

Intercultural cities
Building the future on diversity
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COUNCIL OF EUROPE
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Turin: Results of the Intercultural Cities Index
Date: April 2016
A comparison between 76 cities[1]

Introduction

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

As of today 76 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 Rena *(Italy)*, Castellón *(Spain)*, Coimbra *(Portugal),* Constanta *(Romania)*, Copenhagen (*Denmark*), Donostia-San Sebastian[2] (*Spain),* 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 *(Udmart Republic, Russia)*, Jerez de la Frontera *(Spain)*, the London borough of Lewisham (*United Kingdom*), Limassol *(Cyprus),* Limerick *(Irland)*, Lisbon *(Portugal),* Lodi (*Italy*), Logroño (*Spain*), Lublin *(Poland),* Lyon *(France)* Melitopol *(Ukraine)*, Mexico City *(Mexico)*, Montreal *(Canada),* Munich *(Germany),* the canton of Neuchâtel *(Switzerland),* Neukölln *(Berlin, Germany)*, Novellara (*Italy*), Offenburg *(Germany),* Olbia (*Italy),* Oslo *(Norway)*, Parla (*Spain*) Patras *(Greece)*, Pécs *(Hungary)*, Pryluky (*Ukraine),* Ravenna *(Italy)*, Reggio Emilia *(Italy)*, Reykjavik *(Iceland),* Rijeka (*Croatia*), Rotterdam *(the Netherlands)*, Sabadell (*Spain*), San Giuliano Terme *(Italy)*, Santa Coloma (*Spain*), Sechenkivsky *(District of Kyiv, Ukraine)*, Senigallia (*Italy*), Stavanger *(Norwey)*, Strasbourg *(France)*, Subotica (*Serbia*), Tenerife *(Spain)*, Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone[3] (*Italy*), Unione Terre dei Castelli[4] (*Italy*) Valletta *(Malta),* Västerås *(Sweden),* Vinnitsa *(Ukraine)* and Zurich (*Switzerland*).

Among these cities, 36 (including Turin) have more than 200,000 inhabitants and 33 (including Turin) have more than 15% of foreign-born residents.

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[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 generally referred in the programme as San Sebastian.

[3] The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

[4] Former Castelvetro di Modena.

This document presents the results of the Intercultural City Index analysis for Turin (Italy) 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).

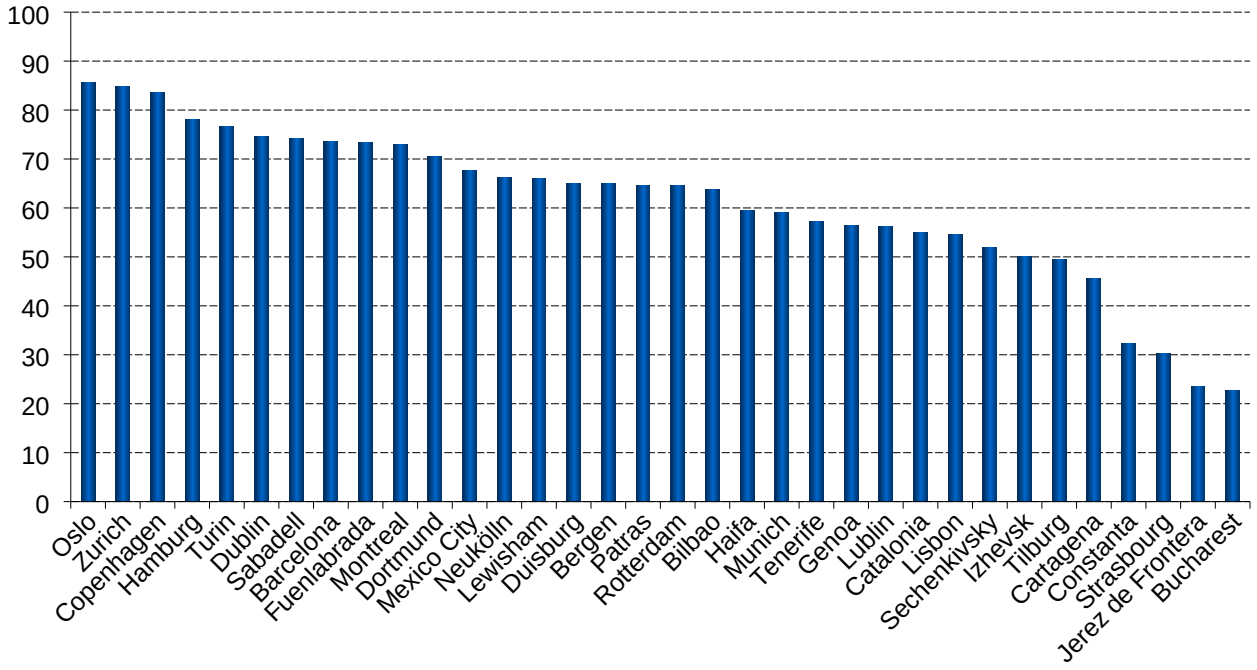
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

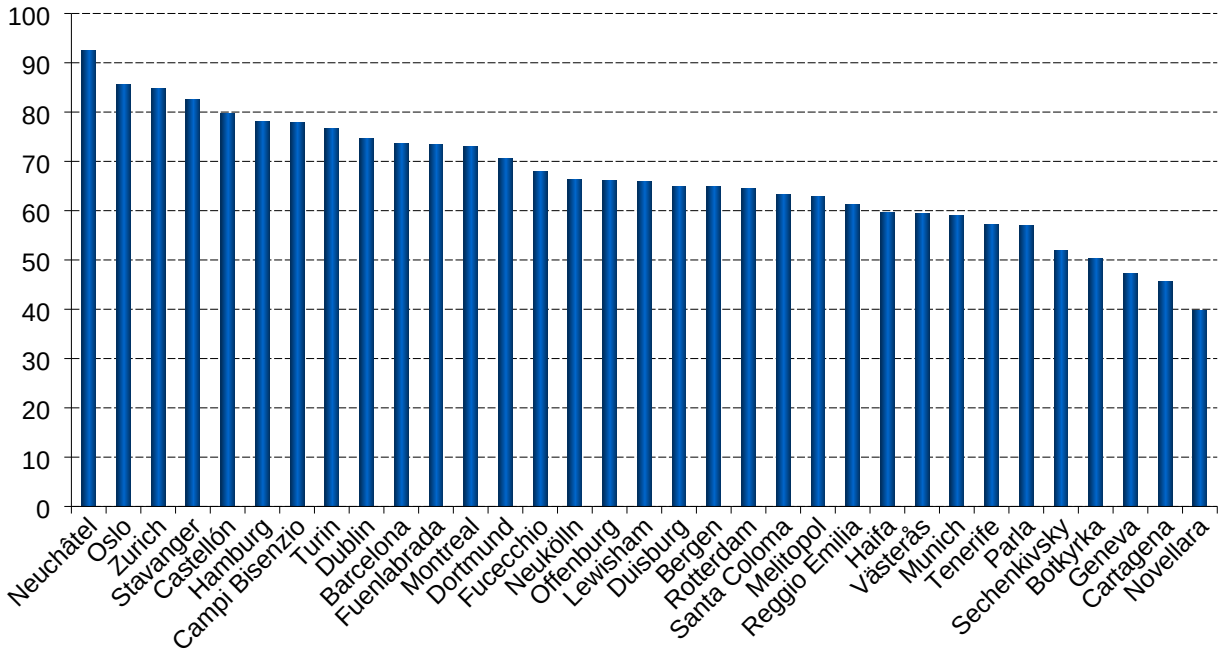
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled 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.

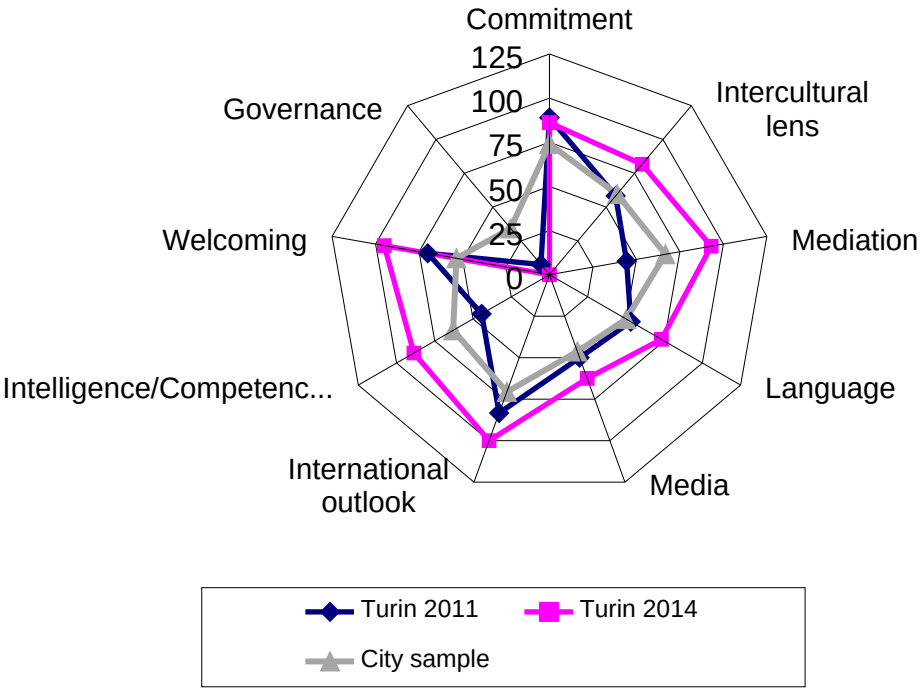
According to the overall index results, Turin has been positioned 9th among the 75 cities in the sample, with an aggregate intercultural city index of 77%, after Campi Bisenzio (78%) and before Dublin (75%). Turin has been ranked 5th among cities with more than 200,000 inhabitants and 8th among cities with more than 15 per cent of foreign-born residents.

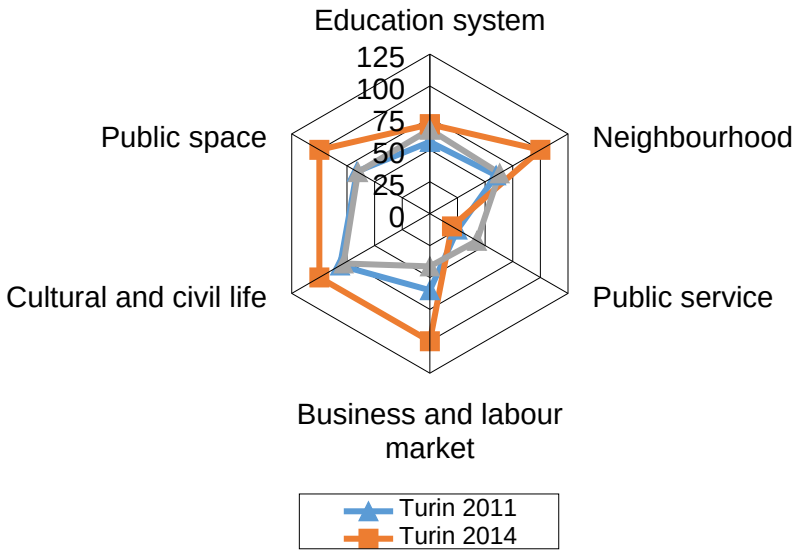
Intercultural City Index (ICC) - City sample (inhabitants > 200'000)



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




Commitment
125
100
75
50
25
0
Intercultural lens
Mediation
Language
Media
International outlook
Intelligence/Competenc...
Welcoming
Governance
Turin 2011
Turin 2014
City sample


Education system
125
100
75
50
25
0
Neighbourhood
Public service
Business and labour market
Cultural and civil life
Public space
Turin 2011
Turin 2014

Turin – An overview

Turin, capital city of the Piedmont region, is a cultural and business centre in northern Italy. Geographically, the city is located on the Po river and it is surrounded by the Alpine arch. The city is the fourth most populated Italian municipality; whereas, economically, is the third most important city.

