



Castellón de la Plana: Results of the Intercultural Cities Index

Date: March 2015

A comparison between more than 60 cities¹

Introduction

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

As of today 70 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*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Rena (*Italy*), Castellón de la Plana² (*Spain*), Castelvetro di Modena³ (*Italy*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian⁴ (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Fucecchio (*Italy*), Forli (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Izhevsk (*Udmart Republic, Russia*), Jerez de la Frontera⁵ (*Spain*), the London borough of Lewisham⁶ (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Comune di Ravenna⁷ (*Italy*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma de Gramanet⁸ (*Spain*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone⁹ (*Italy*), Valletta (*Malta*), Västerås (*Sweden*) and Zurich (*Switzerland*).

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

² The city of Castellón de la Plana is hereinafter referred to as Castellón.

³ The city of Castelvetro di Modena is hereinafter referred to as Castelvetro.

⁴ The city of Donostia-San Sebastian is hereinafter referred to as San Sebastian.

⁵ The city of Jerez de la Frontera is hereinafter referred to as Jerez.

⁶ The London borough of Lewisham is hereinafter referred to as Lewisham.

⁷ The Comune di Ravenna is hereinafter referred to as Ravenna.

⁸ The city of Santa Coloma de Gramanet is hereinafter referred to as Sta. Coloma.

⁹ The city of Unione dei Comuni-Savignano sul Rubicone is hereinafter referred to as Rubicone.

Among these cities, 38 have less than 200,000 inhabitants and 38 have fewer than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Castellón de la Plana** (Spain. The city is hereinafter referred as Castellón) 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 69 questions grouped in 14 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

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

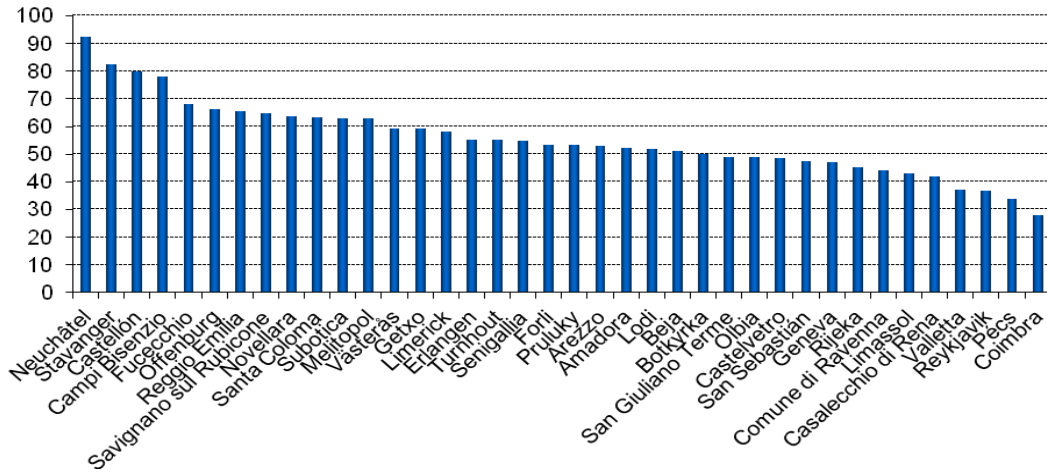
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach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

Taking into account the abovementioned 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.

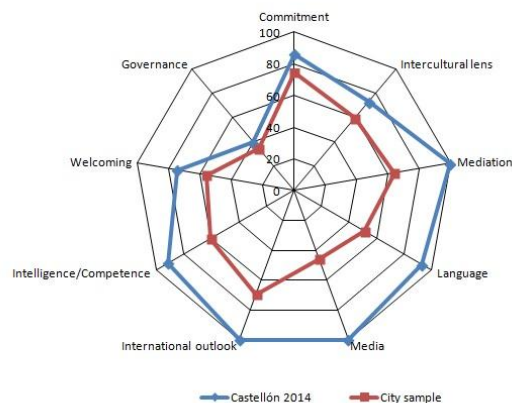
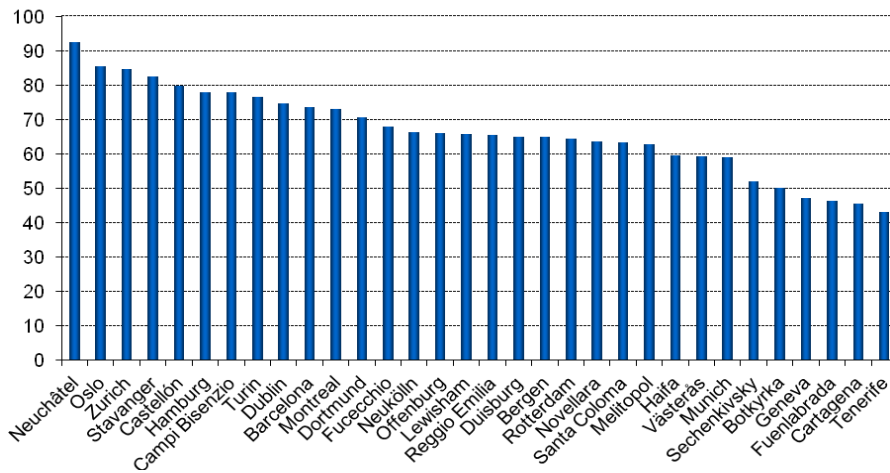
According to the overall index results collected in 2014, Castellón has been positioned 6th among the 70 cities in the sample, with an aggregate intercultural city index of 80%, between the Norwegian city of Stavanger (83%) and the

German city of Hamburg (78%). Castellón has been ranked 3rd among cities with less than 200,000 inhabitants and 5th 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%)



Castellón – An overview

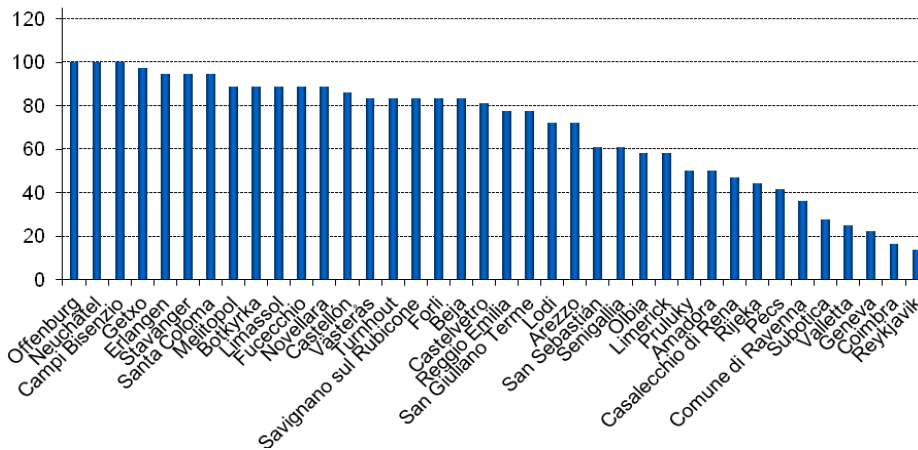
Castellón de la Plana (also known as Castellón) is the capital city of the province of Castellón, in the Autonomous Community of Valencia in Spain. The local economy is based on industry, tourism and craft-work and the Jaime I University is established in the city since 1991.

