



## Geneva: Results of the Intercultural Cities Index

Date: 4 February 2013  
A comparison between 50 cities<sup>1</sup>

### 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 50 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Barcelona (*Spain*), Beja (*Portugal*), Bilbao (*Spain*), Botkyrka (*Sweden*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian<sup>2</sup> (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*) Fuenlabrada (*Madrid region, Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Izhevsk (*Udmart Republic, Russia*), Jerez de la Frontera<sup>3</sup> (*Spain*), Limassol (*Cyprus*), Lisbon (*Portugal*), Lodi (*Italy*), the London borough of Lewisham (*United Kingdom*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Offenburg (*Germany*), Oslo (*Norway*), Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Reggio Emilia I & II (*Italy*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone<sup>4</sup> (*Italy*), Västerås (*Sweden*) and Zurich (*Switzerland*).

Among these cities, 21 have fewer than 200,000 inhabitants and 24 have over 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for the Swiss city of Geneva and provides related intercultural policy conclusions and recommendations.

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

<sup>2</sup> The Spanish city of Donostia-San Sebastian is hereinafter referred to as San Sebastian.

<sup>3</sup> The Spanish city of Jerez de la Frontera is hereinafter referred to as Jerez de Frontera

<sup>4</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is hereinafter referred to as Rubicone.

## **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).

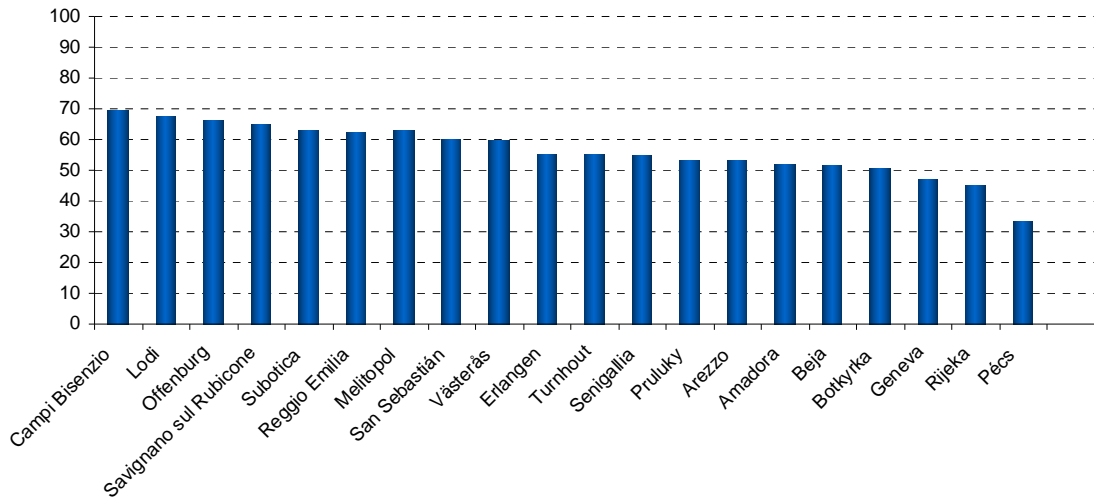
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

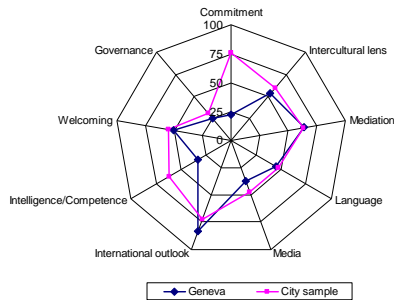
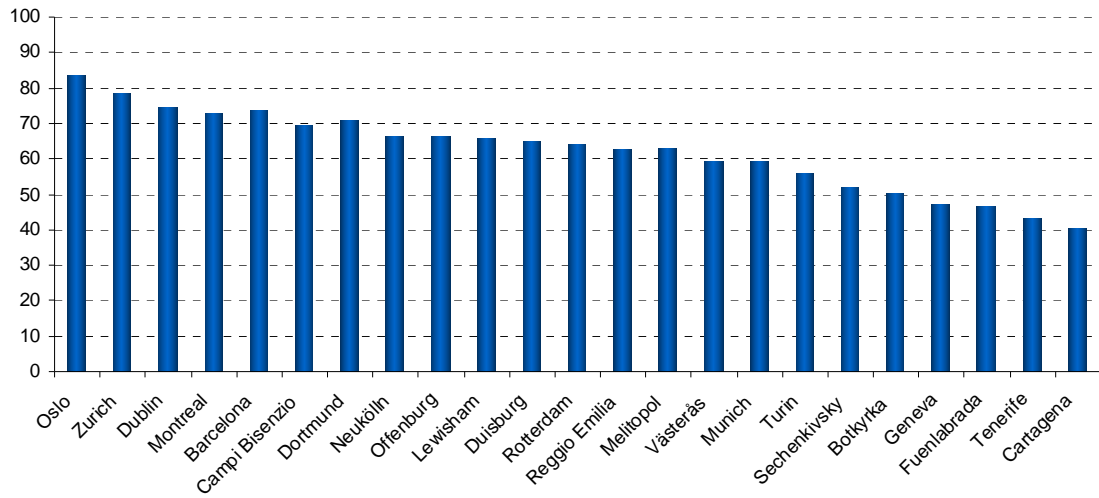
Taking into account the abovementioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled 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 February 2013, Geneva has been positioned 41st among the 50 cities in the sample, with an aggregate intercultural city index of 47%, just between the Spanish city of Fuenlabrada (46%) and the Dutch city of Tilburg (49%). Geneva has been ranked 19th among the 21 cities with fewer than 200,000 inhabitants and 21st among the 24 cities with over 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%)**



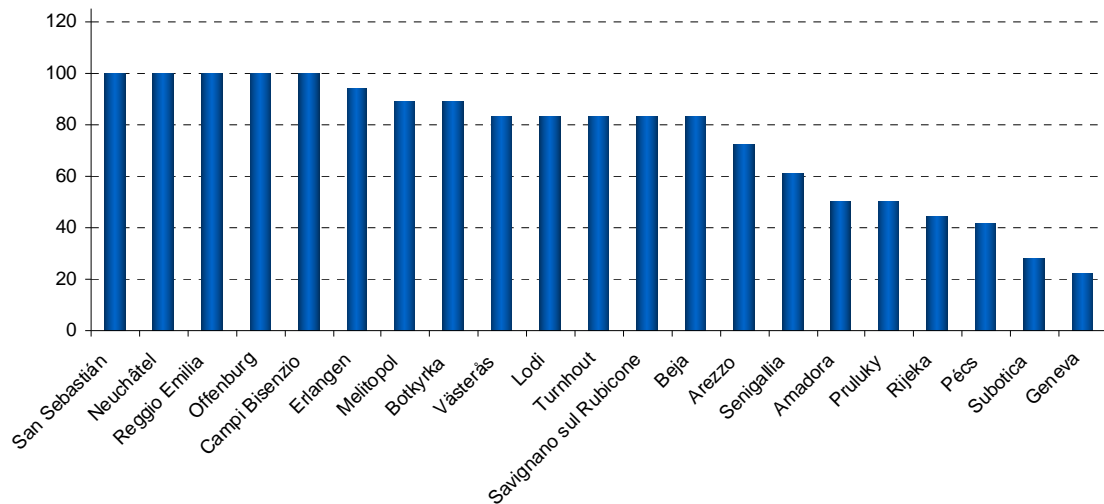
## Geneva: An overview

Geneva is a Swiss city with a population of 190,205 as of 2009. The majority group – the Swiss – makes up 54.30% of the total population. According to 2001 data, non-nationals account for 46.70% and foreign-borns for 58% of the city's total population respectively. First generations migrants make up 36% of the city's inhabitants, whilst second generation migrants make up 6.80% of the city's population. The ethnic groups include: Portuguese (7.36%), French (6.82%), Italians (4.85%) and Spanish (3.60%)<sup>5</sup>.

