Dublin: Results of the Intercultural Cities Index
Date: 7 September 2011
A comparison between 29 cities[1]

Introduction

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

As of today 29 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora *(Portugal)*, Barcelona (*Spain),* Coopenhagen (*Denmark*), Donostia-San Sebastian[2] (*Spain),* Dublin (*Ireland*), Duisburg *(Germany)*, Geneva (*Switzerland*), Izhevsk *(Udmart Republic, Russia)*, Limassol *(Cyprus),* Lisbon *(Portugal),* the London borough of Lewisham (*United Kingdom*), Lublin *(Poland),* Melitopol *(Ukraine)*, Mexico City *(Mexico)*, Montreal *(Canada),* Munich *(Germany),*Neuchâtel *(Switzerland),* Neukölln *(Berlin, Germany)*, Oslo *(Norway)*, Patras *(Greece)*, Pryluky (*Ukraine),* Reggio Emilia *(Italy)*, Rijeka (*Croatia*), Sechenkivsky *(District of Kyiv, Ukraine)*, Subotica (*Serbia*) Tilburg (*The Netherlands*), Turnhout (*Belgium*), Vasteras *(Sweden)* and Zurich (*Switzerland*).

This document presents the results of the Intercultural City Index analysis for the city of Dublin 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.

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

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

Methodology

The Intercultural City Index analysis is based on a questionnaire involving 66 questions grouped in 14 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators-education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces-are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended only as a tool for benchmarking, to motivate cities to learn from good practice.
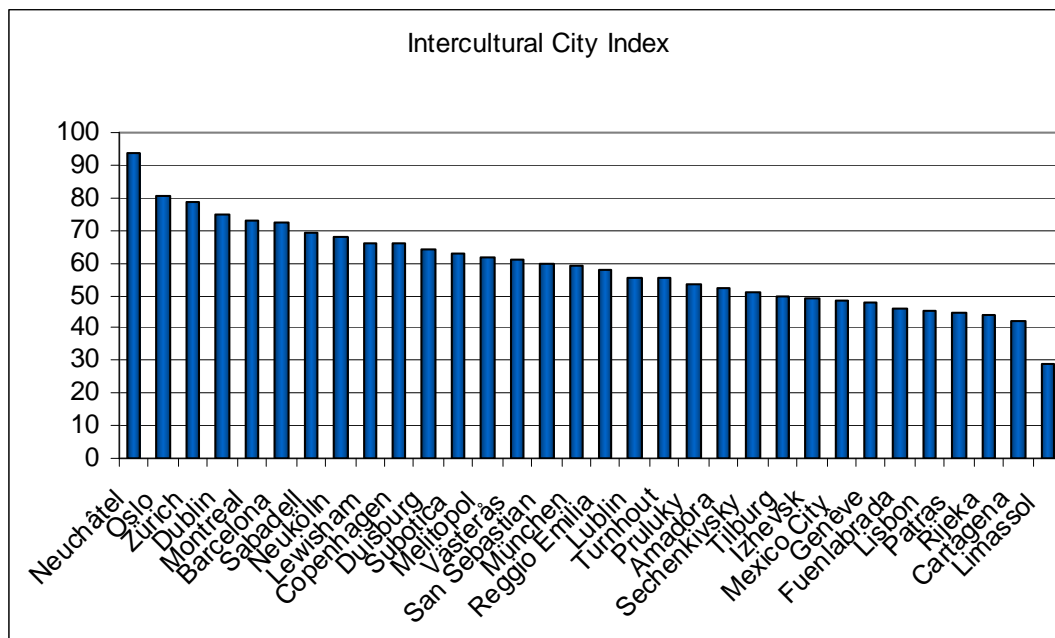
According to the overall Index results, Dublin is positioned fourth among the 29 cities in the sample in relation to the index as it stands at present.
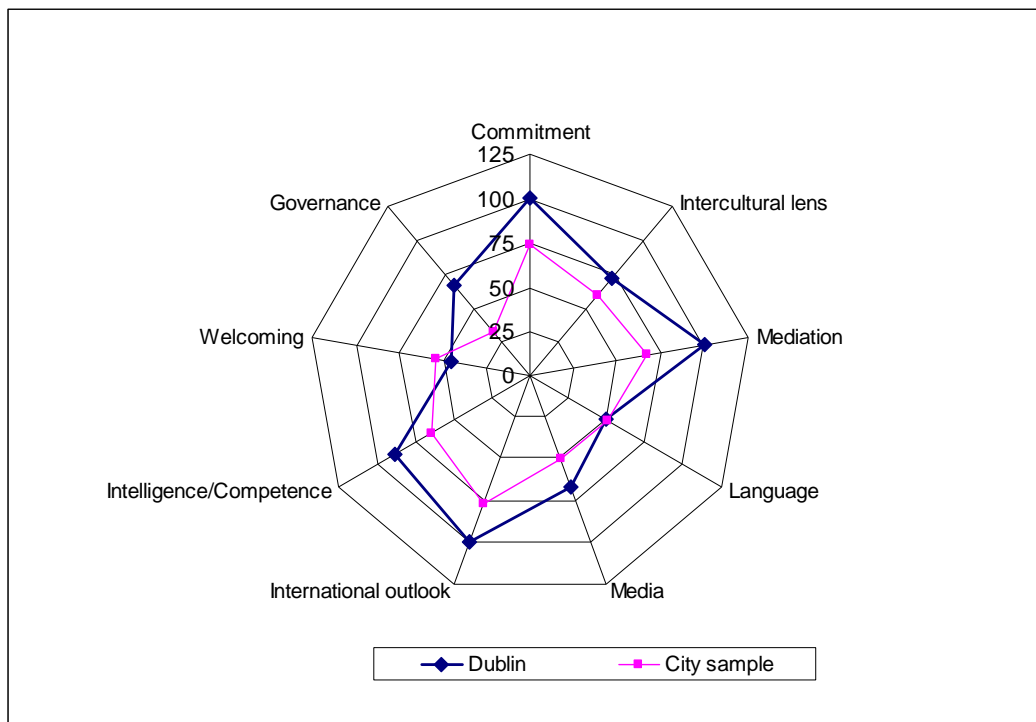
Dublin city council region[3]-An overview

