Lublin: Results of the Intercultural Cities Index analysis

Date: 15 August 2011
A comparison between 29cities

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 29 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora *(Portugal)*, Barcelona (*Spain)*, Copenhagen (*Denmark*), Donostia-San Sebastian[1] (*Spain), Dublin (*Ireland*), Duisburg *(Germany)*, Geneva (*Switzerland*), Izhevsk *(Udmart Republic, Russia)*, Limassol *(Cyprus),* Lisbon *(Portugal).* the London borough of Lewisham (*United Kingdom*), Lublin *(Poland)*, Melitopol *(Ukraine)*, Mexico City *(Mexico)*, Montreal *(Canada)*, Munich *(Germany)*,Neuchâtel *(Switzerland)*, Neukölln *(Berlin, Germany)*, Oslo *(Norway)*, Patras *(Greece)*, Pryluky *(Ukraine),* Reggio Emilia *(Italy)*, Rijeka (*Croatia*), Sechenkivsky *(District of Kyiv, Ukraine)*, Subotica (*Serbia*) Tilburg (*The Netherlands*), Turnhout (*Belgium*), Vasteras *(Sweden)* and Zurich (*Switzerland*).

This document presents the results of the Intercultural City Index analysis for the city of Lublin 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 66 questions grouped in 14 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods;

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[1] The Spanish city of Donostia-San Sebastian hereinafter referred to as San Sebastian

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.
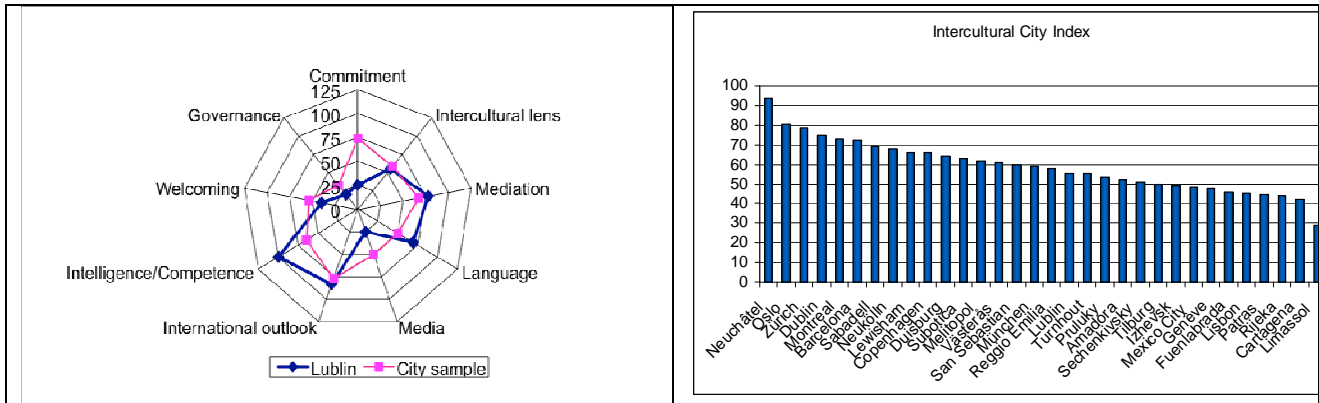
According to the overall Index results, Lublin is positioned 18th among the 29 cities in the sample in relation to the index as it stands at present.

Lublin-An overview

Lublin is the biggest city in eastern Poland with a population of 362,000. There are 1085 (officially registered) foreign residents in the city and some 3000 foreign students registered with Lublin universities and colleges. This does not reflect the numbers of ethnic minorities given the sensitivities and difficulties of data collection (in a nationwide census carried out in 2002 only 350 people responded to a question relating to nationality alone). The municipality is aware of 14 German minority residents, some 100 Ukrainians (these statistics vary given the growing numbers of migrants seeking employment and staying only for a period). There are some 30 Russians known to the authorities and some 40 Jewish people. In the province there are some 670 members of the Roma community. Lublin is now receiving growing numbers of new migrants and asylum seekers mainly from Asia and the Middle East, with the largest (and growing) group being Chechens. The municipality faces challenges in integrating some of these groups, as they tend to perceive Lublin as a transit city to the rest of (Western) Europe.

