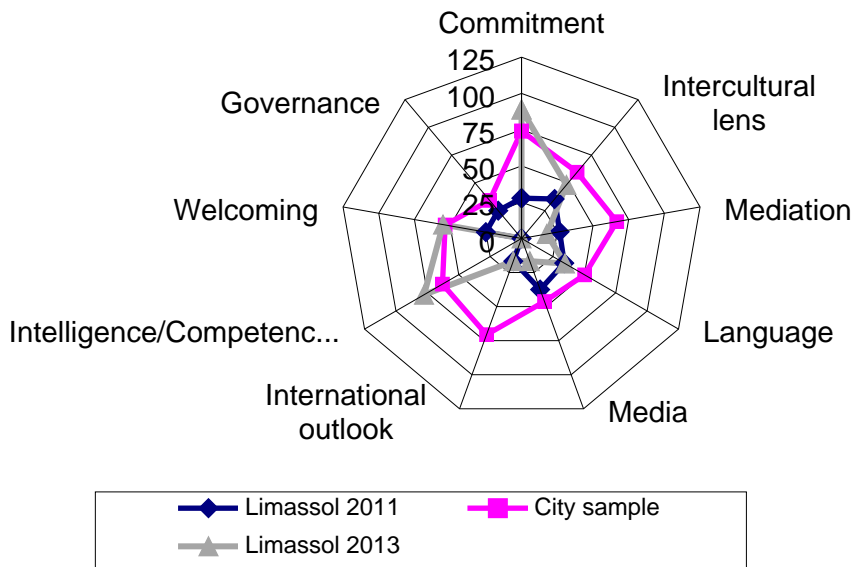
According to the overall index results, Limassol has been positioned 65th among the 75 cities in the sample, with an aggregate intercultural city index of 43%, after Comune di Ravenna (44%) and before Casalecchio di Reno (42%). Limassol has been ranked 35th among cities with less than 200,000 inhabitants and 33th among cities with less than 15 per cent of foreign-born residents.

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



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





Limassol – An overview

Limassol, located on the southern coast of Cyprus, is the second largest city in the country. The city is important for its harbour, one of the largest in the Mediterranean Sea, for the tourism and for its cultural traditions.

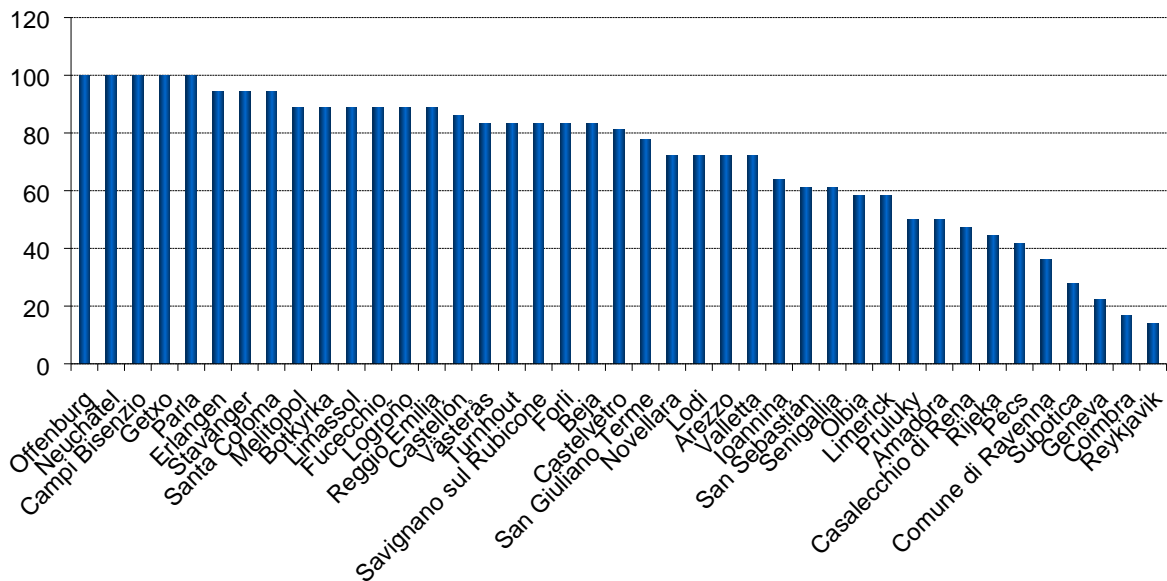
According to the questionnaire, the total population counts 101.000 inhabitants within the municipality, whereas there are 179.937 residents in the whole urban area. Out of the total, about the 20% are non-nationals residents. The most important ethnic group are EU nationals (11%) mainly coming from the following countries: Romania, Britain, Greece, Bulgaria. Unfortunately, no data are available for the second and third generation migrants and for the percentage of foreign-born residents in the city, the city might wish to provide these details in the forthcoming questionnaire.

Due to the lack of precise data, Limassol has been ranked with less than 15% of non-nationals.

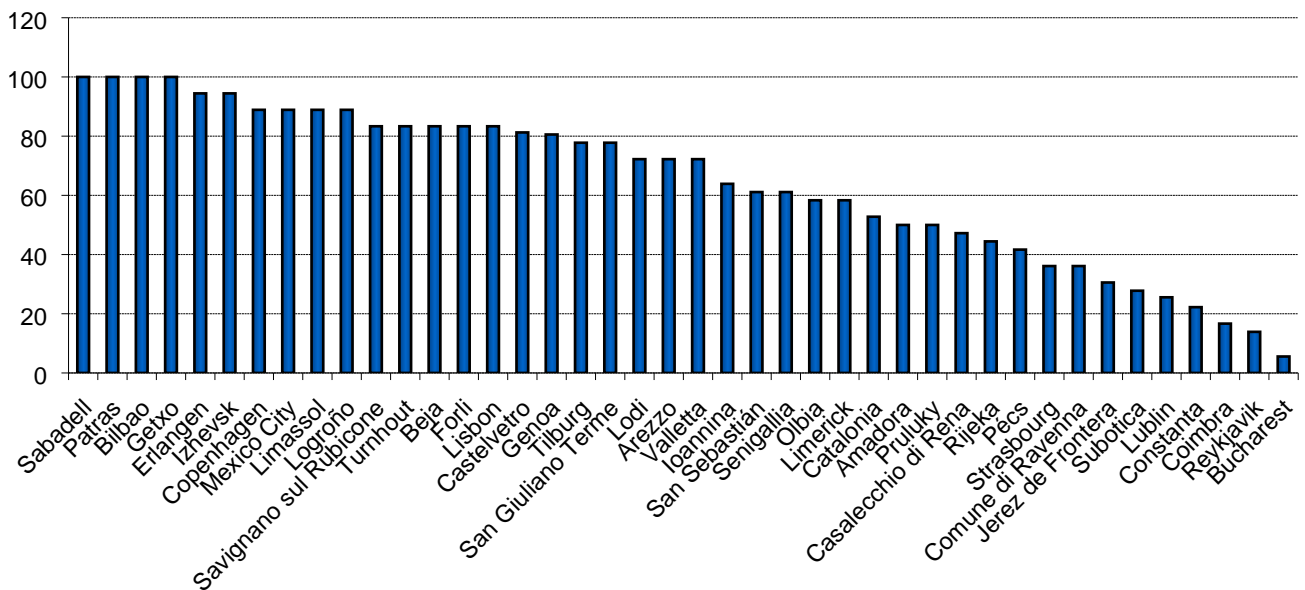
As it is stated in the questionnaire, Limassol is a small municipality, hence there isn't a specific division or department responsible of integration and/or interculturalism. Although the secretariat and the Mayor's office have the main responsibilities, the city might want to consider establishing one.

1. Commitment

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



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



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

Positively, Limassol's rate in the area of Commitment is higher than the city sample. In fact, the city scored 89% , whereas the city sample scored the 74%. Moreover, the city improved since 2011, when it scored 28%.

The city has formally and publically stated its participation in the Intercultural Cities network and has successfully adopted an intercultural action plan. For instance, documents have been translated in Greek, the city hosts and encourages street social work as well as cultural events such as conferences and seminars on diversity.

However, the city has not adopted an integration strategy that takes into account intercultural elements. To enhance integration, Limassol could look up to San Giuliano Terme, where the municipality established a Migration Council, composed of 20 foreign born individual, to take part in the decision making process. In 2013, the migration council carried out several activities: for instance, they organized several conferences promoting Migrant Women's Health; they translated the Italian constitution in several minority languages and the municipality organized a festival to celebrate the fact that 100 foreign born children were extraordinarily receiving the Italian nationality. The council, moreover, was taking a serious effort to enhance families' involvement in the city life.

According to the questionnaire, public speeches often refer to the intercultural commitment during public meetings and assemblies. Positively, the city has set a webpage⁵ where it is possible to consult news on intercultural initiatives and activities. In the homepage, it is possible to find a wide range of topics; for instance, information on facilities, civil weddings, parking places, museums, the Kolossi Castle and the Ancient Amathus.

It is of interest noticing that the city provides a ceremony to welcome local citizens that have done exceptional things to encourage interculturalism.

To consolidate the field of commitment, the city of Limassol might wish to follow the example of Novellara. The Italian city tries to enhance a feeling of inclusion among its citizens sending letters and leaflets, for example newcomers usually receive a welcome letter. Leaflets with practical instructions are offered, for example about public libraries, public bicycles.

