



Sumy: Results of the Intercultural Cities Index

Date: October 2016

A comparison between 81 cities¹

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, 81 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Rena (*Italy*), Castellón (*Spain*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian² (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forli (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), 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*), 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*), the district of Osmangazi in the province of Bursa (*Turkey*), Parla (*Spain*), Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma (*Spain*), Santa Maria da Feira (*Portugal*), Unione dei Comuni-Savignano sul Rubicone³ (*Italy*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Sumy (*Ukraine*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione Terre dei Castelli⁴ (*Italy*), Valletta (*Malta*), Västerås (*Sweden*), Vinnitsa (*Ukraine*) 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 generally referred in the programme as San Sebastian.

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

⁴ Former Castelvetro di Modena.

Among these cities, 37 (including Sumy) have more than 200,000 inhabitants and 34 (including Sumy) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Sumy (Ukraine) in 2016 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).

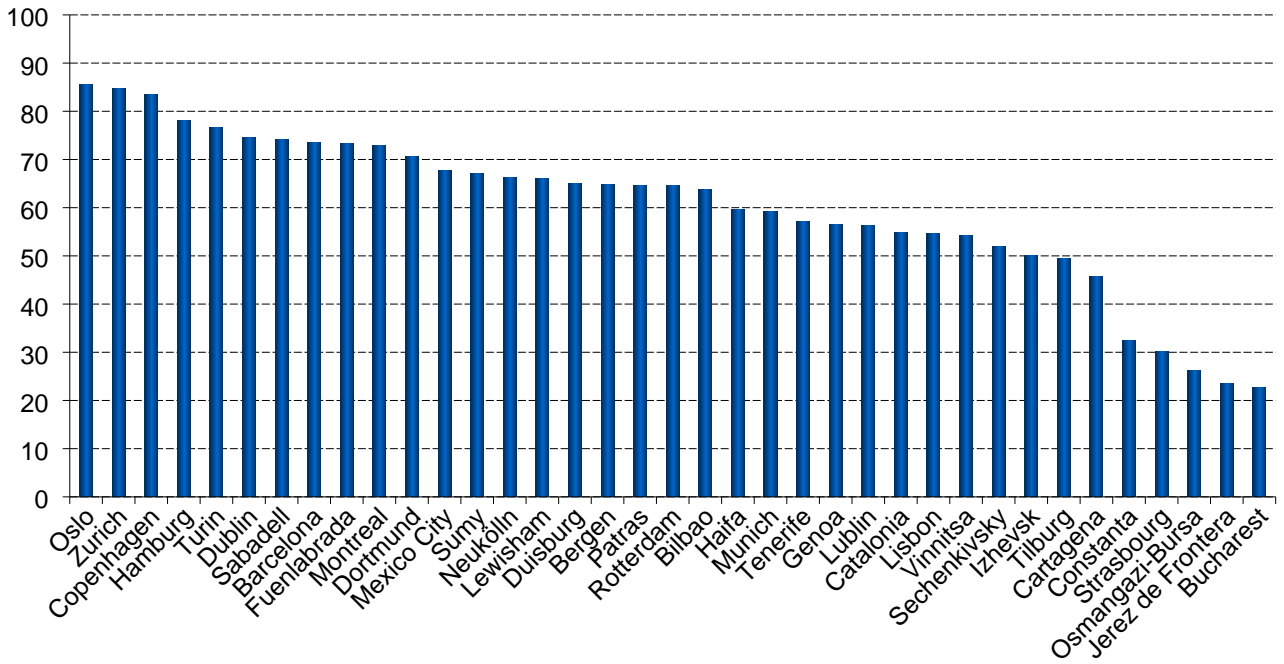
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

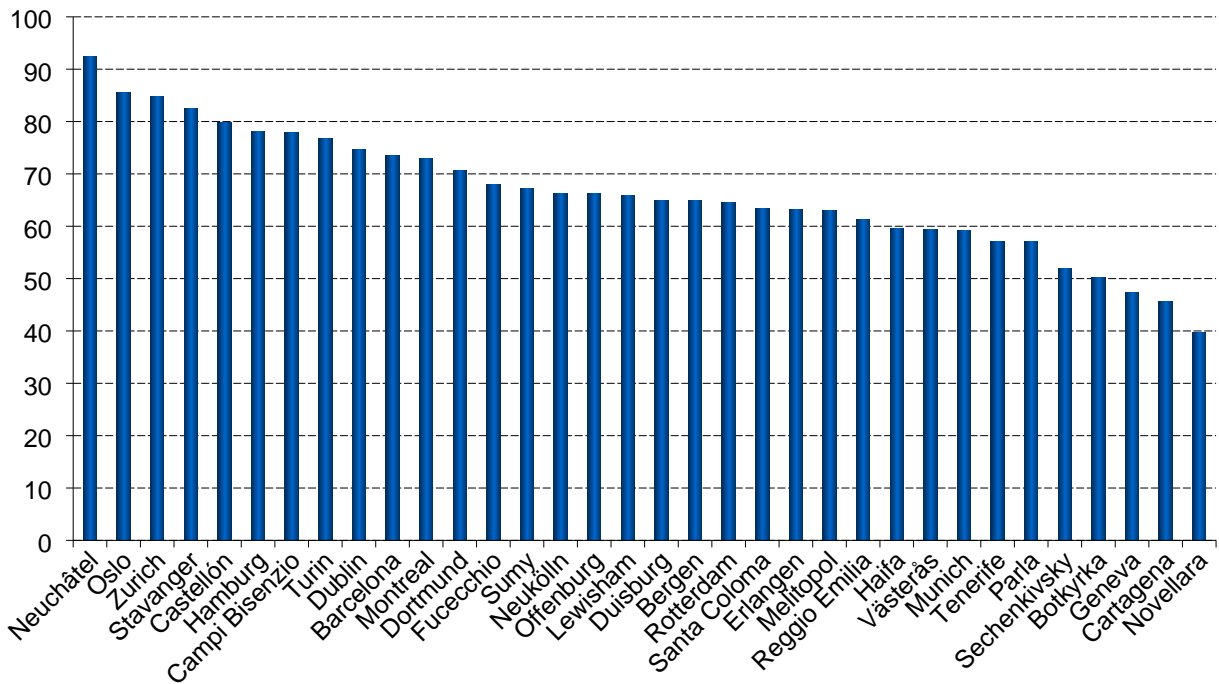
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

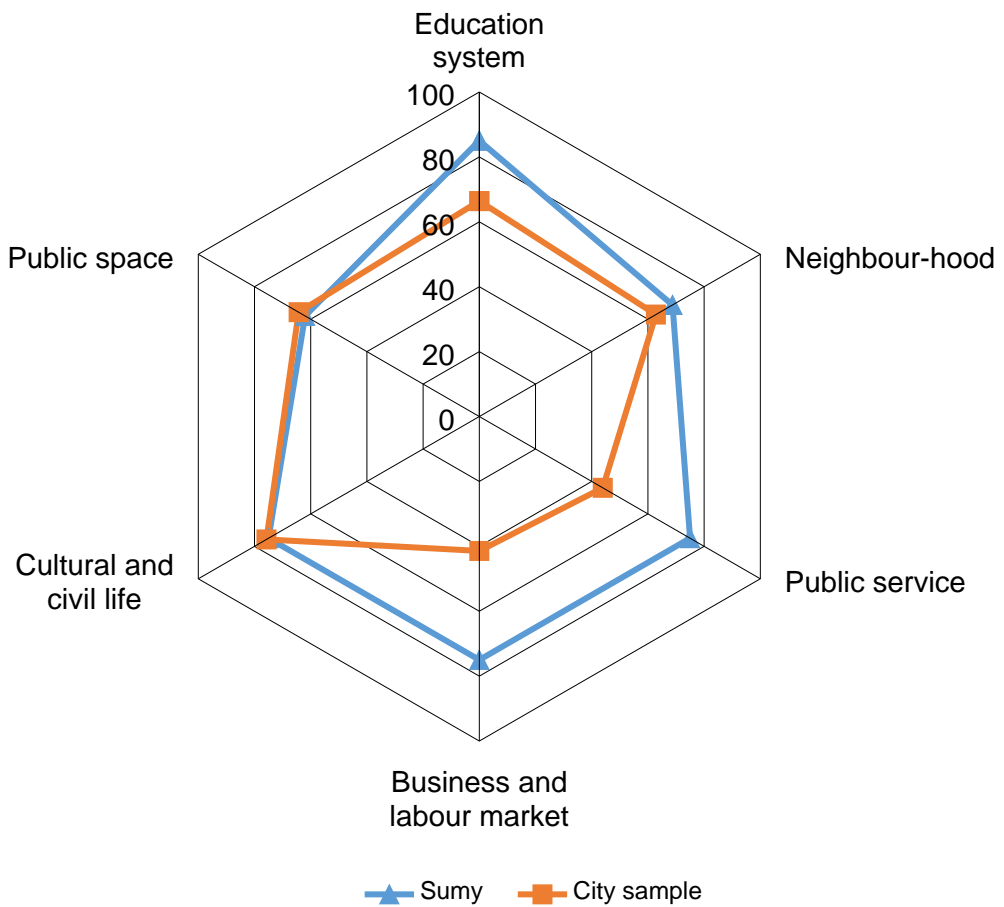
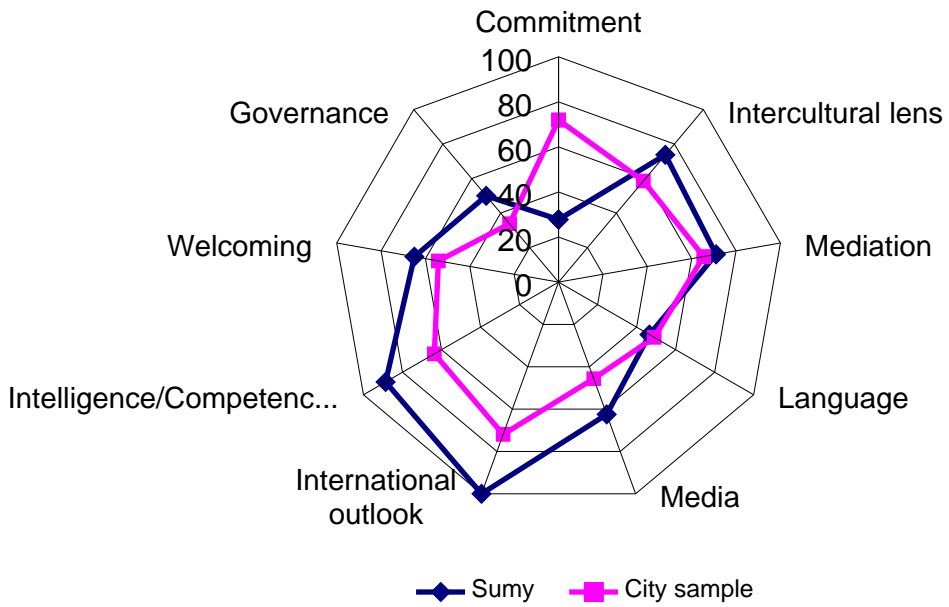
According to the overall index results, Sumy has been positioned 19th among the 81 ICC Index tested cities, with an aggregate intercultural city index rate of 67, after Mexico City (68) and before Neukölln (66). Sumy has been ranked 13th among cities with more than 200,000 inhabitants and 14th among cities with more than 15% of foreign-born residents.

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



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





Sumy – An overview

Sumy is a Ukrainian municipality, located in the north-east of the country, and it is the capital of the Sumy region (oblast). The city, founded in 1652 as a Cossack fortress, was intended to protect Sloboda from the Crimean Tartar attacks. Subsequently, Sumy was incorporated into the Russian Empire and evolved into an important economical centre mainly focused on the sugar industry.

Historically, Sumy became famous in 1905, during the Revolution, thanks to its peasant republic: The Sumy Republic. Whereas, when Germany occupied Ukraine during World War II, Sumy suffered heavy damages. However, after the war, the parts destroyed were rebuilt and renewed.

Sumy is also famous for its *Museum of Fine Arts* that since its opening in 1920 is one of the most outstanding art centres in Ukraine and for the *International Festival "Bachfest"* of Baroque music. The city also hosts the *Regional Academic Theatre of Drama and Musical Comedy* called "M.S. Shchepkina" and the *Theatre for Children and Youth*.

Demographically, in June 2016, the municipality counts a total of 271.000 inhabitants, out of which the 75% have a Ukrainians background, whereas approximately the 15% are non-nationals.

The most important minority groups are:

12.5% Russians,

0,4% Byelorussians,

0,2% composed of: Armenians, Georgians, Azerbaijanis, Jewish, Roma people, Polish and Germans

1,8% refused to indicate their nationality

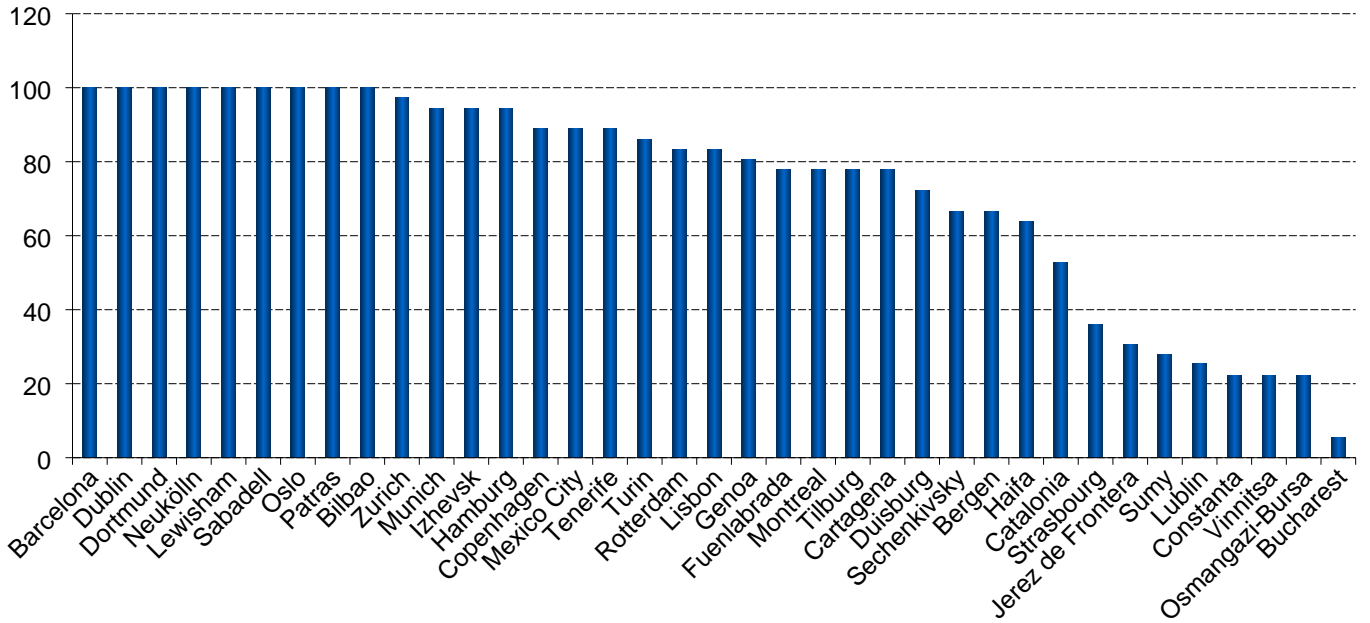
The questionnaire does not indicate the percentage of foreign-born residents and says that Ukrainian cities do not collect the percentage of second and third generation migrants.

