



## Arezzo: Results of the Intercultural Cities Index

Date: May 2016

A comparison between 76 cities<sup>1</sup>

### 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<sup>2</sup> (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forlì (*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 (*Ireland*), 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*), Sechenivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone<sup>3</sup> (*Italy*), Unione Terre dei Castelli<sup>4</sup> (*Italy*) Valletta (*Malta*), Västerås (*Sweden*), Vinnitsa (*Ukraine*) and Zurich (*Switzerland*).

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<sup>1</sup> 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.

<sup>2</sup> The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

<sup>3</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

<sup>4</sup> Former Castelvetro di Modena.

Among these cities, 40 (including Arezzo) have less than 200,000 inhabitants and 43 (including Arezzo) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Arezzo (Italy) in 2014 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).

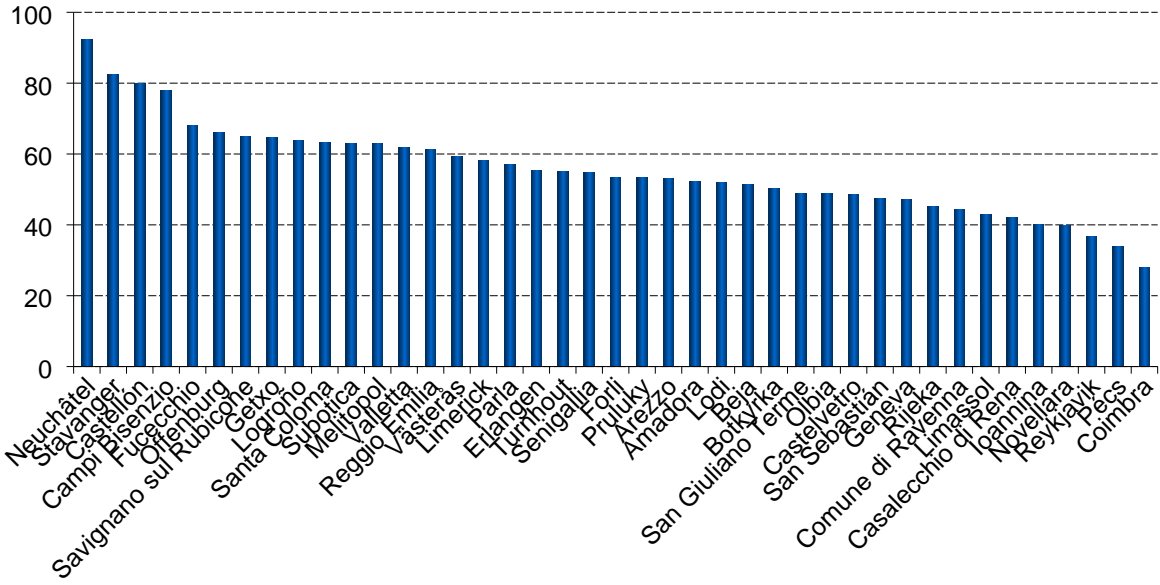
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

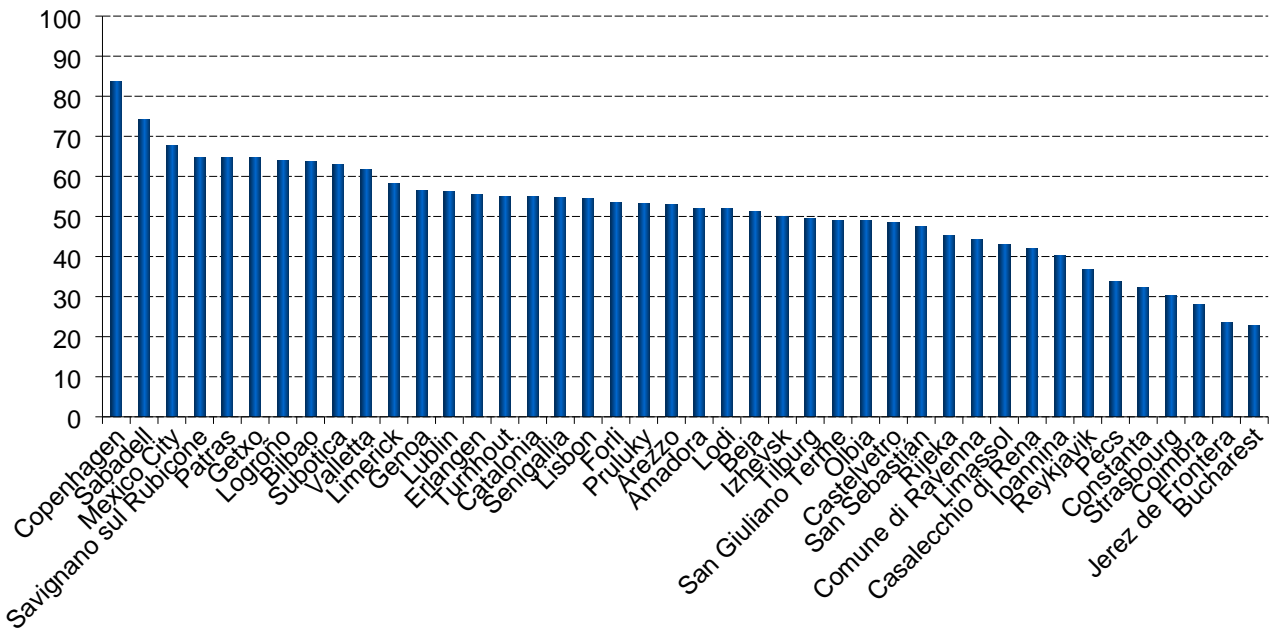
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

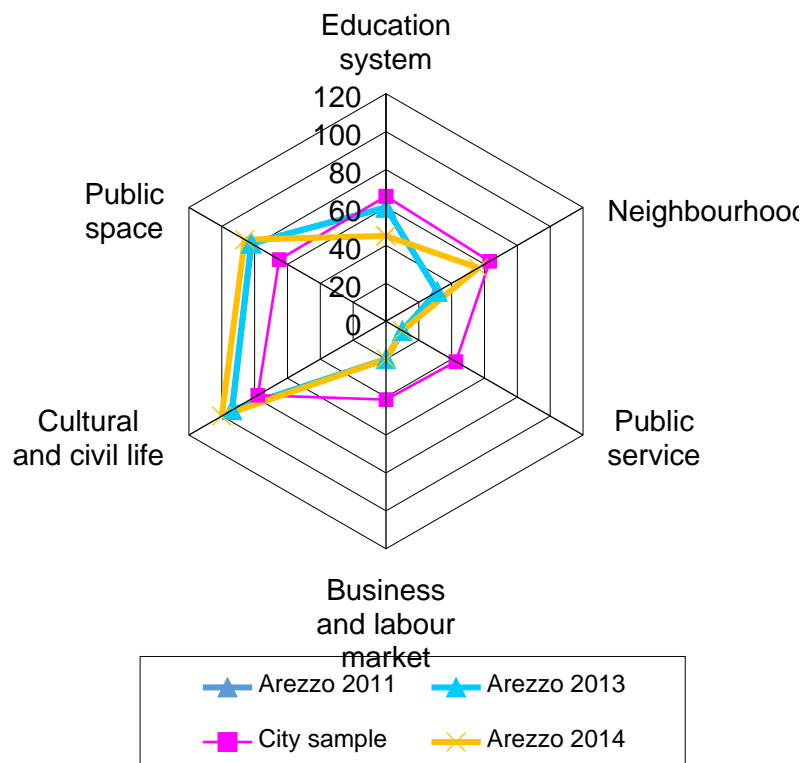
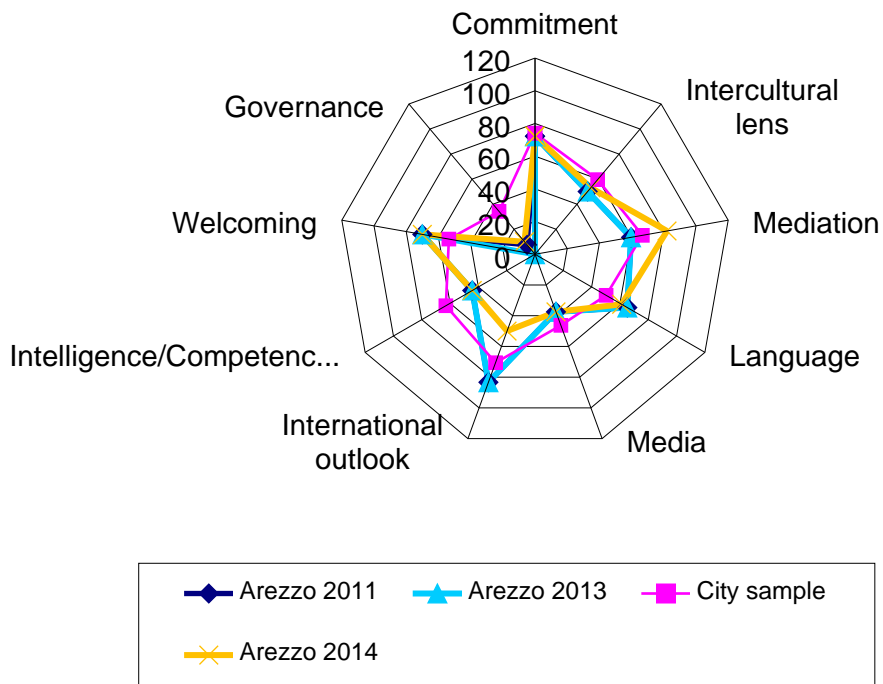
According to the overall index results, Arezzo has been positioned 49th among the 75 cities in the sample, with an aggregate intercultural city index of 53%, after Pryluky (53%) and before Amadora (52%). Arezzo has been ranked 23rd among cities with less than 200,000 inhabitants and 21st among cities with less than 15 per cent of foreign-born residents.