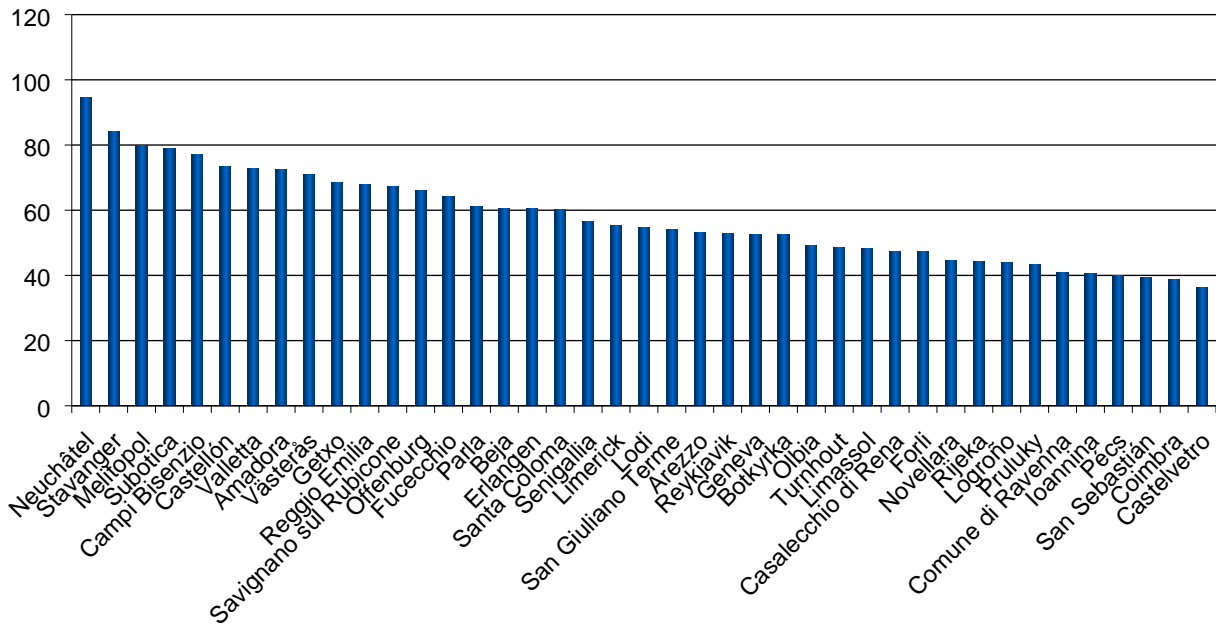
Alternatively, Limassol might get inspiration from the experience of Copenhagen, which in the framework of the launch of the Diversity Charter in May 2011, had also introduced the inclusion barometer for evaluating its intercultural strategy. The barometer is based on 16 indicators set out in the inclusion policy and updated every year. All political committees make a yearly status report about the indicators they are responsible for as well as the progress of their action plan and the general inclusion efforts of the administration. These reports are gathered into a common document, which is presented to the City Council.

In addition to the Diversity Charter, the city of Limassol might wish to consider Tenerife's initiative "*Mesas Insulares para la convivencia Intercultural*". This initiative enhances coexistence through shared meals since 2009.

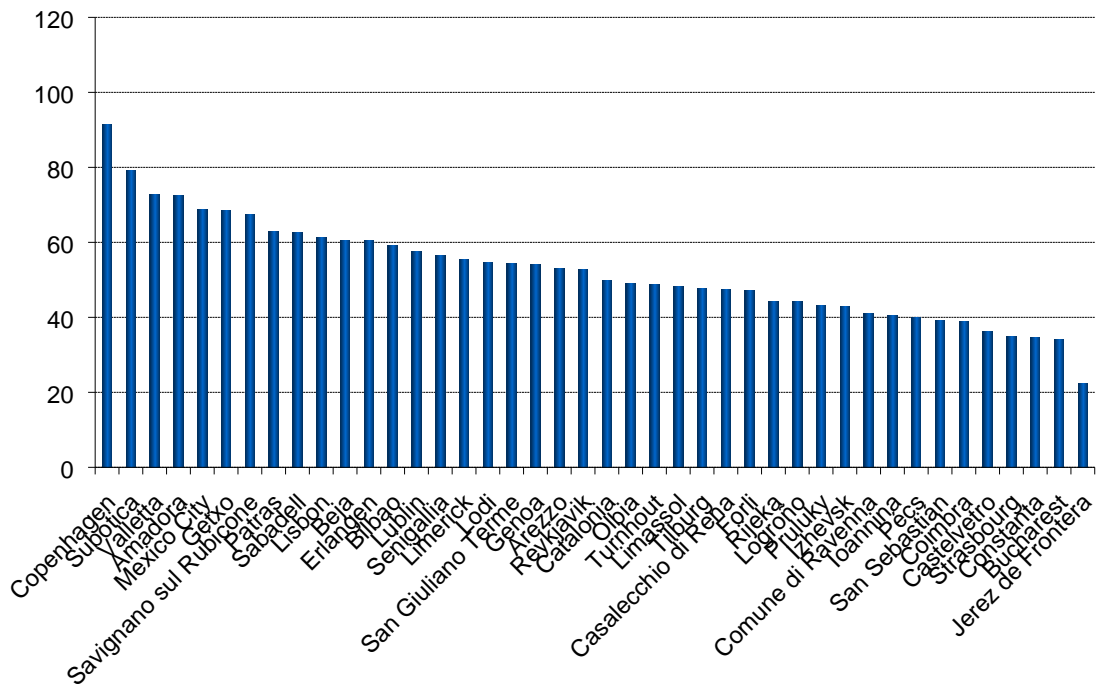
⁵ http://www.limassolmunicipal.com.cy/index_en.html

2. Education⁶ policies through an intercultural lens

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



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



⁶ The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).

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

The analysis shows that Limassol's education policy achievement rate has been stable from 2011 to 2013: 60%. Slightly lower than the city sample's rate of 66%.

Despite the good result, the city has not answered the questions about Education. On the contrary, Limassol has stated *"Not applicable in the case of Cypriot municipalities. We have no authority over the educational system"*.

Even though the municipality has no authority, we would like to suggest some initiatives that have improved the field of education in other Intercultural Cities:

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

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

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

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

3. Neighbourhood policies through an intercultural lens⁷

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

Limassol's neighbourhood policy indicators in 2013 were the 60%, higher than the 2011 result (44%) but slightly lower than the cities average of 63%.

In order to understand the urban planning of the city it is useful noticing that the city of Limassol is not divided into neighbourhoods but statistics are related to postal codes that gather together between 100 and 3.000 inhabitants. The city is composed of 73 postal codes, out of which, 42 have more than 80% of Cypriot residents, and in 6 postal codes people from minority ethnic groups constitute the majority of the residents.

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

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

These organization operates on the street, among people, and this is the peculiarity: people, especially teenagers, don't need to visit an office or a take an appointment in a facility.

It is admirable that the municipality is organizing activities to encourage social cohesion, on this purpose, Limassol could also follow Getxo's example. Getxo's established a specific project to encourage native women to meet immigrant women. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another projects carried out in Getxo. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "Parkean Olgetan" and it has the support of various schools and associations. It is free and no require any inscription.

Perhaps Limassol could enhance the rate in this field by introducing policies to encourage people from different ethnic backgrounds to meet and interact within the neighbourhood; in order to promote dialogue and harmony in disadvantage areas the city could offer cultural mediation. On this purpose, the city could organize activities to

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

give its citizens a chance to meet. Some projects the city can sponsor: sportive activities, art and craft, excursions and promenades either in the city centre or in the countryside, maybe with some historical explanations, special festivals to celebrate public figures, cooking workshops, etc.

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

Alternatively, the city could also take inspiration by Sabadell. In fact, Sabadell’s neighbourhood of Can Puiggener promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the social meal: “Mesa para la convivencia Can Puiggener” (“Table for coexistence in Can Puiggener”), and events to celebrate diversity: “Fiesta de la Diversidad de Can Puiggener” (“Celebration of Diversity in Can Puiggener”).

4. Public service policies through an intercultural lens

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

The analysis shows that Limassol's public service in 2013 corresponds to the 30%, lower than the city sample's rate of 43% but higher than the result scored in 2011 (15%).

The ethnic background of public employees, at all the hierarchical levels, does not reflect the composition of the city's population. In addition, the city does not foresee a recruitment strategy to ensure and/or facilitate non-national employment, neither takes action to encourage intercultural mixing in the private sector labour market.

Furthermore, non-natives can have a contract as staff members in the public administration only in on certain positions and anyways, only EU citizens. In fact, following the approval of the 2013 EU Law, non-EU people, with a regular working permit, can apply for public service vacancies.

Limassol provides some services to suit the different needs of its diverse population. They offer marriages, permits to use public spaces for cultural events and Greek lessons for foreigners of all ages. The city could improve in the field of Public Service, introducing multi-faith cemetery, funeral services and burial areas adjusted to the needs of a multi-religious community. Moreover, schools' canteens should have different meals to mirror the alimentary needs of the pupils and facilities should shape their time schedules in order to suit the needs of women with specific necessities. For instance, *sportive facilities* may follow this example, insomuch it would appear that sport is particularly important in a community insomuch it promotes social inclusion and enhance social participation. Perhaps, the city could monitor citizens' needs through questionnaires or surveys to test customers' satisfaction.