In 2014, Castellón had 174,364 inhabitants in the city, being the fourth most populous city in the Valencia region. The metropolitan area of Castellón, which includes the municipalities of Villarreal, Burriana, Almazora, Benicasim, Borriol, Bechí and Alquerías del Niño Perdido, had around 300,000 inhabitants.

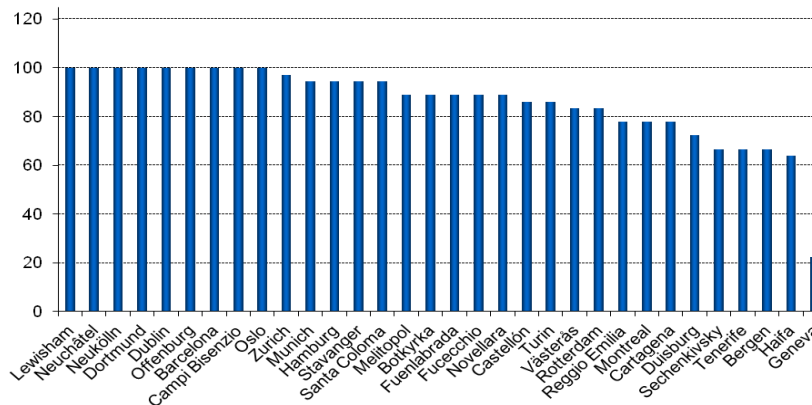
According to the 2014 figures, non-nationals make up 17.6% of Castellón’s total population, from which 39.67% of them are non-EU nationals. The largest minority group – people from Romania– represents 11.21% over total population. Other important nationalities in the city are people from Morocco which represents 1.29% of total 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.

The rate of achievement of Castellón's commitment policy goals is higher than the city sample's¹⁰: 86% of these goals were achieved, while the city sample's rate for commitment policy is 74%.

Castellón has adopted a public statement as an intercultural city and has adopted an intercultural integration strategy. The city has an intercultural action plan since 2006 (I Plan Municipal de Inmigración y Convivencia) and currently the city is developing the II Municipal Plan 2012-2016 entitled "Castellón, ciudad intercultural" (Castellón, intercultural city)¹¹. The Castellón's Action Plan of Social Network includes the guidelines on municipal action regarding migrants¹². Castellón has allocated a budget for the implementation of an intercultural strategy and it has an annual evaluation process following the ISO 9001:2008. The city has a cross-departmental co-ordination structure for the intercultural strategy called the Foro Municipal de Convivencia Intercultural (Local Forum for Intercultural Coexistence)¹³.

Official speeches and communications by the city often make reference to the intercultural commitment and Castellón does sometimes provide some sort of acknowledging local citizens who have done exceptional things to encourage interculturalism in the city. In that sense, the city has organised twice the "Castellón Ciudad Intercultural" award, related to journalism; and the local police provide annual prizes to citizens, that in different occasions have awarded a foreign resident.

Castellón makes clear reference to its commitment in public speeches as well as in communications, and the city has launched an official webpage and other social media initiatives¹⁴.

¹⁰ The term "city sample" refers to the weighted average of the 56 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

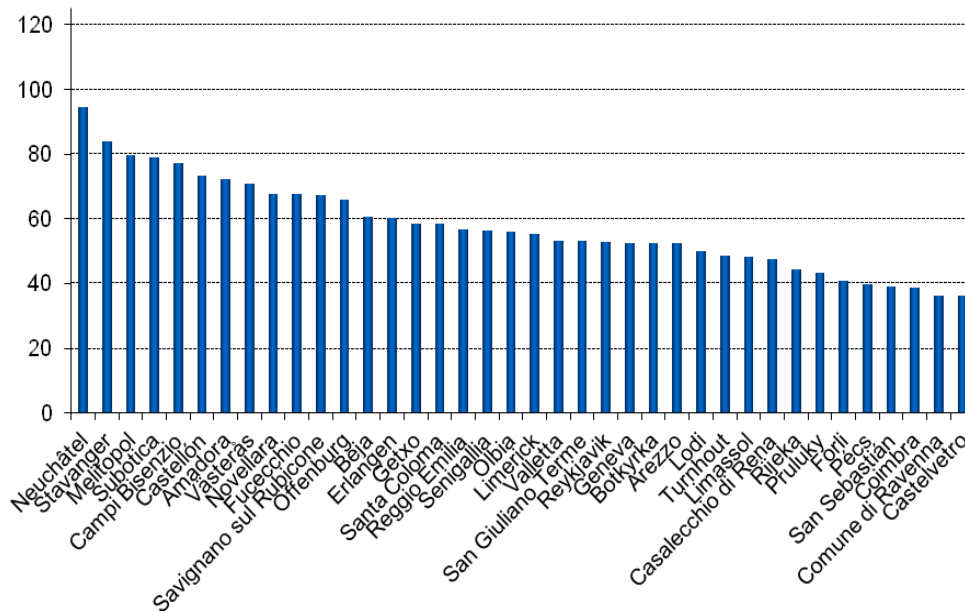
¹¹ The local Plan is available at: http://www.castello.es/archivos/1173/II_Plan_Castellon_Ciudad_Intercultural.pdf

¹² The Action Plan is available (in Portuguese) at: http://www.cm-Castellón.pt/index.php?option=com_content&task=view&id=1846&Itemid=364

¹³ Further information at: http://www.castello.es/web30/pages/contenido_web20.php?cod0=11&cod1=125&cod2=515.

¹⁴ See AMICS (<http://amics@catello.es>) in the city's website and <https://www.facebook.com/amicscs> or <https://www.facebook.com/stoprumorescastellon>

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



2. Education¹⁵ policies through an intercultural lens

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

The analysis shows that Castellón’s education policy achievement rate (70%) is slightly higher than the city sample's rate (66%).

In some of the local primary schools do almost all pupils come from the same ethnic background. The ethnic background of teachers in schools rarely reflects the composition of the city’s population, and some of schools are making strong efforts to involve parents from ethnic minority/migrant background in school life. Different schools of the city, like CEIP Illes Columbretes, CEIP Carles Selma, CEIP Guitarrista Tarrega and CEIP San Agustin, are part of the “Comunidades de Aprendizaje” network¹⁶. The city also promotes local schools which carry out intercultural projects.

