



Getxo: Results of the Intercultural Cities Index

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A comparison between 75 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 Sebastian (*Spain*)², 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 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 Rubicone (*Italy*)⁴, Valletta (*Malta*), Västerås (*Sweden*) and Zurich (*Switzerland*).

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 Getxo (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 76 questions grouped in 11 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).

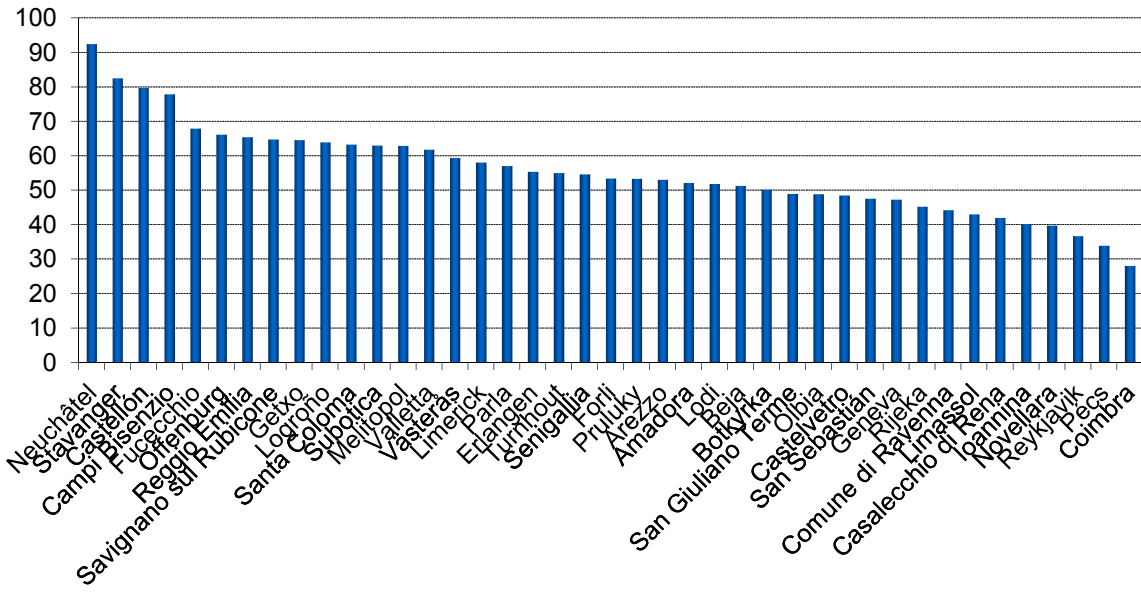
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

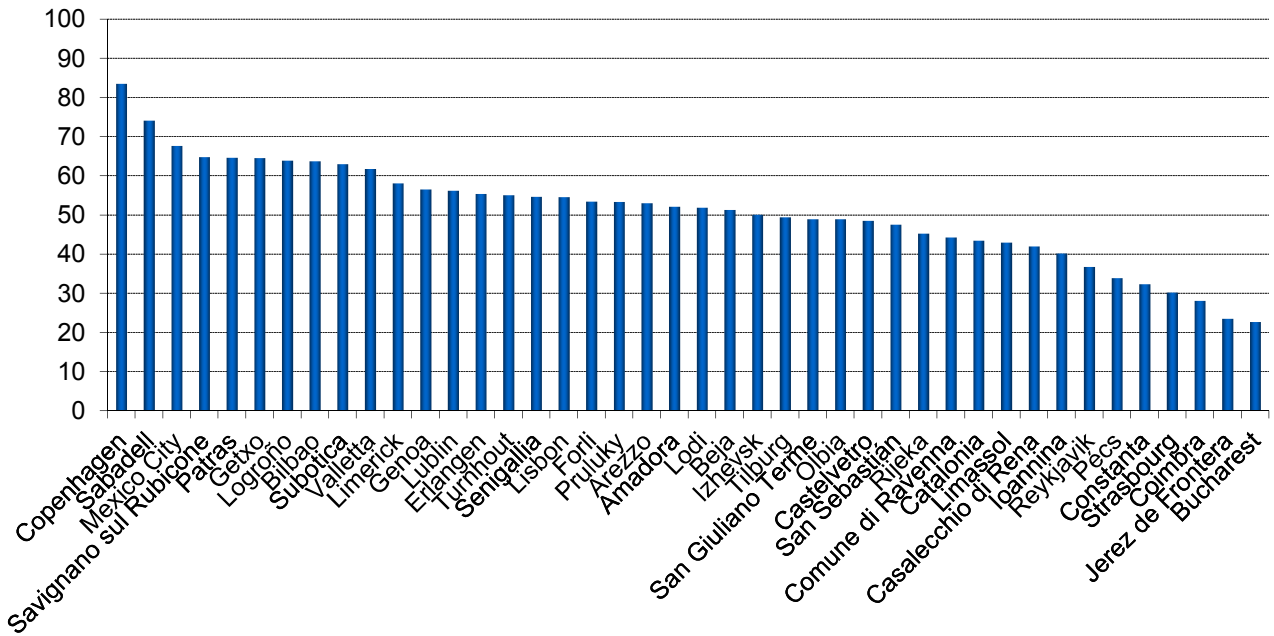
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled 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.

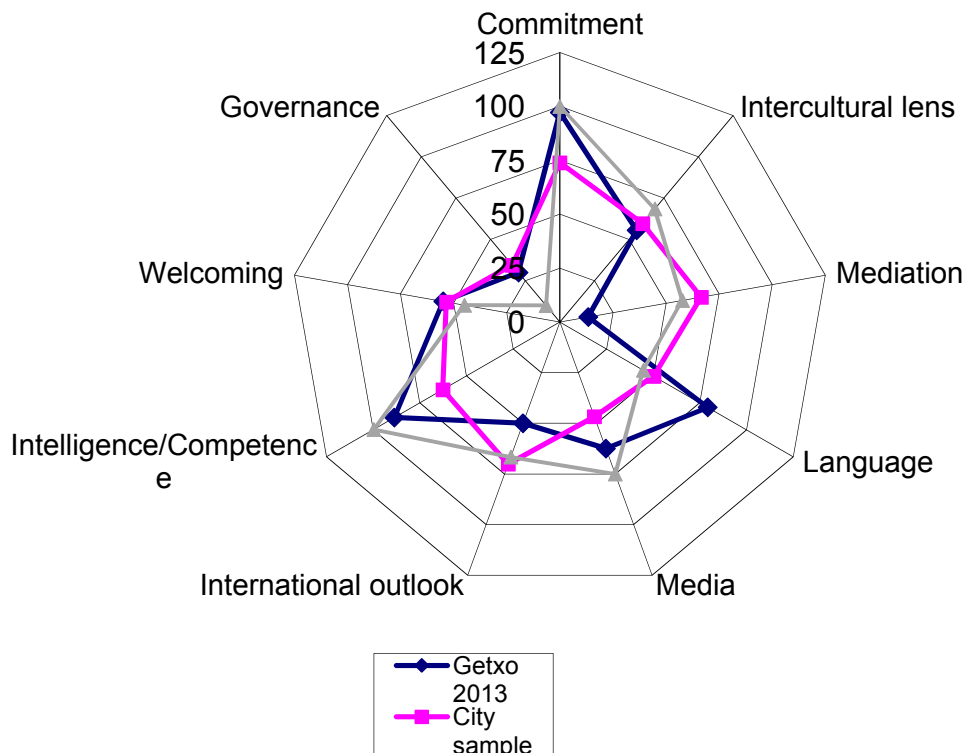
According to the overall index results, Getxo has been positioned **26th** among the 75 cities in the sample, with an aggregate intercultural city index of 65%, after Patras (65%) and before Rotterdam (65%). Getxo has been ranked 9th among cities with less than 200,000 inhabitants and 6th among cities 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%)





Getxo – An overview

Getxo is located in Northern Spain in the Basque Country. It is part of Greater Bilbao as it is only 14 km away from Bilbao. It is the third largest municipality in the province of Biscay.

According to the *Panorámicas del Observatorio Local de la Inmigración*⁵ (2015), the total population of the city of Getxo counts about **80.337** inhabitants. Out of the total, 5.366 citizens (6,6%) have a foreign nationality.

The majority ethnic group is composed of Spanish which compose the 93.30%; whereas foreign-born are the 8.99%. Out of this percentage, the 6% (4,432 people) were born in a Latin America country. Specifically, the majority ethnic groups come from Bolivia (1.242 people), Paraguay (586 people) and Colombia (548 people). For what concerns EU countries, Getxo welcomed citizens from Romania (457 people), France (283). The 3% (2.394 people) are now Spanish citizenship, residents in Getxo, but born in a foreign country.

⁵ http://www.getxo.eus/DocsPublic/inmigracion/OBSERVATORIO/panoramica_inmigracion_getxo14_OK.pdf

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. It is amendable that Getxo municipality is analysing 17 educative centres to achieve this information. In the specific, the municipality is counting how many pupils have a foreign nationality and pupils who have at least one foreign-born parent.

It is extremely positively that Getxo's rate in this area is the **100%**, the maximum. The city has adopted successful activities and strategies that have determined the improvement from the 97% in 2013 to the 100% in 2015. this rate is considerably higher compared to the city sample, which is the 74%.