The industry production counted 48,700 UAH (Ukrainian Hryvnia) per person (including products and services) within 11 months in 2015. This result is particularly impressive insomuch is 1.6 times more than in 2014.

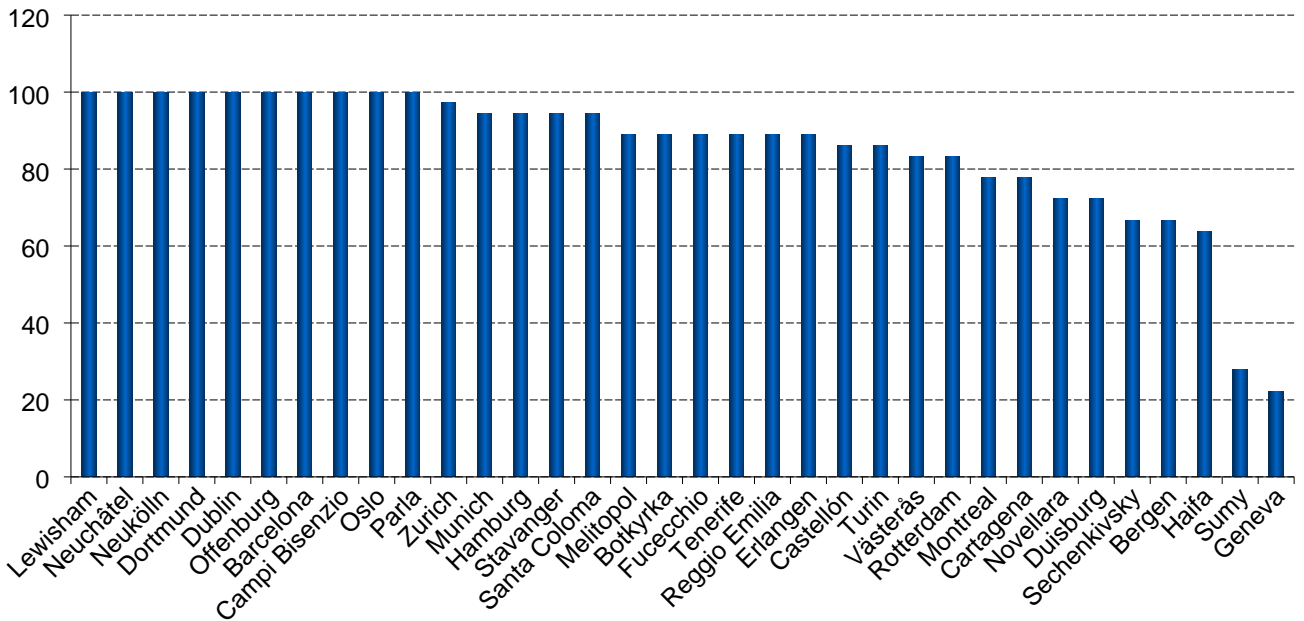
Sumy's Communication and Information Department is a successfully established City Hall department with leading responsibilities for the intercultural integration.

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.

Sumy's rate in the area of Commitment is considerably lower than the city sample. In fact, while the Ukrainian city gained the score of 28, the city sample average score is 72.

The city has not yet adopted an integration strategy, neither it developed its intercultural action plan.

In relation to this, Sumy could have a look at Getxo's (Spain) *Plan de Legislatura* (2012-2015), as an example, or consult the Intercultural Plan of a Ukrainian city Melitopol. Getxo's 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.

Although public speeches only rarely make clear reference to the city's intercultural commitment, the city's website positively communicates its intercultural strategies and displays the intercultural actions in place. We recommend the city to maintain the connection with the citizens through social networks (i.e. Facebook or Twitter), insomuch these useful tools allow inhabitants and newcomers to find information about the municipality.

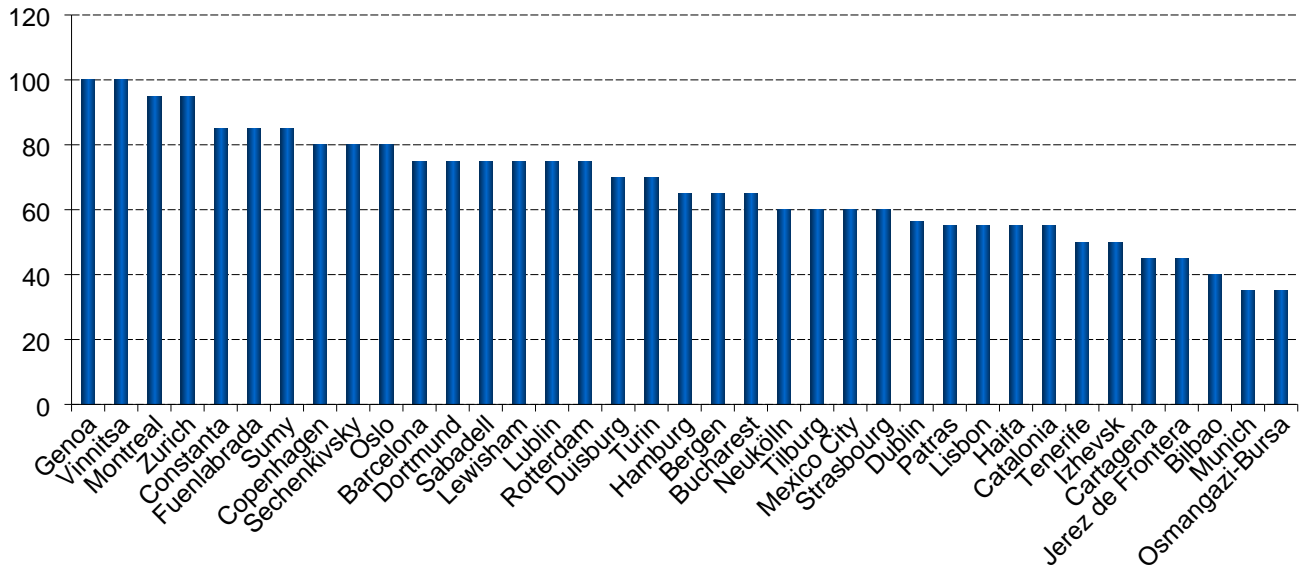
Sumy's Communication and Information Department is a dedicated body responsible to implement and coordinate the intercultural strategies. Besides, a special working group has been set to focus on the development of these strategies.

In order to strengthen the feeling of self-confidence and openness and to ensure peace and mutual understanding the city should organize ceremonies and activities to encourage interculturalism. For instance, the Portuguese city Santa Maria da Feira promotes the Awards Solidarity, which aims to honor organizations or institutions which, by their actions, innovations and good practices contribute to the promotion of cohesion and social development of the municipality. A similar activity is carried out in Genoa where 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.

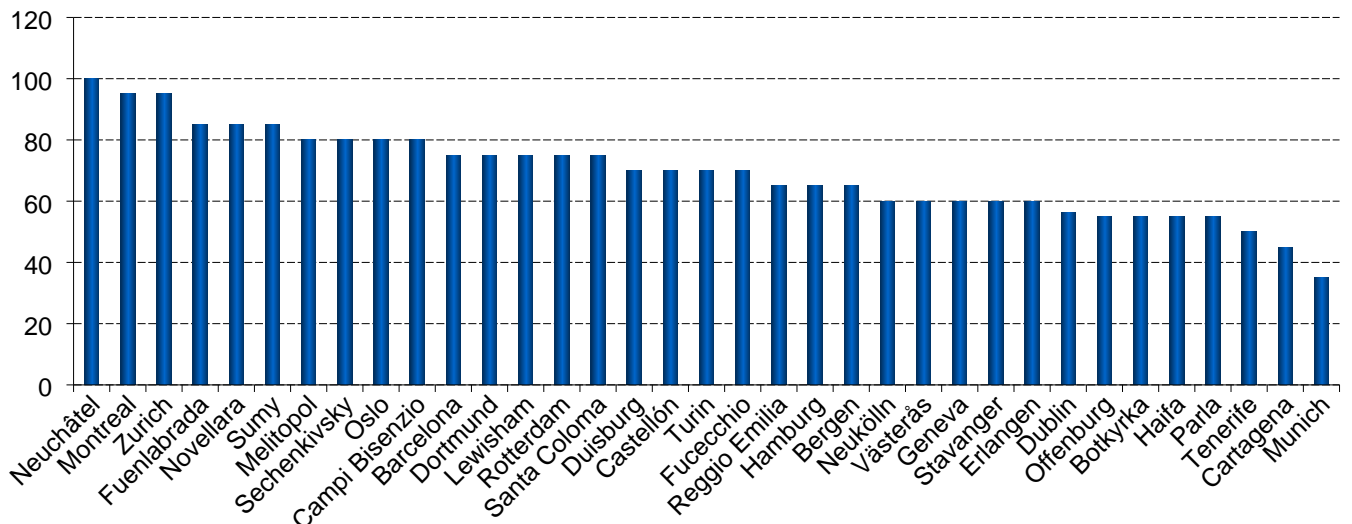
It is important for the city to maintain a strong link between the Council and its multicultural community, for this reason it would be advisable to implement strategies and actions to get minorities closer. For example, Sumy could improve its intercultural activities encouraging inter-religious communication and, perhaps, organizing religious activities to get different faith closer.

2. Education⁵ policies through an intercultural lens

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



**ICC-Index - Education system -
City sample (non-nationals/foreign borns > 15%)**



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.

⁵ 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).

The analysis shows that Sumy's education policy achievement rate is 85, which is higher than the city sample's average rate (66).

In some schools, children are of the same ethnic background, and teacher's ethnic backgrounds often mirror pupils'. Of particular relevance, "*The Colors of our Land*" is a festival that features creative achievements of the regional ethnic/minority groups. During this festival, special awards are given to individuals and/or NGOs. This festival and award ceremony may take place during the City Day or other national holiday or during the 'creative reporting' of minorities' amateur teams (e.g. Jewish or Polish community). The awards are given within the frameworks of "*Sumy city - Calibri on the cultural map of the world*" and "*Sumy is cultural island on the cultural map of the world*" projects.

Positively, most schools are making strong efforts to enhance parents' participation in the education system. In fact, it would appear that some schools are working on the so-called "triangle" principles, where parents, children and teachers are equally involved to monitor misunderstandings and prevent conflicts in the school environment. In addition, psychologists mediate different cultures and aim to assure a balanced communication and proper understanding between children and adults.

In order to increase parents' participation, Sumy schools may wish to try to communicate with parents in their mother tongue, perhaps handing out flyers or with the support of translators.

However, it is admirable that schools often carry out intercultural projects. One of this project is an annual festival where children from all cultural backgrounds are presented in the form of folk music, costumes and cuisine. During this festival, children prepare videos to show how their cultures and traditions are celebrated in Sumy.

Sumy's schools could be further inspired by Santa Maria da Feira's project called *IOS - Improving Our Skills* that aims to improve the level of fundamental skills and abilities, particularly as regards its relevance to the labour market and its contribution to a cohesive society, in particular by increasing mobility opportunities in learning and by strengthening cooperation between the world of education and training and the world of work.

Schools in Sumy do not have a policy to increase cultural/ethnic mixing yet, but a policy is being prepared as schools are aware of the importance of establishing a policy to encourage cultural mixing and at the same time prevent "white flight".

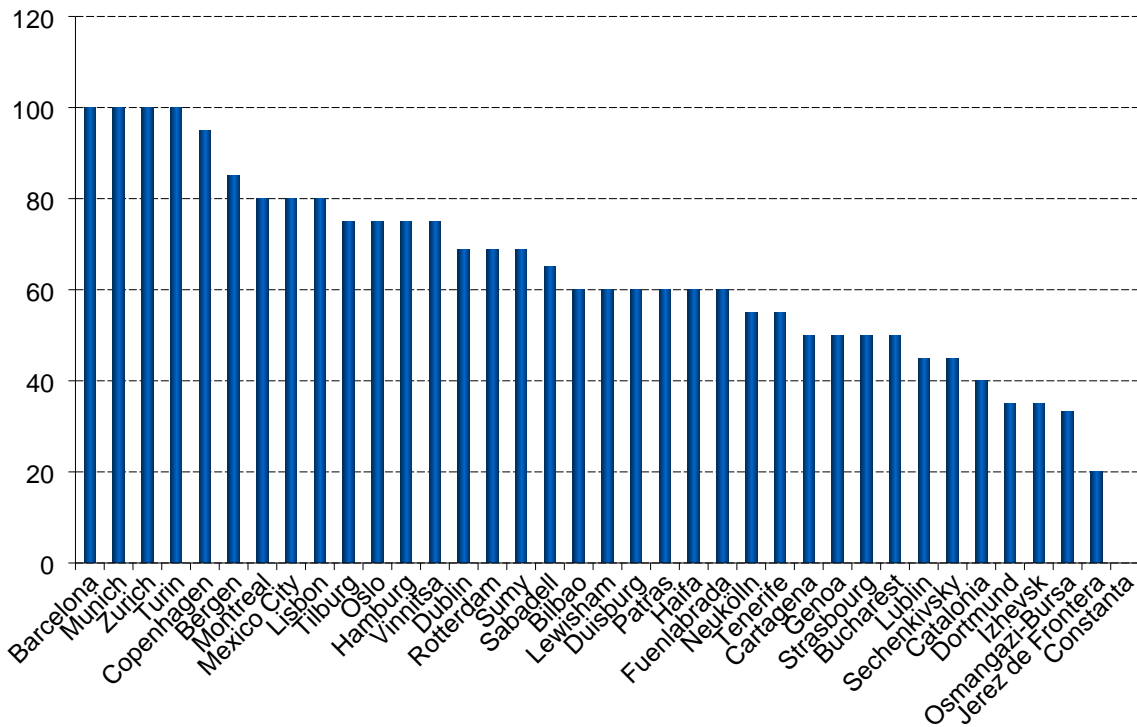
In order to improve this field, the municipality could be inspired by Genoa's initiatives. In Genoa, in fact, schools organize a wide range of activities: The *Christmas markets*, where children can do arts and crafts, old clothes and various items are sold for charity. The organization called *Daneo* organizes music classes, sportive activities and other extracurricular activities together with various volunteering activities. Moreover, two *choirs* have been successfully established.