Dublin is the capital and by far the largest city of the Republic of Ireland. The city proper (which is the subject of this report) has a population of 506, 2011 inhabitants within a wider metropolitan area of 1, 2 million people. The predominant ethnic group for Dublin city is White Irish, accounting for 81% of the total city's population. Non-nationals make up 21% of Dublin's total inhabitants. The most important minority groups are people from the United Kingdom, Poland, China, the Philippines, as well as people from Lithuania and other Eastern European countries.

1. Commitment

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

The analysis shows that Dublin's commitment policy achievement rate is much higher (and indeed at the top rate of 100%) than the city sample's[4] (74%).

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[3] The Irish city of Dublin city council region hereinafter referred to as Dublin

Dublin has adopted a number of initiatives which demonstrate its commitment to the intercultural approach. The city council has formally adopted a public statement in favour of diversity, peace and co-existence. The local government has designed an intercultural strategy and has developed an action plan to put it into practice. An action plan was constructed around five themes: promoting equality, by setting equal access, participation, outcome and conditions, for all actions that achieve redistribution, representation, recognitions and respect; preventing racism, exclusion, restriction or preference; promoting interculturalism, interaction, understanding and integration; promoting and protecting human rights and principles that are true for all peoples; and preventing poverty, that is, enabling people to attain a standard of living (material, cultural and social) to participate equally in society. Dublin has allocated a budget for the implementation of its intercultural strategy and action plan. The city council also has adopted an evaluation process for its intercultural strategy and action plan. Dublin has a dedicated cross-departmental co-ordination structure which is responsible for its intercultural strategy and action plan. The city council has launched an official webpage for diversity and interculturality. Local citizens who have done an exceptional thing to encourage interculturalism in the local community are acknowledged. For example, Dublin provides political and financial support to the Metro Eireann Multicultural Awards. They honour individuals, groups, companies and journalists who promote cross-cultural understanding and integration. Finally, the city's speeches and communication make clear reference to its intercultural commitment.