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



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





## Arezzo – An overview

Arezzo is an Italian municipality located in Tuscany, about 80 kilometres southeast of Florence. Historically, Arezzo is one of the most important Etruscan cities and the remains are still visible in the acropolis of San Cornelio. After the Etruscan period, Arezzo was conquered by the Romans and it became a military station. Under the Roman empire, Arezzo flourished and became important for the pottery manufactures. Unfortunately, during the middle age the city was partly demolished and only the amphitheatre survived. During the renaissance, important painters worked to ameliorate the city architecture, such as Piero della Francesca.

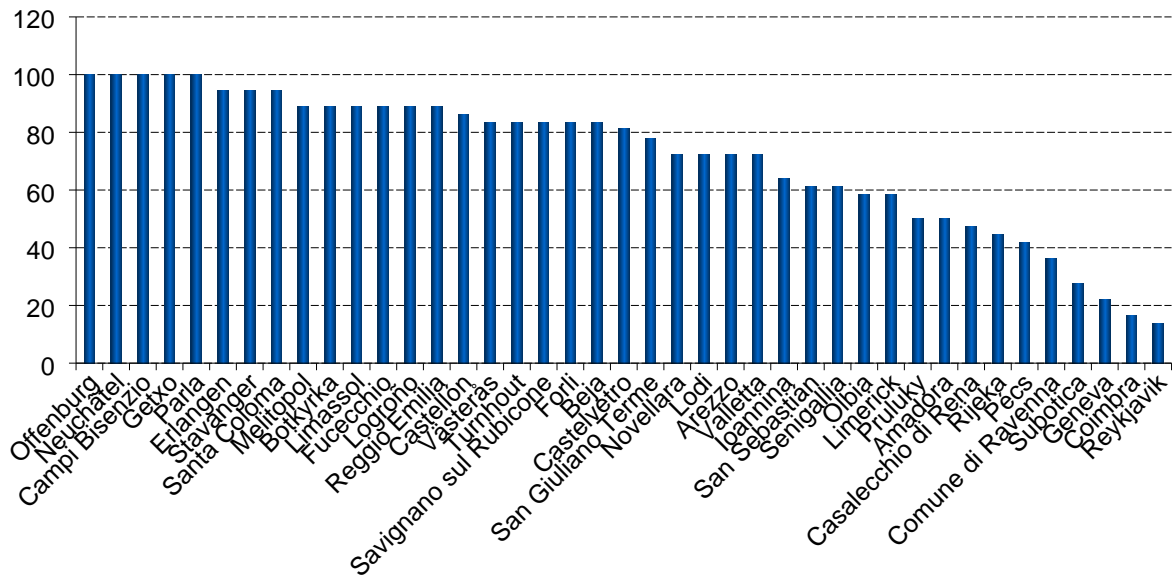
According to the questionnaire, the city counts 99.827 inhabitants. Out of the total, the 11,89% are non-nationals, and the 12,64% are foreign-borns.

First generation migrants are 10.218, which is the 10,24%; whereas second generation migrants are 1.652, which corresponds to the 1.65% of the total residents.

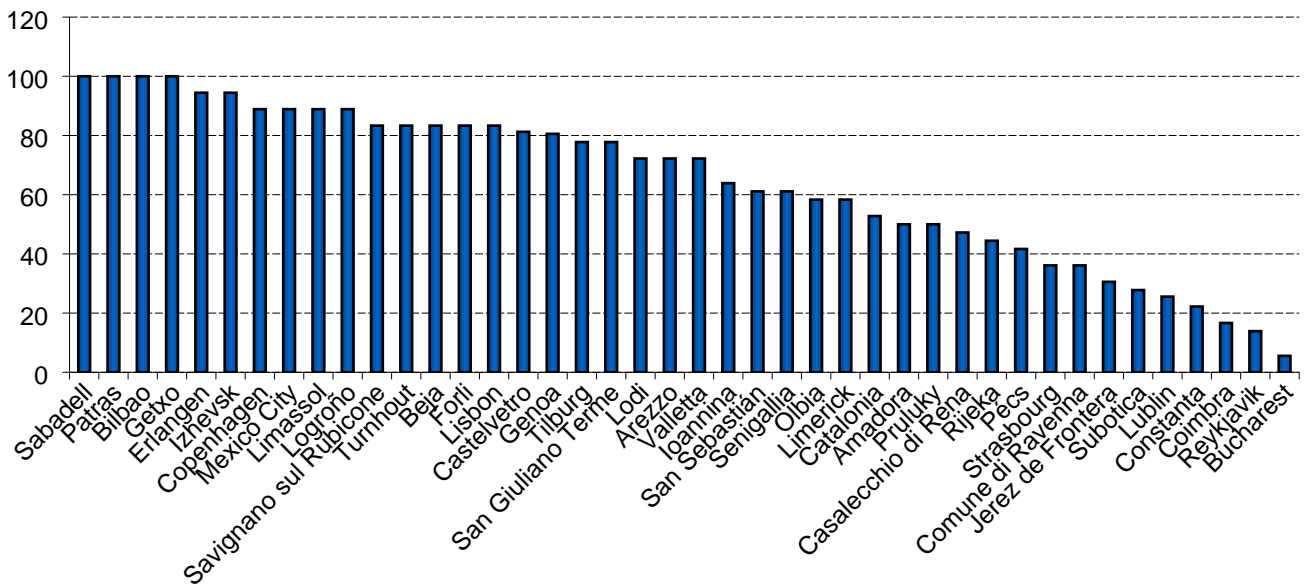
The most numerous minority ethnic group is the Romanian, which counts the 4,35% of the total population. However, there aren't minority groups that represent more than 5% of the overall population.

## 1. Commitment

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



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



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

Arezzo's rate in the area of Commitment is slightly lower than the city sample. In fact, the city scored the 72%, whereas the city sample scored the 74%. It is worth

noticing that the city has kept the score stable at 72% ever since 2011. If on one hand the result is positive because is very close to the city sample, on the other hand the city has not improved either.

The city has formally and publically stated its participation in the Intercultural Cities network and has successfully adopted an intercultural action plan and an integration strategy program. Positively, according to the questionnaire, public speeches often refer to the intercultural commitment during public meetings and assemblies. Moreover, the city has built a webpage, which will be extremely useful in the integration process.

The city website<sup>5</sup> illustrates integration strategies and explains that all citizens have equal opportunities. For instance, there are several initiatives carried out to preserve women and to help them fighting violence and discrimination. Together with that, women have "*pink parking slots*" to facilitate pregnant women drivers or mums with small children. The *House of Cultures* is a service that organizes several projects to facilitate minority integration in the Arezzo society. For example, they organize language classes and childcare.

On the other hand, the city has not established a coordination department focused on intercultural strategies. However, it would appear that the city is considering establishing one.

in order to enhance the field of commitment, the city of Arezzo should consider organizing a ceremony to encourage harmony and to honour citizens who have done exceptional things to encourage interculturalism in the local community. For instance, in Genoa, the Institute of Research MEDI, specialized in migration and interculturality, organizes 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.

Another interesting example comes from the Italian Intercultural city of Novellara, where citizens try to enhance a feeling of inclusion among its citizens sending letters and leaflets, for example newcomers usually receive a welcome letter. Leaflets with practical instructions are offered, for example about public libraries, public bicycles.

Arezzo could also look up to San Giuliano Terme, where the municipality established a Migration Council, composed of 20 foreign born individual, to take part in the decision making process. In 2013, the migration council carried out several activities: for instance, they organized several conferences promoting Migrant Women's Health; they translated the Italian constitution in several minority languages and the municipality organized a festival to celebrate the fact that 100 foreign born children were extraordinarily receiving the Italian nationality. The council, moreover, was taking a serious effort to enhance families' involvement in the city life.

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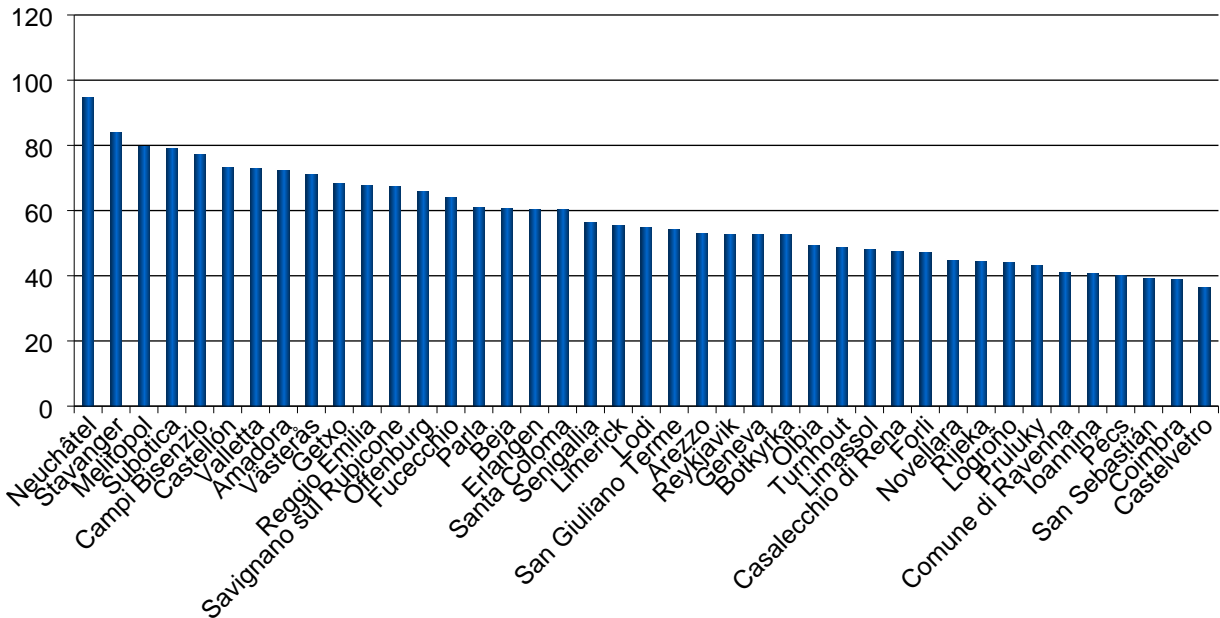
<sup>5</sup> <http://www.comune.aretzo.it/il-comune/servizio-sociale-politiche-educative-formative-sport/integrazione-e-pari-opportunita>