The city has **formally** and **publically stated** its participation in the Intercultural Cities network. In addition, public personalities make constant and clear reference to the intercultural commitment during public meetings and assemblies. It is commendable that the city has a website to display news on intercultural initiatives and activities. For example, in the website home page it is possible to find an article about the anti-rumour initiative the city is carrying out and an article about the DELI (Diversity in the Economy and Local Integration).

Getxo's municipality has established an **intercultural department**, whose aim is to encourage and enhance integration. Moreover, the city has positively **adopted an intercultural integration strategy**.

The *Plan de Legislatura* (2012-2015) is particularly interesting. In fact, this **legislative plan** lists the intercultural goals the city has set. Furthermore, the plan aims to consolidate a positive intercultural strategy, based on the acknowledgement of diversity and the promotion of interactions between autochthonous and foreigners. The plan encourages political and social participation and carries out actions against discriminations and prejudices. The city of Getxo's **Declaraciones Institucionales** (Institutional Declaration) has been translated in Castilian Spanish, Bask, English. In addition, the intercultural city plan has been translated in French, Romanian, Chinese and Arabic. These translations clearly show a first attempt of integration.

Positively, the city has established an **evaluation process** for the intercultural strategy plan. Moreover, the city of Getxo has a dedicated **department** responsible for the intercultural strategy or intercultural integration. One of this department's main purpose is to organize the municipality in order to be as inclusive as possible. Inclusiveness is achieved through the promotion of cultural diversity, welcoming programs for newcomers and campaigns to raise awareness on intercultural topics.

It is commendable that the city organizes a special **ceremony** to honour those local citizens who have done exceptional things to encourage interculturalism in the local community. This ceremony is crucial as it encourages and emphasizes the importance of social inclusion. For example, Getxo in 2015 organized the award "*Cultura y Valores*" (culture and values) to celebrate the promotion of shared values. In another Spanish intercultural city, Parla, there is a specific programme to enhance intercultural coexistence. The "*Programa comunitario de promocion de la convivencia intercultural de la estrategia Parla ciudad intercultural*" organises courses to make short-movies aiming to raise awareness on cultural differences. Every year the most creative and innovative work wins a prize.

To consolidate the field of commitment, the city might wish to follow the example of Novellara. The Italian city also promotes intercultural activities through documents translated in several languages. The set of documents include a **Municipality Chart** to spread information about integration and moral values, as a guideline to the Italian culture. Novellara tries to enhance a feeling of inclusion among its citizens sending letters and leaflets, for example newcomers usually receive a **welcome letter**. Leaflets with practical instructions are offered, for example about public libraries, public bicycles.

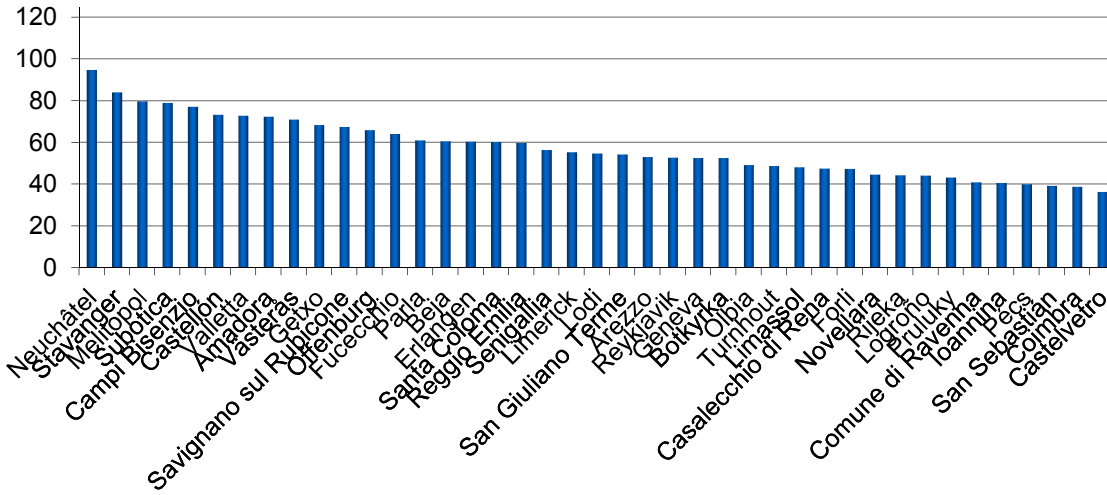
The city of Getxo could improve its intercultural activities encouraging **inter-religious communication** and, perhaps, organizing religious activities to get different faiths closer.

Getxo 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.

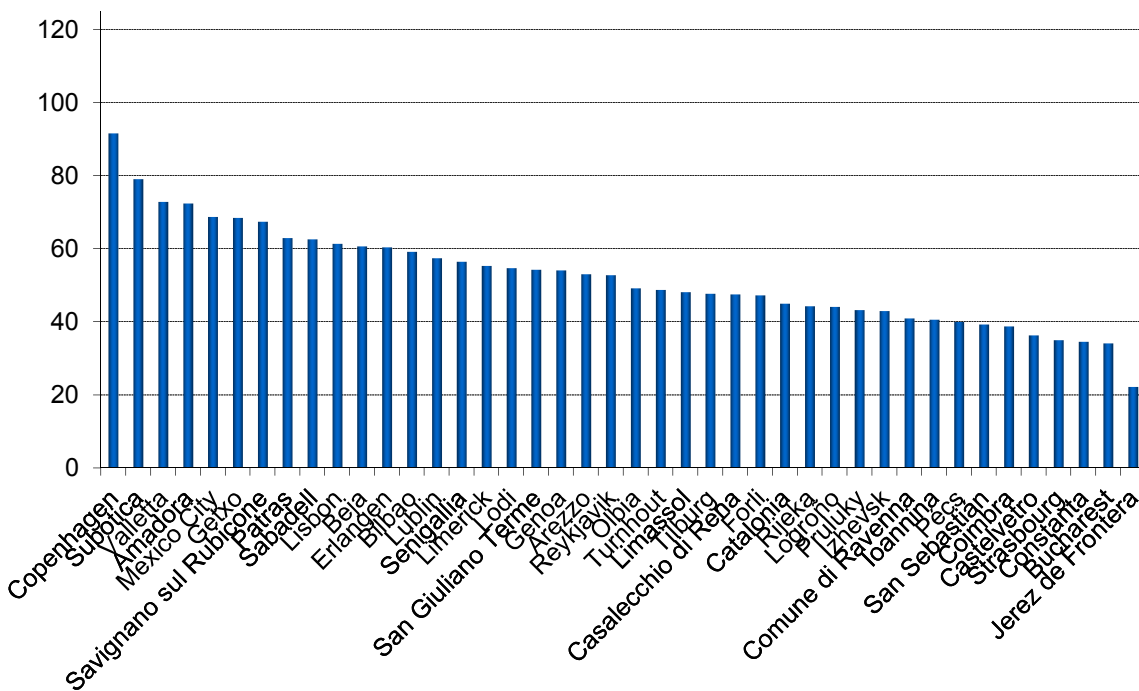
In addition to the Diversity Charter, the city of Getxo might wish to consider Tenerife's initiative "*Mesas Insulares para la convivencia Intercultural*". This initiative enhances coexistence through shared meals since 2009.

2. Education⁶ policies through an intercultural lens

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



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



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).

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 Getxo's education policy achievement rate for 2015 is the 60%, higher than the its rate in 2013 (55%) but lower compared to the city sample's rate of 66%.

Positively, not all the students from primary schools belong to the same ethnic background. The questionnaire states that there are 7.941 students, 487 have a foreign nationality. The main difference between students is that Spanish/Basque students are more likely to attend private schools, compared to their non-natives mates. To avoid "**segregation**" and to enhance social cohesion, the city could consider developing a twinning project where students from different schools meet each other.

Unfortunately, according to the report, **professors' ethnic background** rarely mirrors pupils'. Getxo 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.

On the bright side, schools are putting an effort in order to increase **parents' participation** in the education system. However, the city should strengthen these activities because only few schools are doing that. The *Colegio Público Zubileta* has successfully involved Bolivian parents; for example, the school organizes activities to give parents an opportunity to meet and to collaborate in order to be active part of the school decisions. The city of Getxo could follow Novellara's project "**Punto d'ascolto**" (listening point) where foreign parents can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

Even though Getxo is carrying out several projects to **increase interculturality** in schools, the municipality could consider launching other projects in order to enhance integration in schools. For example, to improve parents' involvement, the city could adopt policies to **increase and encourage ethnic and cultural mix**, discouraging the creation of segregation, i.e. ghettos. Getxo 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.

The city of Getxo could follow the city of Novellara offering a wide range of activities and projects to enhance inclusion and social cohesion. Some of the activities include:

- **Open day:** a day when parents can meet and talk to teachers.

- **Study groups** to help students in the learning process
- **Italian language classes**
- **Cultural activities**, such as theatre and drama classes, art workshops, climate and environment laboratory, language courses etc.
- **Sportive activities**, games and competitions
- **Cooking workshops** "dolce e picante fra culture" (sweet and spicy between cultures)

3. Neighbourhood policies through an intercultural lens⁷

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.

Getxo's neighbourhood policy indicators in 2015 are 75%, considerably higher than the 2013 score of 45% and higher even than the cities average of 63%.

Positively, there are no areas in which a minority ethnic group constitute the majority of residents, hence all Getxo's districts have more than the 80% of natives.

