



## Castelvetro di Modena: Results of the Intercultural Cities Index

Date: May 2016

A comparison between 76 cities<sup>1</sup>

### Introduction

The Intercultural Cities is a Council of Europe flagship programme. 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 was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural City Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

As of today 76 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*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian<sup>2</sup> (*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 (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Lyon (*France*) Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), the canton of Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), Parla (*Spain*) Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Ravenna (*Italy*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma (*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<sup>3</sup> (*Italy*), Unione Terre dei Castelli<sup>4</sup> (*Italy*) Valletta (*Malta*), Västerås (*Sweden*), Vinnitsa (*Ukraine*) and Zurich (*Switzerland*).

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

<sup>2</sup> The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

<sup>3</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

<sup>4</sup> Former Castelvetro di Modena.

Among these cities, 40 (including Castelvetro di Modena) have less than 200,000 inhabitants and 43 (including Castelvetro di Modena) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Castelvetro di Modena in 2014 (Italy) 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 73 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".

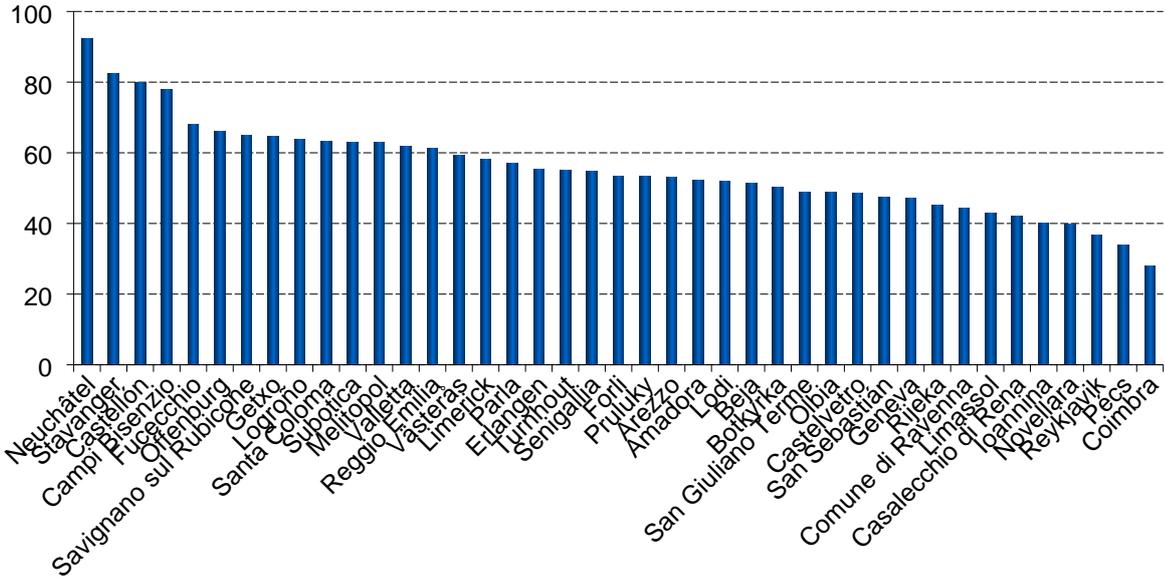
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach 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.

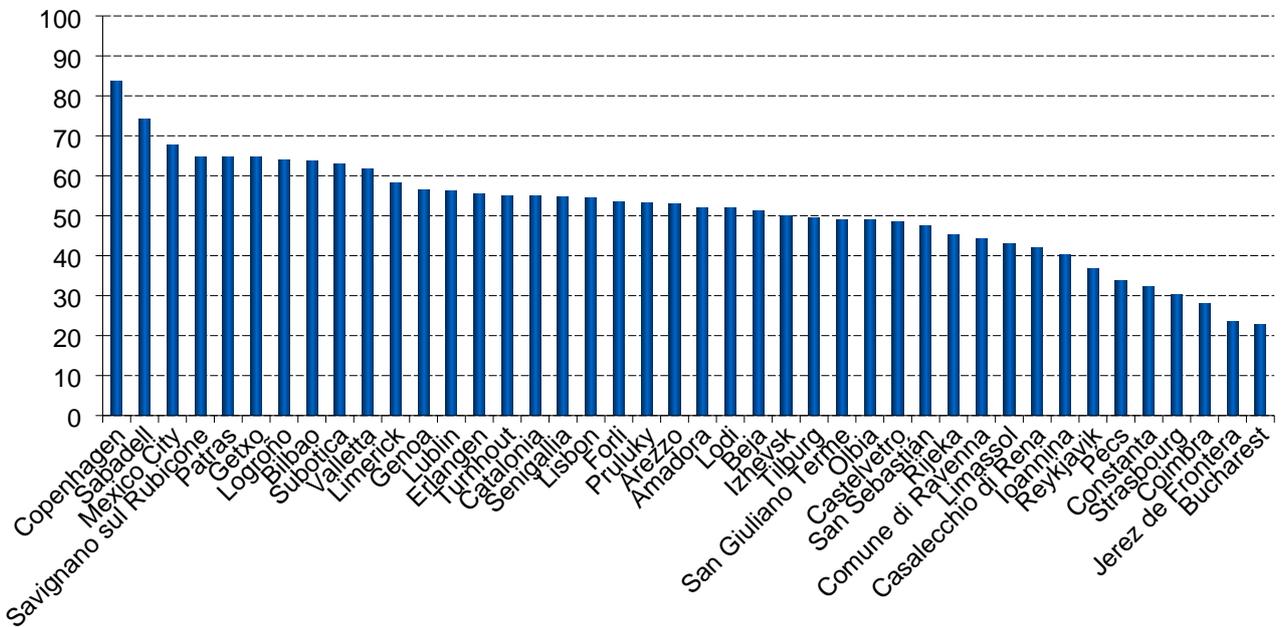
According to the overall index results, Castelvetro di Modena has been positioned 59th among the 75 cities in the sample, with an aggregate intercultural city index of 49%, after Olbia (49%) and before San Sebastián (48%). Castelvetro has been

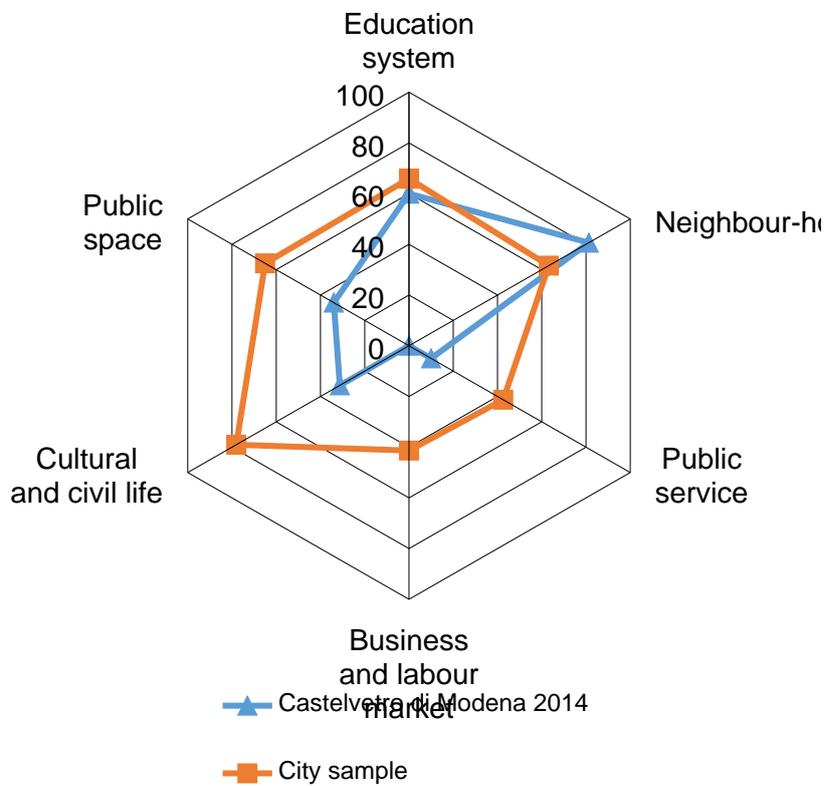
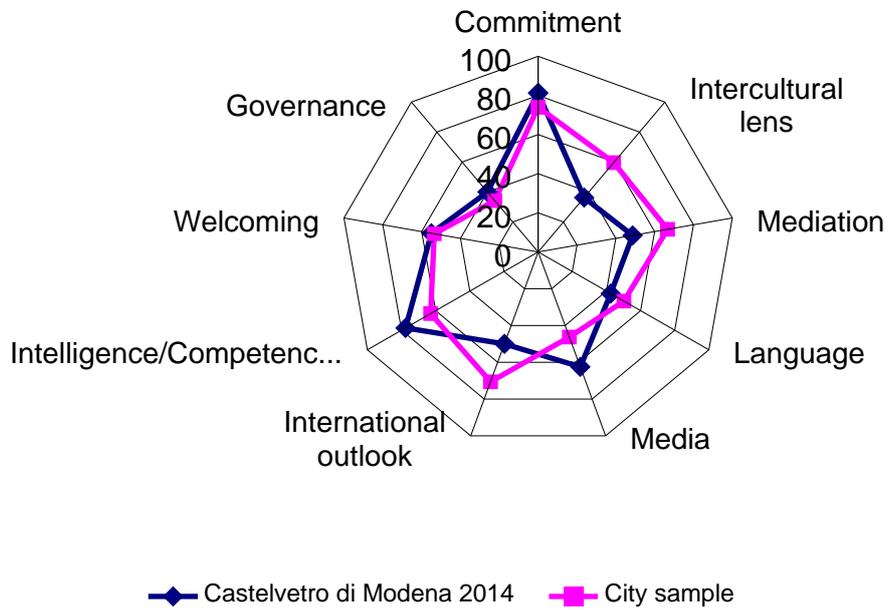
ranked 30th among cities with less than 200,000 inhabitants and 29th among cities with less than 15 per cent of foreign-born residents.