In January 2011 GDP per capita in Geneva amounted to CHF 92,651<sup>6</sup>.

### 1. Commitment

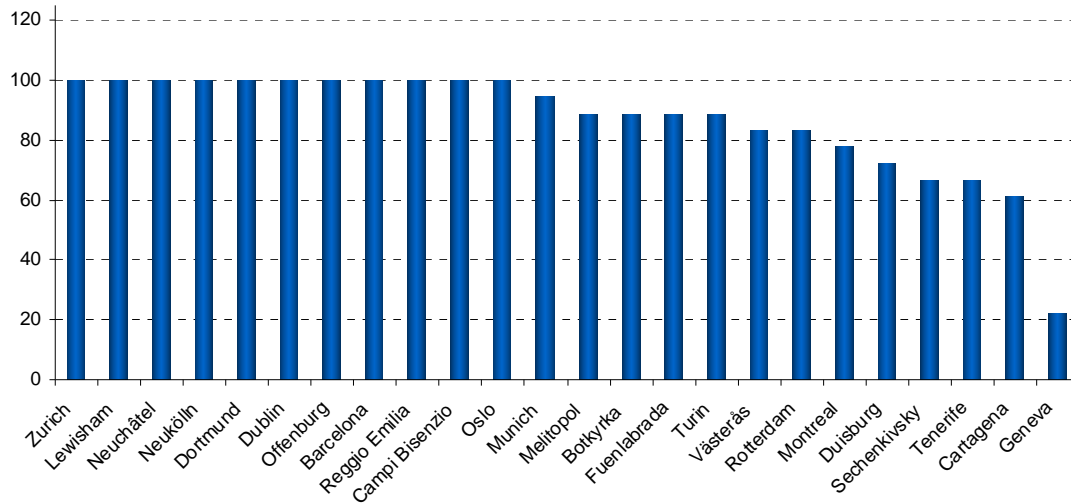
ICC-Index - Commitment - City sample (inhabitants < 200'000)



<sup>5</sup> Data provided by the Office cantonal de la statistique in January 2011

<sup>6</sup> Data provided by the municipality

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 Geneva's commitment policy goals is 22%, which is significantly lower than the aggregate city sample's rate<sup>7</sup> of the 50 cities (76%) in this policy area.

Geneva's City Council has adopted some initiatives which demonstrate its commitment to the intercultural approach. Thus, it has allocated a budget for the implementation of intercultural strategy and action plan.

The local authorities may wish to further explore possible commitment policies by: adopting a public statement; implementing intercultural city strategy and action plan and setting up a process for their evaluation process; establishing a dedicated body responsible for the city's intercultural strategy and integration; launching an official webpage; making clear reference to Geneva's commitment in the city's speeches and communications more frequently; as well as promoting the intercultural approach in the community by honouring and recognizing individual acts that encourage interculturalism.

On the above points, the experience of Oslo (Norway) may appear inspiring. In 2005 the city set up its **Office for Diversity and Integration (EMI)**, which aims to facilitate dialogue with minority groups, carry out the OXLO-campaign and service the NGOs representing minority groups and interests. In partnership with other organisations, such as the **Council of Immigrant Organisations**, the EMI promotes positive role-models and makes visible the success stories of the modern

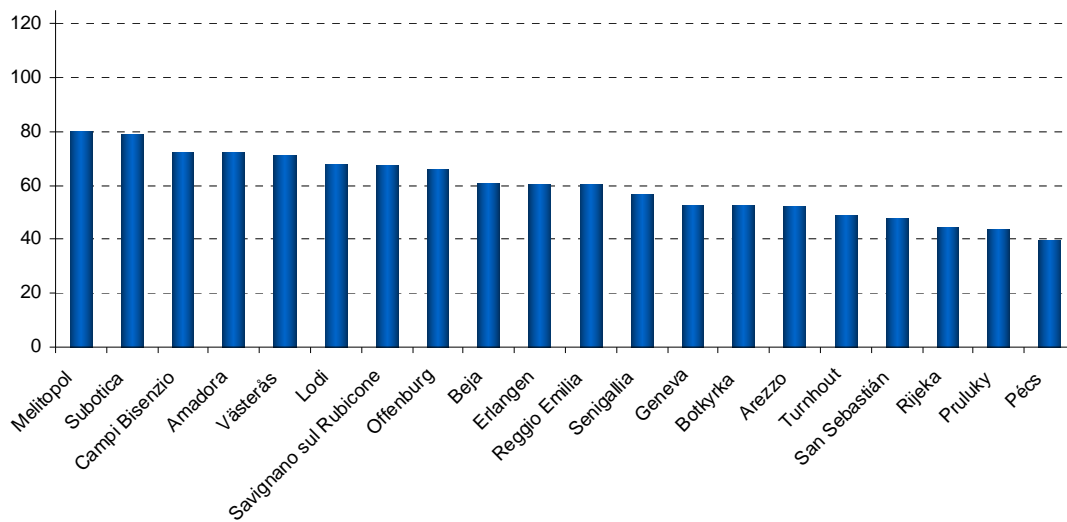
<sup>7</sup> The term "city sample" refers to the weighted average of the 50 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

cosmopolites of Oslo. It also runs an online newsletter, the **OXLO Bulletin**, and a monthly seminar, the **Contact Forum**, for exhibiting best practices.

Furthermore, the city of Bern (Switzerland) launched an annual integration prize in 2003 to award the individual who achieves the most in cultural integration each year. In Lewisham (London, the UK), the **"Love Lewisham Award"** celebrates a person who has made a difference to improving green spaces, reducing waste and contributing to the care and upkeep of the local neighbourhood, resulting in notable environmental benefits.

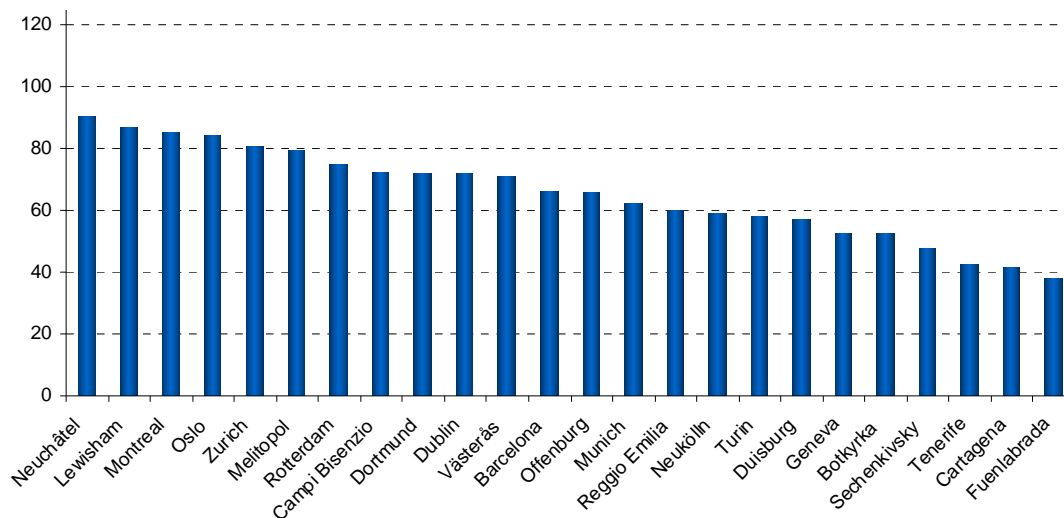
## 2. Education<sup>8</sup> policies through an intercultural lens

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



<sup>8</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).