1. Commitment

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

The rate of achievement of Lublin's commitment policy goals is considerably lower than the city sample's[2]: only 26% of these goals were achieved, while the city sample's rate for commitment policy is 74%.

Lublin has adopted a number of initiatives which demonstrate its commitment to the intercultural approach. The city makes clear reference to its intercultural commitment in the city's speeches and communication. It has launched an official webpage for diversity and interculturality. Local citizens who have done an exceptional thing to encourage interculturalism in the local community are acknowledged. There is no specific award or prize for them but the city regularly hands out general awards to reward them.

We invite Lublin to formally adopt a public statement in favour of diversity, peace and co-existence. The city could consider the following commitment initiatives of other cities. The city of Oslo (Norway) declared itself an open and inclusive city in 2001. The policy name is OXLO-Oslo Xtra Large. The declaration "Oslo-a city for all" passed by a unanimous city council states: "Oslo is a city where all citizens are of equal value. The city's citizens are its most cherished resources. We are all citizens with different ethnic, cultural and religious backgrounds, and have the same fundamental values, duties and responsibilities. (…). The municipality aims to mirror the diversity of its population, among its public servants and leaders, and in the services it provides". In the Dutch city of Tilburg the official statement of the goal of the city's intercultural policy reads as follows: "Each resident of Tilburg, regardless of his or her background, forms part of the community of the city of Tilburg, shoulders the responsibility to keep the quality of life of this city, and acts upon it. At the same time we admit and appreciate the diversity of the people of people and groups in the city, because we are all residents of Tilburg". Finally, the city council of Neukölln (Germany) was awarded by the German Federal Government the title "Place of Diversity" and with this it 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-Sud".

Lublin might also consider ameliorating its commitment initiatives by designing an intercultural strategy and developing an action plan to put it in practice. An interesting example of such an initiative has been introduced by Dublin city council. Here an action plan was constructed around five themes: promoting equality, by setting equal access, participation, outcome and conditions, for all actions that achieve redistribution, representation, recognitions and respect; preventing racism, exclusion, restriction or preference; promoting interculturalism, interaction,

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[2] The term "city sample "refers to the weighted average of the 21 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

understanding and integration; promoting and protecting human rights and principles that are true for all peoples; and preventing poverty, that is, enabling people to attain a standard of living (material, cultural and social) to participate equally in society.

Another example in this area has been put into practice by the city council of Gallaway (Ireland). The city has declared itself an intercultural city and set out an "intercultural framework" in its three year strategy "Towards a City of Equals". It has an action plan around five themes: enhancing protection against racism; ensuring economic inclusion and equality; accommodating cultural diversity in service provision; recognition and awareness of cultural diversity and racism; as well as enhancing the participation of culture and ethnic minorities in Irish society.

Lublin might consider designing an evaluation process for its intercultural strategy and action plan. An interesting example of such an initiative has been developed by the UK government in order to asses the impact of community cohesion and conflict prevention policies. It has been devised as a four step process. The first stage- information gathering-identifies: "What is the activity to be assessed and in what area will it have an impact"? Stage two of the preliminary assessment involves identifying the "aims" and "benefits" of the activity. The third stage-the full impact assessment-involves "clarifying the aims and process of the activity". Finally, the last step in this model is to develop an "action plan".

The Dutch city of Tilburg has also put into practice a similar initiative. The city undertook a complete reassessment of the offer and performance of public services in the light of citizens' expressed wishes and needs. The result was public services which are much more flexible, client-centred, result oriented, evidence based, responsive and effective.

According to the answers provided in the survey, Lublin is also "seriously considering" setting up a dedicated cross-departmental co-ordination structure to be responsible for its intercultural strategy and action plan. In this area the Spanish city of Vic may be a source of inspiration and learning for the future. Here, three councillors oversee the intercultural relation policies. Several services including the education, welcome office, police, mediation teams, the department for employment and social integration are involved in a coordinated system which allows for a personalised follow up of newly arrived migrants with specific needs and mainstreams integration and intercultural relations across all of the city services and departments.

The French city of Lyon has put into practice a similar initiative. Here, a task force composed of political officials with different portfolios, institutional representatives and civil society members have revised city policies as of 2010 and propose changes in order to ensure that these policies promote equality of opportunity, non-discrimination and positive recognition of cultural diversity. The task force is supported by a secretariat, which requests studies and takes policy initiatives. It set up an evaluation process and an observer monitors the impact on the ground.