Castellón is implementing a policy to increase ethnic/cultural mixing in schools.

Castellón might consider ameliorating its intercultural education approach by ensuring that the ethnic background of teachers mirrors the diverse population

¹⁵ 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).

¹⁶ “Comunidades de Aprendizaje” (Learning Communities) is a project based on a set of educational activities aimed at successful social and educational transformation. This educational model is consistent with international scientific theories which are two key factors for learning in today's society: interaction and community involvement.

in a larger proportion of local schools and by making strong efforts to involve parents from ethnic minority/migrant backgrounds in school life.

A source of inspiration in this regard might be Hamburg. In the German city, fifteen schools belong to the "Schools without Racism" network, and other 5 schools are part of the UNESCO Associated Schools Project Network, all of them carrying out intercultural projects annually. Furthermore, more than 20 teachers of different schools are participating in the pilot-project "qualification for intercultural coordinators" in order to become intercultural change managers in their schools. They all work on intercultural school projects. Finally, about 200 teachers of different schools participate regularly in the "intercultural fair" of the department of intercultural education and are part of the intercultural "exchange forum" at the teacher training institute in order to get new ideas for intercultural projects in their schools. Another inspirational action is promoted by the Norwegian city of Bergen, where its municipality has announced funds to stimulate the collaboration between schools and parents from minority background.

3. Neighbourhood policies through an intercultural lens¹⁷

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.

Castellón's neighbourhood policy indicators are slightly higher (69%) than the city sample's rate (63%).

In most of Castellón's neighbourhoods a vast majority¹⁸ of residents comes from different ethnic backgrounds¹⁹, although the vast majority of residents are not from minority ethnic groups. In some neighbourhoods, the Roma population is higher than in the rest of the city. Castellón has a policy to increase the diversity of residents in the neighbourhoods to avoid ethnic concentration, and it also encourages residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds. In the II Local Plan, there are initiative such as the Intercultural Week or the Intercultural Festival of Religious Choirs to promote interaction and knowledge between residents.

¹⁷ 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.

¹⁸ For the purpose of this report, a "vast majority" refers to a situation where more than 80% of residents come from the same ethnic background.

¹⁹ By "minority group" we understand a subordinate group whose members have significantly less control or power over their own lives than the members of a dominant or majority group have over theirs. (ref. http://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

The city has taken occasional measures to increase the diversity of residents in the neighbourhoods to avoid ethnic concentration.

Castellón may wish to further explore other initiatives, such the Dutch city of Tilburg, which does not have any area in which only one ethnic group is concentrated. Thus, the Tilburg city initiatives helped break up the concentration of Antillean residents in one area, so as to avoid ghettoization. In view of this, some areas, designated as 'impulse neighbourhoods', received large injections of investment to upgrade the quality of housing and infrastructure. Furthermore, the Tilburg public authorities took measures to involve residents in local decision-making. Thus, the project 'Behind the Front Door' seeks the views of residents, who might otherwise be invisible, on their needs and perceptions of life in the neighbourhood.

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 Castellón's public services policy achievement rate is higher (60%) than the city sample rate (44%).

According to the answers provided in the survey, the ethnic background of public employees does not reflect the composition of the city's population, although it happens in the local staff of the entity in charge of diversity and migration issues (AMICS), where the 33% of the staff is foreign born. The city has not a recruitment strategy to ensure that the ethnic background of public employees mirrors the composition of the city's inhabitants. Non-nationals can seek employment in the local public administration. The city is taking actions to encourage intercultural mixing and competences in private sector enterprises, for instance through social criteria in public procurement and through training courses with the local Chamber of Commerce.

Castellón provides all of the four services listed in the Intercultural cities index which are tailored to the needs of the ethnic/cultural background of its citizens: it offers school meals and burial services as well as health services and women-only sections or times in sport facilities.

Castellón may wish to ameliorate by developing a recruitment plan to ensure public employees reflect the ethnic background of the city's population.

We invite the city of Castellón to consider the following initiatives launched by Copenhagen (Denmark) 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. 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. As a result of the campaign, the

percentage of trainees with a migrant background increased from 6% in 2006 to 14.5% in 2008.

5. Business and labour market policies through an intercultural lens

Castellón's business and labour market policy indicator achievement rate is considerably higher, 60%, than the city sample's attainment rate for these goals, which is 43%.

An umbrella organisation has been set up to promote diversity and non-discrimination in the workplace. In all regional legislation, migrant population is considered as a priority regarding labour integration.

Castellón has a binding document against ethnic discrimination in its own administration and services and the city takes actions to encourage businesses from ethnic minorities to move beyond ethnic economies and enter the mainstream economy and higher value-added sectors. In local procurement of goods and services, the city council gives priority to companies with a diversity strategy (gender, ethnic background, etc.).

The city of Castellón has taken actions to encourage 'business districts' in which different cultures could easily mix. In 2008, the Jaume I University started a 'business incubator' named 'Octágono de la Innovación': human capital is one of the eight main points which make up the "Innovation Octagon"²⁰

The city of Castellón might consider ameliorate the intercultural dimension of its business and labour market by further encouraging ethnic/cultural minorities businesses to move beyond localized economies to enter into the main stream and higher value added sectors.

In Oslo (Norway), the City Council's Office for Business Development has taken an active stance on integrating minority businesses. To help small business to deal with the complexity of Norwegian rules and regulations regarding taxation and business practice, 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.

Similarly, in Amadora (Portugal), the municipality offers the "Amadora Empreende" program, which seeks to identify individual entrepreneurial initiatives by providing the necessary conditions for developing a business idea. Two initiatives, "A Incubadora 11 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, etc.), are intended as a program of selective support to strengthen projects or to seek for financial support.

²⁰ Further information available at: http://www.espaitec.uji.es/650041_en/Know-More-About-Us/

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

Castellón's cultural and civil life policy goal achievement rate is considerably higher (and indeed at the maximum rate): 100%, than the city sample's attainment rate for these goals, which is 78%.

Interculturalism is used as a criterion when allocating grants to associations and initiatives in Castellón. The criterion is used in the annual tender for NGOs and organizations that provide social services; special tenders are opened to actions that promote equal opportunities between men and women.

Regularly, the city encourages cultural initiatives to deal with diversity and intercultural relations. The Intercultural Week, the Day of Migrants or the Intercultural Football Cup are some of the initiatives promoted by the municipality in that sense. Finally, Castellón occasionally organises public debates and campaigns around the topics of diversity and living together.

The city also organises, regularly, public debates or campaigns on the subject of cultural diversity and living together. The city is developing an antirumours campaign (Stop Rumores) and organises an annual training on intercultural topics for schools, social organizations, etc. The city also organises an annual meeting with intercultural mediators, with the collaboration of the Jaume I University.