Positively, the city promotes activities to **mix citizens** from different areas. For example:

1. The "*Diálogos Interculturales para el Empoderamiento de las mujeres en el marco de la Escuela de Empoderamiento para Mujeres de Getxo*" (Intercultural Dialogue for the Empowerment of women in the framework of Women's Schools) is a program created in 2009 to encourage **native women to meet immigrant women**. It is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories.

2. **SENDI** is a joint project coordinated from the city of Getxo and the Association for Basque Egizu. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "**Parkean Olgetan**" and it has the support of various schools and associations. It is free and no require any inscription.

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 association EGIZU organizes other activities through the year:

- **Workshops** for the whole family: Basque traditional dances and songs, sportive activities, games and ludic activities, art and crafts etc.
- **Excursions** of the Basque countryside, such as the forest of Oma in Kortezubi, Urdaibai, Elorrio and the necropolis of Argiñet. A guide will give historical and cultural information.
- **San Juan munduan** is the celebration of the Summer Solstice. Summer is welcomed with chocolate desserts coming from various countries.
- Walking tour of **Getxo city center** with historic explanation of the most emblematic places of the town.
- The 25th of July takes place a **multicultural paella**.
- **Cooking Workshop** to learn how to cook international and traditional Basque dishes. Participants are divided into small groups, teachers will explain the gastronomic history of the dishes, students will cook them and finally they will taste their creations.
- Workshop to teach **Basque games and songs**. This workshop is addressed to families with children from 1 to 6 years old. Organizers will elect the song and the game, they will teach them to the families and then they will play together. This workshop helps creating links and connections between families highlighting the importance of multilingualism.

The city of Getxo could take inspiration from the city of Parla, where the "Equipo de Mediación Vecinal" (team of local mediation) is responsible for the organization of events and meetings. Moreover, the "Equipo" offers a safe and welcoming place where all the citizens can talk and share their problems and/or concerns while getting to know each other creating connections. In addition, the team enhances the link between new/developing areas (such as Barrio de Parla Este) with more "aged" districts. Moreover, Parla has a specific policy to **enhance cultural diversity** among its inhabitants in areas and neighbourhoods. For example, The Departments of Urbanism and Housing have a policy to increase resident's diversity in neighborhoods, and hence avoiding ethnic concentration. In fact, through the revitalization of downtown areas, urban projects developed to manage multiculturalism, avoiding the ageing of population in certain neighborhoods, as it happened in some parts of the old city center.

Alternatively, Getxo could also take inspiration by Sabadell. In fact, Sabadell's neighbourhood of Can Puiggener promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the **social meal**: "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").

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 Getxo's public service in 2015 corresponds to the 25%, considerably lower than the city sample (43%) and lower than the results in 2013, which was the 45%. Getxo may wish to investigate which factors might have contributed to the lowering of this indicator.

The **ethnic background of public employees**, at all the hierarchical levels, does not reflect the composition of the city's population. In addition, the city of Getxo does not foresee a **recruitment strategy** to ensure and/or facilitate non-national employment. Non-natives can have a contract as staff members in the public administration, but only in some department.

Although the city does not take any action to **encourage intercultural mixing** in the private labour market, in 2014 some Getxo's companies were trained to improve their intercultural skills. The intercultural training, together with others, helped the enterprises to place themselves in a better position in the market.

It is positive that Getxo is considering offering public services to suit the diverse ethnic/cultural background of all citizens. For example, **schools' canteens** have different meals to mirror the alimentary needs of the pupils. Moreover, the city has established the "*Fundación Pluralismo Religioso*", an association that monitors the religious pluralism. This foundation, has also edited a guide to inform citizens how to manage religious diversity. Nonetheless, it would appear that the municipality has not revised norms and laws for a better religious pluralism. This might be due to the fact that the large majority of Getxo's citizens is Christian, mostly Catholic but also Evangelist; Islamic religion is professed by no more than 300 individuals. However, even if the Muslim community is relatively small, some burials and funeral rites took place in Getxo. An Iman from Bilbao supervised the burials, coffins were in wooden, in a total absence of religious symbols, and the mandatory orientation of the body has been respected.

This shows that even if the Muslim community is small, the city should offer multi-faith **cemetery, funeral** services and burial areas to adjust to the multi-religious community.

Similarly, the city does not offer **sports facilities** (such as time schedules) for women with specific needs because there isn't a high percentage of women with these requirements. For this reason, in Getxo, sports would not help in order to promote social inclusion and enhance social participation. Of course, the situation might change. We therefore recommend the city to monitor citizens' needs, maybe through questionnaires or surveys to test customers' satisfaction.

5. Business and labour market policies through an intercultural lens

Getxo's rate of achievement in this area is at 60%, a positive result if compared to what the city scored in the same field two years earlier (0%). Getxo's rate is even higher than the city sample (41%).

As it would appear from the questionnaire, in Getxo there isn't a **business umbrella organisation**; the city should consider establishing one in order to promote diversity and non-discrimination in the employment. However, it is positive that the city has adopted an official **document against discrimination** in the workplace. This document is part of the *Plan de Legislatura de Getxo* (legislative plan of Getxo).

On the bright side, Getxo takes action to encourage businesses from **minority ethnic/cultural economies**. Getxo, in fact, took part in the DELI project (Diversity in the Economy and Local Integration), led by the Council of Europe. This project aims to

- Support the development of a **platform for local collaboration** in order to support migrant's entrepreneurs.
- Facilitate the access to public and private tenders for immigrants owning a company or business.
- Develop **quality management standards** and other tools for local governments to assist them in the implementation of economic policies, in coherence with the principles of equality, integration and diversity management.

Moreover, DELI aims to achieve the following results:

- Get to know the situation of immigrants' **entrepreneurship** in the municipality.
- Adapt policies and structures to the needs of **immigrants' economic integration**.
- Increase **dialogue and participation** of all stakeholders, as well as societies in general, in the plan of strategies and economic policies.
- More effective public administration to respond to the specific needs of entrepreneurial immigrants.

DELI promotes opportunities, enhances immigrants' participation in the local economy, and raises awareness of the important economic and social contribution of foreign-born entrepreneurs in the municipality.

To increment the **employability**, Getxo could take inspiration by Parla's Agencia Municipal de Empleo (*Municipal Employment Agency*). This agency offers six-months paid training contracts. These contracts are apt for both natives and foreign-born workers and they offer courses such as carpenter, locksmith, painter, gardener, plumber etc.

The city has set a "**business districts/incubators**" in which different cultures could more easily mix. The DELI project, in fact, certainly will have a benefit impact; for example, for what concerns tourism and culture. To improve this field, Getxo could look up at Hamburg. In fact, in Hamburg 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.

Unfortunately, the city council does not **give any priority to companies with a diversity strategy**.

On this purpose, Getxo could take inspiration from Parla. This Spanish city, for example, encourages the integration of **Chinese businesses** into the local market through training and counselling. Positively, the city on April 29th, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages – sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

Getxo may well 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.

Alternatively, Getxo 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.

In order to ameliorate public services, the city should develop 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.

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

Getxo's cultural and civil life policy goal achievement rate is the 100%; this result has been stable since 2013. This result is higher than the city sample's rate of 77%.

Positively, interculturalism is used as a criterion when allocating **grants to associations**.

The city of Getxo has a set of social services, or call, (*Convocatoria*) that cover five fields: Social Services, Youth, Equality, Cooperation and Culture.

1. **Aid for Social Services:** it promotes multiculturalism and interculturalism **welcoming migrants**. It applies the principles of coordination and cooperation in the promotion of social cohesion.

- The **welcoming process** include:

Reception

Immigrants are informed about the environment and the culture of the host-society; Immigrants receive support and assistance: administrative and legal guidance; support for social and professional integration, Language (both Basque and Castilian) and IT courses; Additional care is destined to youth and second-generation migrants.

- Specific actions to **promote interculturalism**

Social campaign to raise awareness of cultural diversity through cultural events, festivals etc. This campaign points out the importance of shared values preventing racism and/or xenophobia while combating stereotypes and prejudices i.e. anti-rumour strategy. Promotion of areas where natives and foreigners can interact, with special attention to young people.

2. Youth Service

These services offer activities to promote the participation of young people, especially foreign-born; this strategy bonds natives with young people of foreign origin.

3. Equality Service

These activities aim to prevent deviant behaviours, promoting gender equality and discouraging stereotypes; equally important, women are encouraged to take active part in the political and social life.

4. Cooperation Service

This service aims to raise awareness on development issues through educational tools, such as conferences, seminars, exhibitions, workshops etc. The themes are related to development cooperation, such as racism, xenophobia and defence of human rights. The municipality follows some criteria to allow grants, some criteria are: the innovation of the project, the foreseeable impact, the participation of NGOs etc.

5. Cultural Services

This service establishes criteria to enhance interculturalism.

The city of Getxo regularly organizes **art/cultural events** where inhabitants from different neighbourhoods can meet and get to know each other. For example, during the *Street Culture Day*, Getxo promotes social cohesion and encourages immigrants' integration through **sportive activities**. Another example is the *International Folk Festival*; here, **music** promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

The program **Getxo Aktibatu** offers socio-cultural activities that aim to revitalize local businesses trying to encourage the participation of businesses run by foreigners.

The city of Getxo could look up to Bergen's Kaleidoscope (Fargespill), that is an art project where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

Positively, the city regularly organises **public debates** or campaigns on the subject of diversity and it has also established an anti-rumour campaign.

