



Bucharest: Results of the Intercultural Cities Index

Date: November 2015

A comparison between 74 cities¹

Introduction

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

As of today 74 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Castellón (*Spain*), Castelvetro (*Italy*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian² (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forli (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Izhevsk (*Udmurt Republic, Russia*), Jerez de la Frontera³ (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Ravenna (*Italy*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), San Giuliano Terme (*Italy*), Sabadell (*Spain*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone⁴ (*Italy*), Valletta (*Malta*), Västerås (*Sweden*) and Zurich (*Switzerland*).

Among these cities, 34 have more than 200,000 inhabitants and 40 have fewer than 15% of foreign-born residents.

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 is hereinafter referred to as San Sebastian.

³ The Spanish city of Jerez de la Frontera is hereinafter referred to as Jerez de Frontera.

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

This document presents the results of the Intercultural City Index analysis for Bucharest (Romania) and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

The intercultural city has people with different nationality, origin, language or religion/ belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

Methodology

The Intercultural City Index analysis is based on a questionnaire involving 69 questions grouped in 14 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

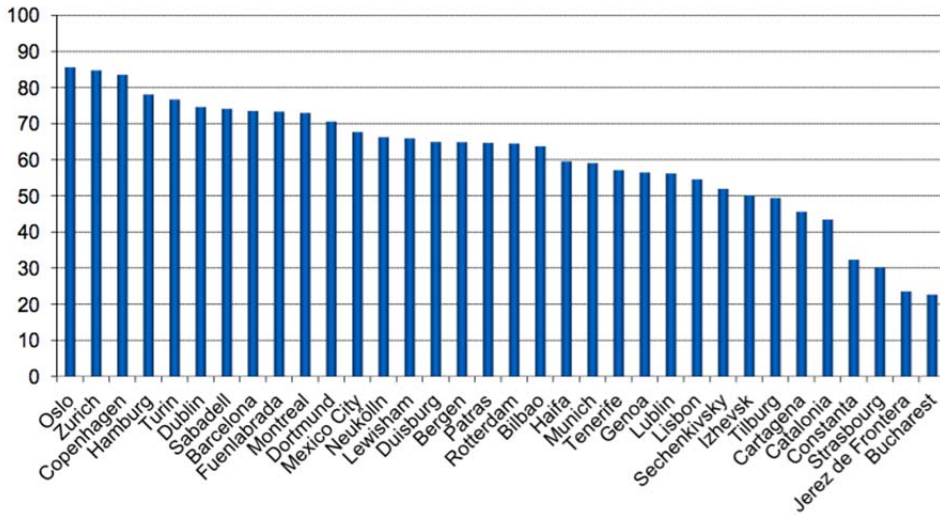
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

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

Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (above or below 200,000 inhabitants) and the percentage of foreign-born residents (higher or lower than 15 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

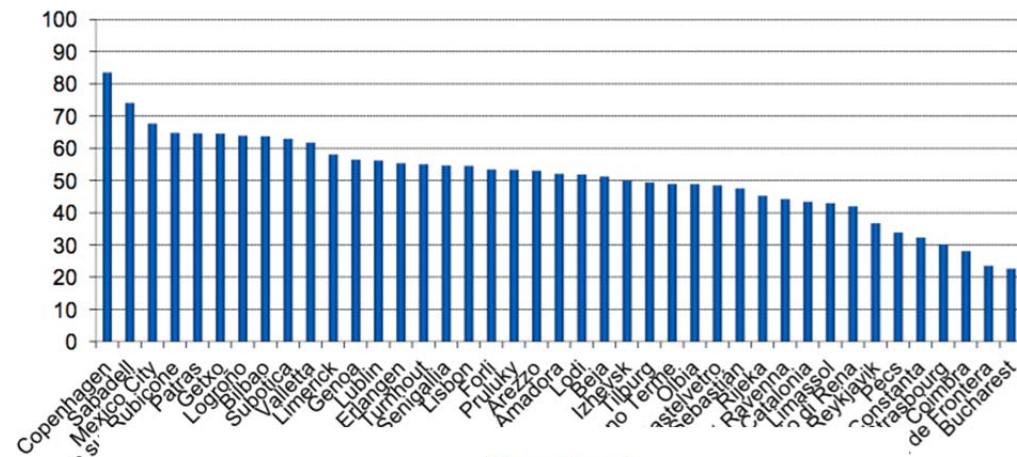
According to the overall index results, Bucharest has been positioned 74th among the 74 cities in the sample, with an aggregate intercultural city index of 23%, after the Portuguese city of Coimbra (28%) and the Spanish Jerez de la Frontera (24%). Bucharest has been ranked 33rd among cities with more than

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



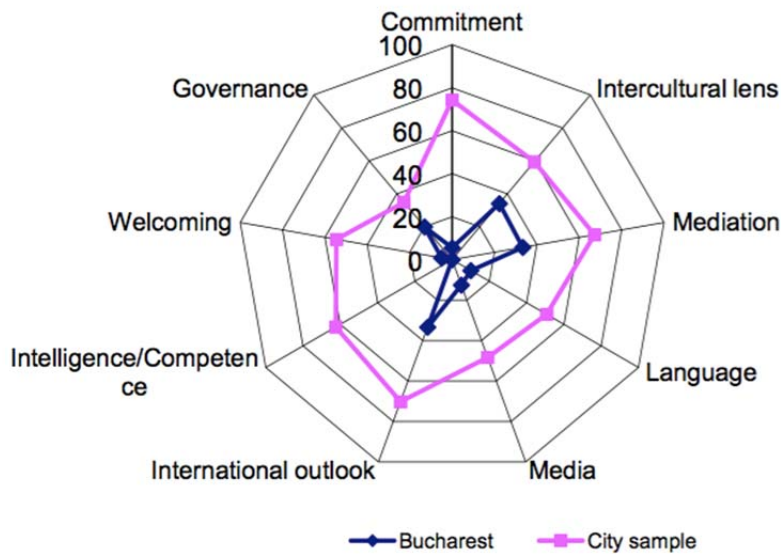
200,000 inhabitants and 40th among cities with less than 15 per cent of foreign-