2. Education[5] policies through an intercultural lens

Education system

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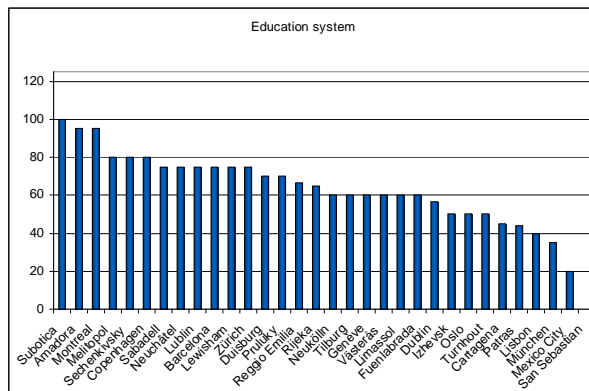
[4] The term "city sample "refers to the weighted average of the 29 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

[5] The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner -(ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

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

The analysis shows that Dublin's education policy achievement rate is lower (56%) than the city sample's rate (65%). Education in Ireland is managed at central, rather than at local government level, although there remains a strong involvement at the local level by various religious denominations. As a result the main management and decisions on policy implementation and ethos remain with individual school boards. This can create a challenge for the implementation of intercultural policies at city level. It is perhaps unusual for a city of such size to have so little control over the education of its citizens and it is evidently a source of some frustration to the administration. The DES has published the "Intercultural Education Strategy 2010-2015". The Strategy defines intercultural education as: …"education which respects, celebrates and recognises the normality of diversity in all areas of human life. It sensitises the learner to the idea that humans have naturally developed a range of different ways of life, customs and worldviews, and that this breadth of human life enriches all of us. It is education, which promotes equality and human rights, challenges unfair discrimination, and promotes the values upon which equality is built." It aims to ensure that all students experience an education that "respects the diversity of values, beliefs, languages and traditions in Irish society and is conducted in a spirit of partnership" (Education Act, 1998). In addition, "all education providers are assisted with ensuring that inclusion and integration within an intercultural learning environment become the norm."

In 12% of the local primary schools almost all pupils do come from the same ethnic background. Dublin's schools involve parents from migrant/minority backgrounds in daily school life. For instance, the city's schools celebrate national days and offer intercultural activities to achieve this objective. The involvement of parents from migrant/minority backgrounds often comes from teachers' and principals' individual interests, creativity and innovation. Despite the fact that involving parents from migrant/minority backgrounds is not at present a widespread practice at the city level, it is part of the republic of Ireland's Intercultural Education Strategy recommendations. The city promotes local schools which carry out intercultural projects. According to the answers provided in the survey, "there is no official record of the number of schools involved in such activities". However, Dublin's schools are aware of the need to highlight the benefits of interculturalism through intercultural projects.

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

Dublin may benefit from increasing ethnic/cultural mixing in the city's schools. An initiative has been put into practice by the British city of Bradford. Here, the education authority found that in some neighbourhoods schools were increasingly polarised into

becoming all white or all non-white. This was allowing little opportunity for children to learn more about each other. A process of linking between over 70 local schools has now lead to much closer cooperation and joint working between staff and pupils. Pupils have on average made 2.6 new cross cultural friendships since the project began.

Dublin may wish to improve its intercultural education policies in the future, for example by further encouraging schools to involve parents from migrant/minority backgrounds in daily school life. An interesting case of good practice in this area is to be found in the Swiss canton of Geneva, where a "Sac d'histoires"- "a bag of histories"- programme was introduced. In the Geneva schools participating to this, children can bring home a collection of books, CDs, DVDs and other media which they share with their parents, who are then given a much greater stake and involvement in their child's progress at school and improve their own language skills.

Another similar initiative has been developed in Copenhagen. Here, the Rådmandsgade School invites parents to an open school-day twice a month. They are given a free dinner and have the opportunity to talk to psychologists, nurses, teachers, as well as local associations.

3. Neighbourhood policies through an intercultural lens[6]

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.

Dublin's neighbourhood policy indicators are higher (69%) than the city sample's rate (62%).

In a few of the city's neighbourhoods a vast majority of inhabitants comes from minority ethnic groups7. The northeast area of the city centre continues to be home to the greatest concentrations of ethnic minority communities – four out of the ten Electoral Divisions in

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

this part of Dublin have an ethnic minority population of over 50%, while a further three in that area have an ethnic minority population of over 25%. The make-up of migrant neighbourhoods/clusters has developed according to certain needs, such as access to more affordable accommodation, places of employment and worship (e.g. mosques, churches etc).