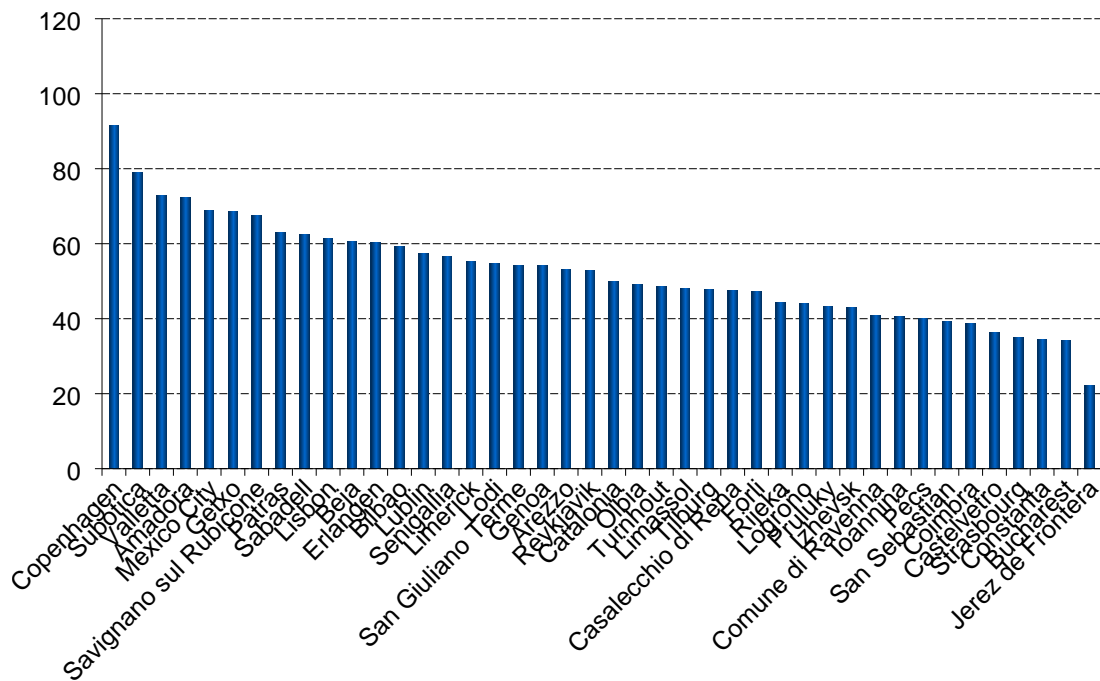


## 2. Education<sup>6</sup> policies through an intercultural lens

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



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



<sup>6</sup> 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](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 Arezzo's education policy achievement rate is the 45%, lower than the city sample's rate of 66%. The education rate has considerably decreased since 2011, when it was the 60%. The city might wish to investigate the cause of such lowering.

Almost all children in primary schools are of the same ethnic background, and teacher's ethnic backgrounds never mirror pupils'. In addition, only very few schools are putting an effort in order to increase parents' participation in the education system. For instance, schools' libraries have a *multicultural shelf*, where pupils can find books in other languages than Italian; schools organize meetings where pupils can read *fairy tales coming from various countries*. In addition, *language courses* are offered for students' mothers.

Positively, schools often organise intercultural programmes and projects to encourage cohesion. For example, Arezzo's schools organize events to promote Comenius project, to enhance the learning of the Italian language and to celebrate international events, such as mother day.

Among the policies already adopted by Arezzo's schools, the city might wish to adopt more initiatives in order to improve the field of education. Other Intercultural Cities are carrying out the following initiatives:

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

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

Arezzo could also be inspired by Genoa's initiatives. In Genoa, in fact, schools organize a wide range of activities: The *Christmas markets*, where children can do arts and crafts, old clothes and various items are sold for charity. The organization called *Daneo* organizes music classes, sportive activities and other extracurricular activities together with various volunteering activities. Moreover, two *choirs* have been successfully established.

### 3. Neighbourhood policies through an intercultural lens<sup>7</sup>

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.

Arezzo's neighbourhood policy indicators are lower than the city sample. While the average of the cities taking part in the ICC programme scored the 63%, Arezzo scored the 56%. Despite that, Arezzo showed an improvement, going from the 31% in 2011 and 2013.

In the municipality there are no areas where foreigners represent more than the 80% of the total inhabitants. Equally, there are no areas where a minority ethnic group constitutes the majority of residents.

Arezzo does not promote activities to mix citizens from different areas because it would appear that there is *no need*. However, it might be worth remembering 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, Arezzo could follow Limassol's example where The Euromed Festival aims to gather people together through folkloristic dancing and exhibitions. Another activity carried out in Limassol is the "*Social Work on the Road*" programme that started in 2010 and since then it aims to prevent criminality, especially among young people. This programme follows the following steps:

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

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

Arezzo could also 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.

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<sup>7</sup> 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.

Alternatively, Arezzo 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 Arezzo's public service is considerably lower than the city sample's rate. In fact, while Arezzo scored the 10%, the city average scored the 43%. Negatively, the city has maintained the same result since 2011, showing that no improvements have been performed.

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

Arezzo provides some services to suit the different needs of its diverse population. They offer *funeral services* and *burial areas* to suit the needs of the multi-religious community of the city. And schools' canteens should have different meals to mirror the alimentary needs. The city could improve the field of Public Service, modifying facilities' time schedules in order to suit the needs of women with specific necessities. For instance, *sportive facilities* may follow this example, insomuch it would appear that sport is particularly important in a community insomuch it promotes social inclusion and enhances social participation. Perhaps, the city could monitor citizens' needs through questionnaires or surveys to test customers' satisfaction.

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

Arezzo might also consider following Genoa's Maritime Museum "Galata" that hosts a permanent exhibition on migrations. This exhibition shows how deeply Italian society has been shaped by the phenomenon of migration. One side of the gallery displays where Italians have gone when sailing out of the country, while the other side shows the migrants Italy have welcomed over the years.

## 5. Business and labour market policies through an intercultural lens

Arezzo's rate of achievement in this area is the 20%, lower compared to the city sample's rate of 41% but stable compared to the other years' results.

Positively, in Arezzo there is a business umbrella organisation that promotes diversity and non-discrimination in the employment. Nonetheless, the city has not adopted an official document against discrimination in the workplace and is not promoting minorities' integration in the business sector.

In fact, Arezzo should seriously take action to encourage businesses from minority ethnic/cultural economies, enhancing immigrants' participation in the local economy, and raises awareness of the important economic and social contribution of foreign-born entrepreneurs in the municipality.

To encourage multiculturalism in the workplace, Arezzo could follow these ICC initiatives:

The Norwegian city of Oslo, for instance, aims to bring diversity into the Norwegian business. In fact, Oslo's City Council's Office for Business Development has taken an active stance on integrating minority businesses. The greatest problem they have is with the complexity of Norwegian rules and regulations regarding taxation and business practice. Many small businesses contravene the law without understanding or even knowing it, and many others opt to enter the black economy to make life simpler. A Nordic Network for Diversity at Work has been established and Oslo hosted a conference on the European Intercultural Workplace recently, attended by 70 CEOs, but it is felt there is much still work to be done in bringing diversity into the Norwegian business world. For this reason, the Norwegian Centre for Multicultural Value Creation is helping the so-called "non-western", first and second-generation immigrants, to start their businesses by providing advisory services, coaching and training in business establishment. The centre is unique in its approach in assisting the professional immigrants, and has received extensive and positive attention and support nationwide among the immigrant organizations, government institutions, private organizations and the media. The result of such attention has been that a large number of immigrants have contacted the centre and are frequent users of the services provided.

Alternatively, in Portugal, Amadora aims to strengthen business awareness through information. In fact, the Programme "Amadora Empreende" seeks to identify, with the young population and from people in situations of social vulnerability of Amadora, individual entrepreneurial initiatives by providing the necessary conditions for developing a business idea. With two distinct points of action: "A Incubadora Quick" (directed at young people aged 18 to 30 years) and "Quem não Arrisca não Petisca" (directed to people in socially vulnerable - women, disabled, immigrants and prisoners and ex-prisoners), this is intended as a program of selective support, which can give strength to projects that are often not exposed, for lack of support of the development of ideas, or seeking financial support.

## 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

Arezzo's cultural and civil life policy goal achievement rate is the 100% , considerably higher than the city sample's rate of 78%.

Interculturalism is used as a criterion when allocating grants to associations, and the city regularly organises art/cultural events. The organisation Casa delle Culture (House of Cultures) organises several activities and events to encourage its citizens to mix. For instance, it's carrying out a Badminton championship, an international mother tongue day and conferences and seminars on the importance of parenthood.

Similarly, the city of Limassol is carrying out several activities which have been proven of being of great help, perhaps Arezzo can be inspired from them. Limassol in fact organises ballets and music events in the Garden Theatre: they witness a long and rich tradition and show that dance is an artistic expression strictly linked to the history of the city. The Embassy of the Russian Federation in Cyprus organizes events to celebrate the friendship between Russia and Cyprus: Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme. Sportive events - Limassol organizes several competitions: marathons, gymnastic and rhythmic gymnastics, break dance, skateboard, football match, cycling tour, etc.

Another example comes from the Spanish city of Getxo that 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.