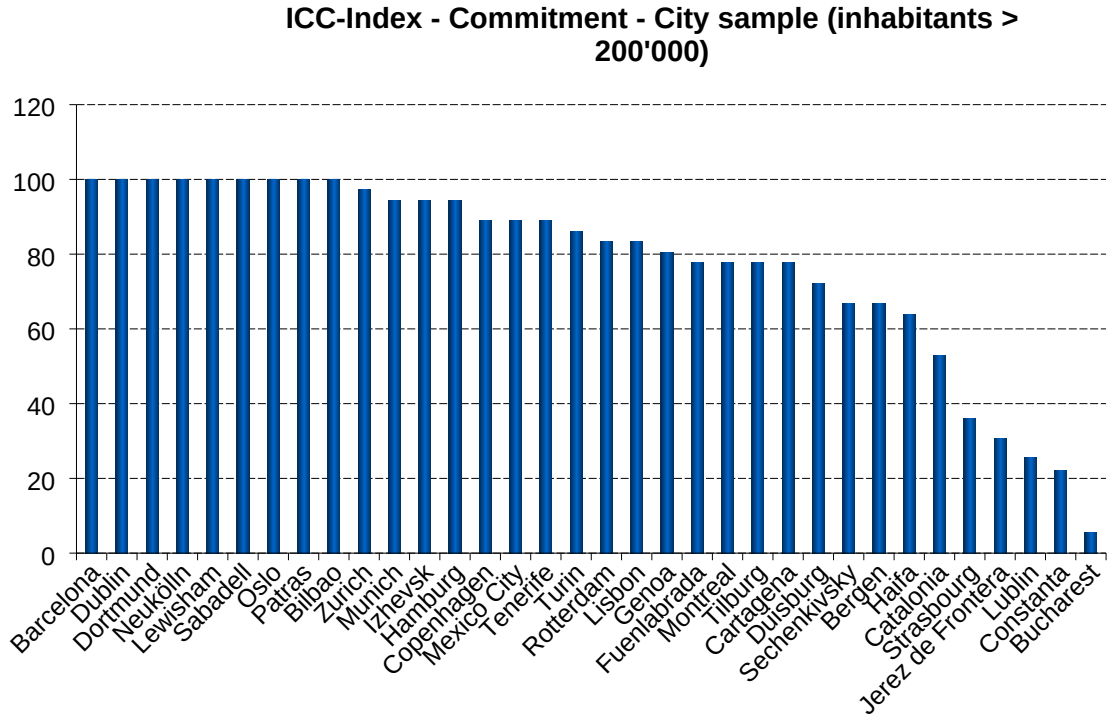
Turin is also important for its cultural life. Its history is clearly visible in its art galleries, churches and museums.

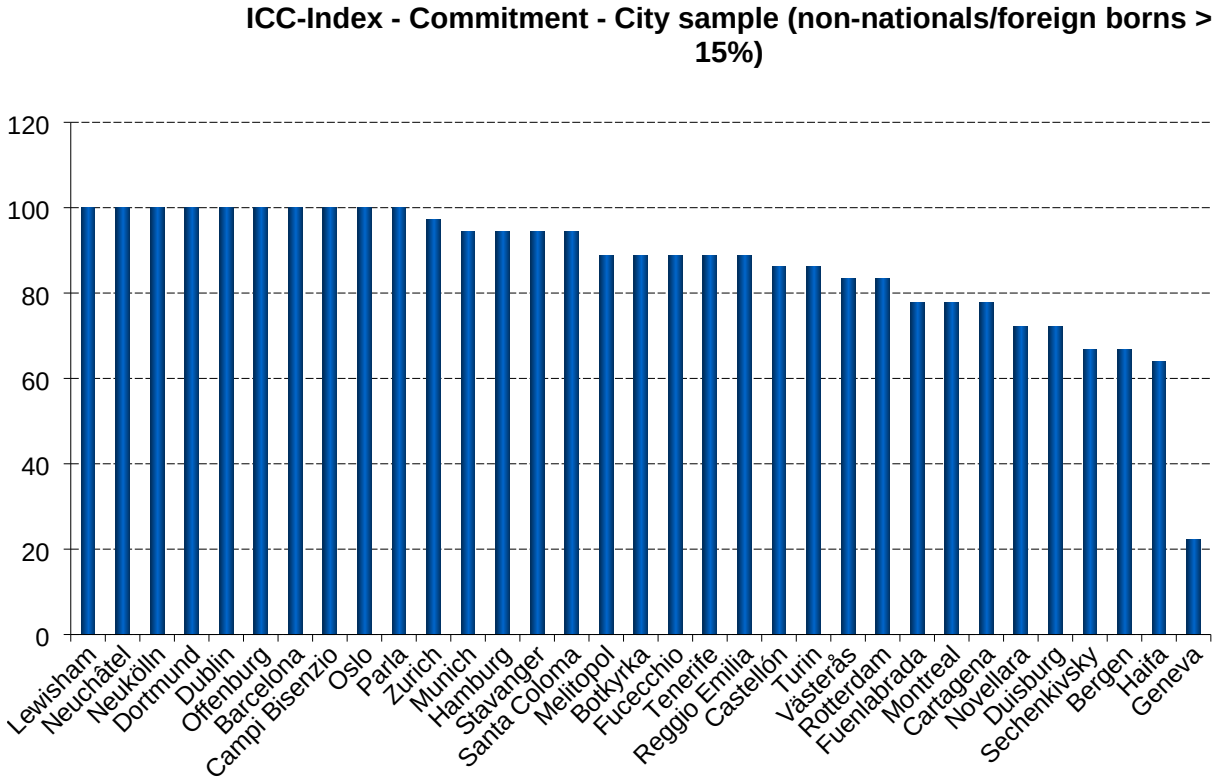
According to the questionnaire, at the end of the year 2013, the total population of the city counted 905.014 inhabitants. Interestingly, the questionnaire makes a clear distinction between foreigners, immigrants and emigrates. In fact, foreigners are Italian residents with a foreigner citizenship; immigrants have a Turin citizenship; whereas emigrates are those who changed their citizenship within the year.

Out of the total, Italian citizens represent the 84,5%, whereas the 15,5% have a foreign nationality. Within the foreigners, Romanians are the 39,5% (the 6,1% holds a Turin residency). Moroccans, with the 2,2%, are the second largest ethnic group.

In 2007, the Mayor Sergio Chiamparino conferred to the Councillor Ilda Curti the delegation to establish an "*Integration and Urban Regeneration*" department. This department shapes policies and initiatives through an intercultural lens. Similarly, Genoa's municipality hosts a department called "*Marginalità ad Immigrazione*" (Marginality and Immigration).

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.

Turin's rate in the commitment area got slightly worse from the survey in 2011. In fact, while in 2011 Commitment rate was the 89%, in 2014 the result is a percentage of the 86%. Despite that, the result is excellent compared to the city sample's result of 74%.

The city has formally and publically stated its participation in the Intercultural Cities network. In addition, the municipality of Turin has adopted an integration strategy plan[5] that takes into account intercultural elements. On the municipality's website (www.comune.torino.it) it is possible to find the policy programme for the period 2011-2016. Several factors contributed to make Turin the intercultural city we have today. The historic heritage contributed to the growth of tourism, the University hosts 100.000 students, last but not least, factories attract workers from all over the world. The municipality of Turin recognizes the importance of cultural diversity. Diversity, in fact, represents an asset if well managed. For this reason, the municipality has created a set of policies to enhance social cohesion encouraging integration and harmony.

The intercultural strategy[6] stresses the importance of creating an intercultural society, where different ethnicities can exchange experiences growing together, in unity. The city recognizes that integration must not be taken for granted; conversely, it must be encouraged and taught through activities. The municipality aims to gather together public institutions to organize the following public initiatives:

- National and/or religious festivals
- Specific cultural events
- Information and assistance points

Interestingly, the intercultural strategy plan points out the importance of involving a certain target of people, perhaps more vulnerable. They aim to set specific policies for second generation migrants and women. These policies will act on several levels, among which: religious plurality and private entrepreneurship. Combined to this, the municipality has allocated a budget for the implementation of its intercultural strategies.

Although Turin disposes a dedicated body or department in charge of supervising the intercultural strategies, the city does not foresee an evaluation process for the intercultural strategy/action plan but

Positively, public personalities make constant and clear reference to the intercultural commitment during public meetings and assemblies. It is commendable that the city has a website to display news on intercultural activities. For instance, the website www.interculturatorino.it displays the initiatives carried out by the city's Intercultural Centre. The events promoted are various and heterogeneous: a book presentation about African dressing code, a conference about multimedia devices for immigrants, language workshops.

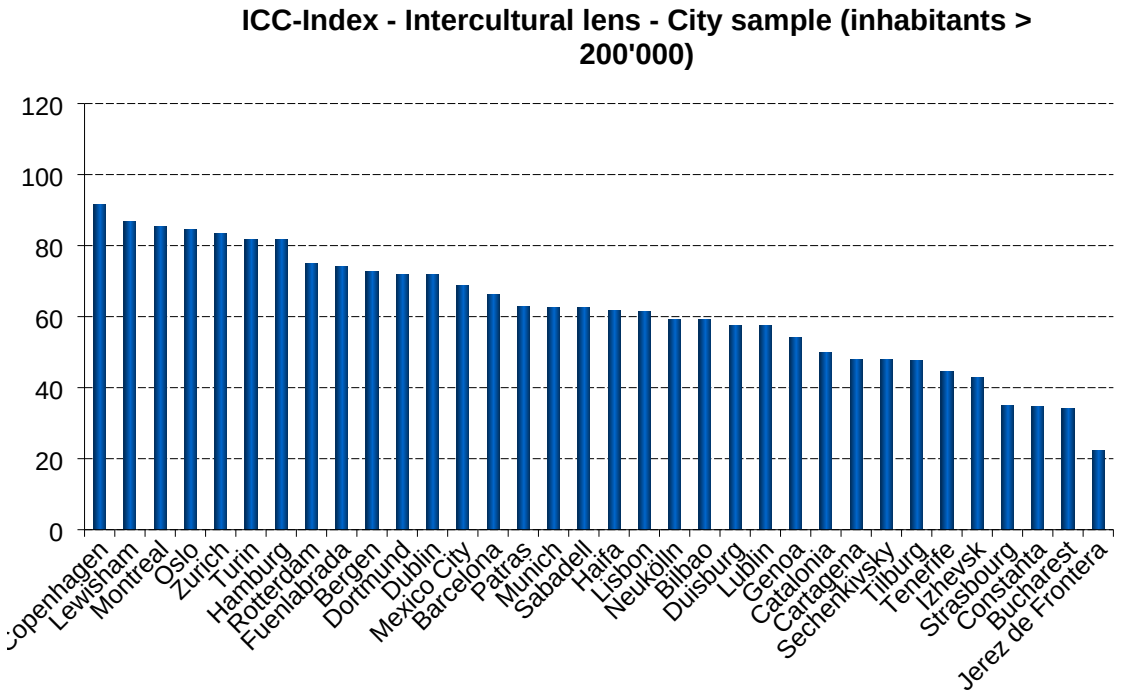
[5] http://www.comune.torino.it/sindaco/linee_programmatiche_20112016.pdf
[6] http://www.comune.torino.it/giunta_comune/intracom/htdocs/2010/2010_03534.html