Dublin encourages residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds. For instance, in partnership with the Social Inclusion Office, the Office for Integration has run many projects to specifically address neighbourhood relationships, including the Annual Social Inclusion week and Neighbours' Day. One example of this was a focus on the Liberties Area of Dublin in 2010 with a project called "The Bayno". In addition, the city works in partnership with the Garda Síochána -the police service- which is also nationally, rather than locally, managed and for many years has run a North Inner City Garda Forum. This is effective in encouraging communication and links between inner city indigenous and ethnic minority communities to network and engage on issues of community safety and policing. Finally, the city also promotes interaction within neighbourhoods. In this area, the city's principal ongoing policy initiative to build neighbourhood cohesion has been the 'One City One People' campaign. This delivers the message that Dublin is an open city, which respects and embraces difference, is accessible, safe and equal and does not accept racism and discrimination.

According to the answers provided in the survey, the city takes occasional measures to avoid ethnic concentration. For example, one of the city's most important services is the provision of a large stock of social housing. Certain areas with a concentration of white working class have expressed resistance to the settling of new migrants. However, the Office for Integration worked closely with the housing department and local groups to overcome this. Dublin may wish to consider building upon its policy and measures which aim at avoiding ethnic concentration. The following example provided by the city of Zurich may be a source of inspiration and learning for the future. Here a large proportion of the city's inhabitants live in rented accommodation. 25% of the rented flats are provided by the city or through housing associations which have implemented an allocation policy. The city's allocation scheme includes achieving a "good mix" between different social groups as one of the initiative's criteria.

4. Public service policies through an intercultural lens

An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.

The analysis shows that Dublin's public services policy achievement rate is higher (56%) than the city sample's rate (43%).

Dublin provides two out of the four services listed in the Intercultural Cities index which are tailored to the needs of the ethnic/cultural background of its citizens. It provides funeral/burial services and organises school meals in response to culturally-based requests.

There is great variation in the levels of ethnic minority employment in the public services in Dublin. The Health and Transport services have a high number of migrants especially among nurses, doctors, carers, drivers within the transport system and general operatives. Within the public service body of the city council and civil service, however, there are far fewer migrants employed. The traditional source of recruitment for public service was through mainstream Irish media, specific recruitment advertising and exams for civil service jobs. Both these types of organisations have familial traditions where many sons and daughters of employees continue in similar work and where people with knowledge of the city or area are employed. Policies in recruitment have not changed as rapidly as the population and now, with the recession there is an embargo on recruitment making it harder to rectify the situation in the short term.

The city also encourages intercultural mixing in the private sector labour market. Even though the city has not put into practice a specific policy to achieve this, it does provide financial support to a national newspaper Metro Eireann which hands out Metro Eireann Multicultural Awards. Most recently Crowne Plaza Hotel, Northwood Dublin won as it had met the challenge of managing diversity by creating a powerful vision for diversity and its management within the organization, aiming to tackle prejudice and unfair treatment for employees and guests alike.

Dublin may also wish to consider implementing a specific recruitment strategy to ensure that the ethnic background of public employees reflects the composition of the city's population. An interesting example of an initiative of this type can be found in Berlin (Germany)[8]. Here, the senate launched the "Berlin braucht dich" recruitment campaign, which can be translated as 'Berlin needs you'. It was set up in 2006 and aims at diversifying the Senate's workforce by promoting traineeship opportunities to migrant communities. Planned to last until 2012, the promotion and information activities of the campaign also include migrant associations and parents to increase outreach. Stakeholders are also involved in making sure the progress is closely monitored. As a result of this project, the percentage of trainees with a migrant background has already increased from 6% in 2006 to 14.5% in 2008.

The Dutch city of Amsterdam has also developed a similar human resource policy[9]. Here, a municipal workforce that reflects the composition of the city's population is a clearly formulated objective of Amsterdam's administration, both at a political and senior management level. A new Diversity Programme was established for the period 2007-2010 with targets across salary scales. The Diversity Programme has enabled the

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

administration to already make progress from 14% of staff with a migrant background in 2006 to 21.5% in 2008.

Copenhagen has also taken a number of actions to improve the representation of migrants in the city's administration. Its local government offers paid internships specifically targeted at people with minority backgrounds, for instance by requiring they should be able to speak a certain language. It also provides training possibilities for its interns so they can acquire permanent positions. The city council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds.

The city may wish to build upon its services which are tailored to the needs of the ethnic/cultural background of its citizens. We invite the city of Dublin to consider the following initiative launched by Tilburg (the Netherlands) in this area. This practice was introduced due to the city's growing concern that migrants were unable to get care adapted to their culture when they became elderly. Now the housing corporations in Tilburg build old people's homes for specific groups, like elderly from Suriname and from Turkey. The policy is general when possible, specific when needed.