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



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





## Castelvetro di Modena – An overview

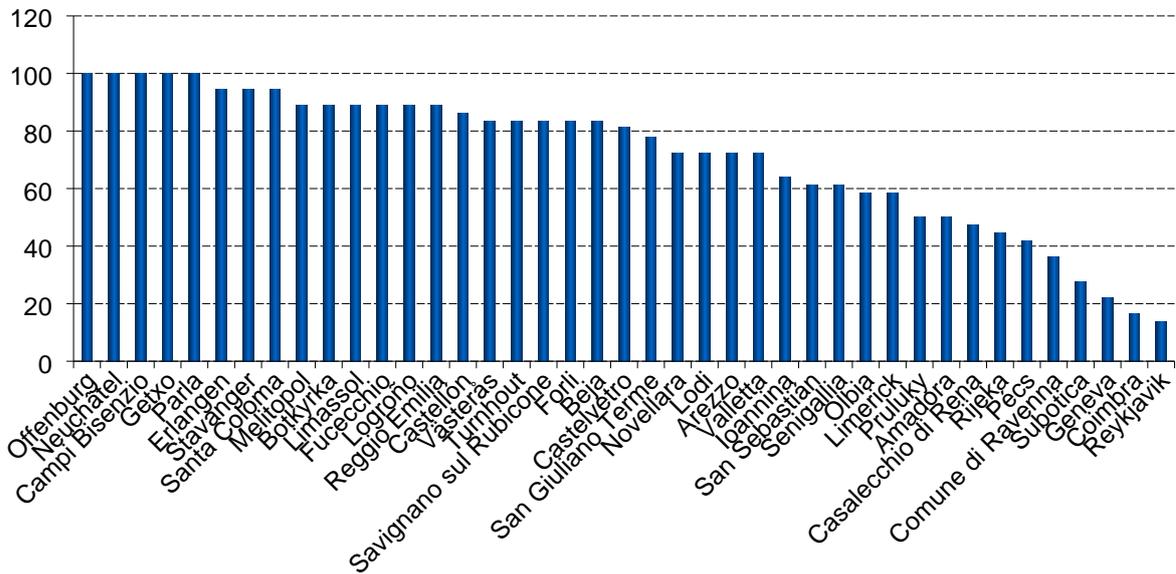
Castelvetro di Modena, is an Italian municipality in the province of Modena, in the region of Emilia-Romagna. The municipality is famous for the wine "Lambrusco Grasparossa", exported all over the world. The symbols of the city are the six mediaeval towers that dominate the landscape.

According to the questionnaire, the city counts 11.600 inhabitants. Out of the total, 1.500 citizens are non-nationals, which corresponds to the 13%; whereas the 10% are foreign-borns and the migrants of first and second generation are the 2,6%. The most important ethnic group is Moroccan, which counts the 4,3% of the total population (500 people). Other minority ethnic groups are: 190 Albanians, 130 Sri Lankans, 120 Romanians and 100 people coming from Ghana.

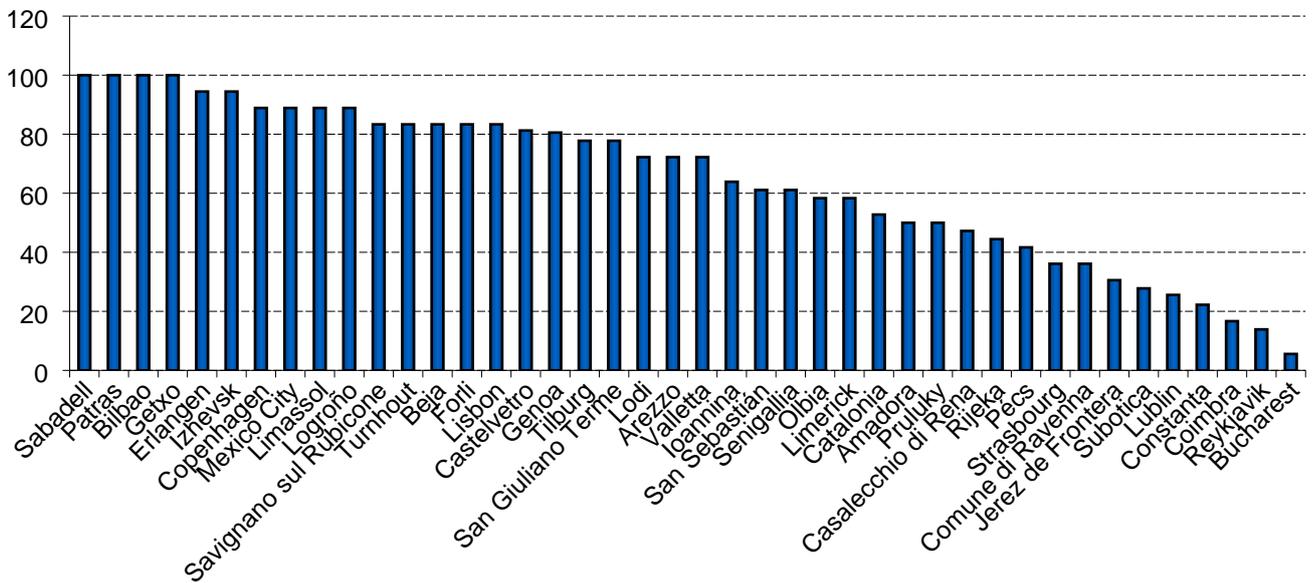
Castelvetro hosts a department devoted to intercultural integration, called "*centro per lo sviluppo della città Interculturale*" (centre for intercultural development).

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.

Castelvetro's rate in the area of Commitment is higher than the city sample. In fact, the city scored the 81% , whereas the city sample scored the 74%.

The city has formally and publically stated its participation in the Intercultural Cities network and has successfully adopted an intercultural action plan, an integration strategy program; plus, the city has established a coordination department focused on intercultural strategies. Positively, according to the questionnaire, public speeches often refer to the intercultural commitment during public meetings and assemblies.

However, Castelvetro should consider building a webpage where it will be possible to consult news on intercultural initiatives and activities; for instance, information on facilities, civil weddings, parking places, museums, and other activities carried out from the municipality.

In order to enhance integration, Castelvetro could look up to San Giuliano Terme, where the municipality established a Migration Council, composed of 20 foreign born individual, to take part in the decision making process. In 2013, the migration council carried out several activities: for instance, they organized several conferences promoting Migrant Women's Health; they translated the Italian constitution in several minority languages and the municipality organized a festival to celebrate the fact that 100 foreign born children were extraordinarily receiving the Italian nationality. The council, moreover, was taking a serious effort to enhance families' involvement in the city life.

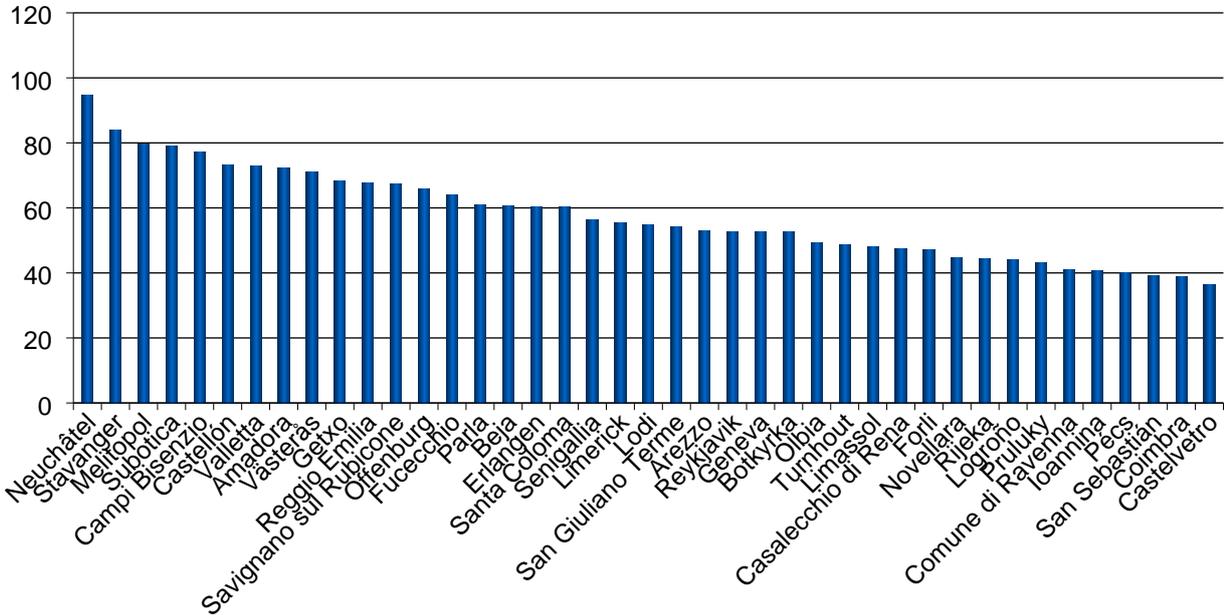
Castelvetro organizes a ceremony to welcome local citizens that have done exceptional things to encourage interculturalism. In the Italian Intercultural city of Novellara, citizens try to enhance a feeling of inclusion among its citizens sending letters and leaflets, for example newcomers usually receive a welcome letter. Leaflets with practical instructions are offered, for example about public libraries, public bicycles. Alternatively, in Genoa, the Institute of Research MEDI, specialized in migration and interculturality, organizes an award called "*Premio Mondi Migranti*" (Migrating Worlds' Award). This prize is awarded to personalities who have had a positive impact on issues related to migration, globalization and intercultural relations.