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



born

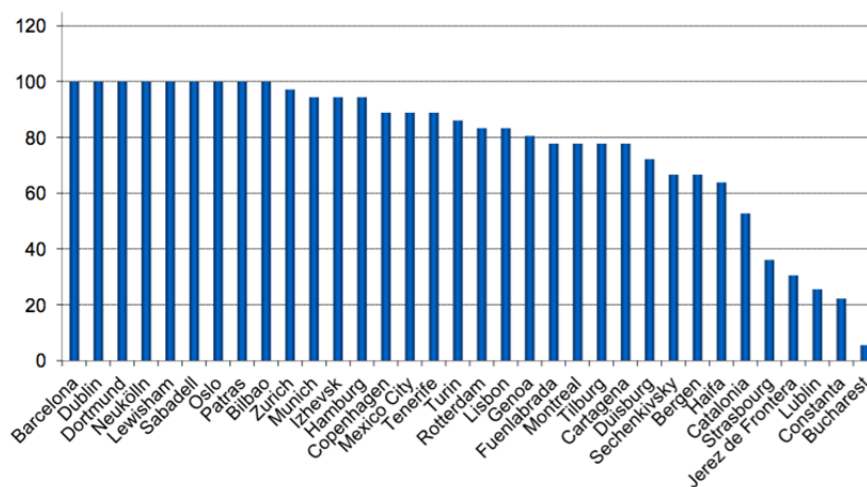
residents.



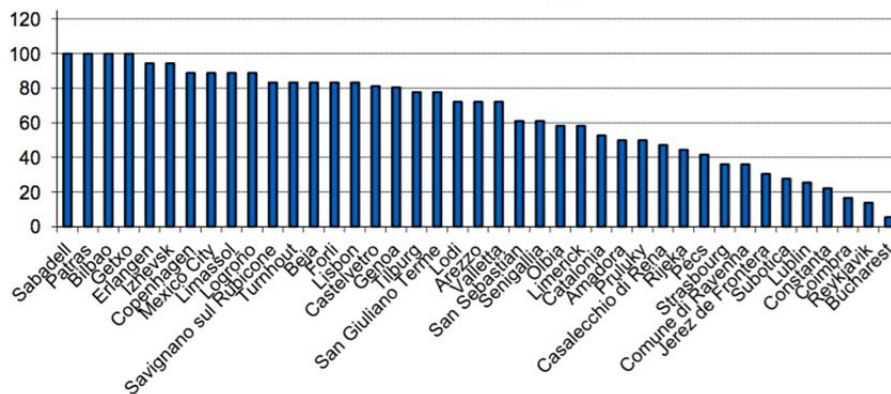
Bucharest – An overview

Bucharest is the capital of Romania, with its 1.883.425 inhabitants, welcome one third of the migrant population of the Country. Non-nationals, in fact, make up around 1% of the total population, and the largest minority groups are Chinese, Hungarian and Turkish representing respectively 0.22%, 0.19% and 0.17% over the total population. On the other hand, Rromani population, only the fourth biggest group in Bucharest, is perceived by the population as the most represented in the city.

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



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



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 rate of achievement of Bucharest's commitment policy goals is lower than the city sample's⁵: 6% of these goals were achieved, while the city sample's rate for commitment policy is 75%.

Bucharest has not yet adopted a public statement as an intercultural city, as it is expected to be the result of exchanging best practices with other European cities and after having trained the Human Resource to work with diversity.

For this reason the city has not yet adopted an integration strategy nor an intercultural action plan. Bucharest has not allocated a budget for the implementation of strategy and an evaluation process of the intercultural strategy has not been foreseen.

Official speeches and communications by the city rarely make reference to the intercultural commitment and an official webpage has not been designed. Bucharest does not provide any means of acknowledging local citizens who have done exceptional things to encourage interculturalism in the city.

Bucharest might consider ameliorating its intercultural commitment by defining an intercultural strategy, including concepts, tools and initiatives.

In 2013, for example, authorities from the German city of Hamburg set new standards in integration policy. The "Hamburger Integrationskonzept" (Hamburg Integration Concept) means "participation, intercultural opening and cohesion" and it is addressed to all parts of society and emphasizes three aspects: welcoming culture, diversity and cohesion"⁸. For this purpose, it develops principles and concepts to support the involved actors and to implement measures.

Similarly, the Italian city of Campi Bisenzio has implemented a grand number of commitment policy initiatives. The city formally adopted a public statement as an intercultural city and its official speeches and communications often make clear reference to Campi Bisenzio's intercultural commitment. Furthermore, the city communicates its intercultural statements, strategy and action plan via its official website La Città Visibile (The Visible City) which provides information and consultation regarding diversity and the integration policies of the city. At the same time it serves as a platform informing about the Italian Network of Intercultural Cities.

Bucharest might get inspiration from the experience of Copenhagen that in May 2011 has launched its Diversity Charter. Copenhagen had also introduced the inclusion barometer for evaluating its intercultural strategy. The barometer is based on 16 indicators set out in the inclusion policy and updated every year. All political committees make a yearly status report about the indicators they are responsible for as well as the progress of their action plan and the general inclusion efforts of the administration. These reports are gathered into a common document, which is presented to the City Council.

⁵ The term "city sample" refers to the weighted average of the 56 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

The city might also wish to consider using the CBRA (Community Based Results Accountability) method for the evaluation practice. The method has been successfully implemented by the city of Lisbon for assessing the results in Mouraria Neighbourhood.

Furthermore, Bucharest's intercultural strategy would benefit from acknowledging local citizens or organisations that have made an exceptional contribution to encourage interculturalism in the local community. The city of Stavanger, for example, has instituted the Diversity Award, recognising the organisation that has done the extra mile to promote ethnic diversity in the workplace. The money of the award should be used for further development of the diversity work at workplace.

An other example is the city of Neuchatel, where since 1995, an integration award acknowledged local citizens who had done an exceptional thing to encourage interculturalism in the local community: 'Salut l'étranger' prizes cultural shows or civic attitudes that promote tolerance, intercultural (interethnic and interreligious) dialogue and fight intolerance and racism.

2. Education⁶ policies through an intercultural lens

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

The analysis shows that Bucharest's education policy achievement rate (65%) is the same as the city sample's rate (66%).

In most of the local primary schools almost all pupils are coming from the same ethnic background and the ethnic background of teachers in schools often reflects the composition of the city's population. Most schools are making strong efforts to involve parents from ethnic minority/migrant background in school life.

Local schools often carry out intercultural projects as, for example, cultural exchanges.

Even if not a a priority at this stage, the city may wish to consider developing a policy increasing ethnic and cultural mixing within the schools. In this respect the city may wish to consult with Copenhagen where, between 2006 and 2009, a voluntary program has been implemented where children were moved from one school to another with the aim of promoting more ethnically mixed schools.