The city of Getxo could increment the field of cultural and civil life policies by introducing special days or **holidays** to celebrate interculturality. For instance, in Lisbon a festival is held to celebrate the richness of diversity: fighting down idea of ghettos and bringing people from diverse cultural backgrounds and age groups closer to each other. The programme of the Festival points to the interculturality present in Lisbon and the inter-religious dialogue is sub-theme associated to that idea. Another example comes from Parla. There, it is celebrated the international day for the elimination of racial discrimination; whereas in Tenerife the Carnival plays a fundamental role in bringing people together.

7. Public space policies through an intercultural lens

Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.

The rate of achievement of Getxo's public space policy in 2015 is of 90%, slightly higher than the result scored in 2013, i.e. the 86%. However, this score is commendable when compared to the city sample's rate (65%).

The public spaces involved in the process of interculturality appear to be: public libraries, parks and squares. For example, Getxo organizes an **intercultural march** on the mountain Urkiola. This trekking excursion would help people from different backgrounds to get to know each other.

The city often, but **not** always, takes action to take into account **ethnic/cultural backgrounds** of citizens in the design and management of new public buildings or spaces. For instance, the city took into account interculturality when designing the youth centre "Gazteleku". Perhaps, the city might wish to always take interculturalism into account when building or renewing a building. In fact, city authorities seldom take into account diversity when deciding to reconstruct an area. We would suggest Getxo to adopt a general plan for urbanism that could carry out a specific study about citizens' demographic details, especially in the renewal process.

On the bright side, none of Getxo's areas are considered **dangerous** or unsafe. Furthermore, from the survey it appears that none of Getxo's areas are **dominated by one ethnic group**.

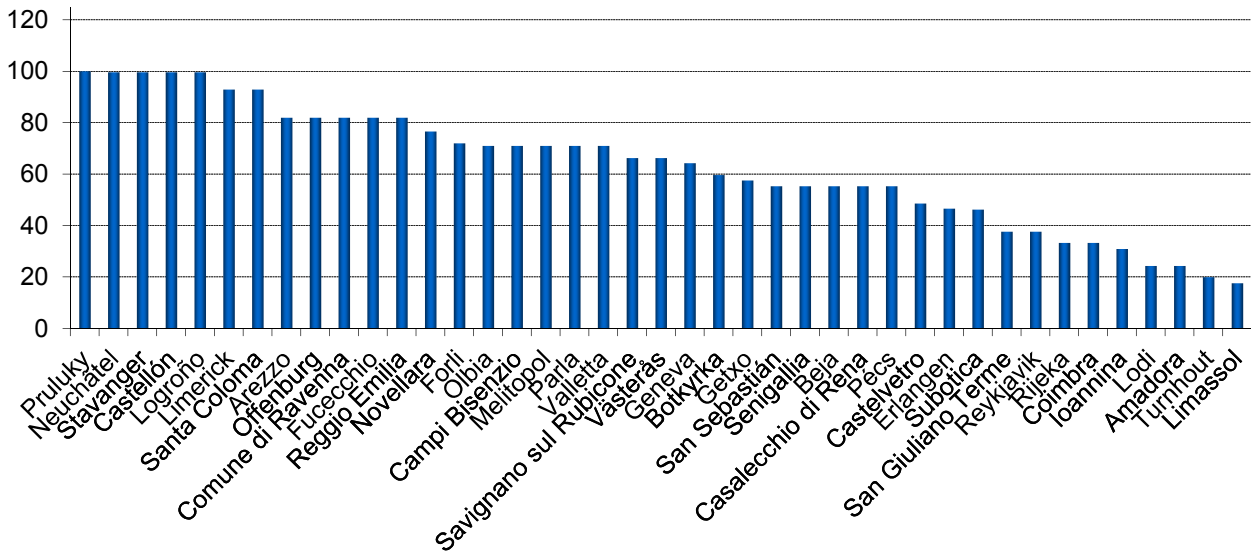
Another interesting practice the city of Getxo has adopted is the establishment of a **Summer Camp** for children: a pure chance for Getxo's children to meet their foreign-born peers. This project promotes the values of interculturality, diversity is here perceived as an enriching element.

To increase interculturality and social mix in public spaces, Getxo could follow Reggio Emilia's project. Reggio Emilia, for example, offers to its inhabitants an open space mini-theatre in the Pauline Park – an innovative park area designed to encourage intercultural contacts through educational trails and games for adults and children and intercultural encounters. Whereas in Spain, Barcelona is incorporating into public spaces elements that contribute to generating spontaneous interaction between users: play areas in children's' parks, specific offers for young people, bicycle or walking paths.

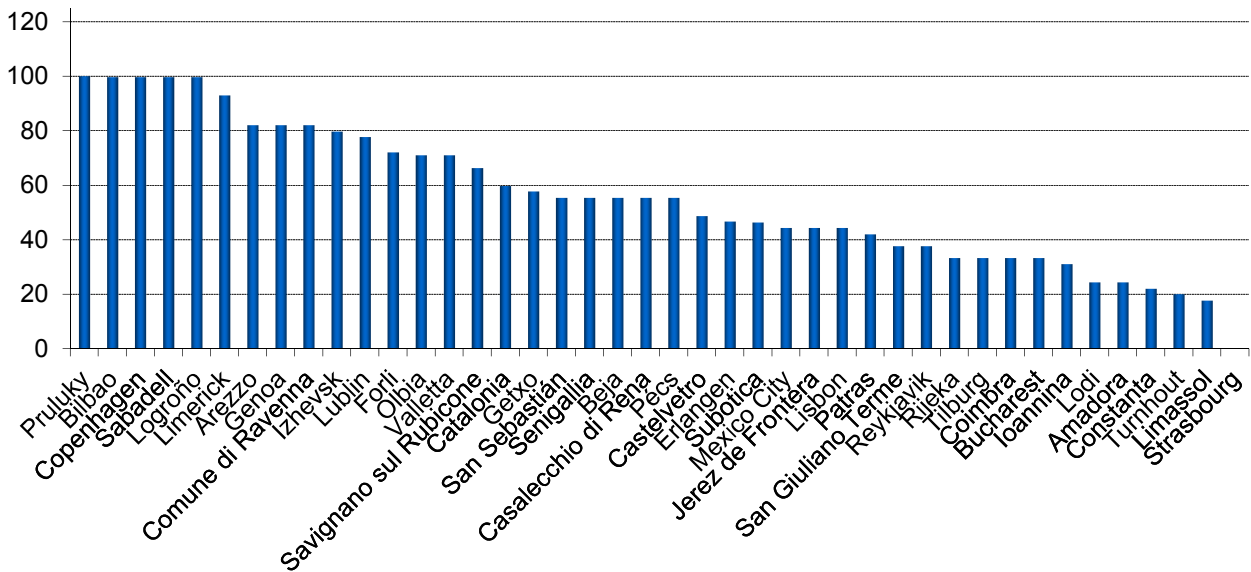
Getxo might also wish to consider an interesting initiative that has been implemented by the London borough of Lewisham. In Pepys Park, young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public 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 Getxo's mediation and conflict resolution policy achievement is 58%; slightly lower than the city sample's rate of 67% but absolutely better compared to the 2013's result: 13%.