2. Education[3] policies through an intercultural lens

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

The analysis shows that Lublin's education policy achievement rate is considerably higher (75%) than the city sample's rate (65%).

In none of the local primary schools do almost all pupils come from the same ethnic background. Lublin's schools involve parents from migrant/minority backgrounds in daily school life. The ethnic background of teachers does mirror the diverse population of local

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[3] 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)

schools. The city has launched a policy to increase ethnic/cultural mixing in the city's schools. It has laid down an obligation for schools to operate mixed classes thus integrating Romani children with children from the majority ethnic group in the classroom. The city is also promoting integration of Roma and Polish children through common school trips and material support for Romani children.

Lublin might consider ameliorating its intercultural education approach by further promoting local schools which carry out intercultural projects. An interesting example of such an initiative has been put into practice by the Italian city of Reggio Emilia. Here, intercultural laboratories are held in secondary schools to stimulate a positive approach to diversities by young people and explain how stereotypes and prejudices that many lead to discriminatory behaviour are formed. There is also a project to make seven short films with secondary schools to reflect on themes such as intercultural dialogue/non dialogue. Finally, schools in Reggio Emilia have developed an intercultural calendar and each date is celebrated, with parents talking in front of children about their traditions.

3. Neighbourhood policies through an intercultural lens[4]

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.

Lublin's neighbourhood policy indicators are lower (45%) than the city sample's rate (61%).

In none of Lublin's neighbourhoods a vast majority[5] of residents comes from the same ethnic background. In none of the city's neighbourhoods a vast majority of inhabitants comes from minority ethnic groups[6].

Lublin encourages residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds.

Lublin has taken a few actions to promote interaction within neighbourhoods. The 'A Gypsy is your neighbour" programme includes the organisation of a mixed Roma/Jewish pilgrimage to South Poland as well as children's trips. Another project called "Safe Haven" aimed at the integration of refugees includes, amongst others, education and integration activities for the inhabitants of the neighbourhood. The city could consider further promoting interaction within Lublin's neighbourhoods. In so doing it could take note of the following neighbourhood initiatives of other cities. For instance, Tilburg (The Netherlands) supports ideas for creating more meeting places and therefore lets neighbourhoods apply for making benches, or "social sofas". The inhabitants state where they want to place them and how they should be designed. In addition, through the "enrich your neighbourhood programme", Tilburg's residents can ask for some money to organize special activities in their own neighbourhoods.

The Spanish city of Barcelona has put into practice a similar initiative. Here, civic centres, libraries and sports facilities aid interaction within the city's neighbourhoods. Youth and women's groups also promote participation of the city's different ethnic groups to foster interaction. Finally, Barcelona has put into practice specific initiatives to attract migrants' participation and enrolment in non-governmental organizations.

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[4] 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.
[5] For the purpose of this report, a "vast majority" refers to a situation where more than 80% of residents come from the same ethnic background.
[6] By "minority group" we understand a subordinate group whose members have significantly less control or power over their own lives than the members of a dominant or majority group have over theirs. (ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

Even though Lublin doesn't have at present neighbourhoods where there is a concentration of minority communities, it could consider the following example provided by the city of Zurich to avoid possible ethnic concentration in the future. In Zurich a large proportion of the city's inhabitants live in rented accommodation. 25% of the rented flats are provided by the city or through housing associations which have implemented an allocation policy. The city's allocation scheme includes achieving a "good mix" between different social groups as one of the initiative's criteria.

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 Lublin's public services policy achievement rate is higher (50%) than the city sample's rate (43%).

The ethnic background of public employees reflects the composition of the city's population. Most of the people working on international affairs in the city office have a migrant/ minority background. Lublin also employs one person from the Roma community as a Roma education assistant. A specific recruitment strategy ensures that the ethnic background of public employees reflects the composition of the city's population. The city also encourages intercultural mixing in the private sector labour market. Lublin provides two out of the four services listed in the Intercultural Cities index which are tailored to the needs of the ethnic/cultural background of its citizens: it offers funeral/burial services, as well as PE and swimming classes that meet the needs of Romani women in response to culturally-based requests.