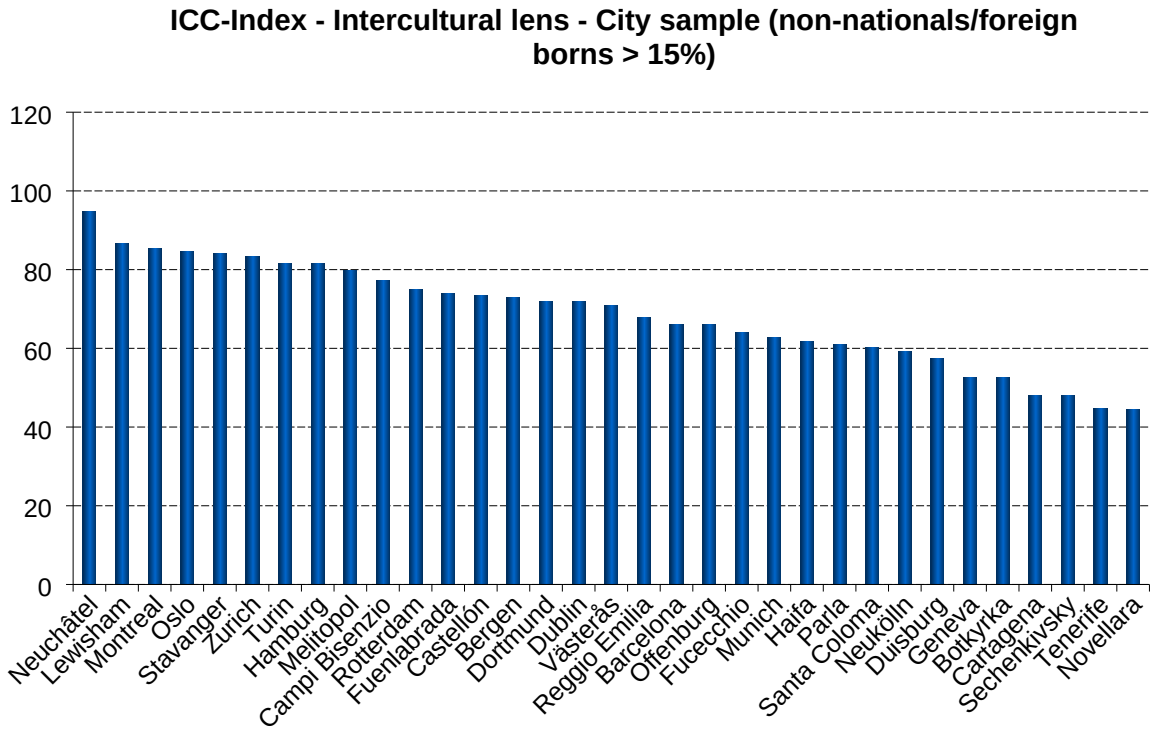
In order to improve and consolidate this field, the city of Turin could consider establishing special ceremony to honour citizens who have done exceptional things to encourage interculturalism in the local community. In fact, it would appear that public ceremonies are important in encouraging and emphasizing the importance of social inclusion. For instance, the city of Novellara, to enhance the feeling of inclusion among citizens, sends a welcome letter to newcomers.

In Genoa, for example, the Institute of Research MEDI, specialized in migration and interculturality, organizes since 2008 an award called "*Premio Mondi Migranti*" (Migrating Worlds' Award). This prize is awarded to personalities who have had a positive impact on issues related to migration, globalization and intercultural relations.

The city of Turin could also follow the example of Getxo. In this Basque city, it has been organized the award "*Cultura y Valores*" (culture and values) to celebrate the promotion of shared values. Another example comes the city of Parla, here there is a specific programme to enhance intercultural coexistence. The "*Programa comunitario de promocion de la convivencia intercultural de la estrategia Parla ciudad intercultural*" organises courses to make short-movies aiming to raise awareness on cultural differences. Every year the most creative and innovative work wins a prize.

2. Education[7][8] policies through an intercultural lens





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[8] 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 Turin's education policy achievement rate for 2014 is the 70%. The city has sensibly improved since the 2011, when it scored the 56%, considerably higher than the city sample's rate of 66%.

Almost all students from primary schools belong to the same ethnic background, at least in the majority of Turin's schools. Negatively, teacher's ethnic backgrounds rarely mirror pupils'. On a bright side, the majority of Turin's schools are putting an effort in order to increase parents' participation in the education system. For instance, schools have 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.

Many schools have carried out several programmes and projects to encourage interculturality. For example:

- Theatre representations focus on breaking the barriers among cultures. The performance *Out,* uses music, sounds and onomatopoeias to overcome the language barriers, reaching the heart of the diverse public.
- The game room "*Drago Volante"* organizes games and activities for smaller children
- Sports is a very important component, among the more "traditional" activities, Turin also offers classes of African dance.

Equally important, the city has adopted policies to increase and encourage ethnic and cultural mix, discouraging the creation of segregation, i.e. ghettoes.

In order to maintain this excellent rate in the field of Education, Turin might wish to consider adopting some of the following initiatives. First, in order to avoid "segregation" and to enhance social cohesion, the city could consider developing a twinning project where students from different schools meet each other. The second initiative enhances parents' engagement and it comes from Novellara, Italy. Novellara's project called "Punto d'ascolto" (listening point) 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. 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.

It may be of interest looking up to Genoa's Cineforum *Don Milani.* Here, they organize several activities to foster intercultural dialogue and social cohesion. Every meeting includes a discussion on a specific topic, the discussion is usually followed by the vision of a video and/or a movie. The session can also include some analysis or critics on the topic discussed. The city might also wish to consider following Bergen's initiative. Bergen's municipality, in fact, is encouraging the collaboration between schools and parents from minority background through sports' activities.

3. Neighbourhood policies through an intercultural lens[9]

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.

Turin's neighbourhood policy indicators in 2014 are the maximum: 100%, considerably higher than the 2011 score of 60% and the cities average of 63%.

On a general basis, the percentage of Italian inhabitants is higher than the 80%. However, there are 2 areas where Italians represent less than 80% of the total. The area of Piazza Vittorio Veneto (near the train station) counts the 23% of foreigners, whereas the neighbourhood of Borgo Nuovo has the 22,2%. However, both these two areas have a high mix of ethnicities, hence it is positive that no areas present a mono-ethnic concentration.

The city does not promote activities to mix citizens from different areas because it would appear that there is no need. However, it is important reminding that even if at the moment the population is equally distributed in the city, the situation might change. It would be a good idea if the municipality could start organizing activities to increment the diversity of residents in the neighbourhoods. To avoid ethnic concentration and to encourage social cohesion, Turin could 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. Another example comes from the city of Lodi: the initiative “Lodi Città Aperta” aims to encourage people to meet and interact within the neighborhoods.

Nevertheless, the city has initiatives to increment the diversity of residents in the neighbourhoods. In fact, the council and the municipality have adopted a set of criteria to mix citizens when allocating housings. These criteria take into account: age, country of origin, social level, income etc.

On a bright side, the city embraced policies to encourage people from different ethnic backgrounds to meet and interact within their neighbourhood. For instance, the city has established dedicated buildings where citizens can meet and carry out activities. This project is called “Case del Quartiere” (*neighbourhood’s houses)* and they organize events, workshops, meeting points, help desk for women in need, trainings, etc.

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[9] 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.

To maintain this excellent rate, the city of Turin should consider implementing some projects. For example, 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 give its citizens a chance to meet. Other projects could involve: sportive activities, art and craft, excursions 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 of Turin 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. Moreover, Parla has a specific policy to enhance cultural diversity among its inhabitants in areas and neighbourhoods. For example, The Departments of Urbanism and Housing have a policy to increase resident’s diversity in neighborhoods, and hence avoiding ethnic concentration. In fact, through the revitalization of downtown areas, urban projects developed to manage multiculturalism, avoiding the ageing of population in certain neighborhoods, as it happened in some parts of the old city center.

Alternatively, Turin 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 Turin’s public service in 2014 corresponds to the 20%, lower than the city sample (43%) and even lower than the 2011’s result of 25%. The city might want to investigate further the causes of such lowering.

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. In addition, non-natives can have a contract as staff members only in some public fields. Furthermore, the city does not take action to encourage intercultural mixing in the private sector labour market.

Positively, Turin offers many services to suit the diverse ethnic/cultural background of all citizens. In fact, schools’ canteens have different meals to mirror the alimentary needs of the pupils; multi-faith cemetery, funeral services and burial areas are adjusted to the needs of a multi-religious community; and sportive facilities have time schedules to suit the needs of women with specific necessities. The latter is particular important insomuch it would appear that sport can promote social inclusion and enhance social participation. The city could monitor citizens' needs, maybe through questionnaires or surveys to test customers' satisfaction.

To develop the field of public service, Turin’s municipality, 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: NEUCHÀTOI 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.

Moreover, the city could follow the example from 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’.

5. Business and labour market policies through an intercultural lens

Turin's rate of achievement in this area is 100%, an excellent result compared to the 2011 result of 60%. The city sample's example is at 41%.

Turin has adopted an official document against discrimination in the workplace. This document clearly states that women and men have equal rights, hence equal opportunities. Turin takes 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. For example, the intercultural centre guides newly arrived through the banking process. The FIERI organization (International and European Forum of Migration Research) organizes workshops and seminars about the challenges of migrations, combined to that, the foundation "Fare Impresa" organizes trainings to whoever wants to open a business activity.

The city has a "business districts/incubators" in which different cultures can more easily mix. The incubator is an important element in Turin's city centre. The programme "*FaciliTo Giovani*" supports young people to transform their innovative ideas into products. Here, people can receive consultations on their business plan, a market analysis and a financial planning. Turin could step further promoting the development of a platform for local collaboration in order to support migrant's entrepreneur and try to facilitate the access to public and private tenders for immigrants owning a company or business. Equally Turin should develop quality management standards and other tools for local governments to assist them in the implementation of economic policies, in coherence with the principles of equality, integration and diversity management.

Turin might wish to ameliorate its business policies prioritizing the companies that implement a diversity strategy in their procurement of goods and services. For example, the city of Copenhagen does that, since 2006, by including hard or soft clauses in the procurement contracts. Hard clauses require that the supplier recruit a certain number of unemployed, trainees or people in "supported employment". Soft clauses require that the supplier weave diversity management practices into his/her human resources. By the end of 2009, 420 contracts with social, majorly soft clauses were signed. In September 2010 it was decided to use hard social clauses, in particular, with regard to trainee employment. By December 2011, 15 contracts with hard social clauses were signed with 55 full-time trainee positions. By May 2013, 63 contracts with hard social clauses had been signed with 183 full time trainee positions. This is indeed a remarkable increase.