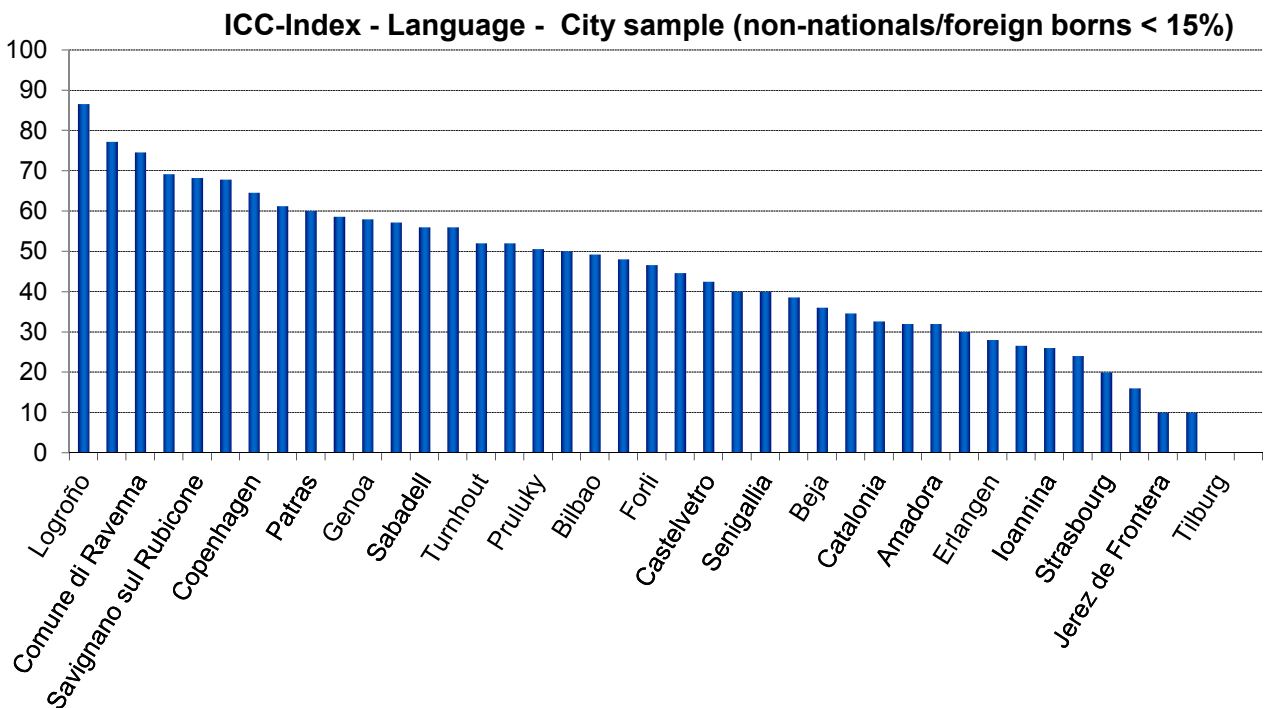
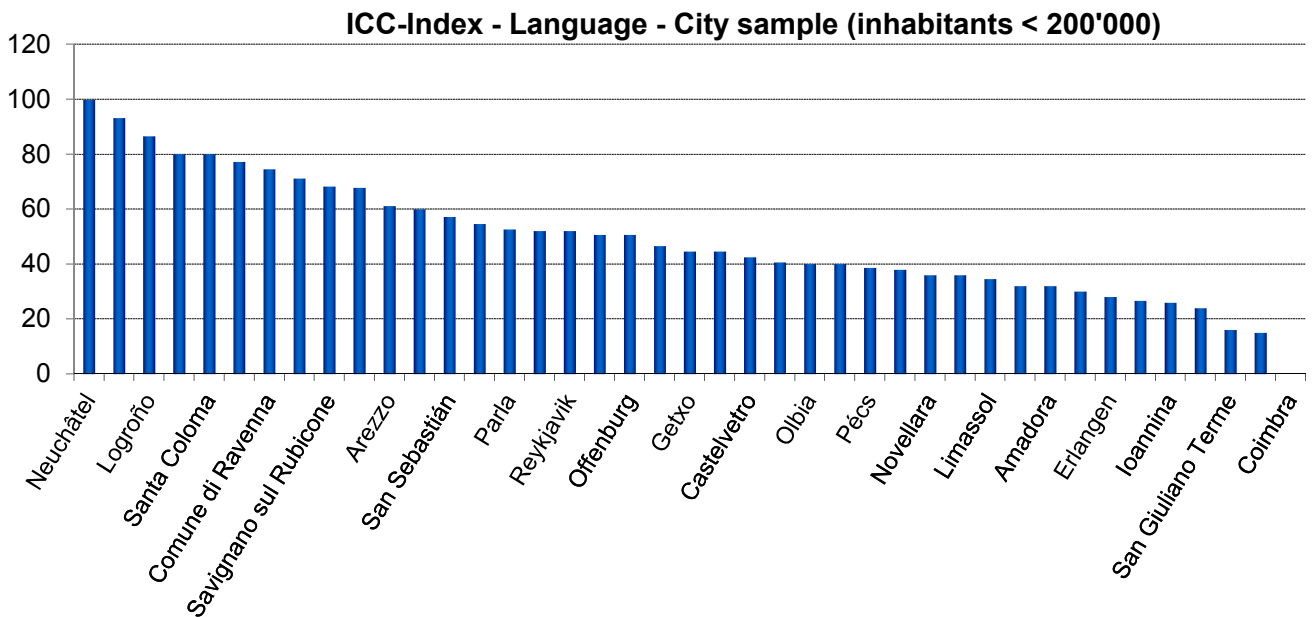
The city has an autonomous mediation service named "Biltzen" that aims to promote integration and coexistence among Getxo's citizens.

Positively, the city has an organization that deals with **inter-religious relations**.

Getxo offers **mediation** for what concerns sportive activities; for example, there was the need of mediation with the Bolivian community because of the intense use of the establishments. Perhaps, the city might wish to consider offering mediation services in other public places, such as hospitals, local administration offices, in the neighbourhoods etc. The city could look up at the Community of Madrid, which has a mediation team that works with neighbourhood communities facilitating and fostering peaceful coexistence between people of different ethnic backgrounds. At the same time, the team prevents unsafe or dangerous situations.

Getxo might wish to consider following Reggio Emilia's example to **mediate and to prevent/solve conflicts**. The intercultural centre "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, the Mondinsieme has great expertise in training mediation workers and supplies staff for schools and hospitals. Reggio Emilia has established an Intercultural centre with trained mediators with a variety of ethnic and language backgrounds who intervene whenever they feel a problem might arise – for instance if kids in some schools tend to cluster too much on ethnic basis.

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://highereducation.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

Getxo's language policy achievement rate is lower than the city sample's rate (50%); Getxo, has in fact scored 45%. It is worth noticing that in 2013 the city scored a better result, which corresponded to the 79%. the city might wish to investigate the causes of such a decrement.

The city organizes language classes to teach **minority languages**; combined to this, **language** is taught to parents' and children whose mother tongue is not Spanish. The city has successfully established an **educational centre** to teach Spanish to adults. Interestingly, there are also courses to teach Euskera, the Basque language. These initiatives are extremely interestingly and undoubtedly useful insomuch language difference represents the major obstacle in the integration process. Moreover, Getxo also offers language classes for the following languages: Arabic, Chinese ad Romanian.

The city encourages minority local radio podcast, for instance the channel "*Candela Radio*", a radio project led by the Latin American community. Maybe the city might wish to give more details about this project in the following questionnaire.

Occasionally, the city tries to give a **positive image of migrant and/or minority language**. In fact, the city has translated the "*Guía de Recursos*" (resources guide) in 7 languages. However, generally, the municipality does not offer movies or shows in a foreign language; except for a few theatre representations in Arabic.

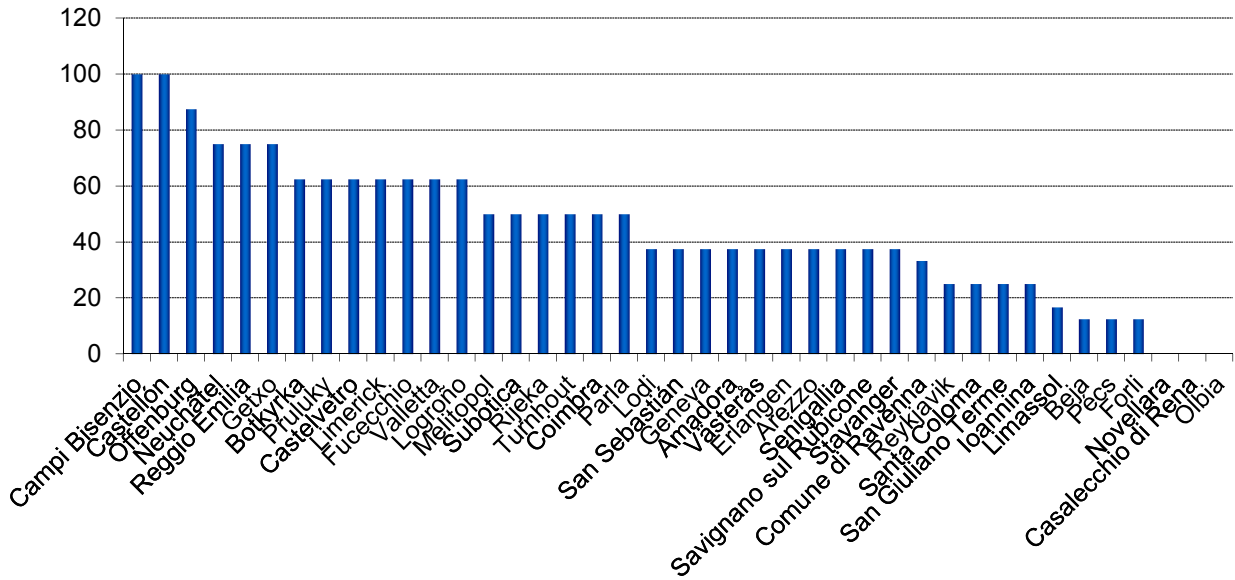
The city, maybe could integrate its language programme with Tenerife's activities. Tenerife, in fact, with the support of public institutions, is providing language classes in the official language (or languages) of vulnerable people, for example unemployed mothers. Tenerife encourages the learning of 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.

Getxo 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.

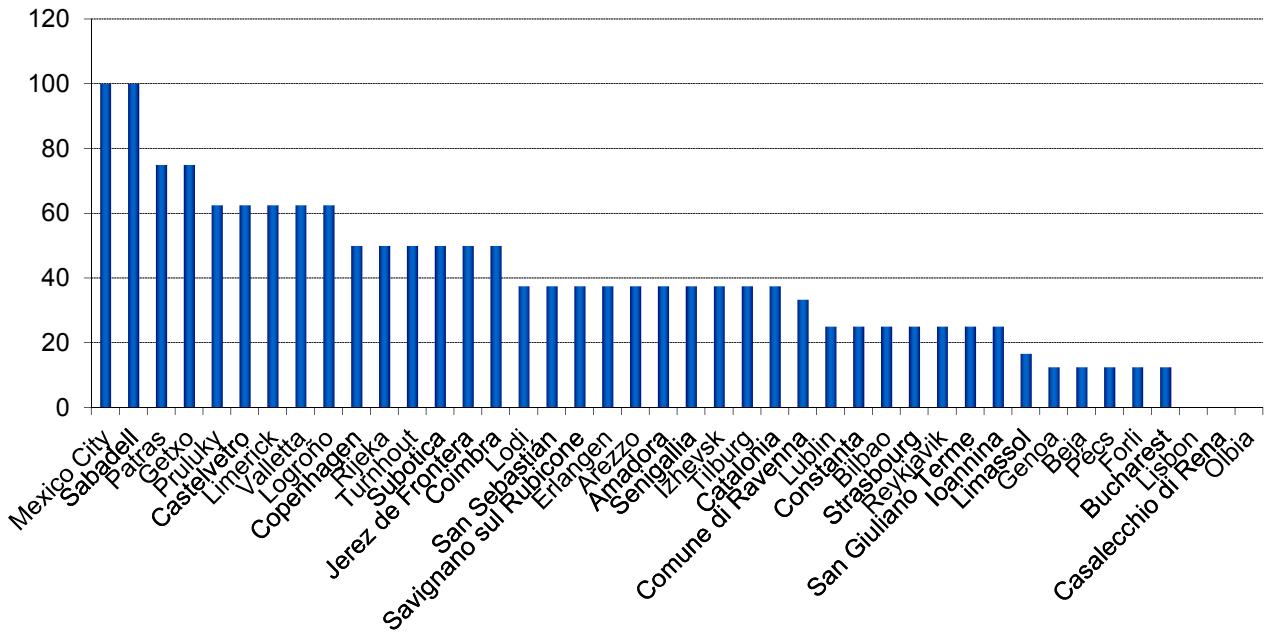
Another interesting programme comes from a Swiss Intercultural city, Zurich. Here, the municipality supports additional curriculum courses, called HSK Courses. These courses are offered by embassies, consulates as well as private organisations and they cover a range of topics including languages, history, 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.