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



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 Geneva's education achievement rate (60%) is slightly lower than the city sample's rate (65%).

In the overall Intercultural Lens Index, Geneva assumes a position in the second tertile with the attainment rate of 53%, which is lower than the city average of 59%.

Reportedly, in Geneva's primary schools pupils do not come from the same ethnic background. The ethnic background of teachers frequently reflects the composition of the diverse population.

Geneva's City Council might consider ameliorating its education system by: ensuring that more local schools make strong efforts to involve parents from migrant/minority backgrounds in daily school life; further promoting local schools which carry out intercultural projects; and implementing initiatives to further increase the level of ethnic/cultural mixing in local schools.

### 3. Neighbourhood policies through an intercultural lens<sup>9</sup>

An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation

<sup>9</sup> By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities, districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on average.

creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.

Geneva's neighbourhood policy indicator of 55% is a little lower than the city sample's rate of 59%.

In none of Geneva's neighbourhoods a vast majority<sup>10</sup> of residents come from the same ethnic background. However, in some neighbourhoods people from minority ethnic groups constitute the majority of inhabitants.

The City Council has put into practice some neighbourhood initiatives. It is particularly noteworthy that the city encourages interaction between and within neighbourhoods.

We invite Geneva to further explore possible neighbourhood policy initiatives by: ensuring better interaction within neighbourhoods as well as implementing a policy to avoid ethnic concentration.

In this regard, the Swiss city of Zurich may be a source of inspiration and learning for the future. A large proportion of Zurich residents 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, in particular, achieving a "good mix" between different social groups as a criterion.

#### **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 Geneva's public service policy achievement rate (35%) is lower than the city sample's rate (44%).

The local administration has put into practice several public service initiatives. Non-Swiss citizens can seek employment in the local public administration. The City Council provides three out of the five services in the index which are tailored to the needs of the ethnic/cultural background of its citizens. Thus, Geneva offers funeral/burial services, school meals and also provides other services.

The local government may wish to ameliorate its public service initiatives in the future, for instance by: ensuring that the ethnic background of public employees mirrors the diverse city's population; adopting and implementing a recruitment strategy to this end; encouraging intercultural mixing in the private sector labour market; as well as allocating specific sections and times for women in sports facilities.

On these points, the city may be inspired by interesting practices put in place in Copenhagen (Denmark), Berlin (Germany) and Amsterdam (the Netherlands).

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<sup>10</sup> 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.



Thus, the Copenhagen administration offers paid internships to people with a minority background, 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. Stakeholders are also involved in making sure the progress is closely monitored. Thus, as a result of the campaign, the percentage of trainees with a migrant background increased from 6% in 2006 to 14.5% in 2008.

Similar achievements have been made in Amsterdam. Here, the City Council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds. Furthermore, the city's **Diversity programme** (2007-2010) with targets across salary scales enabled the city administration to hire 21.5% staff members with a migrant background in 2008 against 14% in 2006. In addition, Amsterdam's administration set out the objective to reflect the composition of the city among its employees, both at the political and the senior management level.

With regard to the private sector labour market, we draw Geneva's attention to an interesting practice implemented by the London borough of Lewisham (the UK). Indeed, the Borough Council's procurement policies and contracts include an equalities statement that bidding companies need to show they meet as part of their application for funds.

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

Geneva's rate of achievement in this area is currently at 60%, which is almost twice as high compared to the city sample's rate in this policy area (43%).

The municipality has adopted the following best practice recommendations when it comes to its business and labour market initiatives. The local government has signed a charter which outlaws discrimination in employment. Geneva encourages ethnic/cultural minorities businesses to move beyond localised economies to enter into the main stream and higher value added sectors. The local City Council does encourage "business districts/incubators" to facilitate inhabitants from different cultures to mix more easily.

Geneva may wish to ameliorate its business and labour market initiatives, for instance by: setting up an umbrella organisation which promotes diversity and non-discrimination at the workplace; as well as prioritising companies which implement a diversity strategy when procuring its goods and services.

For instance, in Lodi (Italy) the local Chamber of Commerce promotes diversity and non-discrimination at the workplace.

In Copenhagen (Denmark) "hard" and "soft" clauses have been included in the procurement contracts since 2006. "Hard" clauses require that the supplier recruit a certain number of unemployed, trainees or people in "supported employment". "Soft" clauses require that the supplier weave diversity management practices into his/her human resources. By the end of 2009, 420 contracts with social, majorly soft clauses

were signed. In September 2010 it was decided to use hard social clauses, in particular, with regard to trainee employment. By December 2011, 15 contracts with hard social clauses were signed with 55 full-time trainee positions. An increased use of hard social clauses is hoped to be achieved in the coming years.

## **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.

The rate of achievement of Geneva's cultural and civil life policy (56%) is considerably lower than the city sample's rate (81%).

Geneva has implemented the following policies in cultural and civil life. It does use interculturalism as a criterion when allocating grants to associations. Thus, 60% of all grants go to associations and initiatives based on the interculturalism criterion.

We invite Geneva to consider building upon the city's existing cultural and civil life policies by: promoting cultural organisations which deal with diversity and intercultural relations in their productions more frequently; organising events and activities in the field of arts, culture and sport to encourage cultural mixing between inhabitants; as well as promoting cultural organisations to deal with diversity and intercultural relations in their productions.

## **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 Geneva's public space policy goals (48%) is much lower compared with the city sample's rate (64%).

The city has implemented some policy instruments in this area. The local government promotes intercultural mixing in public libraries and through music festivals. 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 are dominated by one ethnic group and make other inhabitants feel unwelcome.

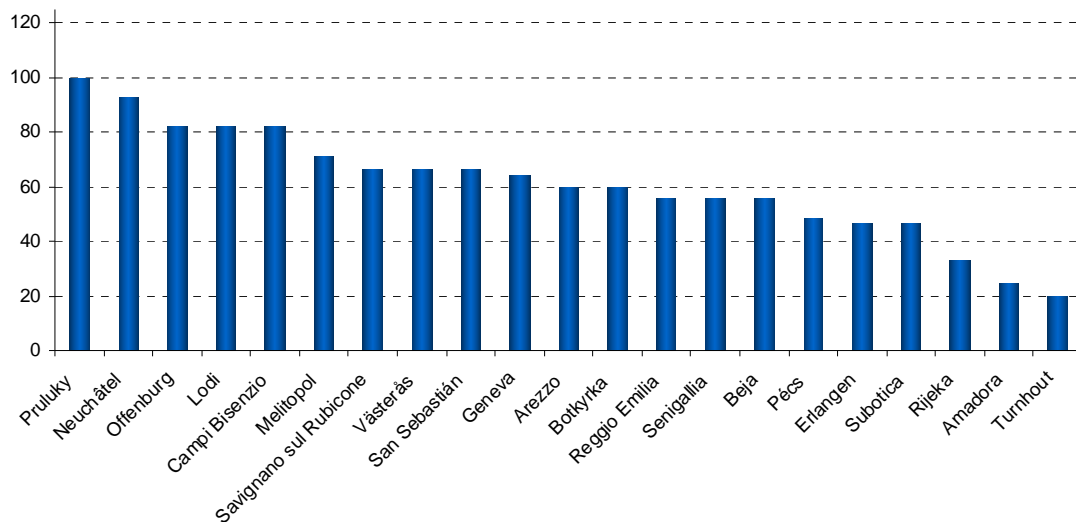
The municipality may wish to ameliorate its public spaces initiatives for instance by: encouraging intercultural mixing in museums, playgrounds and squares; taking into consideration more frequently the ethnic/cultural backgrounds of its citizens when designing and managing new public buildings or spaces; as well as proposing different forms and places of consultation to reach out to its diverse inhabitants, when reconstructing an area.