Alternatively, Castelvetro 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.

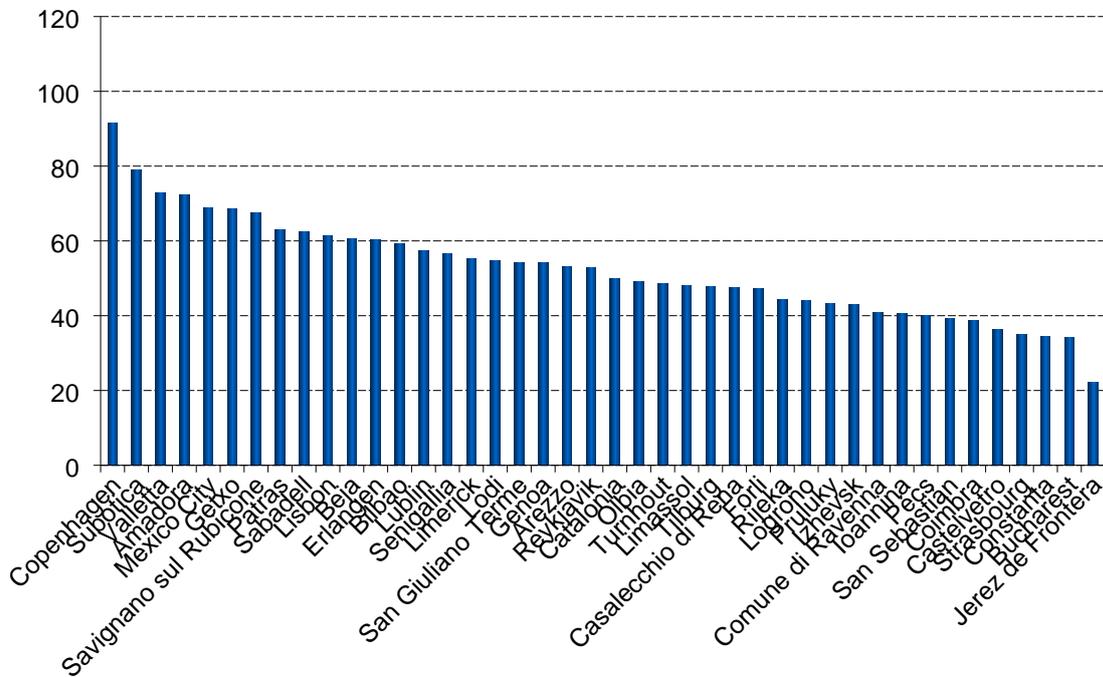
In addition to the Diversity Charter, the city might wish to consider Tenerife's initiative "*Mesas Insulares para la convivencia Intercultural*". This initiative enhances coexistence through shared meals since 2009.

2. Education<sup>5</sup> 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%)



<sup>5</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).

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 Castelvetro's education policy achievement rate is the 60% , slightly lower than the city sample's rate of 66%.

Positively, not all the students from primary schools belong to the same ethnic background. On the other hand, teacher's ethnic backgrounds never mirror pupils'. In addition, only very few schools are putting an effort in order to increase parents' participation in the education system and only rarely schools organise intercultural programmes and projects to encourage cohesion.

Among the policies already adopted by Castelvetro's schools, the city might wish to adopt more initiatives in order to improve the field of education. Other Intercutlural Cities are carrying out the following initiatives:

In the Italian city of Turin, schools have allocated vegetable gardens where students can cultivate with the help of their parents. Schools activities are important because they are a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community.

Novellara has set a project called "Punto d'ascolto" (listening point) that welcomes foreign parents, where they 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.

Instead, Bergen's municipality has announced funds to stimulate the collaboration between schools and parents from minority background. The city also promotes local schools which carry out intercultural projects. Many schools apply for funding for different intercultural projects where the parents are actively involved. Most of the schools engage in mutual collaboration, evaluating and sharing their experiences and projects

Moreover, the city could offer cooking workshops, sportive activities, language classes, or even theatre and drama workshops. However, when organizing activities, it is important to keep in mind the variety of initiatives offered. In fact, in order to engage a wide public, it is important to satisfy everybody's needs and interests.

### 3. Neighbourhood policies through an intercultural lens<sup>6</sup>

An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.

Castelvetro's neighbourhood policy indicators are higher than the city sample: 81%; while the average of the cities taking part in the ICC programme scored the 63%.

In the municipality there are no areas where foreigners represent more than the 80% of the total inhabitants. Equally, there are no areas where a minority ethnic group constitutes the majority of residents. Similarly to what emerged from the questionnaire of San Giuliano Terme, the city of Castelvetro does not promote activities to mix citizens from different areas because it would appear that there is *no need*. Even if at the moment the population is equally distributed in the city, the situation might change. It would be a good idea if the municipality could start organizing activities to increment the diversity of residents in the neighbourhoods.

To avoid ethnic concentration and to encourage social cohesion, Castelvetro could follow Getxo's example. Getxo's established a specific project to encourage native women to meet immigrant women. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another projects carried out in Getxo. 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.

Alternatively, Castelvetro could follow the examples of Limassol. The Euromed Festival aims to gather people together through folkloristic dancing and exhibitions. Another activity carried out in Limassol is the "Social Work on the Road" programme that started in 2010 and since then aims to prevent criminality, especially among young people. This programme follows the following steps:

- Raise awareness on the danger of drug and alcohol abuse
- Psychological support, e.g. prevent teenagers from dropping school, family support
- Fight against unemployment

These organization operates on the street, among people, and this is the peculiarity: people, especially teenagers, don't need to visit an office or a take an appointment in a facility.

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<sup>6</sup> By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.

Castelvetro could also 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 neighborhoods. 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.

#### 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 Castelvetro's public service is sensibly lower than the city sample's rate. In fact, the Italian city scored the 10% , against the average of 43%.

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 does not foresee a recruitment strategy to ensure and/or facilitate non-national employment, neither takes action to encourage intercultural mixing in the private sector labour market.

Castelvetro provides some services to suit the different needs of its diverse population. They offer funeral services and burial areas to suit the needs of the multi-religious community of the city. And schools' canteens should have different meals to mirror the alimentary needs. The city could improve the field of Public Service, modifying facilities' time schedules in order to suit the needs of women with specific necessities. For instance, *sportive facilities* may follow this example, insomuch it would appear that sport is particularly important in a community insomuch it promotes social inclusion and enhance social participation. Perhaps, the city could monitor citizens' needs through questionnaires or surveys to test customers' satisfaction.

Castelvetro might wish to follow Neuchâtel's cultural activities, composed mainly by social events, to overcome cultural barriers, hence foster integration. The Swiss city, in fact, since the 2006, promotes diversity in public areas and the positive image of a plural society through exchanges, cultural or sports encounters, round tables, shows and concerts: NEUCHÂTOI 2013 is a programme of instructive and varied intercultural events, targeted at the entire population of Neuchâtel to encourage fruitful discussions and debate on its heterogeneity while identifying shared values and the feeling of belonging. The main aim of all these events is to improve mutual knowledge and understanding among Swiss people and people from migrant backgrounds and to instil confidence in the whole population so that they can live together while respecting pluralism in a multicultural society that seeks to foster inter-community integration.

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

Castelvetro's rate of achievement in this area is at the 0%, lower compared to the city sample's rate of 41%.

In Castelvetro di Modena there is not a business umbrella organisation that promotes diversity and non-discrimination in the employment. Equally, the city has not adopted an official document against discrimination in the workplace.

The city should seriously take action to encourage businesses from minority ethnic/cultural economies, enhancing immigrants' participation in the local economy, and raises awareness of the important economic and social contribution of foreign-born entrepreneurs in the municipality. For example, citizens could support the development of a platform for local collaboration in order to support migrant's entrepreneur and try to facilitate the access to public and private tenders for immigrants owning a company or business. Equally the municipality should 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.

Castelvetro could look up to Bergen. In fact, the city of Bergen owns the organisation Business Region Bergen together with 22 other municipalities in the region and the county council. This organisation works to strengthen and develop trade and industry in the Bergen region, especially within the region's most important industries: Oil, gas, marine activities, maritime industry and tourism. Their goal is to contribute to sustainable and knowledge based growth, diversity and high level of employment in the region. They offer assistance to people who want to establish business in Bergen. At the same time, the City Council is working for the establishment of a service centre for work migrants in cooperation with regional state agencies (SUA). Regional politicians, trade unions, business organisations and the relevant regional state agencies are all united in the demand that a centre should be opened in Bergen. The city has promised funding towards such a centre in Bergen. There is also an appropriate office space available for the office in the regional tax office. The City hopes the new national government in Norway will open a centre in Bergen as soon as possible.

To foster the benefit impact of multiculturalism, Castelvetro could look up at Hamburg. In fact, in Hamburg the majority 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

Castelvetro's cultural and civil life policy goal achievement rate is the 31%, considerably lower than the city sample's rate of 78%.

Interculturalism is not used as a criterion when allocating grants to associations, and the city only rarely organises art/cultural events where inhabitants from different neighbourhoods can meet and get to know each other.

For instance, the city of Limassol is carrying out several activities which have been proven of being of great help: ballets and music events in the Garden Theatre: they witness a long and rich tradition and show that dance is an artistic expression strictly linked to the history of the city. The Embassy of the Russian Federation in Cyprus organizes events to celebrate the friendship between Russia and Cyprus: Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme. Sportive events - Limassol organizes several competitions: marathons, gymnastic and rhythmic gymnastics, break dance, skateboard, football match, cycling tour, etc.