3. Neighbourhood policies through an intercultural lens⁷

⁶ 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).

⁷ 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

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.

Bucharest's neighbourhood policy indicators are slightly lower (50%) than the city sample's rate (62%).

In none of the neighbours people from minority constitutes the majority of residents.

None of the less, as the city does not have any enclave, no policy to increase the diversity of residents in the neighbourhoods has been designed.

The city is not actively encouraging residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds, nor has developed policies and projects to encourage people to meet and interact within the neighbourhoods.

Bucharest may wish to further explore other initiatives promoted by other cities of the Network. The city of Stavanger, for example, encourage people to meet and interact within the neighbourhood, thanks to the District Centres (Bydelshus), meeting places for local citizens promoting events and activities as well as good growth opportunities and a favourable neighbourhood environment.

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 Bucharest public services policy achievement rate is lower (25%) than the city sample rate (45%).

The ethnic background of public employees, at all the hierarchical levels, reflects the composition of the city's population, even if there is no recruitment strategy to ensure this and non-nationals cannot seek employment in the local public administration. The city does not take any action to encourage intercultural mixing and competences in private sector enterprises.

Bucharest only provides funeral/burial service which is tailored to the needs of the ethnic/cultural background of its citizens.

Bucharest may wish to ameliorate its public services by developing a recruitment plan to ensure public employees reflect the ethnic background of the city's

cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.

population exploring initiatives of Copenhagen (Denmark), Amsterdam (the Netherlands) and Berlin (Germany). Thus, the Copenhagen administration offers paid internships to people with minority backgrounds, for instance, on condition that they master a certain language. Such internships may lead to permanent employment. The Amsterdam City Council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds. 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, where the Diversity programme (2007-2010) with targets across salary scales enabled the city administration to hire 21.5% staff 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.

Moreover, the city may also wish to ameliorate its public service policies by encouraging intercultural mixing in the private sector labour market. We draw the city'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.

Finally, the city could develop services tailored to the needs of the ethnic/cultural background of its citizens, such as funeral/burial areas, different meals in the schools' canteens or women only sections or times in sports facilities.

Interesting example, in this sense, is Copenhagen, where the Commission for Culture and Leisure has been supporting organisations which, through the Network for Girls and Women Swimming, provide swimming facilities for women only, in a number of city areas. Some 10 volunteer associations organise activities for girls/women alone, such as swimming, dance or gymnastics, on a weekly basis. The Department for Culture and Leisure provides free sports facilities, funding and advice for these associations.

5. Business and labour market policies through an intercultural lens

Bucharest's business and labour market policy indicator is lower (20%) than the city sample's rate for business and labour market policy (43%).

An umbrella organisation, the Romanian Centre for Integration, is active, having among its objectives the promotion of diversity and anti-discrimination, even if no charter or binding document has been created.

Bucharest has not taken measure to encourage 'business districts/incubators' in which different cultures could more easily mix. In the German city of Hamburg,

for example, most of the business incubators explicitly pursue intercultural strategies. One project in this field, supported by the European Social Fund, is the IFW-Interkulturelles Frauenwirtschaftszentrum Hamburg. Hamburg prioritises companies that implement a diversity strategy when procuring their goods and services. Providers are asked for proof of equality of opportunities, gender equality and non-discrimination within their project applications.

Finally, no project is run to encourage business from ethnic minorities to move beyond ethnic economies and enter the mainstream economy and value-added sectors.

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

Bucharest's cultural and civil life policy goal achievement rate is lower (31%) than the city sample's rate (79%).

Interculturalism is not used as a criterion when allocating grants to associations and initiatives and the city does not encourage cultural organisations to deal with diversity and intercultural relations in their products. On the other hand, it regularly organises events and activities in the field of arts, culture and sport aimed at encouraging people from different ethnic groups to mix.

Finally, Bucharest occasionally organises public debates and campaigns around the topics of diversity and living together, especially through its participation to the DELI programme.

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 Bucharest's public space policy goals is lower than the sample city's: 10% of these goals were achieved, while the sample city rate for public space policy is 63%.

The diversity of the population is not taken into account in the designing and managing of new public buildings and spaces, and the process of reconstructing an area is not done through a participatory process.

Finally, it is positive that, even if there are one or two area in the city that seem to be dominated by one ethnic group, no areas are reputed as 'dangerous'.

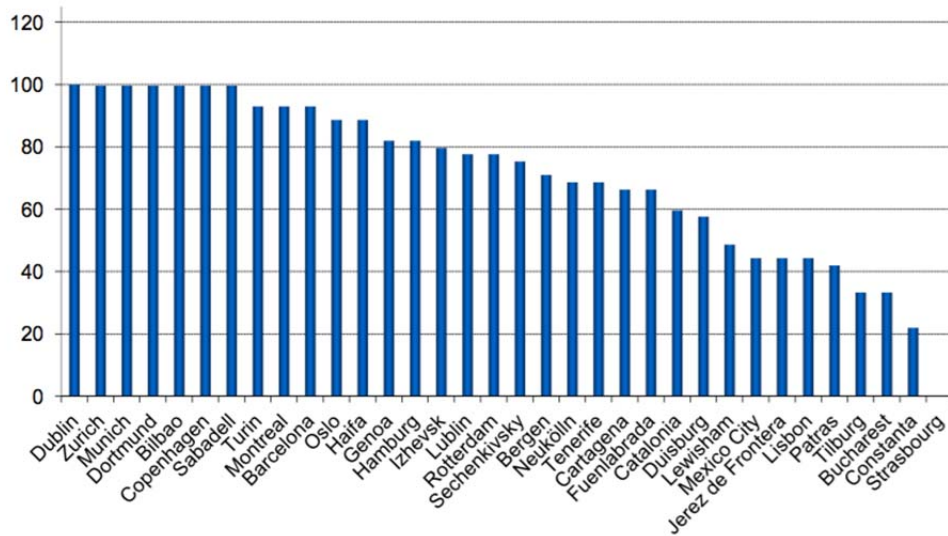
Bucharest might wish to consider an interesting initiative has been implemented by the city of Reggio Emilia, where, in the framework of the pact for the requalification of the railway station's zone, an outreaching action for