Another excellent initiative comes from the Australian city of Ballarat and it is called "*Racism: it stops with me*" created by Councilor Belinda Coates. The campaign invites all Australian to reflect on what they can do to encounter racism whenever it may

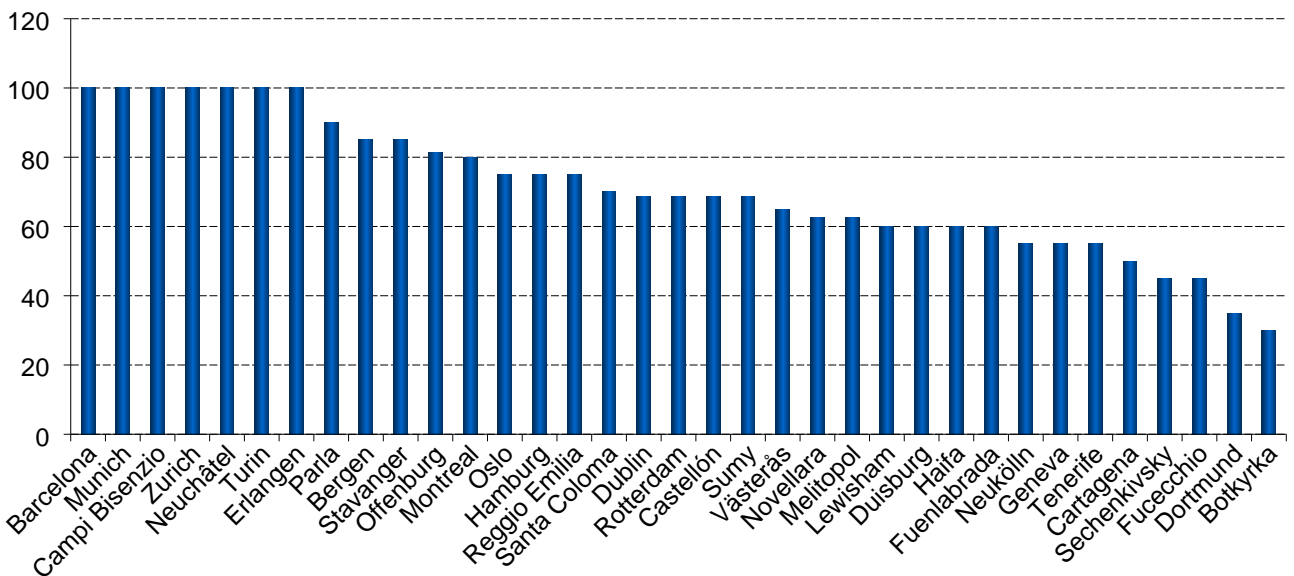
happen. Similarly, the Intercultural City of Erlangen organizes the network "*Schulen ohne Rassismus – Schulen mit Courage*" (schools without racism – schools with courage). This network is the biggest school association in Germany and comprehend more than 1.000 schools, all of them with the same purpose: discourage any form of racism or discrimination. Throughout the year, schools carry out projects and events aiming to enhance social inclusion raising awareness on this delicate topic. Another similar initiative comes from Reggio Emilia (Italy) and it is called "*Due calci al razzismo*" (2 kicks against racism). This the sports event (5-a-side football) is organised every year in November at the Palazzetto dello Sport. Organised since 2006 in collaboration with sports associations (Uisp). Participants include representatives from the various minority communities, the police force, Italian and/or foreign women, disabled individuals, local administrators, youth from secondary schools etc.

3. Neighbourhood policies through an intercultural lens⁶

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



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



⁶ 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.

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.

Sumy's neighbourhood policy indicators are ranked 69, slightly higher than the city sample's average rate of 63.

In one or two neighbourhoods, people from a minority ethnic group represent the majority of residents. And positively, the city takes actions to promote activities to mix citizens from different areas. The questionnaire brings the examples of festivals and trade fairs, where international small businesses present their culture and food. The municipality also promotes festivities, local and national holidays through the year. In addition, university students frequently organize various events, such as sport events, fundraisings for ATO soldiers, etc.

The questionnaire states that ethnic concentration is not really an issue for Sumy. Nevertheless, the city administration is working to create a policy to increment the diversity of residents in the neighbourhoods, specifically, via its social services unit.

In order to avoid ethnic concentration and to encourage social cohesion, Sumy could follow Limassol's example where 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 it 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

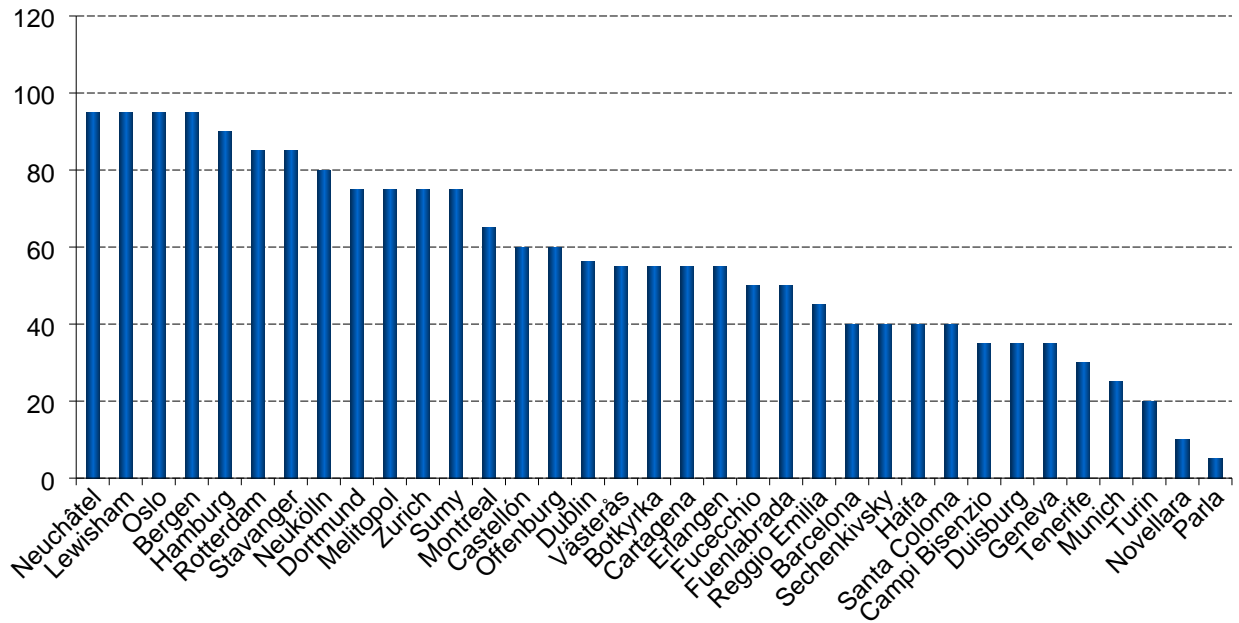
Alternatively, Parla's "*Equipo de Mediación Vecinal*" (team of local mediation) is responsible for the organization of events and meetings. Moreover, the "Equipo" offers a safe and welcoming place where all the citizens can talk and share their problems and/or concerns while getting to know each other creating connections. In addition, the team enhances the link between new/developing areas (such as Barrio de Parla Este) with more "aged" districts.

Many initiatives can be implemented to bring people together, it is important to ensure that all generations, cultures and genders are equally involved in the integration process.

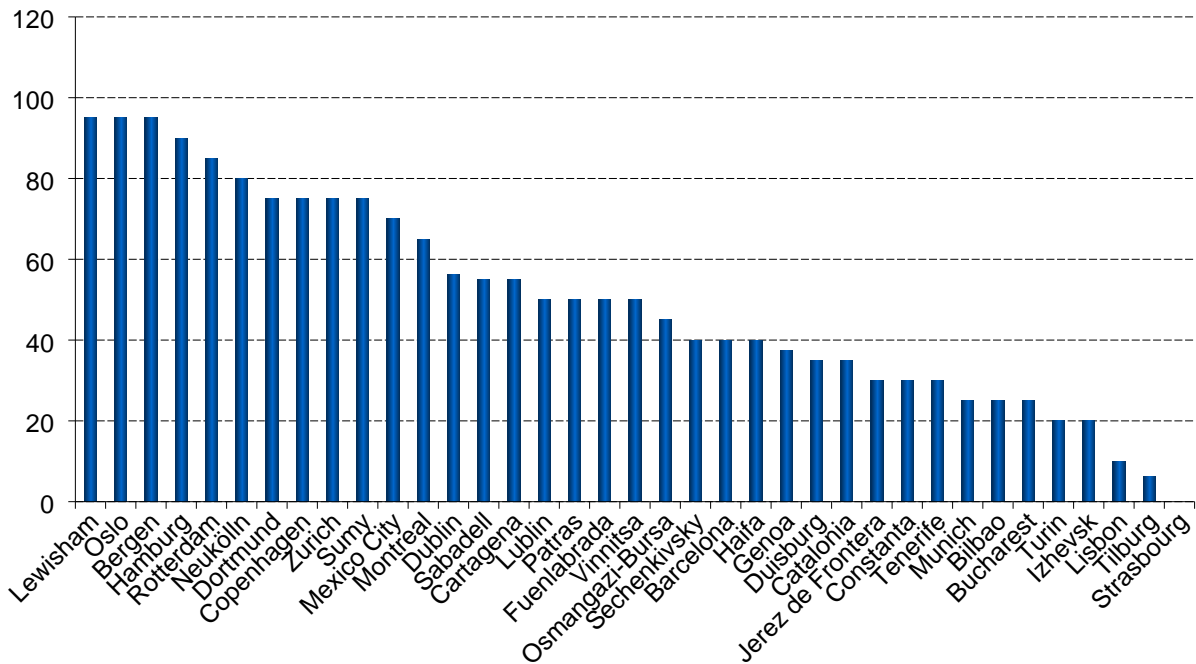
For this reason, Sumy could look up at the Villa centre in the city of Erlangen. This centre is an intercultural meeting place for people of all ages and backgrounds that offers an extensive programme that comprehends a wide range of events: Sunday brunches, juggling and painting, women conversation groups, etc. For the youngest the centre organizes the *Universal Children's Day* where children will have fun in the city playground.

4. Public service policies through an intercultural lens

**ICC-Index - Public service - City sample
(non-nationals/foreign borns > 15%)**



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



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.

Sumy's public service has scored 75, considerably higher than the city sample, whose rate is 44.

The ethnic background of public employees reflects the composition of the city's population at all hierarchical level. The questionnaire reminds that by law, only Ukrainian citizens can be employed by the city administration; i.e. those who were born in Ukraine or those from a different ethnic background but took Ukrainian citizenship.

However, the city does not have a recruitment plan. We warmly recommend the city to introduce a plane to increase migrant/minority representation at higher hierarchical levels.

Positively, the municipality takes action to encourage mixing in the private sector, in fact, Sumy hasn't faced any distinct issue of discrimination, especially not in the entrepreneurial field. On the contrary, many people with foreign background are opening SMEs in Sumy overcoming by the entrepreneurial activity the locals (natives). It is worth mentioning that foreigners-owned companies have been established in Sumy many years ago: for instance, KusumFarm is run by people coming from India, Italy, Azerbaijan, Poland and Holland. This clearly shows that the city has

created a favourable atmosphere for foreign business, where companies hire people with different cultural background, including native Ukrainians.

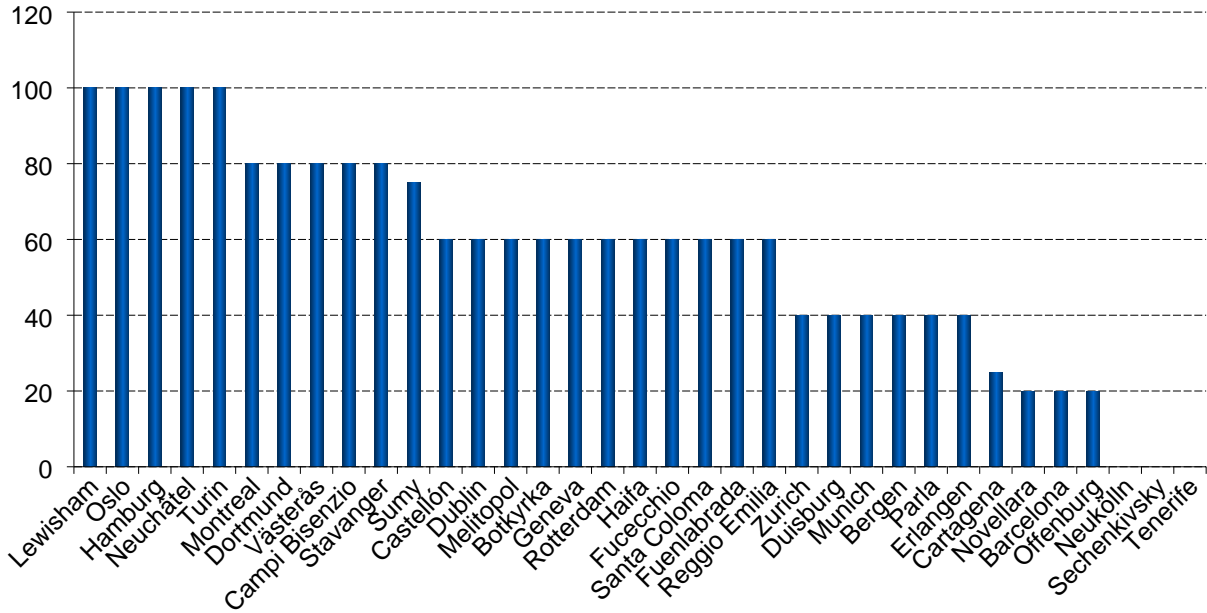
Sumy provides funeral services, burial areas and places of worships to suit the different needs of its multi-religious community. However, the city should guarantee the offer of the following services: *Schools' canteens* should provide different meals to mirror pupils' alimentary needs and *sportive facilities* should have women-only time schedules in order to suit the needs of women with specific necessities. For instance, in Erlangen, the BIG-Projekt fosters intercultural sporting engagement and there are female-only swimming days in the public swimming pools.

