Rijeka: Results of the Intercultural Cities Index

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A comparison between 29 cities

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 Rijeka 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

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

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.
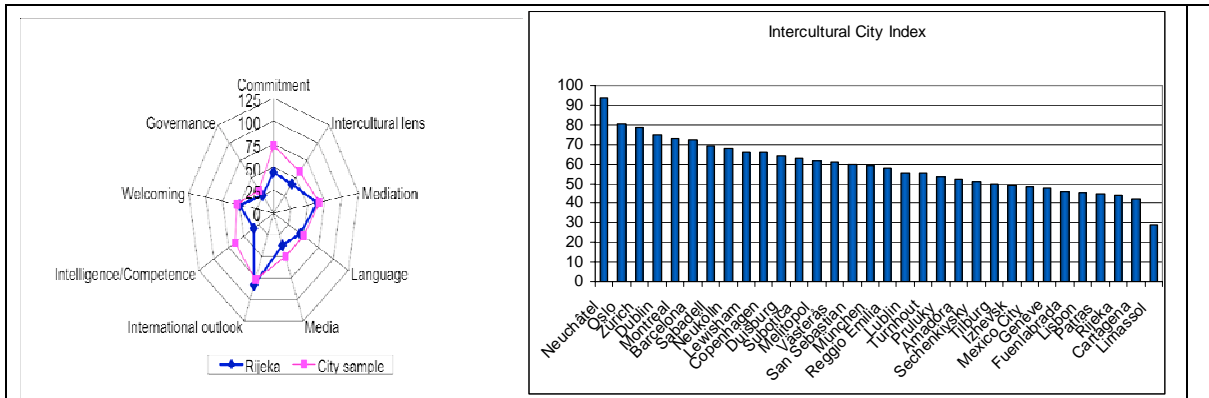

According to the overall Index results, Rijeka is positioned 28th among the 29 cities in the sample in relation to the index as it stands at present.

Rijeka -An overview

Rijeka is a Croatian city. It has a population of 144,403 inhabitants. The largest majority group- people from Croatia make up 80.39% of Rijeka's population. Non-nationals make up 5.05% of Rijeka's total inhabitants. The smallest minority group- people from Serbia- make up 6% of the city's population.

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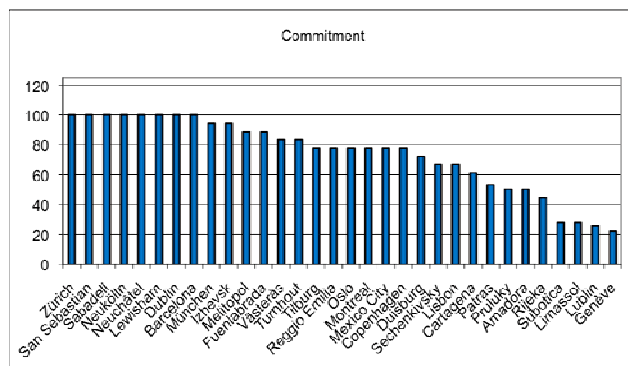
The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.

The rate of achievement of Rijeka's commitment policy goals is lower than the city sample's[2]: 44% of these goals were achieved, while the city sample's rate for commitment policy is 75%.

Rijeka has adopted a number of initiatives which demonstrate its commitment to the intercultural approach. The city council has launched an official webpage for diversity and interculturality. Rijeka has a dedicated cross-departmental co-ordination structure which is responsible for its intercultural strategy and action plan. Local citizens who have done an exceptional thing to encourage interculturalism in the local community are acknowledged. Rijeka also makes clear reference to its intercultural commitment in the city's speeches and communication.

We invite Rijeka 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 Neukolln (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-"Neukolln-Place of Diversity" is set up visibly on the square in front of the underground station "Britz-Sud".

Rijeka city council 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, 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 Gallaway (Ireland) city council. 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 inequality; 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.

Rijeka 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".

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[2] The term "city sample "refers to the weighted average of the 29 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

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.

Rijeka might consider allocating a budget for the implementation of its intercultural strategy and action plan.

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 Rijeka's education policy achievement rate is equalt to (65%) the city sample's rate (65%).

