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Tenerife: Results of the Intercultural Cities Index

Date: December 2015
A comparison between 75 cities[1]

Introduction

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

As of today 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 Rena *(Italy)*, Castellón *(Spain),* Castelvetro *(Italy)*, Coimbra *(Portugal),* Constanta *(Romania)*, Copenhagen (*Denmark*), Donostia-San Sebastian[2] (*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)*, Ioannina *(Greece)*, Izhevsk *(Udmart Republic, Russia)*, Jerez de la Frontera[3] *(Spain)*, the London borough of Lewisham (*United Kingdom*), Limassol *(Cyprus),* Limerick *(Irland)*, 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 *(Norwey)*, Strasbourg *(France)*, Subotica (*Serbia*), Tenerife *(Spain)*, Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone[4] (*Italy*), Valletta *(Malta),* Västerås *(Sweden)* and Zurich (*Switzerland*).

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

[2] The Spanish city of Donostia-San Sebastian 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.

Among these cities, 34 have more than 200,000 inhabitants and 33 have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Tenerife (Spain) 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".
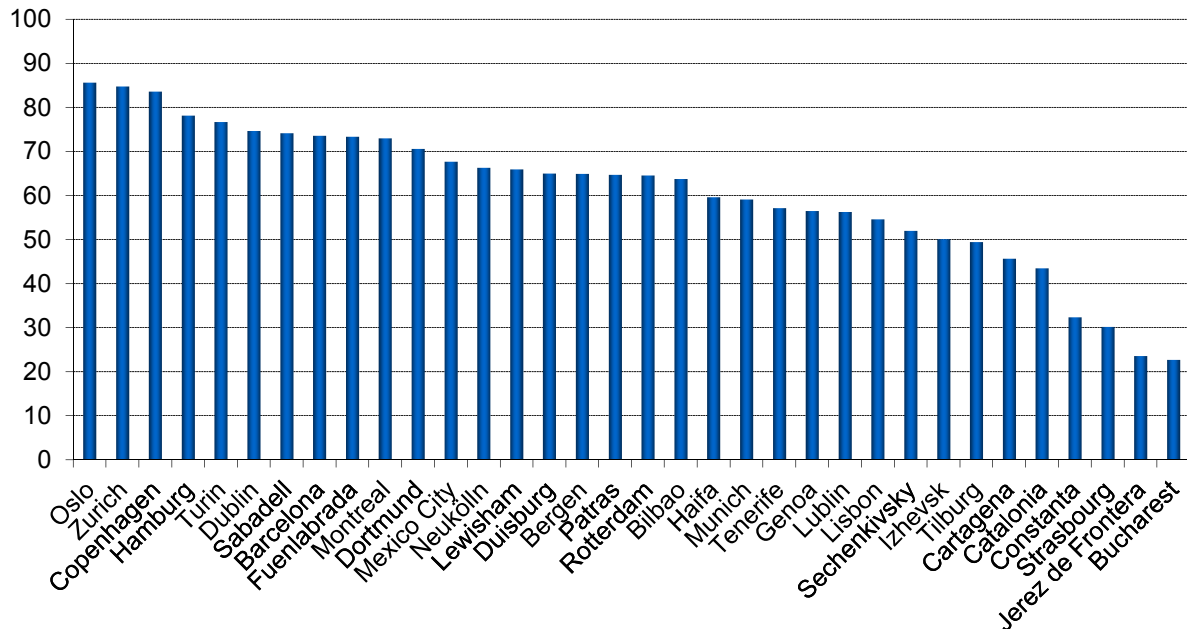
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach 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.
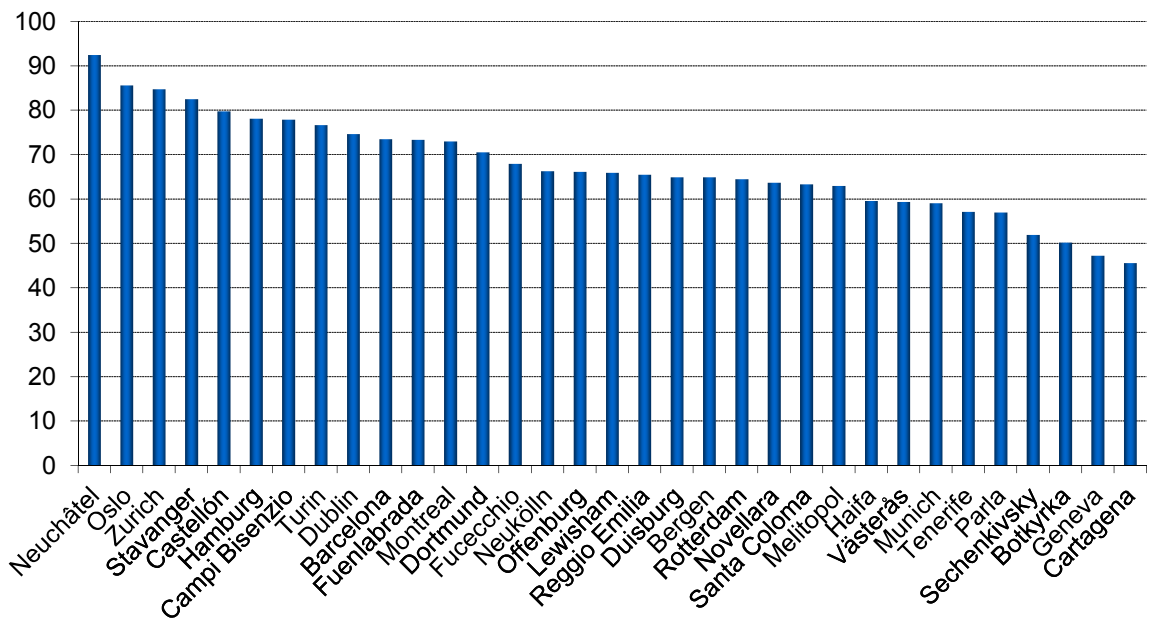
According to the overall index results, Tenerife has been positioned 39th among the 75 cities in the sample, with an aggregate intercultural city index of 57%, after Limerick (58%) and before Parla (57%). Tenerife has been ranked 22th
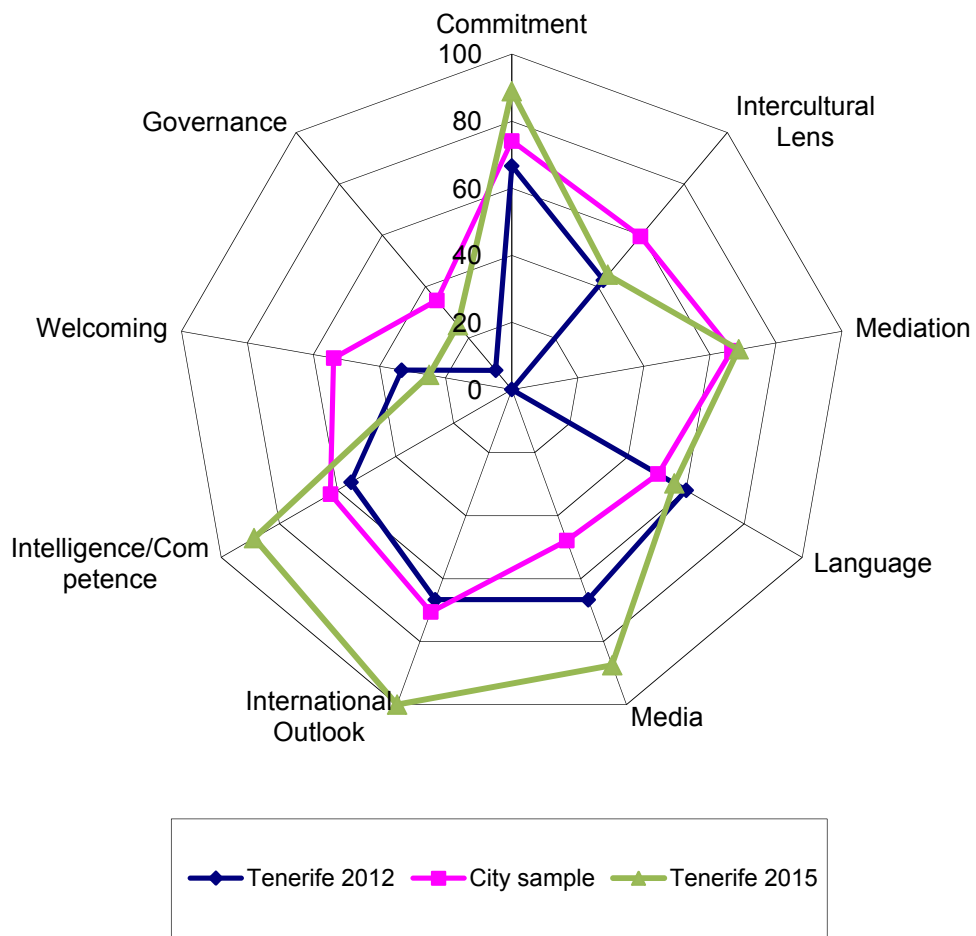
among cities with more than 200,000 inhabitants and 28th among cities with more than 15 per cent of foreign-born residents.

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

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

Commitment
100
80
Governance
60
40
20
Intercultural Lens
0
Welcoming
Mediation
Intelligence/Competence
Language
International Outlook
Media

Tenerife 2012   City sample   Tenerife 2015

Tenerife – An overview

Tenerife is the largest and most populous island of the seven Canary Islands. The island, with its five million tourists per year, is one of the most important tourist destinations in Spain. It is worldwide known for the Carnival of Santa Cruz de Tenerife and for its beautiful landscapes.