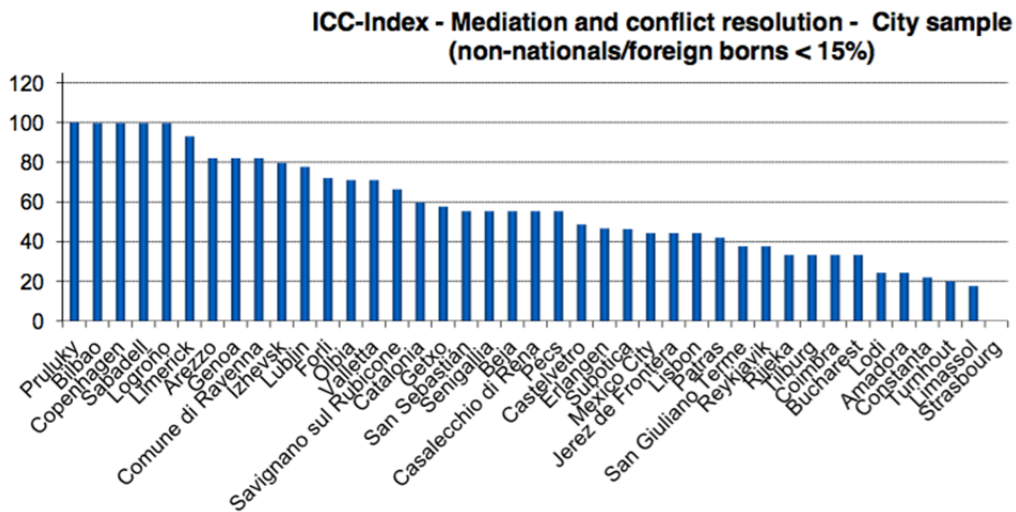
interviewing and talking with people living and working in the zone has allowed the consultation of more than 180 people.

An other example is provided by the London borough of Lewisham. In Pepys Park young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

8. Mediation and conflict resolution policies

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



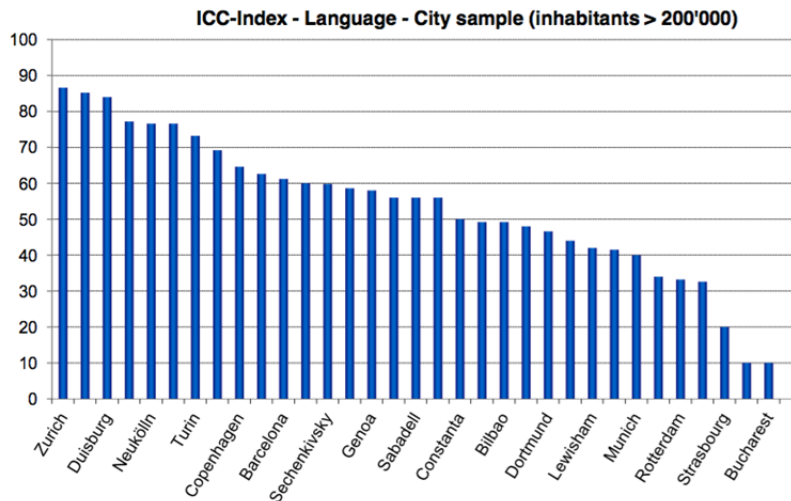


The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

The analysis shows that Bucharest’s mediation and conflict resolution policy achievement rate is 33%, while the city sample’s rate is 63%.

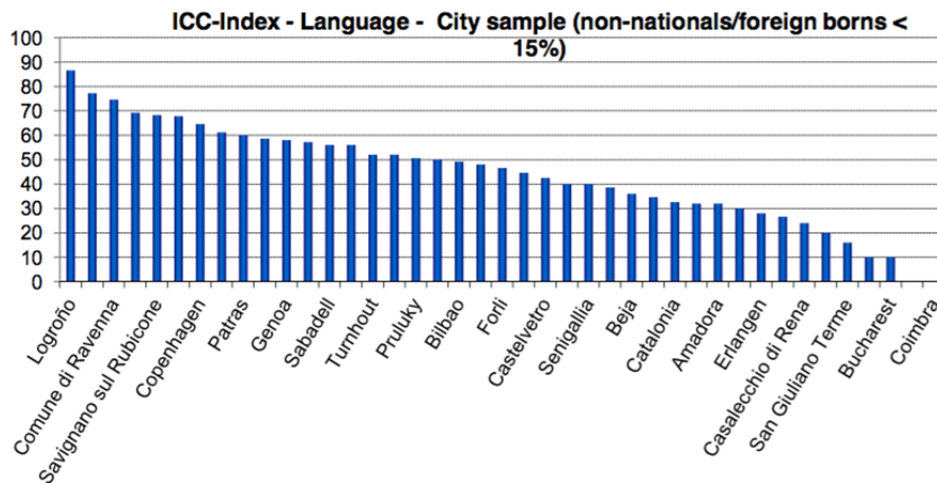
The city does not provide mediation services within its public services nor it is providing mediation in specialised institutions such as hospitals, police, youth clubs and retirement homes, nor the public administration.

Finally, the Undersecretariate of State for Religious Denominations and few NGOs are dealing with inter-religious relations.



9. Language⁸

⁸ 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://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)



Bucharest’s language policy achievement rate is lower (20%) than the city sample’s rate (49%).

The city is providing foreign language courses (English, French, German, Spanish Italian and Chinese) but no Romanian training targeting newcomers is provided.

The city does not support projects seeking to give positive image of migrant/minority languages.

Bucharest might consider strengthening its pluri-lingualism policies by providing specific language training in the official language for specific groups⁹ and supporting private/civil sector institutions on providing language training in migrant/minority languages. The municipality also may wish to support financially local minority newspaper/journals or TV/radio programmes in minority languages.

In this field, Bucharest may wish to consider the example of the city of Hamburg, supporting financially minority journals, newspapers and TV programmes. In 2012, the Ministry of Culture of the city of Hamburg supported a 12-month TV programme for minority groups living in Hamburg called “Zwischenräume”.