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.

In order to ameliorate public services, the city should develop a recruitment plan to ensure public employees reflect the ethnic background of the city's population exploring initiatives of Copenhagen (Denmark), Amsterdam (the Netherlands) and Berlin (Germany). Thus, the Copenhagen administration offers paid internships to people with minority backgrounds, for instance, on condition that they master a certain language. Such internships may lead to permanent employment. The Amsterdam City Council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds. In Berlin, the recruitment campaign '*Berlin braucht dich'* (Berlin needs you) programmed for 2006-2012 aims at diversifying the Senate's workforce by promoting traineeship opportunities and raising awareness of migrant associations and parents. Stakeholders are also involved in making sure the progress is closely monitored. Thus, as a result of the campaign, the percentage of trainees with a migrant background increased from 6% in 2006 to 14.5% in 2008.

Turin could carry out some researches about the situation of immigrants' entrepreneurship. In order to obtain a more effective public administration, able to respond to the specific needs of its entrepreneurial and diverse citizens, the municipality should shape the policies to facilitate immigrants' economic integration. These policies should also foster dialogue and participation of all stakeholders, as well as societies in general, in the plan of strategies and economic policies.

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

It is extremely positive that Turin's cultural and civil life policy goal achievement rate in 2014 is the 100%. This rate has been growing since 2011 (81%), going far beyond the city's sample rate of 78%.

Positively, interculturalism is used as a criterion when allocating grants to associations. For instance, the cultural project "*Cosa succede in Barriera?*" (what happens in Barrier?) aims to create an efficient network system, able to organize and communicate a dense set of initiatives for the population of the area Barriera in Milan. The organization manages and promotes a calendar with all the activities. The main challenge is to have at least one event per day. The long-term objectives are to create new opportunities developing under-estimated area of the city, to promote exchanges and mixing, to encourage creativity and innovation, etc.

The city regularly organises art/cultural events where inhabitants from different neighbourhoods can meet and get to know each other. Libraries frequently organize meetings and exhibitions, conferences and workshops on cultural aspects. These activities aim to enhance intercultural dialogue and to raise awareness on how resourceful diversity is. The city of Turin could look up to Genoa, where every summer in the Harbour it is organised a Festival of cultures to celebrate diversity and to promote social cohesion. Of particular importance is the association Suq Genova – Chance Eventi. This organization gives a *chance* to exchange knowledge promoting mutual dialogue among cultures through theatre, music and art. The name of the organization also carries an Arabic element: *Suq.* The suq is the Arabic market, the symbolic place where exchanges happen. The suq, in this context, will be the stage of a theatre where languages, sounds, flavours and traditions mix and create. The organization offers a place where everybody can contribute with their identity and culture to build a better future.

Another interesting activity Turin carries out is the blog "*Il giro del mondo in 80 giovani*" (around the world in eighty teenagers). This blog publishes articles with curiosities from all over the world, some headlines are: "supermarkets in France", "the desert in the North", "Once upon a time a Celtic", "it's tea time", etc. This blog is an interesting teaching tool to raise awareness on cultural diversity.

To maintain this great rate in this field, the city of Turin could organize a set of various activities. However, it is important to stress the fact that the activities chosen should cover a wide range of interests; for instance, combined to sports the city might want to choose some activity that does not require physical movements, arts and craft or cooking. In fact, 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 Turin's public space policy in 2014 is of 100%, higher than the result scored in 2011 (66%) and the city sample's rate of 65%.

Turin appears to be encouraging interculturality in all kind of public spaces: public libraries, museums, squares and playgrounds. The city might wish to encourage interculturality also in parks and in squares. The questionnaire points out that some important centres of interculturality are: schools with their playgrounds, parks, the "Case di Quartiere" (*neighbourhood's houses),* the Informagiovani, the youth centres and the sport facilities.

The city often takes into account ethnic/cultural backgrounds of citizens in the design and management of new public buildings or spaces. Some examples:

The Pixel Project is engaged to design and manage green public spaces, such as urban parks. This project raises awareness on the environment: for a better and wider sustainability, parks will be accessible, friendly, clean and will offer activities, where individuals will enjoy the green space in harmony, benefitting from the positive effects of the environment.

The train station Vanchiglia (also known as Scalo Vanchiglia) was dismissed and closed at the beginning of the 90s. Following the closure, the station had been neglected since recent times, when the municipality started a process of area recovery. The renewal foresees a subway connection with the centre of Turin and the airport; buildings will be reconstructed and renewed taking into account green spaces and the cultural diverse population. On this purpose, the rethinking of the new residential areas, businesses, offices and services will be more suitable and enjoyable for the inhabitants.

None of Turin's area is dominated by one ethnic group, and in no areas people feel not welcomed. The questionnaire does not specify whether or not there are areas in the city that are unsafe or dangerous. Perhaps, the municipality will give further explanations in the next questionnaire.

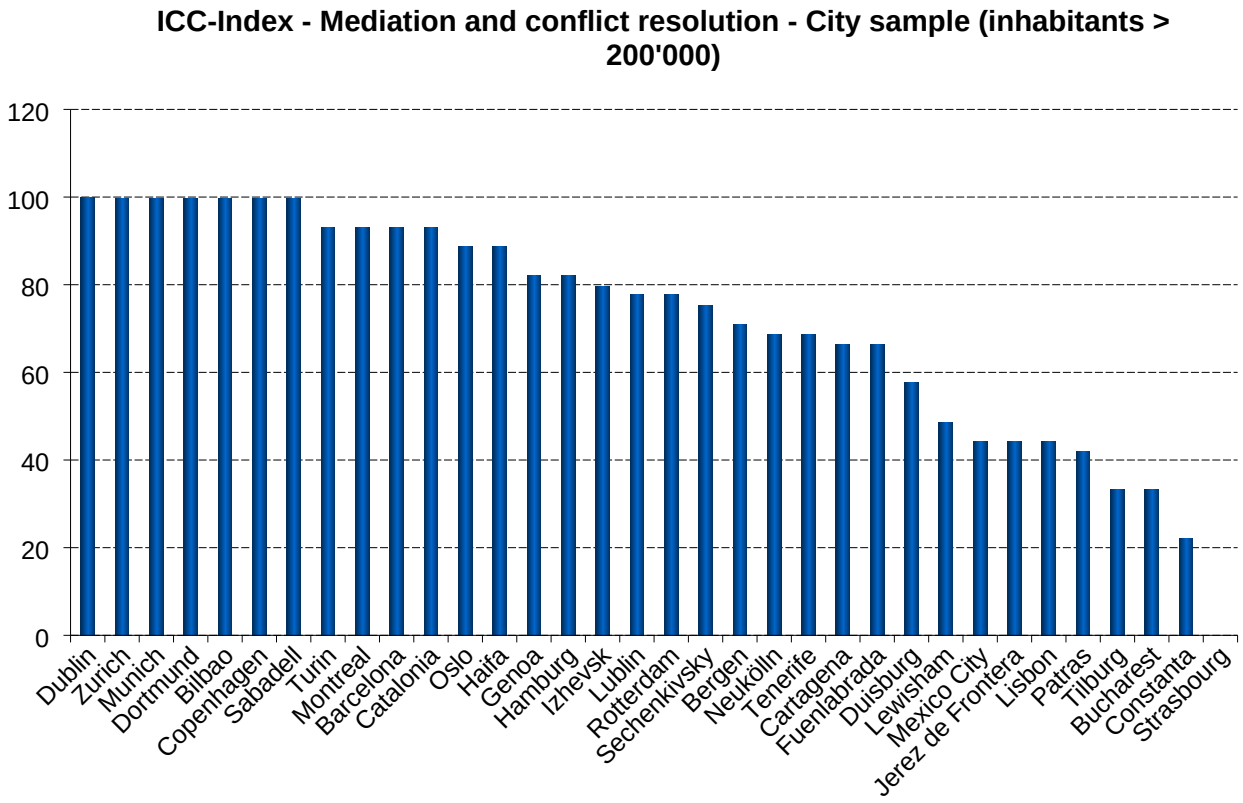
In order to maintain this excellent rate, the city of Turin could take inspiration from the following activities:

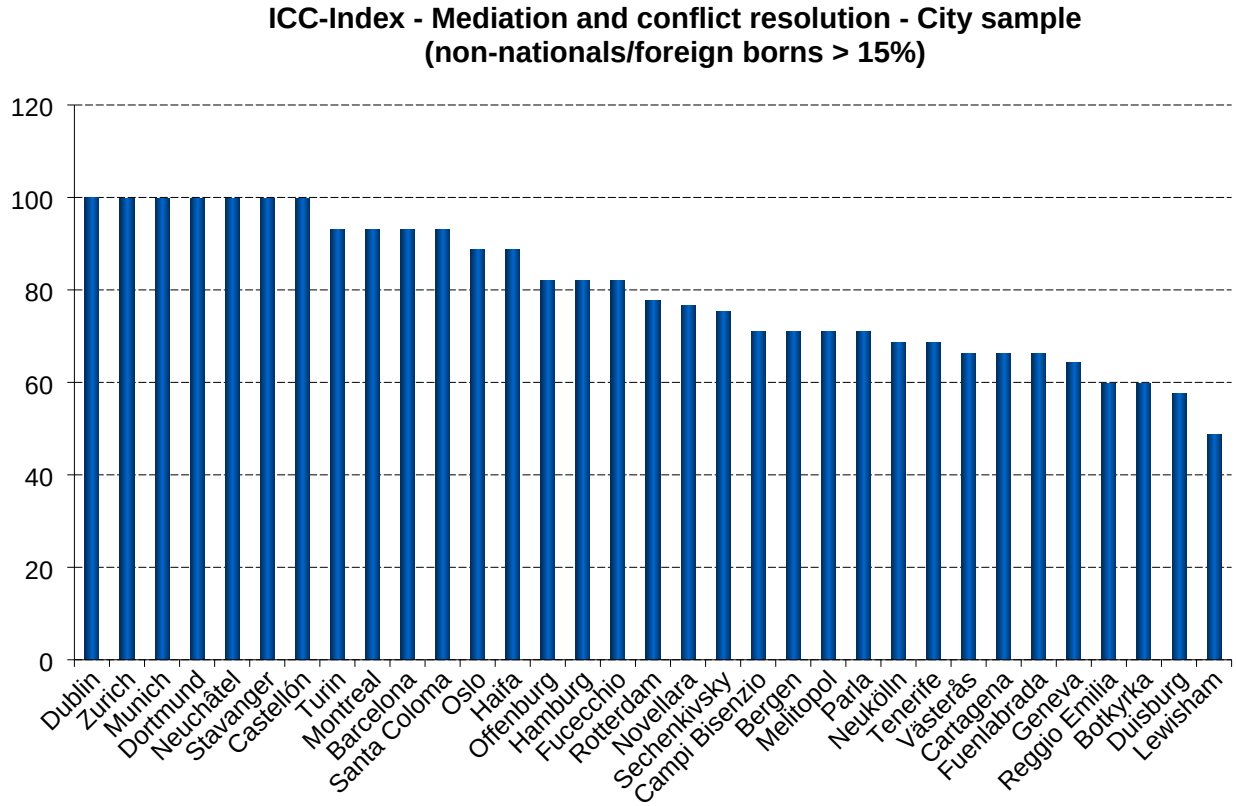
In Italy, Genoa organizes the Mediterraneo Antirazzista (Mediterranean against racism) which is a festival that lasts about 3 days and promotes equality and respect. During these days the festival hosts: tournaments of football and volleyball, concerts, entertainment for children, photographic exhibitions etc. together with that, 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.

