

# WHAT IS AN INTERCULTURAL CITY?



3,5%

of the world's population has migrated across international borders

272

million people are migrants worldwide

47,1

million people were born outside the Union

75%

of EU population lives in cities

68%

of the world's population lives in urban areas

68%

## How can cities deal with diversity?

1. IGNORE IT  
Segregation / marginalisation

2. DENY IT  
Assimilation / equality without diversity

3. OVEREMPHASIZE  
Multiculturalism / diversity without inclusion

4. REALIZE THE DIVERSITY ADVANTAGE  
Intercultural approach

## The intercultural city is based on managing diversity as a resource

### The intercultural approach views

- Equality as a commitment to non-discrimination in access to rights and public service delivery
- Diversity as an opportunity, not a threat
- Positive intercultural interaction as a means for societies to thrive

### ...and supports

- a pluralistic identity built around a shared vision and common values
- an intersectional approach to policy-making
- integrated and interconnected policies to achieve full and sustainable inclusion.



### What cities need to commit to

- Building a culture of openness and reciprocity, dismantling prejudice
- Power sharing, developing a sense of community by promoting active citizenship and participation
- Creating spaces and opportunities for deep intercultural interaction
- Fostering intercultural competence to adapt the provision of public services to the diversity of the community
- Embracing and celebrating the diverse fabric that makes societies stronger



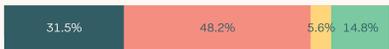
"Intercultural integration is the result of a two-way process consisting in the effective, positive and sustainable management of diversity, on the basis of reciprocal and symmetrical recognition, under an overarching human rights framework"

(Council of Europe, Model Framework for an intercultural integration strategy at the national level)

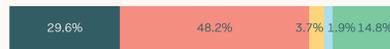
Over 140 cities in Europe and across the world have committed to the intercultural integration approach. They are developing comprehensive diversity and inclusion strategies, based on a shared vision designed together with citizens.

### These cities are noticing improvement on sectors such as..\*

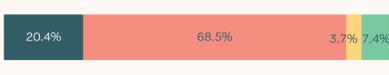
Improved trust between population groups from different cultural backgrounds



Better neighbourhood relationships



Improved openness and tolerance among the city population



Certainly

Probably not

Don't know

Probably

Certainly not

\*Directorate of Internal Oversight of the Council of Europe/Evaluation of the Intercultural Cities (ICC) Programme (2014)

## Building a vision for the Intercultural City

LET'S exhibit political commitment, discuss diversity and its impact openly and effectively and raise awareness among all citizens.

1. Political Leadership and Commitment

2. Public Discourse

3. Symbolic Communication

4. Alternative & Participatory Methods of Citizens Involvement

5. Public Awareness Campaigns



Why don't you organize a campaign to raise awareness of the demographic reality of the city's diversity, debate citizens' concerns and raise citizens' understanding of the advantages associated with a diverse population?



# Building a strategy for the Intercultural City

LET'S develop a Diversity Promoters' Team to collect data and to pursue public participation and consultation.



## 1. Diversity Promoters' Team

Mayor, politicians, ICC local coordinator, NGOs, Media professionals, Municipal interdepartmental team employees, entrepreneurs, teachers, artists, members of local associations...

## 2. Collection of Data

Facts (demographic data), Inputs (city policies & structures), Impacts (what people know, feel & believe about diversity and inclusion), Informal stories (on site visits, storytelling, feel the pulse of the community).

**TIP:** Intercultural City index and benchmarking tool is online to help you map your city's facts, inputs and impacts. <https://www.coe.int/en/web/interculturalcities/about-the-index>

## 3. Civic participation and consultation

Diversity Board, Inter-cultural & inter-religious councils, Consultative Bodies, Neighborhood Participation Councils.



Why don't you organize a series of public consultations to find out how people living in the city envision public space, policies, institutions and projects in an intercultural perspective?

diversity!

# What is an ICC strategy made of

### EDUCATION

Schools • Universities  
• Intercultural Awareness Training



- 1 Schools work as collaborative creative laboratories open to the world, spaces for intercultural interaction and a bridge between family and community.
- 2 Universities gather and process data to support the development and evaluation of local diversity and inclusion policies, carry out intercultural awareness training and encourage the cosmopolitan citizenship of students.
- 3 The City invests in language training so as all migrants are able to converse in the majority language(s), recognize minority languages in the public sphere and translates linguistically facilitates information and communication between minorities and institutions public information into minority languages .
- 4 The City provides intercultural awareness training programs for key policy and public interface agency staff in public sector agencies (i.e. politicians, teachers, public servants, police officers, nurses, journalists).

Do schools provide mother tongue classes, interact with local community, develop intercultural projects, support intercultural training for teaching staff, adopt innovative ways to reach out to and involve migrant parents?