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

The Germany city of Berlin[10] has put into practice a similar initiative. Berlin's Intercultural Opening Strategy is designed to adapt the administration to work with a diverse customer's base. Workshops are organized for all employees, with a particular focus on service managers. The process started at the Senate's Foreign office in 2004 and has since then been extended to other parts of the administration, such as job centres in areas with a high proportion of people with a migrant background.

Finally, Leeds (United Kingdom) may provide a useful example in this respect. Here, Positive Action Training in Housing (PATH)[11] offers traineeship opportunities programmes for people with a migrant background. The programme is designed to address the under-representation in employment of minority groups and to develop the potential of black and minority ethnic groups (BME) people through the provision of vocational training, education and career opportunities. The council supports the programme and uses it in its recruitment strategy, for example, the Adult Social Care department trained 7 PATH trainees as social worker assistants in 2008 and successful trainees are used as role models to attract more candidates.

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

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

5. Business and labour market policies through an intercultural lens

Dublin's business and labour market policy indicators are higher than the city sample's: 60% of these goals were achieved, while the city sample's rate for business and labour market policy is 43%.

Dublin has set up a business umbrella organization which promotes diversity and non discrimination in the workplace. As it were these functions are ensured both at local and national level by a number of organisations. For example, the Dublin Chamber of Commerce represents the interests of businesses, both large and small, in Ireland's capital. It was a key signatory of the City Framework "Towards Integration". In addition, the Equality Authority (which covers the whole of Ireland including Dublin) is an independent body set up under the Employment Equality Act 1998[12]. It was established on 18 October 1999. It replaced the Employment Equality Agency, and has a greatly expanded role and functions. The Equality Authority has been a very strong agency in contributing to integration and intercultural understanding also as a member of the Dublin City Enterprise Board. Finally, The Immigration Council of Ireland is launching a new project called The Pathways to Work project. This will focus on the needs of young immigrants and aims at enabling them to compete with other job seekers on a "level playing field" by equipping them with practical tools like job searching and transition skills.

The city has signed a charter which outlaws discrimination in employment. The city also encourages "business districts/incubators" to facilitate inhabitants from different cultures to mix more easily. For example, innovation Dublin is an annual festival dedicated to pursuing new ideas and fresh initiatives for Dublin. Ethnic entrepreneurship and encouraging fledgling innovative business has been a key element of the programme's to date.

As it is not currently a policy priority Dublin could consider encouraging ethnic/cultural minorities businesses to move beyond localized economies to enter into the main stream and higher value-added sectors. An interesting example of such an initiative has been put into practice by the French city of Lyon. Here, "Place du Pont" and its environment in the

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[12] The Employment Equality Act, 1998 and the Equal Status Act, 2000 outlawed discrimination in employment, vocational training, advertising, collective agreements, the provision of goods and services and other opportunities to which the public generally have access on nine distinct grounds, including ethnicity.

Guillotière district is famous for its "ethnic trade" not only in regional, but also in global business networks.

Dublin may wish to build upon its business and labour market initiatives, for instance, by prioritising companies which implement a diversity strategy when procuring their goods and services. According to the answers provided in the survey, "this is an issue that has not arisen to date as most of tenders sought from the various sections ensure that they abide by the strong employment equality Laws." Nevertheless, the city of Amsterdam (The Netherlands) may provide a source of learning and inspiration in this area[13]. Here, "Social Return on Investment", which is designed to include social obligations in public contracts, started as a pilot project in 2007 in Amsterdam's South East District. In particular, contractors are asked to use the money generated by the contract to offer employment opportunities to people who are excluded from the labour market, including migrants.

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

6. Cultural and civil life   policies through an intercultural lens
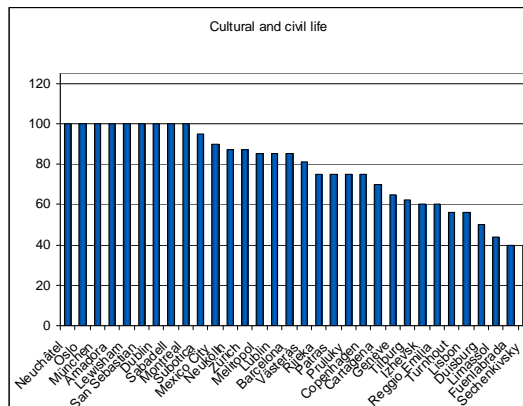
The time which people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

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

The analysis shows that Dublin's cultural and civil life policy achievement rate is much higher (and indeed at the top rate of 100%) than the city sample's (78%).