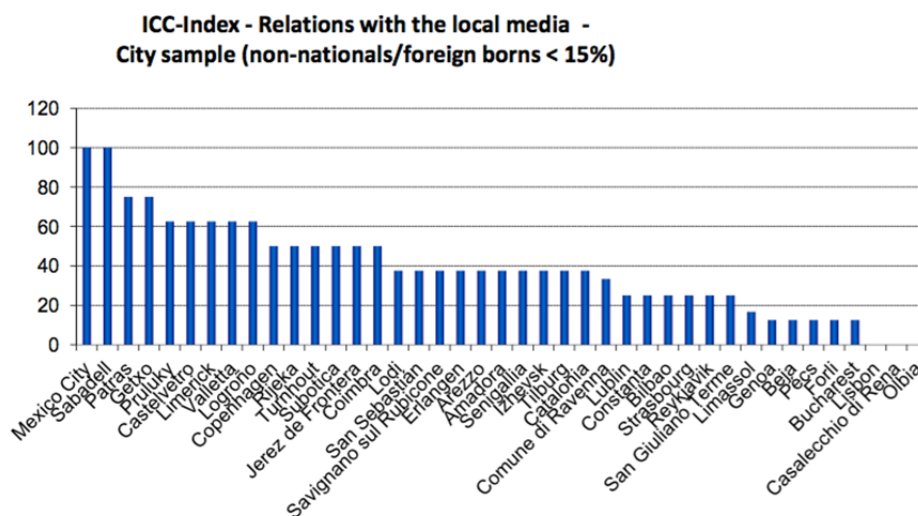
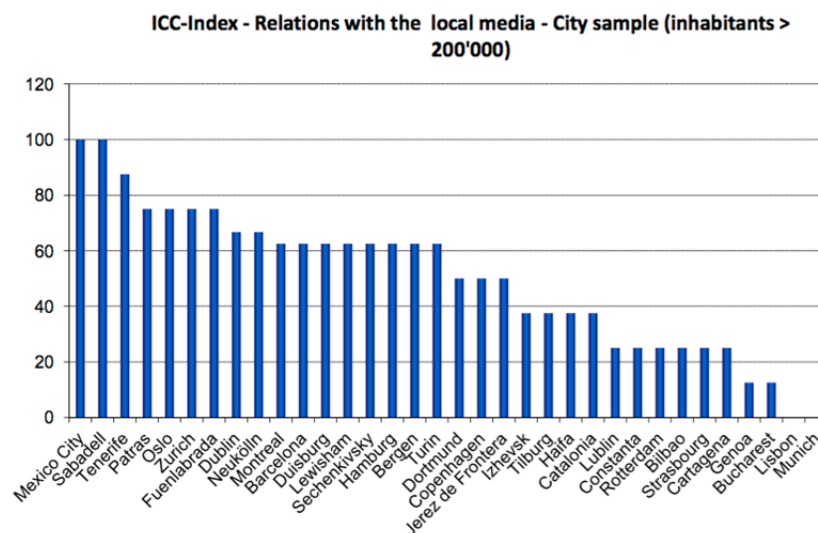
In Zurich (Switzerland), the municipality supports additional curriculum courses, called HSK Courses. These courses are offered by embassies, consulates as well as private organisations and they cover a range of topics including languages, history, geography, as well as minority cultures. Several of these HSK Courses are held in spare rooms in public schools, as part of the municipality support to private institutions providing language training.

In Reggio Emilia (Italy), an initiative is put into practice by ensuring that all of the city’s citizens are eligible to receive training in immigrant/minority languages. In order to help families preserve the competence of migrant children

⁹ The term makes specific reference to women with care obligations, unemployed people, people with lower educational background, etc.

in their mother tongue language, in two schools in Reggio Emilia there are classes in the native languages of children and in parallel their parents learn Italian.

10. Media policies

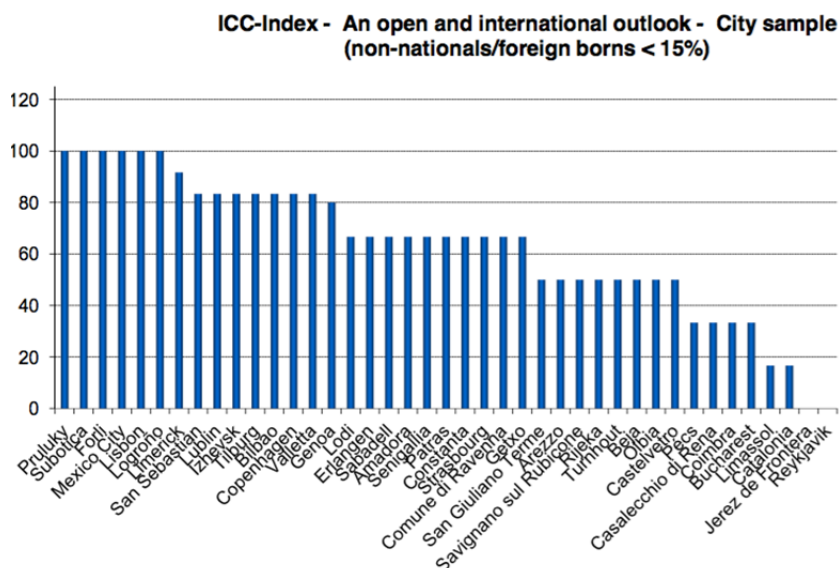
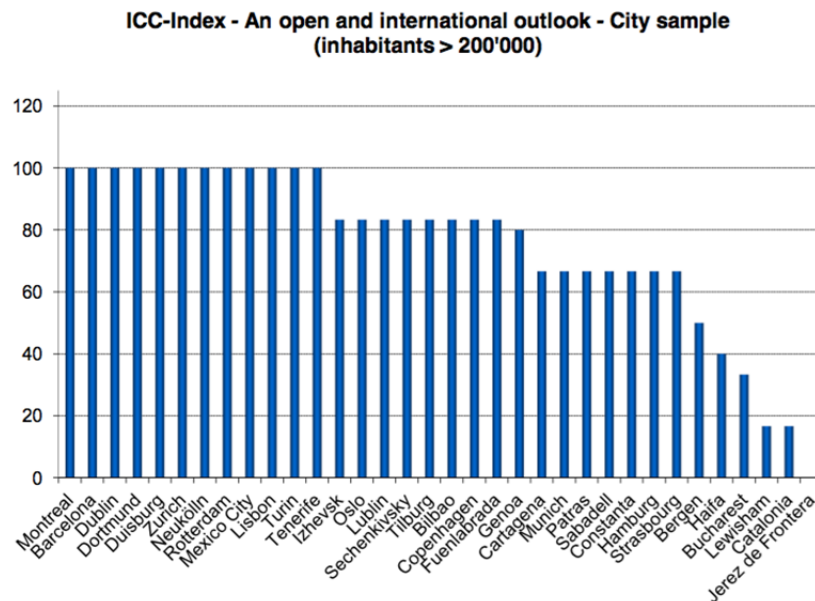


The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

13% of Bucharest's media policy goals were achieved while the city sample's attainment rate for these goals is 48%.