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.

Getxo's media policy is 75%, higher than the city sample's rate of 47%; whereas Getxo's rate in 2013 was 63%.

The city **promotes a positive image of immigrants** and/or minorities in the media through the anti-rumour campaign and the DELI project we already analysed earlier on in this report. In the municipality communication department there is a space dedicated to stress the importance of harmony among citizens and highlight the importance of cultural diversity. The message they aim to pass across is to perceive diversity as an enriching element, a key factor of wealth and economic development.

However, the city does **not provide support for advocacy** and/or media **training** to mentor journalists with minority background.

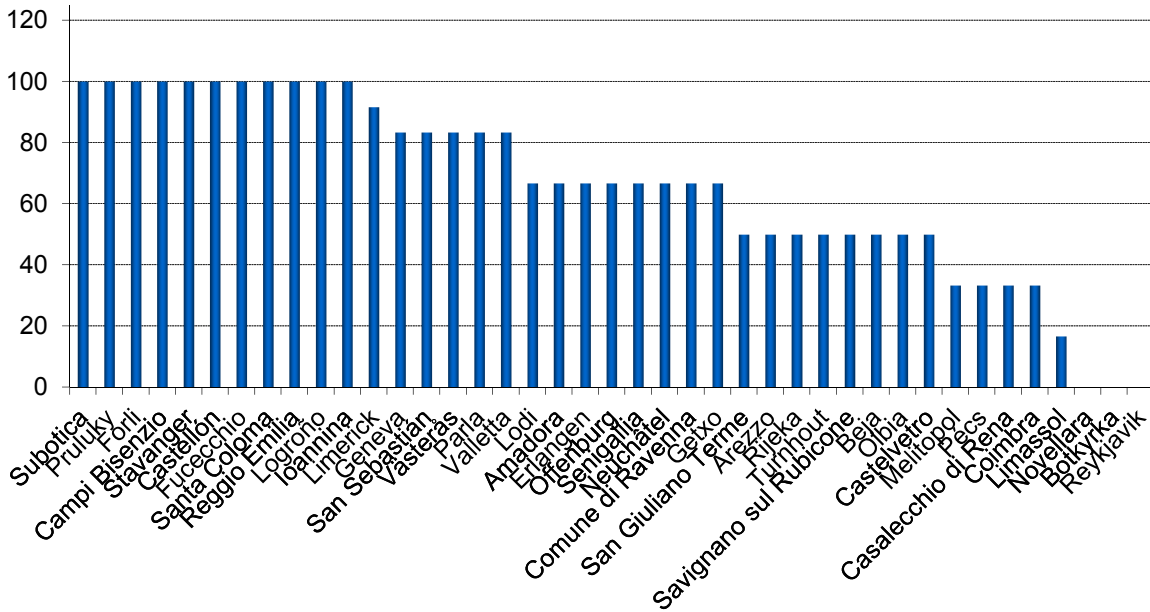
As a start, the city already has a radio channel dedicated to minorities; from this, the city could establish a **newspaper column** in a minority language. At the same time, it could take inspiration from Parla's multi-lingual radio project which appears extremely interesting and innovative. The municipal radio is composed of two daily news bulletins, one in Spanish, and another one is translated in 5 languages (French, English, Arabic, Chinese and Romanian or Russian) from a group of Master students from the University of Alcalá.

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.

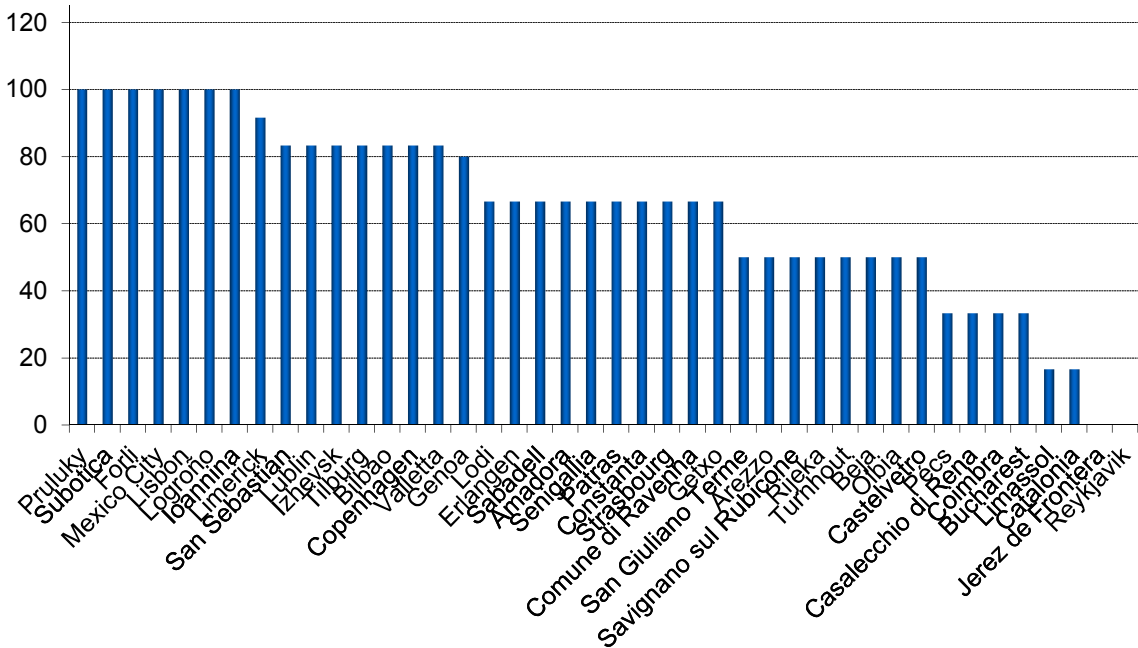
Another good example has been launched by the city of Barcelona. There, since 2010, the city is carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity, based on working in conjunction with different social actors and organizations.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

Getxo's score for the open and international outlook is the 67%, lower compared to the city sample's rate of 70%. However, it is positive that the city is improving, in fact, in 2013 the score was the 50%.

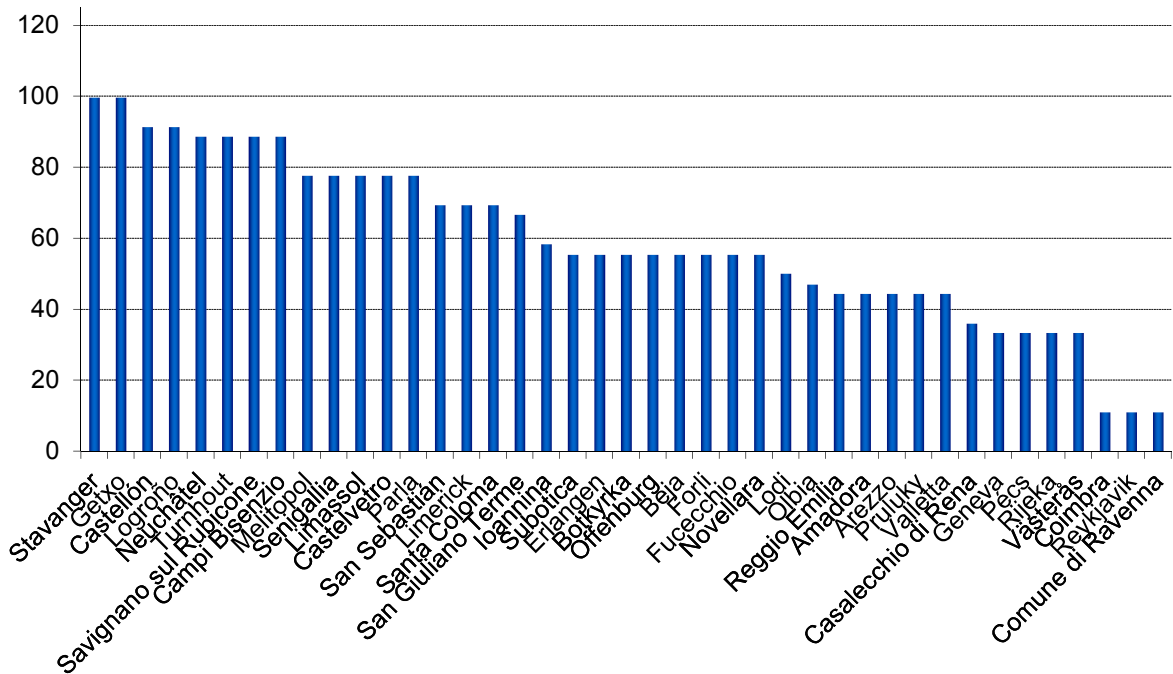
The city has **adopted a specific economic policy** which fosters international cooperation towards an economic sustainability. At the same time, there are specific financial provisions and there are agencies responsible to supervise and encourage the city to start international businesses.