In spite of this good performance, a significant issue affecting the ability of migrant organisations to participate more fully in social and cultural activities in Dublin is the difficulty in accessing premises and facilities and in getting insurance coverage for public events. However, an insurance provision linked to Dublin Community Forum appears to be helping. Dublin does use interculturalism as a criterion when allocating grants to associations. All the grants go to associations and initiatives based on the interculturalism criterion. The city does organise events in the field of arts, culture and sport to encourage cultural mixing between inhabitants. For example, Dublin Chinese New Year Festival is an annual event organized by the city council and the office for integration. It involves the city's key institutions and aims at promoting intercultural dialogue. Cultural organizations which deal with diversity and intercultural relations in their productions are also promoted. Finally, Dublin organises public debates and campaigns around the topics of diversity and living together.

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 Dublin's public space policy goals is much higher than the sample city's: 90% of these goals were achieved, while the sample city rate for public space policy is 67%.

According to the answer given in the survey, there are no areas in the city which have a reputation of being "dangerous". None of the areas in the city are dominated by one ethnic group and make other inhabitants feel unwelcome.

Dublin has implemented several public spaces policy instruments. The local government promotes intercultural mixing in public libraries, museums squares and playgrounds. For example, Dublin's Chester Beatty Library has developed an extensive intercultural education programme which includes exhibitions, seminars, and map-tracing workshops. This project aims at educating young people on different cultures as well as facilitating intercultural mixing between them. The city also promotes intercultural mixing in the city's squares and playgrounds by offering various cultural festivals. For instance Chinese New Year Carnival, Experience Japan and Africa Day, as well as photographic exhibitions help achieve this objective.

When reconstructing an area, Dublin's City Council proposes different forms and places of consultation to reach out to its ethnically and culturally diverse inhabitants. For example, Dublin has collaborated with an independent body, Design Twentyfirst Century[14], on a project called Designing Dublin to improve the city centre as a space of

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[14] http://design21c.com/ and http://www.designingdublin.com/

social interaction. In 2009, it ran the first phase of the project Designing Dublin: Learning to Learn, entitled 'Finding the Hidden Potential of Place', in Clongriffin, located in Dublin's North Fringe. This brought together a multidisciplinary team of volunteers to work on some of the challenges that the city is facing. Simply put, the project was about using design as a method to find solutions with Dubliners (in the broad sense, including everyone who uses the city) to make Dublin a better place. A second phase, 'Love the City', was about "inspiring people to become re-aware of the City Centre's offerings." The team researched and selected an area that they felt "deserved more love" and are now investigating ways to make it more attractive. In a six month period of public engagement, city centre users were asked to tell stories and highlight favourite places, what they felt were missing in the centre and about their dreams for the area. It detected that many people felt a lack of ownership of or influence over the city centre. It also detected fear of crime – although crime statistics did not back up these perceptions. Selecting the market area as a prototype, people were invited to create their own alternative spaces. For example one group of people closed a street by temporarily covering it with grass. This then challenged the rules and conventions by which space is normally governed, and required public agencies to respond more flexibly. As a result one permission process which might normally take 6 months was reduced to 4 days.

Dublin may wish to promote intercultural mixing also in the city's markets. An interesting example of such an initiative has been jointly put into practice by the Vienna Chamber of Commerce and the city council. Ottakring is a neighbourhood on the outskirts of Vienna, with more than 50 nationalities including Pakistanis, Turks, Maghrebians, and Egyptians, which make up 36% of the total population of 8,000. During the late 90s the once popular historic market of Brunnengasse faced a chronic decrease in visitors. Most of the bordering ground floor premises also became vacant and were used for storage or occupied by industries with no relation to the market, such as betting shops. In response, the Vienna Chamber of Commerce and city council decided to allocate all empty shops to artists rent free. Dozens of artists blended into the life of the neighbourhood and ran numerous projects in association with local shopkeepers and residents, ranging from providing services (sign painting etc) to innovative and unusual projects.

Finally, we invite Dublin to build upon its existing public space initiatives, for instance by taking into consideration the ethnic/cultural backgrounds of its citizens when designing and managing new public buildings or spaces. Interesting initiatives providing useful examples in this field have been implemented by the London borough of Lewisham. Here, young people were invited into the process of designing and making a new playground area in Pepys Park. 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 polices

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

The analysis shows that Dublin's mediation and conflict resolution policy achievement rate is much higher (and indeed at the top rate of 100%) than the city sample's (67%).