Bucharest may wish to further explore possible media policies, for instance, by monitoring the way in which minorities are portrayed in the local media. The city may notice an initiative launched by the city of Stavanger. This municipality is monitoring every incident where migrants occur in an article or otherwise.

The municipality may also wish to provide advocacy/media training/mentorships for journalists from minority backgrounds. An interesting example of such an initiative has been implemented by Reggio Emilia, which is providing training activities, with the help of the reporters of the Fondazione Mondinsieme, that are free and open to everyone, in order to give the citizens the tools to critically analyse the present and eventually join the group of the reporters.



11. International outlook policies

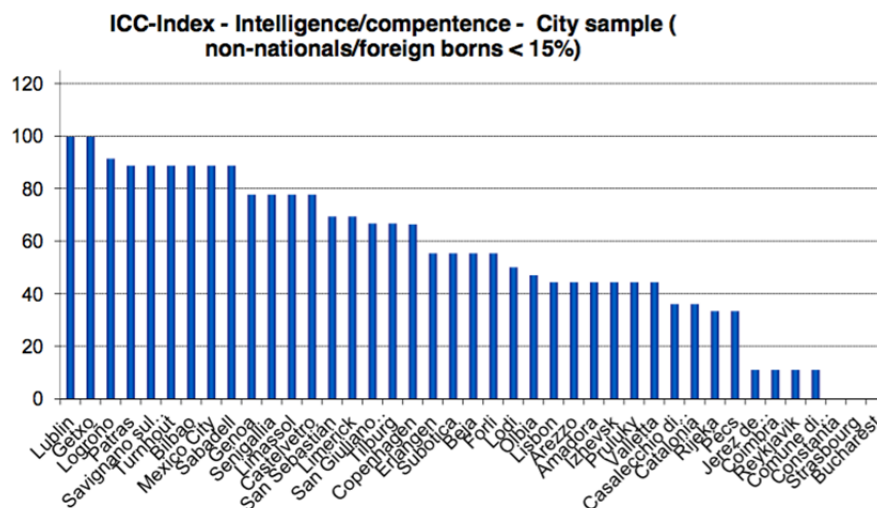
An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

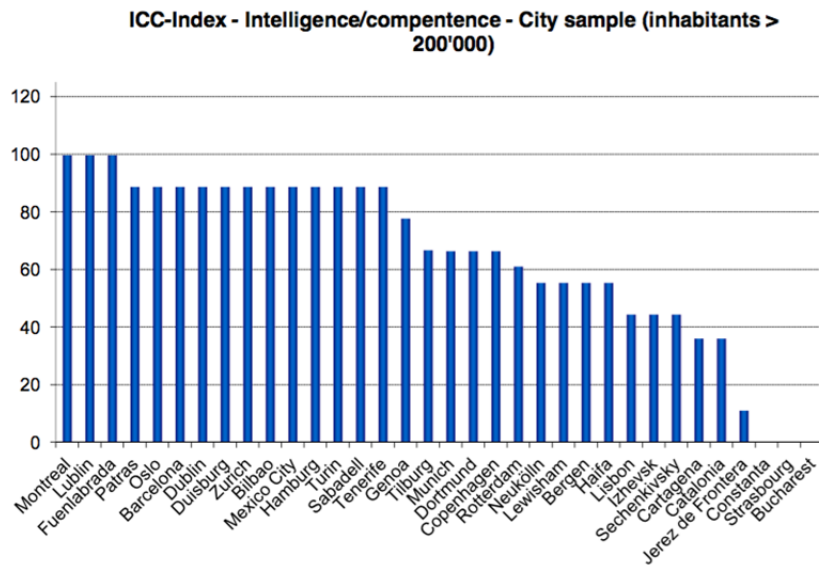
Bucharest's international outlook policy indicators are slightly lower (33%) than the city sample's (72%).

Bucharest has put into practice an explicit policy to encourage international cooperation, associated with a specific financial provision even if not an agency specifically responsible for monitoring the development of the international relations of the city. The municipality does not support local universities in order to attract foreign students, nor it is ensuring that foreign student populations take an active part in the city life.

Bucharest may wish to further explore possible international outlook policies by encouraging co-development projects with migrant groups' countries of origin.

An interesting example is provided by Santa Maria de Feira. Here, the municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships.





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 model of behaviour on all situations.

The attainment rate of Buchares's intelligence competence policy goals is lower than the city sample's: 0% of these goals were achieved, while the city sample rate for intelligence competence policy is 62%.

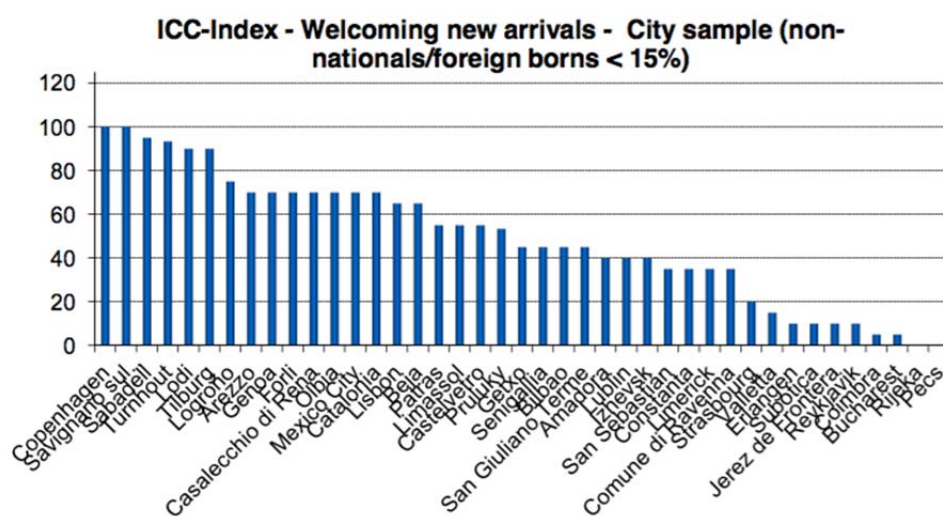
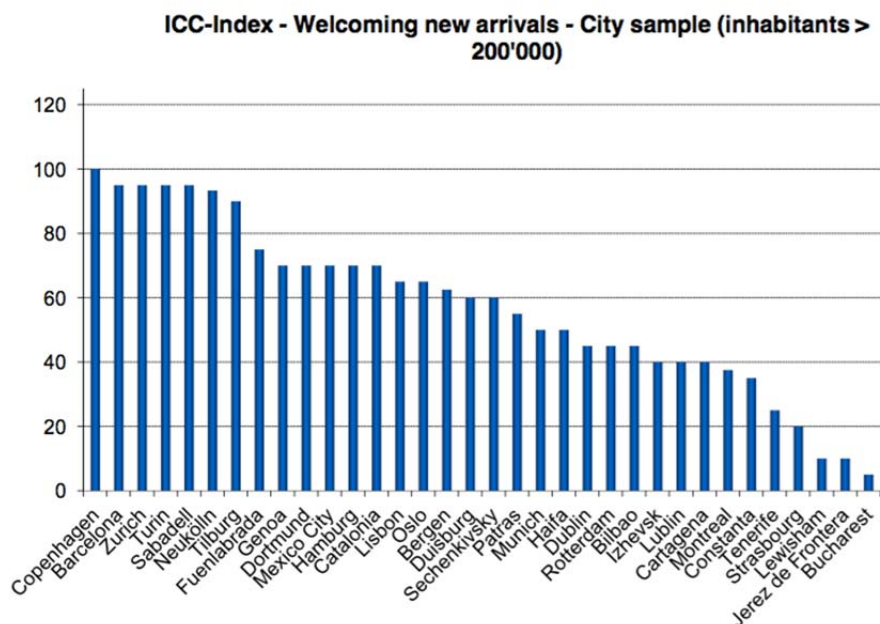
According to the answers provided in the survey, the city does not promote the intercultural competences of its officials and staff through interdisciplinary seminars, information and networks.