On one hand, the municipality does not encourage universities to attract foreign students. On the other hand, the city promotes intercultural economic relationships between Getxo and foreign countries. For example, the city could support the creation of social networks to encourage the integration of new residents into the city and also make it possible to establish economic bridges with their home countries. On this purpose, Getxo could encourage co-development projects with the major migrant groups' countries of origin. Barcelona also creates instruments and meeting points that will facilitate contact and cooperation between the city's traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought.

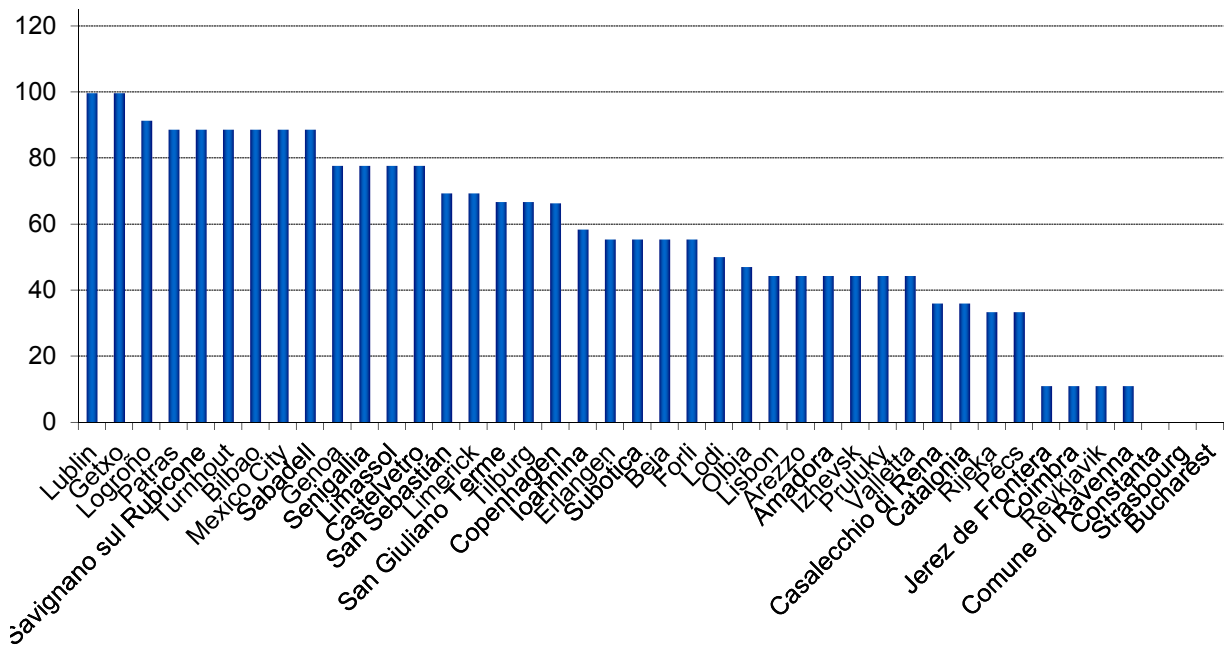
Getxo might wish to take into consideration Bergen's international plan. It includes several **policies to encourage intercultural cooperation**. The Norwegian municipality allocated a budget and a specific department which has an international agency for internationalization.

12. Intelligence competence policies

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



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



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

The attainment rate of Getxo's intelligence competence policy goals is the maximum: 100%. The city has been getting better since 2013, when the score was the 89%, overcoming the cities average of 63%.

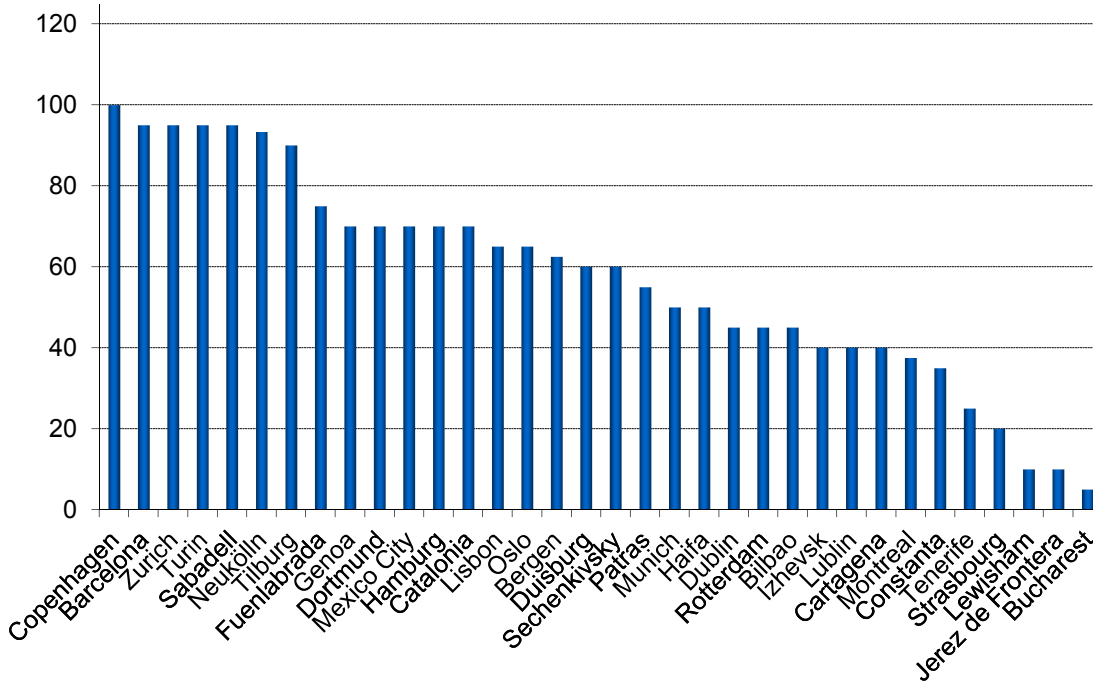
According to the answers provided in the survey, Getxo regularly spreads information about city government/councils process of **policy formulation**. In fact, the municipality has included interculturality and it takes care of diversity in the legislative plan. Moreover, the city carries out **surveys** including questions about the perception of migrants/minorities and it promotes intercultural competence of its officials and staff (both in administration, and public services), for example through **interdisciplinary seminars**, information networks and training courses.

The city has realized an *Observatory* called IKUSPEGI to monitor the migration phenomenon and to control the perception people have on the foreign population.

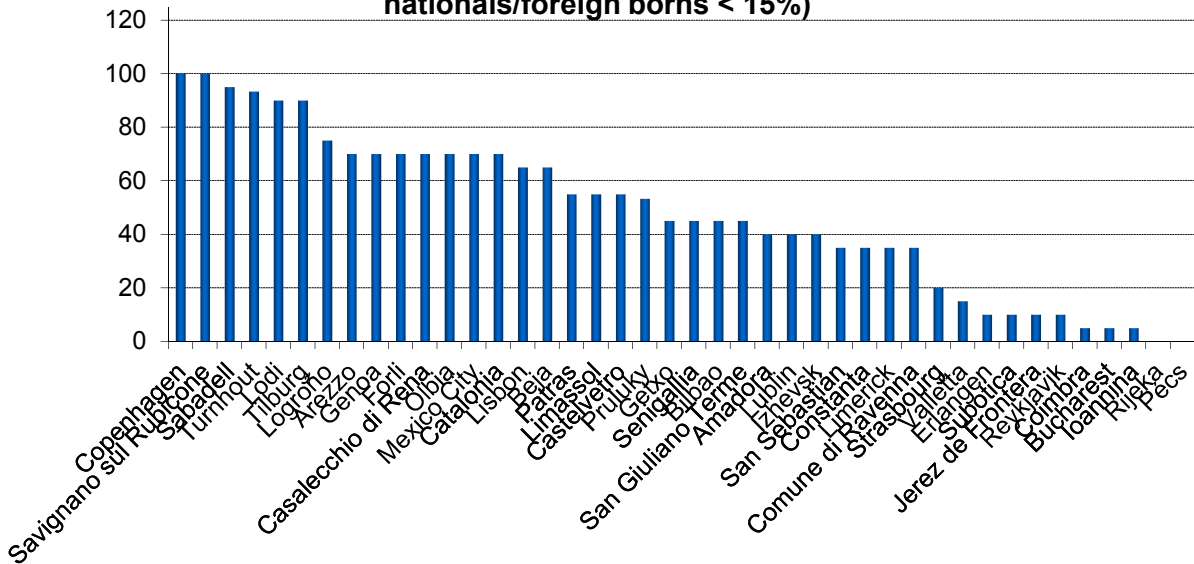
Getxo could follow Constanta (Romania) that has put into practice a number of policy initiatives to **encourage international cooperation**. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and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

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.