In none of the local primary schools do almost all pupils come from the same ethnic background. The city also promotes local schools which carry out intercultural projects.

Rijeka may wish to ameliorate its education policies in the future, for example by encouraging schools to involve parents from migrant/minority backgrounds in daily school life. For instance, the Swiss canton of Geneva has introduced a Sac d'histoires- "a bag of histories" programme. Children can bring a collection of books, CDs, DVDs and other media which they share with their parents, who are then given a much greater stake and involvement in their child's progress at school and improve their own language skills.

Another similar initiative has been put into practice by Copenhagen city council. The Rådmandsgade School invite parents to an open school twice a month. They are given a free dinner and have the opportunity to talk to psychologists, nurses, teachers, as well as local associations.

Rijeka might consider ameliorating its intercultural education approach by ensuring that the ethnic background of teachers mirrors the diverse population in a larger proportion of local schools. The Roma Education Centre in the city of Subotica (Serbia) may provide a source of learning and inspiration in this area. In Subotica the Roma Education Centre has pressed for the training of Roma teachers and non teaching assistants and for their employment in local schools and kindergartens.

Rijeka might also consider ameliorating its intercultural education approach by putting into practice a policy to increase ethnic/cultural mixing in the city's schools. An interesting example of an initiative in this area has been put into practice by the British city of Bradford. Here, the education authority found that in some neighbourhoods schools were increasingly polarised into becoming all white or all non-white. This was allowing little opportunity for children to learn more about each other. A process of linking between over 70 local schools has now lead to much closer cooperation and joint working between staff and pupils. Pupils have on average made 2.6 new cross-cultural friendships since the project began.

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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)

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.

Rijeka's neighbourhood policy indicators are much lower (10%) than the city sample's rate (62%).

In circa 95% of Rijeka's neighbourhoods a vast majority[5] of residents comes from the same ethnic background. In a couple of the city's neighbourhoods a vast majority of inhabitants come from minority ethnic groups[6].

Rijeka may also wish to consider a policy which avoids ethnic concentration. The city of Zurich may be a source of inspiration and learning for the future. In Zurich a large proportion of the city's inhabitants lives 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.

Rijeka may also wish to consider encouraging residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds. The city could consider the following neighbourhood initiatives of other cities. 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 Madrid has put into practice a similar initiative. Here, the Centre for Migration and Intercultural Coexistence seeks, inter alia, to increase dialogue and interaction between all neighbours in Madrid via organized forums and district discussions on coexistence, as outlined in the Madrid Plan for Social and Cross Cultural Coexistence. In the framework of this plan, forums and boards of dialogue and intercultural coexistence are being set up and proposals collected for the attention of municipal organisations and institutions.

4. Public service policies through an intercultural lens

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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)

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 Rijeka's public services policy achievement rate is lower (15%) than the city sample's rate (43%).

The city council has put into practice several intercultural public service initiatives. The ethnic background of Rijeka 's public employees mirrors that of the city's inhabitants.

Rijeka may wish to consider implementing a specific recruitment strategy to ensure that the ethnic background of public employees reflects the composition of the city's population. An interesting example of such an initiative can be drawn from the city of Copenhagen. Copenhagen has taken a number of actions to improve the representation of migrants in the city administration. The local government offers paid internships specifically targeted at people with minority backgrounds, for instance by requiring they should be able to speak a certain language. It also offers training possibilities for its interns so they can acquire permanent positions. The city council advertises its vacancies through community media groups, as well as Universities with a high proportion of students from minority backgrounds.

A useful example of an initiative of this type can be drawn from Berlin (Germany)[7]. Here, the senate launched "Berlin braucht dich" recruitment campaign which can be translated as 'Berlin needs you'. It was set up in 2006 and aims at diversifying the Senate's workforce by promoting traineeship opportunities to migrant communities. Planned to last until 2012, the promotion and information activities of the campaign also include migrant associations and parents to increase outreach. Stakeholders are also involved in making sure the progress is closely monitored. As a result of this project, the percentage of trainees with a migrant background has already increased from 6% in 2006 to 14.5% in 2008.