In January 2014, Tenerife's population counted 889.936 inhabitants, of which 438.777 men and 451.159 women. Out of the total, the 80.44% of its inhabitants is Spanish from birth, with 72.63% born on the Canary Islands and 7.82% born in another Spanish territory. Out of the total, the 13.04% are non-nationals, whereas the 6.51% are foreign-borns.

The largest minority groups come from America (9.33%) and from Europe (8.22%). For example, the 3.86% of Tenerife's inhabitants come from Venezuela, the 1.64% from Cuba and the 0.98% from Argentina. From Europe the following data has been collected: the 1.93% comes from UK, 1.41% from Germany and, similarly, the 1.37% from Italy.
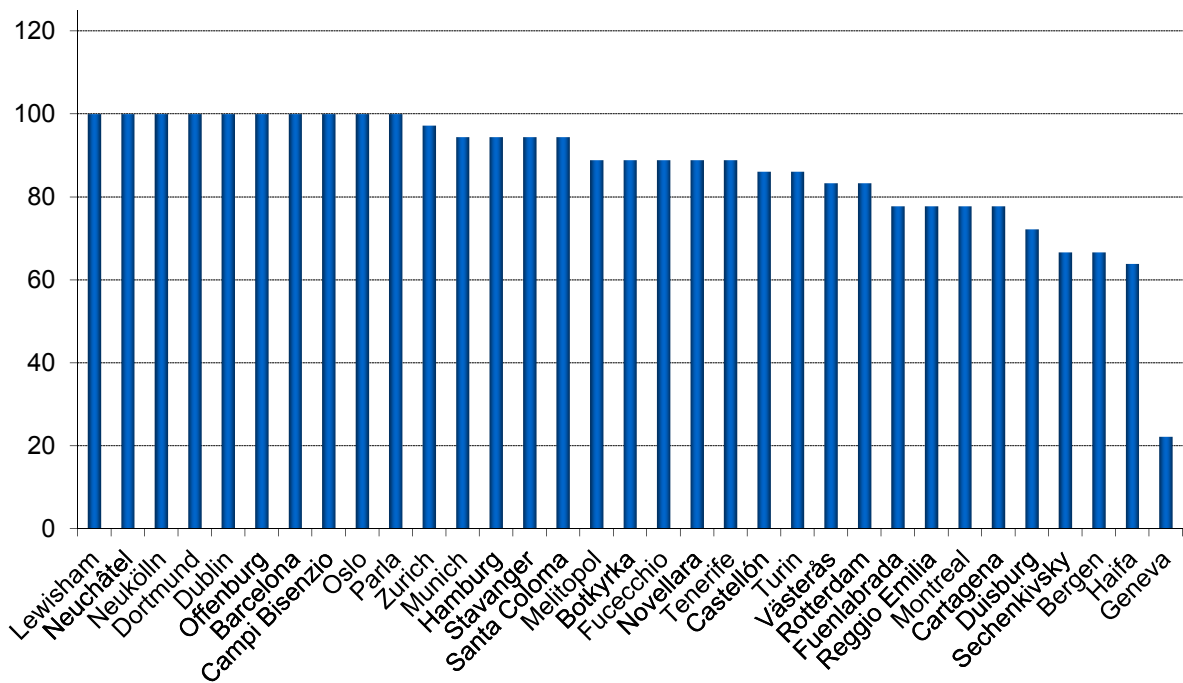
Unfortunately, there are no data available to show the percentage of second and third generation migrants. The city might wish to provide these data for the next questionnaire.

1. Commitment

ICC-Index - Commitment - City sample (inhabitants > 200'000)
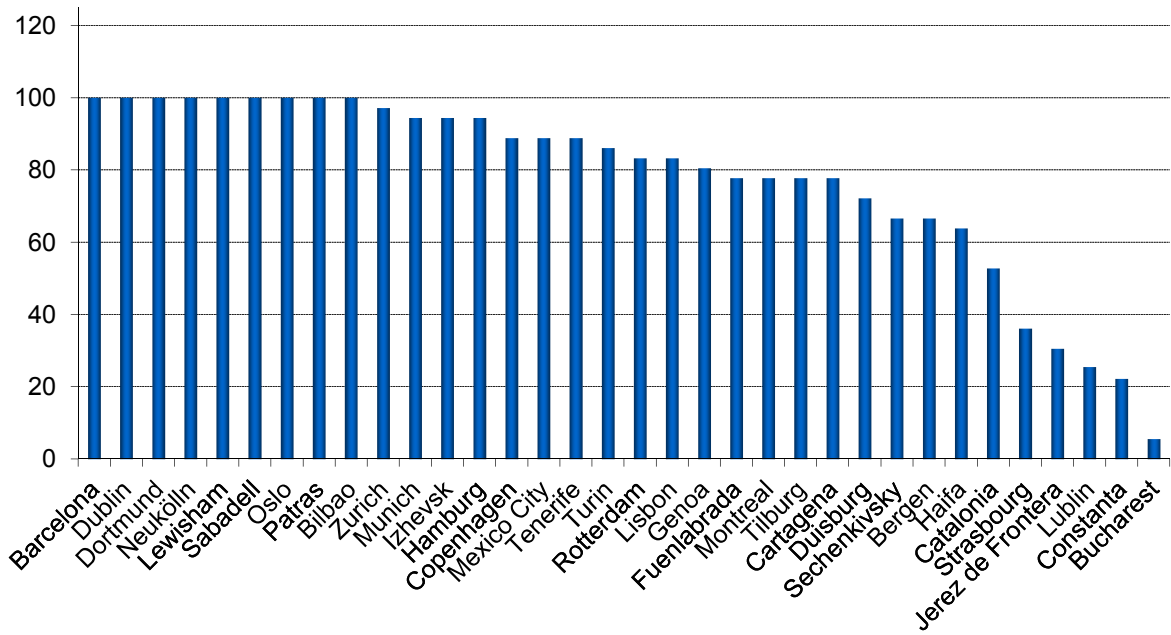
ICC-Index - Commitment - City sample (non-nationals/foreign borns > 15%)

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

Ever since Tenerife has entered in the ICC programme, the city has successfully managed to maintain a good level of commitment. In 2012 the city scored 67%, whereas in 2015 it growths till 89%. This result is very good compared to the city sample's[5], which is the 74%. This result shows an improvement in the commitment strategies, although the city might wish to consider the possibility of establishing a department responsible to promote Intercultural relations, especially fostering integration among minority groups.

From the questionnaire, two organizations appear to be extremely relevant in order to achieve the goals set by the Intercultural Cities network. The first initiative, established in 2009, is **"Juntos en la misma dirección"** (Together in the same direction). This initiative offers Tenerife's citizens the opportunity to meet and discuss in harmony, fostering peaceful connections. Moreover, one of the aims is to overcome differences emphasizing the values of multiculturality; cultures are in fact perceived as an enriching element that will benefit societies while leading to a better future

The second initiative, established in 2013, is **"Estrategias Interculturales"** (Intercultural Strategies). This initiative aims to promote social cohesion and integration. However, the city might consider giving more details regarding the programme; for example the city could create a webpage where general information and a more specific plan can be shared.

The city has nonetheless publically stated its intention of taking part in the Intercultrual Cities network. In fact, on June 27th 2014, the Pleno del Cabildo (a specific Council) of Tenerife approved the policy of **"Compromiso Institucional por la Cohesión Social y la Convivencia Intercultural en Tenerife"** (Institutional agreement for social cohesion and intercultural coexistence in Tenerife). The same year, it has been renovated the agreement between the city and the Intercultural Cities programme. In 2015, the Council of Europe has acknowledged the efforts made by the city of Tenerife and encouraged further improvements.

Unfortunately, the city has not established a global strategy to promote integration. However, as said in the previous paragraph, the initiative "Juntos en la misma dirección" is working to promote social cohesion and to enhance the interculturality level of the city. This initiative has also promoted a strategy plan for the years 2015-2017; in this plan, social participation has been identified as a key player.

Ultimately, the **Observatorio de la Inmigración de Tenerife** (OBITen) is developing strategies whose aim is to lead the island towards a successful and peaceful culturally diverse environment.

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[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.

Of particular importance is the initiative "Mesas Insulares para la convivencia Intercultural en Tenerife", such initiative enhances coexistence through shared meals since 2009. Moreover, the Red Española de Ciudades supervises the project encouraging cultural diversity in working environments.

It is positive that official speeches and communications by the city make direct reference to the intercultural commitment, that an official webpage and a participation campaign have been designed, as well as the city provides means of acknowledging local citizens who have done exceptional things to encourage interculturalism in the city. For this reason, it is recommended to continue expressing this commitment, emphasizing the importance of integration and social cohesion.

It is commendable the establishment of an award. The OBITen, in fact, since 2006 is in charge of giving an award to whoever facilitates intercultural dialogue and mediation. In 2015 an exposition has been organized to celebrate the 10th anniversary of this social and human prize.

It would be of interest having further details regarding the monetary budget Tenerife allocated for the implementation of intercultural strategies. The city might 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.

Tenerife might get inspiration from the experience of Copenhagen, which in the framework of the launch of the Diversity Charter in May 2011, 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.

In addition to the Diversity Charter, the city of Tenerife might wish to establish a more global intercultural strategy, in order to involve more citizens and, perhaps, even bridging citizens from different Canary Islands.