For example, in Bilbao (Spain) the local **Council of Immigration**, a participatory body composed of immigrant associations and coordinators, is involved in the revision of the general urban plan. Likewise, in Campi Bisenzio (Italy), the

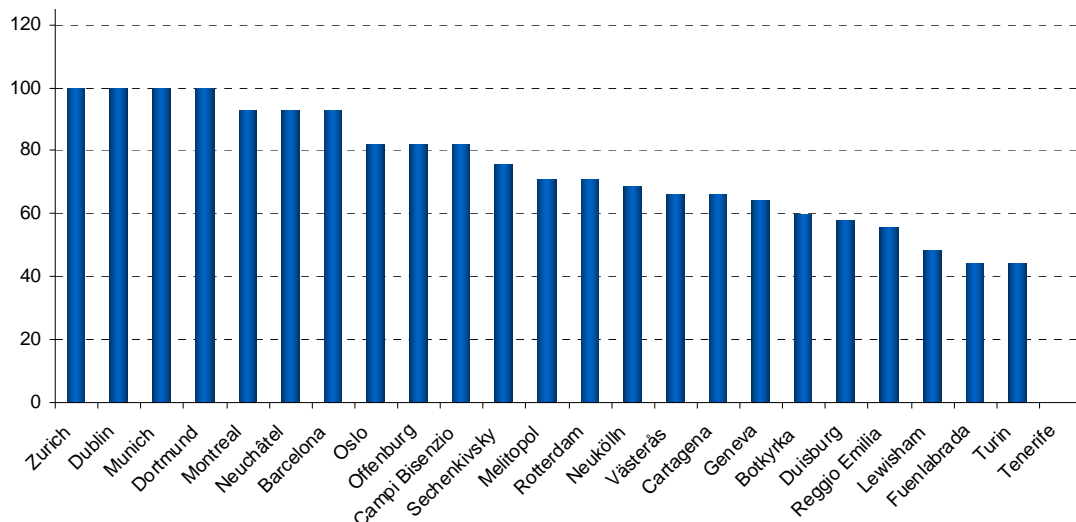
associations representing the city's various ethnic groups participate in the discussion and evaluation of public interest projects (schools, transport, the **Rosa Parks**, etc.) through public meetings and assemblies. Campi Bisenzio also tries to support different religious communities, both by providing premises and contributing to running costs. For instance, the city helps the **Islamic Cultural Center** to construct a new building.

## 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 analysis shows that Geneva has the same mediation and conflict resolution policy achievement rate as the city sample (64%).

The local government has introduced some initiatives to achieve its mediation and conflict resolution policy objectives. The City Council has set up an organisation dealing specifically with inter-religious relations. Geneva also benefits from a state run mediation service. Intercultural mediation services are ensured in the city hospitals.

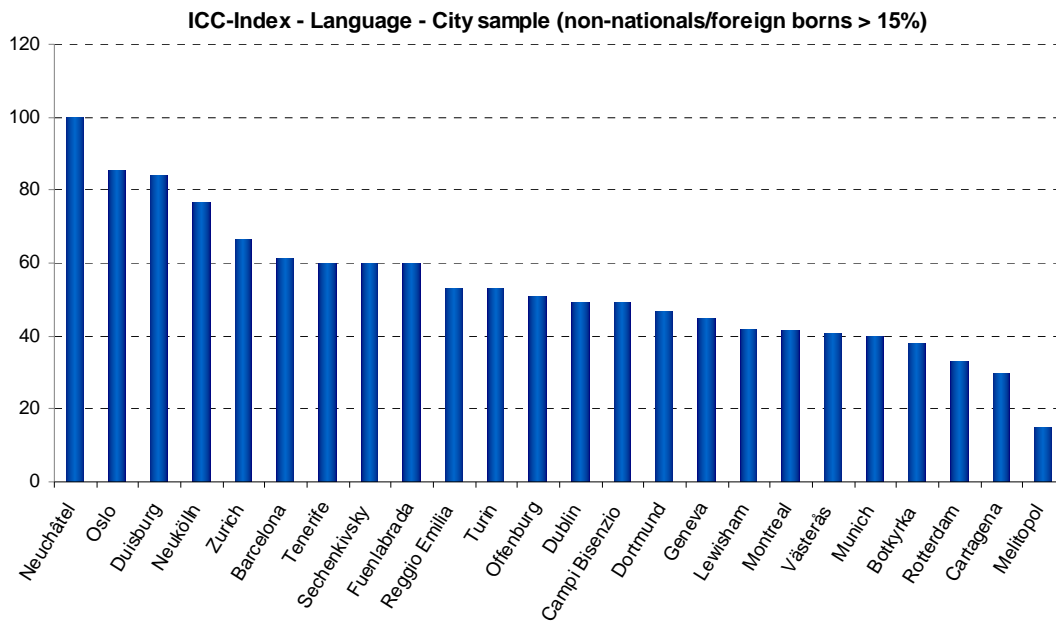
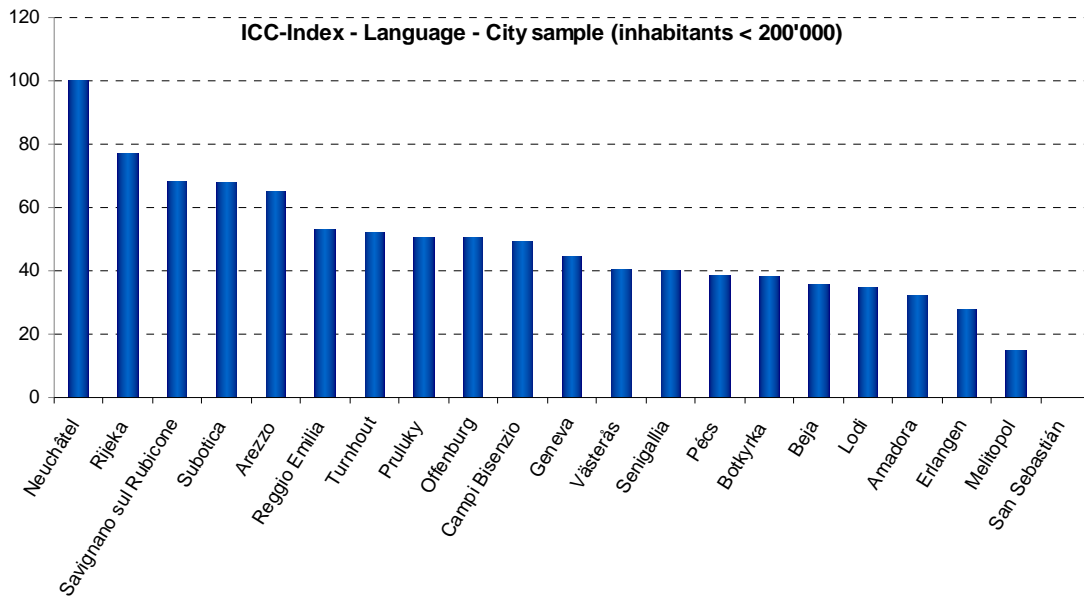
We would recommend that mediation services be extended to the city administration, neighbourhoods and in the streets, proactively meeting residents.