The Dutch city of Amsterdam has also put into practice a similar human resource policy[8]. Here, a municipal workforce that reflects the composition of the city's population is a clearly formulated objective of Amsterdam's administration, both at a political and senior management level. A new Diversity Programme was established for the period 2007-2010 with targets across salary scales. The Diversity programme has enabled the administration to already make progress from 14% of staff with a migrant background in 2006 to 21.5% in 2008.

Rijeka may wish to consider opening up the administration further to non-nationals. For instance, the canton of Neuchatel in Switzerland worked with police to convince them to open the police to non-nationals. After an initial phase of reluctance motivated by the belief that only nationals can really defend national interests, the police finally opened up to foreigners and their integration has been successful.

The city may wish to build upon its services which are tailored to the needs of the ethnic/cultural background of its citizens. These services could include funeral/burial services, school meals as well as women only sections and times in sports facilities.

Rijeka 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 Rijeka to consider an initiative launched by Tilburg (The Netherlands) in this area. All civil servants in Tilburg who have contacts with their clients in their work receive intercultural training. All of the civil servants which work in the city's social

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[7] This particular example comes from: Integrating cities DIVE: "Cities accomodating Diversity; Find Recommnedations from the peer review project "Diversity and Eqality in European Cities"
[8] Ibidem

affairs department receive diversity training. This is also standard procedure for any new employee.

Another interesting example of such a practice has been jointly introduced by Neukölln's City Council 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 matter was to attract migrants for voluntary participation in the social committees.

The Germany city of Berlin[9] has put into practice a similar initiative. Here, Berlin's Intercultural Opening Strategy is designed to adapt the administration to work with a diverse customer's base. Workshops are organized for all employees, with a particular focus on service managers. The process started at the Senate's Foreign office in 2004 and has since then been extended to other parts of the administration, such as job centres in areas with a high proportion of people with a migrant background.

5. Business and labour market policies through an intercultural lens
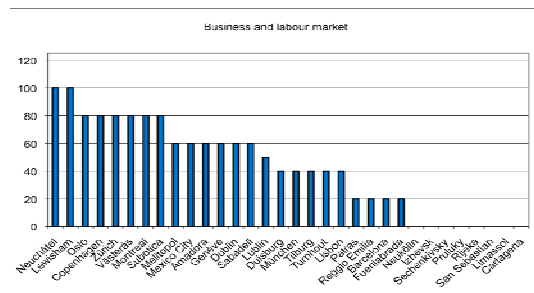
Rijeka's business and labour market policy indicators are much lower than the city sample's: 0% of these goals were achieved, while the city sample's rate for business and labour market policy is 43%.

Rijeka's business and labour market policies may benefit from encouraging the creation of a business umbrella organization which promotes diversity and non discrimination in the workplace. Rijeka could learn from the Swiss canton of Neuchatel. Since January 2005 the canton has been working in partnership with local watch-making businesses. Its objective is to integrate its diverse inhabitants into local businesses. It achieves this by educating local businesses on the realties of the canton's diverse inhabitants; publishing material on the legal aspects of discrimination at work; as well as providing factory managers with half-day training on intercultural communication.

Rijeka's business and labour market policies may benefit from signing a charter which outlaws discrimination in employment. The French city of Lyon has put into practice such an initiative. Here, various bodies are working to promote diversity. The city council has adopted a Diversity Charter to combat recruitment discrimination in its own departments and to encourage local businesses to do the same. A group on urban equality initiatives (Groupe d'initiatives pour l'égalité dans la ville, GIPEV) unites the council's own department on this priority. This approach consists in championing cultural diversity on the grounds of rights and equal opportunities in the national republican tradition.

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Rijeka may 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[10]. 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.
We invite Rijeka to consider encouraging "business districts/incubators" to facilitate inhabitants from different cultures to mix more easily. An interesting example of such an initiative has been put into practice by the Ukrainian city of Melitpol. Here an "Intercultural business centre" has been selected as one of the city's three flagship projects. It will be located in the former Palace of Culture and there is high demand from its prospective tenants.

Rijeka'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

Rijeka's cultural and civil life policy goal achievement rate is slightly lower (75%) than the city sample's rate (78%).