Moreover, Bergen's Kaleidoscope (Fargespill): an art project where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

## 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 Arezzo's public space policy has shown an improvement: from 82% in 2011 to 86% in 2014. This is a good result compared to the city sample's rate of 65%.

In the municipality of Arezzo, the public spaces involved in the process of interculturality are: libraries, museums, playgrounds, squares, etc. As we have previously seen, the Casa delle Culture disposes of public spaces to organise events and activities. Moreover, in the public library there is a big section with books on the topic of: peace, law, human rights and interculturality. Furthermore, the city has an association that promotes the game of *cricket* and sports in general. In fact, it would appear that sports have a positive influence in encouraging tolerance and harmony among young people.

Positively, the city takes into account ethnic/cultural backgrounds of citizens in the design and management of new public buildings or spaces and when the city authorities decide to reconstruct an area, they propose different forms and places of consultation to reach out to people with different ethnic/cultural backgrounds.

A clear example is the building of the *House of Cultures*. In fact, this structure was built in a square in the middle of the historic centre, with the aim of renewing the area. Another example is Piazza Zucchi, that hosts a playground with games coming from foreigner countries.

According to the questionnaire, it would appear that no city areas are dominated by one minority ethnic group; equally, there are no areas defined as "dangerous".

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

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

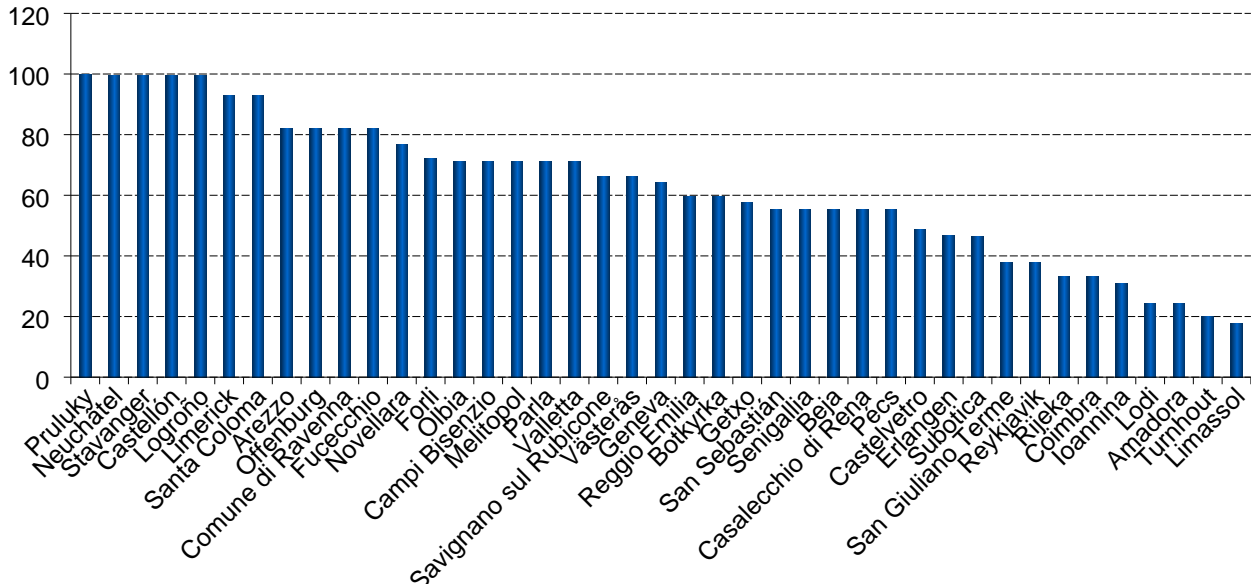
Barcelona is carrying out several policies in the field of public housing in order to break down barriers between communities, integrate minorities into neighbourhoods, hence enhance social cohesion, while avoiding segregation. The municipality is trying to promote the culture of renting as a feasible means of accessing housing, facilitating information and advice through the network of *Housing Offices*. Strengthen policies aimed at the refurbishment of dwellings in order to avoid processes of alienation and urban segregation and to improve the quality and conditions of life for people. Together with that, they are aiming to promote everyday participation and associationism at an individual level of new neighbours of foreign origin in the areas



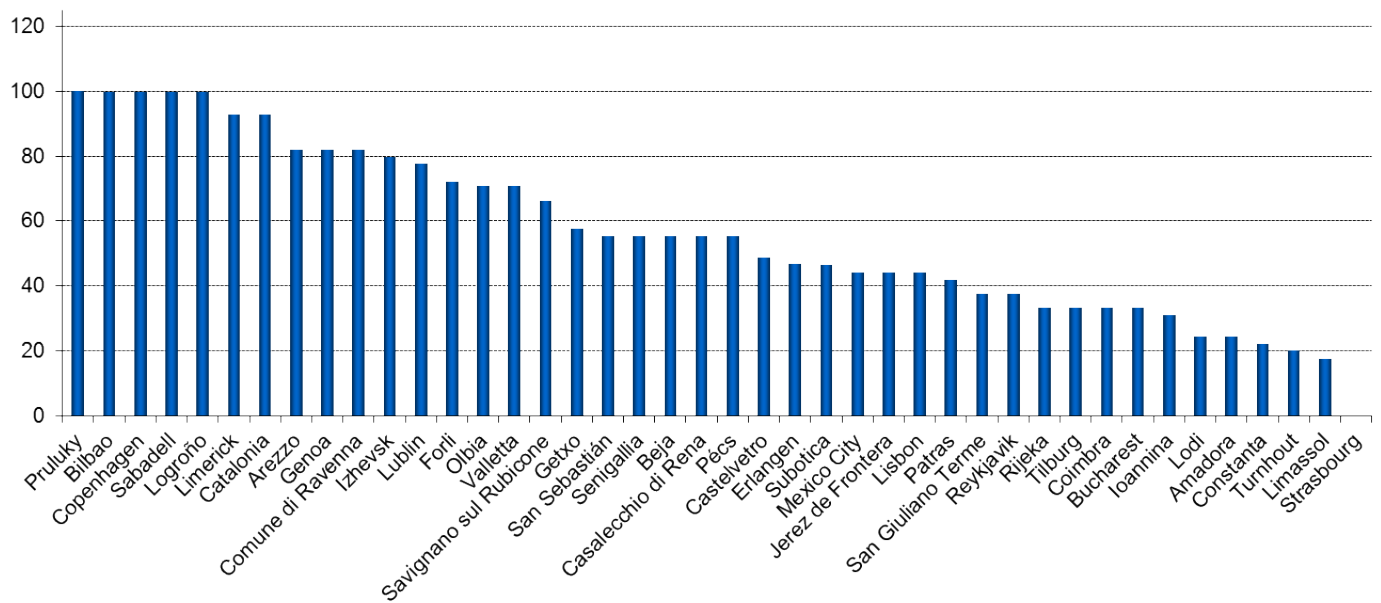
of relation and civic participation in the neighbourhood. For instance, by making the activities in public spaces in the neighbourhoods known and achieve the participation of new residents in local neighbourhood festivals, carnivals, neighbourhood shows, etc. Hold meetings amongst the members of the *Committees for Coexistence* from two or more different neighbourhoods to get to know and share the different realities of coexistence in these neighbourhoods.

## 8. Mediation and conflict resolution policies

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



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



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

The analysis shows that Arezzo's mediation and conflict resolution policy achievement is 82% ; considerably higher than the city sample's rate of 67%. Positively, Arezzo got better over the years, in fact it achieved 60% in 2011.