2. Education[6] 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 Tenerife's education policy achievement rate for 2015 is 50%, which is a bit lower than the city sample's rate (66%). Furthermore, the city has got worse since 2012, when it had a rate over the average (80%). The city might want to lead an in-depth study to investigate the causes of such degradation.

In most of the local primary schools, almost all pupils come from the same ethnic background. Interestingly, the condensation of a specific ethnic background depends on the area of the Island we are considering. For example, the metropolitan area and the North are more likely to be mono-cultural; whereas the South is considerably more diverse and multicultural. It would be extremely interesting to study which are the factors that contribute to this separation, why are schools in the south hosting pupils with different backgrounds? Is there any particular reason of why people from minority background would settle in the South rather than in the North? Many causes can be detected, if the main cause has monetary nature, the city might wish to consider strategy to avoid "segregation" based on social status.
Once this question is answered, and causes are found, it would be possible to discuss solutions in order to foster multiculturality in other areas of the city. For example, the city could develop a twinning project where students from the South meet students from the North and vice versa.

It is worth noticing that in public schools professors' ethnic background rarely mirrors pupils'. Conversely, professors in private schools are more likely to be foreigners. This could be explained by the different requirements set for teachers to work in schools.

Some schools in Tenerife, for example the school "Cardonal-Maternal" are making progresses in involving students coming from different background or having different religious beliefs. Similarly, every year in May a celebration named "Compartiendo Raices" is held. As the name of the event forewarns, the main purpose is to overcome racial differences highlighting the roots people share.

Tenerife should improve its efforts to involve parents from ethnic minority/migrant background in school life. For example, the city could adopt policies that aim to increase and encourage ethnic and cultural mix, discouraging the creation of segregation, i.e. ghettoes. Tenerife may wish to consider the idea of encouraging parents' inclusion in intercultural school projects, following the example of Bergen (Norway). Bergen's municipality, in fact, is encouraging the collaboration between schools and parents from minority background through sports' activities.

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[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).

In order to involve a larger group of students and parents the city of Tenerife may wish to consider the adoption of other non-sportive activities. For example, in Reggio Emilia, to involve people who prefer non-sport activities, they are carrying out cooking workshops.

Moreover, Tenerife should ensure that the teachers' background reflects the composition of the general population: in Stavanger, for example, even if the permanent teaching staff in public schools does not reflect the ethnic composition of the population, the City has hired a broad team of mobile teachers with multilingual competence that provide mother-tongue tuition and dual-language subject training. Furthermore, a sponsorship scheme administered by the National Centre for Intercultural Learning allows Stavanger to stimulate minority teachers to gain further education so as to qualify for a permanent position in Norwegian schools. The goal is to employ more multilingual teachers in the regular schools and thus have a teaching community who is ethnically more in step with the pupils. Since 2010, eight teachers have been sponsored by the scheme and three are currently on a further education pathway.

3. Neighbourhood policies through an intercultural lens[7]

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.

Tenerife neighbourhood policy indicators are 55%, whereas the city sample's rate is the 63%. However, even if the rate is lower than the city sample, it is positive that Tenerife improved from 2012 to 2015. Over three years, in fact, the city went from 25% to 55%. Even if there has been an improvement, the city might well wish to keep improving.

In 2014, the majority of Tenerife's neighbourhoods (25 out of 31) had more than 80% of the total inhabitants coming from Spain. The neighbourhood with the highest percentage of inhabitants coming from another country is the municipality of Santiago del Teide, located in the west part of the island, where 17.6% of its inhabitants come from Britain.

The only municipality with more foreigners than autochthonous is Adeje, where the 53% of its population come from another country than Spain. On a similar level, there are other areas with a good level of non-natives. For example, in Arona the 47.8%, in San Miguel de Abona the 35.7% are foreigners.

On a positive side, the city promotes activities to mix citizens from different areas. For example, the project **"Intervención Comunitaria Intercultural ICI"**, started in 2014 in the neighbourhood of Taco, promotes intercultural interaction between people living in different areas. In addition, there are policies to foster multi-ethnics meetings. For example, three working groups ("grupos de trabajo") in Taco, El Fraile, and Toscal-Longuera, have been settled. These groups, highly intercultural , promote intercultural relations between neighbours. The report outlines a promising project in the area of Toscal-Longuera, defined as "territorio humanamente diverso" (territory humanly different). We encourage the city to give more details about this starting-up project.

The city might wish to consider following Sabadell's example. Sabadell's neighbourhood of Can Puiggener is particularly active in promoting social mixing of citizens from different areas with activities and programmes. For example, the organization of social meals, such as the "Mesa para la convivencia Can Puiggener" ("Table for coexistence in Can Puiggener"), and events to celebrate diversity: "Fiesta de la Diversidad de Can Puiggener" ("Celebration of Diversity in Can Puiggener").

In order to effectively promote diversity and social inclusion, while avoiding ethnic segregation, the city could also follow Stavanger's initiative.

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[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 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.

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 Tenerife's public services policy achievement rate lower than the city sample rate (43%). In 2012 Tenerife had 25%, in 2015 the 30%. Although a small improvement has been made, there is room for further improvements.

The ethnic background of public employees, at all the hierarchical levels, does not reflect the composition of the city's population, an no recruitment strategy to ensure this has been deployed as non-nationals can only seek employment in limited positions of the local public administration.

Public administration's jobs are open to all the EU residents. Moreover, the city should take actions to encourage intercultural mixing and competences in private sector enterprises. Despite that, the city is encouraging the employability for people with a diverse ethnic background through the initiative "Barrios por el Empleo" (neighbourhoods for the employment). The city might consider the possibility of adopting a diversity chart, following the Sabadell's example. Sabadell, in fact, in 2010 signed the "Charter para la diversidad" ("Diversity Charter"), a European initiative that promotes equality and fosters the perception of diversity as an enriching element.

Tenerife should also set multi-cultural services in order to include all religions and cultures. From the questionnaire it would appear that only funeral services and burial areas reflect the various religious believes. Plus, the questionnaire states that in some schools mediators help children and teenagers through the integration process. Tenerife should adapt its services to the needs of the multicultural, multi-ethnic, and multi-faith background of its citizens. Of particular importance: schools' canteens should have different meals to mirror the various needs of the pupils.

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

5. Business and labour market policies through an intercultural lens

Tenerife's rate of achievement in this area is at 0%. Tenerife kept the rate stable at 0% since 2012. The city might wish to investigate why no improvements have been made over the last three years. Which are the impediments and/or obstacles that prevent Tenerife's labour market to foster multiculturality?

The same comments and suggestions we gave in 2012 can be reformulated here on this Report. As it happened in 2012, the respondents provided no information as regards the existence of a business umbrella organisation promoting diversity and non-discrimination in employment or of a binding document against discrimination in the workplace. However, this year, respondents point out the important role two specific organizations have in promoting non-discrimination. These organizations are the "Fundación Proyecto Don Bosco" and "Fundación Ataretaco". The city may want to foster and encourage these organizations' projects.

According to the survey, Tenerife has not adopted an official document that prevents discrimination on labour market. Moreover, the city does not appear to encourage ethnic/cultural minorities business. Equally, the city's municipality is not carrying out projects to promote diversity.

Tenerife's authorities should adopt a charter to prevent discrimination and setting up such an umbrella organisation. In addition, we invite Tenerife to encourage 'business districts/incubators' to facilitate the mixing of inhabitants from different cultures and to prioritise companies with a diversity-based procurement strategy.

Tenerife may find inspiration in other cities' activities and initiatives. For example, the city may wish to foster diversity in the labour market policies, encouraging enterprises to hire employees from a diverse background. Maybe it could be helpful the example of Tilburg, in the Netherlands. In Tilburg they are trying to develop specific "ethnic economies". The DOT (Diversity Undertaking Tilburg) is trying to combine young migrant entrepreneurs with Dutch experienced and skilled entrepreneurs.

Tenerife could be inspired by the city of Oslo. Oslo is carrying out a project that aims to involve migrants in Norwegian business. Oslo has in fact set a Centre for Multicultural Value Creation and it is offering first and second-generation immigrants the possibility to start their businesses providing advisory services, coaching and trainings.

In Bergen, another Intercultural Norwegian city, several policies are encouraging international cooperation by supporting local universities to attract foreign students. International students are then invited to take actively part in the city life.

To conclude, Tenerife 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.

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

Tenerife's cultural and civil life policy goal achievement rate has not changed from 2012 analysis, but it has been stable at 75%; a little bit lower than the City Sample's rate, 78%.

Interculturalism is still not used as a criterion when allocating grants to associations. The City should strongly encourage cultural organisations to deal with diversity and intercultural relations in their products. On the other hand, the city regularly organizes cultural and art event. For example, the Isla Forum celebrates the "Día de Africa" (Africa's Day); the organization "Tenerife Espacio de las Artes" (TEA) organizes also activities linked to theatre and art. Moreover, other activities are carried out: football matches, African expositions, photographic expositions, a cultural festival and a day dedicated to Moroccans kitchen.

It very positive that the Island organises events and activities to get people engaged. It is even more important the variety of activities Tenerife offers. In fact, in order to get engaged a wide range of people, activities must reflect citizens' interests. The ICC programme highly valued Tenerife's variety and suggest pursuing developing events and activities in the following fields: arts, culture, sports, music, cooking, etc. To encourage people from different ethnic groups to mix, the city must adapt initiatives to the target, the more the fields, the better results. Another extremely successful activity, as it has been demonstrated in Sabadell, is dancing. In Sabadell, the event that more successfully engage citizens from different backgrounds is the Carnival together with all the dancing activities.