Lublin may wish to build upon its services which are tailored to the needs of the ethnic/cultural background of its citizens.

We invite the city of Lublin to consider the following initiative launched by Tilburg (The Netherlands) in this area. This practice was introduced due to the city's growing concern that migrants were unable to get care adapted to their culture when they became elderly. Now the housing corporations in Tilburg build old people's homes for specific groups, like elderly from Suriname and from Turkey. The policy is general when possible, specific when needed.

Another interesting example of such a practice has been jointly introduced by Neukölln City Council's Department for Social Affairs and Housing working together with the migration service of Caritas (a social welfare institution of the Catholic Church in Germany). This was introduced after a campaign for cultural-sensitive care for senior citizens. In this particular case, the staff of the service for senior citizens was familiarized with culture sensitive services for senior citizens in the framework of information and sensitisation events. An important issue was to attract migrants for voluntary participation in the social committees.

5. Business and labour market policies through an intercultural lens

Lublin's business and labour market policy indicators are higher than the city sample's: 50% of these goals were achieved, while the city sample's rate for business and labour market policy is 43%.

Lublin encourages "business districts/incubators" to facilitate inhabitants from different cultures to mix more easily. For instance, a trans-boundary labour market support centre- the Municipal Labour Office- has been set up in cooperation with the Nowy Staw Foundation. The city has put into practice a program which included workshops, classes and courses to address employment issues of the Roma community. It trained 20 people in 2008. Lublin has also signed a charter which outlaws discrimination in employment.

Lublin may also wish to build upon its business and labour market initiatives, for instance by prioritising companies which implement a diversity strategy when procuring their goods and services. The city of Amsterdam (The Netherlands) may provide a source of learning and inspiration in this area[7]. Here, "Social Return on Investment", which is designed to include social obligations in public contracts, started as a pilot project in 2007 in Amsterdam's South East District. In particular, contractors are asked to use the money generated by the contract to offer employment opportunities to people who are excluded from the labour market, including migrants.

A similar initiative has been launched by the London borough of Lewisham (United Kingdom). Here, if a company does not implement a diversity strategy, Lewisham supports it through the Business Advisory Service to implement one.

Lublin's business and labour market policies may also benefit from encouraging ethnic/cultural minorities businesses to move beyond localized economies to enter into the main stream and higher-value added sectors.

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

Lublin's cultural and civil life policy goal achievement rate is higher (85%) than the city sample's rate (78%).

Lublin has implemented the following policies in cultural and civil life. It does use interculturalism as a criterion when allocating grants to associations. 25% of all its grants go to associations and initiatives based on the interculturalism criterion. Cultural organizations which deal with diversity and intercultural relations in their productions are also promoted. Lublin also organises events and activities in the fields of arts, culture and sport to encourage inhabitants from different ethnic groups to mix. Finally, Lublin organises public debates and campaigns around the topics of diversity and living together.

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[7] This particular example comes from: Integrating cities DIVE: "Cities accommodating Diversity; Find Recommendations from the peer review project "Diversity and Equality in European Cities"

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 Lublin's public space policy goals is much lower than the sample city's: 38% of these goals were achieved, while the sample city rate for public space policy is 67%.

According to the answer given in the survey, there are some areas in the city which have a reputation of being "dangerous". However, none of the areas in the city are dominated by one ethnic group and make other inhabitants feel unwelcome. An interesting example of an initiative in this area has been put into practice by Zurich. This Swiss city frequently conducts representative surveys which also include questions on perceptions of danger in the public sphere. On the basis of the results, the city takes actions when deemed necessary. It is worth noting that in the city perception of danger varies between socio-demographic groups, for instance according to age and class bracket. Lastly, perceptions of danger in public spaces do not always reflect the reality. Zurich may be a source of learning in this respect.

In Lublin, the local government promotes intercultural mixing in squares and through events dedicated to minority groups' heritage/ culture in its public spaces. For instance, one of the city's theatres has developed events in Lublin's public spaces which involve the wider community as well as various religious communities. Furthermore, when reconstructing an area, Lublin's city Council proposes different forms and places of consultation to reach out to all of the city's inhabitants regardless of their diverse backgrounds.