Sumy might wish to look up to Barcelona that has the objective to promote mutual acknowledgement, interaction and exchange through intercultural subsidies, such as festivals (also adopting migrants' holidays), art exhibitions and workshops, etc. For what concerns sports, Barcelona facilitates the inclusion of boys and girls in regulated sports, promoting changes in current legislation that may hinder the participation of foreign youngsters. It promotes projects based on sport that encourage interaction between young people from different origins, especially in the urban areas that have the biggest immigrant populations and the highest risk of isolation or segregation.

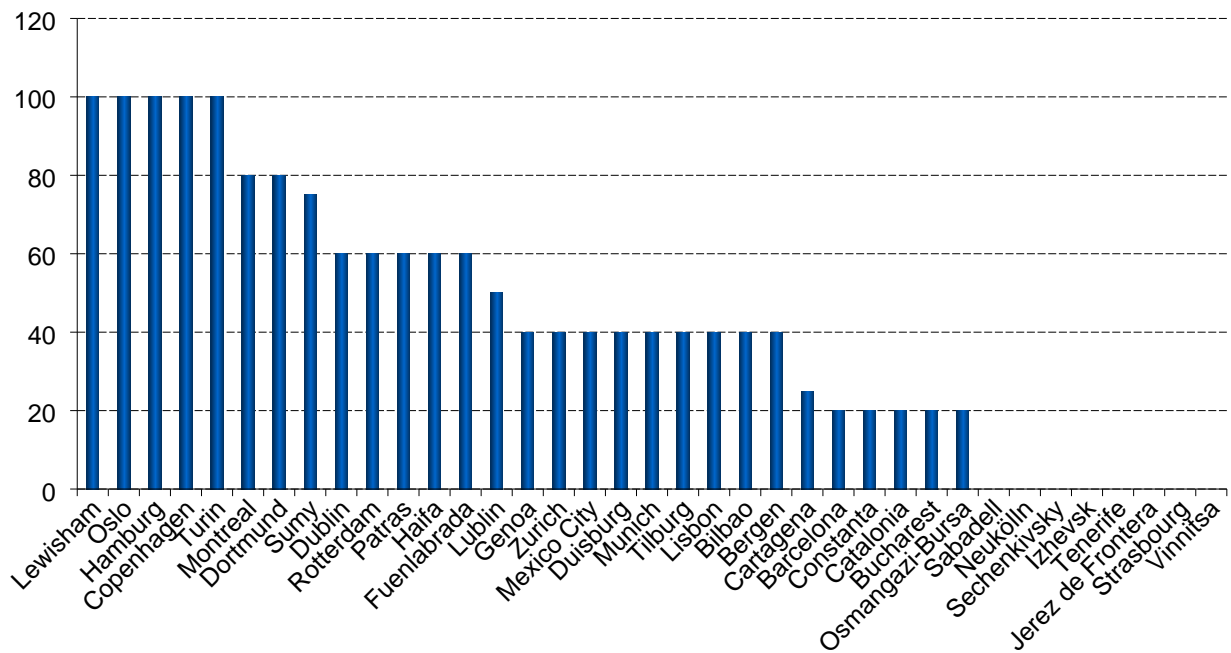
Another example comes from the Spanish city of Getxo that organizes a *Street Culture Day* to promote social cohesion and encourage immigrants' integration through sportive activities; combined to this, the *International Folk Festival*, where music promotes interaction between people from different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

5. Business and labour market policies through an intercultural lens

**ICC-Index - Business and labour market - City sample
(non-nationals/foreign borns > 15%)**



ICC-Index - Business and labour market - City sample (inhabitants > 200'000)



Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way around. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.

Sumy's rate of achievement in Business and labour market area is 75, considerably higher than the city sample's average (41).

Sumy does not have a business umbrella organisation to promote diversity and non-discrimination in the employment. However, the city has an official legal document against ethnic discrimination:

The Article 61 of the City Statute talks about non-discrimination against city 'residents' in terms of their ethnic background, age, gender or religion. Moreover, the city administrators are well aware and respect this rule.

The municipality encourages the cross relation between all nature of business, enhancing businesses from ethnic minorities to move beyond and entering the mainstream economy or a higher value-added sector. As a result, foreign-owned SMEs and larger companies – as well as those owned by natives Ukrainians – are equally encouraged to take part in city fairs and festivals. The city also organizes the "*100 Best Products of the Year*": an award that rewards the 100 best SMEs for their positive contribution to the city economy.

In order to encourage different cultures to mix, a business incubator has been established as *Regional Support Unit for Entrepreneurs*. Sumy 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.

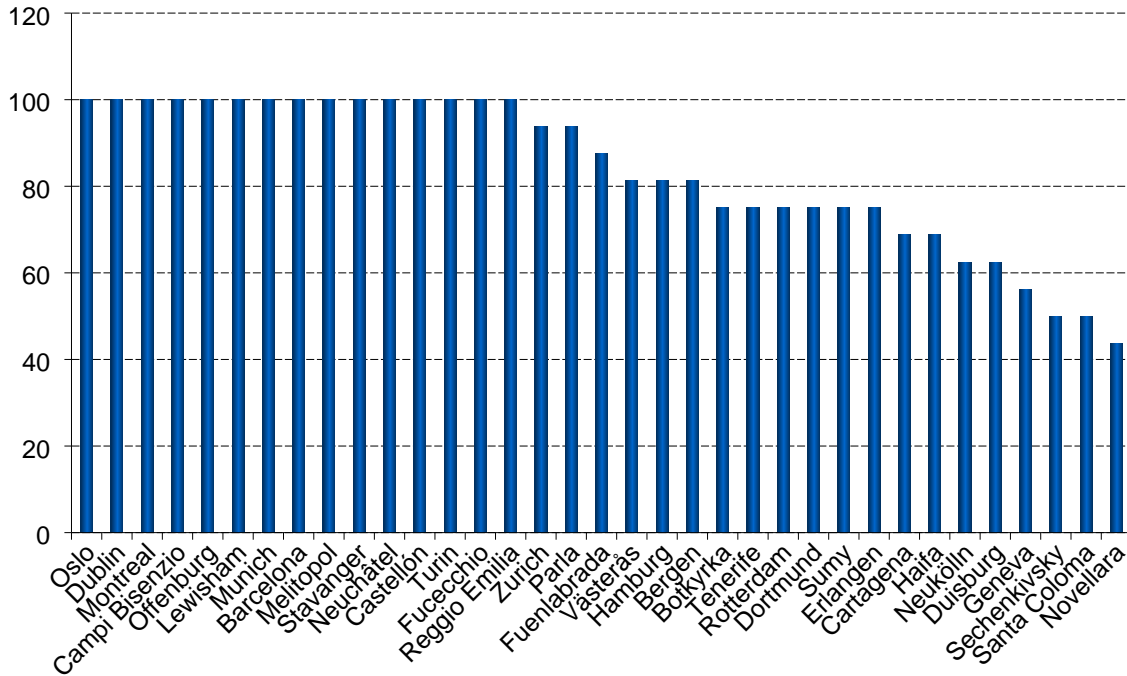
In order to improve the level of interculturality in the field of business and labour market, Sumy should strengthen the collaboration with local businesses in the promotion of diversity and equal opportunity in employment. In addition, the city could establish programmes and initiatives to facilitate businesses with migrant, youth and women fostering relations with other European cities that have already experienced diversity advantage.

Several initiatives can be implemented to provide cultural awareness in the workplace, for instance, the Norwegian city of Oslo aims to bring diversity into the Norwegian business. In fact, Oslo's City Council's Office for Business Development has taken an active stance on integrating minority businesses. Similarly, 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.

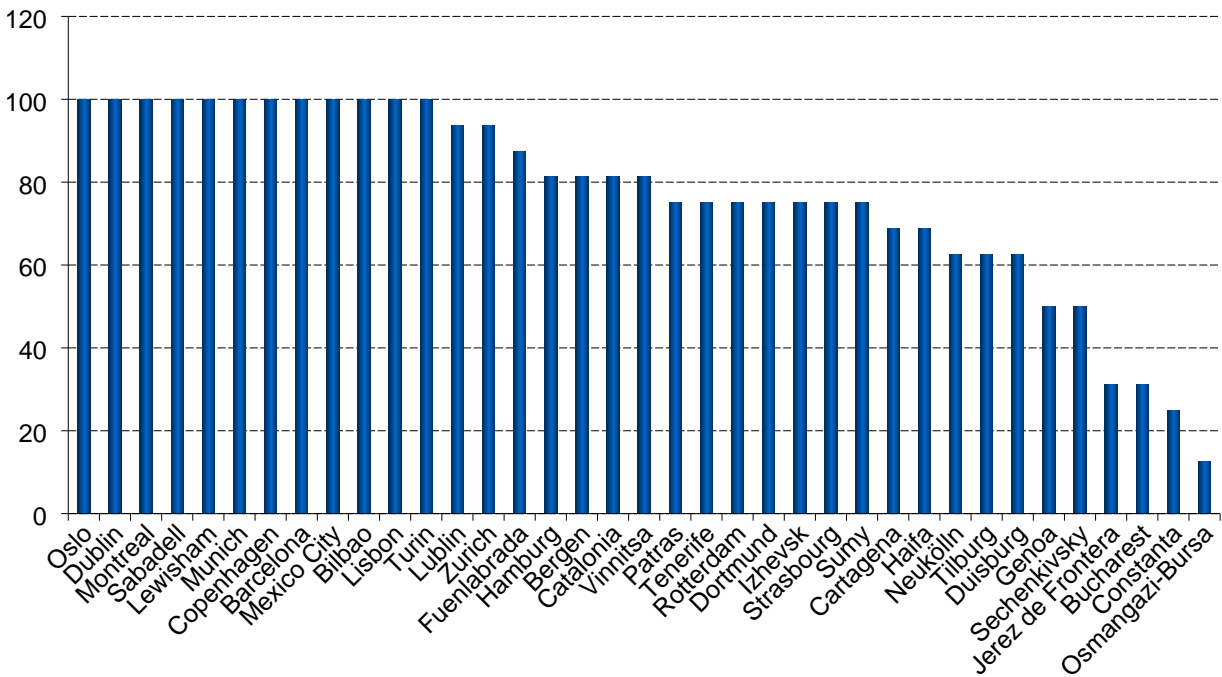
Alternatively, to encourage multiculturalism in the workplace, Sumy could follow Parla's efforts to encourage the integration of Chinese businesses into the local market through training and counselling. Positively, the city on April 29th, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

6. Cultural and civil life policies through an intercultural lens

**ICC-Index - Cultural and civil life - City sample
(non-nationals/foreign borns > 15%)**



ICC-Index - Cultural and civil life - City sample (inhabitants > 200'000)



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.

Sumy's achievement for cultural and civil life policy has the score of 75, one point lower than the cities average of 76.

Interculturalism is not used as a criterion when allocating grants to associations, but the city regularly organises art and cultural events:

- The annual festival "Surmi of Ukraine" where multiple cultures are celebrated with musical and theatrical representations;
- The vocal studio "Aviv" is organized by the Jewish community but is attended by young people with different cultural backgrounds. The same group recently organized an "Walking Our City Streets" action to reflect upon the cultural diversity of the neighbourhoods.
- A new initiative called 'Colours of our City' is being prepared.

Since theatre is an important part of the city life, it might be of interest this initiative carried out by Santa Maria da Feira, where to celebrate the International Day of Peace, the 20 and 21 September 2016, the Palestinian company Freedom Theatre (FT) performed in Santa Maria the theatre pièce: "*Return to Palestine*" and organized the workshop "*Theatre for Change*". In addition, the company organized a meeting on the subject of "*Life in Palestine and Refugees*" where all the attendees had a chance to share their opinions and experiences on Palestinian Refugees.

The city regularly organises public debates on the topic of cultural diversity and living together. In fact, when the city administration receives an event proposition, a special council is called to make a decision; whereas public consultations are held via the city webpage and local newspapers. Of particular interest, there is also an established practice called "*Rating our Culture Actors*" that rates the input of the cultural agents in the social life of the city. The city administration is collaborating with the NGOs, the local newspaper '*Panorama*' and the culture and art centre '*Sobor*' in this initiative. From this rating, many actors with different ethnic backgrounds were rewarded.

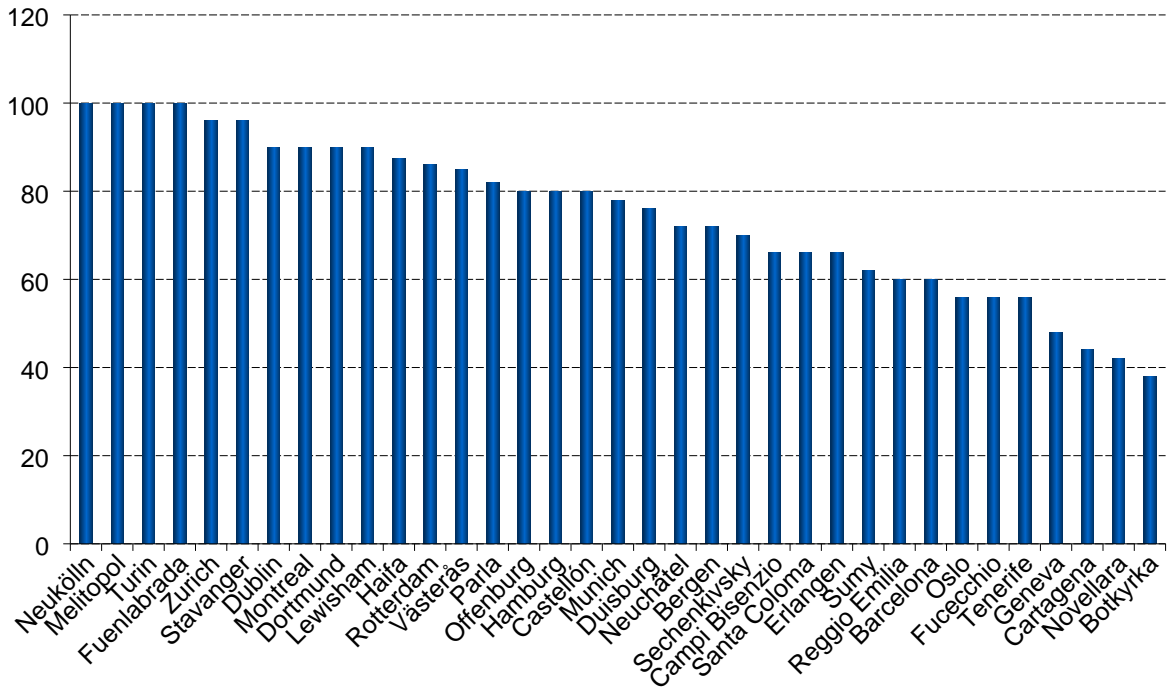
To encourage people to take part in the civil life, the city of Sumy could look up to Erlangen, where public debates on the subject of harmony and coexistence are regularly organised. Erlangen has published the brochure "*Von Integration zu Vielfalt – kommunale Diversitätspolitik in der Praxis*" (from integration to diversity – local diversity policy in practice", this document shows the activities that will take place in the city and highlight the importance of multiculturalism. Other points of interest: the city organises intercultural workshops for trainees, experts, managers and gives support to increase the number of employees with an immigrant background; the municipality aims to encourage newly arrived citizens to take part in the decision making process and in the political life of the city.