Limassol might wish to follow Neuchâtel's cultural activities, composed mainly by social events, to overcome cultural barriers, hence foster integration. The Swiss city, in fact, since the 2006, promotes diversity in public areas and the positive image of a plural society through exchanges, cultural or sports encounters, round tables, shows and concerts: NEUCHÂTOI 2013 is a programme of instructive and varied intercultural events, targeted at the entire population of Neuchâtel to encourage fruitful discussions and debate on its heterogeneity while identifying shared values and the feeling of belonging. The main aim of all these events is to improve mutual knowledge and understanding among Swiss people and people from migrant backgrounds and to instil confidence in the whole population so that they can live together while respecting pluralism in a multicultural society that seeks to foster inter-community integration.

5. Business and labour market policies through an intercultural lens

Limassol's rate of achievement in this area is at the 0% , lower compared to the city sample's rate of 41%. It is worth noticing that the city has not improved through the years, in 2011, in fact, the rate was the same 0%.

The municipality has stated on the questionnaire that: "*Cypriots municipalities do not have any control over labour market and labour market policies are not within their sphere of influence*"

Similarly, to what happened in the field of Education, the city has not answered the questions. Although the municipality does not have the control over the labour market, we wish to suggest some interesting activities that could benefit the economic life of the Cypriot city.

In order to promote diversity and non-discrimination in the employment sector, Limassol could establish a business umbrella organisation and adopt official documents against discrimination in the workplace. Equally, the city should seriously take action to encourage businesses from minority ethnic/cultural economies, enhancing immigrants' participation in the local economy, and raises awareness of the important economic and social contribution of foreign-born entrepreneurs in the municipality.

At the same time, the city might want to introduce a "business districts/incubators" in which different cultures could more easily mix. The incubator would be an important element in the city centre insomuch it would give the possibility to entrepreneurs to develop their skills and to open their own activities. In addition, it would represent a chance for migrants to keep doing what they can do and what they learnt in their homeland. This *mixing of skills and abilities* would represent an extremely enriching element.

To foster the benefit impact of multiculturalism, Limassol could look up at Hamburg. In fact, in Hamburg most of the business incubators explicitly pursue intercultural strategies. One project in this field, supported by the European Social Fund, is the IFW-Interkulturelles Frauenwirtschaftszentrum Hamburg. Hamburg prioritises companies that implement a diversity strategy when procuring their goods and services. Providers are asked for proof of equality of opportunities, gender equality and non-discrimination within their project applications.

Several other Intercultural Cities are putting an effort to include migrants and minorities in the market. Parla, for example, encourages the integration of Chinese businesses into the local market through training and counselling. Positively, the city on April 29th, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business. Another example comes from Oslo. Oslo is carrying out a project that aims to involve migrants in Norwegian business. Oslo has in fact set a Centre for Multicultural Value Creation and it is offering first and second-generation immigrants the possibility to start their businesses providing advisory services, coaching and trainings. In Bergen, another Intercultural Norwegian city, several policies are encouraging international cooperation by supporting local universities to attract foreign students. International students are then invited to take actively part in the city life.

6. Cultural and civil life policies through an intercultural lens

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

Limassol's cultural and civil life policy goal achievement rate in 2013 was the 92% , which is an admirable result compared to the city sample's rate of 78% and to the result achieved in 2011: 44%.

Even though interculturalism is not used as a criterion when allocating grants to associations, the city regularly organises art/cultural events where inhabitants from different neighbourhoods can meet and get to know each other. For instance:

- Limassol organizes ballets and music events in the Garden Theatre. These events are the highlights of the season, they witness a long and rich tradition and show that dance is an artistic expression strictly linked to the history of the city.
- The Embassy of the Russian Federation in Cyprus organizes events to celebrate the friendship between Russia and Cyprus: Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme, and visitors can participate in and enjoy numerous events and activities. The Festival is opened by the President of Cyprus and attended by senior state officials.
- Sportive events - Limassol organizes several competitions: marathons, gymnastic and rhythmic gymnastics, break dance, skateboard, football match, cycling tour, etc.

The city occasionally organizes public debates or campaigns on the subject of cultural diversity. For instance, it has positively introduced a leaflet with the title "*New channels for the integration of Third Country Nationals in the local community*" that provides training, guidance and support organizations towards a better integration and social inclusion.

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

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

7. Public space policies through an intercultural lens

Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.

The rate of achievement of the city's public space policy in 2013 was of 44% , slightly higher than the City sample's rate of 65% but lower compared to the 2011 result of 48%.

The public space involved in the process of interculturality appear to be only squares. The city might wish to encourage interculturality also in museums, public libraries, playgrounds and parks.

The city takes into account the population diversity when designing and managing new public buildings or spaces, the questionnaire on this purpose says "*attention is given to tables/chairs of restaurants near place of worship*". Nevertheless, the city does not take action to take into account ethnic/cultural backgrounds of citizens when reconstructing an area.

According to the questionnaire, one or two city's areas are dominated by one ethnic group. Despite that, people never feel not welcomed and no areas are considered dangerous or unsafe.

The city of Limassol could increment its cultural activities looking up to the following Intercultural Cities' programmes:

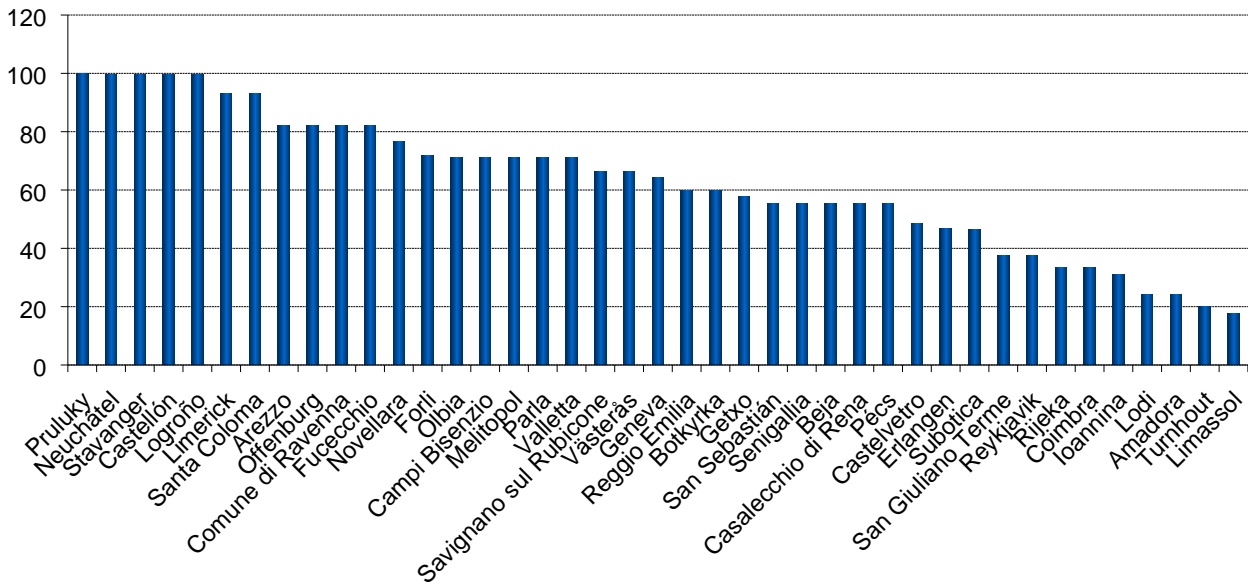
In Genoa it is organized the festival "Mediterraneo Antirazzista "(Mediterranean against racism). This festival lasts about 3 days and promotes equality and respect. During these days the festival hosts: tournaments of football and volleyball, concerts, entertainment for children, photographic exhibitions etc. together with this festival, the Uisp (Italian sport organization) organizes a soccer tournament called Cartellino rosso al razzismo! *Red Card to Racism!* This tournament gathers together 24 teams, players are encouraged to play in a climate of friendship and harmony.

Getxo organises an intercultural march because it would appear that a trekking excursion helps people from different backgrounds to get to know each other. Another interesting practice the city of Getxo has adopted is the establishment of a Summer Camp for children: a pure chance for Getxo's children to meet their foreign-born peers. This project promotes the values of interculturality, diversity is here perceived as an enriching element.