Finally, Tenerife regularly organises public debates and campaigns around the topics of diversity and living together. For example, the Anti-rumours group "**Tenerife Antirumores**" realizes campaigns to raise awareness to fight stereotypes and prejudices about minorities and foreigners.

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 Tenerife's public space policy of 2015 is of 56%, better than the 2012 rate (44%) but unfortunately it is still lower than the city sample's rate (66%).

Different kinds of structures are fostering cultural mix: museums, parks, squares together with avenues and streets. Apparently, libraries do not appear to have a relevant intercultural impact. The city has fostered intercultural mix in public-open spaces through a series of activities that encourage and enhance popular culture; such as the "Rezo Interreligioso por la Paz, el Respecto y la Convivencia" (Interfaith prayer for Peace, Respect and Coexistence), which takes place in the square in front of Santa Isabel's church.

However, the diversity of the population is not taken into account in the designing and managing of new public buildings and spaces. Hopefully, in the future, more public places will foster cultural mixing.
Tenerife might wish to follow Barcelona's idea of setting inter-group roundtables that involve representatives from urban planning together with committee for public spaces, committee for coexistence and committee for immigration. Barcelona, in fact, takes into account several factors "personalising" activities, adapting them to the realities and special characteristics of the neighbourhoods.

Alternatively, the city could follow Bergen's example in promoting intercultural mixing in public libraries. Bergen, in fact, stimulates the engagement of local communities in planning processes for the development of their neighbourhoods, irrespective of the ethnic origin.

On the bright side, none of Tenerife's areas are considered dangerous or unsafe. Equally, it is extremely positive that no area in the city seems to be dominated by one ethnic group.

Tenerife might wish to consider an interesting initiative that has been implemented by the London borough of Lewisham. In Pepys Park young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

8. Mediation and conflict resolution policies

**ICC-Index - Mediation and conflict resolution - City sample
(inhabitants > 200'000)**
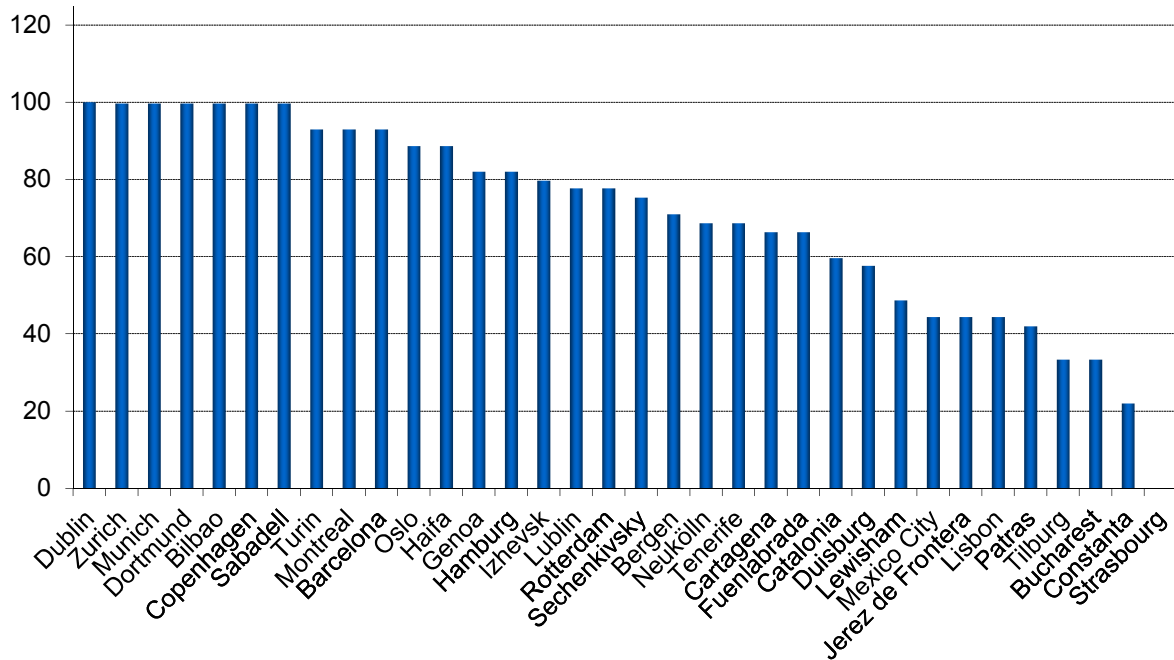
**ICC-Index - Mediation and conflict resolution - City sample
(non-nationals/foreign borns > 15%)**
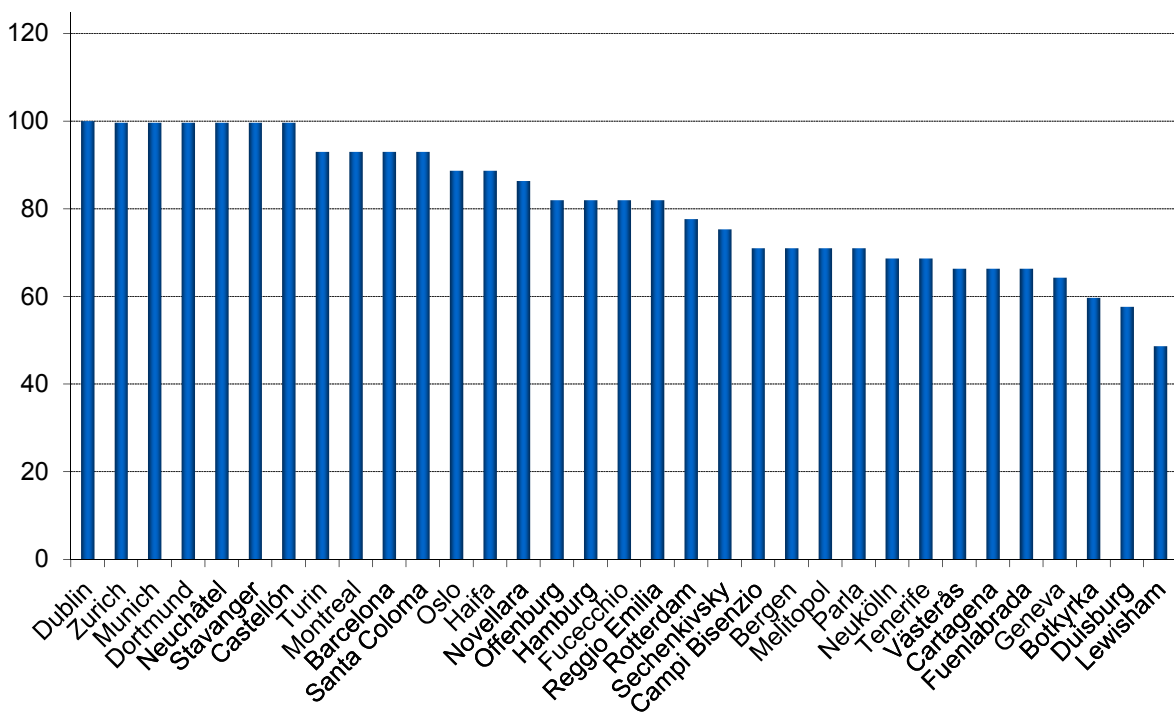
The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

The analysis shows that Tenerife's mediation and conflict resolution policy achievement is considerably improved since 2012; it went from 0% in 2012, to 69% in 2015. With this result, Tenerife goes beyond the city sample's rate of 67%.
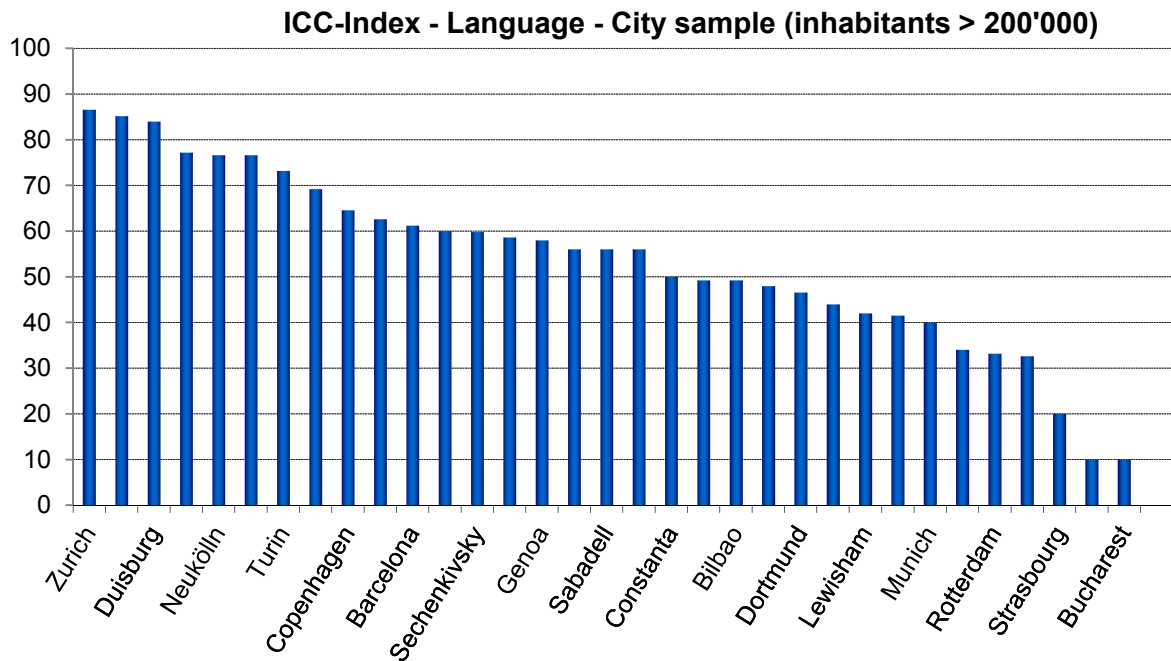
The city offers mediation services especially of religious nature; such as the Interfaith prayer for Peace, Respect and Coexistence. Tenerife could combine this interfaith project offering a mediation service which deals with cultural and religious conflicts, following Bergen's example. Bergen, in fact, has introduced many activities to achieve conflict resolution and mediation. The city set a generalist municipal mediation service in public-open places such as neighbourhoods, streets, etc.