Limassol is carrying out several activities which have been proven of being of great help. The city organises 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:

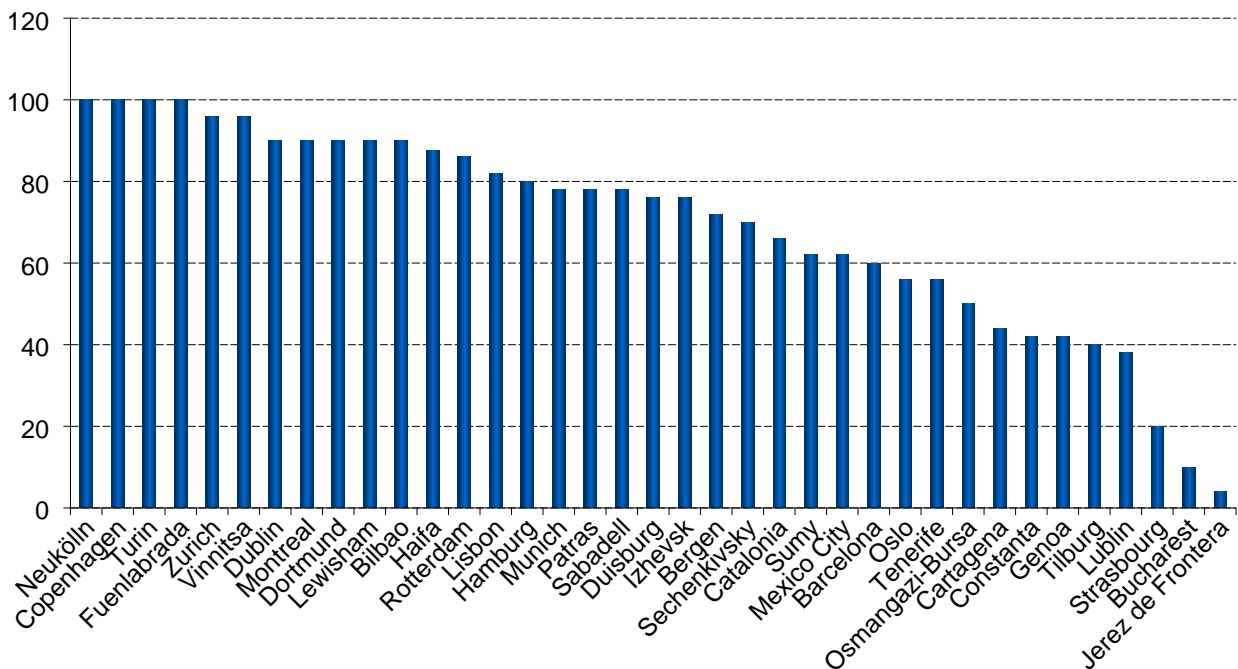
Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme.

7. Public space policies through an intercultural lens

**ICC-Index - Public space - City sample
(non-nationals/foreign borns > 15%)**



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



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 Sumy's public space policy is 62 points, slightly lower than the city sample's average of 64.

Sumy municipality takes action to encourage intercultural mixing in public areas, the places that are mostly involved are *public libraries*. Furthermore, a wide number of cultural events are held by the city in public spaces to remind the importance of harmony and coexistence among different cultures. These places are *public squares, parks*, and other cultural venues such as *museums and theatres*. Last but not least, special attention and care is given to encourage intercultural mixing of students in educational institutions, especially in universities.

Only for some public building and/or places, the city takes into account the ethnic/cultural backgrounds when designing and managing them. A clear example is the "*decomunization*": streets, buildings and infrastructures from soviet time have been changing their names, however names are publicly discussed and opinions are collected before such projects implementation.

We warmly suggest Sumy to consult people with different ethnic/cultural background before reconstructing an area. In order to put this into practice, Sumy could look up to Ballarat, where it is a standard operating procedure to consult various

communities prior to the design and management of public spaces. For example, the redevelopment of the Civic Hall took three years of consultation and made use of various methodologies to reach out to people in order to solicit ideas and consensus prior to planning implementation.

Positively, there are no areas which are dominated by one minority ethnic group and there are no areas defined as "dangerous".

To increment its cultural activities, the city could look up to the following Intercultural Cities' programmes:

Santa Maria da Feira's interesting projects *Sun in the Community* aims to gather together Roma people; whereas the *Outside Doors* is an initiative that brings together national intercultural projects whose aim is to sell self-made products while encouraging citizens to interact.

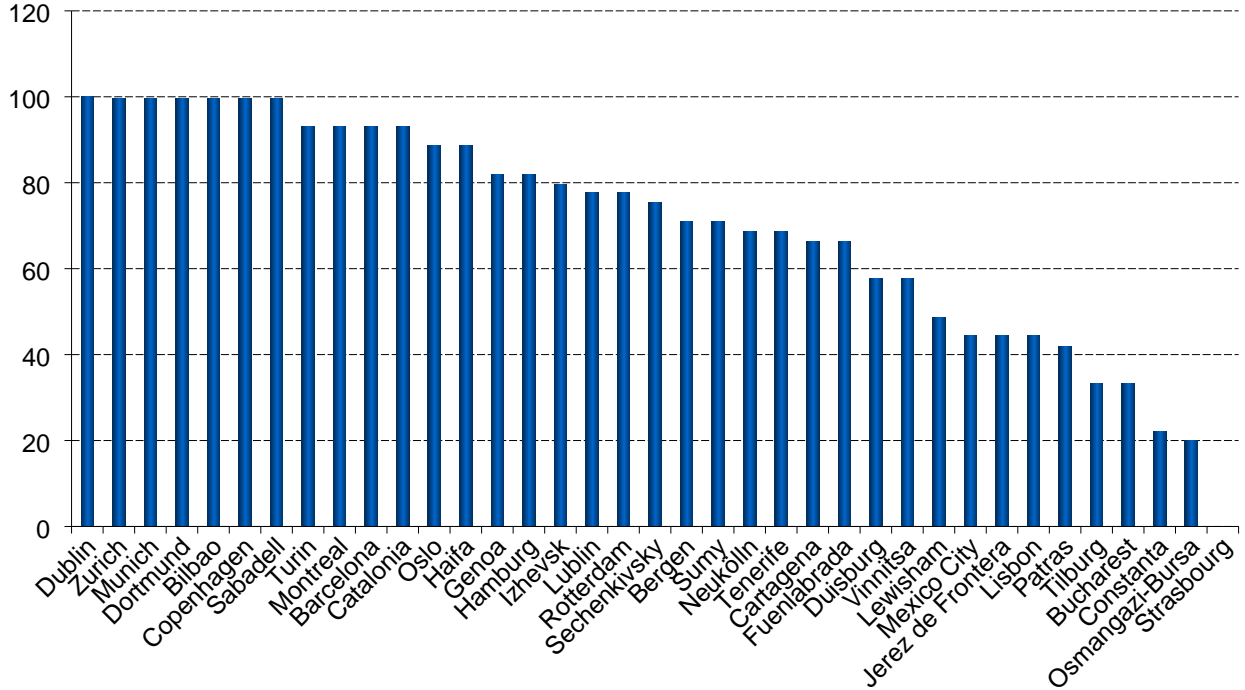
Tenerife carries out an event to promote diversity: it is called "Isla Forum Tenerife in the world". The main objective is to enhance the brand of the island of Tenerife as cultural diverse, for his close ties with Europe, Latin America and Africa. Exhibitions, public debates, courses, seminars and conferences are organised in order to raise awareness of the cultures of different countries and the mixture between them. In the framework of this initiative, the municipality stages also special days, meetings and festivals related to diversity and living together and occasionally encourages cultural organisations to deal with diversity and intercultural relations in their productions, for example in the cinematographic sector. The "carnival" celebration of the island is also a great event in which interculturalism is promoted.

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.

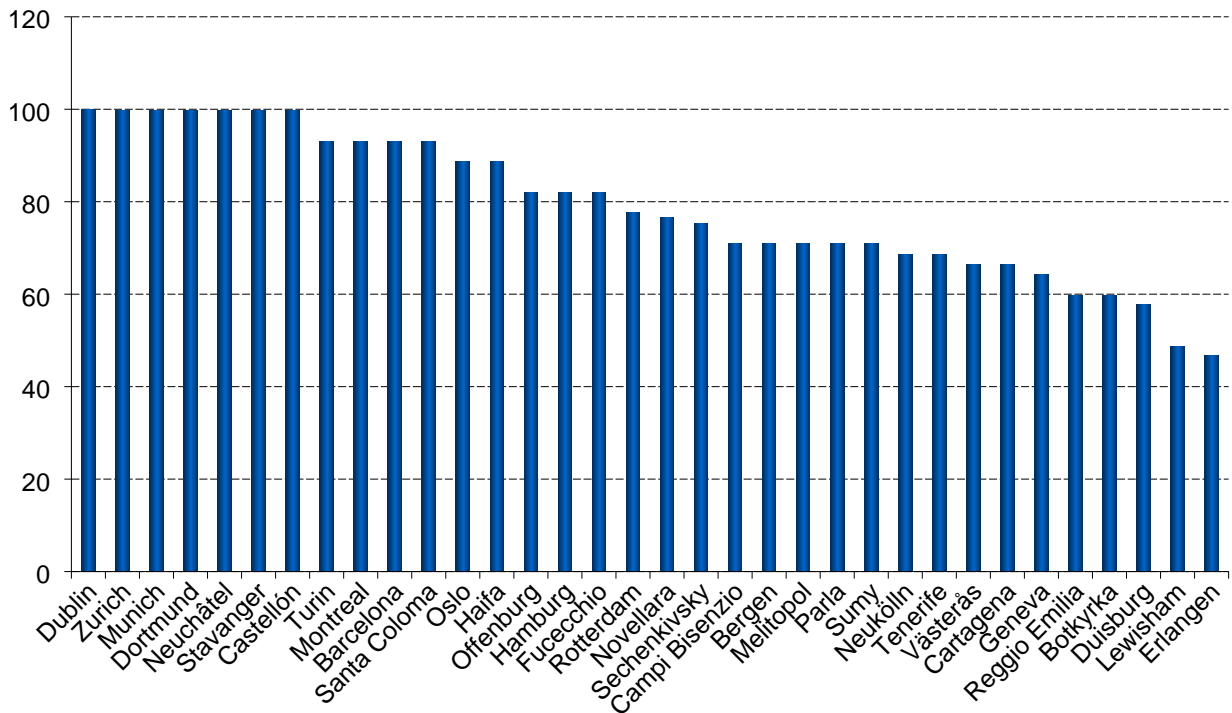
In Pepys Park, in the London borough of Lewisham, young people were invited into the process of designing and making a new playground area. Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and 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.

Sumy's mediation and conflict resolution policy achievement in 2016 gains 71 points, higher than the cities taking part in the programme (65).

The city provides a wide range of mediation services: general municipal mediation service which also deals with cultural conflicts, an intercultural mediation service run by a civil society organisation and a state-run mediation service. As a suggestion, the city could consider adopting a municipal mediation service devoted only to intercultural issues.

Positively, there are two main organisations that deal specifically with inter-religious relations: The *Unification Church of Sumy* that links together Evangelical and Christian Baptist; and the *youth-friendly Clinic* that helps young people to better understand the urban environment, helps in the prevention of conflicts, while discouraging stereotypes and negative attitudes.

Ballarat is another Intercultural City inter-religiously committed, in fact the Mayor has been hosting interfaith dialogues with various faith leaders in the Grampians region. Another interesting practice from Ballarat involves the Police force. In fact, it would appear that Victoria Police in Ballarat works closely with the Council in relation to mediation for general purposes covering neighbourhoods, streets and both actively seeking to meet residents to discuss problems and possible solutions to issues. Moreover, Victoria Police has allocated a Cultural Diversity Officer who is in charge of meeting/coordinating/working with various groups, agencies and organizations to discuss concerns and that relate to indigenous and multicultural affairs.

In Erlangen, instead, an interreligious round with the Mayor and representatives of Muslim, Jewish and Christian congregations take place twice a year, whereas the Christian – Islamic round table takes place 6 times a year. In September every year all religions meet in a shared festival and have a joined peace processions of religions, including Muslims, Christians, Jewish, Baha`i, Buddhists e.g. The new custom now in the spiritual life in Erlangen is that all main congregations have agreed to invite each other to all main religious holidays.

In Sumy, intercultural mediation is provided in specialised institutions such as: hospitals, police, youth clubs, mediation centres, retirement homes etc. In addition, psychologists work in schools and houses for retired people to track, mediate and prevent any kind of intercultural misunderstandings.

The education system in the city is particularly advanced in terms of intercultural mediation, as schools biannually conduct a specially tailored survey for pupils and their parents to identify any aspects of intolerance (esp. with regards to IDPs) or radicalization. This is a two-way process: on one hand parents and on the other the children. This survey has been proved to be very effective in preventing inter-cultural conflicts and misunderstanding or in demolishing them at early stages.

The questionnaire quotes a city report that says:

Nowadays one of the tasks of the Department of Education and Science of the Sumy city is to help the internally displaced people (schoolchildren) integrate into new society. Each school in Sumy has psychologists and social educators who assist

children and their parents of different ethnic and cultural backgrounds in their adaptation to the new situation, environment, etc. and help them cooperate and interact with the people around.

First of all, the school workers (psychologists and social educators) provide children and parents with the so called "road map" that contains the information about organizations where adults can receive legal and social assistance. Second, two times a year psychologists conduct a survey in order to find potential issues and study the level of children's adaptation in the classroom. Different events are organized for the school kids to encourage safe environment and behavior, tolerance, to predict violence, discrimination, and/or stigmatization. The specialists also consult parents in private, arrange seminars with the elements of training on how to help their children adapt to the new environments - school, city, society and so on. Tailored seminars for teachers are also organized to enable them to observe and assess the status of a child, diagnose the situations that may negatively affect him/her, and to find the ways to help schoolchildren during the period of adaptation.