We invite Lublin to build upon its existing public space initiatives, for instance by taking into consideration the ethnic/cultural backgrounds of its citizens more frequently when designing and managing new public buildings or spaces. An interesting initiative in this field has been implemented by the London borough of Lewisham. In Pepys Park young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

Another useful example comes from the Portuguese city of Amadora. Here, after 284 fires broke out in Casal do Silvia, one of the city's neighbourhoods, the local authorities designed new playgrounds, recreational, educational and socio cultural facilities whilst taking into consideration the ethnic/cultural backgrounds of the city's inhabitants.

Lublin may wish to promote intercultural mixing in the city's markets. A useful example of such an initiative has been jointly put into practice by the Vienna Chamber of Commerce and the city council. Ottakring is a neighbourhood on the outskirts of Vienna, with more than 50 nationalities including Pakistanis, Turks, Maghrebians, and Egyptians, who make up 36% of the total population of 8,000. During the late 90's the once popular historic market of Brunnengasse faced a chronic decrease in visitors. Most of the bordering ground floor premises also became vacant and were used for storage or occupied by industries with no relation to the market, such as betting shops. In response, the Vienna Chamber of Commerce and city council

decided to allocate all empty shops to artists rent free. Dozens of artists blended into the life of the neighbourhood and ran numerous projects in association with local shopkeepers and residents, ranging from providing services (sign painting etc) to innovative and unusual projects.

Lublin may also wish to promote intercultural mixing in the city's libraries. An interesting initiative in this area has been launched by the Danish capital Copenhagen. Here, the city's libraries host various events for minority groups including reading, discussions on foreign literature, poetry competitions and movie screenings. These events take place in various minority languages including Turkish, Persian and Urdu.

8. Mediation and conflict resolution polices

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 Lublin's mediation and conflict resolution policy achievement rate is much higher (78%) than the city sample's rate (67%).

The municipality and various non-governmental organizations within the framework of various projects carry out mediation services. The city provides mediation services in places such as hospitals, as well as in neighbourhoods and on the streets. Finally, Lublin has set up an organization which deals specifically with inter-religious relations.

9. Language[8]

Lublin's language policy achievement rate is much higher (69%) than the city sample's rate (50%).

The city provides specific language training in the official languages for hard-to-reach groups[9]. The city offers financial support to minority newspapers and radio programmes. For instance, a radio programme is broadcasted in English for foreign students. Lublin also encourages projects which give a positive image to minority/migrant languages. For example, the city has offered financial support to the Polish-Ukrainian Poetry Declamation contest as well as the Multicultural Lublin festival. Finally, the city also offers teaching in immigrant/minority languages to migrant children as part of the school curriculum.

Lublin may wish to ameliorate its language policies in the future, for instance by ensuring that all the city's citizens are eligible to receive training in immigrant/minority languages. In this area, Lublin may wish to consider an initiative put into practice by Reggio Emilia (Italy). In order to help families preserve the competence of migrant children in their mother tongue language, in two schools in Reggio Emilia there are classes in the native languages of children and, in parallel, their parents learn Italian.

The Swiss canton of Neuchâtel has put into practice a similar initiative. Here, volunteers in the Neuchâtel intercultural library are convinced that the provision of books in a range of languages-both to individual users and through schools-helps migrant children learn French. Parents read to their children in their native language and this affirms their role and authority as educators (which is threatened by an insufficient command of the host language). This in turn reinforces the children's interest in reading and learning altogether and encourages the acquisition of the native language.

Another useful example comes from the London borough of Lewisham. Here supplementary schools supported by the borough provide mother tongue language and cultural schooling.

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[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://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)
[9] The term makes specific reference to non-working mothers, the unemployed, as well as retired people

There are also national events such as Black History month and Refugee Week that also include language promotion.

Lublin may wish to supports private/civil sector institutions which offer language training in migrant/minority languages. Zurich may provide a source of learning and inspiration in this respect. In Zurich additional curriculum courses, called HSK Courses, are offered by embassies, consulates as well as private organisations. These courses cover a range of topics including languages, history, geography, as well as minority cultures.

A similar initiative has been launched by the Ukrainian city of Melitopol. Here, the city supports cultural associations of ethnic communities which provide, inter alia, language courses open to everyone- including people of other ethnic and linguistic backgrounds- and many such people attend the courses.