Furthermore, we would invite Geneva's authorities to consider complementing the existing mediation service by municipal mediation services and a mediation service with intercultural competence run by an autonomous humanitarian organisation. Although the absence of such services should not be viewed as a weakness of Geneva's mediation policies, the experience of other Intercultural Cities shows that a combination of state-run, municipal and civil society bodies and actors can become an effective way of addressing intercultural conflicts.

Thus, in Copenhagen a mediation service run by an autonomous humanitarian organisation has recently been coupled with a specialist municipal mediation service for intercultural issues (the **Ethnic Consultancy Team** within the Social Commission, majoring in mediation among youth), a generalist municipal mediation service including intercultural staff (the **Dialogkonsulenter**) and a so-called **VINK** service (Knowledge Inclusion Copenhagen) aiming to facilitate dialogue through counseling and group or individual encounters with staff on issues such as social control, resistance identities, conflict resolution, prevention of extremism, etc.

Similarly, 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 at 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 localised 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. Language<sup>11</sup>



Geneva's language policy achievement rate (45%) is somewhat lower than the city sample's rate of 47%.

<sup>11</sup> By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref-[http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))

Geneva has introduced several initiatives to attain its language policy objectives. According to the questionnaire, the municipality does provide specific language training in the official languages for hard-to-reach groups<sup>12</sup>. All of the city's inhabitants are eligible to receive training in immigrant/minority languages. Geneva also provides financial support to minority newspapers/journals.

Geneva's City Council might consider ameliorating its language initiatives, for instance by: incorporating migrant/minority languages as part of the regular curriculum at schools; providing migrant minority language courses as a mother tongue for migrant children; offering financial support to minority radio programmes; supporting projects that give a positive image to migrant/minority languages more frequently; supporting private/civil sector institutions which offer language training in migrant/minority languages; as well as broadcasting TV programmes in minority migrant languages.

On the above points, Geneva is invited to consider an initiative put into practice by Reggio Emilia (Italy). In order to help families preserve the competence of migrant children in their mother tongue language, two schools offer classes in the native languages of children and, in parallel, their parents learn Italian.

Another useful example comes from the London borough of Lewisham (the UK). Here, supplementary schools supported by the borough provide mother tongue language and cultural schooling.

Melitopol (Ukraine) supports cultural associations of ethnic communities, which offer language courses open to everyone – including people from other ethnic and linguistic backgrounds – and many such people attend the courses.

Copenhagen (Denmark) has financially assisted the **Quaran Media**, a local organisation producing documentaries. It has also occasionally subsidised minority newspapers, journals (e.g. **Gadepressen.dk**) and TV programmes in languages other than Danish. Thus, in the **Haraldsgade** area **Haralds TV**<sup>13</sup> in Arabic is partly funded by **Områdeløft** (Area Lift), an affirmative action programme for neighbourhoods in Copenhagen<sup>14</sup>.

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<sup>12</sup> The term makes specific reference to non-working mothers, the unemployed, as well as retired people

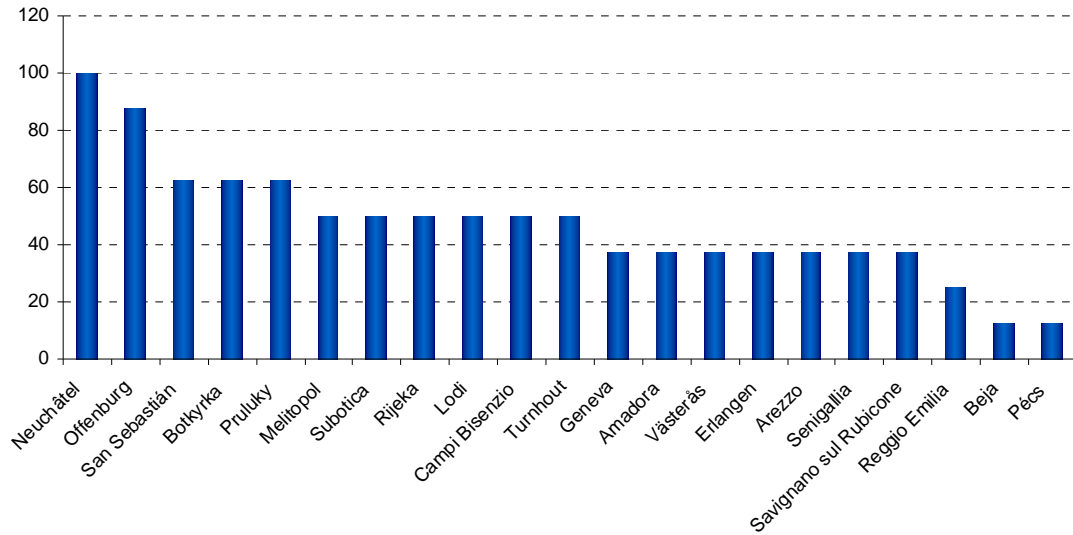
<sup>13</sup> <http://www.haralds.tv/?poditemid=6846>

<sup>14</sup> See Områdeløft's website available in Danish:

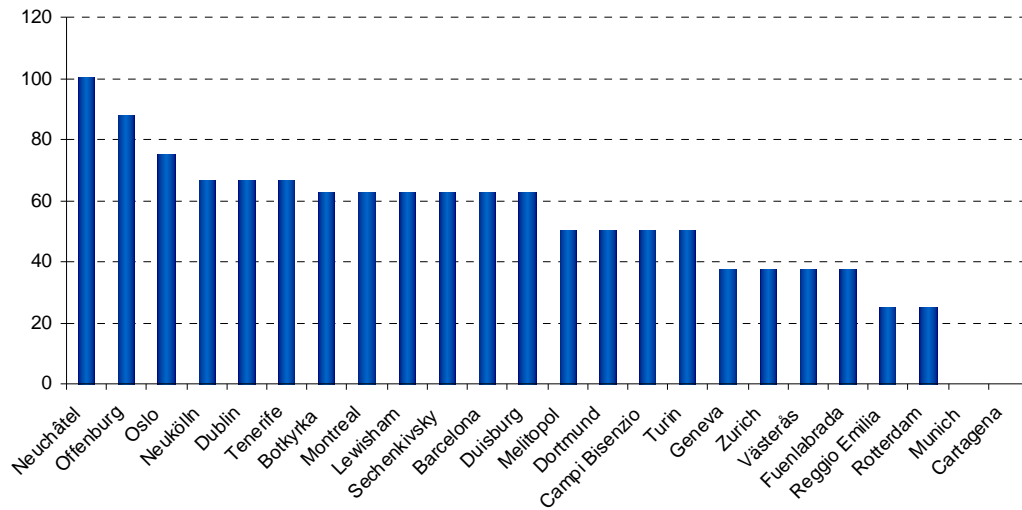
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## 10. Media policies

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 cooperate with local media agencies to achieve a climate of public opinion more conducive to intercultural relations.

In this policy area, 38% of Geneva's goals have been achieved in so far, which is much lower compared with the city sample's attainment rate for these goals (47%).