Another example comes from the Spanish city of Getxo that organizes a *Street Culture Day* to promote social cohesion and encourage immigrants' integration through sportive activities; combined to this, the *International Folk Festival*, where music promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

Moreover, Bergen's Kaleidoscope (Fargespill): 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.

To improve this field, the city of Castelvetro could look up to San Giuliano Terme, where the 2<sup>nd</sup> of June, children born from foreign born parents receive an honorary Italian citizenship.

## 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 Castelvetro's public space policy is the 34%: lower than the City sample's rate of 65%.

The only public space involved in the process of interculturality appear to be playgrounds. The city might wish to encourage interculturality also in museums, parks, libraries and squares.

The city does not take action to take into account ethnic/cultural backgrounds of citizens in the design and management of new public buildings or spaces and when the city authorities decide to reconstruct an area, they do not propose different forms and places of consultation to reach out to people with different ethnic/cultural backgrounds.

According to the questionnaire, it would appear that one or two city areas are dominated by one minority ethnic group; on the bright side, there are no areas defined as "dangerous".

The city of Castelvetro could increment its cultural activities looking up to the following Intercultural Cities' programmes:

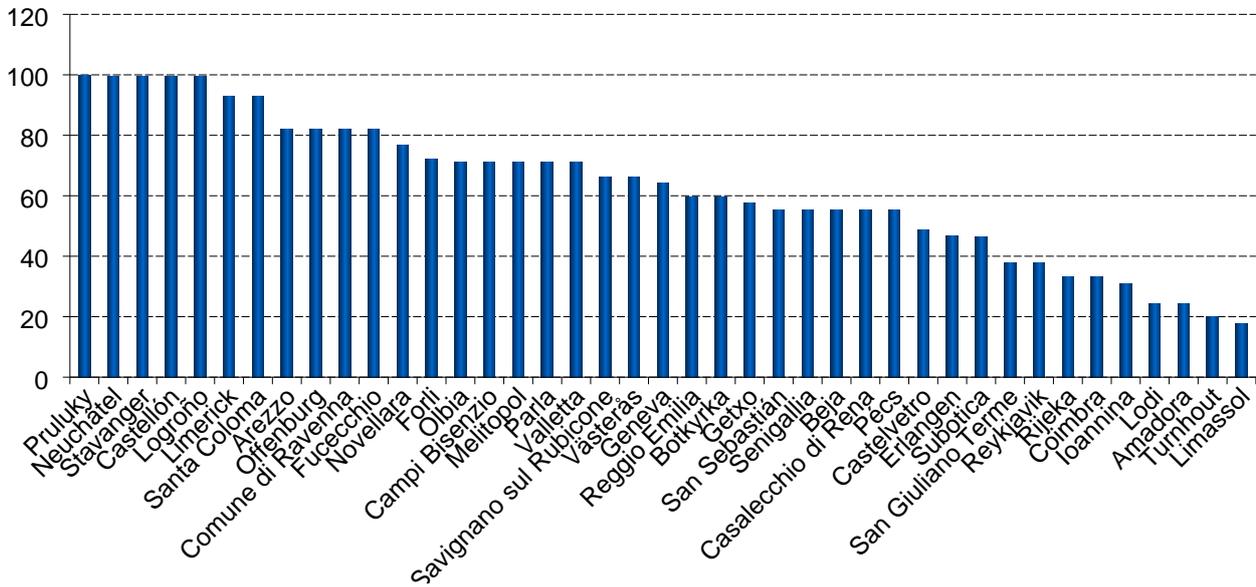
In Genoa it is organized the festival "Mediterraneo Antirazzista "(Mediterranean against racism). This festival lasts about 3 days and promotes equality and respect. During these days the festival hosts: tournaments of football and volleyball, concerts, entertainment for children, photographic exhibitions etc. together with this festival, the Uisp (Italian sport organization) organizes a soccer tournament called Cartellino rosso al razzismo! *Red Card to Racism!* This tournament gathers together 24 teams, players are encouraged to play in a climate of friendship and harmony.

Getxo organises an intercultural march because it would appear that a trekking excursion helps people from different backgrounds to get to know each other. 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.

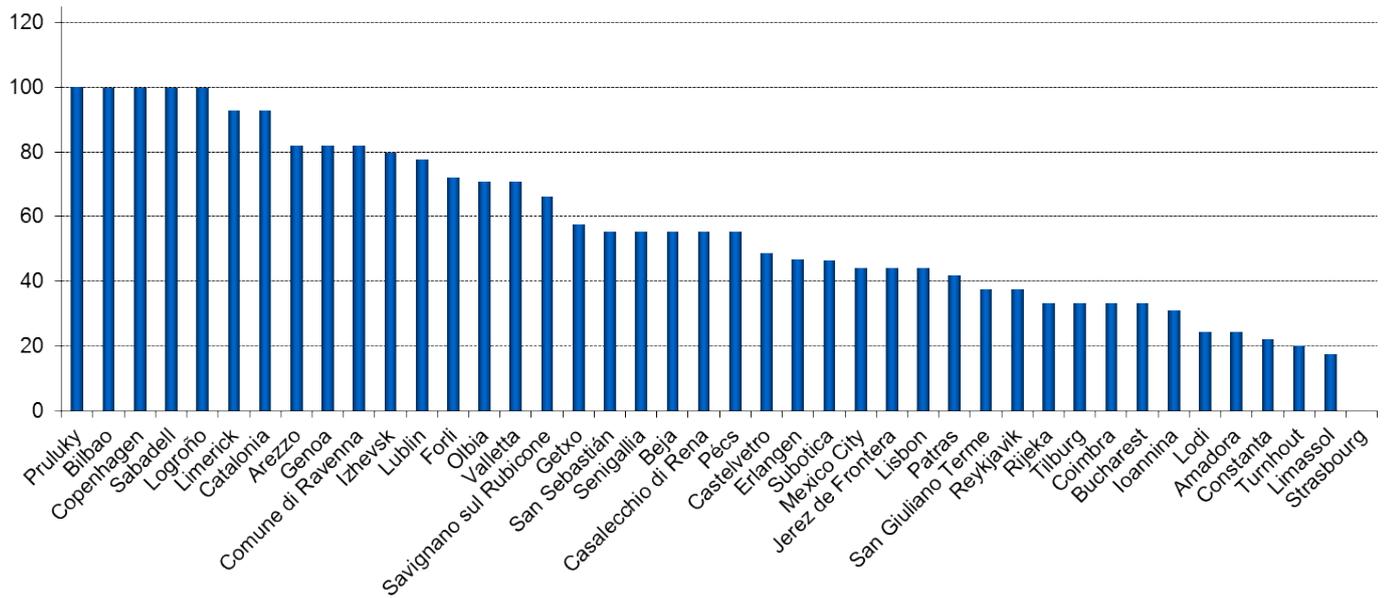
To increase interculturality and social mix in public spaces, Castelvetro could also follow Reggio Emilia's project. Reggio Emilia, for example, offers to its inhabitants an open space mini-theatre in the Pauline Park – an innovative park area designed to encourage intercultural contacts through educational 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.