10. Media policies

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

25% of Lublin's media policy goals were achieved while the city sample's attainment rate for these goals is 51%.

Lublin could consider promoting a positive image of migrants and minorities in the media through targeted press meetings and dedicated newspaper columns. To ameliorate its performance in this area, Lublin could take note of an interesting initiative developed by Reggio Emilia. This Italian city has run several pro-diversity workshops involving special editions of local newspapers and TV Sports. They have created a directory of reference persons for media to enlarge the view-points expressed in the media.

Lublin may wish to take note of another initiative launched by the Danish capital Copenhagen. This city has carried out a 3-year campaign (We Copenhageners) among others with the aim of acknowledging and celebrating diversity. A part of this campaign has been directed towards the media and there has been substantial press coverage as a result.

The Swiss canton of Neuchâtel may also be a source of inspiration in this respect. "Vivre içi en venant d'ailleurs" is an initiative which promotes migrant groups participation in their communities. It seeks to promote a more positive image of migrant communities than achieved through normal media channels. A double media strategy is implemented through written press and a radio station. Articles as well as broadcasted shows are produced on the life a local migrant, his/her migratory journey or the political and historical situation of the foreigner's country of origin.

A club in the French city of Lyon has put into practice a similar initiative. The Diversity Club of Lyon, set up by professionals of migrant background, organised in 2009 the diversity awards event in cooperation with the largest regional newspaper, "Le Progres", in order to highlight pro diversity initiatives and actions. The event was attended by 2000 people and was followed by a special supplement in "Le Progres". It has now become an annual award.

In addition, the London borough of Lewisham may be a source of learning in this respect. Here, the council publishes a magazine entitled "Lewisham Life". It covers the diversity of the borough and official pictures are selected to ensure they represent the variety of the population.

Lublin may wish to further explore possible media policies, for instance, by providing advocacy/media training/mentorships for journalists from minority backgrounds. An interesting example of such an initiative has been implemented by Oslo city council. Among journalists, editors, and media researchers operating in Oslo, there is now a growing awareness about the

role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the recruitment of journalists with ethnic minority background.

Lublin may also wish to monitor the way in which minorities are portrayed in the local media. The Spanish city of Barcelona may provide a useful example in this respect. Barcelona has launched a website, in collaboration with 60 city organizations, to combat clichés and stereotypes about cultural diversity. False stereotypes and rumours, such as immigrants abusing public spaces or not paying taxes, are just some of the perceptions the city council wishes to eliminate through its programme to fight cultural diversity stereotypes. The programme, which comes under the Barcelona Intercultural Plan, envisages creating an anti-rumours website along with a first of its kind Anti-Rumors Manual featuring useful data and information to debunk these ideas. The website will publicize awareness-raising material, organize participatory activities for people to reflect on the concepts of rumours and stereotypes and analyse how the media treat cultural diversity.

Finally, Lublin may wish to build upon its media initiatives, for instance by instructing its information services to promote harmonious intercultural relations. Copenhagen (Denmark) has put into practice a pilot project "Equality in Communication". Its aims are to ensure that the city's communications reach all of its inhabitants on an equal footing. The best practices from this pilot programme will be rolled out in the city's communication policies.

11. International outlook policies

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.

Lublin's international outlook policy indicators are higher (83%) than the city sample's (77%).

Lublin has put into practice some policies to encourage international co-operation. A specific financial provision has been introduced to achieve this objective. The city supports local universities in order to attract foreign students, and ensures that foreign student populations take an active part in the city life. The city has promotes cultural cooperation. For instance, the city has established "Closer and closer", the Euro- regional Information and Cultural Cooperation Centre, with a view to providing ongoing support to trans-border cultural cooperation between Lublin, Lutsk in the Ukraine, and Brest in Belarus. The centre operates as an entity of the municipality of Lublin. It has an important role in bringing cultural institutions and organisations of the three towns together by exchanging information on current cultural events and organising trans-border cultural projects. Finally, the city develops projects and policies for economic relations with its migrant populations' countries of origin.

Lublin may wish to build upon these policies, for example by setting up an agency to monitor and develop Lublin's openness to international connections. Västerås may provide a useful source of learning in this respect. This Swedish city has set up an International Coordinator and Diversity strategist in its Welfare and Labour Unit which is part of the City's management office.