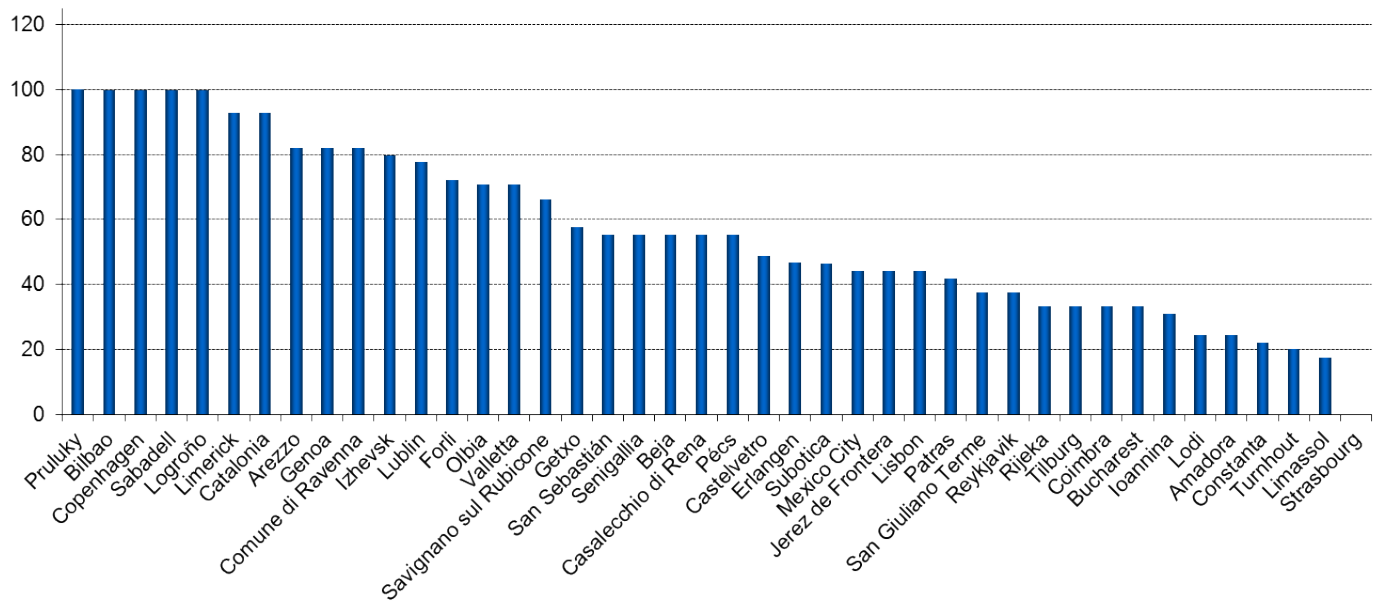
To increase interculturality and social mix in public spaces, Limassol could follow Reggio Emilia's project. Reggio Emilia, for example, offers to its inhabitants an open space mini-theatre in the Pauline Park – an innovative park area designed to encourage intercultural contacts through educational trails and games for adults and children and intercultural encounters. Whereas in Spain, Barcelona is incorporating into public spaces elements that contribute to generating spontaneous interaction between users: play areas in children's' parks, specific offers for young people, bicycle or walking paths.

8. Mediation and conflict resolution policies

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



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



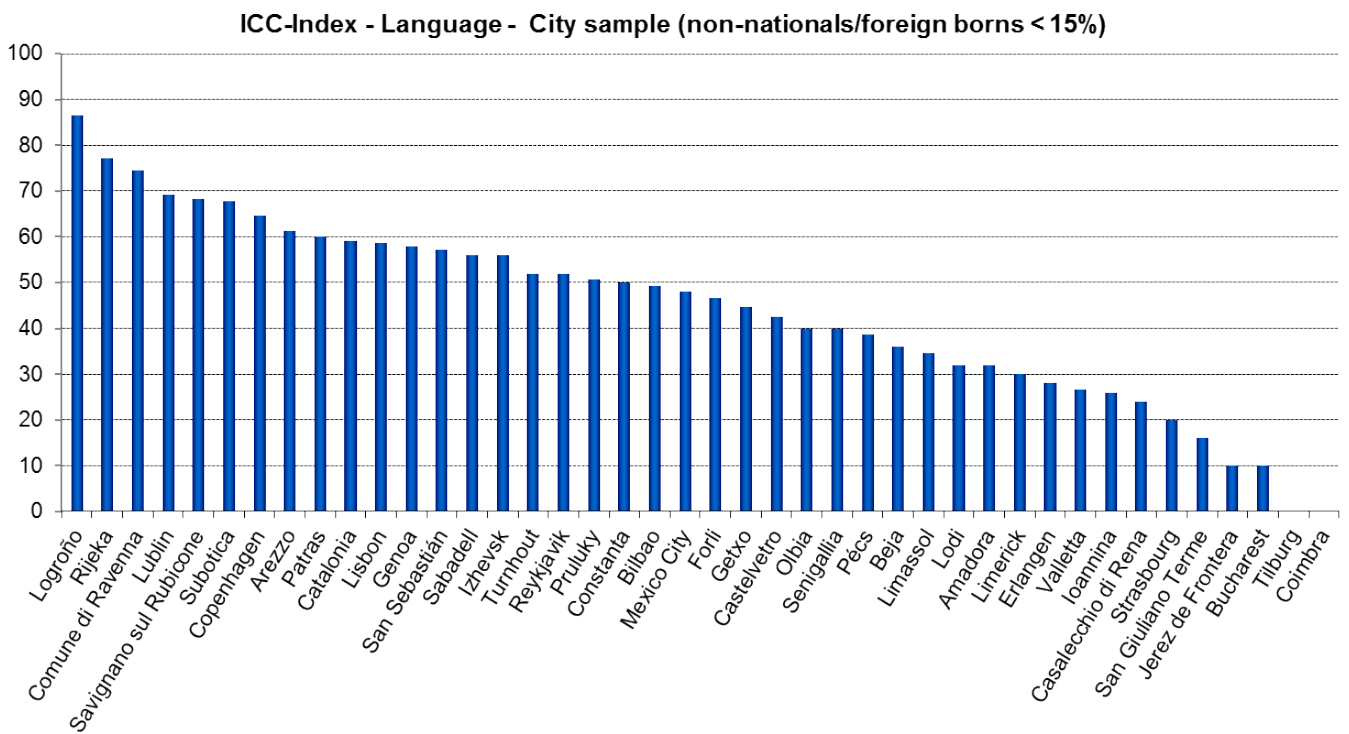
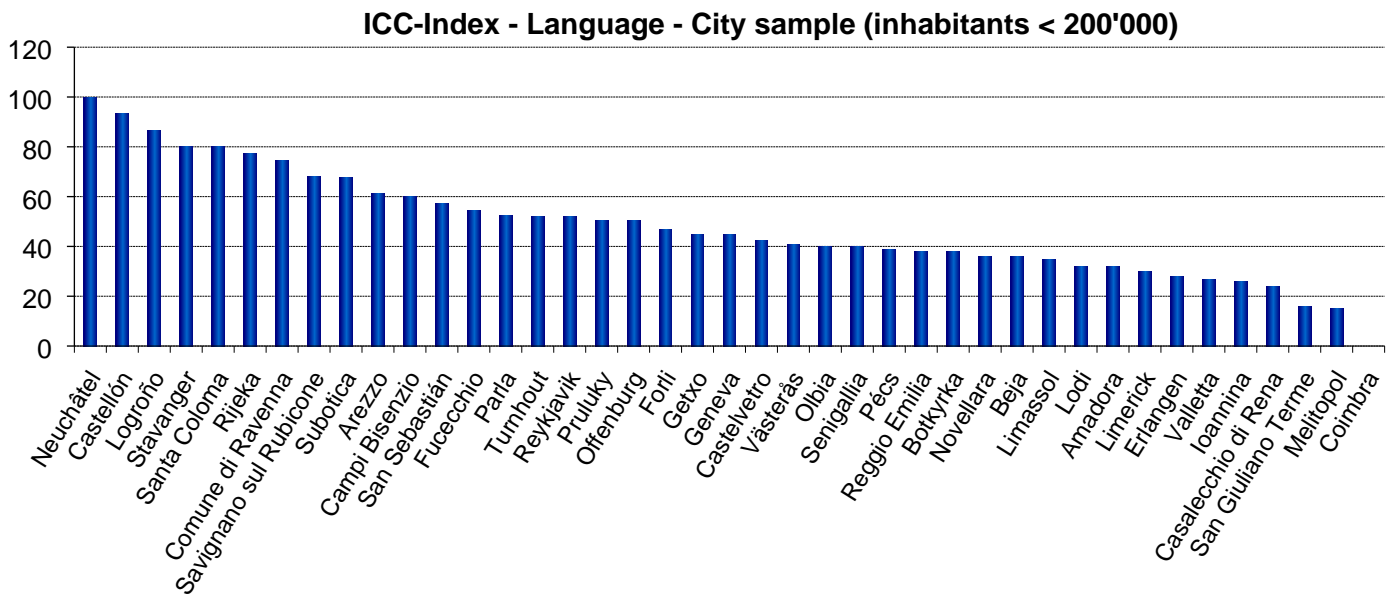
The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

The analysis shows that Limassol's mediation and conflict resolution policy achievement is 18% ; considerably lower than the city sample's rate of 67% and lower than what scored in 2011 (27%).

As the analysis reveals, the city does not provide a mediation centre, neither some professional services for any kind of social conflict. However, it would appear that some kind of mediation has been occasionally carried out by the municipal street social worker. In addition, the city does not have an organization that deals with inter-religious relations.

Limassol might wish to consider following Reggio Emilia's example to mediate and to prevent/solve conflicts. The intercultural centre "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, the Mondinsieme has great expertise in training mediation workers and supplies staff for schools and hospitals. Reggio Emilia has established an Intercultural centre with trained mediators with a variety of ethnic and language backgrounds who intervene whenever they feel a problem might arise – for instance if kids in some schools tend to cluster too much on ethnic basis.

9. Language⁸



⁸ By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://highereducation.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

Limassol's language policy achievement rate is lower than the city sample's rate (50%), the city achieved a percentage of 34% in 2011 and 35% in 2013.

The city organizes language classes, and the municipality financially support and monitor radio programmes.