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.

In Spain, Getxo organizes an intercultural march. In fact, a trekking excursion might help 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.

8. Mediation and conflict resolution policies





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 Turin's mediation and conflict resolution policy achievement is 93%; higher than the city sample's rate of 67% and considerably higher compared to the achievement of 44% in 2011.

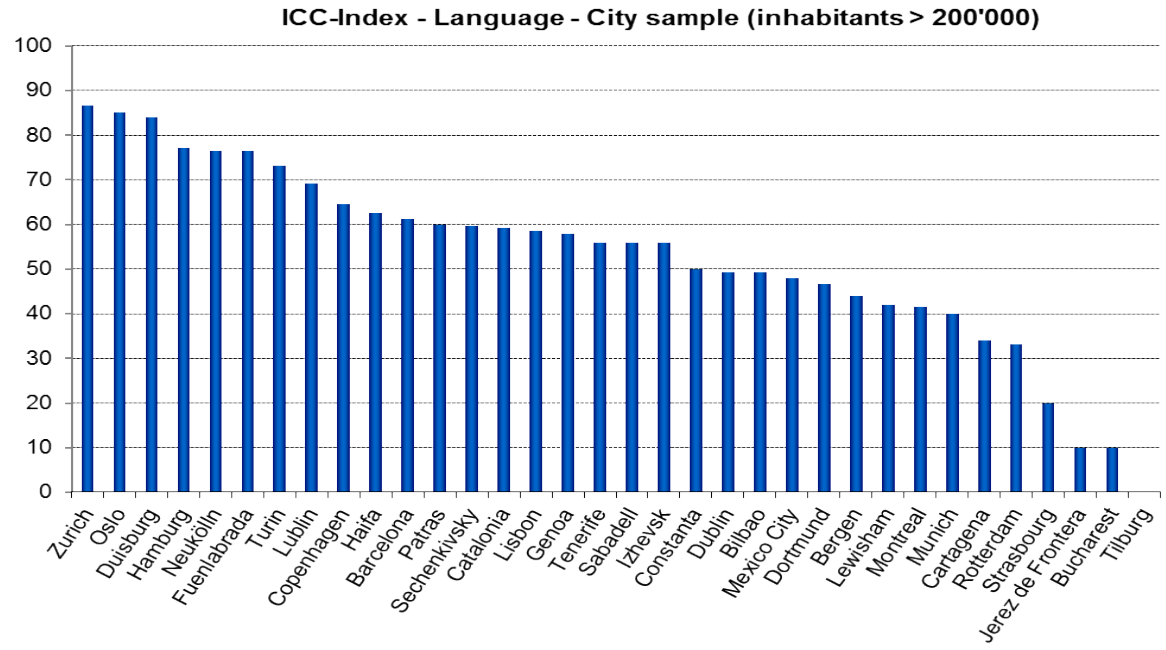
The city has a mediation service with intercultural competencies which is associated to an independent humanitarian association. Plus, it is admirable that the city has an organization that deals exclusively with inter-religious relations. This organization is an Interfaith committee whose purposes are:

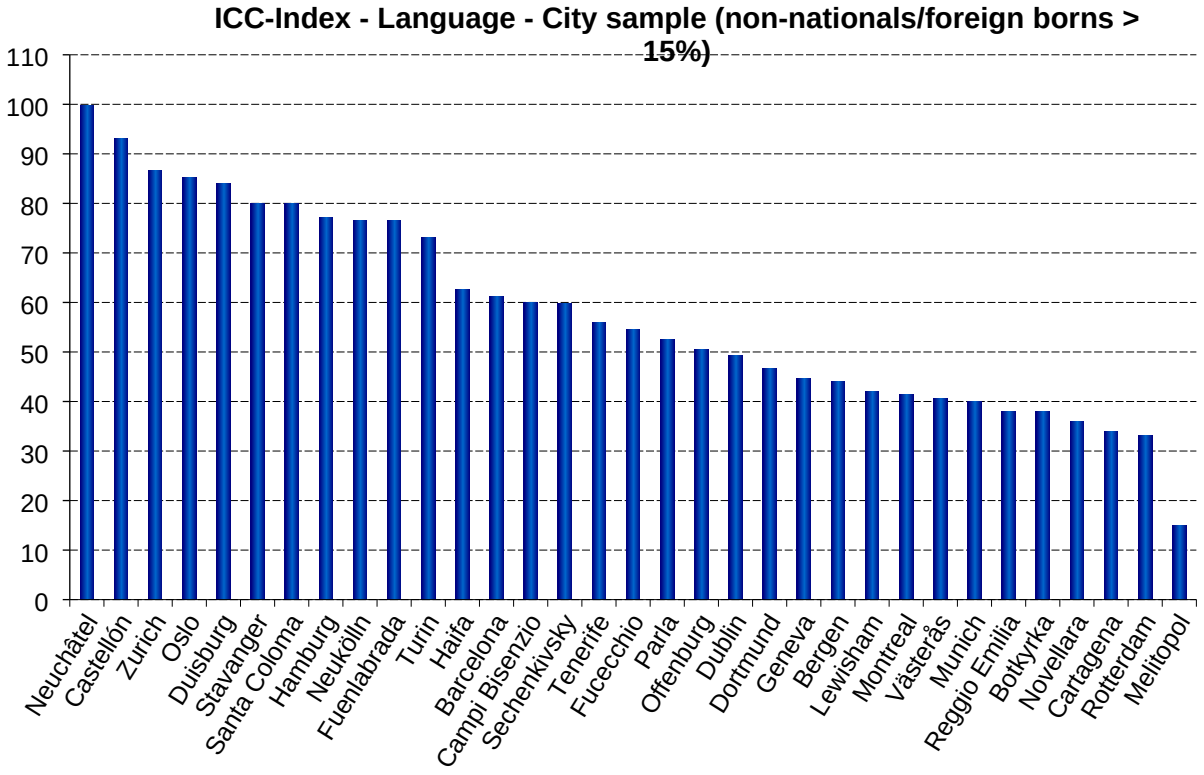
- Offer religious assistance in prisons and hospitals
- Promote worship places to suit the needs of the populations
- Answer questions about religions and give ethnical guidelines on social or cultural topics
- Organize conferences on interfaith dialogue, promote initiatives designed to maintain an atmosphere of harmony in the city

Intercultural mediation is offered in many public services: police stations, hospitals, youth centres, in the administrative sector, in neighbourhoods and public spaces, etc. for instance, the project MEDIATED is a web platform that collects videos on professional topics, such as legal technical trainings, mediation strategies etc.

Turin could take inspiration from the 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. Language[10]





[10] 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)

Turin's language policy achievement rate is higher than the city sample's rate (50%); Turin, has in fact scored 73%, twenty points higher than the 2011 result (53%).

The city is very active in organizing language classes, both Italian and foreign languages. Vulnerable people, such as unemployed or elderlies, can receive a language formation in their own language; migrants and minorities can learn minority languages (but these are not part of the curricular activities) and everyone has the possibility to learn a minority language. Two of the many language projects that the city of Turin offers are *In Piazza* and *L'Aquila e il Dragone*.

The project "In Piazza" is an interesting initiative that promotes social cohesion while teaching languages. Every Sunday, volunteers gather together in a public square (*piazza*) and welcome migrants to teach them Italian. They offer classes for the three biggest communities: Chinese, Moroccans and Romanians. These public classes are an excellent way to reach a large amount of people. As it would appear, the fact that classes are open allow everyone to stop by, have a look, and perhaps join. Native speakers and students from the University of Modern Languages carry out the classes.

The project "L'Aquila e il Dragone" (the eagle and the dragon) is a project designed for Chinese people and Italians willing to learn Chinese. The programme, financed by the EU, foresees the establishment of Chinese language workshops and playgrounds for children.

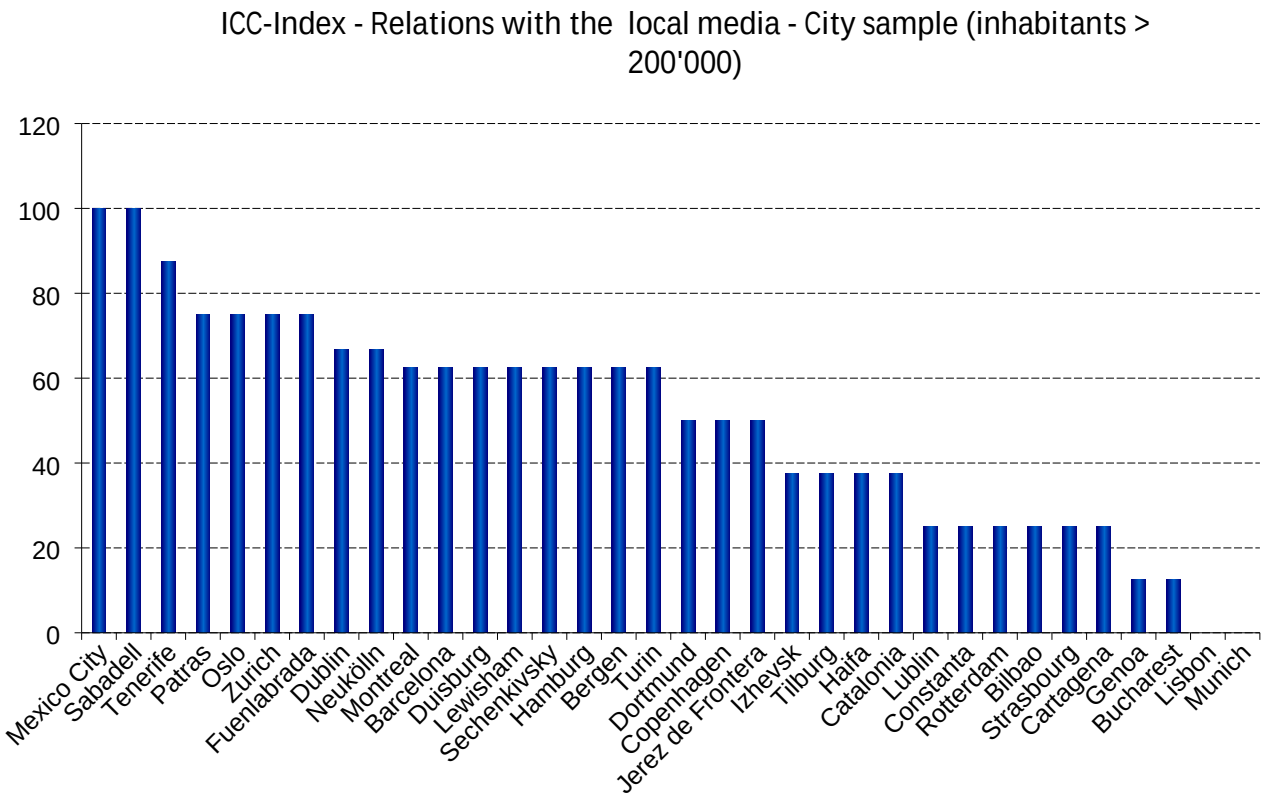
The city encourages the development of minority languages on a local level. To support them, the city finances local newspapers, and TV channels. The city could consider introducing a Radio podcast in a minority language.