Other than that, the city is very active in fostering migrants' integration through the projects Crisol, which operates in different localities. Moreover, the city offers translation services for minorities.

Of particular importance is the project "**ROMED**", lead by the Council of Europe, to include Roma people into societies.

Although Tenerife is already very active in the prevention of rumours, it might be of interest to follow Botkyra's example of creative solutions to counteract and prevent rumours. In fact, the Swedish city created a multicultural Centre to study rumours and stop them from spreading. Once rumours have been detected, education and activities are promoted to eliminate these prejudices.
There are also organizations that take care of religious relations. For example, the "Oficina de Derecho Civiles" ("Office of Civil Rights") includes religious services that coordinate the increasing diversities of believes, maintaining the respect of freedom of belief. The second religious organization is the "Grupo de Diàlogo interreligioso" ("group of interreligious dialogue").

9. Language[8]

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

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

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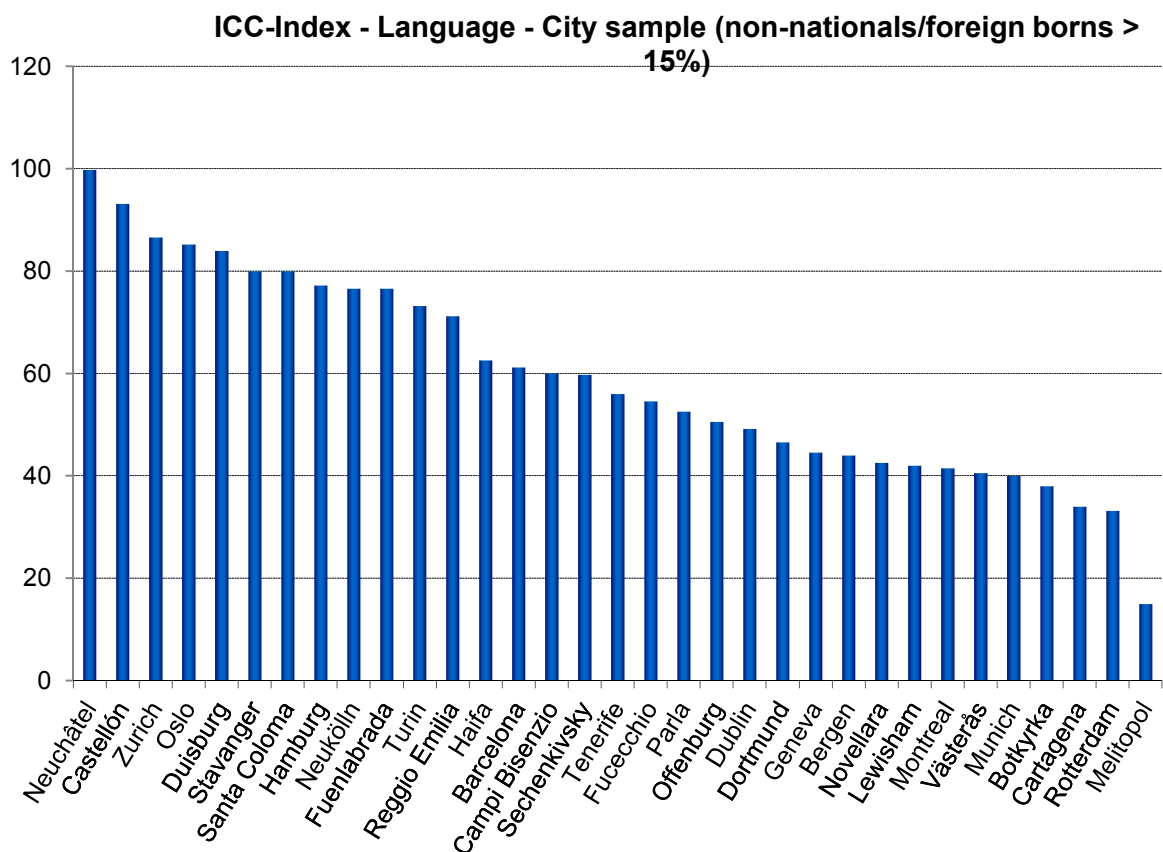
[8] By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

Tenerife's language policy achievement rate is slightly higher (56%) than the city sample's rate (50%).

The city, with the support of public institutions, is providing language classes in the official language (or languages) of vulnerable people, for example unemployed mothers. Tenerife encourages the learning of languages in all the education levels: from primary schools to universities. Furthermore, the city supports projects that aim to give a positive image of the minority language. For example, the **"Salon del Libro Africano"** (African book Salon) aims to discover African culture. Similarly, other cultural activities are led. For example, the **"Festival del Cine Polaco"** offers a unique opportunity to discover Polish culture through movies and documentaries.

Tenerife could consider the introduction of a mother-tongue day, a day to celebrate minority languages. In Sabadell, for example, citizens celebrate the "Dia de la lengua maternal", a special day to celebrate mother-tongues.
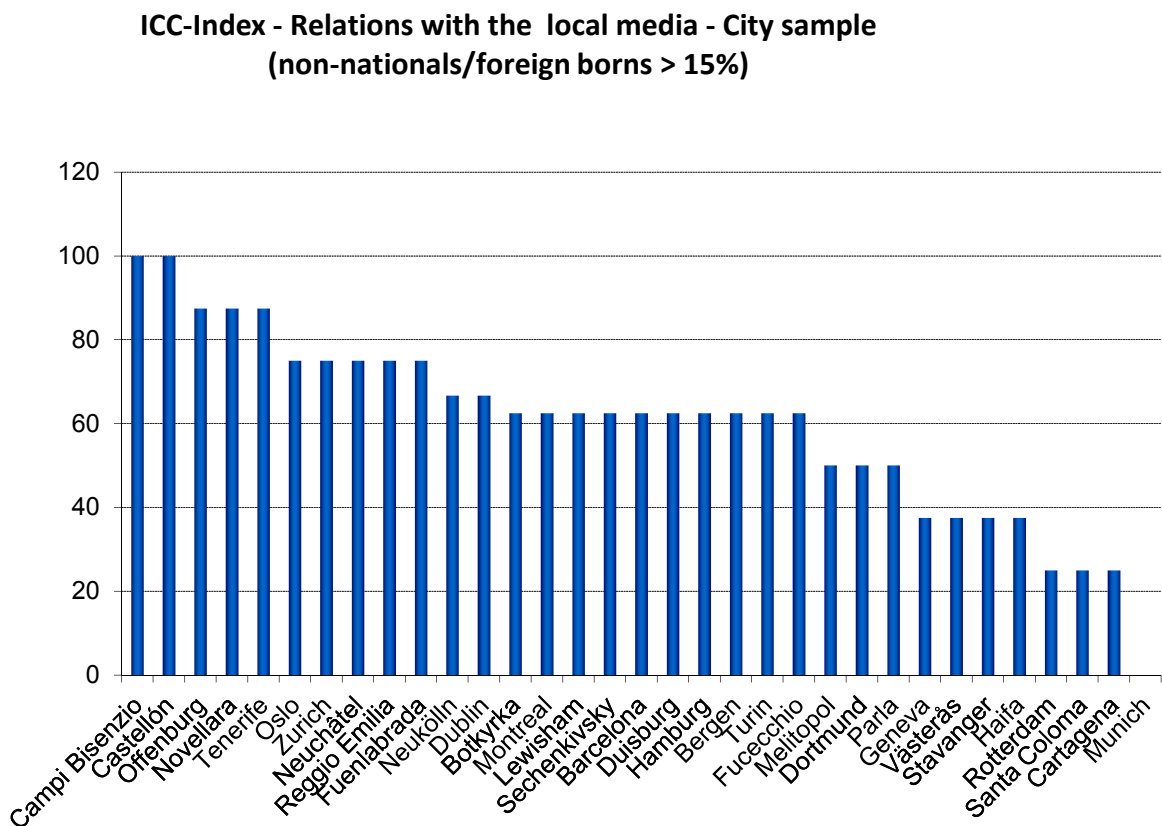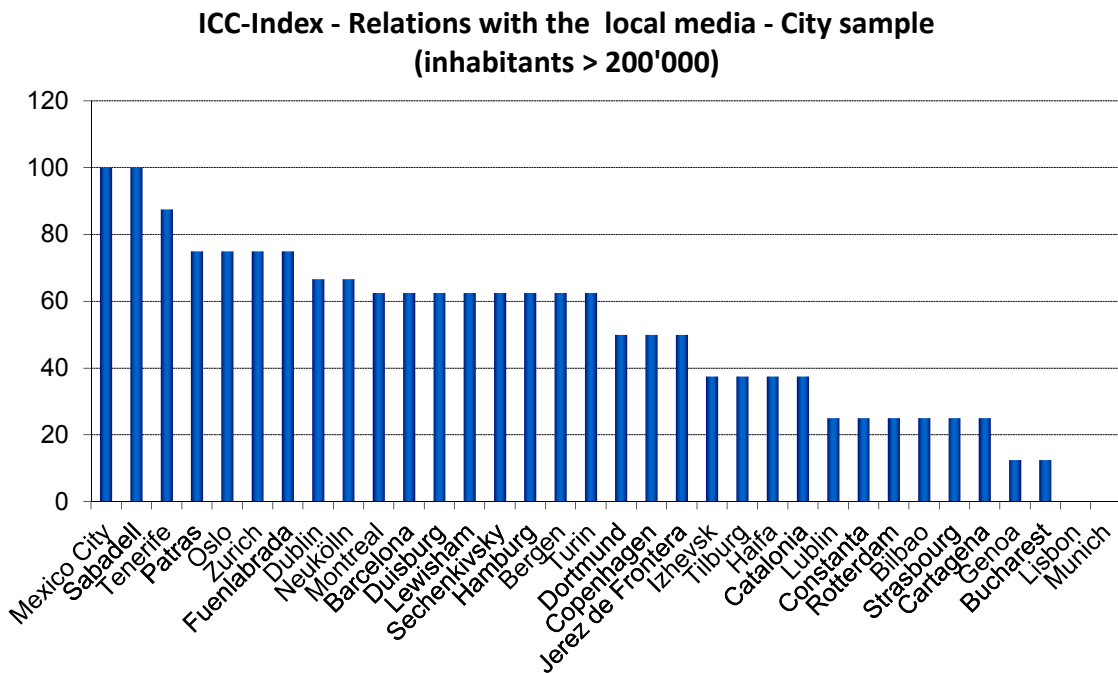
In this field, Tenerife may wish to consider the example of the city of Hamburg, supporting financially minority journals, newspapers and TV programmes. In 2012, the Ministry of Culture of the city of Hamburg supported a 12-month TV programme for minority groups living in Hamburg called "Zwischenräume".