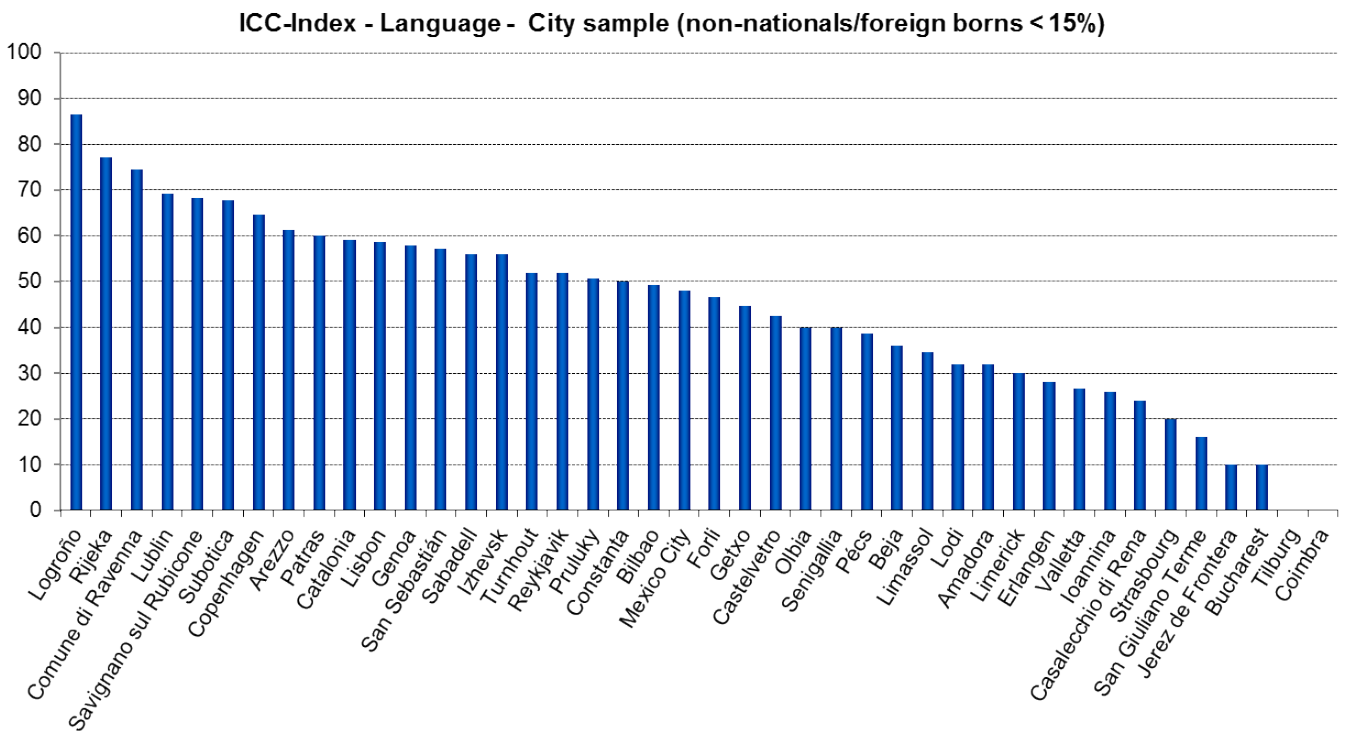
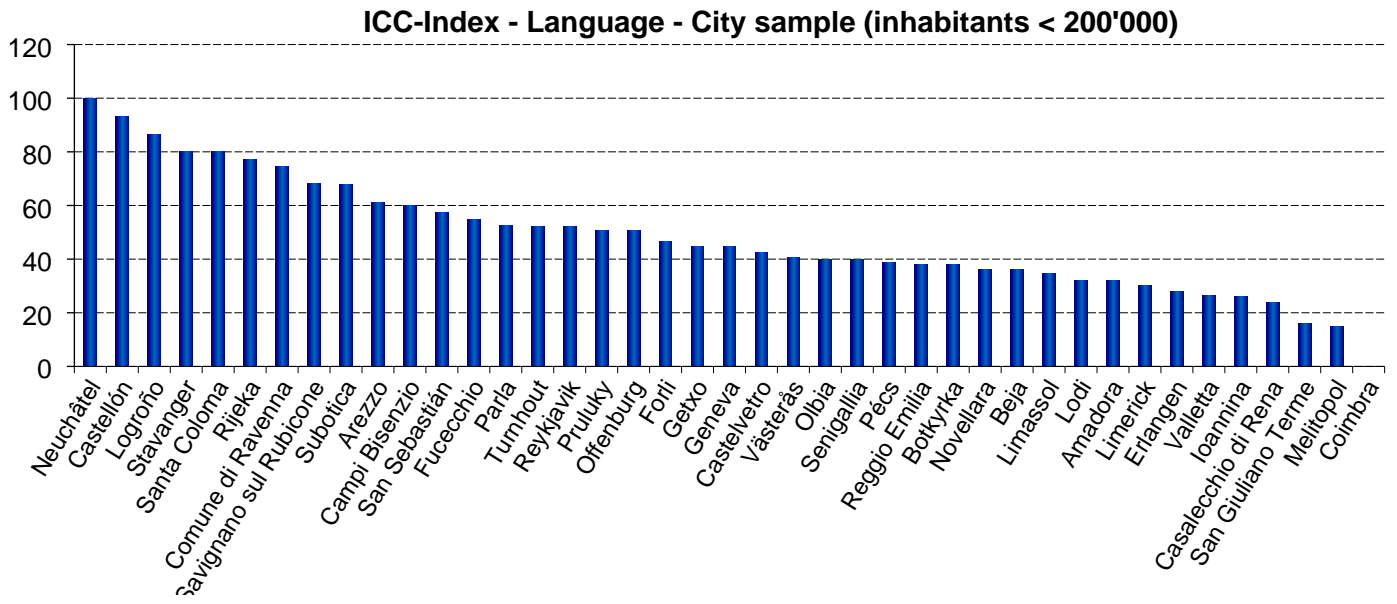
As the analysis reveals, the city provides a mediation centre, with specialized staff. This centre also provides professional training for staff members on mediation of intercultural conflicts. In addition, the city also has an inter-religious organization capable to deal with religious conflicts.

Cultural and intercultural mediation are provided in public services, such as hospitals, police stations, youth centres etc. and in administrative offices. On this purpose, the Casa delle Culture offers intercultural mediation. They have a prepared staff with language skills, able to mediate in specific contexts, such as hospitals.

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

In Bergen, instead, the municipality has introduced many initiatives to achieve mediation and conflict resolution policy objectives. The city has set up a generalist municipal mediation service which also deals with cultural conflicts. Bergen also provides mediation services in places such as neighbourhoods, on streets, actively seeking to meet residents and discuss problems. This service is provided by the Community Youth Outreach Unit in Bergen (*Utekontakten*). Finally, Bergen has also set up a municipal mediation service committed to interreligious issues specifically. *Samarbeidsråd for tros- og livssynssamfunn* is an interfaith organisation in Bergen. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

9. Language<sup>8</sup>



<sup>8</sup> 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](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))

Arezzo's language policy achievement rate in 2014 is higher than the city sample's rate (50%), the city, in fact, achieved a percentage of 61%. However, it is worth noticing that the city of Arezzo decreased over the years: from 65% in 2011 and 2013, to 61% in 2014.

The city organizes language classes especially for unemployed, housewives, retired people, etc. together with these classes, the city also offers the teaching of minority languages.

To improve in the language field, the city could improve in supporting and encouraging the development of minority languages on a local level. For instance, since Arezzo is already encouraging newspapers and TV programmes, the city could expand in the financing radio podcasts.

The weekly newspaper Piazza Grande has a Romanian column, moreover, the channel Tele San Domenico (TSD) shows the news in several languages.

Arezzo seeks to give a positive image of migrants and/or their minority language through celebrating the international mother tongue day.

As we have previously seen, libraries are already attempting to organize public readings and literary events; perhaps they could reinforce their programme. To include a wider public, the municipality might want to offer movies, shows, theatre representations in a foreign language; small books or brochures could be translated in other languages to raise awareness of their importance and their richness.

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

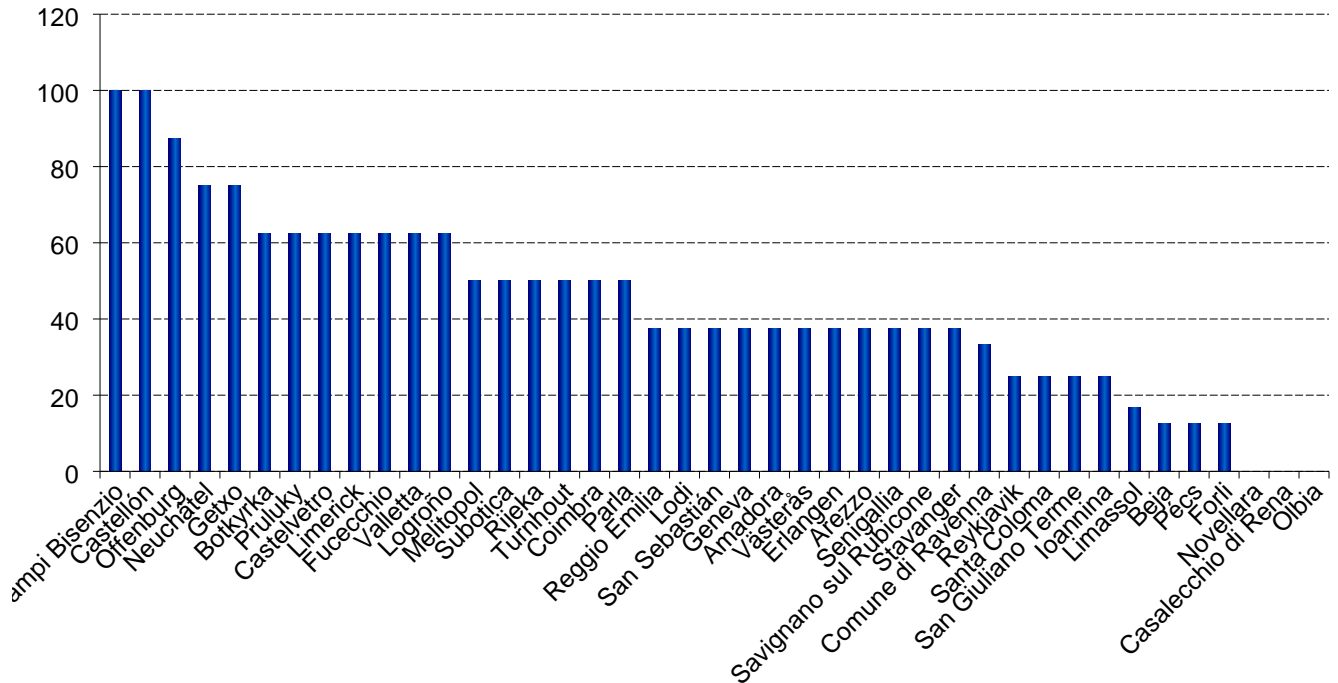
Another interesting programme comes from a Swiss Intercultural city, Zurich. Here, the municipality supports additional curriculum courses, called HSK Courses. These courses are offered by embassies, consulates as well as private organisations and they cover a range of topics including languages, history,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

Instead, Bergen provides specific language training in the official languages for hard-to reach groups. It also provides learning migrant/minority languages as part of the regular curriculum at schools and as mother tongue course for migrant/minority kids only. Bergen encourages projects which give a positive image to minority/migrant languages. The public library in Bergen is host to events promoting literature and art from the migrant home countries.