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 Castellón's public space policy goals is higher than the sample city's: 80% of these goals were achieved, while the sample city rate for public space policy is 64%.

Only one or two areas in the city seem to be dominated by one ethnic group, but there are no areas which are reputed as 'dangerous'.

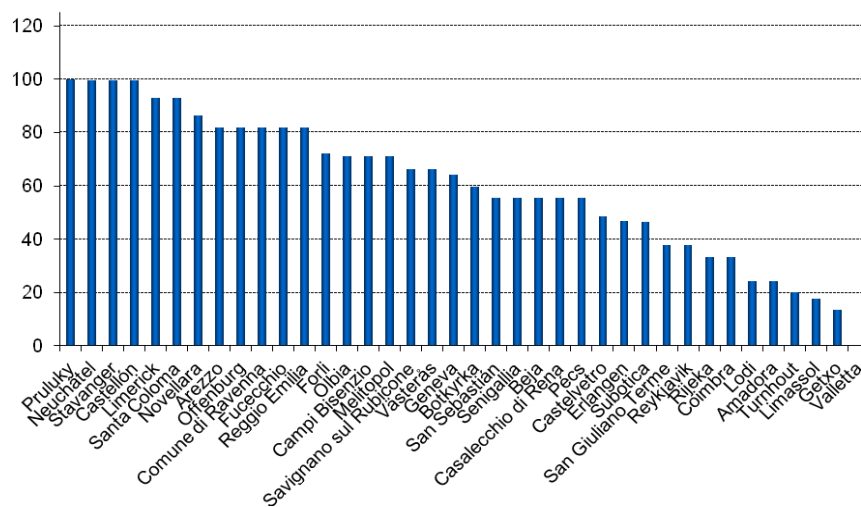
The city takes action to encourage intercultural mixing in public libraries, museums, playgrounds and squares. There are different initiatives developed by "Grupos de Autogestión" (self-management groups) mainly composed by youth and supported by the municipality, to develop intercultural initiatives and actions in public squares.

In some occasions, the city has taken into consideration the ethnic/cultural backgrounds of its citizens when designing and managing new public buildings or spaces.

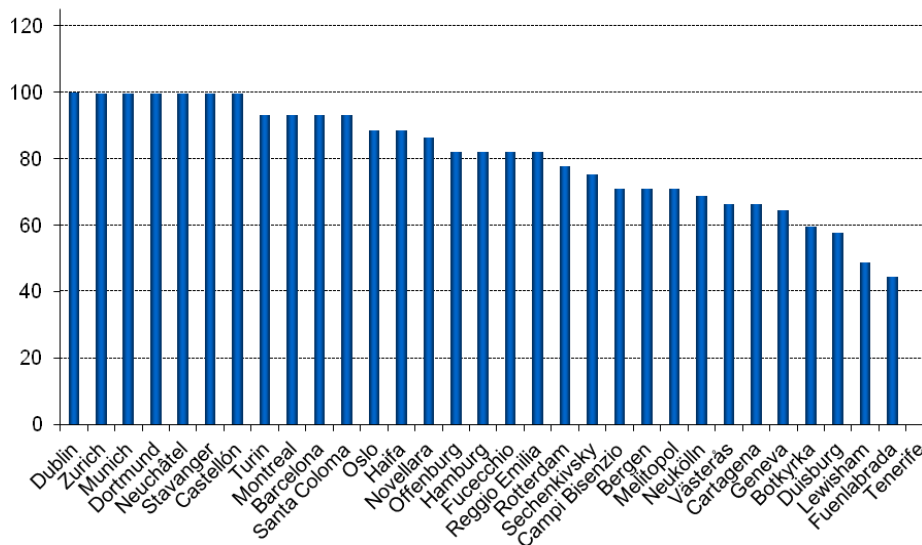
In that sense, we invite Castellón to build upon its existing public space initiatives, for instance by taking into consideration the ethnic/cultural backgrounds of its citizens more frequently when designing and managing new public buildings or spaces. An interesting initiative has been implemented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

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.

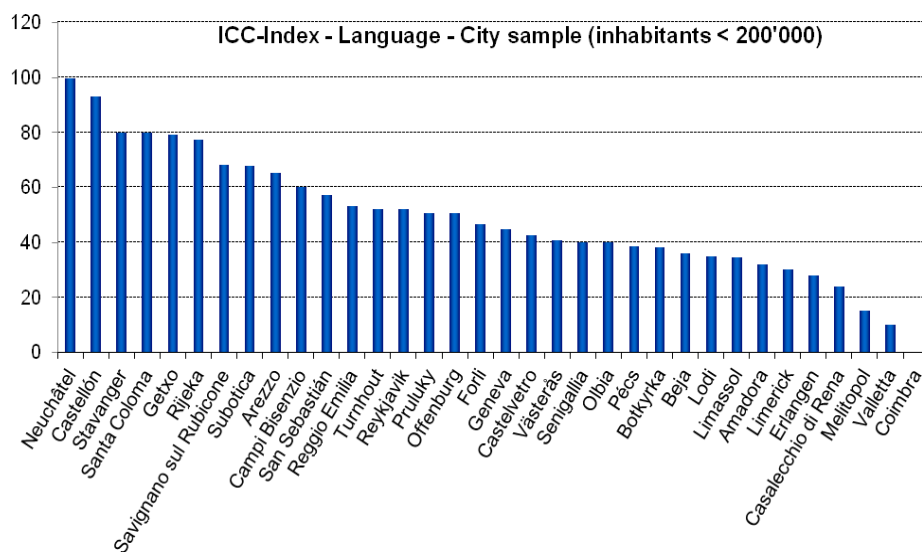
The analysis shows that Castellón's mediation and conflict resolution policy achievement rate is higher (and indeed at the maximum rate of 100%) than the city sample's attainment rate for these goals, which is 64%.

Castellón has set a mediation service devoted to intercultural issues only. The local police also provides mediation services in the neighbourhoods. In the city, there is an organisation, Mesa Interreligiosa de Castellón (Inter-faith Round Table), dealing specifically with inter-religious relations.