Rijeka has implemented the following policies in cultural and civil life. It does use interculturalism as a criterion when allocating grants to associations. The city does organise events and in the field of arts, culture and sport to encourage cultural mixing between inhabitants. Cultural organizations which deal with diversity and intercultural relations in their productions are also promoted.

We invite Rijeka to consider building upon its cultural and civil life practices for example by organising public debates and campaigns around the topics of diversity and living together more frequently. An interesting example of such an initiative has been put into practice by the Swiss canton of Neuchatel. The canton in 2006 launched the project "Neuchatoi" being a contraction of 'Neuchatel à toi' ('your Neuchatel'), a play on the city's name. The Working Party Integration of Foreigners (Communauté de travail pour l'intégration des étrangers, CTIE), which organised the project, was trying to promote better mutual understanding among Swiss citizens and foreigners. It involved a series of canton-wide debates on various aspects of Neuchatel identity, theatre performances, film screenings, gastronomic events, radio and television broadcasts amongst many other events. 250,000 people attended these various events. The project's different dates, places and form of activity were on offer as to attract the broadest possible audience.

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[10] 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
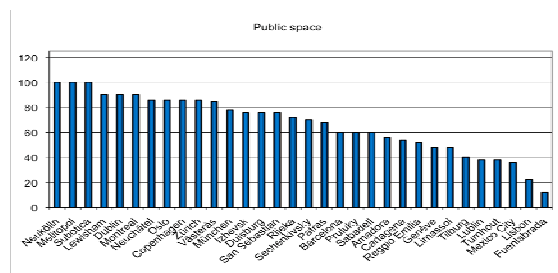
Well-managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.

The rate of achievement of Rijeka's public space policy goals is considerably higher than the sample city's: 72% 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 no areas in the city which have a reputation of being "dangerous". None of the areas in the city are dominated by one ethnic group and make other inhabitants feel unwelcome.

Rijeka has implemented a public spaces policy instrument. The local government promotes intercultural mixing in public libraries and museums. When reconstructing an area, Rijeka's City Council proposes different forms and places of consultation to reach out to its ethnically and culturally diverse inhabitants. For instance, the city ensured that inhabitants from Roma origin were consulted prior to conducting reconstruction work in one of the city's neighbourhoods.

We invite Rijeka to build upon its existing public space initiatives for instance by taking into consideration the ethnic/cultural backgrounds of its citizens when designing and managing new public buildings or spaces. An interesting initiative 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'.

Rijeka may wish to promote intercultural mixing in the city's playgrounds and squares. The Swiss canton of Neuchatel may provide a source of inspiration in this respect. The canton believes that for cohesion to be encouraged it is not enough just to bring people together in newly developed public spaces. Public spaces must be "brought alive" by organizations and appropriate projects.

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 Rijeka's mediation and conflict resolution policy achievement rate is slightly lower (64%) than the city sample's rate (67%).

Rijeka has introduced some initiatives to achieve its mediation and conflict resolution policy objectives. The city has also set up a municipal mediation service committed to inter religious issues specifically.

Rijeka may wish to further explore possible mediation and conflict resolution practices for instance by providing mediation services in places such as hospitals, in the city's administration, as well as in neighbourhoods and on the streets. The Spanish city of Vic (40,000 inhabitants) may be a source of learning in the future. In Vic a team of 10 "street mediators" deal with minor neighbourhood conflicts and seek to meet and talk with people on the streets and in public spaces about their concerns related to the arrival of foreigners, the changes in host community and the role of the host community in the integration process.

A similar initiative has been put into practice by the Italian city of Reggio Emilia. Here, the "Centro Mondinsieme"- the Centre for the World Together- supplies staff for schools and hospitals. The city has established an intercultural centre with trained mediators from a variety of ethnic and language backgrounds who intervene when they feel a problem might arise, for instance if kids in some schools tend to cluster too much on an ethnic basis.

In the Dutch city of Tilburg there are volunteer neighbourhood mediators. Here, the project started in impulse neighbourhoods, but now in every of the city's neighbourhoods these mediators are active. Eighty percent of the mediation volunteers are of migrant origin which prevent and solve problems in the Tilburg's neighbourhoods.