Bucharest may wish to further explore possible 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.

An other interesting example is provided by the Swedish city of Botkyrka, where the Multicultural Centre has been commissioned by the Municipality and the Council of Europe to make a study of common rumours which are circulating in the municipality and which impede the development towards an intercultural Botkyrka. This study is a step in the anti-rumour work which Botkyrka wishes to develop, following the work against rumours carried out in recent years in Barcelona, Spain.

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

13. Welcoming policies



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 Bucharest’s welcoming policy goals is lower than the city sample’s: 5% of these goals were achieved, while the city sample rate is 55%.

Although Bucharest hasn’t implemented a comprehensive city-specific package of information for newly-arrived residents, nor has created a designated agency or office to welcome them, the website of the General Inspectorate for

Immigration provides tailored support for different groups, even if mainly in romanian.

Bucharest might wish to draw its attention to the city of Hamburg. The city has set up the Hamburg Welcome Centre, which provides a service whereby foreign executives, experts, scientists, self-employed individuals and their families can directly manage the legal aspects of immigration.

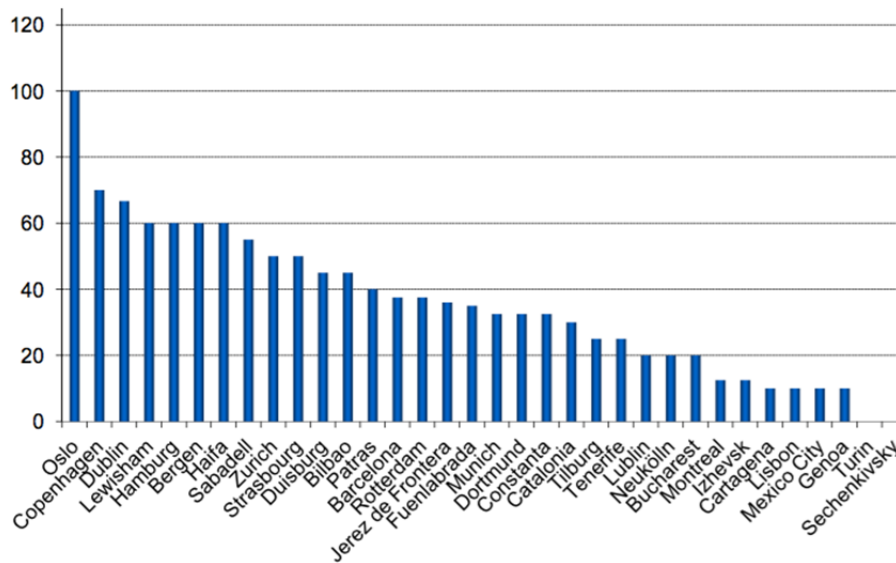
Similarly, in Copenhagen, the International House Copenhagen provides citizen services in English, a one point entry for all paperwork, networking activities, help with job seeking and much more in order to help newcomers settle in the best possible way into Danish society and labour market. Copenhagen published a comprehensive package of information to aid newly-arrived foreign residents. At CPH International Service (part of International House Copenhagen), newly arrived citizens will find all the authorities that they typically need to contact, as well as private actors ready to help them settle in the best possible way.

Bucharest may wish to further explore possible welcoming policies by organising a special public ceremony to greet newcomers in the city. In that sense, it could be interesting to draw attention to the city of Neuchatel: here, a meeting of the Council is held every 6 months to greet all the new arrivals. This is not only an occasion to be welcome but also to obtain information about the administration, life and population of the city.

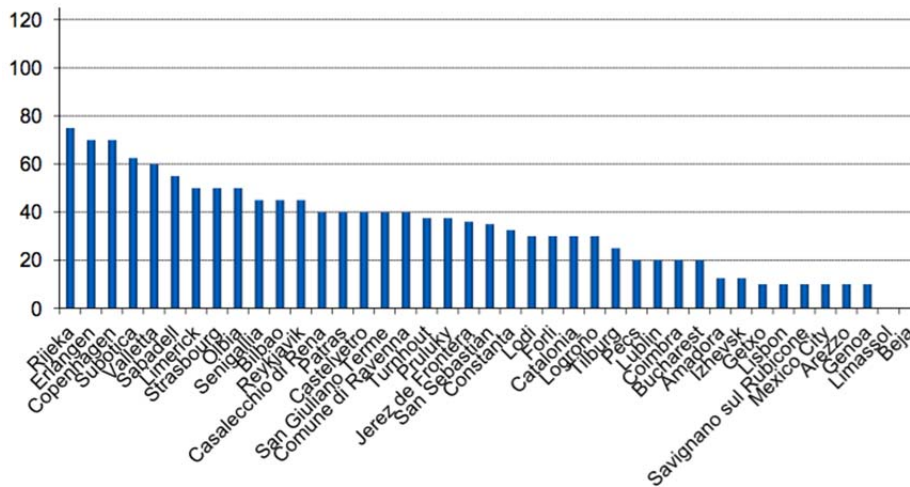
Similarly, the municipality of Tilburg, throws an annual greeting party for all new residents. In some neighbourhoods and blocks of flats special guides welcome the newcomers and inform them of everyday issues (medical assistance, police, town hall, public transport, etc.), customs and traditions of the Tilburg residents.