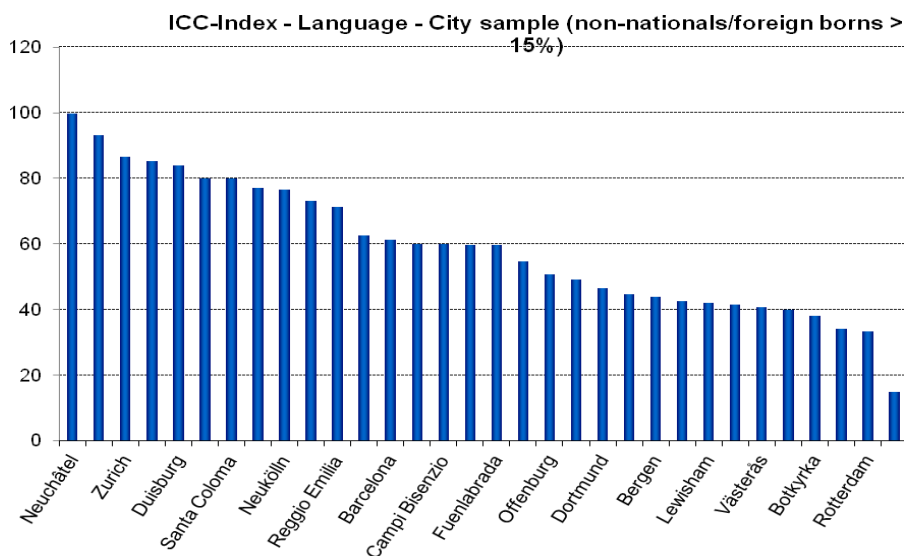
Intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, etc. but also in the city administration for general purposes, in the neighbourhoods and in neighbourhood associations. The intercultural mediation services have the ISO 9000 quality management certification.

Castellón may wish to further explore possible mediation and conflict resolution policies. Thus, in Oslo (Norway) an emergency taskforce was established in 2005, with representatives from the municipality, NGOs, scholars and the police. The purpose is to respond quickly to crisis where youth and violence are involved, and to problems of racism and neo-nazism. The capacity to deal with minor episodes, however, is widely spread on the level of schools and youth services. In the city districts, this work is coordinated through the SaLTo networks, where municipal youth workers, schools and the local police participate. In dealing with localized conflicts, community leaders from NGOs, churches and mosques are regularly consulted and engaged, as well as the local staff of the state-run Mediation and Reconciliation Service.

9. Language²¹



²¹ 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)



Castellón’s language policy achievement rate is higher (93%) than the city sample’s rate (51%).

The city provides specific language training for specific groups²² and also learning migrant/minority languages as part of the regular curriculum at schools. The city also supports private and civil sector institutions providing language training in migrant/minority languages. AMICS has agreements with different Languages Institutes to promote courses on Romanian, Chinese, Arabic, etc.

The city support financially minority radio programmes (Radio Futura Latina and Castellón en la Onda in Onda Cero) and is supporting projects seeking to give a positive image of migrant/minority languages. Different initiatives have been developed recently to promote Chinese language and writing.

Castellón might consider ameliorating its language policies in the future by providing specific language training in the official languages as part of the regular curriculum at schools. The municipality also may wish to support financially local minority newspapers or TV programmes in minority languages.

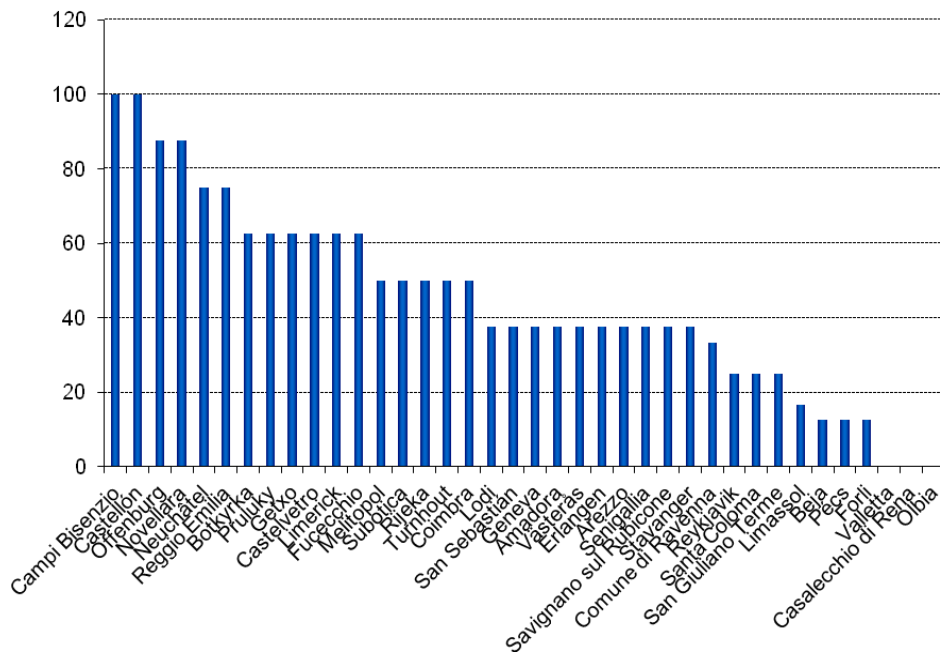
Castellón may also wish to take note of an initiative put into practice in Hamburg (Germany) by encouraging projects which give a positive image to minority/migrant languages. The Integration Advisory Council emphasizes the role of local media in the **Hamburger Integrationskonzept** and different future discussions will debate on the migrants’ image in the media.

Furthermore, in the Swiss canton of Neuchâtel, the government also encourages projects which give a positive image to minority/migrant languages. The Bibliomonde association, for instance, has a project to share short stories for children in different languages.

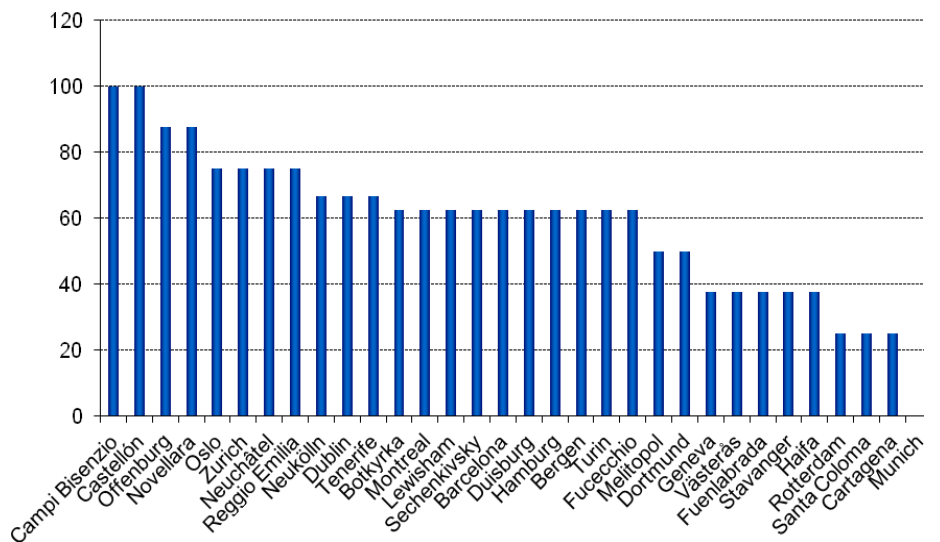
²² The term makes specific reference to women with care obligations, unemployed people, people with lower educational background, etc.