To start with, the city's information services are instructed to promote harmonious intercultural relations.

Making reference to the answers provided, one specific policy is adhered to only 'occasionally'. This initiative seeks to promote a positive image of migrants and minorities in the media through targeted press meetings and dedicated newspaper columns. The City Council's media strategy may benefit from ensuring this policy be adhered to more often in the future.

Geneva's intercultural media policy may be improved through the following initiatives: providing advocacy/media training/mentorships for journalists from minority backgrounds; and monitoring the way in which local media portray minority groups.

On the above points, we draw Geneva's attention to the following initiatives implemented by other Intercultural Cities.

On the first point, an interesting initiative involving training and advocacy elements has been implemented by the City Council of Oslo (Norway). As a result, growing awareness has been recorded among the city's journalists, editors, and media researchers about the role of the media in promoting cohesion and presenting news in a responsible and intercultural way. Consequently, stronger focus has been put on the recruitment of journalists with an ethnic minority background.

Similarly, Reggio Emilia (Italy) has run several pro-diversity workshops for journalists, which were coupled with special editions of local newspapers and TV spots.

On the second point, interesting initiatives have been implemented in the Spanish cities of San Sebastian and Barcelona. In San Sebastian the City Council in association with the **SOS Racism organisation** is undertaking research into the role of the media in influencing public attitudes to diversity. Barcelona, in cooperation with 60 city organisations, launched a [website](#)<sup>15</sup> aiming to combat clichés and stereotypes about cultural diversity, such as immigrants abusing public spaces or not paying taxes. This initiative is part of the **Barcelona Intercultural Plan** and also envisages creating a first-of-its-kind **Anti-Rumour Manual** featuring useful data and information to debunk these ideas. The website will publicise awareness-raising activities, organise participatory activities for people to reflect on the concepts of rumours and stereotypes and analyse how the media treat cultural diversity.

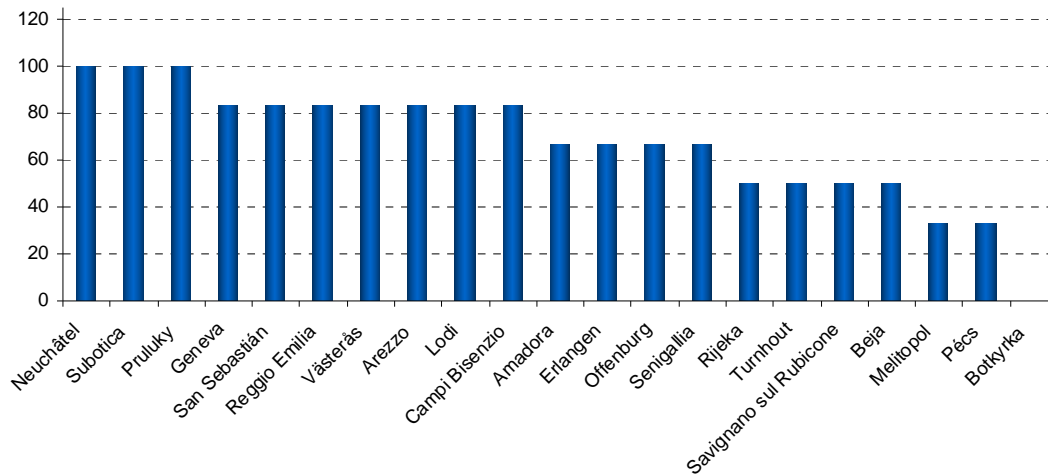
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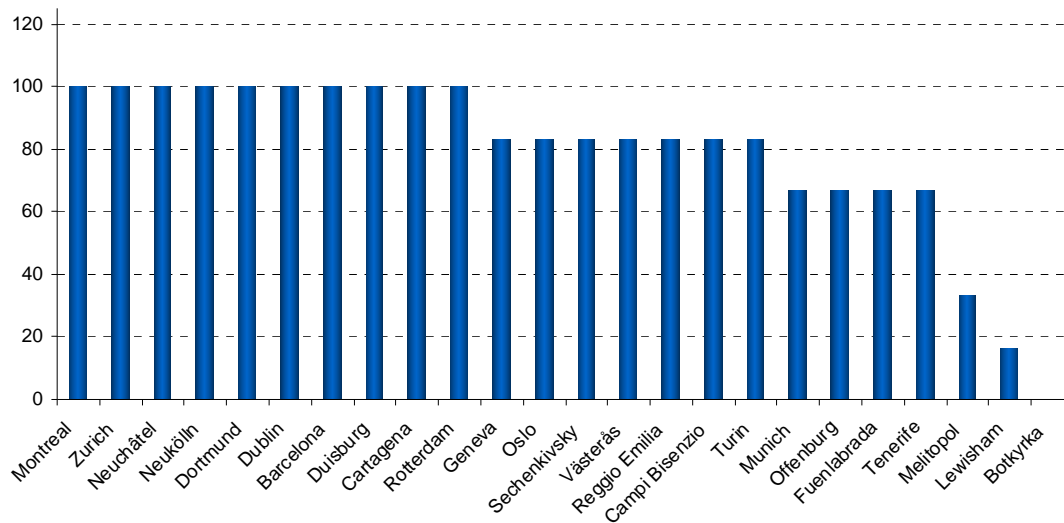


## 11. International outlook policies

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



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



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

Geneva's international outlook policy rate (83%) is significantly higher than the city sample's rate (73%).

Geneva has implemented various international outlook policy instruments. The municipality has put into practice a policy to encourage international co-operation. A specific financial provision has been introduced to achieve this. An agency has been set up to monitor and develop Geneva's openness to international connections.

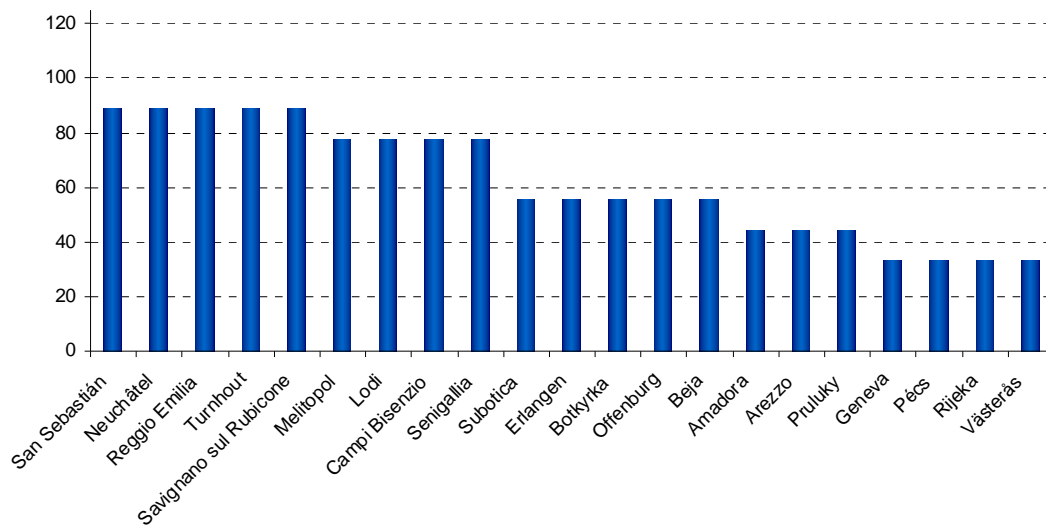
Moreover, the City Council provides support to local universities in order to attract foreign students. The local administration has initiated projects and policies to encourage co-development with countries of origin of Geneva's migrant groups.