Finally, in Copenhagen twice a year a Welcome Reception and Copenhagen Expat Fair is held at the City Hall by city officials. All international residents, including students and newcomers, can participate in the reception.

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



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



14. Governance of diversity

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

The attainment rate of Bucharest in this field is higher than the city sample's: 20% of Bucharest governance policy goals were achieved while the city sample's attainment rate for these goals is 34%.

The ethnic background of elected politicians reflects the composition of the city population. Newcomers are eligible to vote in local election only after having obtained the citizenship.

The city has not created a political body to represent all ethnic minorities living in the city and nor initiatives to encourage migrants to engage in political life are regularly deployed.

Bucharest might wish to consider the experience of Copenhagen in this sense. According to the Council of Europe's recommendation, the city set up a political body to represent ethnic minorities which is independent of the local authority Copenhagen. The Employment and Integration administration has formalized the advisory function of civil society through three advisory boards that advise the city on issues concerning respectively: 1) Combating discrimination (board made up of representatives from minority organisations), 2) furthering youth participation (board made up of representatives from youth organisations) and 3) inter-religious issues and campaigns.

Copenhagen has also introduced initiatives to encourage migrants in political life such as number of activities related to promoting youth participation in the local election in the fall of 2013. The CPH International Service and CPH Volunteers invited expats living in the City to an information meeting where Danish democracy and the right to vote in local elections have been discussed. Moreover, a number of initiatives have been designed to address the challenge of political participation among minority youth groups (and youth in general), through the already mentioned youth advisory board.

From 2014, the Employment and Integration Committee has allocated funds to start a youth organisation focusing on intercultural issues and active youth participation.

Another interesting example of such an initiative has been developed by the UK-based operation Black Vote, which has set up a scheme in Liverpool. It allows young migrants to shadow established local politicians, so they better understand what the job involves, and encourages them to engage in politics.

15. Conclusions

The results of the current ICC Index suggest that in Bucharest there is still ample room for improvement in the intercultural policies. The municipality could identify useful insights and examples from other cities in the field of commitment, public spaces, language, media and welcoming. Special attention should be paid to public services, business life, mediation policies and intelligence/competence practices.

In view of the above, we invite Bucharest to strengthen in most of the policy areas and improve in the policy areas detailed below.

16. Recommendations

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

- **Commitment:** Bucharest might consider ameliorating its intercultural commitment by adopting a public statement about being an intercultural city, by designing an intercultural strategy, implementing an intercultural action plan, as well as by implementing a webpage. The city may also implement an evaluation process.
- **Neighbourhood:** Bucharest may wish to design a policy or projects to encourage residents from one neighbourhood to meet and interact with residents from another from different ethnic/cultural backgrounds, as well as to meet and interact within the neighbourhoods.
- **Public services:** Bucharest may wish to lay down a specific recruitment strategy to ensure that the ethnic background of public employees mirrors that of the city's inhabitants, and to encourage intercultural mixing in the private sector labour market. The municipality may also wish to more deploy services which are tailored to the needs of the ethnic/cultural background of its citizens.
- **Business and labour market:** Bucharest may wish to ameliorate its policies in this field by establishing a local charter against ethnic discrimination in its own administration and services, as well as taking action to incite minority-owned businesses to enter the mainstream economy and higher value-added sectors.
- **Cultural and civil life:** Bucharest may wish to ameliorate its cultural and civil life policies, for example, by encourage cultural organisations to openly deal with diversity.
- **Public space:** Bucharest may wish to take into account the population diversity and involve citizens from different ethnic/cultural background in the design and management of new public buildings or spaces, as well as when dealing with the reconstruction of areas. The city might also encourage intercultural mixing in public libraries, museums, playgrounds, etc.
- **Mediation and conflict resolution:** Bucharest may wish to ameliorate its intercultural mediation policies by establishing a dedicated municipal service dealing exclusively with intercultural issues and providing intercultural mediation in specialised institutions such as hospitals, police, youth clubs, mediation centres and retirement homes. It may also wish to initiate an organisation dealing specifically with inter-religious relations.
- **Language:** Bucharest may wish to ameliorate its language policies in the future, for example by ensuring that all of the city's citizens are eligible to receive training in immigrant/minority languages and by supporting private/civil sector institutions in providing language training in migrant/minority languages. Bucharest may also find it interesting to provide specific language training in Romanian for specific groups; to introduce the learning of minority languages to the regular school

curriculum; to introduce awareness measures aiming to give a positive image of migrant/minority languages and to provide financial assistance to minority press, radio and TV programmes, including in languages other than French.

- **Media:** Bucharest may wish to further explore possible media policies, for instance, by providing advocacy/media training/mentorships for journalists from minority backgrounds and by instructing the city's information service to promote harmonious intercultural relations. Bucharest may also wish to introduce monitoring mechanisms to examine how media portray minorities.
- **International outlook:** Bucharest may wish to ameliorate its international outlook policies by encouraging co-development projects with migrant groups' countries of origin and by involving the foreign students in the life of the city.
- **Intelligence and competence:** Bucharest may wish to further explore promoting the intercultural competences of the city's officials and staff through training courses; and carrying out surveys including questions about the perception of migrants and minorities, as well as mainstreaming the findings and information about interculturalism and diversity to inform the process of policy formulation.
- **Welcoming:** Bucharest may wish ameliorate its welcoming policies by creating a comprehensive package of information to aid newly-arrived foreign residents; and by designating an agency to act as a first contact and welcoming point with the new-comers. The municipality may also wish to have a special public ceremony to greet newly arrived persons in the presence of the local government's officials.
- **Governance:** Bucharest may wish to further explore possible governance policies by introducing activities to increase the representation of migrants in the city administration and by establishing a standard for the representation of migrant minorities in mandatory bodies supervising schools and public services.

Bucharest 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 database¹⁰.

¹⁰ http://www.coe.int/t/dg4/cultureheritage/culture/Cities/guidance_en.asp