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 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.

Another example of how important languages are comes from Barcelona. In the Catalan Capital, in fact, the linguistic centre offers languages classes to enhance and improve youth access to employment. The centre also facilitates the teaching of the languages of pupils' origin in schools and gives support to programmes of language exchange.

10. Media policies

ICC-Index - Relations with the local media - City sample (inhabitants > 200'000)

ICC-Index - Relations with the local media - City sample (non-nationals/foreign borns > 15%)

The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local

municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

Tenerife's media policy are considerably improved since 2012 (67%) reaching a very good 88%; whereas the city sample's rate is 48%.

As the questionnaire affirms, there are actions that promote a positive image of immigrants and/or minorities. The island is also training specified agents specialized in intercultural communication.

Newspapers are supporting minorities, for example the **"Encuentro Prensa e Interculturalidad"** (Press meeting for interculturality) encourages journalists participation in both national and insular territories.

The city could follow Bergen's example of promoting a positive image of migrants and minorities in the media. The Norwegian city monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities in the city that is distributed to all households in the city.

Another good example has been launched by the city of Barcelona. There, since 2010, the city is carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity, based on working in conjunction with different social actors and organizations. A part of this campaign has been substantial press coverage.

11. International outlook policies

ICC-Index - An open and international outlook - City sample (inhabitants > 200'000)
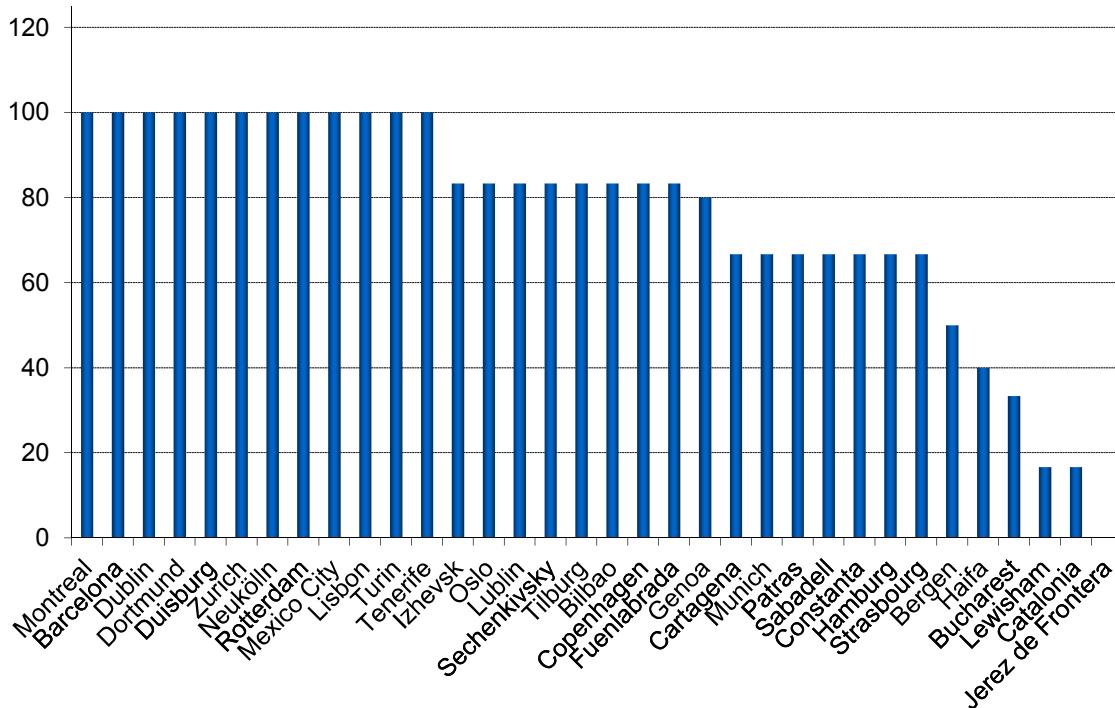
ICC-Index - An open and international outlook - City sample (non-nationals/foreign borns > 15%)
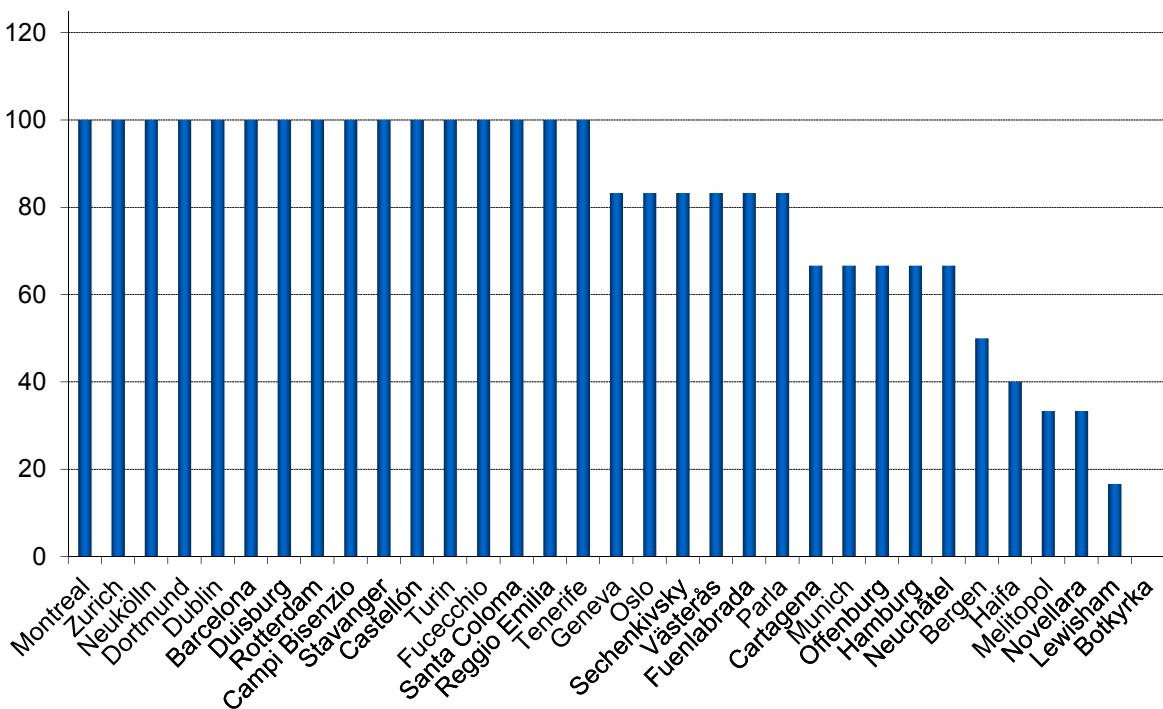
An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

Tenerife's score for the open and international outlook is extremely positive as it corresponds to the maximum, the 100%, considerably higher than the sample city, which is the 71%. This result denounces a clear improvement over the past three years, the city improved from 67% to 100%.

The city has established an agency responsible to supervise and encourage the city to start international businesses. There is a specific economic policy which fosters international cooperation towards an economic sustainability.

The municipality also cooperates with local universities in order to attract foreign students, as well as in ensuring that foreign student populations take an active part in the city life. The majority of foreign students come from Senegal, Canada, France, United Kingdom and Germany. Moreover, Tenerife takes part in the Erasmus programme, an excellent bridge between foreigner students and the Canaries universities.

Tenerife is also encouraging co-development projects with migrant groups' countries of origin, especially with countries in the occidental coast of Africa; such as Morocco, Cape Verde, and Senegal.