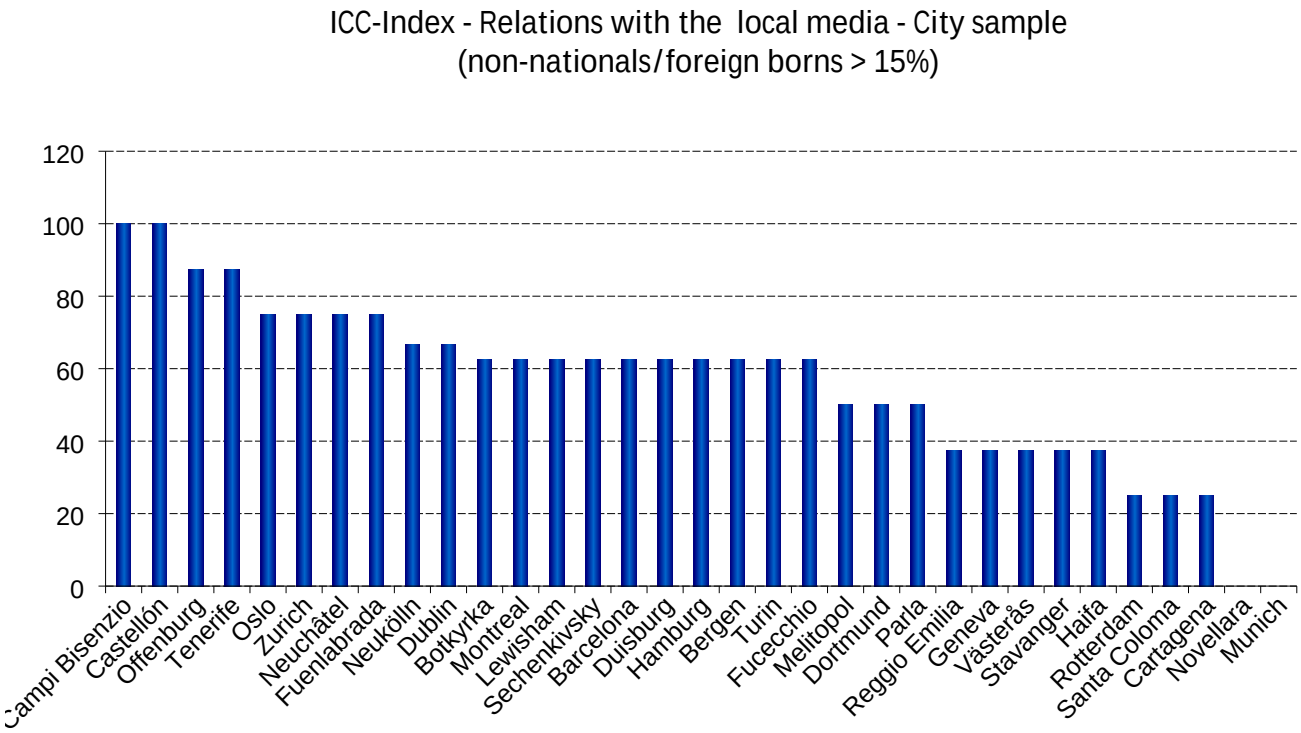
The city aims to give a positive image of migrant and/or minority language. The project Le mie lingue (*my languages*) takes place every February and celebrates mother-tongues. This project adds value to minority languages and stress the importance of pluralism. This is combined to another activity, called "Lingua Italiana per tutti" (*Italian language for everybody*) whose goal is to spread Italian language among newcomers.

Turin could consider the idea of organizing public readings and literary events in libraries, perhaps including foreign texts in their programme. Alternatively, the municipality could make a calendar with 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.

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. Turin might wish to consider the introduction of a mother-tongue day, a day to celebrate minority languages. In Sabadell, for example, citizens celebrate the "*Dia de la lengua maternal*", a special day to celebrate mother-tongues.

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 organisations to achieve a climate of public opinion more conducive to intercultural relations.

Turin's media policy is 63%, higher than the city sample's rate of 46% and even higher than the 2011 result of 50%.

The city only occasionally promotes a positive image of immigrants and/or minorities in the media. The online newspaper "TorinoClick" collects news on several topics, such as politics and finance, plus it has a special column with news on migrations and minorities. For instance, the challenges migrants face when they arrive in Turin.
Something similar happens in Genoa, where every Wednesday the main local newspaper (Il Secolo XIX), publish a page in Spanish dedicated to the South American community.

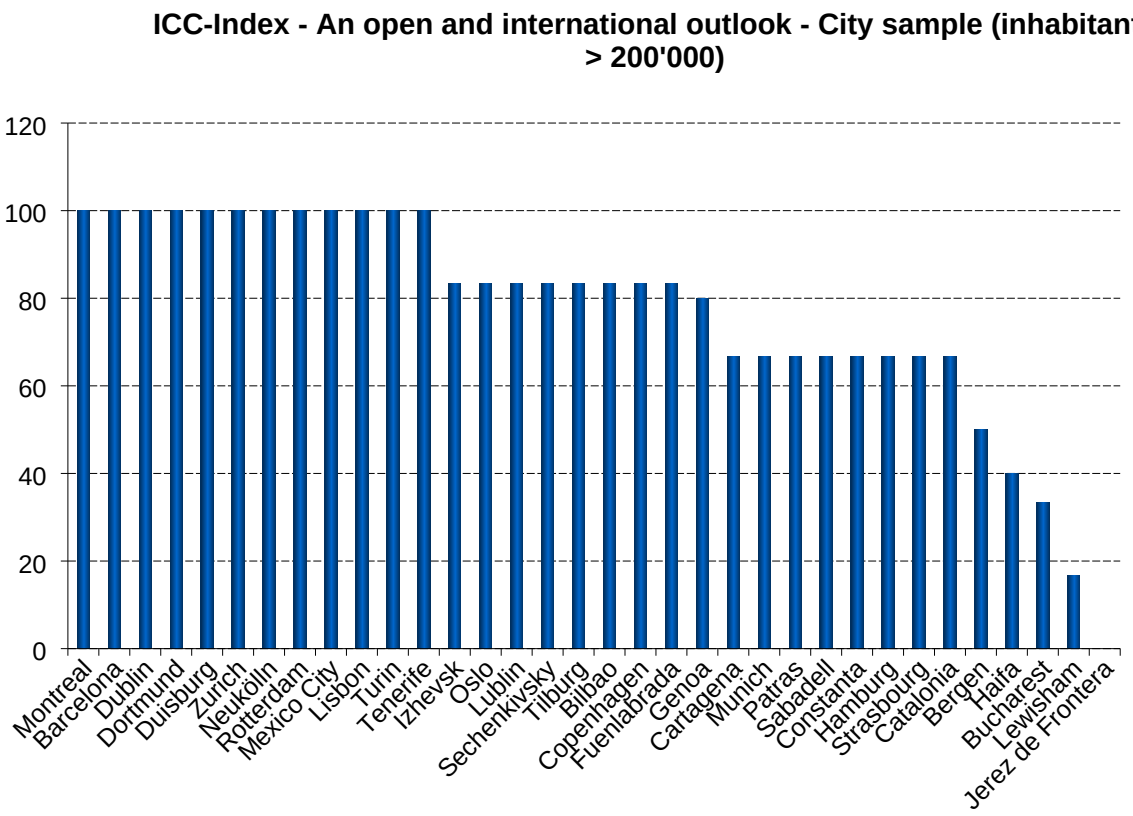
The city could follow Bergen's example of promoting a positive image of migrants and minorities in the media. The Norwegian city monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities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

Together with the newspaper column, which is a great initiative, Turin could integrate a radio channel, for instance, in Genoa the radio channel Radio 19 has a specific daily programme in Spanish for the Latino community. Turin could foster the inclusion of minorities, catching the attention of more than one ethnic group.

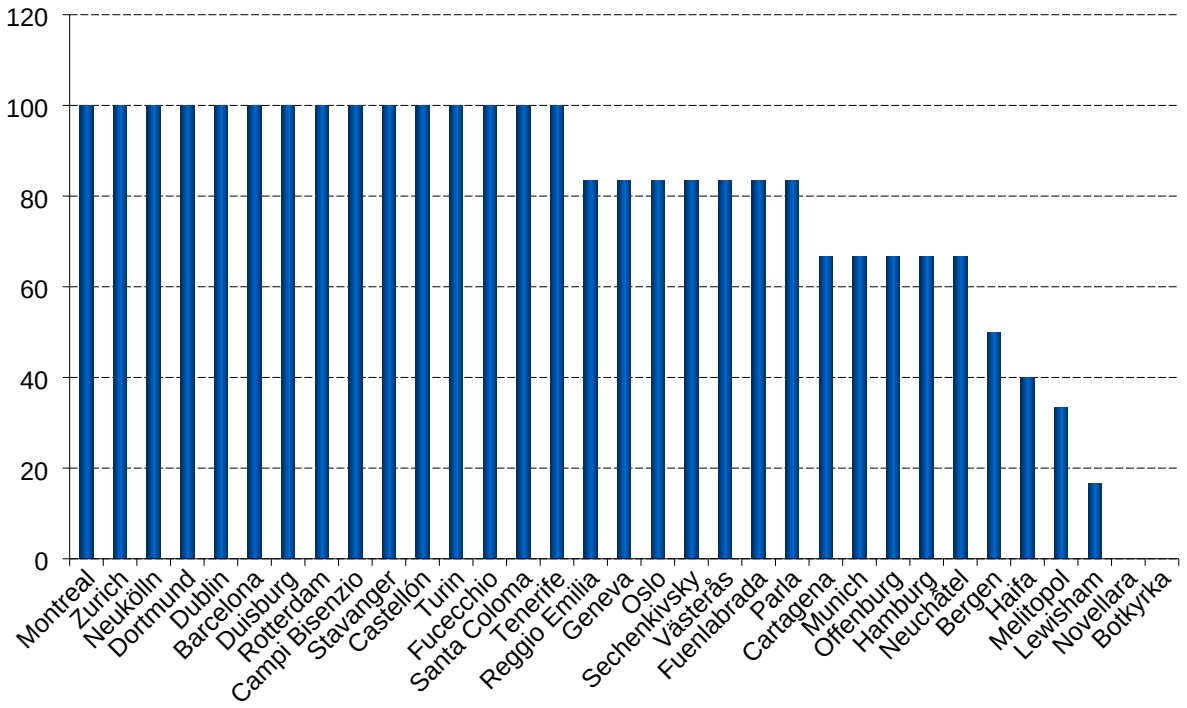
In Barcelona, since 2010, the city is carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity, based on working in conjunction with different social actors and organizations. A part of this campaign has been substantial press coverage. Another good example comes from Oslo, where there has been established an internet service, called "Cultural diversity in the media" informing on concerts, exhibitions and festivals organized by artists with minority backgrounds. This pro-diversity coverage of the cultural scene is reflected in the local media (newspapers, radio, local TV). Among journalists and editors, and media researches, 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 municipality runs its own publication – "Oslo Now" – which is distributed freely to every household in the city. The Office of diversity and integration runs an internet based newsletter – the "OXLO bulletin". The municipality sponsors an event called "Top 10", which each year celebrates and profiles the ten most successful immigrants in Norway, in business and work, academia and media, culture and civic life.