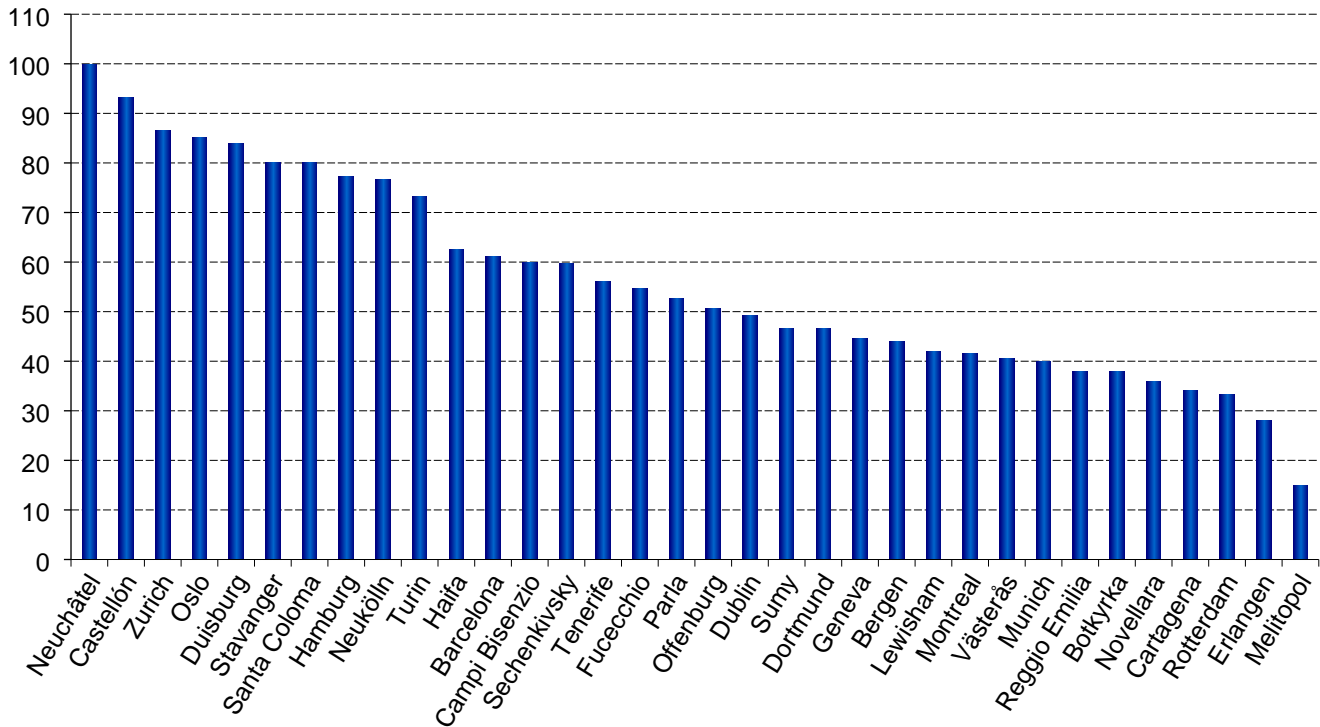
Additionally, Sumy might wish to consider following Berlin-Neukölln initiative "Good Daughters – Good Sons" that get young people to understand conflicts while trying to find creative solutions to counteract violence and inter-ethnic conflicts. In fact, it would appear that there is great concern that violence is becoming increasingly prevalent particularly amongst young people, and this might – if not handled well – also develop an ethnic complexion. The work being undertaken to address this is impressive, for example the opening of a neighbourhood conflict mediation centre in Richardplatz; the theatre project 'Good daughters – good sons' designed to get young people to understand how conflicts can start.

Instead, Reggio Emilia has set a centre to mediate and to prevent and 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.

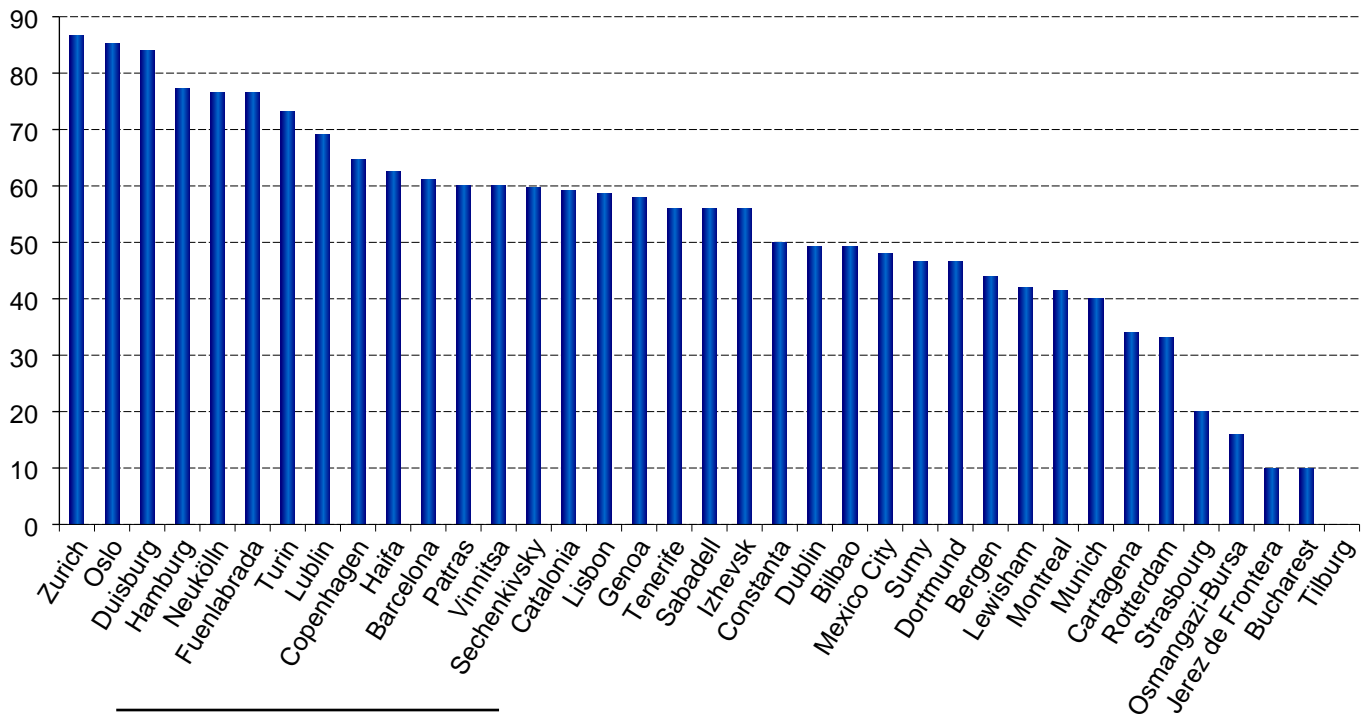
All these are examples of good practices whose aim is to involve minorities in the city life, encouraging them to take active part in the decision making process.

9. Language⁷

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



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



⁷ 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)

The learning of the language of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

Sumy's language policy achievement rate is slightly lower than the city sample. In fact, while the Ukrainian municipality scored 47, the city sample's average is 49.

The city supports and provides specific language trainings in official language(s) for hard-to-reach groups, such as non-working mothers, unemployed, retired people, etc. together with this service, Sumy offers support for private/civil sector institutions providing language training in migrant/minority languages.

In fact, the city administration actively supports NGOs and libraries that offer specific language training in the official and non-national languages (such as Russian, Polish and Romanian). Moreover, Russian language is also the main language of schools, as it is studied alongside with the official state language (i.e. Ukrainian).

However, the city should consider offering financial support to minority newspaper or radio programs. Nevertheless, it would appear that individual authors with a minority cultural background are strongly encouraged and supported by the municipality. An example of this support is the publication of a book written by a Romanian author in 2015.

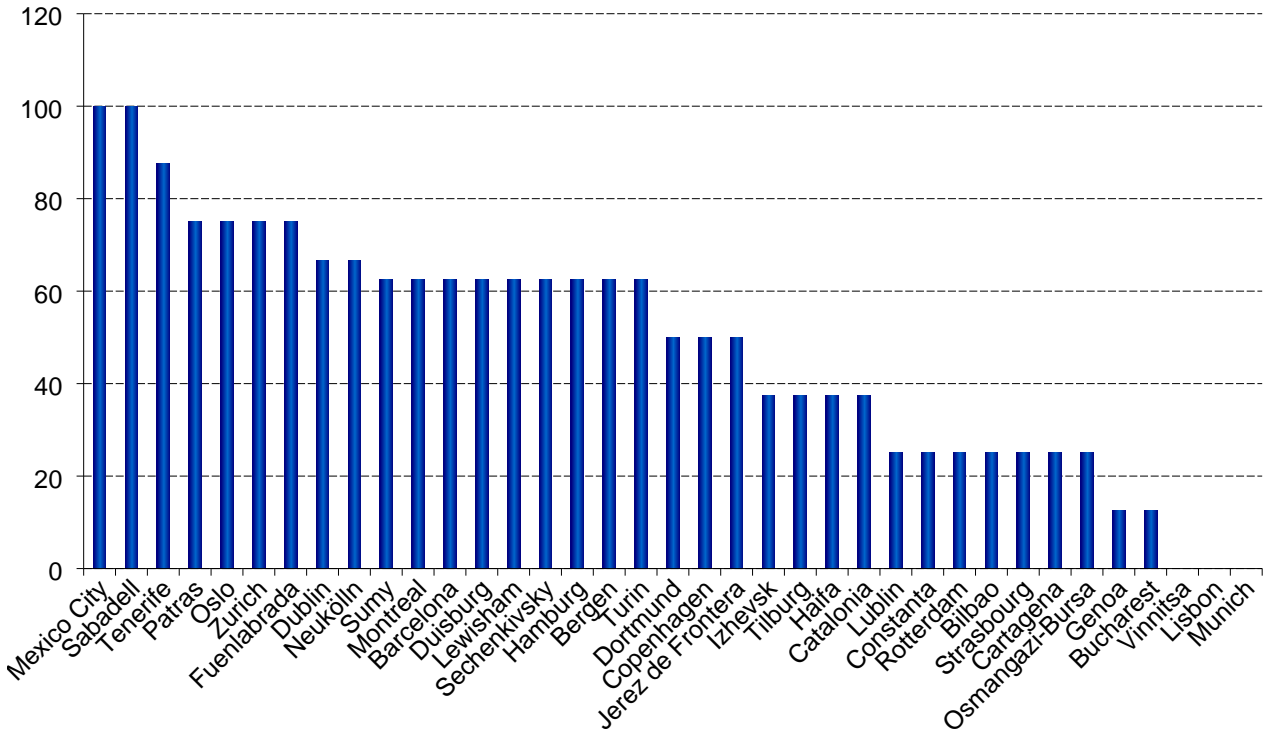
It is excellent that the city seeks to give a positive image of migrants and/or their minority language. In fact, from the questionnaire appears that a city tradition is to hold days of the week in different languages (Polish, Russian, Georgian, just to name a few). The city is also involving libraries promoting readings and school students are currently undertaking a poetry readers' contest. Libraries in fact play a fundamental role in promoting a positive image of minority languages. Similarly, the Ballarat municipality organizes a Poetry Festival called "*Poetenfest*" where there are readings and poetry presentations in mother tongue, e.g. presented by refugees in Farsi, Arabic, Kurdish e.g. For children aged 3-5 years 'Little Languages Storytime' is driven every Tuesday during the school term and the concept is to open a magic suitcase to find out the country that will be visited for the day. Vicarious activities specific to the identified country includes: singing, dancing and creating special things from around the world. Another Library activity carried out in Ballarat that has been popular to migrant men and women is the 'Cook Book Chat' which is a delicious monthly meeting to discuss food and food writing. This group chat activity is open to a discussion on all things food from Agnes Jekyll, Claudia Roden, and Mrs Beeton to the Naked Chef.

Other suggestions: It would be a good idea to celebrate the international mother tongue day or to directly celebrate a minority literature/language. For instance, the Tenerife initiative called "*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.

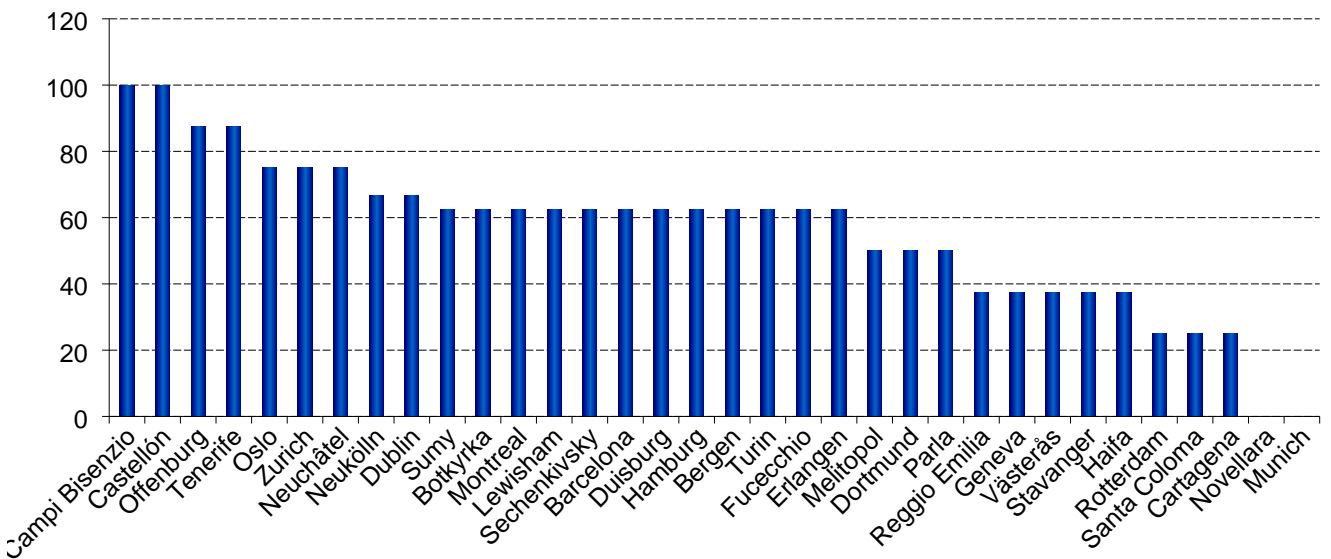
More importantly, language has been proven to be a good tool for students with difficulties to excel in their studies. In Berlin-Neukölln schools are trying to win back pupils who are allegedly unwilling to learn, offering them certain subjects taught in their mother tongue (either Turkish or Arabic) with mother tongue teachers. This initiative has had a big success among the parents, because for the first time they felt accepted in their cultural identity and national language. In turn this generated a more positive approach towards the German school, with which they can now identify more easily.