It is of interest noticing that the city seeks to give a positive image of migrants and/or their minority language. On this purpose, libraries could attempt to organize public readings and literary events; including foreign texts in their programme. To include a wider public, the municipality might want to offer movies, shows, theatre representations in a foreign language; small books or brochures could be translated in other languages to raise awareness of their importance and their richness.

The city might wish to include vulnerable people, such as unemployed or elderlies, in the teaching of languages. Of particular relevance, women may need special assistance, some cities, for example, give them transportation and provide child care during classes.

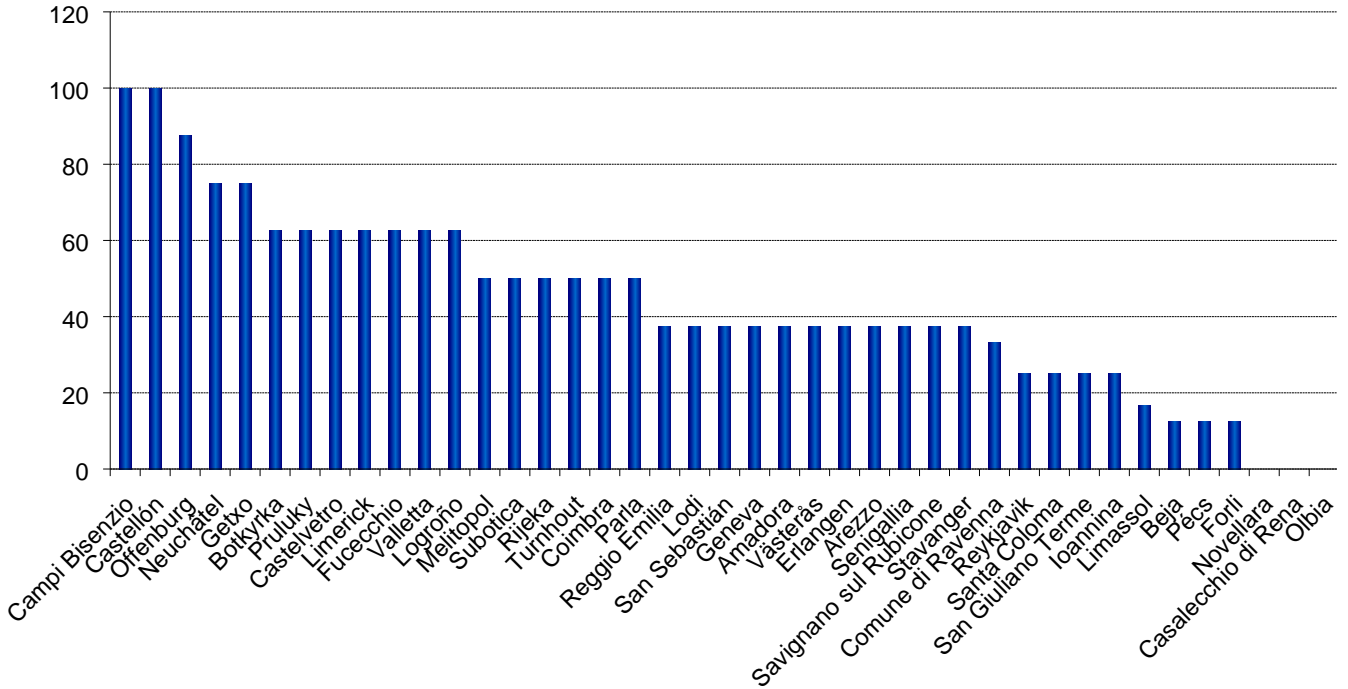
Moreover, the city should encourage the development of minority language on a local level. To support them, the city should finance a local radio podcast, channels in a minority language might be offered, as well as newspapers.

Tenerife, for example, supports projects that aim to give a positive image of the minority language. The "Salon del Libro Africano" (African book Salon) aims to discover African culture. Similarly, other cultural activities are led. For example, the "Festival del Cine Polaco" offers a unique opportunity to discover Polish culture through movies and documentaries. In addition, the municipality might wish to consider the introduction of a mother-tongue day, a day to celebrate minority languages. In Sabadell, for example, citizens celebrate the "*Día de la lengua maternal*", a special day to celebrate mother-tongues.

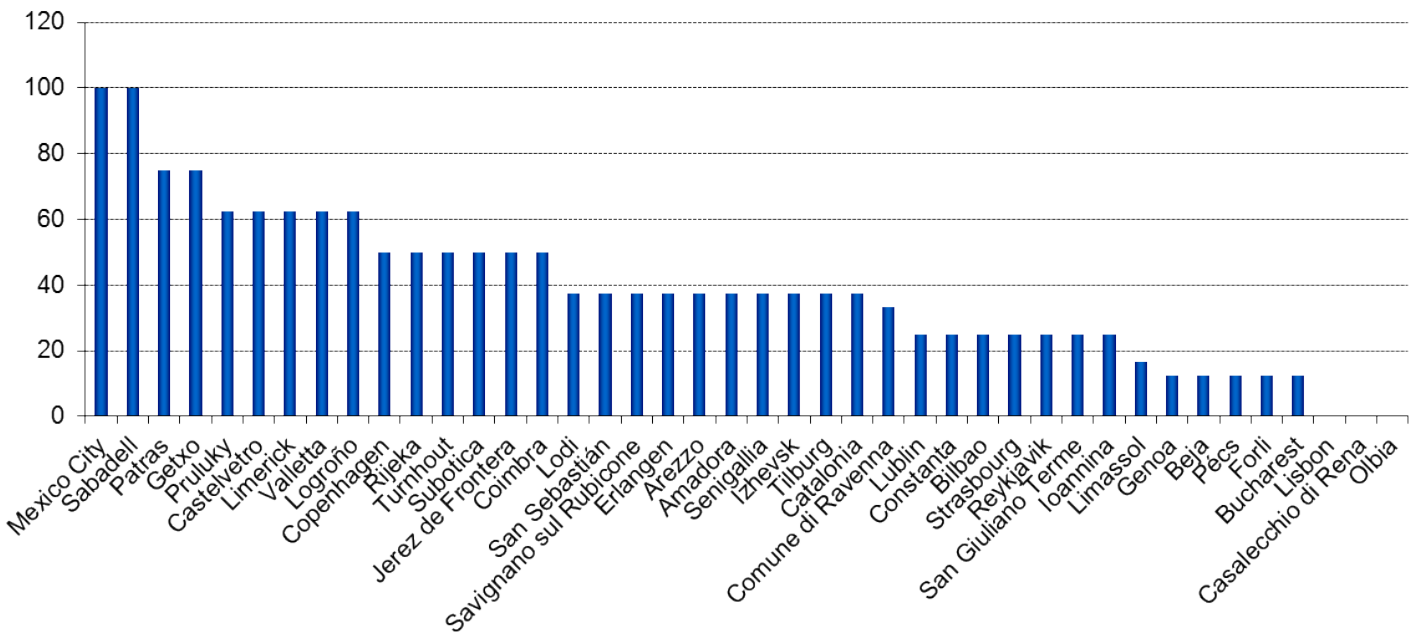
Another interesting programme comes from a Swiss Intercultural city, Zurich. Here, the municipality supports additional curriculum courses, called HSK Courses. These courses are offered by embassies, consulates as well as private organisations and they cover a range of topics including languages, history, geography, as well as minority cultures. Several of these HSK Courses are held in spare rooms in public schools, as part of the municipality support to private institutions providing language training.

10. Media policies

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



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



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

The city's media policy in 2013 is 17% , considerably lower than the city sample's rate of 46%. The city's rate has dropped from the achievement of 38% in 2011.

The city only occasionally promotes a positive image of immigrants and/or minorities in the media. In addition, the city does not provide support for advocacy and/or media training to mentor journalists with minority background. Equally, the city does not monitor how media describe minorities; on the contrary, the city should control and check what kind of information are released, in order to prevent any form of racism.

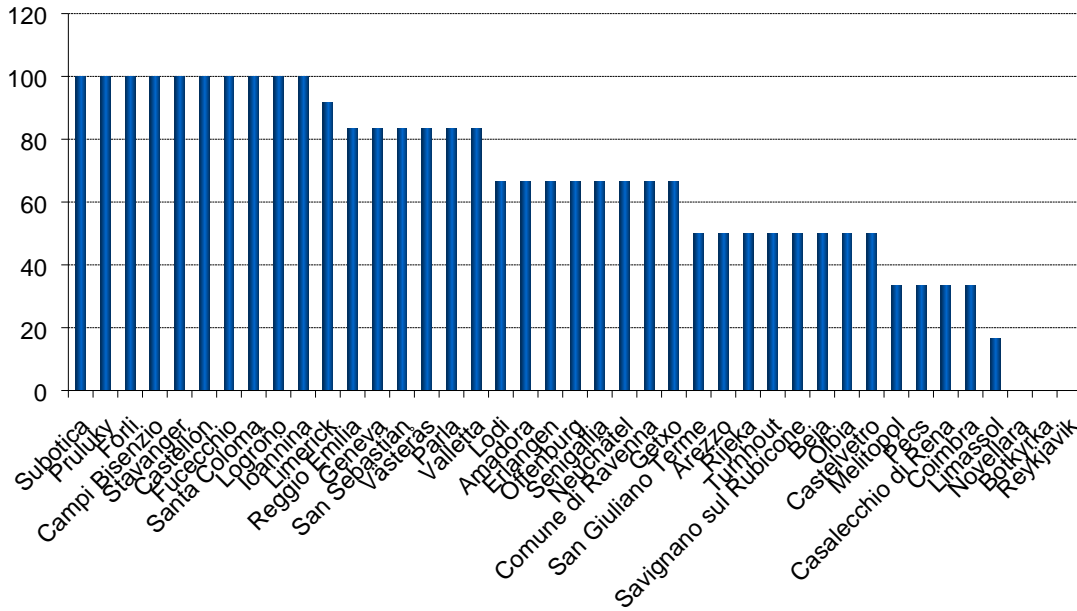
The city of Limassol could look up to Genoa, there, in fact, on a weekly basis the main local newspaper (Il Secolo XIX), publish a page in Spanish dedicated to the South American community. Plus, the radio channel Radio 19, has a specific daily programme in Spanish for the Latino community. This could be a start, consequently, the city might wish to take one more step expanding the languages, trying to include a wider range or public, bringing together more than one ethnic group.