9. Language[11]

Rijeka's language policy achievement rate is lower (45%) than the city sample's rate (50%).

Rijeka encourages projects which give a positive image to minority/migrant languages. The city also supports private/civil sector institutions which offer language training in migrant/minority languages. According to the answers provided in the survey, Limassol "collaborates with Italian and Serbian newspapers as well as Slovenian radio stations". Finally, Rijeka helps families preserve the competence of migrant/minority children in their mother languages.

Rijeka may wish to provide specific language training in the official languages for hard-to-reach groups[12]. Zurich may provide a source of learning for Rijeka's future language initiatives. Zurich city council encourages projects which give a positive image to minority/migrant languages. For example, the city's representatives recommend to parents to raise their children, prior to them attending schooling, either in their mother tongue or as bilingual (their mother tongue and German).

We invite Rijeka to consider the following language initiative as implemented by the Swiss canton of Neuchatel. In 2009 32 language courses allowed 360 foreign residents to learn French. Since 2007 foreign citizens who take beginner and intermediary French language training can sit a recognized exam. These courses are designed to facilitate foreign citizens' integration into the local community and promote social cohesion.

The Swiss canton of Geneva has also introduced a similar initiative. Here, French language courses are open to all, without discrimination and are tailored to meet the needs of specific members of the local community, for instance migrant women. They are offered by various public and private organizations which operate in the canton. For instance, in 2009 the canton's Office for the Integration of Foreigners provided financial support to 32 French language projects. They were operated by 19 local associations. The global objective is to ensure that newly arrived foreign citizens are able to reach the level of language fluency that is required in daily situations. This includes, for instance, to be able to ask for directions, engage in conversations, as well as

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[11] 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)

[12] The term makes specific reference to non-working mothers, the unemployed, as well as retired people

seek employment and work in French. Language training constitutes one of the most important tools in order to integrate newly arrived migrant communities in Geneva's daily life

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 other ethnic and linguistic backgrounds, and many such people attend the courses.

Rijeka may wish to ameliorate its language policies in the future, for example by ensuring all of the city's citizens are eligible to receive training in immigrant/minority languages. Rijeka may wish to take note of a similar 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.

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.

38% of Rijeka's media policy goals were achieved while the city sample's attainment rate for these goals is 51%.

The municipality has implemented various media policy instruments. For instance, the city's information services are instructed to promote harmonious intercultural relations. The city also promotes a positive image of migrants and minorities in the media through targeted press meetings and dedicated newspaper columns.

Rijeka 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 and editors, and media researchers operating in Oslo, there is 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.

The city may wish to further explore possible media policies for instance by monitoring 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 antirumours 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.

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.

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

Rijeka has put into practice a policy to encourage international co-operation. A specific financial provision has been introduced to achieve this. The city has also initiated projects and policies to encourage co-development with Rijeka's migrant groups countries of origin.

Rijeka may wish to build upon this for example by setting up an agency to monitor and develop Rijeka's openness to international connections. The Swedish city of Vasteras may provide a useful source of learning in this respect. This is achieved by an International Coordinator and Diversity strategist in the city's Welfare and Labour Unit which is part of the City's management office. The Italian city of Turin[13] is operating a nationwide initiative entitled "Invest Your Talent in Italy" targeting talented postgraduate students from around the world. In particular, the Politecnico of Turin is strengthening its specialism in industrial engineering and management, given its close relationship with local industry. Special Politecnico programmes aim to attract students from South America. Since 2006, a joint university has been operational in Shanghai. Finally, Torino Wireless has set up a special programme called "Education and Enterprise", to attract international students and encourage them to start up enterprises in the metropolitan area.

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 Rijeka's intelligence competence policy goals is lower than the city sample's: 33% of these goals were achieved, while the city sample rate for intelligence competence policy is 64%.

The city has adopted the following best practice recommendation in Rijeka intelligence competence initiatives. Information regarding diversity and intercultural relations is mainstreamed to inform the city when formulating new initiatives.