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.

Sumy media policy in 2016 is ranked 63, a higher result compared to 46 points achieved by the city sample.

The city occasionally promotes a positive image of immigrants and/or minorities in the media. Moreover, by law the majority of Ukrainian cities have an agreement with the national government by which they are responsible for covering the local events/issues/news. In addition, the city hall has signed a collaborative agreement with some local media companies to fulfil this responsibility. It is worth noticing that journalist ethics and non-discriminative coverage is included in the conditions of these agreements.

Sumy communication department is instructed to highlight diversity as an advantage and simultaneously it monitors the way in which media portrays minorities. However, the city does not provide support for advocacy and/or media training to mentor journalists with minority background.

In order to promote interculturality in the media, the city could adopt a communication plan, promoting engagement between citizens and local stakeholders and authorities. Perhaps the city might find useful the use of social networks such as Facebook and Twitter to transmit messages and to keep citizens constantly updated on the latest news.

On this purpose, in Bilbao (Spain) there has been set a web application to promote inclusion and integration while fighting rumours and stereotypes. The main metaphor used in the Bilbao communication campaign is the umbrella as a defence against rumours, that fall from the sky. It has developed a short game, in two forms of a scratch card and a Web app, that can allow the user to assess whether they are 'protected' from or 'drenched' by rumours. Following a series of fact-based questions, it tests the degree of knowledge that people have about immigration, and illustrates the truth or otherwise of common rumours about immigrants. A final score is given, indicated the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the user may obtain additional 'medals' and join the campaign for the values of multiculturalism, social cohesion and combating racial discrimination.

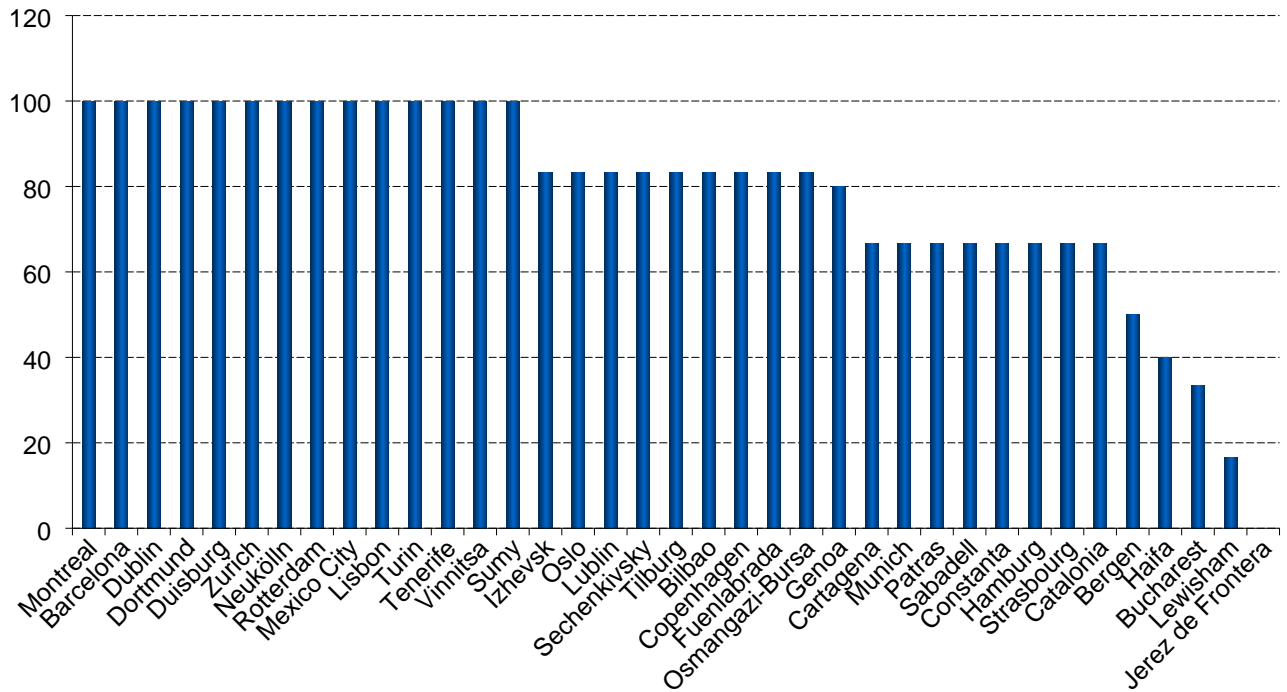
In order for the media to pass a positive image of migrants and minorities, the city could organise an *anti-rumour campaign*, to raise awareness and to foster dialogue and mutual understanding.

For example, in 2010 Barcelona started 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. Another good example comes from Oslo, where there has been established an internet service, called "Cultural diversity in the media" informing on concerts, exhibitions and festivals organized by artists with minority backgrounds. This pro-diversity coverage of the cultural scene is reflected in the local media (newspapers, radio, local TV). Among journalists and editors, and media researches, there is a growing awareness about the

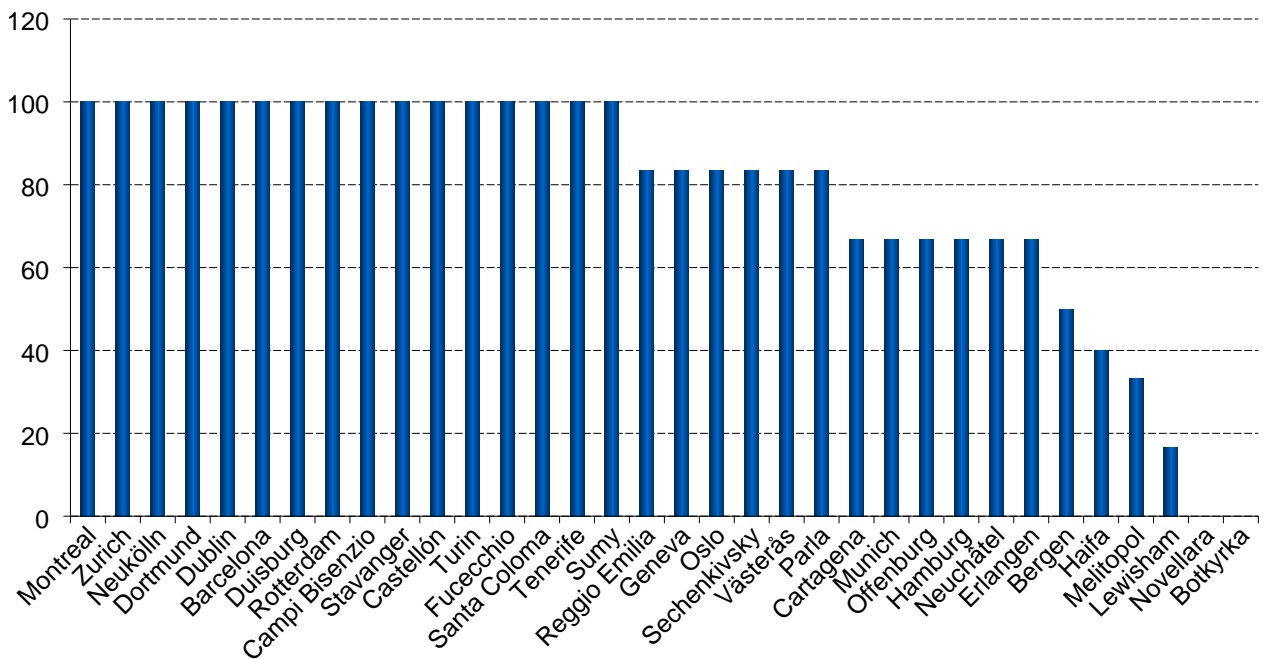
role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the recruitment of journalists with ethnic minority background. The municipality runs its own publication – “Oslo Now” – which is distributed freely to every household in the city. The Office of diversity and integration runs an internet based newsletter – the “OXLO bulletin”. The municipality sponsors an event called “Top 10”, which each year celebrates and profiles the ten most successful immigrants in Norway, in business and work, academia and media, culture and civic life.

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 indicator of an open and international outlook for the city of Sumy achieved the maximum of 100 points, far higher than the city sample's average rate of 72.

The city has adopted a specific economic policy to foster international cooperation towards an economic sustainability: "*The open information space of Sumy*" is a program that has been established in order to organize international exchanges, training and working visits, participation on fairs, realization of joint projects, including the development of civil society (Poland), International summer camp in Frankfurt am Oder, children's exchanges with Poland via Catholic community.

Sumy has also organized a specific financial plan and has an agency called "Sumy Promotion Agency" to monitor and develop the city's openness to international connections. It is crucially important to stress how important it is for a city to be open to international connections.

Positively, Sumy encourages universities to attract foreign students and encourages them to take part in the city life and to stay after the end of the study. Moreover, the city has established policies and projects to enhance economic relations.

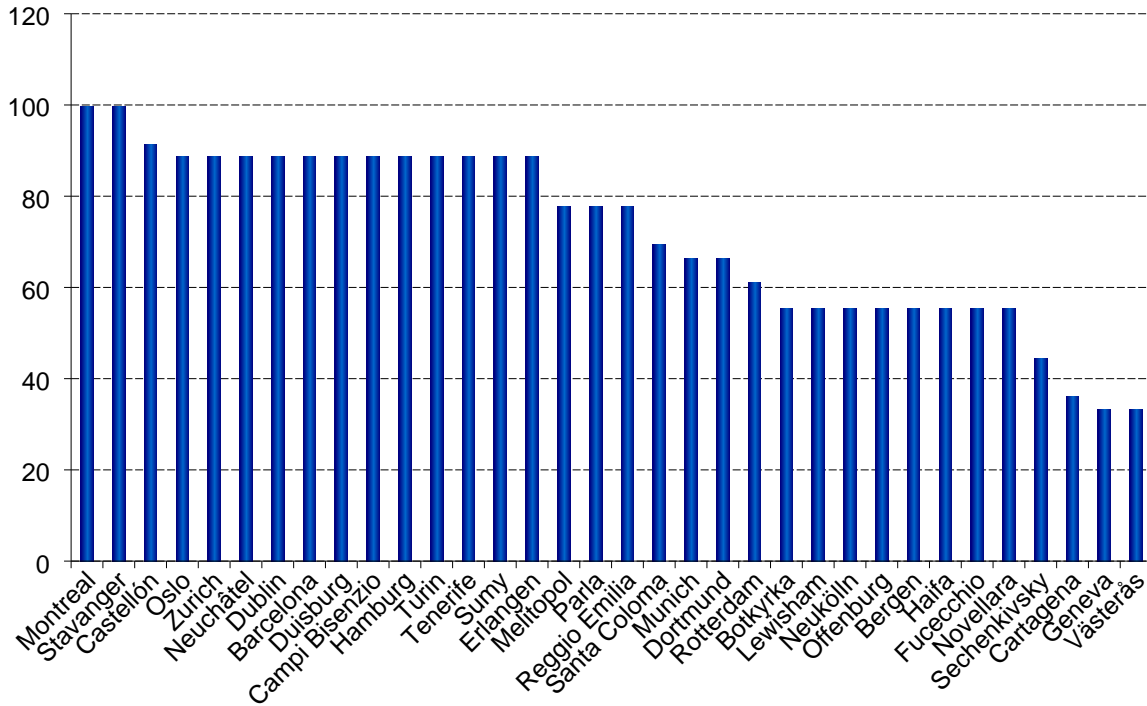
To improve in this field, Sumy could look into Barcelona initiative "*Do It in Barcelona*". This programme comprehends a multitude of initiatives whose goals are: 1) to strengthen the city's competitiveness; 2) Incorporate new methodologies into existing entrepreneurial support programmes that allow people with a business background in their home country to make the most of their experience; 3) Support the creation of intercultural teams to develop business efficiency and productivity; 4) Support initiatives aimed at finding multi-linguistic solutions; 5) Support the creation of social networks that encourage the integration of new residents into the city and that also make it possible to establish economic bridges with their home countries.

Another amazing initiative comes from Santa Maria da Feira, where diversity and migration are perceived as a window to explore new opportunities and new markets. For this reason, the municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships. The municipality has in fact regular business exchanges with Kenitra, in Morocco. The partnership, made possible thanks to the presence of Moroccan nationals in Santa Maria da Feira, started with a visit by a Kenitra delegation in 2012. Since then, a number of protocols between the two municipalities have been signed, in addition to the private sector business relations established.

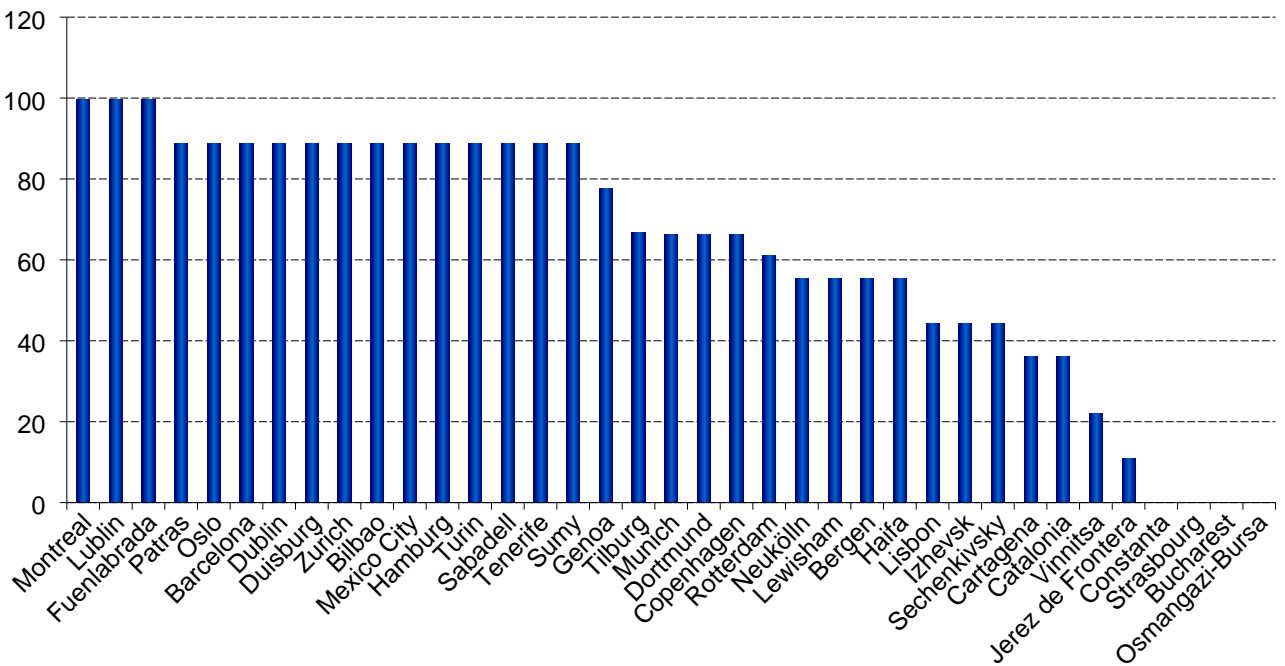
Sumy could consider following Santa Maria's example to establish similar business connections with a city of a country from which its minority inhabitants come from, for example Russia.