In order for the media to pass a positive image of migrants and minorities, the city might want to organise an *anti-rumour campaign*, to raise awareness and to foster dialogue and mutual understanding. A newspaper column in a minority language, a radio podcast, or another media campaign would be a good way to stress the importance of harmony among citizens and highlight the importance of cultural diversity. The message that should pass across is to perceive diversity as an enriching element, a key factor of wealth and economic development.

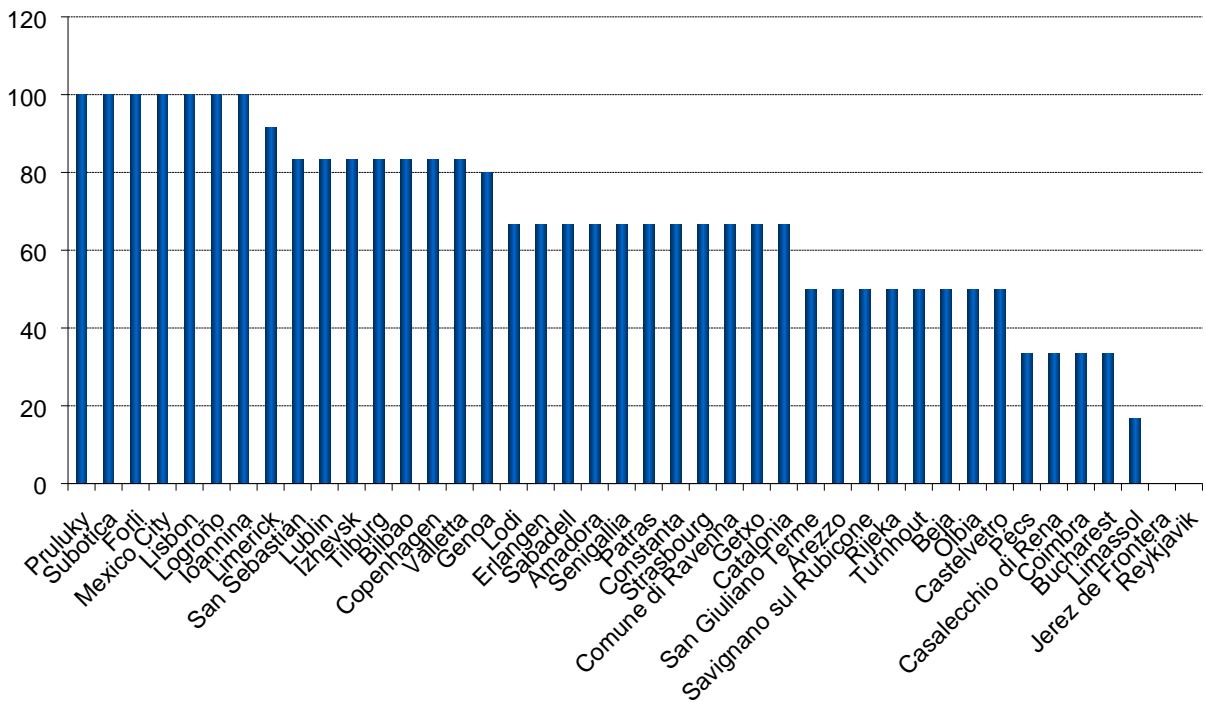
The city could follow Bergen's example of promoting a positive image of migrants and minorities in the media. The Norwegian city monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities in the city that is distributed to all households in the city.

11. International outlook policies

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



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



An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

The city's score for the open and international outlook is the 17% , it has been stable since the 2011, considerably lower than the city sample's rate of 71%. The city might wish to investigate the causes of a lack of improvements.

Even though the city has adopted a specific economic policy which fosters international cooperation towards an economic sustainability, there aren't agencies responsible to supervise and encourage the city to start international businesses. In addition, there are no specific financial provisions and the municipality does not encourage universities to attract foreign students, neither adopt strategies to encourage foreign students to take part in the city life and to stay after the end of the study.

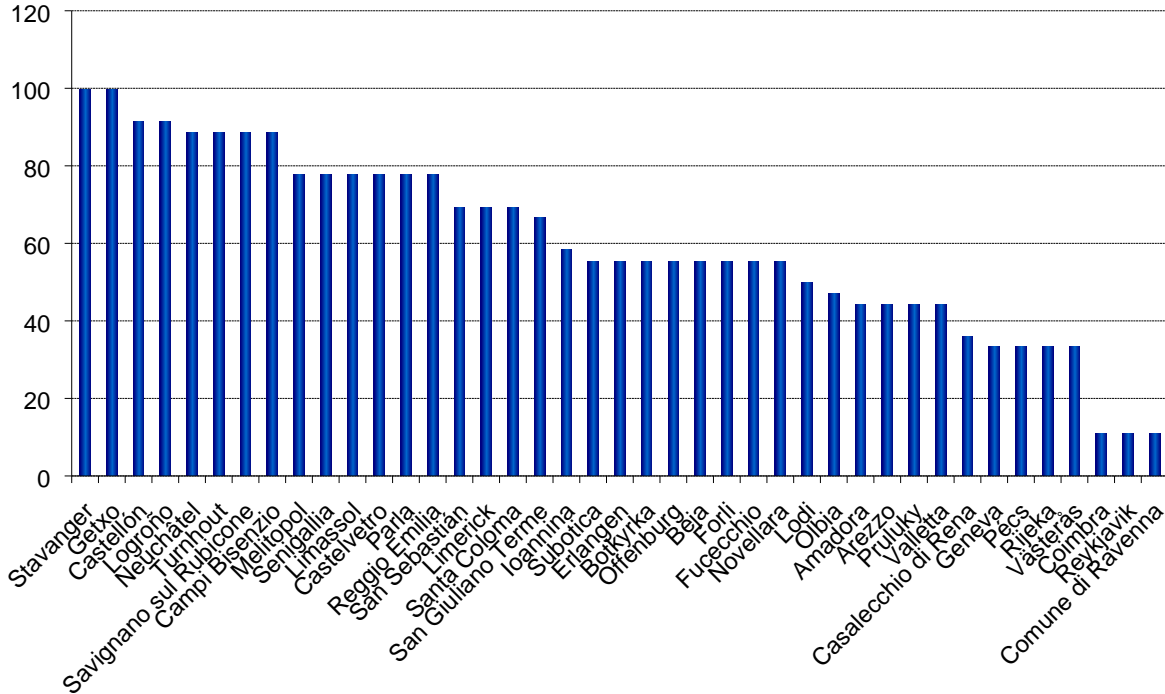
As a start to improve and encourage an open and international outlook, Limassol could define projects and/or policies to enhance economic relations (i.e. co-development) between the municipality and the countries of origin of its migrant groups.

Otherwise, the city could support the creation of social networks to encourage the integration of new residents into the city and also make it possible to establish economic bridges with their home countries. For instance, Barcelona creates instruments and meeting points that will facilitate contact and cooperation between the city's traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought.