Turin does not provide support for advocacy and/or media training to mentor journalists with minority background, but monitors through an external agency how media describe minorities.

11. International outlook policies



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.

Turin's 2014 score for the open and international outlook is the 100%, higher than the city sample's rate of 71%; whereas in 2011 the city scored the 83%.

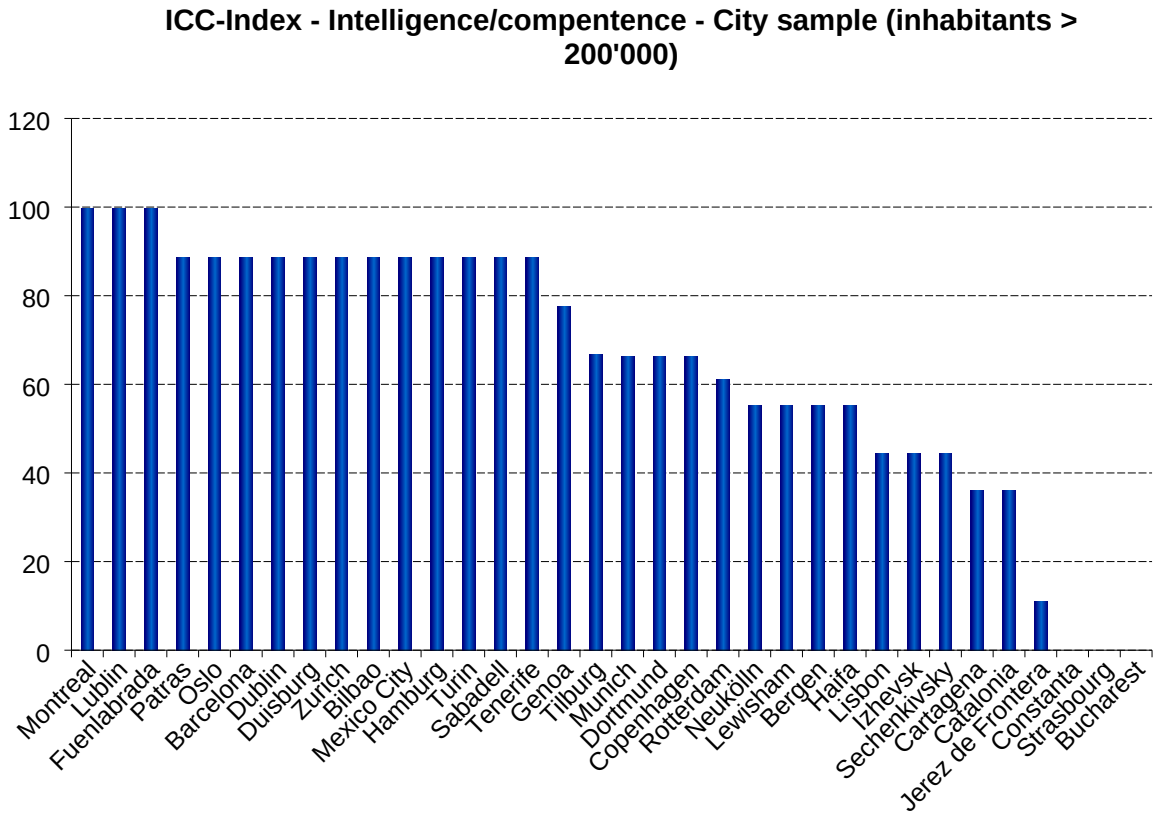
The city has adopted a specific economic policy which fosters international cooperation towards an economic sustainability. At the same time, there are specific financial provisions and the municipality encourages universities to attract foreign students and adopt strategies to encourage foreign students to take part in the city life and to stay after the end of the study. For example, the website www.studyintorino.it uses a very appealing format and design to attract students. The website is an excellent tool to discover the university life in Piedmont.

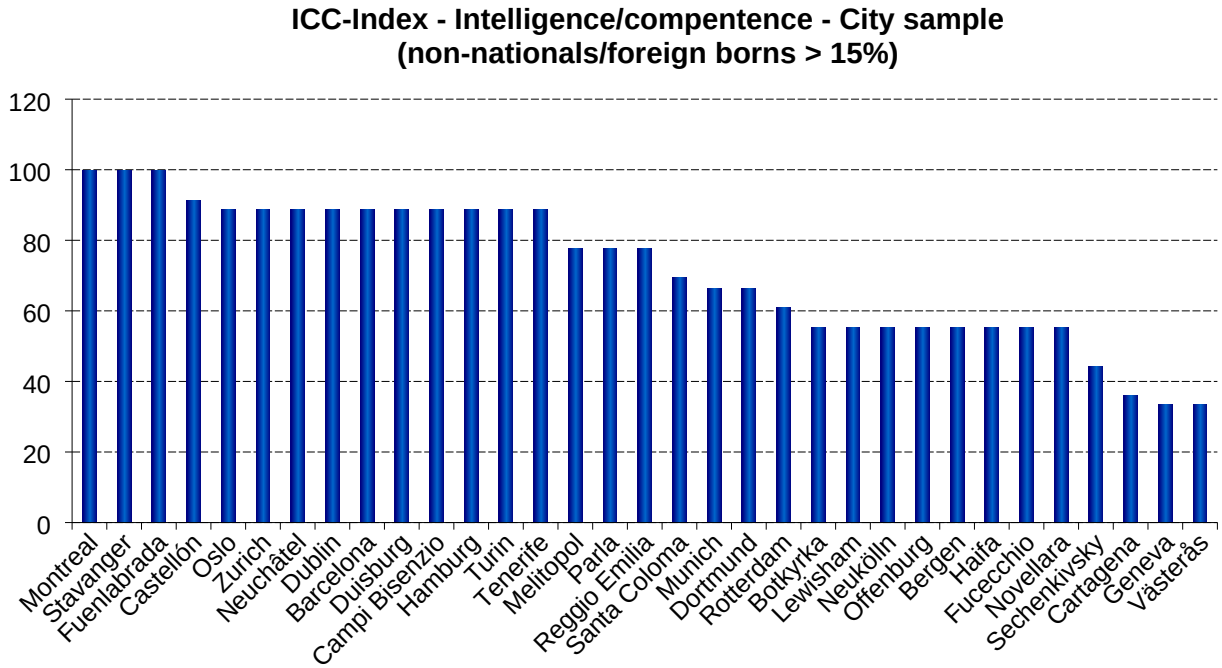
In addition, there are agencies responsible to supervise and encourage the city to start international businesses. Turin also put effort to establish intercultural economic relationships with foreign countries. The municipality has a specific department whose aim is to encourage international cooperation and peace. Several projects are collected under this name, but they all share the same philosophy of promoting diversity in the city through an intensive network of economic exchanges. The objectives are:

- Strengthen political commitment to international cooperation
- Defend and promote global and local products
- Create peace based on social justice
- Respect of human rights

Despite the excellent result, Turing could follow Barcelona's example. 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. Alternatively, Bergen's international plan 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





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 Turin's intelligence competence policy in 2014 is of the 89%; whereas in 2011 was the 44% and the city average rate in this field is the 63%. It is of interest noticing that the city of Turin doubled his result over the years.

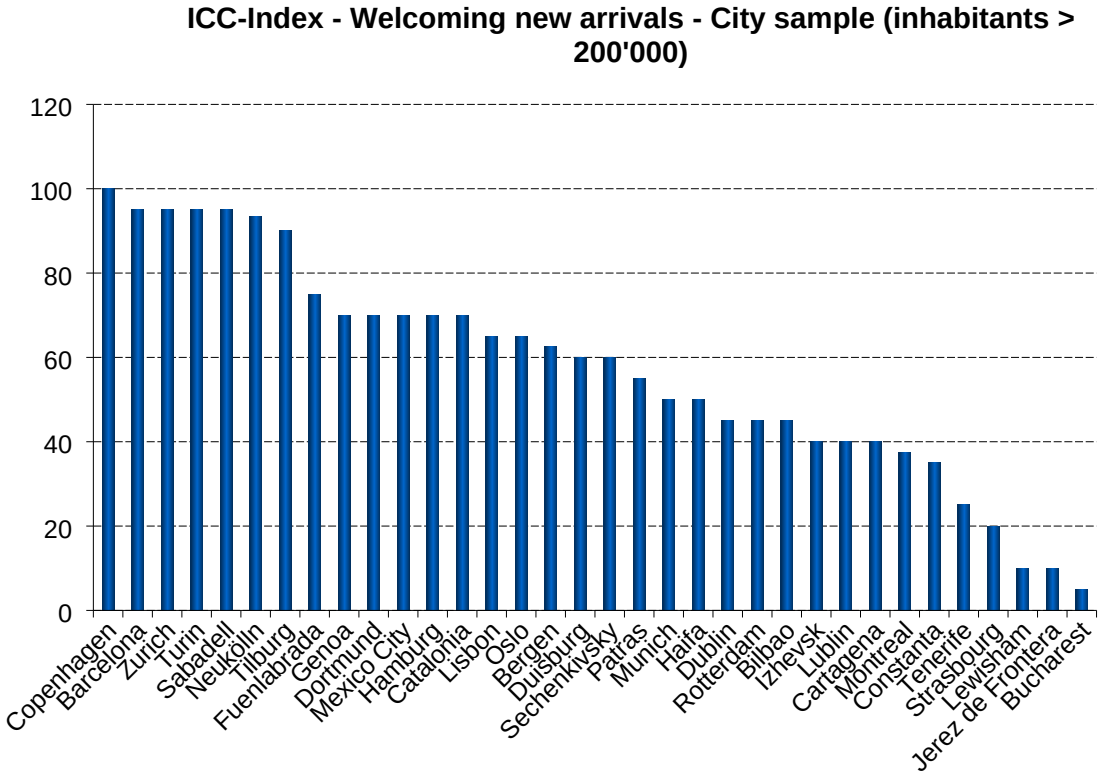
According to the answers provided in the questionnaire, Turin spreads information about city government/councils process of policy formulation. For instance, every year an extensive report is published. The report gathers data, details, demographic information, statistics about migration etc.