Tenerife might wish to take into consideration Bergen's international plan. It includes several policies to encourage intercultural cooperation. The Norwegian municipality allocated a budget and a specific department which has an international agency for internationalization.

12. Intelligence competence policies

**ICC-Index - Intelligence/compentence - City sample
(inhabitants > 200'000)**
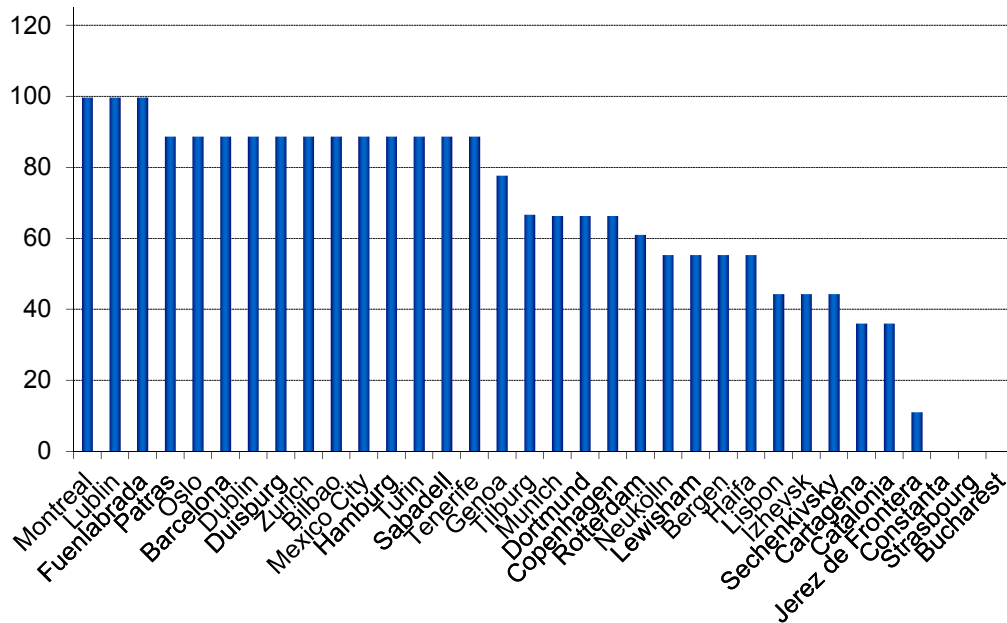
**ICC-Index - Intelligence/compentence - City sample
(non-nationals/foreign borns > 15%)**
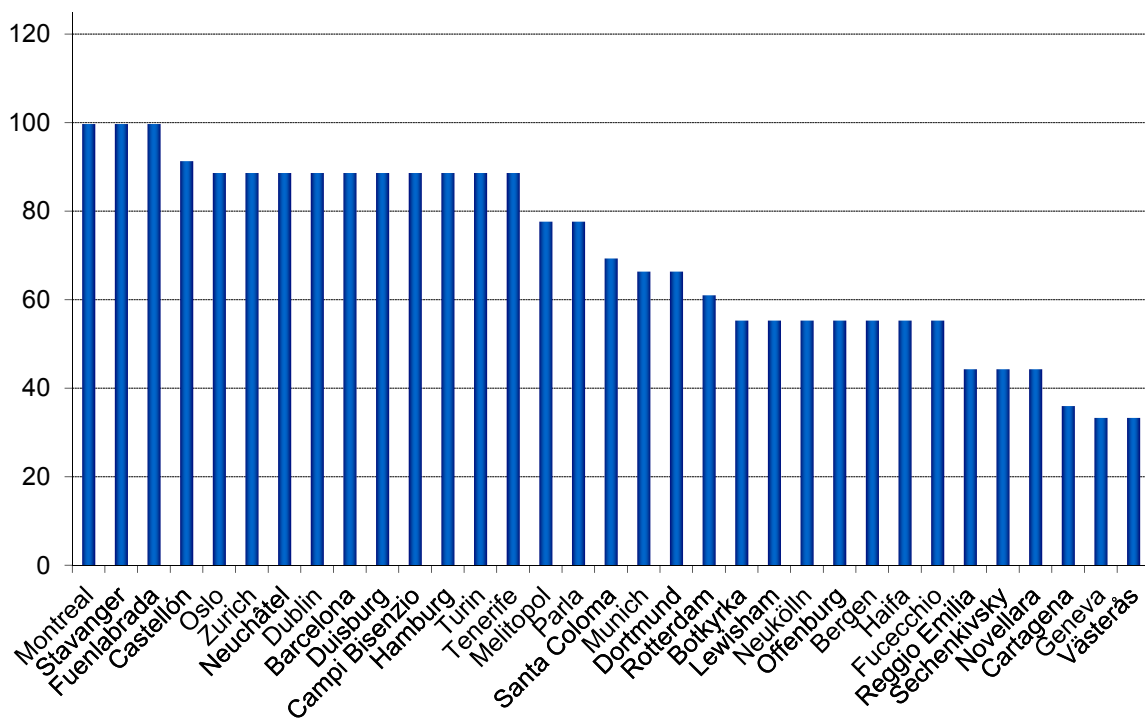
A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her

approach accordingly, rather than seeking to impose one model of behaviour on all situations.

The attainment rate of Tenerife's intelligence competence policy goals is higher than the city sample's: 89% 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 promotes the intercultural competences of its officials and staff through interdisciplinary courses. In addition, the city offers English and French classes. In order to further improve its policy indicators, Tenerife might wish to diversify its training offer. 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.

The City Council is also organizing intercultural events to promote minority groups. For example the awareness campaign led by the Group Anti-rumour.

For instance, Tenerife could follow Constanta (Romania) that has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

The city authorities might wish to further explore possible outlook policies by adopting an explicit policy for the encouragement of international cooperation and introducing a specific financial provision for its implementation.

13. Welcoming policies

ICC-Index - Welcoming new arrivals - City sample (inhabitants > 200'000)
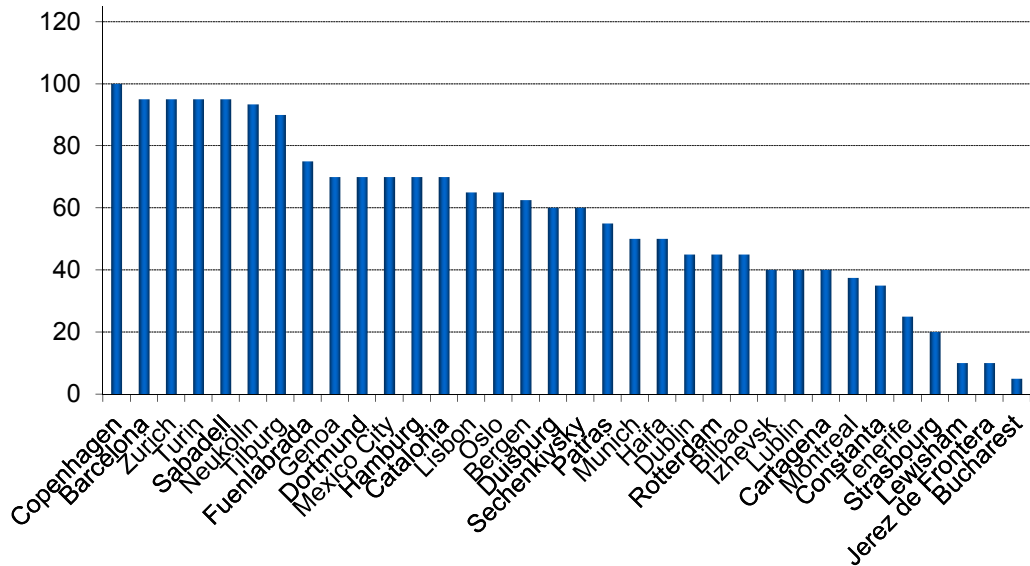
ICC-Index - Welcoming new arrivals - City sample (non-nationals/foreign borns > 15%)
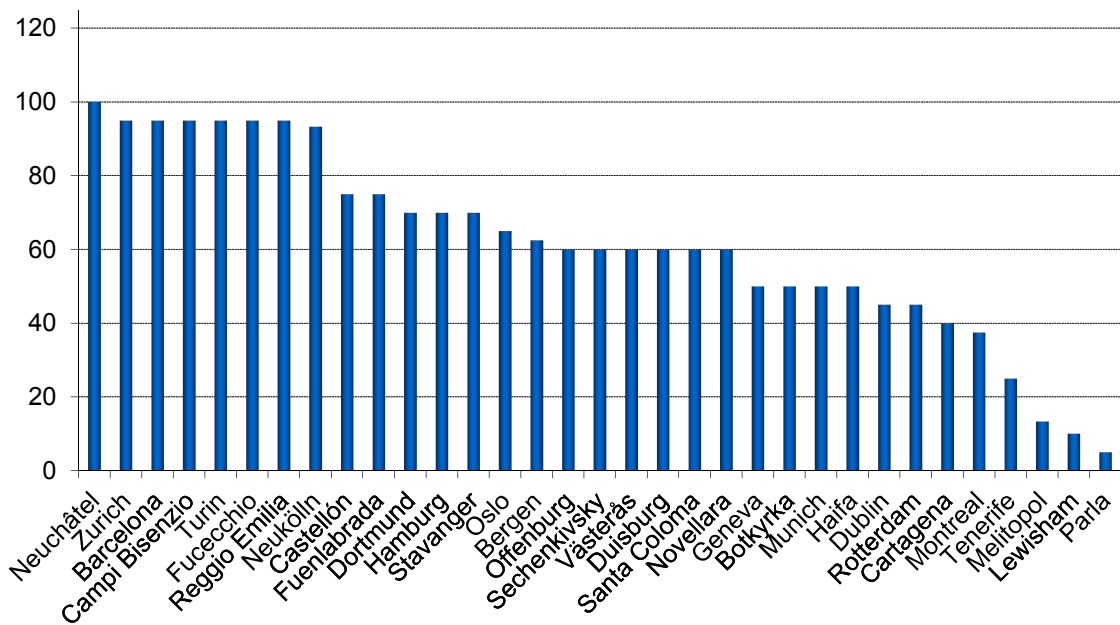
People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered

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

The attainment rate of Tenerife welcoming policy goals is 25%, lower than the city sample's which is 54%. It must be noticed that the city has got worse compared to 2012, where its rate was of 33%. The city must investigate the causes that lead to such a negative result and start working to provide a better welcoming service, starting with the establishment of an office to welcome new comers.