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

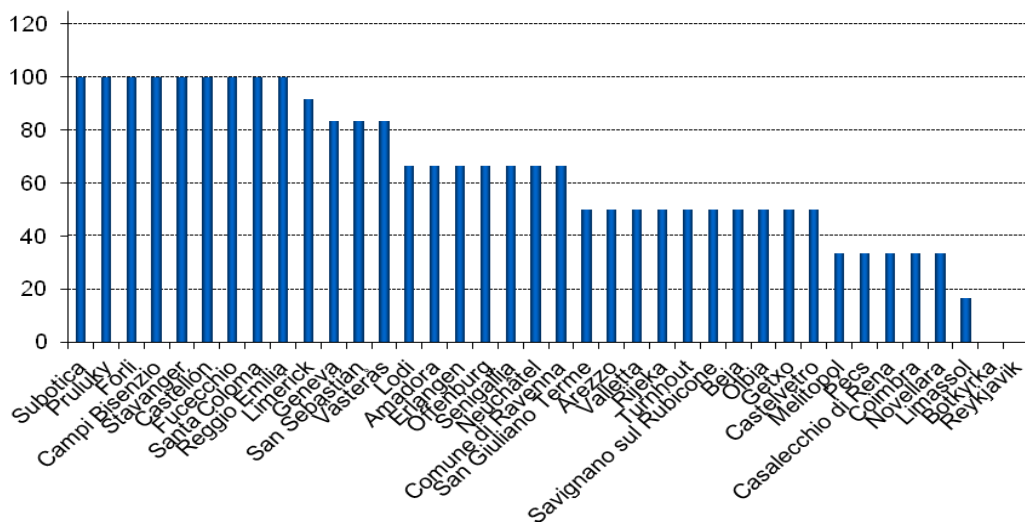
100% of Castellón’s media policy goals is clearly higher (and indeed at the maximum rate) than 46% city sample’s attainment rate for these goals.

Castellón has a media strategy to improve the visibility of migrants and minorities in the media, and the city’s communication department is instructed to highlight diversity as an advantage regularly and in various types of communication.

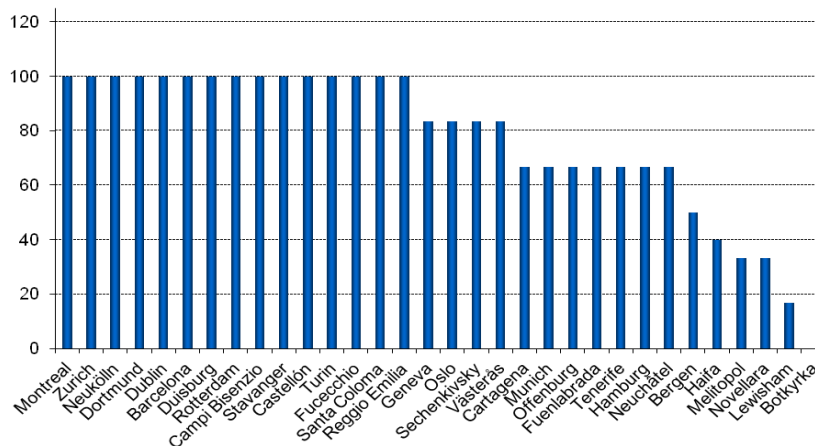
Furthermore, the city provides support for advocacy, media training and mentorship for journalists with minority background and monitors the way in which media portray minorities by itself.

11. International outlook policies

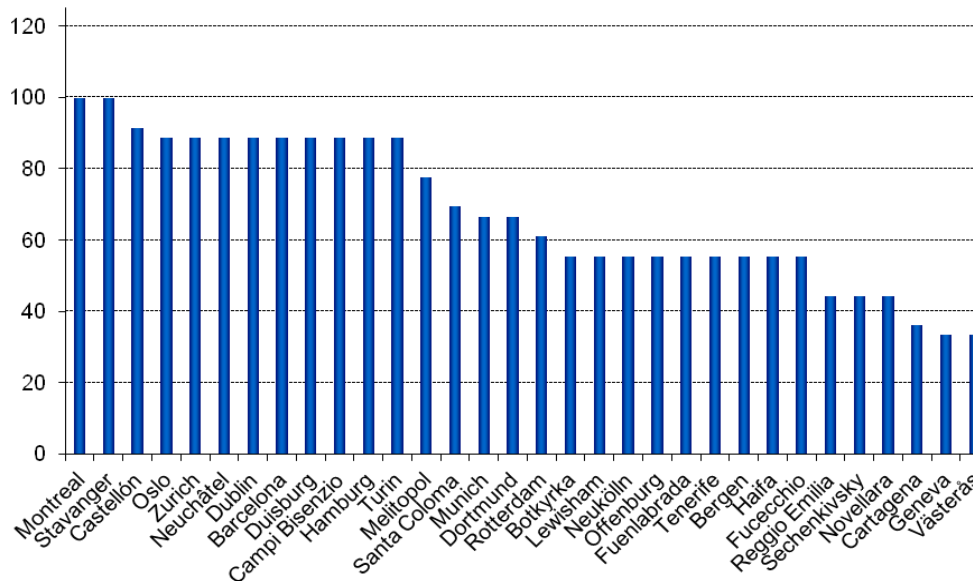
ICC-Index - An open and international outlook - City sample (inhabitants < 200'000)



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



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 mode of behaviour on all situations.

91% attainment rate of Castellón's intelligence competence policy goals is clearly higher than 61% city sample's attainment rate for these goals.

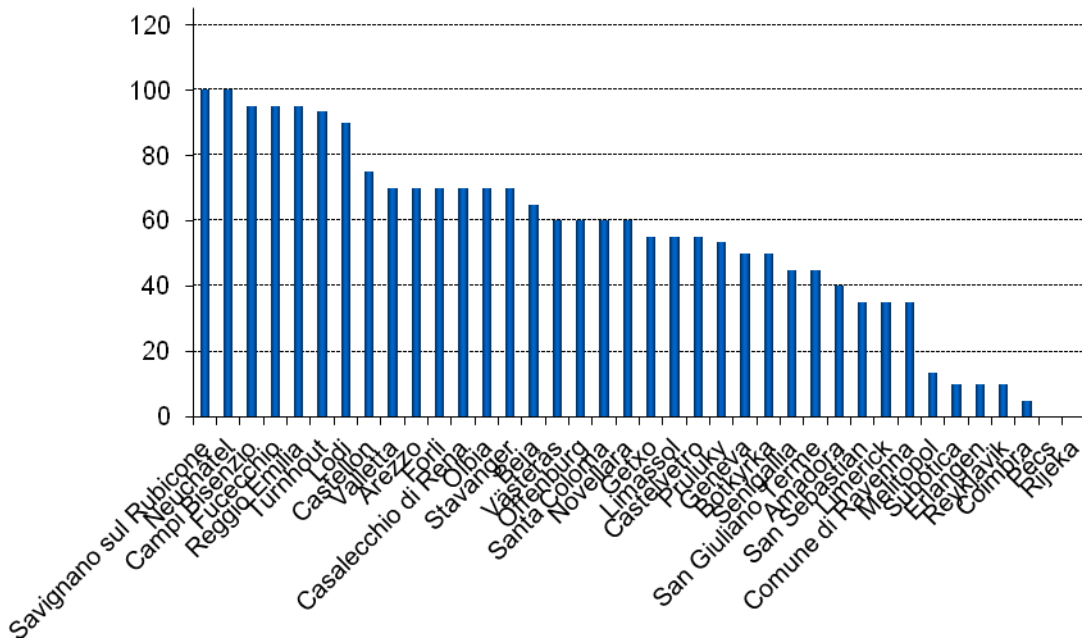
According to the answers provided in the survey, information about diversity and intercultural relations occasionally mainstreams the city government process of policy formulation. Furthermore, the city promotes the intercultural competences of its officials and staff through interdisciplinary seminars, information and networks.