## 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.

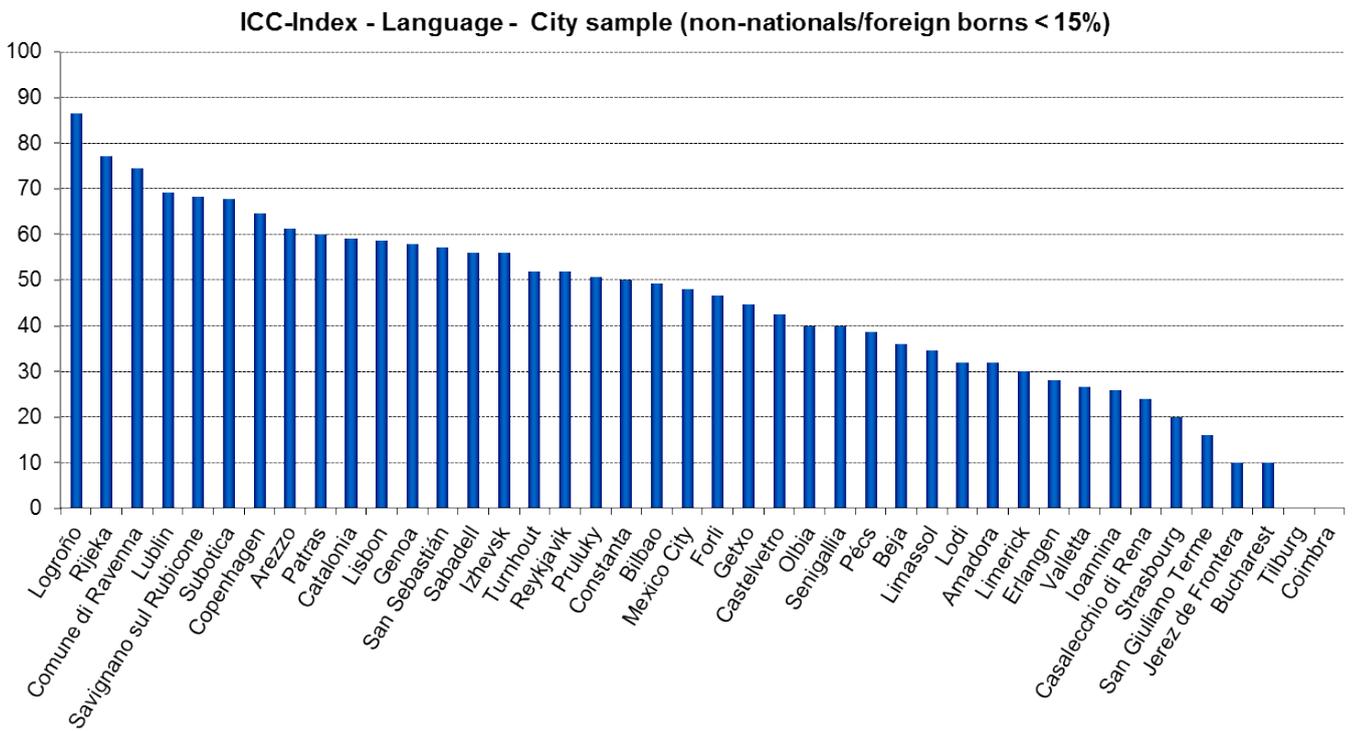
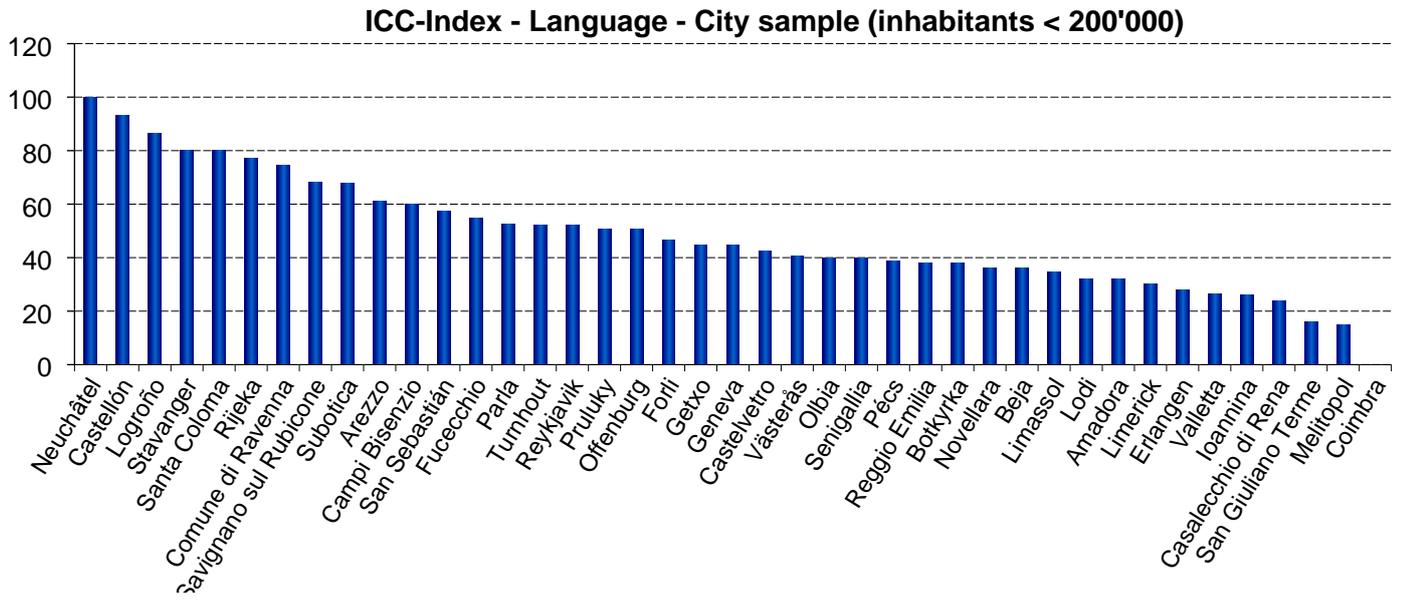
The analysis shows that Castelvetro's mediation and conflict resolution policy achievement is 49%; considerably lower than the city sample's rate of 67%.

As the analysis reveals, the city provides a mediation centre, with specialized staff. This centre provides assistance and professional services for any kind of social conflict. In order to enhance this rate, the city could consider establishing an inter-religious organization capable to deal with religious conflicts.

Cultural and intercultural mediation is provided in public services, such as hospitals, police stations, youth centres etc. and in administrative offices.

Castelvetro 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. Language<sup>7</sup>



<sup>7</sup> By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- [http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))

Castelvetro's language policy achievement rate in 2014 is slightly lower than the city sample's rate (50%), the city, in fact, achieved a percentage of 43% .

The city organizes language classes especially for unemployed, housewives, retired people, etc. together with these classes, the city also offers the teaching of minority languages. It is worth remembering that women may need special assistance, some cities, for example, give them transportation and provide child care during classes.

To improve in the language field, the city could consider supporting and encouraging the development of minority languages on a local level. For instance, financing new initiatives such as newspapers, radio podcasts, TV channels in a minority language, etc.

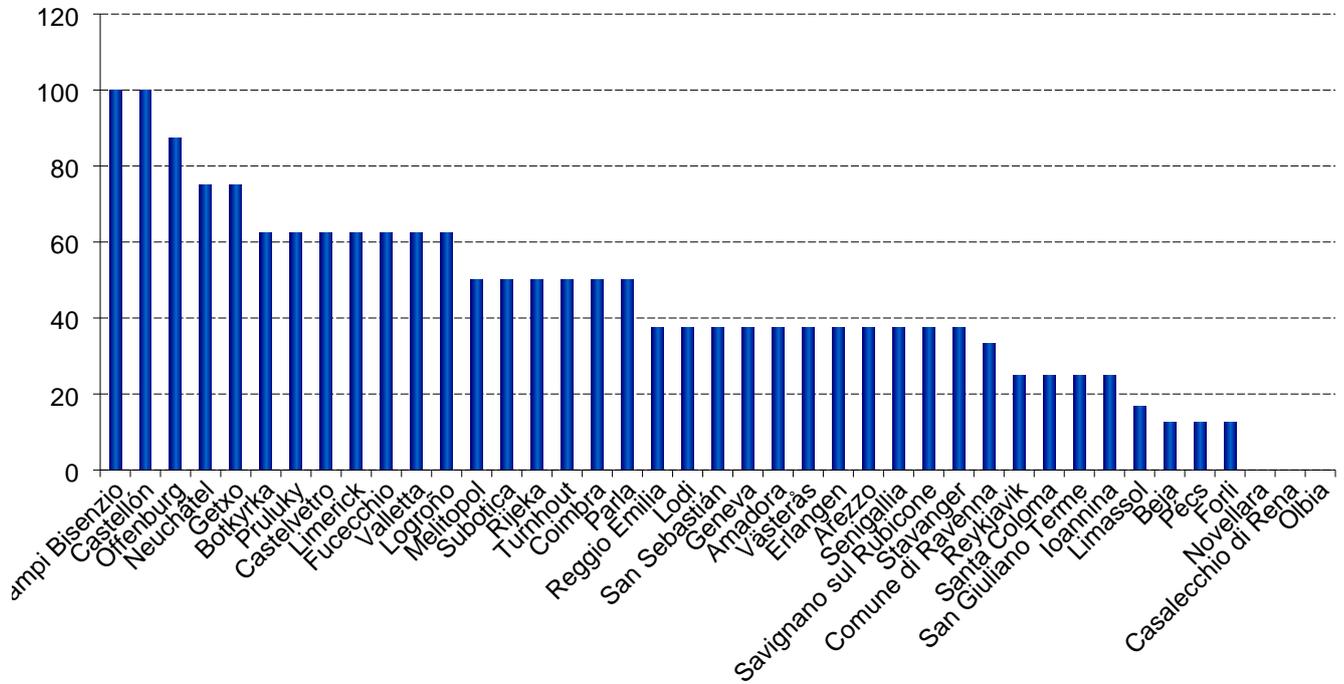
Castelvetro only occasionally seeks to give a positive image of migrants and/or their minority language. On this purpose, libraries could attempt to organize public readings and literary events; including foreign texts in their programme. To include a wider public, the municipality might want to offer movies, shows, theatre representations in a foreign language; small books or brochures could be translated in other languages to raise awareness of their importance and their richness.

Tenerife, for example, supports projects that aim to give a positive image of the minority language. 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. In addition, the municipality might wish to 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.

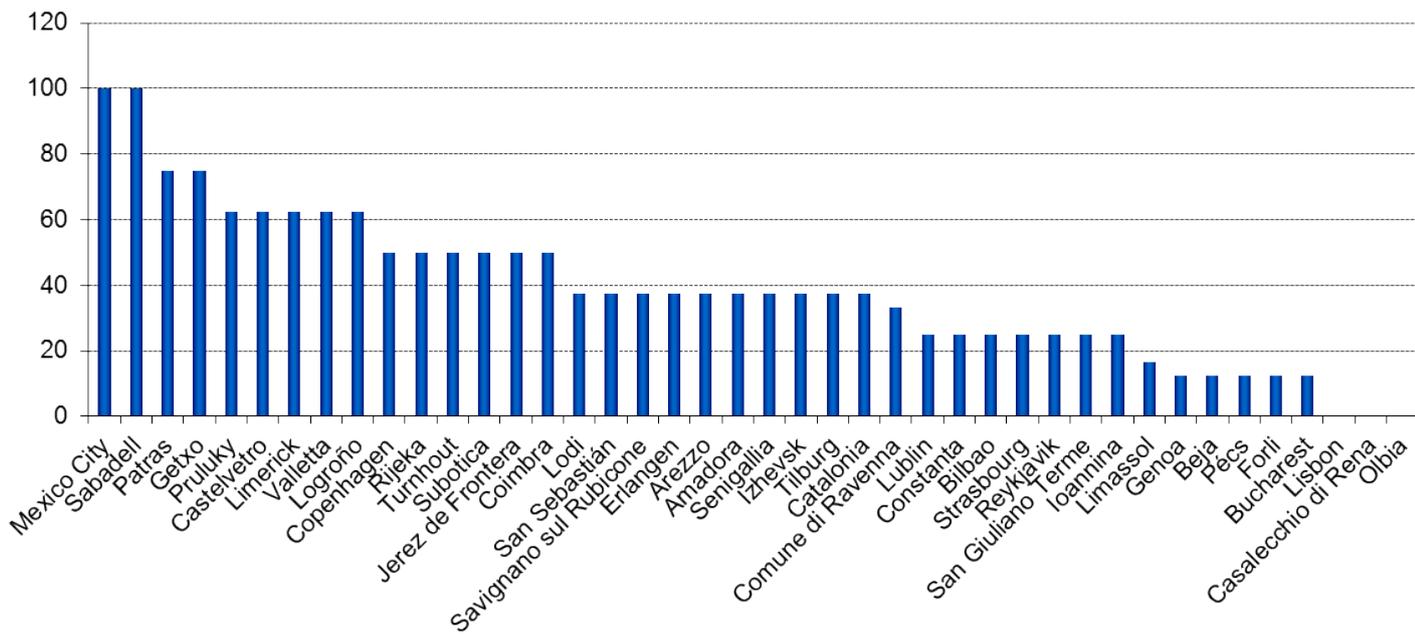
Another interesting programme comes from a Swiss Intercultural city, Zurich. Here, the municipality supports additional curriculum courses, called HSK Courses. These courses are offered by embassies, consulates as well as private organisations and they cover a range of topics including languages, history,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