We encourage Geneva to pursue its policy initiatives in the area.

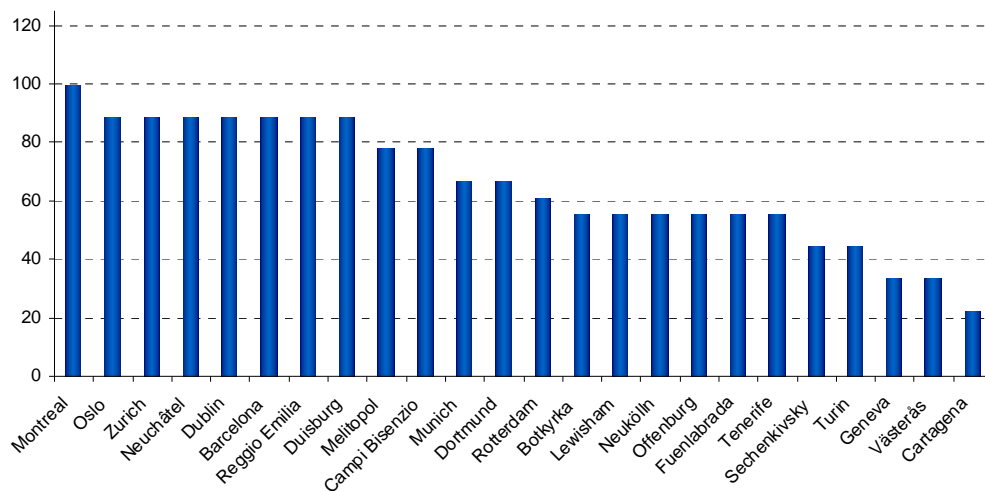
In addition, ensuring better foreign students' participation in the city's daily life would be worth considering.

## 12. Intelligence and competence policies

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



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



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

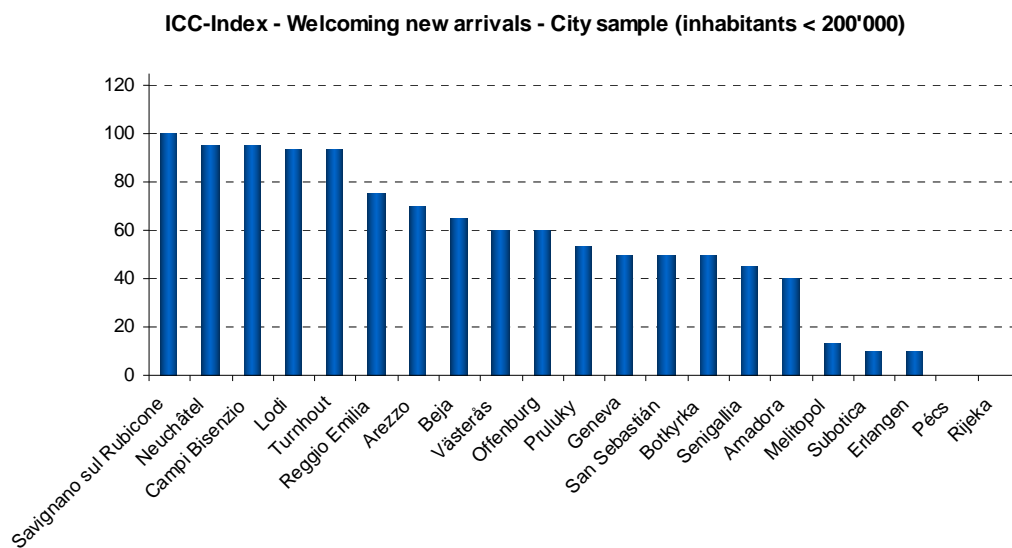
The attainment rate of Geneva's intelligence competence policy goals (33%) is twice as low compared with the city sample's rate (62%).

The municipality has adopted the following best practice recommendations in the area. Information regarding diversity and intercultural relations is mainstreamed to inform the local government when formulating new initiatives.

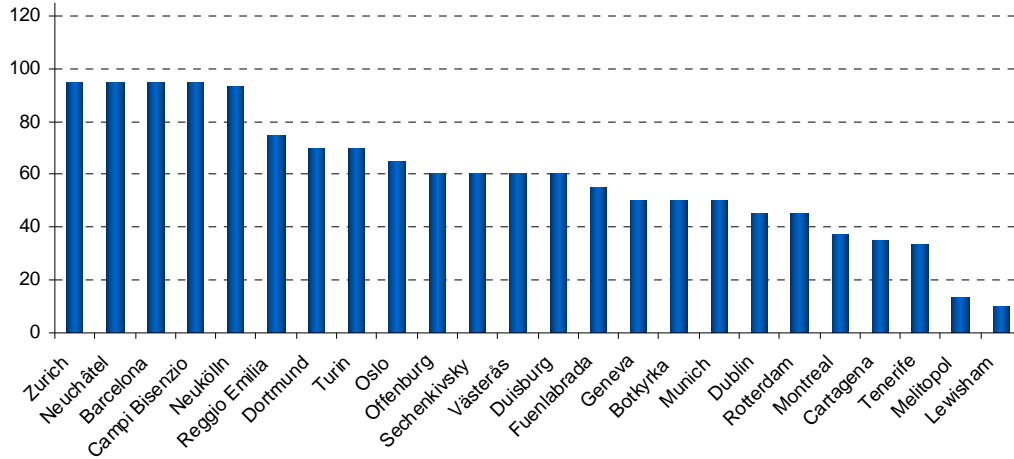
We invite Geneva to consider building upon the city's existing intelligence competence policies by: conducting surveys concerning local inhabitants' perceptions of migrants; as well as promoting intercultural competence amongst staff and officials through interdisciplinary seminars, information networks and training courses.

For instance, the city of Lublin (Poland) provides intercultural training for teachers, police officers and non-governmental organisations being in regular contact with refugees, migrants and minority communities.

### **13. Welcoming policies**



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.

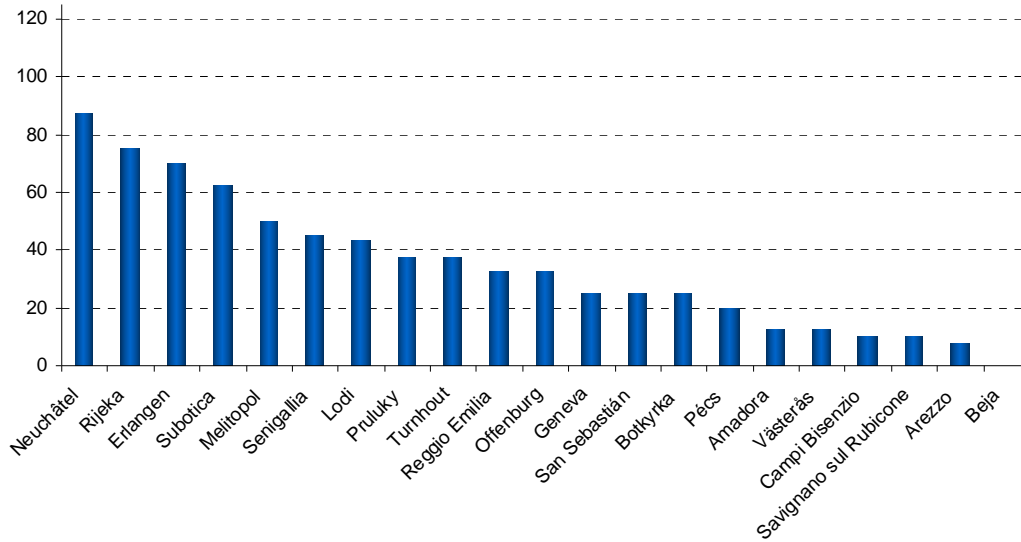
The attainment rate of Geneva’s welcoming policy goals (50%) is lower than the city sample’s rate (55%).