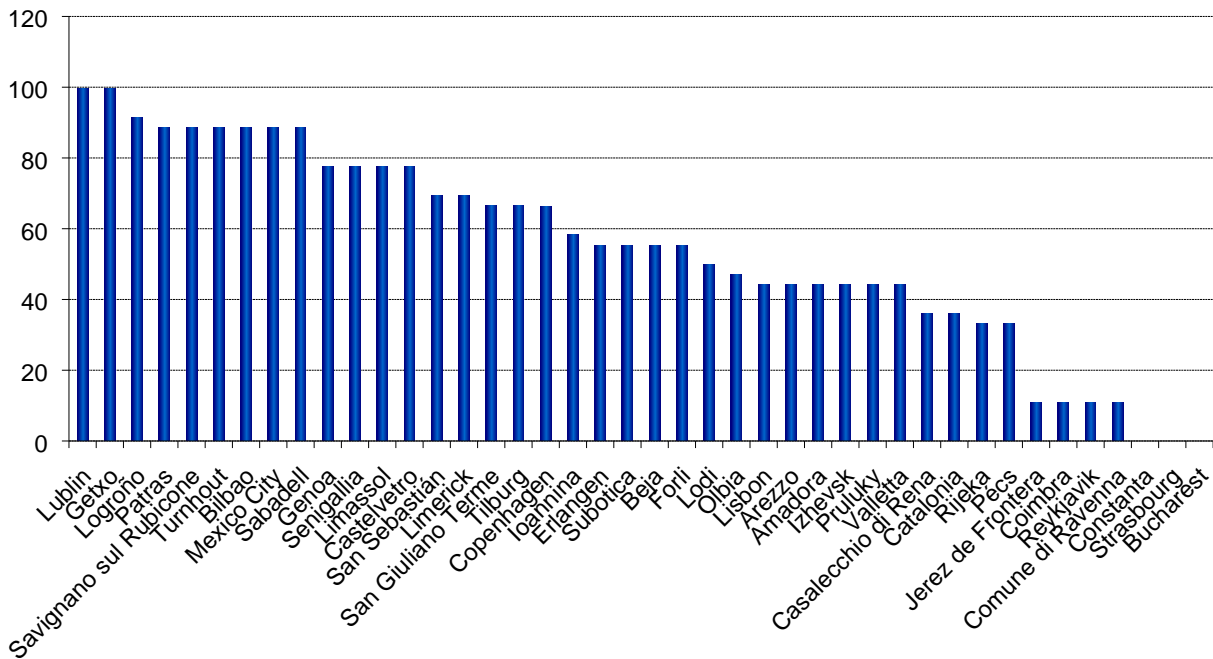
The city could also take into consideration Bergen's international plan which includes several policies to encourage intercultural cooperation. The Norwegian municipality allocated a budget and a specific department which has an international agency for internationalization.

12. Intelligence competence policies

ICC-Index - Intelligence/competence - City sample (inhabitants < 200'000)



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



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

The attainment rate of Limassol's intercultural intelligence competence policy in 2013 is of the 78% , which is extremely good compared to the 2011's result of 0% and the cities average of 63%.

According to the answers provided in the questionnaire, Limassol spreads information about city government/councils process of policy formulation and carries out surveys including questions about the perception of migrants/minorities. As it says: *"The results and outcomes of surveys carried out are discussed in the city council and if there are areas in which the council can intervene, decisions are taken"*.

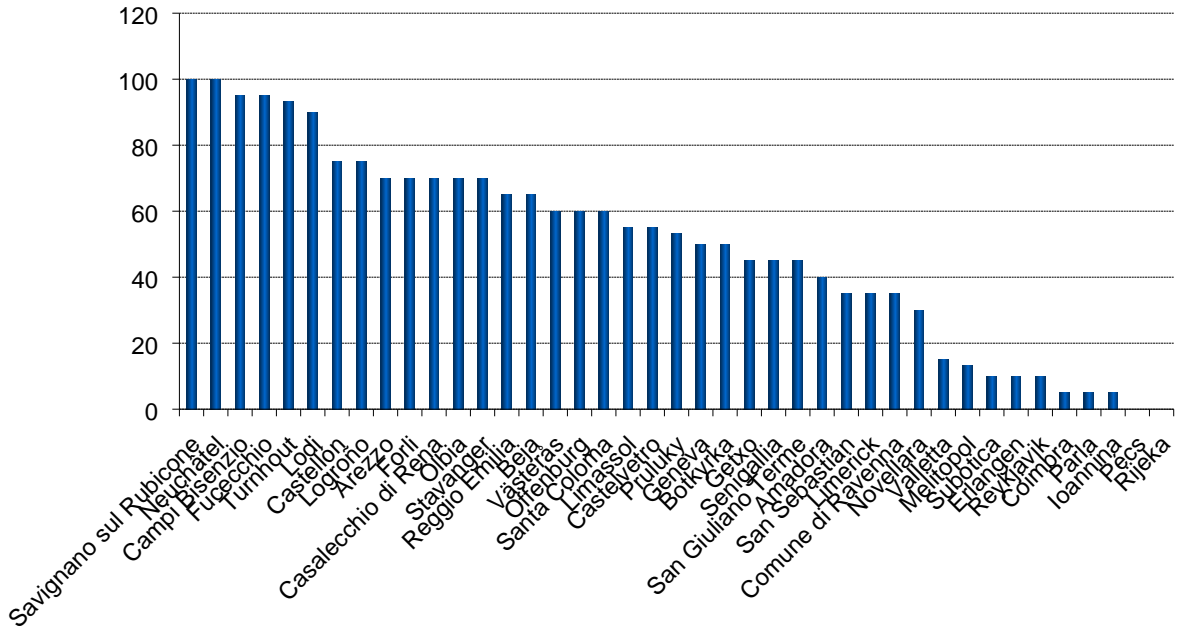
The city promotes intercultural competences through training courses. There are seminars organized for staff of local authorities, NGOs and academic institutions, etc. the city could also consider organizing seminars to spread information and knowledge while raising awareness on intercultural issues.

The city could look up at Getxo where it has been realized an *Observatory* called IKUSPEGI to monitor the migration phenomenon and to control the perception people have on the foreign population.

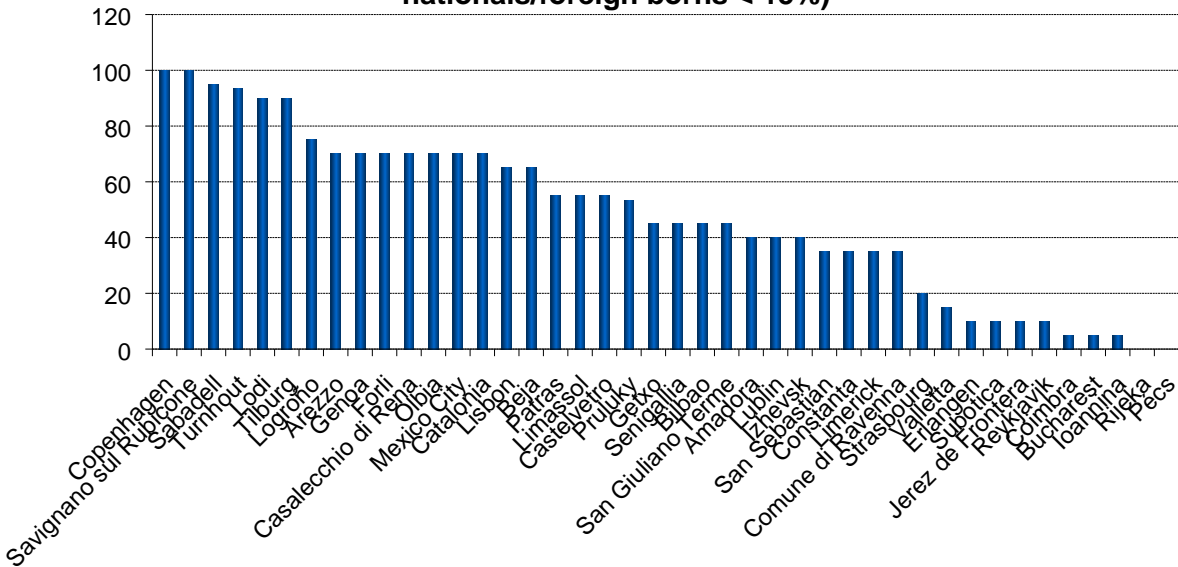
Alternatively, the municipality could also follow Constanta (Romania) that has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

13. Welcoming policies

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



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



People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree

to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.

The attainment rate of Limassol welcoming policy is the 55%. This result is good compared to the 54% of the City's sample and excellent compared to the 2011 result of 25%.

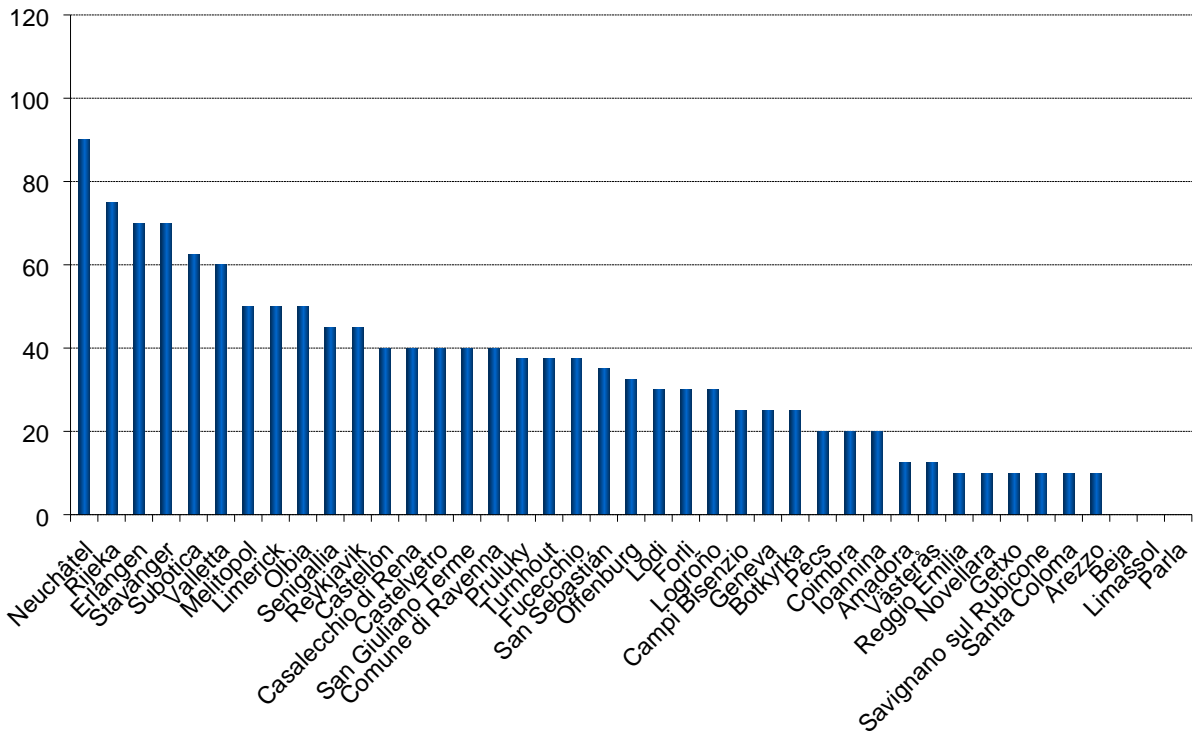
Although the increment, the city has not established an office to welcome migrants and newcomers to the city, yet does not offer a written guide. The city should consider the idea of printing a multilingual comprehensive city-specific package of information, for newly-arrived residents. This package would not only welcome new comers, but also would help them throughout the integration phase.