Rijeka may wish to consider promoting the intercultural competences of its officials and staff through interdisciplinary seminars, information networks and training courses. The following examples put into practice by other cities may be useful. All civil servants in Tilburg (The Netherlands) with client contact in their work have been trained in diversity. The Swiss canton of Geneva offers intercultural awareness raising and training for its staff, as well as those who work in the canton's communes. The reason for these initiatives is that a large proportion of these employees either come in direct contact with migrant inhabitants or deal with services tailored for this group of residents. The Canton's Office for the Integration of foreign residents also runs internship programs. Its aim is to contribute to the professional development of its candidates in the field of cantonal government and integration. Lastly, representatives from the canton's office also provide training in the field of integration to local schools and vocational training centres. Rijeka could consider a similar initiative put into practice by the Polish city of Lublin

It might also wish to consider conducting a public opinion survey. In Reggio Emilia (Italy), a partnership with the local university ensures monitoring of integration and well being of migrants, the public opinion and the effects of the city policies. Tilburg (the Netherlands) has put into practice a similar instititive. Here, every two years, a survey is held among the residents of Tilburg concerning people's attitudes to "the multicultural society", as it is called. This survey includes the same ten statements each time, so it is easy to compare the results. The city's Research and Information department also presents monitor studies, like the poverty monitor, the integration monitor etc. On the basis of this, the policy of Tilburg can be maintained, adapted or completely changed. Melitopol (Ukraine) also conducts perceptions surveys. An annual

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[13] This particular example comes from British Council: "Leadership and Governance of OPENCITIES".

international and scientific conference "Political culture, dialogue and cohesion" is held by the Melitpol pedagogic university.

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 Rijeka's welcoming policy goals is slightly lower than the city sample's: 0% of these goals were achieved, while the city sample rate is 54%.

The city may wish to further explore possible welcoming market initiatives, for example by setting up a designated agency to welcome newcomers.

We invite Rijeka 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 part is organized by the municipality for all new residents.

Copenhagen city council (Denmark) has also introduced a similar initiative. Here, foreign students are invited to participate in a welcome reception at the City Hall with other expats. On this occasion, 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.

Rijeka may wish to further explore possible international outlook policies by publishing a comprehensive package of information to aid newly arrived foreign residents. An example of this type of initiative is found in Neukölln (Berlin,Germany). Here, the Berlin Senate has produced a multilingual folder entitled 'Welcome to Berlin' which is distributed via Neukölln's officials to all new arrivals. It provides comprehensive information to the newcomer on how to negotiate one's way through German official systems.

The city may wish to further explore possible welcoming market initiatives, for example by launching services and agencies which provide support tailored specifically for students, family members and refugees. An interesting example of this type of services has been introduced in the Norwegian capital Oslo. Here, refugees are offered a two year introductory programme. This comprises language training, periods of in-work training and mentorship, as well as an introductory allowance for refugees.

The Polish city of Lublin offers similar support for refugees. Here, the Centre for Refugees offers 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.

An interesting example of services which offer specific support for families has been introduced in Izhevsk, the capital city of the Udmart Republic (Russia). Here, the project "A New City", which is a club for young parents, aims at conveying skills and information but to do it in away which builds lasting relationships and social bonds.

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.

25% of Rijeka's governance policy goals were achieved while the city sample's attainment rate for these goals is 33%.

Newcomers are eligible to vote in local election "only when they have obtained nationality. An independent political body has been created to represent all ethnic minorities living in Rijeka. The city has also established standards in the representation of migrant minorities in mandatory bodies which supervise schools and public bodies. The ethnic background of the city's elected politicians does reflect the composition of the city's population

15. Conclusions

In the majority of intercultural strategy areas, Rijeka does 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 spaces and international outlook. As part of the city's education initiatives it promotes local schools which carry out intercultural projects. Rijeka also ensured that inhabitants from Roma origin were consulted prior to conducting reconstruction work in the city's neighbourhoods. The city has also initiated projects and policies to encourage co-development with Rijeka's migrant groups' country of origin.

16. Recommendations

Rijeka needs to make progress in relation to its commitment, neighbourhood, public services, business and labour market, cultural and civil life, mediation and conflict resolution, language, media, intelligence competence, 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[14].

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