Castellón carries out surveys concerning local inhabitants' perceptions of migrants.

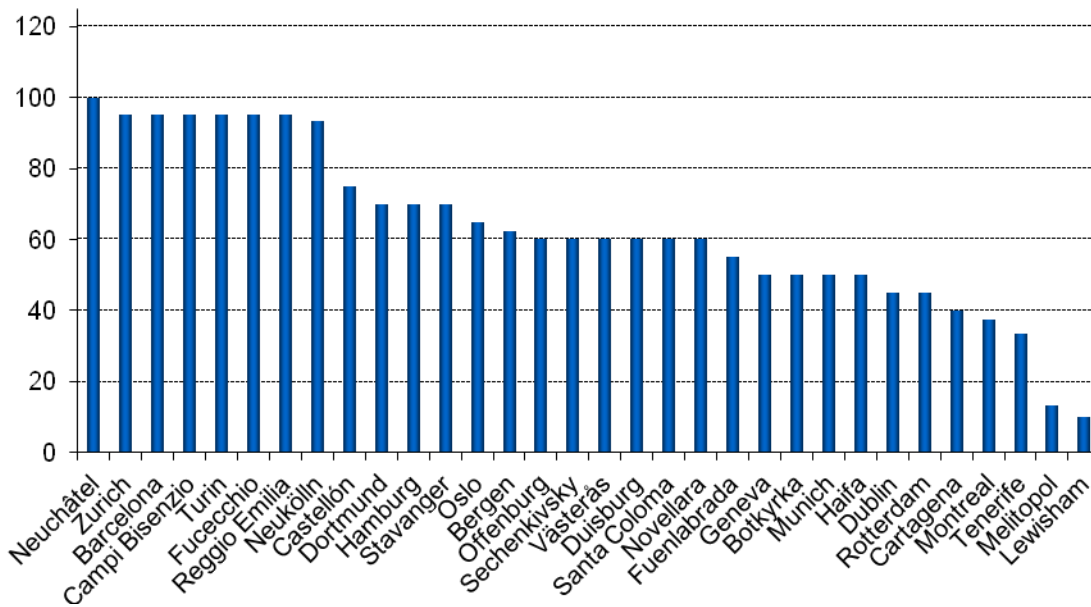
Castellón might wish to draw its attention to the city of Subotica (Serbia) for further inspiration. Here, the Local Development Agency set up training courses for local elected representatives and staff and developed a best practice toolkit "Local Partnerships for Tolerance - Handbook for local elected and appointed councilors". Five districts have been selected for case studies for different forms of participation and conflict resolution. The most impressive example involves the Roma Educational Centre in the Peščara district which created multi-ethnic teams of residents to tackle the bad state of local roads, which broke down separation and built trust.

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-ordinated and delivered effectively will have a significant impact on how the person settles and integrates.

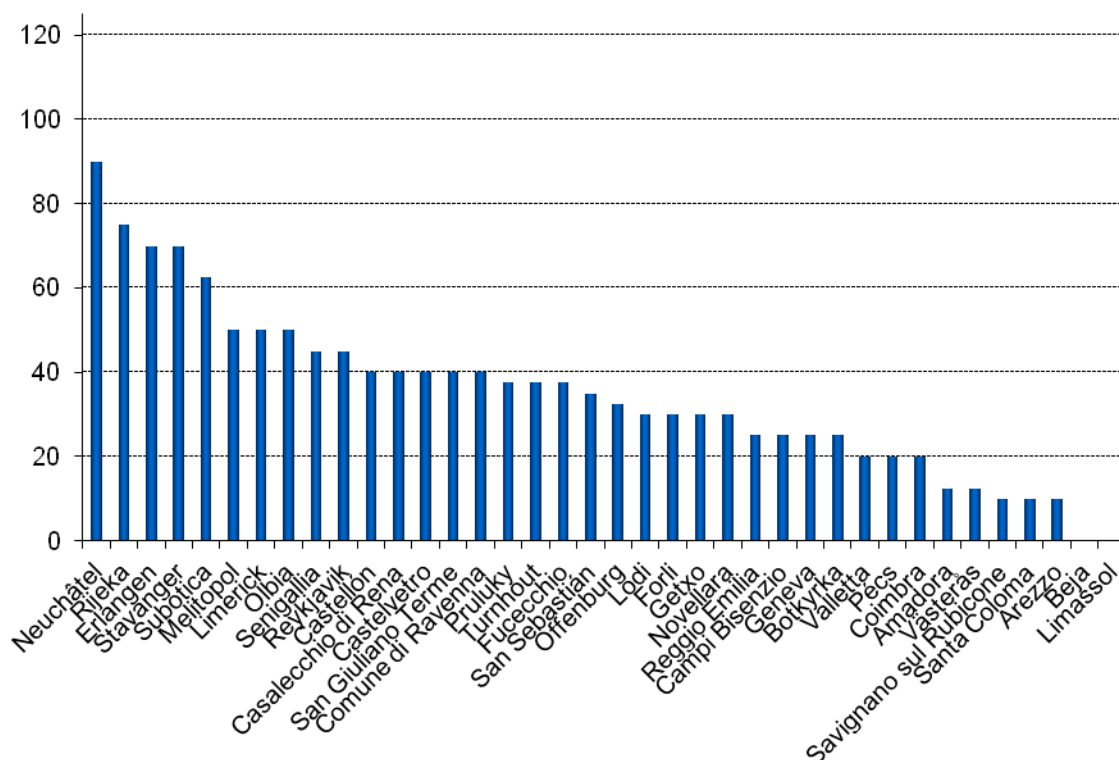
The attainment rate of Castellón’s welcoming policy goals, 75%, is clearly higher than the city sample: 56%.