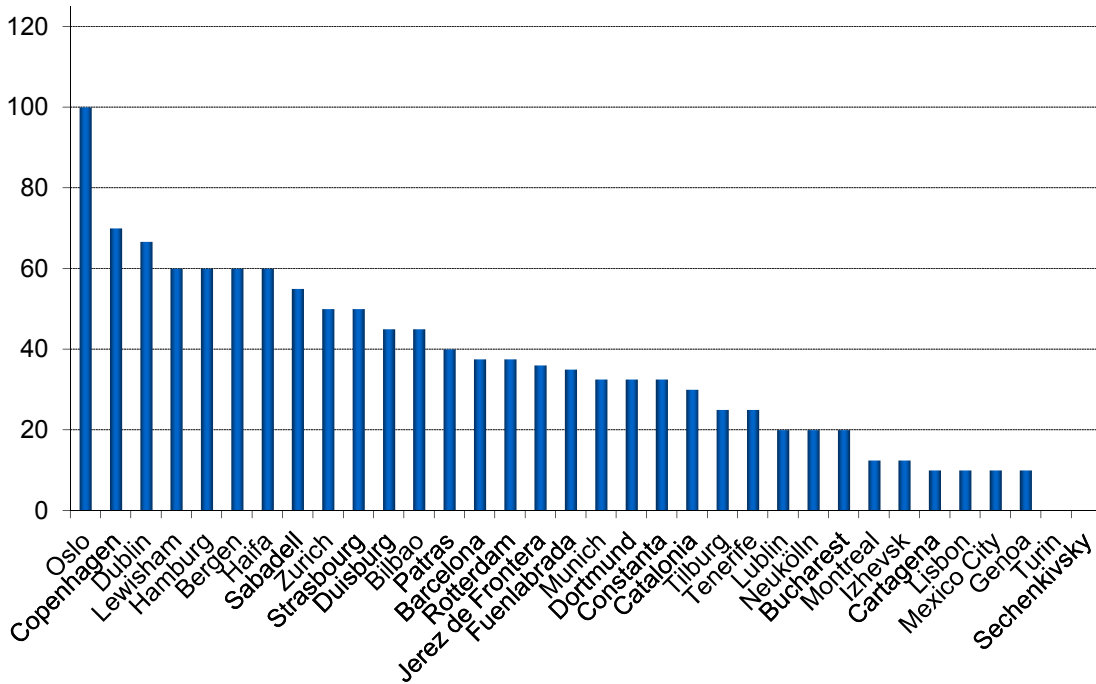
The attainment rate of Getxo welcoming policy goals is 45%; lower than the city sample's which is 54%. It must be noticed that also in this field the city has got worse compared to 2013, where its rate was of 55%. The city must investigate the causes that lead to such a negative result and start working to provide a better welcoming service.

Although the city doesn't have an **office** to welcome migrants, Getxo offers a written **guide**, a multilingual comprehensive city-specific package of information, for newly-arrived residents. The city offers various services to welcome migrants, especially migrant workers, women and family members. The city has particular attention to foster migrants' integration in the society. However, the city of Getxo does not offer a specific program to welcome refugees. Nevertheless, the city remains one of the principal entities in the whole Basque country to help refugees. For instance, the city offers **law and legislative orientation services**. For what concerns women, the city has a specific programme to welcome them and to help them through the settling process. As we have previously seen in this report, the city of Getxo puts a special effort in offering language and culture classes. Moreover, in the educational field, the association *Kosmopolis* has the goal of validating the study and the certificate migrants undertook abroad. The **recognition of the degree certificate**, for example, would enormously help newcomers to start working or to pursue their academic career elsewhere in Europe.

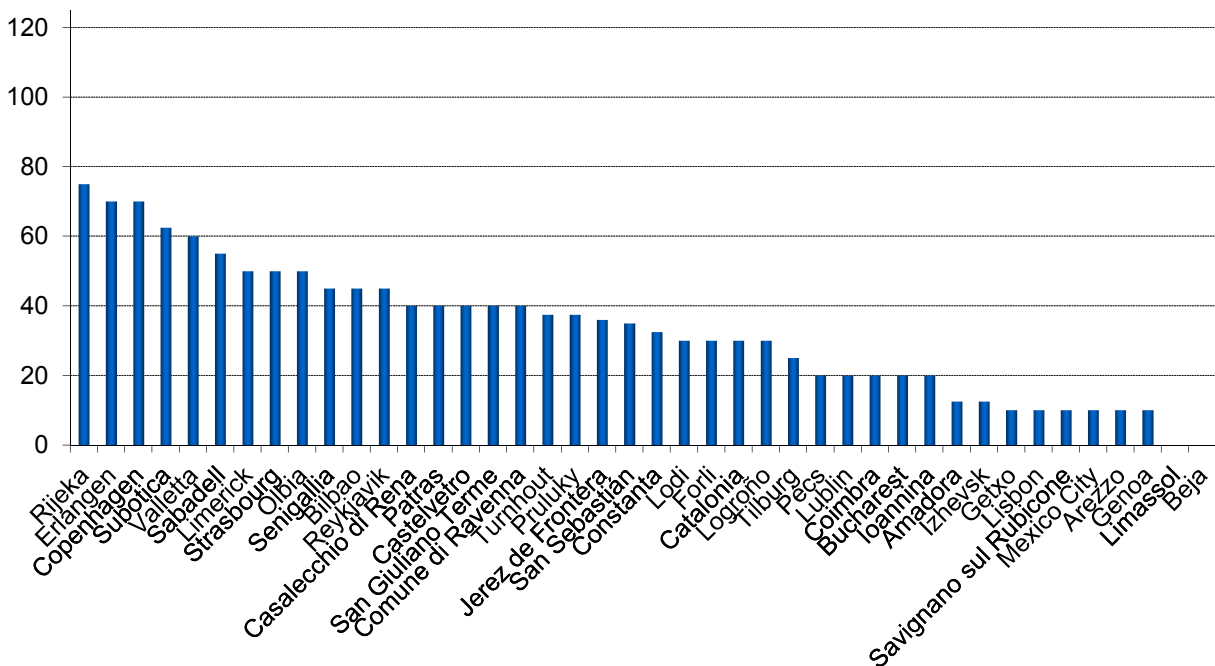
The city of Getxo could consider establishing a special public **ceremony** to greet newly arrived residents in the presence of officials. On this purpose, the city could take example from Sabadell, where the city publically celebrates the arrival of newcomers and it offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.

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 Getxo in the field of governance is of 10%, lower than the city sample's: 34%. The city went worse over the years, in fact in 2013 the score was of 30%.

Newcomers can vote once they have obtained the citizenship. The ethnic background of elected politicians does not reflect the composition of the city population and the city has not created an advisory body involving migrants, minorities, nor relevant public institutions, organizations and experts.

The city should promote more initiatives in order to **encourage migrants to enter in the political life**. For example, people with the right to vote receive instructions on the elections.

Getxo might wish to consider 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.

On the bright side, the municipality **monitors the activities to prevent discrimination or rumours** and it regularly organizes initiatives to discourage negative feelings and/or negative perception towards newly-arrived.

On this topic, Getxo could follow Patras' project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. "Patras Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

15. Conclusions

The result of the current ICC Index suggests that Getxo's interculturality has been improving since 2013. It is commendable and appreciable that the city is improved in the following fields: mediation, media, international outlook, education system, neighbourhood, business and labour market.

The fields where Getxo is doing particularly well are: Cultural and civil life, public space, commitment and intelligence.

On the other hand, the city of Getxo must strengthen its policies in the following field: language, welcoming, governance and public service. Special attention must be paid to Governance because with its 10% is the weakest field.

In view of the above, we wish to congratulate with Getxo for the efforts taken. Nonetheless, 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 Getxo's intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

- **Education:** Getxo 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. On the bright side, schools are trying to involve parents in the school life.
- **Neighbourhood:** Positively, there are no areas in which a minority ethnic group constitutes the majority of its residents. Nonetheless, even if segregation or spatial exclusion are not a real problem yet, the city in order to prevent any sort of spatial and social segregation, has step forward and is organising meetings and events to gather people from different areas together. The city could consider introducing these activities: 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.
- **Public space:** Since 2009, Getxo offers an interesting programme called "*Bibliotecas punto de encuentro*". This programme promotes libraries as a place where people coming from different countries can meet and share histories and experiences. The Summer camp is an excellent initiative that encourages children leading them towards a cohesive society.
- **Language:** Getxo could ameliorate its language policies for example by introducing a mother-tongue day: a specific day of the year where minority languages are celebrated. The city should also give financial support to local mass media, such as newspaper, radio and TV programmes. An interesting initiative comes from Novellara. In Novellara, in order to encourage people to learn a foreign language, they read **fairy tales** in minority languages in kindergartens. Moreover, a booklet of love poems has been translated in several languages and given to newly espouse.
- **Mediation:** To improve the field of mediation, Getxo could look up at Parla's idea of celebrating the **World Day for Cultural Diversity for Dialogue and Development** (according to the UN, the 21st of May), when the Mayor visits these places of worship and hold joint meeting. This is a perfect occasion to get to know each other, to bridge faith with politics and to attract the interest of participants.
- **Welcoming:** to improve this field, Getxo could follow the initiative lead in Copenhagen; 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.

Getxo 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 database⁹.

⁹ <http://www.coe.int/en/web/interculturalcities/>