The municipality has implemented several welcoming initiatives which help explain its benchmarking results pertaining to welcoming. The City Council has published a comprehensive package of information to aid newly arrived foreign residents. Geneva greets newcomers in the presence of the city's officials.

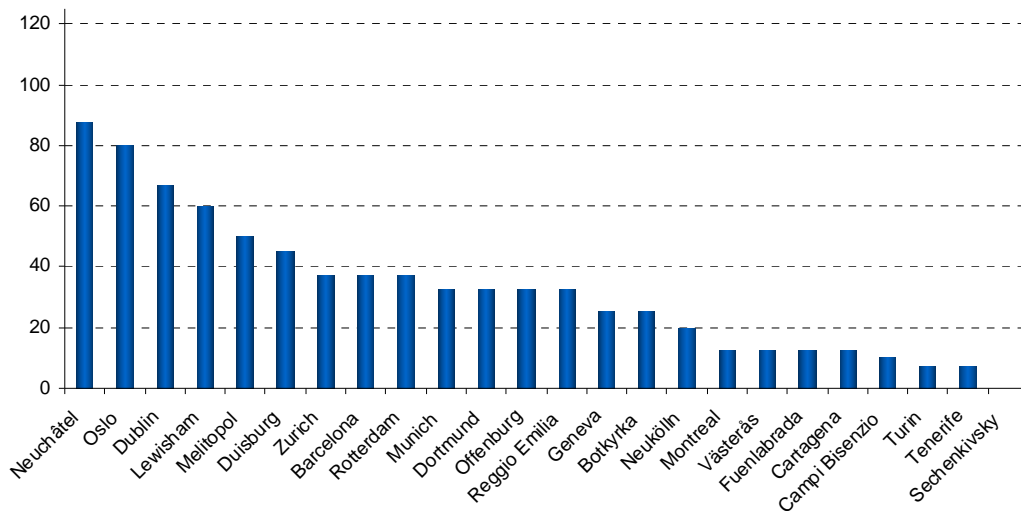
The city may wish to further explore possible welcoming policies for instance by: creating a designated agency to welcome newcomers; as well as setting up different services and agencies which provide welcome support for family members, students, refugees and migrant workers.

## 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.

Geneva's governance policy attainment rate (25%) is lower than the city sample's rate (31%).

Newcomers are eligible to vote in local election after “a certain period of time”. As a consequence, the ethnic background of elected politicians does not truly reflect the composition of the city’s population.

To overcome this trend, Geneva 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.

To further enhance Geneva’s governance policy indicators, we also suggest that the city set up an independent political body to represent all of the city’s ethnic minorities. For instance, in Bilbao (Spain) a **Local Immigration Council** assumes this role. The Council is composed of immigrant associations, coordinators and associations offering support to immigrants and ensuring their representation in municipal bodies. Political parties represented at the municipal level also participate in the Council but are not allowed to vote.

Similarly, in Leicester (the United Kingdom) a **Multicultural Advisory Group** has been established to coordinate community relations with members representing the City Council, police, schools, community, faith groups and the media.

Lastly, it is advisable to put forth standards for the representation of migrant minorities in mandatory bodies supervising Geneva’s schools and public services. An interesting step in this direction was taken by the Serbian city of Subotica. The **Municipal Council for Interethnic Relations** established a **Board of Parents** in one of the neighbourhoods, **Peščara**, where 500 Kosovo Roma had settled. This board allows parents, including these of Roma origin, to have representatives at school.

## **15. Conclusions**

The results of the current ICC Index assessment show that Geneva performs better than other cities only in the areas of business and labour market, mediation and international outlook.

On the other hand, Geneva’s achievements in the areas of intelligence/competence and commitment are respectively twice and thrice as low in comparison with the city sample.

In view of the above, we invite Geneva to make greater effort in the policy areas detailed below.

## **16. Recommendations**

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

- **Commitment:** adopting a public statement; implementing intercultural city strategy and action plan and setting up a process for their evaluation process; establishing a dedicated body responsible for the city's intercultural strategy and integration; launching an official webpage; making clear reference to Geneva's commitment in the city's speeches and communications more frequently; promoting the intercultural approach in the community by honouring and recognizing individual acts that encourage interculturalism;
- **Education:** ensuring that more local schools make strong efforts to involve parents from migrant/minority backgrounds in daily school life; further promoting local schools which carry out intercultural projects; implementing initiatives to increase the level of ethnic/cultural mixing in local schools.
- **Neighbourhoods:** ensuring better interaction within neighbourhoods; implementing a policy to avoid ethnic concentration.
- **Public services:** ensuring that the ethnic background of public employees mirrors the diverse city's population; adopting and implementing a recruitment strategy to this end; encouraging intercultural mixing in the private sector labour market; allocating specific sections and times for women in sports facilities;
- **Business and labour market:** setting up an umbrella organisation which promotes diversity and non-discrimination at the workplace; prioritising companies which implement a diversity strategy when procuring its goods and services;
- **Cultural and civil life:** promoting cultural organisations which deal with diversity and intercultural relations in their productions more frequently; organising events and activities in the field of arts, culture and sport to encourage cultural mixing between inhabitants; promoting cultural organisations to deal with diversity and intercultural relations in their productions;
- **Public space:** encouraging intercultural mixing in museums, playgrounds and squares; taking into consideration more frequently the ethnic/cultural backgrounds of citizens when designing and managing new public buildings or spaces; proposing different forms and places of consultation to reach out to city's diverse inhabitants, when reconstructing an area;
- **Mediation and conflict resolution:** extending mediation services to the city administration, neighbourhoods and in the streets, proactively meeting residents; complementing the existing mediation service by municipal mediation services and a mediation service with intercultural competence run by an autonomous humanitarian organisation;
- **Language:** incorporating migrant/minority languages as part of the regular curriculum at schools; providing migrant minority language courses as a mother tongue for migrant children; offering financial support to minority radio programmes; supporting projects that give a positive image to migrant/minority languages more frequently; supporting private/civil sector institutions which offer language training in migrant/minority languages; broadcasting TV programmes in minority migrant languages;
- **Media:** provide advocacy/media training and mentorships for journalists with a minority background; monitor the way in which media portray minorities;

- **International outlook:** ensuring better foreign students' participation in the city's daily life;
- **Intelligence and competence:** conducting surveys concerning local inhabitants' perceptions of migrants; promoting intercultural competence amongst staff and officials through interdisciplinary seminars, information networks and training courses;
- **Welcoming:** creating a designated agency to welcome newcomers; setting up different services and agencies which provide welcome support for family members, students, refugees and migrant workers.
- **Governance:** taking measures to increase the representation of migrants/minorities in the city administration and to encourage them to engage in political life; setting up an independent political body to represent Geneva's ethnic minorities; putting forth standards for the representation of migrants/ minorities in mandatory bodies supervising schools and public services.

Geneva may wish to look into further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural Cities database<sup>16</sup>.

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<sup>16</sup> [http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance\\_en.asp](http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance_en.asp)