Does the city have local newspaper / journal / radio or TV programs in languages other than the language of the majority ethnic group?

### PLACE MAKING

Public Realm • Housing & Neighborhoods • Safety



- 1 The City needs to identify a number of key public spaces and invest in discrete redesign, animation and maintenance to raise levels of usage by all diverse groups and interaction between them.
- 2 Give diverse groups confidence and information enabling them to consider taking housing opportunities outside traditional enclaves.
- 3 Avoid segregated low income neighborhoods by placing social housing in small units throughout the city.
- 4 Attract middle-class people into a district instead of trying to impose a ceiling for certain groups.
- 5 Designate key facilities in neighborhoods as intercultural community centres, containing key services such as health, maternity, childcare and libraries.
- 6 The City needs to rethink the role of police and frontline police officers in key areas to act as primarily as agents of intercultural integration.

Do the city's main public spaces and institutions reflect its diversity or are they monocultural?

To what extent are the police willing and able to take a more proactive role and act as community bridge-builders between groups?

### BUSINESS

Equal Opportunities  
• Innovation • Growth



- 1 Make an effort (i.e. incentives, counseling) to ensure migrants find jobs appropriate to their skills and provide mentoring and targeted guidance for migrant entrepreneurs.
- 2 Design special programmes to promote equal opportunities in employment, starting with the municipality as employer.
- 3 Involve successful migrants to provide role models for migrant young people and start uppers.
- 4 Encourage entrepreneurs to identify niche and alternative markets away from saturated 'traditional ethnic business' sectors.
- 5 Provide mentoring and targeted guidance for migrant entrepreneurs, incentives for young entrepreneurs such as prizes and incubators, and encourage business links with countries of origin.

Does the city encourage "business districts" in which different cultures could mix more easily?

Does the city take action to encourage businesses from diverse and minority groups to move beyond localised/ethnic economies and enter the mainstream economy?

### ARTS & SPORTS

Co creation • Cooperation  
• Cultural Contamination



- 1 Initiate tournaments and festivals which bring together and encourage mixing of young people from different parts of the city.
- 2 Train youngsters as sports and arts leaders and encourage arts organisations to train and involve the whole citizenry, regardless from their background.
- 3 Support arts and culture organisations and events which present works from a mixture of backgrounds.
- 4 Encourage partnerships between local cultural organisations and artists from the countries of origin of migrants

Do the city's professional sports and arts organizations explicitly encourage mixing?

Are there funding and training schemes to support talent from a diverse citizenry?

### MEDIA

Strategy • Training  
• Monitoring



- 1 Develop a long-term trust-based relationship with media by providing information on diversity-related policies and actions regularly, inviting journalists to projects and events.
- 2 Strengthen community media and encourage youth from diverse backgrounds to train as journalists
- 3 Establish a joint strategy with local media agencies to present news in a responsible and intercultural way.
- 4 Encourage media to publish stories about diversity and include diverse citizens as sources and interviewees.

Does the city have a media strategy to improve the visibility of migrants/minorities in the media?

Does the city monitor the way in which media portray minorities and develop projects to combat rumors about minorities?

### INTERCULTURAL

Competence & active citizenship

Public Innovation  
• Capacity building  
• Conflict Mediation



- 1 Public officials are empowered to detect and respond comprehensively to the challenges posed by cultural differences, and modulate their approach accordingly.
- 2 The city encourages openness to diversity through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.
- 3 The city puts in place diversity boards, inter-cultural & inter-religious councils, consultative bodies, neighborhood participation councils, to enable power-sharing and meaningful participation in decision-making.
- 4 The city seeks to anticipate, identify, address and resolve potential conflicts through intercultural mediation, as an opportunity for innovation and sustainable cohesion.

Is the city conducting research and/or providing practical tools and training for the development of intercultural competences for technical and political staff?

Does the city have a political body to deal with diversity and integration matters and which is independent from the local authority and has an advisory function?

Does different city services and agencies provide welcome support for family members, students, migrant workers, refugees and are city officials trained in mediation and conflict resolution skills?

“Global civilization could never be anything other than the coalition at global levels of cultures, each of them retaining its originality”

(Claude Lévi-Strauss)

“Educating the mind without educating the heart is no education at all.”

(Aristotle)



The Intercultural cities programme supports local authorities in designing governance mechanisms and policies which enable migrants and minorities to become a resource for the local community. The programme applies a unique policy paradigm based on the concept of diversity advantage. Effective benchmarking, diagnostic and information sharing tools encourage policy innovation, city-to-city learning and the participatory development of local strategies for diversity advantage.

[www.coe.int/interculturalcities](http://www.coe.int/interculturalcities)



ICCities



Interculturalcities



CONSEIL DE L'EUROPE



Design & Illustration: Yorgos Maraziotis, Anastasia Papaleonida Pounta