Dublin has established a mediation service with intercultural competence which is run by an autonomous organization. For example, the Immigration Council of Ireland (ICI), is an independent national non governmental organization that promotes the rights of migrants through information, legal advice, advocacy, lobbying, research and training work. Furthermore the Migrants' Rights Centre Ireland is a national organization concerned with the rights of migrant workers and their families which aims to bridge a gap in support structures and information provision for this group. Finally, the Jesuit Refugee Service (JRS) is an international Catholic non-governmental organization. It focuses mainly on supporting people seeking asylum in state provided accommodation, assisting immigration related detainees as well as promoting integration of migrant communities. All three of these autonomous organizations provide mediation services and have intercultural competences. The city also provides mediation services in places such as hospitals, as well as in neighbourhoods and on the streets. For example, within the police service Ethnic Liaison Officers have been trained to deal with migrant issues specifically. In Dublin's neighbourhoods and on the streets there is currently no official mediation service. However, active citizenship and community engagement are important issues for all members of the local area. Dublin has also set up an organization which deals specifically with inter-religious relations. The Intercultural Lantern Centre helps accommodating various faith groups to work and engage to promote harmonious interreligious relations.

9. Language[15]

Dublin's language policy achievement rate is almost eqault to (49%) the city sample's rate (50%).

Language training in Ireland is managed at a central level by the Department for Education rather than at local government level. Dublin city council does provide financial support to specific programmes run by the national Department for Education.

The city provides specific language training in the official languages for hard-to-reach groups[16]. Dublin offers financial support to minority newspapers/journals and minority radio programmes. For example it offers financial support to Metro Eireann, a multicultural newspaper, Sun Emerald, a Chinese newspaper, as well as the African Voice. Global Village and Hello China are two minority radio programmes that Dublin

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

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

provides financial support to. Dublin also encourages projects which give a positive image to minority/migrant languages. For example, in partnership with Trinity College Dublin and University College Dublin the city is involved in a European project called "Networking multilingual Cities" which helps the city achieve this specific policy objective.

Dublin may wish to ameliorate its language policies in the future, for instance by ensuring that all the city's citizens are eligible to receive training in immigrant/minority languages. In this area, Dublin may wish to consider an initiative put into practice by the Swiss canton of Neuchâtel. Volunteers in the Neuchâtel intercultural library are convinced that the provision of books in a range of languages-both to individual users and through schools-helps migrant children learn French. Parents read to their children in their native language and this affirms their role and authority as educators (which is threatened by an insufficient command of the host language). This in turn reinforces the children's interest in reading and learning altogether and encourages the acquisition of the native language.

Another useful example comes from the London borough of Lewisham. Here supplementary schools supported by the borough provide mother tongue language and cultural schooling. There are also national events such as Black history month and Refugee Week that also include language promotion.

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

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

10. Media policies

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

67% of Dublin's media policy goals were achieved while the city sample's attainment rate for these goals is 51%.

The city instructs its information services to promote harmonious intercultural relations. In this area, all cultural and integration projects are promoted through Dublin's press

office. The city also provides advocacy/media training/mentorships for journalists from minority backgrounds.

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

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

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

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

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

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

11. International outlook policies

An open and international outlook

Dublin's international outlook policy indicators are much higher (and indeed at the top rate of 100%) than the city sample's (77%).

Dublin has put into practice several policies to encourage international co-operation. For instance, an Office of International Relations was established in 2007 to promote Dublin as an International Gateway City-Region for Ireland. A specific financial provision has been introduced to achieve this. Dublin supports local universities in order to attract foreign students, and ensures that foreign student populations take an active part in the city life. For example, the cultural festival called "Experience Japan" attracted large numbers of Japanese and international students. The city's Office of International Relations and the Planning & Economic Development Department also develops projects and policies for economic relations with its migrant populations' countries of origin. It is involved in developing bilateral relations with other cities, representing Dublin in international associations and organizations and developing multinational relations with other cities. Dublin is presently twinned with Barcelona (Spain), Liverpool (United Kingdom), San José (United States of America) and with Rio De Janeiro (Brazil)

12. Intelligence competence policies

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

The attainment rate of Dublin's intelligence competence policy goals is higher than the city sample's: 89% of these goals was achieved, while the city sample rate for intelligence competence policy is 64%.