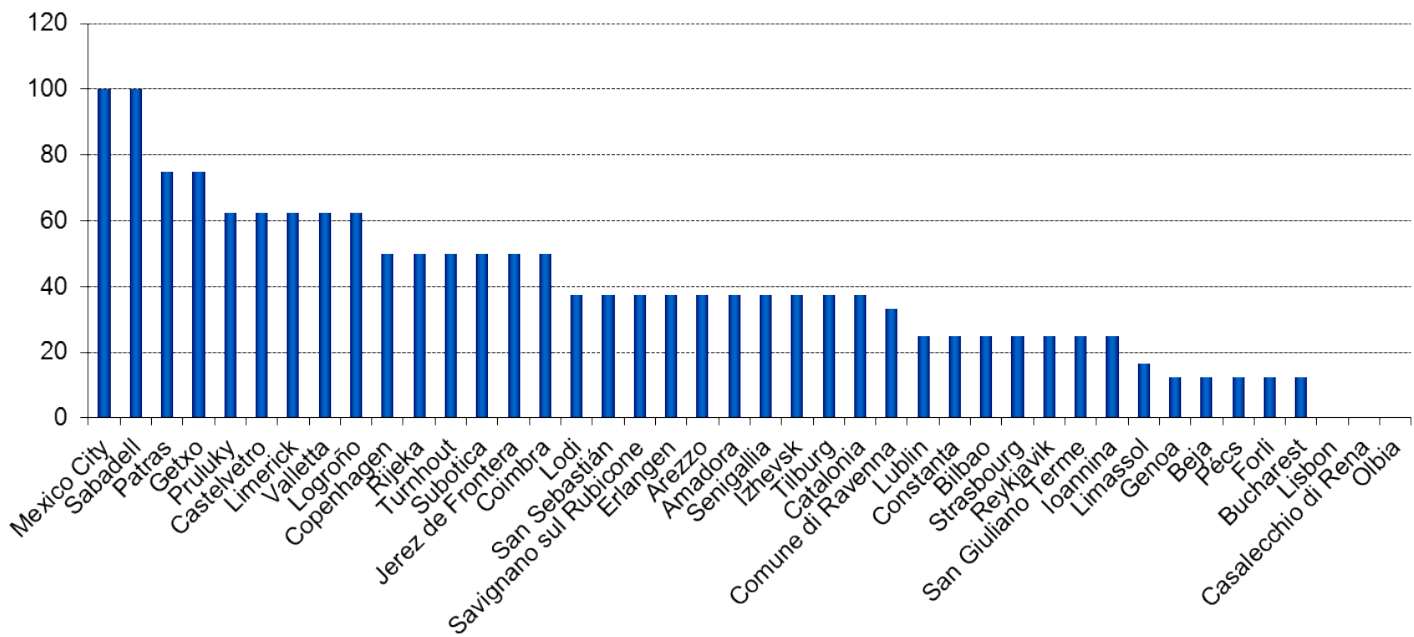


10. Media policies

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



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



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

The city's media policy in 2014 is 38% , lower than the city sample's rate of 46%.

The city only occasionally promotes a positive image of immigrants and/or minorities in the media. The print office of Arezzo's municipality regularly informs local newspapers about intercultural initiatives. Moreover, the city has set a specific website<sup>9</sup> to publish relevant news and initiatives.

Despite these good efforts, the city does not provide support for advocacy and/or media training to mentor journalists with minority background. In addition, the city does not monitor how media describe minorities.

In order for the media to pass a positive image of migrants and minorities, the city might want to organise an *anti-rumour campaign*, to raise awareness and to foster dialogue and mutual understanding.

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

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.

Whereas in Bilbao (Spain) there has been set a web application to promote inclusion and integration while fighting rumours and stereotypes. The main metaphor used in the Bilbao communication campaign is the umbrella as a defence against rumours, that fall from the sky. It has developed a short game, in two forms of a scratch card and a Web app, that can allow the user to assess whether they are 'protected' from or 'drenched' by rumours. Following a series of fact-based questions, it tests the degree of knowledge that people have about immigration, and illustrates the truth or otherwise of common rumours about immigrants. A final score is given, indicated the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the user may obtain additional 'medals' and join the campaign for the values of multiculturalism, social cohesion and combating racial discrimination.

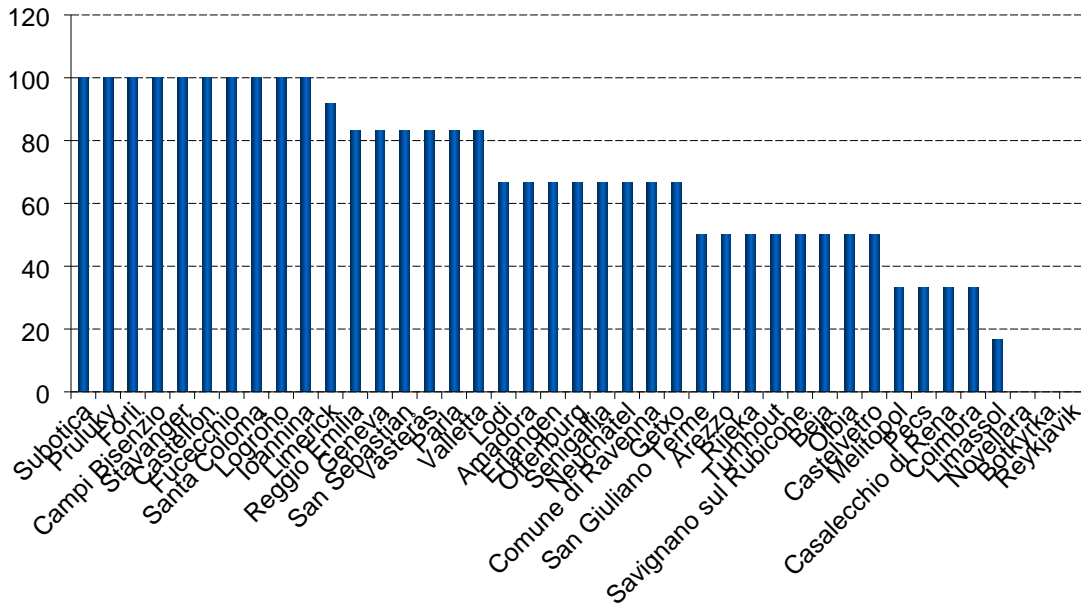
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<sup>9</sup> [www.arezzoneotizie.com](http://www.arezzoneotizie.com)

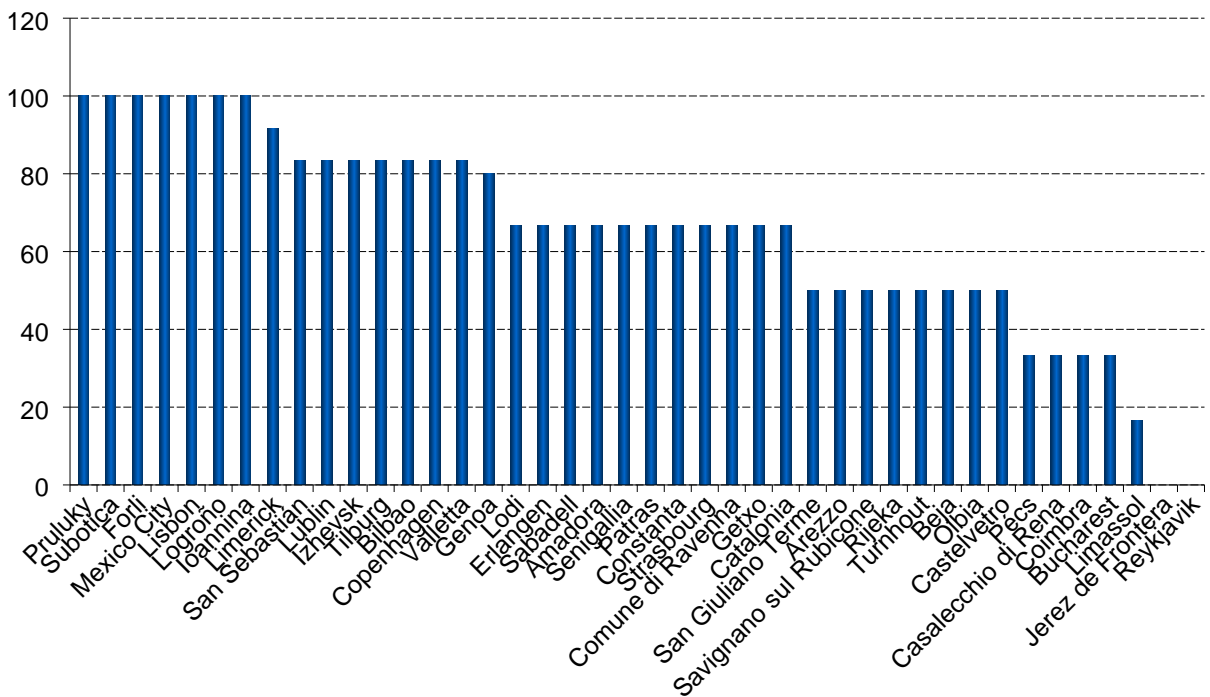


11. International outlook policies

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



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



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

The city's score in 2014 for the open and international outlook is the 50% , lower than the city sample's rate of 71%. Interestingly, Arezzo has suffered a lower, in fact in 2011 and 2013 scored 83%.

The city has adopted a specific economic policy which fosters international cooperation towards an economic sustainability, and has established agencies responsible to supervise and encourage the city to start international businesses.