The city's media policy in 2014 is 63%, considerably higher than the city sample's rate of 46%.

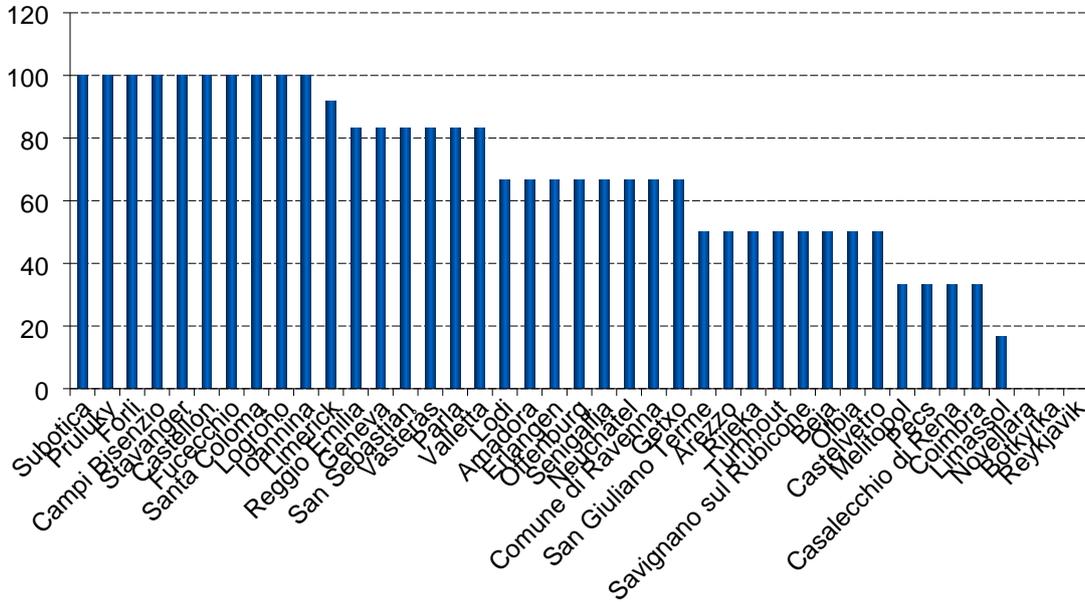
The city only occasionally promotes a positive image of immigrants and/or minorities in the media. In addition, the city does not provide support for advocacy and/or media training to mentor journalists with minority background. However, the city successfully monitors how media describe minorities. In order for the media to pass a positive image of migrants and minorities, the city might want to organise an *anti-rumour campaign*, to raise awareness and to foster dialogue and mutual understanding. A newspaper column in a minority language, a radio podcast, or another media campaign would be a good way to stress the importance of harmony among citizens and highlight the importance of cultural diversity. The message that should pass across is to perceive diversity as an enriching element, a key factor of wealth and economic development.

Castelvetro could look up to Genoa, there, in fact, on a weekly basis the main local newspaper (Il Secolo XIX), publish a page in Spanish dedicated to the South American community. Plus, the radio channel Radio 19, has a specific daily programme in Spanish for the Latino community. This could be a start, consequently, the city might wish to take one more step expanding the languages, trying to include a wider range or public, bringing together more than one ethnic group.

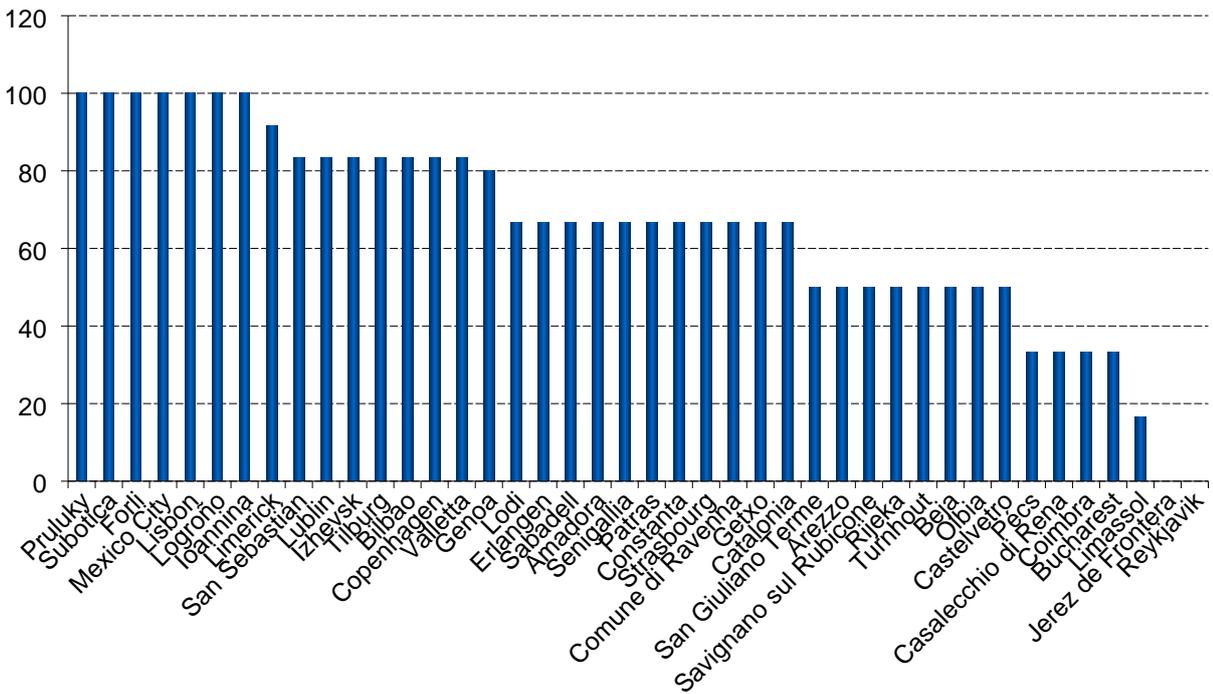
The city could follow Bergen's example of promoting a positive image of migrants and minorities in the media. The Norwegian city monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities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

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.

The city's score for the open and international outlook is the 50% , lower than the city sample's rate of 71%.

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

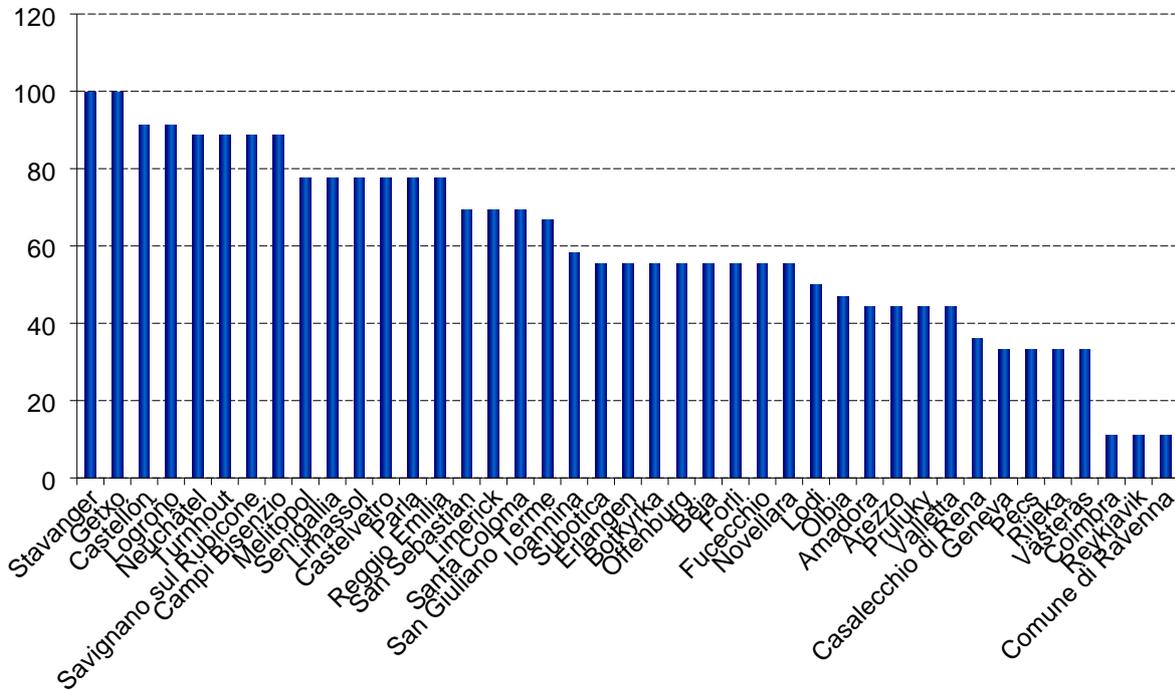
However, there are no specific financial provisions and the municipality does not encourage universities to attract foreign students, neither adopt strategies to encourage foreign students to take part in the city life and to stay after the end of the study.