On the bright side, the city has written an insular guide, a comprehensive city-specific package of information for newly-arrived residents.

To build upon Tenerife's welcoming policies, we invite the city to introduce a special public ceremony to greet newly arrived residents in the presence of officials. On this purpose, the city could take example from Sabadell, where the city publically celebrates the arrival of new comers and it offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.

Another example comes from Copenhagen (Denmark); here 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. For example, in September 2011 the participants were welcomed by the Mayor and offered an opportunity to talk to members of various city clubs and associations about the services provided and discuss joining options.

14. Governance of diversity

ICC-Index - Governance - City sample (inhabitants > 200'000)
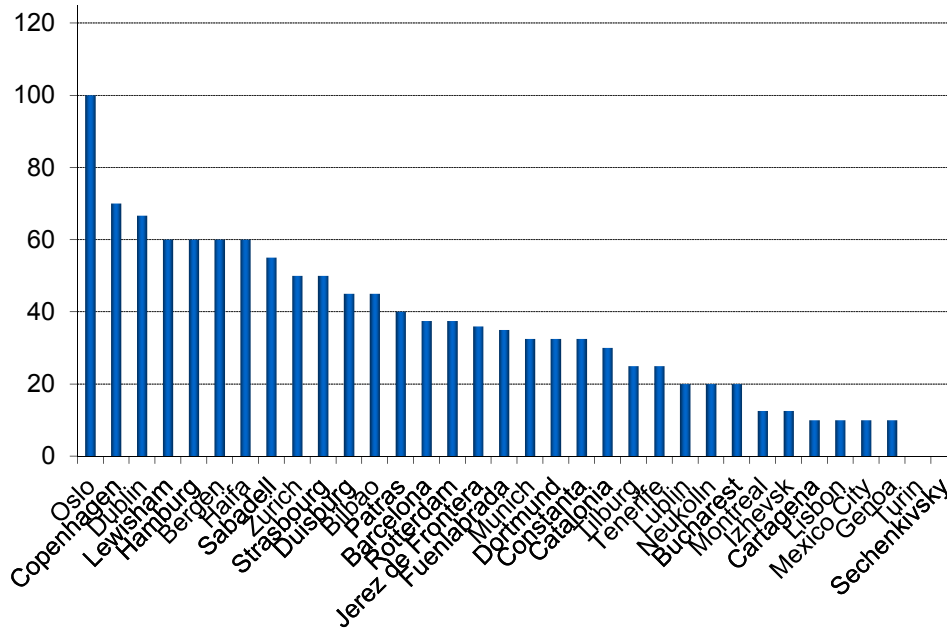
ICC-Index - Governance - City sample (non-nationals/foreign borns > 15%)
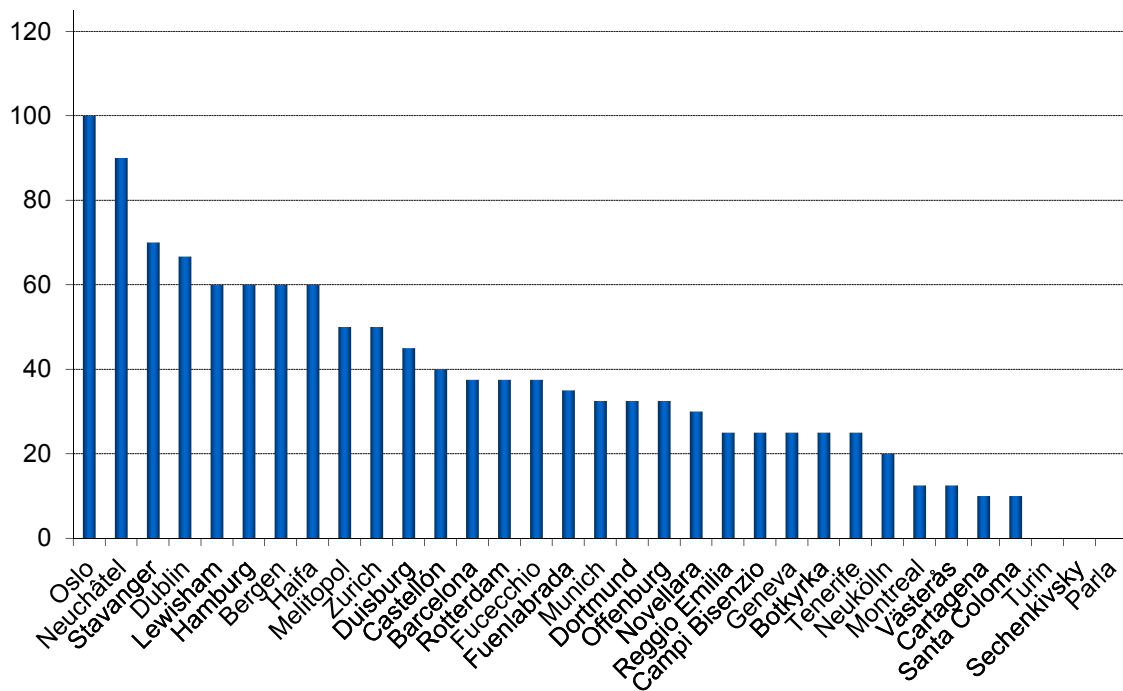
Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.

The attainment rate of Tenerife in the field of governance is of 25%, slightly lower than the city sample's: 35%. Contrarily to what happened with other fields (such as education) where the city went worse over the years, in this field Tenerife improved; its rate in 2012 was of 8%.

The ethnic background of elected politicians does not reflect the composition of the city population. Newcomers are eligible to vote in local election only after having obtained the citizenship.

The city has created an advisory body involving migrants, minorities, as well as relevant public institutions, organizations and experts.

The questionnaire states that such body has not a political setting but it is more socially focused. For example, it aims to ensure citizens' meetings with their representatives.

Tenerife might wish to considerer the experience of Copenhagen in this sense. 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 result of the current ICC Index suggests that Tenerife's International outlook is paying back. Its excellent results are due to its specific economic policy, which fosters international cooperation towards an economic sustainability. It is commendable the cooperation with local universities in the engagement of foreign students in the city life. Another extremely positive initiative is the co-development projects with migrant groups' countries of origin. This international framework is facilitating minority inclusion and social cohesion, as the commitment result shows (89%).

However, the city of Tenerife must strengthen its policies on the following field: education, business and labour market; together with welcoming and governance.

Special attention must be paid to business and labour market, which is the weakest field, with a score of 0%.

In view of the above, we wish to congratulate with Tenerife for the efforts taken. However, we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

16. Recommendations

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

- ➢ **Education:** Tenerife should encourage parents' involvement in schools' activities; with particular regard to families with a minority background. Moreover, the city should ensure and promote the variety of teachers' ethnic group in order to reflect students' background and hence create a cultural balance promoting an intercultural environment. Of particular importance, the city should avoid mono-cultural concentration in specific city areas; for example, the city could develop a twinning project where students from the South meet students from the North and vice versa.

- ➢ **Neighbourhood:** This field's result is lower than the city sample; in order to improve; the city can enhance social mixing and try to engage citizens from different areas and background. We recommend offering a wide range of activities, in order to catch the interest and the attention of as many citizens as possible. For instance, the city could organize cultural meals, intercultural language exchanges, art workshops, theatre laboratories, sport activities, etc. it is extremely important to promote diversity and social inclusion avoiding ethnic segregation. Especially if we consider the geographic division between North and South the city has, schools were a clear example of this phenomenon.

- ➢ **Public services:** The city should enhance intercultural mixing in private enterprises, encouraging the employability of citizens from a minority background. Tenerife may wish to emphasize the importance of diversity offering multi-cultural services to reach and to include all religions and cultures.

- ➢ **Business and Labour Market:** this is the weakest field of the city, with a score of 0%. The city should start putting a serious effort in order to promote diversity and non-discrimination in the labour market. As said in the report, the two main actions Tenerife should take are: setting and establishing a business umbrella organisation; and adopting and signing a formal document and/or a charter against discrimination in the workplace.

- ➢ **Public space:** Tenerife 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. It is positive that social inclusion and cohesion is promoted reinforcing popular culture traditions while strengthening inter-faith believes.

- ➢ **Language:** Tenerife should ameliorate its language policies for example by introducing the learning of minority languages to the regular school curriculum. Another action the city might take is to introduce a mother-

tongue day, a specific day of the year where minority languages are celebrated.

➢ **Governance:** Tenerife 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.

Tenerife 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[9].

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