The city has a designated agency to welcome newcomers and has a comprehensive city-specific package of information to newly-arrived residents from abroad. Different city services provide welcome support for family members, students, refugees, migrant workers and returnees.

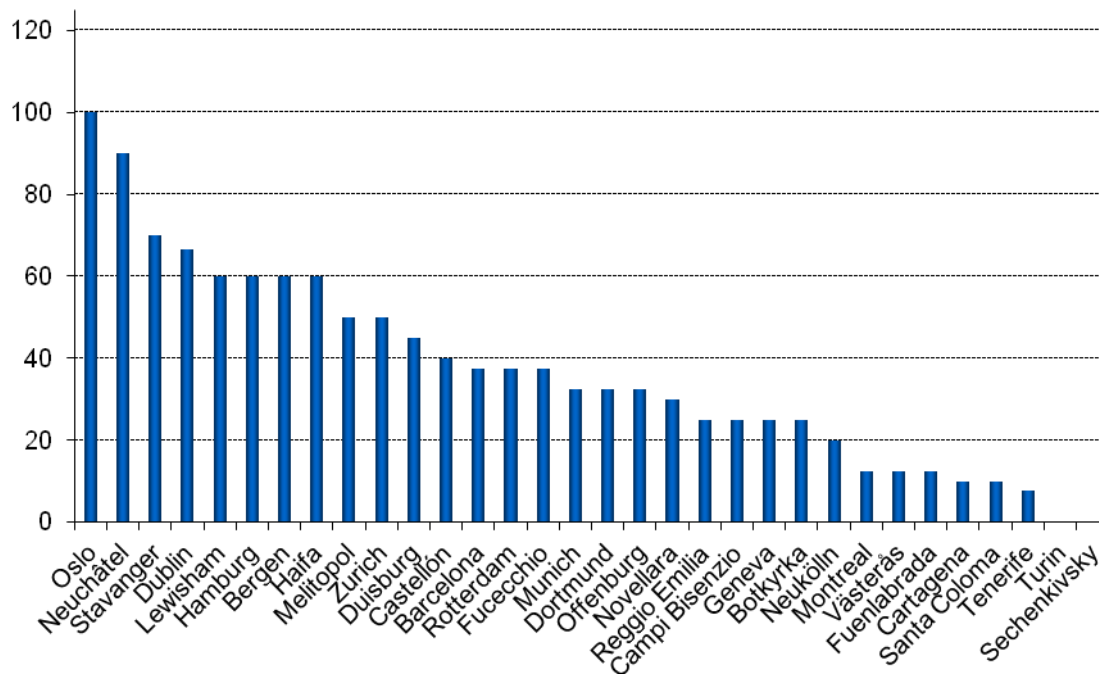
The city has a special public ceremony to greet newcomers at the end of the training course in the ‘Escuela de Acogida’ (Welcome School). Participants receive their attendance certificates in a ceremony with local authorities assisted, as well as regional authorities and consular representatives.

14. Governance policies

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 decision making.

40% of Castellón governance policy goals were achieved while the city sample's attainment rate for these goals is 35%.

Newcomers are eligible to vote in local election only when they obtain the nationality. In Spain, foreign nationals with a permit to reside in Spain are entitled to vote in municipal elections after five years of continuous residence in Spain and when a reciprocity agreement exists with the country of origin. This period is reduced to three years for Norwegian nationals.

The city has a political body, Foro Municipal para la Convivencia, to represent ethnic minorities and migrants, to deal with diversity and integration matters. The city has a standard for the representation of migrants and minorities in mandatory boards supervising schools and other public services, and Castellón regularly promotes initiatives to encourage migrants and minorities to engage in political life.

The ethnic background of elected politicians does not reflect the composition of the city population. To overcome this trend, Castellón may wish to take measures to increase the representation of migrants/minorities in the city administration and to encourage them to engage in political life. Thus, an interesting initiative 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.

15. Conclusions

The results of the current ICC Index assessment show that Castellón does much better than most other cities in the sample. Its leading practices can provide useful insights and examples to other cities in the field of commitment, public services, business and labour market, cultural and civil life, public spaces, mediation and conflict resolution, language, international outlook, intelligence competence and welcoming practices.

On the other hand, Castellón's achievements in the areas of governance and neighbourhood are low, although its performance is better than the city sample.

In view of the above, we invite Castellón to continue strengthening in most of the policy areas and improve in the policy areas detailed below.

16. Recommendations

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

- **Commitment:** Castellón is an example of a city in which local authorities demonstrate their commitment to being an intercultural city. The city may wish to know about other Intercultural Cities initiatives to continue enriching its intercultural commitment.
- **Education:** Castellón might consider ameliorating its intercultural education approach by ensuring that the ethnic background of teachers mirrors the diverse population in a larger proportion of local schools and by making strong efforts to involve parents from ethnic minority/migrant backgrounds in school life.
- **Neighbourhood:** Castellón may wish to continue encouraging interaction between the city's neighbourhoods and to enforce the city's policy to increase diversity of residents in the neighbourhoods and to avoid ethnic concentration.
- **Public services:** Castellón may wish to lay down a specific recruitment strategy to ensure that the ethnic background of public employees mirrors that of the city's inhabitants.
- **Business and labour market:** Castellón may wish to ameliorate by taking further actions to incite minority-owned businesses to enter the mainstream economy and higher value-added sectors.
- **Cultural and civil life:** Castellón may meet other Intercultural Cities initiatives to continue enriching its cultural and civil life activities.

- **Public space:** Castellón may wish to build upon its existing public space initiatives by taking into consideration the ethnic/cultural backgrounds of its citizens more frequently when designing and managing new public buildings or spaces.
- **Mediation and conflict resolution:** Castellón may wish to ameliorate its intercultural mediation policies by exploring other possible mediation and conflict resolution policies.
- **Language:** Castellón might consider ameliorating its language policies in the future by providing specific language training in the official languages as part of the regular curriculum at schools. The municipality also may wish to support financially local minority newspapers or TV programmes in minority languages
- **Media:** Castellón may wish to further explore other Intercultural Cities initiatives to continue enriching its intercultural media policies.
- **International outlook:** Castellón may meet other Intercultural Cities initiatives to continue enriching its international outlook policies.
- **Intelligence and competence:** Castellón may wish to further explore other Intercultural Cities initiatives to continue enriching its intercultural intelligence and competence.
- **Welcoming:** Castellón may wish to know about other Intercultural Cities initiatives to continue enriching its welcoming policies and services.
- **Governance:** Castellón may wish to further explore possible governance policies by introducing activities to increase the representation of migrants in the city administration.

Castellón 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 database²³.

²³ http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance_en.asp