Castelvetro, to improve in this field, could define projects and/or policies to enhance economic relations (i.e. co-development) between the municipality and the countries of origin of its migrant groups. For instance, Barcelona 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.

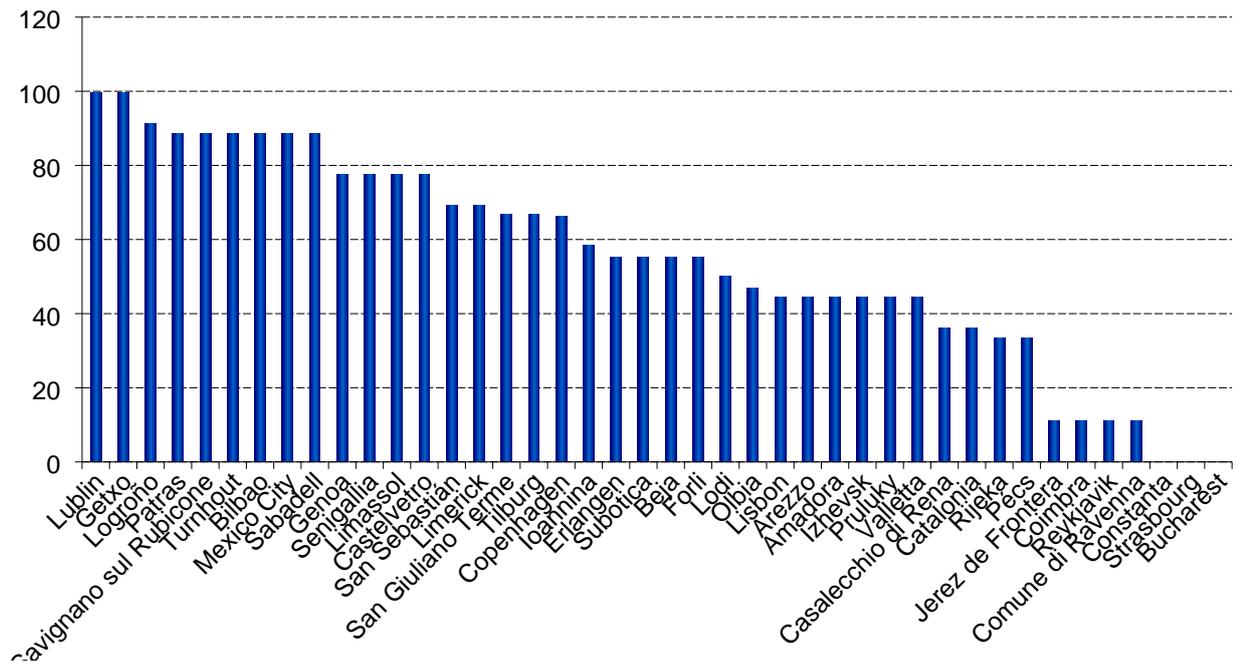
The city could also take into consideration Bergen's international plan which includes several policies to encourage intercultural cooperation. The Norwegian municipality allocated a budget and a specific department which has an international agency for internationalization.

## 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 Castelvetro intercultural intelligence competence policy in 2014 is of the 78% , which is good compared to the cities average of 63%.

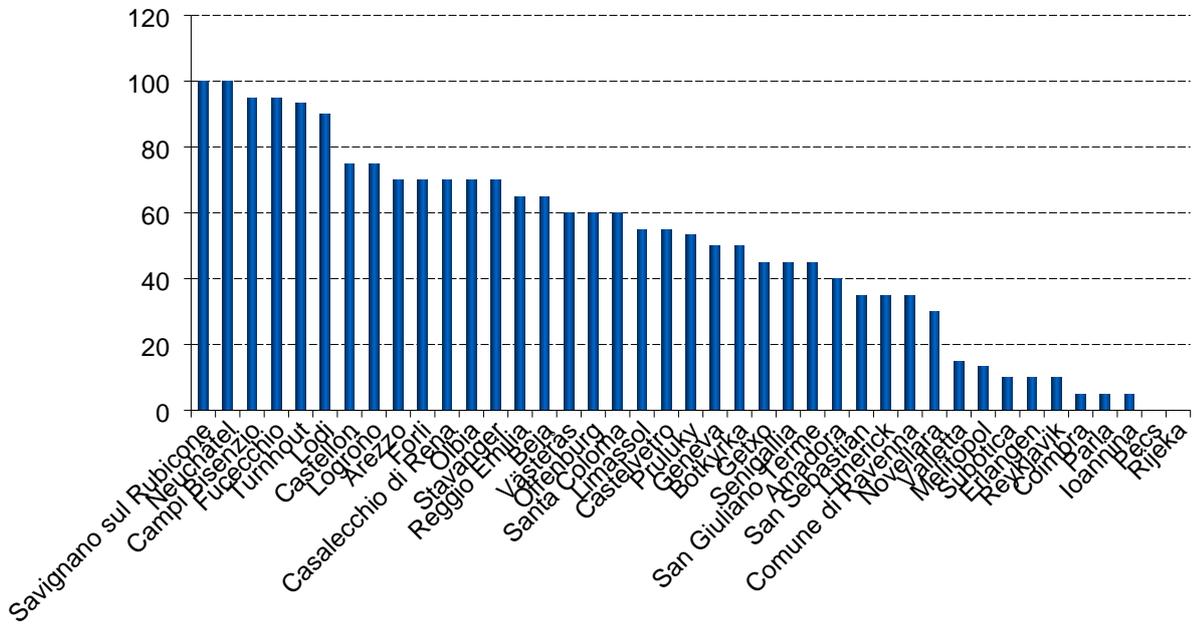
According to the answers provided in the questionnaire, Castelvetro spreads information about city government/councils process of policy formulation and carries out surveys including questions about the perception of migrants/minorities.

The city promotes intercultural competences through volunteering activities. Perhaps, in the future, the city might wish to organize seminars, conferences and other activities to involve staff of local authorities, NGOs and academic institutions, spreading information and knowledge while raising awareness on intercultural issues.

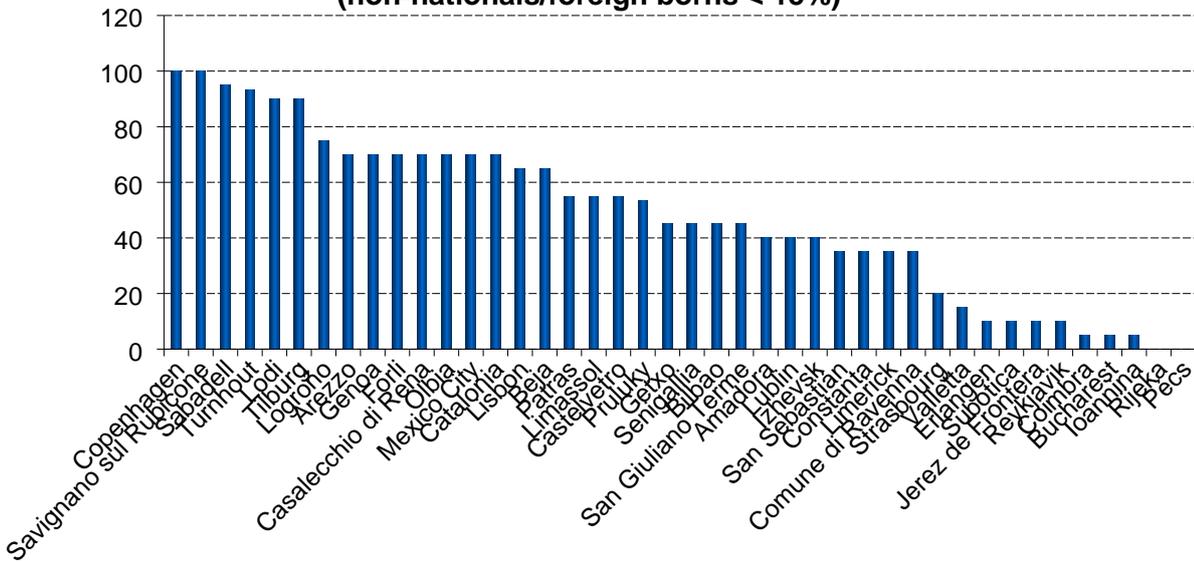
Constanta (Romania) has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic 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 Castelvetro welcoming policy is the 55%. This result is good compared to the 54% of the City's sample.