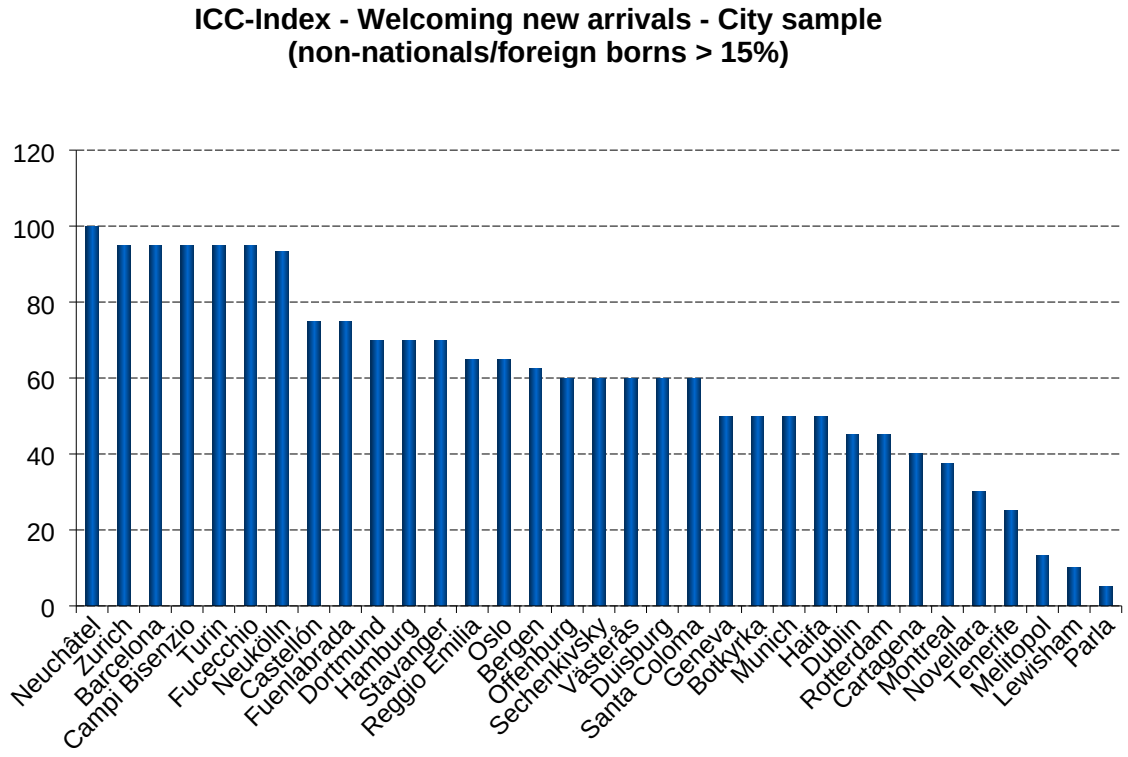
Moreover, the city carries out surveys including questions about the perception of migrants/minorities. In fact, the city sustains the activities lead by Fieri (International and European Forum of Migration Research) whose objective is to study social and political transformations associated with growing population mobility and cultural diversity.

Turin promotes intercultural competence of its officials and staff (both in administration, and public services), for example through conferences, seminars and training courses. About the phenomenon of migration, the city of Turin 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.

Another example comes from Romania: Constanta 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





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 Turin welcoming policy has been growing since 2011. The rate, in fact, increased from 70% to 95%; overstepping the 54% of the city's sample.

The city has successfully established an office to welcome migrants and newcomers to the city. Also, Turin offers a written guide, a multilingual comprehensive city-specific package of information, for newly-arrived residents.

The website of the municipality of Turin has a big section that deals with migration and integration. For instance, it is possible to find information about: how to achieve the nationality, if you are travelling solo you can find out the procedure to ask for a family reunification, etc.

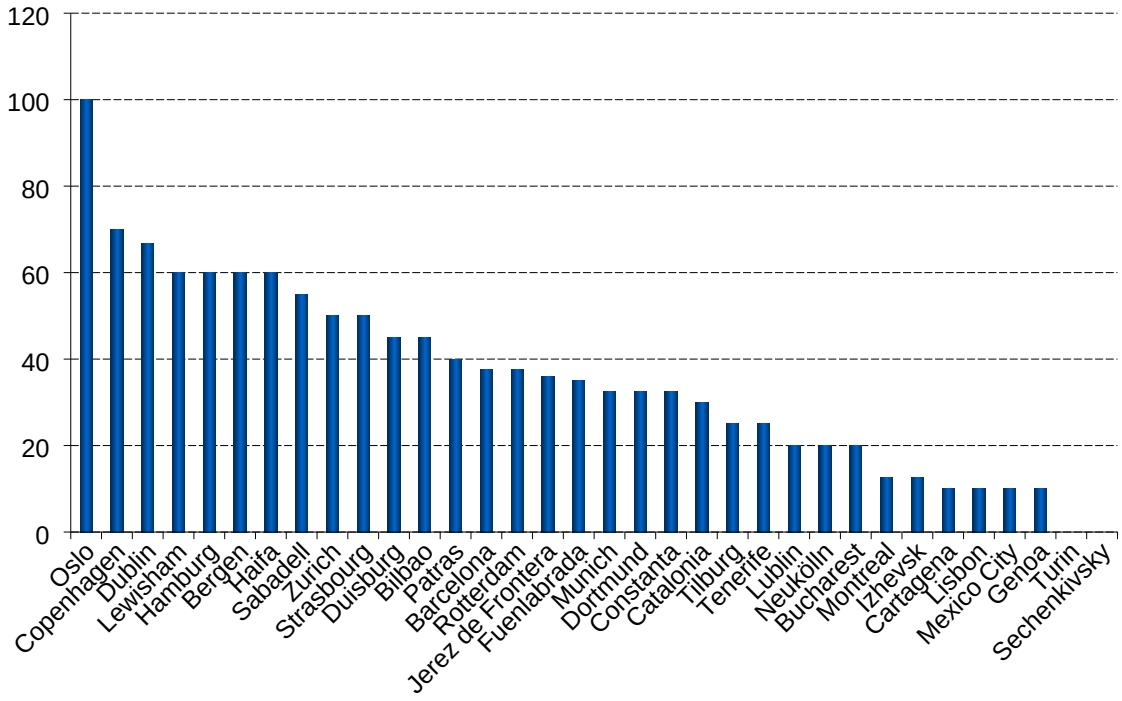
The city offers various services to welcome migrants, especially the following categories: refugees, students, migrant workers, women and family members. The city has demonstrated to put particular attention to foster migrants' integration in the society. For example, the projects of welcoming and integration are carried on by several organizations and associations spread around the city.

To improve this field, the city could fit in its welcoming activities services for law and legislative orientation; these services have been proven of being of great help in other Intercultural Cities.

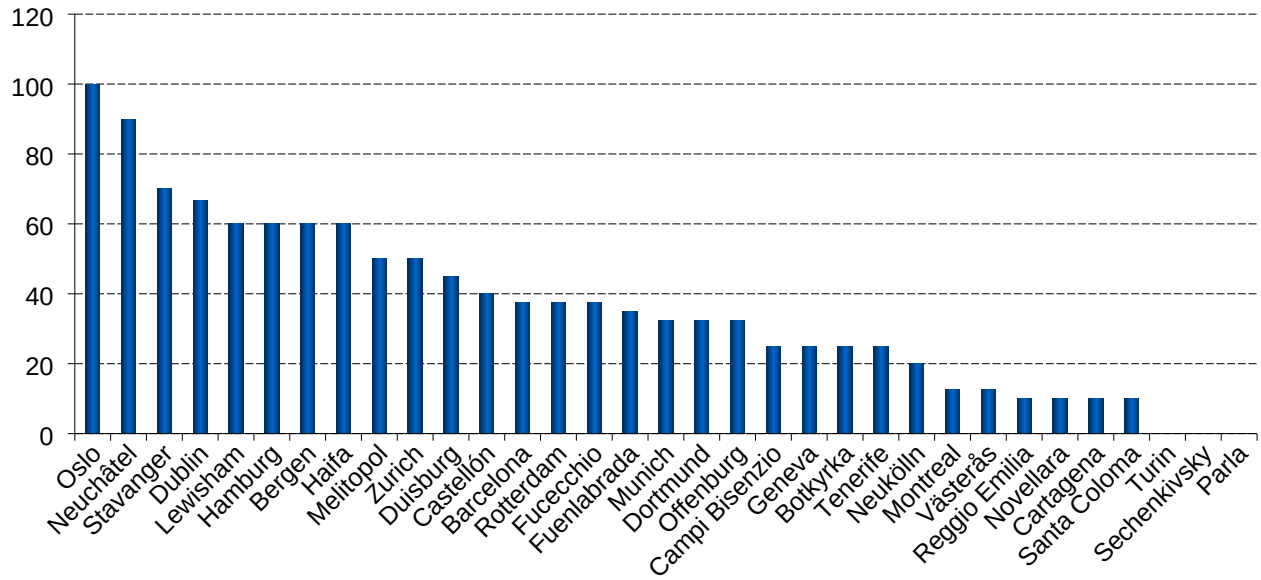
It is worth mentioning that the city has positively established a special public ceremony to greet newly arrived residents in the presence of officials.

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 field of Governance is the weakest in Turin's interculturality. The city got worse through the years. In fact, the city sample's rate is of 34%; whereas the result scored by Turin in 2011 is of 8% and in 2014 is the 0%. Perhaps the city might want to further investigate the causes of such result.

Newcomers can vote once they have obtained the citizenship and the ethnic background of elected politicians does not reflect the composition of the city population.

There are some services that involve migrants, minorities in the decision making process. For instance, the project Puzzled By Policy is an e-Democracy tool whose aim is to ask citizens their point of view on topics concerning migrations. For instance, there is a questionnaire where users can say to what extent they agree with the current migration policies.

The city should promote more initiatives in order to encourage migrants to enter in the political life. For example, people with the right to vote should receive instructions on the elections, like brochures or leaflets. More often than not, in fact, migrants and newly arrived are not confident with the host country's political system.

Turin might wish to considerer the experience of Copenhagen in this sense. Copenhagen has also 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. The CPH International Service and CPH Volunteers invited expats living in the City to an information meeting where Danish democracy and the right to vote in local elections have been discussed. 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.

Another interesting example has been developed 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 encourages them to engage in politics.

The city monitors the activities to prevent discrimination or rumours and there is a specific service apt to give suggestions and support to discrimination's victims. The municipality often organizes initiatives to discourage negative feelings and/or negative perception towards newly-arrived. Probably Turin could improve this campaign reinforcing the non-discrimination and no-racism network.

On this topic, Turin could follow Patras' project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the

“National Centre for Social Research (EKKE)” and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. “Patras Municipal Enterprise for Planning & Development - ADEP SA” is the local partner organization.

15. Conclusions

The result of the current ICC Index suggests that Turin’s interculturality has been improving since 2011 and has scored excellent results. We wish to congratulate with the city for this admirable outcomes.

Compared to the 2011 results, it is commendable and appreciable that the city is improved in almost the totality of the fields: mediation, language, media, international outlook, intelligence competence, welcoming, education, neighbourhood, business and labour market, cultural and civil life, public space.

On the other hand, the rates have decreased only in three fields: commitment, governance, public service.

The fields where Turin is doing particularly well, reaching the maximum of 100%, are: international outlook, business, cultural and civil life, neighbourhood, public space.

However, the city of Turin must strengthen its policies in the field of Governance, the weakest area and the only where it scored 0%.

In view of the above, we wish to congratulate with Turin 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 Turin's intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

- Commitment: Although the city has formally and publically stated its participation in the ICC network and has set intercultural strategies to enhance the importance of creating a cohesive society, the city could 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.

- Business and labour market: Positively, the city has adopted an official document against discrimination in the workplace and has established a business incubator to facilitate integration. Turin 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.

- Public space: to improve in this field, the city of Turin could look up to the city of Getxo, that offers an interesting programme called "*Bibliotecas punto de encuentro*". This programme promotes libraries as a place where people coming from different countries can meet and share histories and experiences. The Summer camp is an excellent initiative that encourages children leading them towards a cohesive society.

- Mediation: To improve the field of mediation, Turin 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.

- Governance: to improve this field, Turin could take inspiration from the initiative developed 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 encourages them to engage in politics.

Turin 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 database[11].

[11] http://www.coe.int/en/web/interculturalcities/