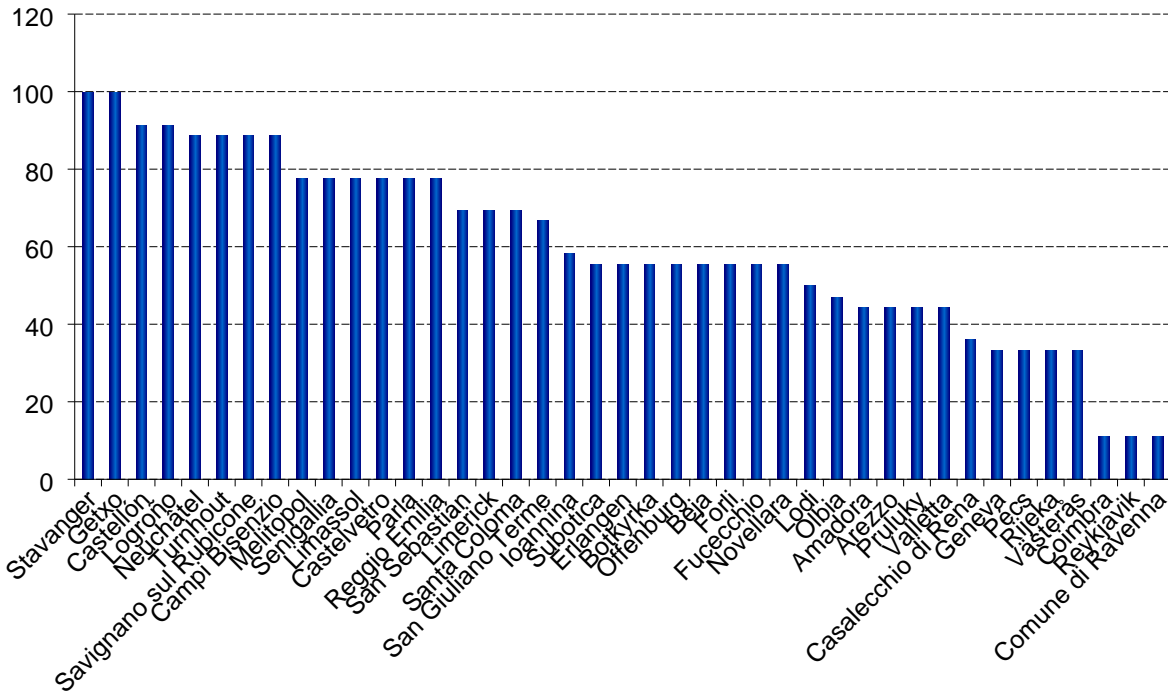
However, there are no specific financial provisions and the municipality does not encourage universities to attract foreign students, neither adopt strategies to encourage foreign students to take part in the city life and to stay after the end of the study.

Arezzo, to improve in this field, could define projects and/or policies to enhance economic relations (i.e. co-development) between the municipality and the countries of origin of its migrant groups. For instance, Barcelona creates instruments and meeting points that will facilitate contact and cooperation between the city's traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought.

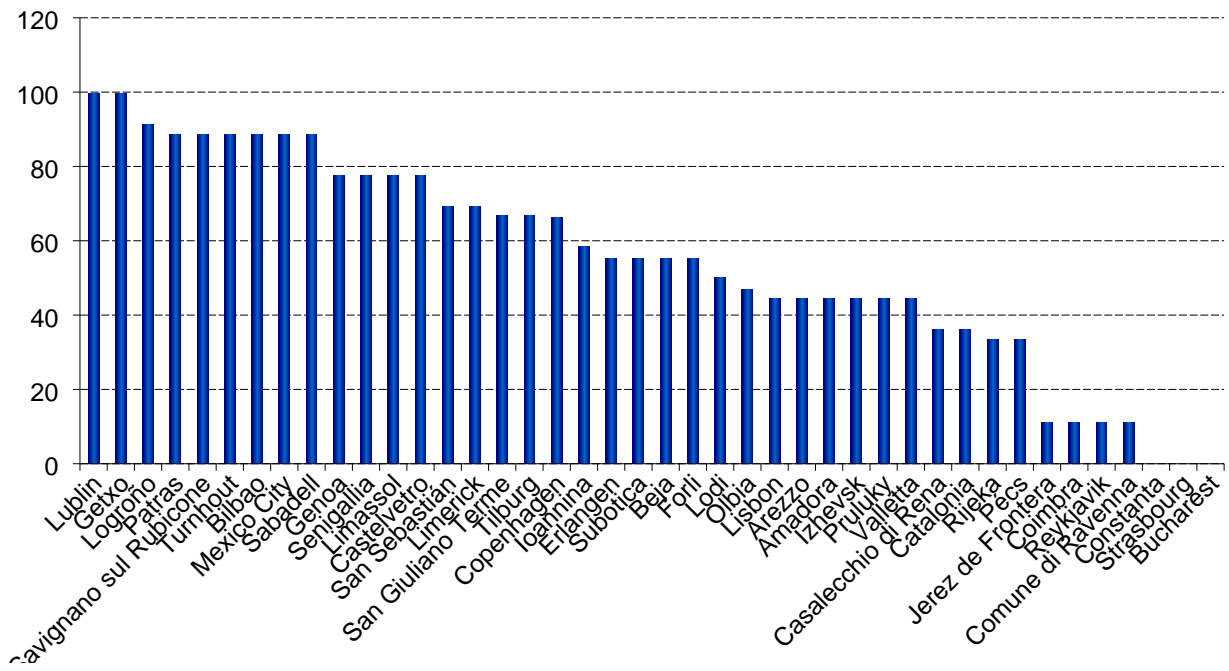
The city could also take into consideration Bergen's international plan which includes several policies to encourage intercultural cooperation. The Norwegian municipality allocated a budget and a specific department which has an international agency for internationalization.

## 12. Intelligence competence policies

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



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



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

The attainment rate of Arezzo's intercultural intelligence competence policy in 2014 is of the 44% , quite lower compared to the city sample's rate of 63%.

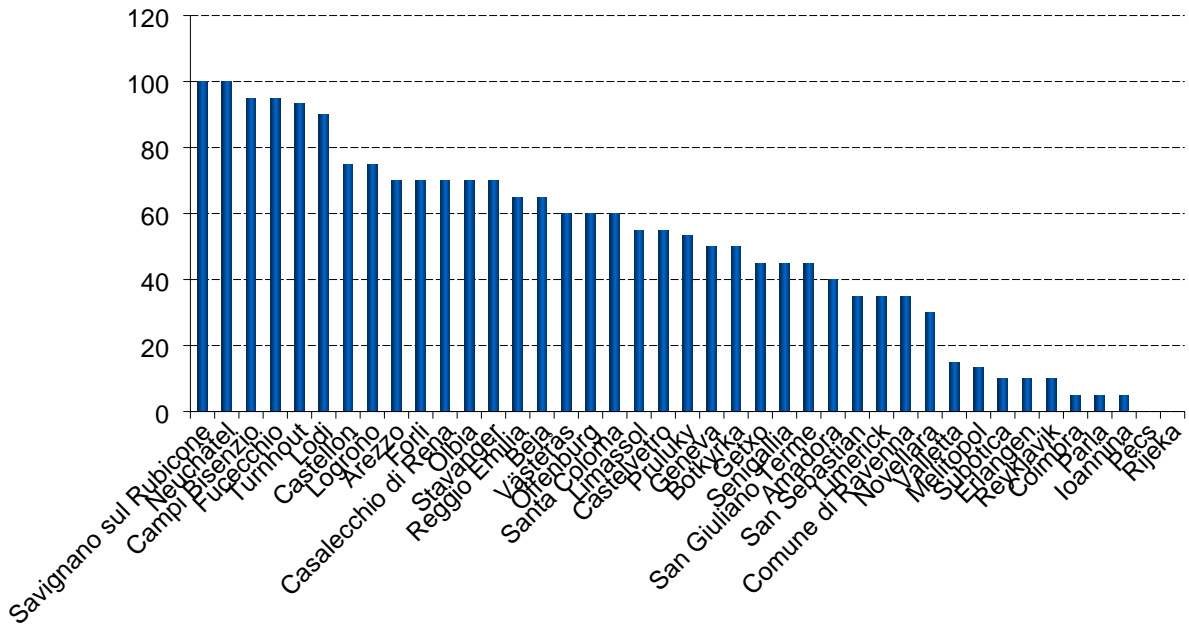
According to the answers provided in the questionnaire, Arezzo spreads information about city government/councils process of policy formulation but does not carry out surveys. It might be helpful to ask citizens their satisfaction level on the city management, including questions about the perception of migrants/minorities.

The city fosters intercultural competences through courses and trainings. Staff members and local authorities have the possibility to learn about migrations and asylum seekers, mediation and how to deal with conflicts, and intercultural communication. Perhaps, the city might wish to organize seminars, conferences and other activities to involve staff of local authorities, NGOs and academic institutions, spreading information and knowledge while raising awareness on intercultural issues.

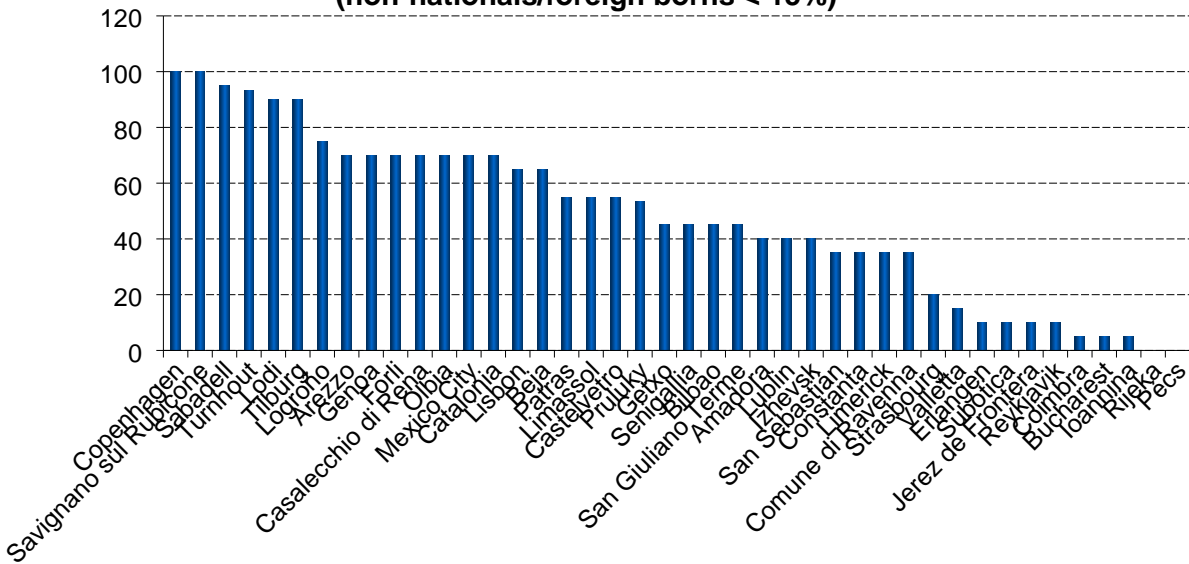
Constanta (Romania) has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic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

### 13. Welcoming policies

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



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



People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.