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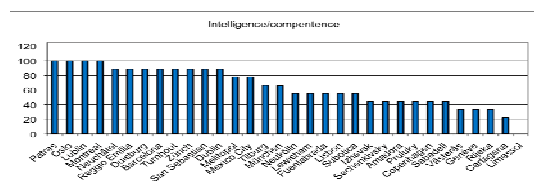
A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one mode of behaviour on all situations.

The attainment rate of Lublin's intelligence competence policy goals is much higher (and indeed at the maximum rate) than the city sample's: 100% of these goals were achieved, while the city sample rate for intelligence competence policy is 64%.

The city has adopted the following best practice recommendations in its intelligence competence initiatives. Information regarding diversity and intercultural relations is mainstreamed to inform the city when formulating new initiatives. For instance, information is mainstreamed through the city's website as well as through annual reports of its activities. Lublin also promotes the intercultural competences of its officials and staff through interdisciplinary seminars, information networks and training courses. These are jointly organized by the Volunteer Centre and the city's foreign office. The city also offers intercultural training for teachers, the police force as well for non governmental organisations who are in regular contact with refugees/ migrants and minority communities. Finally, Lublin conducts surveys to find out how inhabitants perceive migrants/minority groups.

13. Welcoming policies

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 Lublin's welcoming policy goals is lower than the city sample's: 40% of these goals were achieved, while the city sample rate is 54%.

Lublin has implemented various welcoming policy instruments. For instance, the city has set up a designated agency to welcome newcomers. Lublin has published a comprehensive package of information to aid newly arrived foreign residents. The city's services and agencies provide support tailored specifically for students, refugees and migrant workers. The 'Rule of Law' foundation has launched a "Lawyers for Refugees" programme. Lublin's Centre for Refugees provides educational and integration programmes which are carried out by the Voluntary Centre in Lublin. In addition, the municipal family aid centre offers social aid for foreigners and refugees.

We invite Lublin to consider the following welcoming initiative as implemented by Tilburg city council (The Netherlands). Here, each new migrant resident has to follow the integration programme, which is a combination of getting work and courses about Dutch language, history, culture etc. Each month there is a special ceremony in the town hall for the people who passed the exams of the integration programme. Each month the alderman can congratulate about 30 people. Once a year, a great party is organized by the municipality for all new residents.

Copenhagen city council (Denmark) has also introduced a similar initiative. In Copenhagen, foreign students are invited to participate in a welcome reception at the City Hall with other expats. Here they can meet city officials, local associations and hear about cultural offers of the city. The Lord Mayor of Culture and Leisure officially welcomes participants to Copenhagen at the reception.

Lublin may wish to consider setting up a designated agency to welcome newcomers. Zurich may be a source of learning in this respect. This city has also set up a welcome desk which offers counselling services as well as providing German language training.

14. Governance policies

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

20% of Lublin's governance policy goals were achieved while the city sample's attainment rate for these goals is 34%.

In Lublin, newcomers are eligible to vote in local election "after a certain period of residence in the city". Lublin may wish to further explore possible governance policies by actions to improve the representation of migrants in the city administration. An interesting example of such an initiative has been introduced by the UK-based operation Black Vote which has set up a scheme in Liverpool. It allows young migrants to shadow established local politicians, so they better understand what the job involves and it encourages them to engage in politics.

Lublin may wish to further explore possible governance policies by creating an independent political body to represent all its ethnic minorities. An interesting example of such an initiative has been put into practice by Leicester (United Kingdom). Here, the Multicultural Advisory Group is a forum that coordinates community relations, with members representing the council, police, schools, community and faith groups and the media.

Lublin may wish to further explore possible governance policies by establishing standards in the representation of migrant minorities in mandatory bodies which supervise schools and public bodies.

15. Conclusions

In some intercultural strategy areas, Lublin does much better than most other cities in the sample. Its leading practices can provide useful insights and examples to other cities in the field of: education, public services, business and labour market, cultural and civil life, mediation and conflict resolution, language, international outlook and intelligence competence practices.

16. Recommendations

Lublin needs to make progress in relation to its commitment, neighbourhood, public spaces, media, welcoming and governance practices. The city may wish to look into some of the 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 database[10].

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[10] http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance_en.asp