The city has adopted the following best practice recommendations in its intelligence competence initiatives. Information regarding diversity and intercultural relations is mainstreamed to inform the city when formulating new initiatives. In this area, the city's Integration Strategy, Towards Integration, is endorsed by the Council and 16 other agencies. As part of the review process of the Strategy, the Office for Integration ensures that all of these agencies, as well as all Council departments, are fulfilling their commitments and keeping abreast of the latest developments. The city also conducts surveys to find out how inhabitants perceive migrants/minority groups. For instance, "Your Dublin, Your Voice" is an initiative of the four Dublin Local Authorities representing the Dublin City Region-Dublin City Council, South Dublin City Council, Fingal County Council and Du'n Loaghaire- Rathdown County Council. The survey sought the views of people who live work, study or visit Dublin. Respondents identified Dublin's key strengths as its people (31%) in particular their humour, friendliness and warmth, its culture and arts (17%), its compact size (15%) and its diverse cosmopolitan feel (13%). Some 88% of respondents welcomed diversity in the city and felt that this was one of Dublin's key strengths. Dublin also promotes the intercultural competences of its officials and staff through interdisciplinary seminars, information networks and training courses. In this area, the city has run a number of training courses on "Equality Diversity and Inclusion".

Dublin can also refer to the case of good practice as developed by the Swiss canton of Geneva. Here, the Office for the Integration of Foreign Residents runs internship programs. Its aim is to contribute to the professional development of the programme's candidates in the field of cantonal government and integration.

13. Welcoming policies
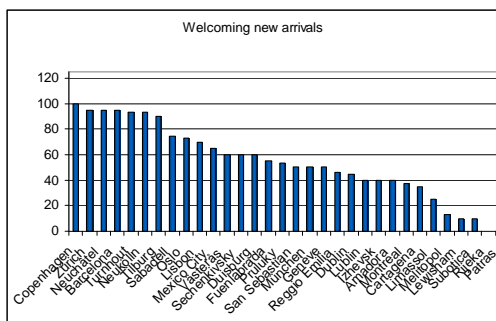
People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to

which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.

The attainment rate of Dublin's welcoming policy goals is lower than the city sample's: 45% of these goals were achieved, while the city sample rate is 54%.

Dublin has published a comprehensive package of information to aid newly arrived foreign residents. "Find Your Way" aims at linking migrants with available and relevant services to help ease their transition and integration into Irish life and society.
The city's services and agencies provide support tailored specifically for students, family members, refugees, migrant workers and for family reunion. For example, individual universities and colleges offer welcoming support specifically for students. In addition, the Department of Foreign Affairs refugee reception agency deals specifically with refugees. Various non governmental organizations- Immigration Council Ireland, Migrants Rights Centre and Crosscare- provide support for migrant workers.

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

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

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

14. Governance policies

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

67% of Dublin's governance policy goals were achieved while the city sample's attainment rate for these goals is 34%.

In Dublin, newcomers are eligible to vote in local election "immediately after registering as residents". In 2008 the then Lord Mayor of Dublin launched a new initiative by the Office for Integration Dublin City Council called "Migrant Voters Campaign". This new and innovative project raised awareness amongst migrant residents in the city of their right to vote, the need to register to vote and how to vote on Election Day. Regardless of

an individual's status if they were over 18 they were eligible to vote in local elections, although to participate in National elections they had to be an Irish citizen. An independent political body has been created to represent all ethnic minorities living in Dublin.

Dublin may wish to further explore possible governance policies by developing actions to improve the representation of migrants in the city administration. Politics are highly localised in Ireland. Where there are large concentrations of migrants in the outer suburbs of greater Dublin, ethnic minority councillors have been elected to the peripheral district councils, but within the city of Dublin proper migrants do not represent a sufficiently concentrated electoral force. To improve the situation, Dublin may consider replicating an initiative introduced by the UK-based operation Black Vote in Liverpool. This allows young migrants to shadow established local politicians, so they better understand what the job involves and it encourages them to engage in politics.

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

15. Conclusions

In the majority of intercultural strategy areas, Dublin 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, mediation and conflict resolution, media, international outlook, intelligence competence, governance, neighbourhood, public service, business and the labour market, cultural and civil life and public space practices.

16. Recommendations

Dublin needs to make progress in relation to its language, welcoming and education practices. The city may wish to look into some of the examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural Cities database[17].

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