The attainment rate of Arezzo welcoming policy is the 70%. This result is extremely positive compared to the 54% of the City's sample.

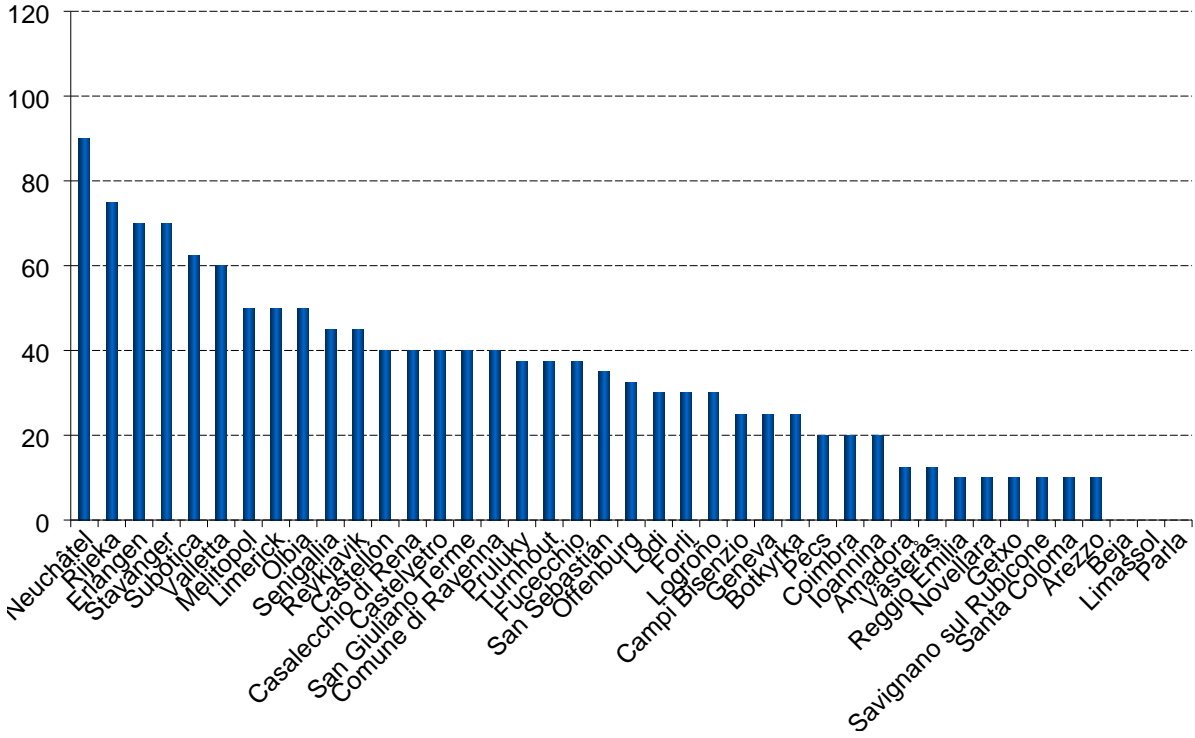
The city has successfully established an office to welcome migrants and newcomers to the city, and it offers a written guide. The city could consider the idea of printing a multilingual comprehensive city-specific package of information, for newly-arrived residents. This package would not only welcome new comers, but also would help them throughout the integration phase. Agencies and services welcomes families, students, asylum seekers and migrant workers. The Casa delle Culture welcomes newly arrived people and guide them through the integration process.

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

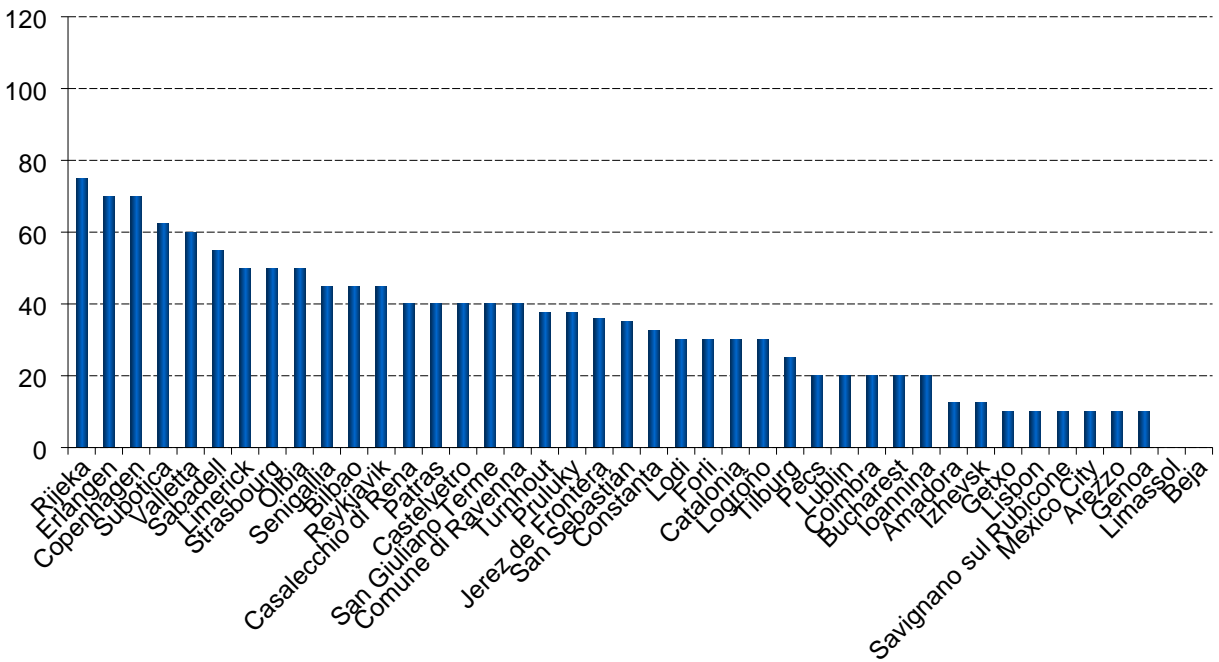
Another activity Arezzo could follow comes from Bergen. In the Norwegian city there is a programme called Kaleidoscope that encourage cultural and social mix through art and sport activities. Bergen's cultural and civil life policies are full of events and activities in the fields of arts, culture and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

14. Governance of diversity

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



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



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

The attainment rate of Arezzo in the field of governance is of 10%, lower than the city sample's rate of 34%, but higher than the 0% scored in 2013.

Newcomers can vote once they have obtained the citizenship and politicians' ethnic background does not reflect the composition of the city population. The city has not established an advisory body that represents migrants and minorities. Along with that, the city occasionally promotes initiatives to encourage and involve migrants to enter in the political life.

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

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

The city does not monitor the activities to prevent discrimination or rumours and there is not a specific service apt to support discrimination's victims. The municipality sometimes organizes initiatives to discourage negative feelings and/or negative perception towards newly-arrived. About the latter, Arezzo offers trainings on mediation and conflict resolution whose aim is to raise awareness on cultural differences while prevent discrimination.



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

## 15. Conclusions

The results of the 2014 Index suggest that in Arezzo there is still ample room for improvements in the intercultural policies.

It is appreciable that the city scored a rate higher than the city sample in the following fields: cultural and civil life, public space, mediation and language.

On the other hand, the weakest fields where the city's municipality must strengthen its policies are: commitment, education, neighbourhood, public service, business and labour market, media, international outlook, intelligence, welcoming and governance.

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

## 16. Recommendations

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

- **Neighbourhood:** Arezzo could look up to Loures, Portugal, where 2000 artists, local residents, 25 NGOs and 43 private companies have worked hard to renew a disadvantaged area. Local artists and young people have painted on 33 buildings in the neighbourhood, transforming it in a Public Art Gallery. The aim of this 3 days' intervention, known as "O Bairro l o Mundo" (the neighborhood and the world), was to change the image of the "stigmatized" neighbourhood which used to be considered as dangerous, destroy prejudices against its residents from diverse backgrounds and increase self-esteem, interaction and the sense of belonging to the neighbourhood.
- **Public service:** Arezzo could follow Getxo and organise an intercultural march. In fact, it would appear that a trekking excursion helps people from different backgrounds to get to know each other. Another interesting practice the city of Getxo has adopted is the establishment of a Summer Camp for children: a pure chance for Getxo's children to meet their foreign-born peers. This project promotes the values of interculturality, diversity is here perceived as an enriching element.
- **Business and labour market:** The ICC of Santa Maria de Feira (Portugal) is adapting to the reality of cultural diversity in a surprising way. Spurred by the municipality, the local business community is exploring new opportunities presented by migration: The presence of people from different origins in its territory, and the presence of Feirenses in a number of foreign countries. The municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships.
- **Welcoming:** Arezzo could follow Sabadell, where the city publically celebrates the arrival of new comers and it offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.
- **Governance:** Arezzo could look up at the initiative developed in UK Called "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.
- **International Outlook:** the city could support the creation of social networks to encourage the integration of new residents into the city and also make it possible to establish economic bridges with their home countries. On this purpose, Arezzo could encourage co-development projects with the major migrant groups' countries of origin.

Arezzo 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<sup>10</sup>.

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<sup>10</sup> <http://www.coe.int/en/web/interculturalcities/>