The city could consider establishing a special public ceremony to greet newly arrived residents in the presence of officials. On this purpose, the city could take example from Sabadell, where the city publically celebrates the arrival of new comers and it offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.

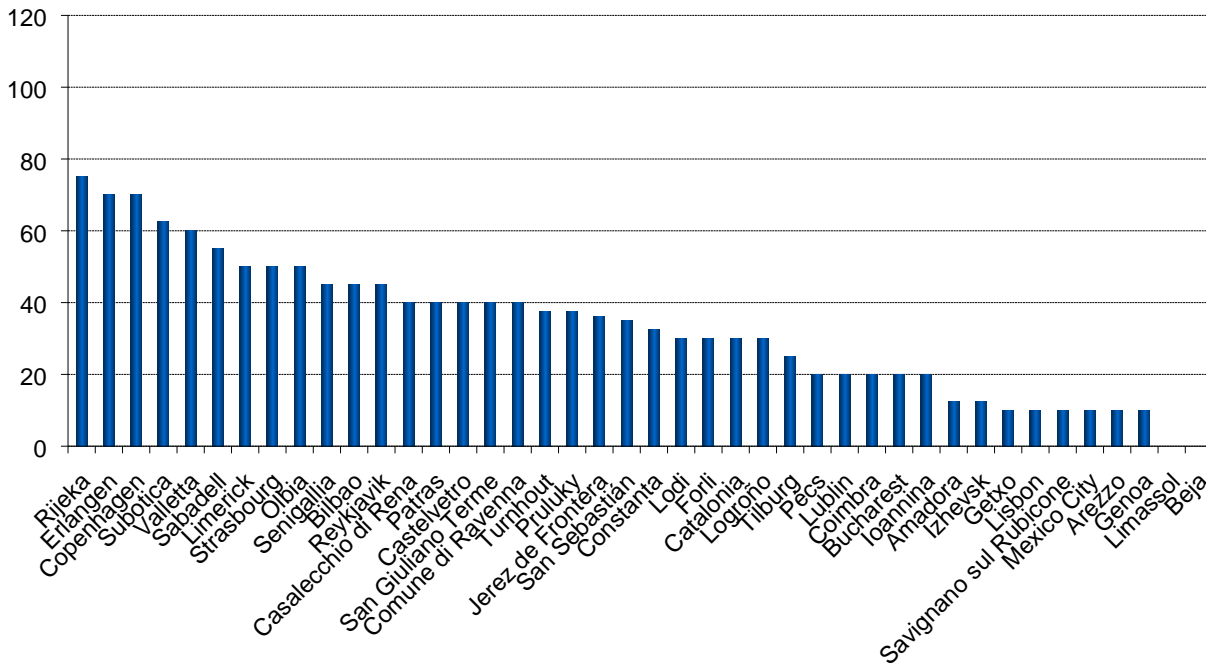
Another activity Limassol could follow comes from Bergen. In the Norwegian city there is a programme called Kaleidoscope that encourage cultural and social mix through art and sport activities. Bergen's cultural and civil life policies are full of events and activities in the fields of arts, culture and sport to encourage inhabitants from different ethnic groups to mix. Kaleidoscope (Fargespill) is an art project where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

14. Governance of diversity

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



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



Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.

The attainment rate of Limassol in the field of governance is of 0% , considerably lower than the 2011 result of 25% and even lower than city sample's rate of 34%.

Newcomers can vote once they have obtained the citizenship but politicians' ethnic background does not reflect the composition of the city population. Furthermore, the city has not established an advisory body that represents migrants and minorities. Along with that, the city never promotes initiatives to encourage and involve migrants to enter in the political life.

In order to improve the field of governance, the city could look up to Bergen's implementation of public policies whose aim is to take advantage of diversity. These governance policies are illustrated in a comprehensive action plan for integration, *Diversity brings Possibilities (Mangfold gir muligheter)*. Moreover, it has been established an Introduction Centre for refugees combined with courses for municipal employees in intercultural relations, and specialized work qualification and Norwegian language courses. Furthermore, the city has an independent council to represent all ethnic minorities at regional level (the city of Bergen means the 60% of the Hordaland county population), the Kontaktutvalget mellom innvandrere og styresmakter i Hordaland (Contact committee between immigrants and authorities in the Hordaland County). Regularly, Bergen city council promotes initiatives to encourage migrants/minorities to engage in political life. Before every election there is a campaign to encourage people from migrant background to participate. The city works with migrant communities to inform them about their rights and the election. There are also debates with leading politicians on topics chosen by migrant organisations.

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

The city does not monitor the activities to prevent discrimination or rumours and there isn't a specific service apt to support discrimination's victims. The municipality sometimes organizes initiatives to discourage negative feelings and/or negative perception towards newly-arrived. Probably Limassol could launch a campaign to encourage non-discrimination behaviour, discouraging racism and negative attitudes.

Limassol could follow Limerick's anti-rumour project encourages integration and inclusion in schools: each third-level institution has incorporated the Anti-Rumours project into an aspect of their courses and used the project as an assignment for part of a course. To name one, the Anti-Rumours approach has been included in the Development Education module run by Mary Immaculate College as part of the teacher training programme. The module encourages participants to take part in an external event and lists the Anti-Rumour workshops. Anti-rumour workshops have resulted in the development of an Anti-Rumours Education pack which can be used in Second-level schools throughout Ireland. Lastly, third-level students engaged in the Anti-Rumours campaign have started planning an Anti-Rumours Flash Mob / Performance in Limerick City centre.

15. Conclusions

Limassol's attainment rates are generally lower than the city sample's. The Index has shown that there is room for further improvements.

It is appreciable that the city scored a rate higher than the city sample in the following fields: cultural and civil life, commitment, intelligence and welcoming.

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

In view of the above, we wish to congratulate with Limassol for the efforts taken. Nonetheless, we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

16. Recommendations

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

- **Business and labour market:** The city should seriously take action to encourage businesses from minority ethnic/cultural economies, enhancing immigrants' participation in the local economy, and raises awareness of the important economic and social contribution of foreign-born entrepreneurs in the municipality. On this purpose, Limassol could look up to Bergen. In fact, the city of Bergen owns the organisation Business Region Bergen together with 22 other municipalities in the region and the county council. This organisation works to strengthen and develop trade and industry in the Bergen region, especially within the region's most important industries: Oil, gas, marine activities, maritime industry and tourism. Their goal is to contribute to sustainable and knowledge based growth, diversity and high level of employment in the region. They offer assistance to people who want to establish business in Bergen. At the same time, the City Council is working for the establishment of a service centre for work migrants in cooperation with regional state agencies (SUA). Regional politicians, trade unions, business organisations and the relevant regional state agencies are all united in the demand that a centre should be opened in Bergen. The city has promised funding towards such a centre in Bergen. There is also an appropriate office space available for the office in the regional tax office. The City hopes the new national government in Norway will open a centre in Bergen as soon as possible.
- **Governance:** Limassol might wish to consider the experience of Copenhagen that has introduced initiatives to encourage migrants in political life such as number of activities related to promoting youth participation in the local election in the fall of 2013. Moreover, a number of initiatives have been designed to address the challenge of political participation among minority youth groups (and youth in general), through the already mentioned youth advisory board. From 2014, the Employment and Integration Committee has allocated funds to start a youth organisation focusing on intercultural issues and active youth participation.
- **Media:** the city should: promote a positive image of immigrants and/or minorities in the media, provide support for advocacy and/or media training to mentor journalists with minority background and should monitor how media describe minorities. This form of promotions and control aims to check what kind of information are released, in order to prevent any form of racism.
- **Mediation:** To improve the field of mediation, the municipality could look up at Parla's idea of celebrating the World Day for Cultural Diversity for Dialogue and Development (according to the UN, the 21st of May), when the Mayor visits these places of worship and hold joint meeting. This is a perfect occasion to get to know each other, to bridge faith with politics and to attract the interest of participants.
- **International Outlook:** the city could support the creation of social networks to encourage the integration of new residents into the city and also make it possible to establish economic bridges with their home countries. On this

purpose, Limassol could encourage co-development projects with the major migrant groups' countries of origin.

Limassol may wish to look into further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database⁹.

⁹ <http://www.coe.int/en/web/interculturalcities/>