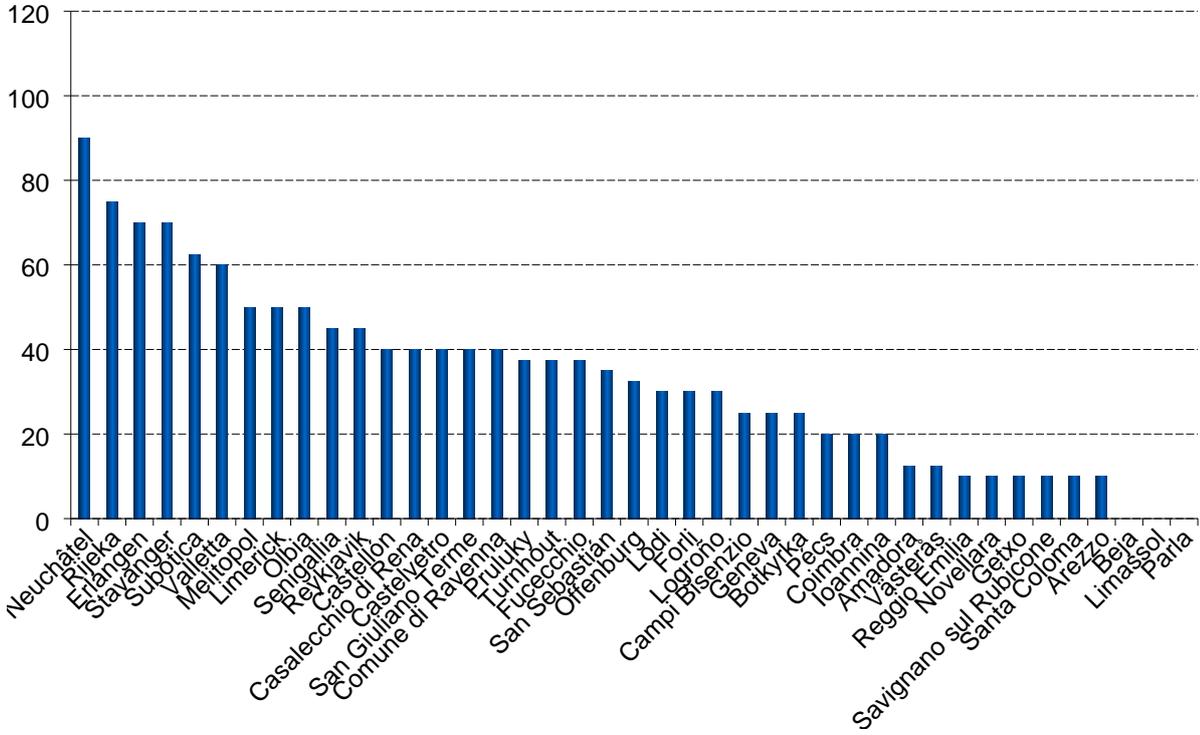
The city has successfully established an office to welcome migrants and newcomers to the city, and it offers a written guide. The city could consider the idea of printing a multilingual comprehensive city-specific package of information, for newly-arrived residents. This package would not only welcome new comers, but also would help them throughout the integration phase.

The city 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 new comers and it offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.

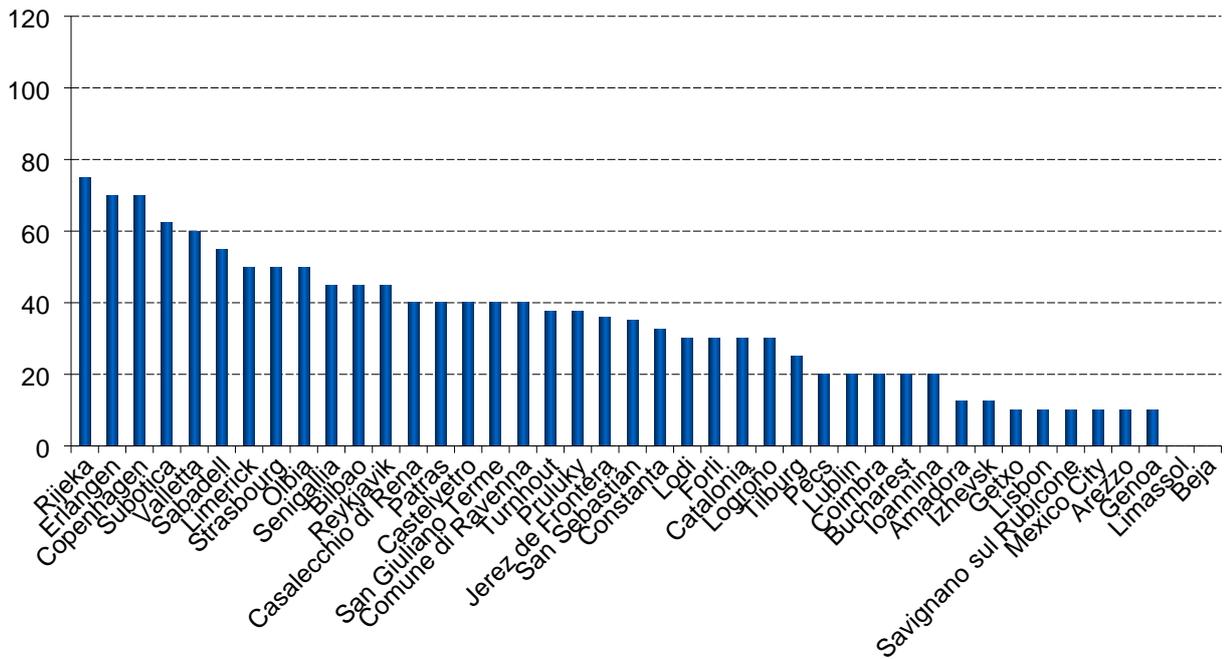
Another activity Castelvetro could follow comes from Bergen. In the Norwegian city there is a programme called Kaleidoscope that encourage cultural and social mix through art and sport activities. Bergen's cultural and civil life policies are full of events and activities in the fields of arts, culture and sport to encourage inhabitants from different ethnic groups to mix. Kaleidoscope (Fargespill) 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.

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 Castelvetro in the field of governance is of 40%, higher than the city sample's rate of 34%.

Newcomers can vote once they have obtained the citizenship and politicians' ethnic background does not reflect the composition of the city population. The city has established an advisory body that represents migrants and minorities. Along with that, the city regularly promotes initiatives to encourage and involve migrants to enter in the political life.

In order to improve the field of governance, the city could look up to Bergen's implementation of public policies whose aim is to take advantage of diversity. These governance policies are illustrated in a comprehensive action plan for integration, *Diversity brings Possibilities (Mangfold gir muligheter)*. Moreover, it has been established an Introduction Centre for refugees combined with courses for municipal employees in intercultural relations, and specialized work qualification and Norwegian language courses. Furthermore, the city has an independent council to represent all ethnic minorities at regional level (the city of Bergen means the 60% of the Hordaland county population), the Kontaktutvalget mellom innvandrere og styresmakter i Hordaland (Contact committee between immigrants and authorities in the Hordaland County). Regularly, Bergen city council promotes initiatives to encourage migrants/minorities to engage in political life. Before every election there is a campaign to encourage people from migrant background to participate. The city works with migrant communities to inform them about their rights and the election. There are also debates with leading politicians on topics chosen by migrant organisations.

Another interesting example comes from Berlin-Neukölln, the project is called: "Young, Colourful, Successful" and it aims to redesign the city centre taking *into account the intercultural diversity*. Neukölln has the chance to be the first place in Germany to redesign a city centre in a way that acknowledges cultural diversity. The City Council of Berlin Neukölln was awarded by the German Federal Government the title "Place of Diversity" and with this sends a message against right-wing extremism and for diversity and tolerance. The place-name sign "Neukölln – Place of Diversity" is set up visibly on the square in front of the underground station "Britz-Süd".

The city does not monitor the activities to prevent discrimination or rumours but there is a specific service apt to support discrimination's victims. The municipality sometimes organizes initiatives to discourage negative feelings and/or negative perception towards newly-arrived.

Castelvetro could follow Limerick's anti-rumour project encourages integration and inclusion in schools: each third-level institution has incorporated the Anti-Rumours project into an aspect of their courses and used the project as an assignment for part of a course. To name one, the Anti-Rumours approach has been included in the Development Education module run by Mary Immaculate College as part of the teacher training programme. The module encourages participants to take part in an external event and lists the Anti-Rumour workshops. Anti-rumour workshops have resulted in the development of an Anti-Rumours Education pack which can be used in Second-level schools throughout Ireland. Lastly, third-level students engaged in the

Anti-Rumours campaign have started planning an Anti-Rumours Flash Mob / Performance in Limerick City centre.

## 15. Conclusions

In 2014, Castelvetro di Modena's attainment rates are generally lower than the city sample's. The Index has clearly shown that there is room for further improvements.

It is appreciable that the city scored a rate higher than the city sample in the following fields: neighbourhood, commitment, media, intelligence and welcoming.

On the other hand, the weakest fields where the city's municipality must strengthen its policies are: public service, business and labour market, cultural and civil life, public space, mediation, international outlook and governance.

In view of the above, we wish to congratulate with Castelvetro di Modena 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 the intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

- **Business and labour market:** In order to promote diversity and non-discrimination in the employment sector, Castelvetro could establish a business umbrella organisation and adopt official documents against discrimination in the workplace. Equally, the city should seriously take action to encourage businesses from minority ethnic/cultural economies, enhancing immigrants' participation in the local economy, and raises awareness of the important economic and social contribution of foreign-born entrepreneurs in the municipality.
- **Public Service:** 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.
- **Governance:** Castelvetro could look up at the initiative developed in UK Called "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.
- **Mediation:** To improve the field of mediation, the municipality could look up at Parla's idea of celebrating the World Day for Cultural Diversity for Dialogue and Development (according to the UN, the 21<sup>st</sup> 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.
- **International Outlook:** 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, Castelvetro could encourage co-development projects with the major migrant groups' countries of origin.

Castelvetro di Modena may wish to look into further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database<sup>8</sup>.

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<sup>8</sup> <http://www.coe.int/en/web/interculturalcities/>