12. Intelligence competence policies

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



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



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 Sumy in the field of intercultural intelligence competence policy in 2016 is 89 points, considerably higher compared to the city sample's average (64).

According to the answers provided in the questionnaire, Sumy encourages and publicizes the City Council to mainstream the flow of information in the process of policy formulation. As we have previously seen, the city administration takes into account the priority and requirements expressed by the minority groups when designing city spaces or organizing public events. In addition, the city undertakes surveys to inquire on community perceptions about diversity.

Positively, the city fosters intercultural competences through interdisciplinary seminars and networks, courses and trainings. In fact, city officials and students regularly take part in disciplinary seminars and trainings organized by the European partner cities and with the support of the city hall (e.g. Lublin officials have visited Sumy a few times on this occasion).

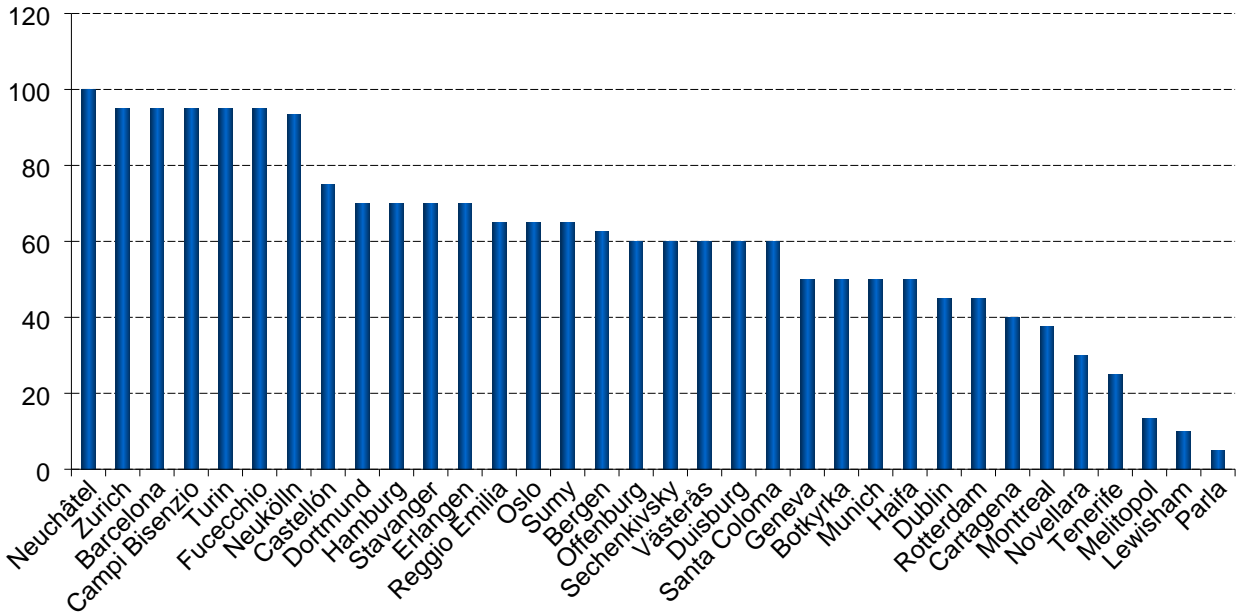
Sumy may wish to have a look at these good practices:

The Romanian Intercultural City of Constanta 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. Moreover, it has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

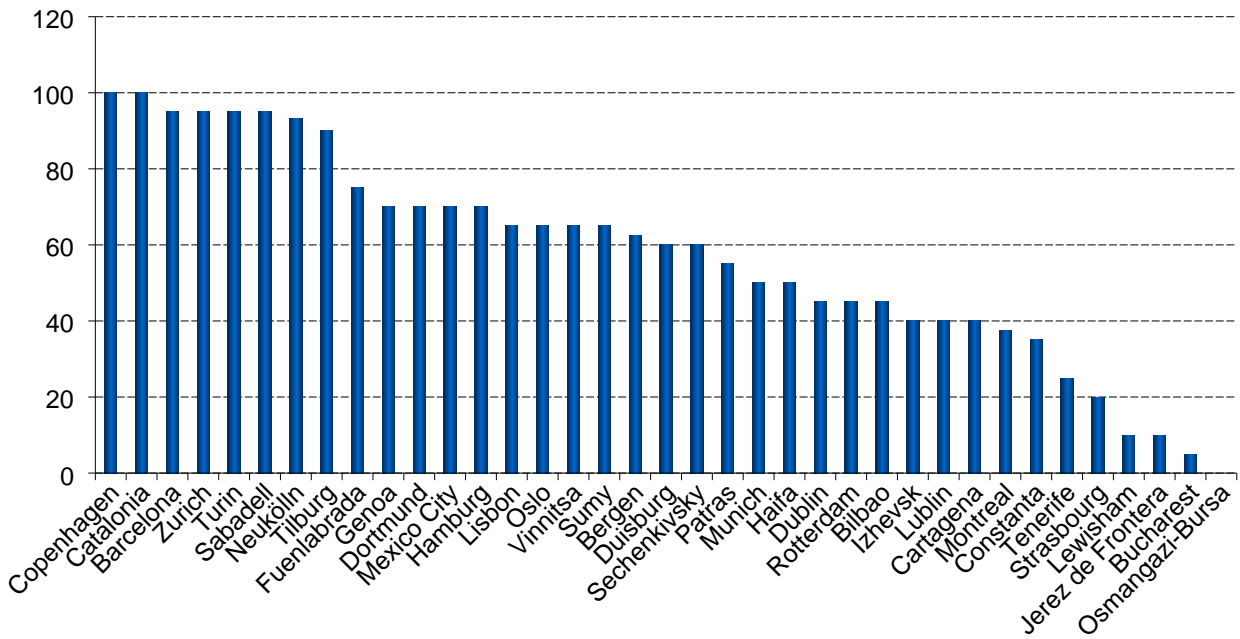
Equally important, the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

13. Welcoming policies

**ICC-Index - Welcoming new arrivals - City sample
(non-nationals/foreign borns > 15%)**



ICC-Index - Welcoming new arrivals - City sample (inhabitants > 200'000)



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 Sumy welcoming policy is 65, higher compared to 54 of the city sample's average.

The city has successfully established an office to welcome migrants and newcomers to the city, and it has provided a comprehensive city-package of information and assistance in support to newly arrived residents, the so-called "Road-Map".

The city supports and welcomes specific categories of newly arrived, such as family members, students and refugees. Although this stunning result, the city could consider offering support also to migrant workers. The city educational department is involved in this work and there are also a number of volunteers and NGOs who constantly assist with this service.

The city should consider introducing a special public ceremony to greet newcomers in the presence of officials. On this purpose, Sumy could be inspired by Sabadell, where the city celebrates the arrival of new comers; whereas in Santa Maria da Feira, The *Instituto Superior de Entre Douro e Vouga* (ISVOUGA) teaches courses in the areas of Business Sciences, Communication Sciences, Legal Sciences and Technologies. Plus, ISVOUGA has a team prepared to help Erasmus students to look for accommodation, integration and study follow up.

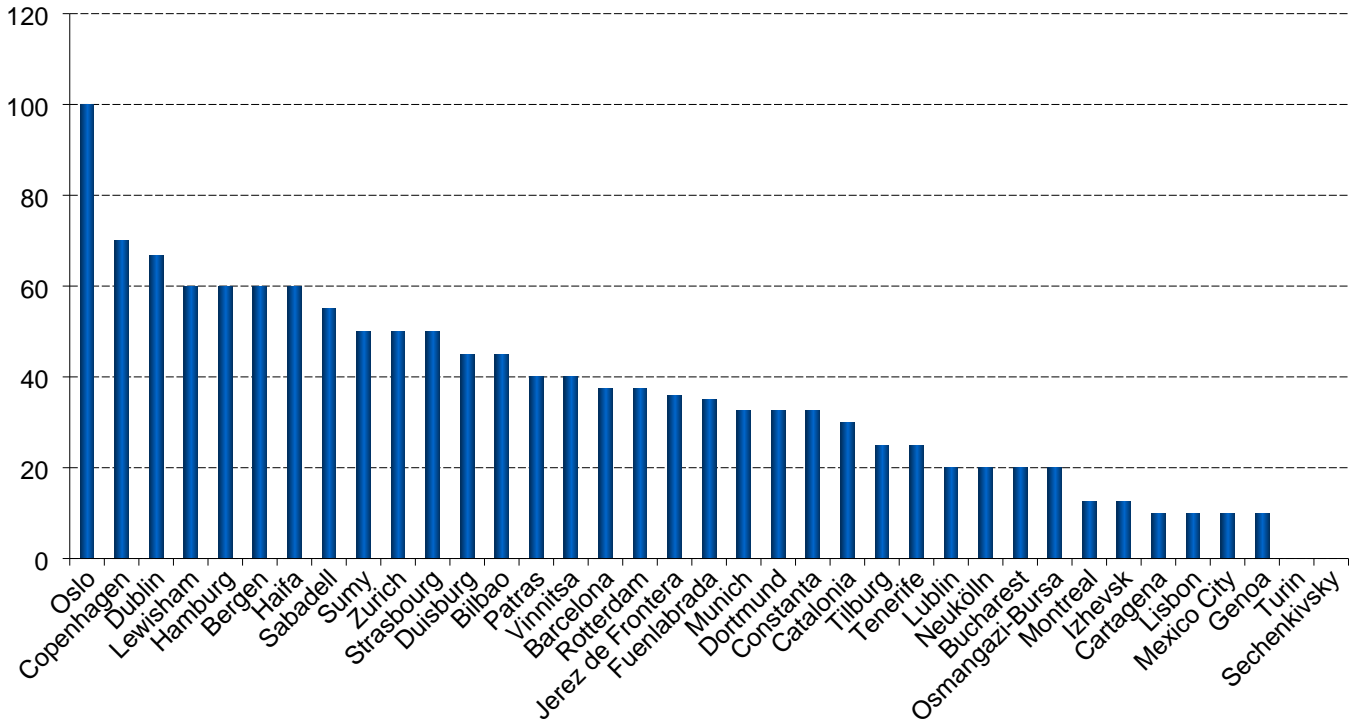
In order to help migrants and newly arrived, Sumy could follow Ballarat's interesting activity of the *Migrant Morning Tea*: every day these morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available.

In addition, Bergen municipality has established an *Introduction Center* for refugees, schools, health stations, schools and other public and private sectors. It acts as a link between the different migrant groups and the public sector, sharing experiences and expertise on issues in regards to integration, community empowerment etc. A good example is a collaboration they had with a hospital that once wanted to raise awareness on diabetes through offering courses to immigrants, as Diabetes was prevalent among migrants. They had challenges getting people to register for the courses and took contact with the organization for a collaboration and help on how to plan the course. Together, they organized the course at EMPO with a very good turn up. The multicultural staff played a very important role to pass on the information.

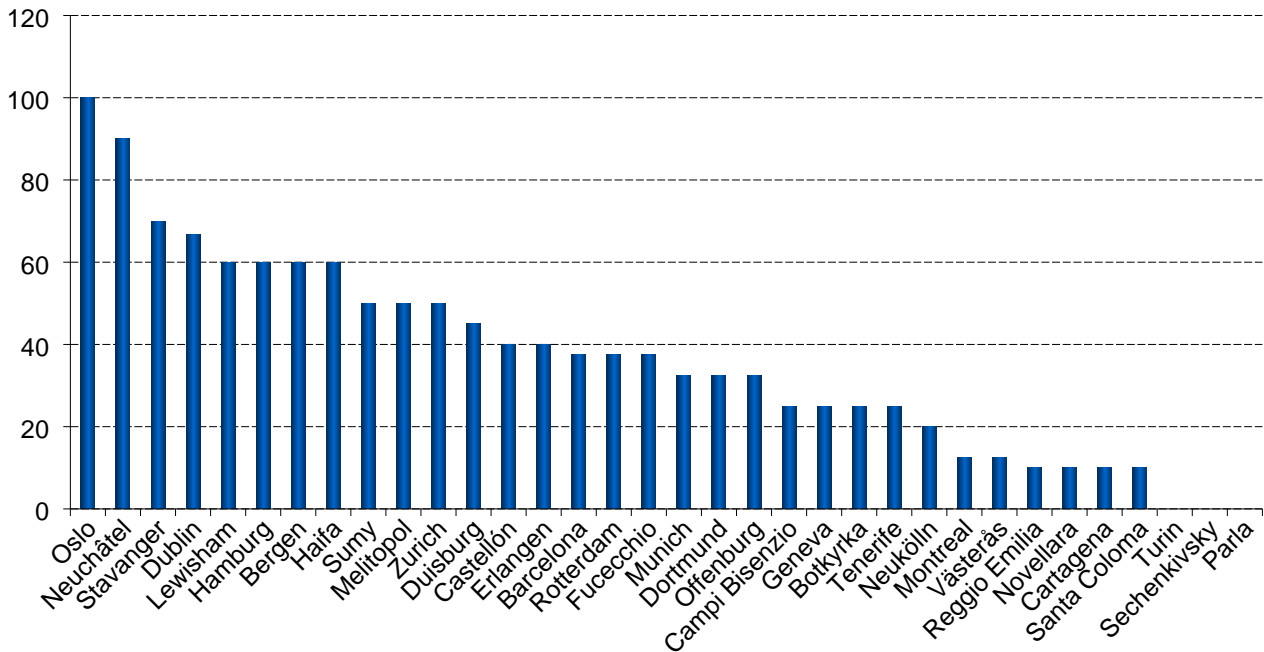
Alternatively, Novellara has set a project called "Punto d'ascolto" (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

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 Sumy in the field of governance is 50 points, higher than the city sample's average rate of 34.

Newcomers can vote only once they have obtained the Ukrainian nationality. Politicians' ethnic background partially reflects the composition of the city population. In addition, the city has a specific political body, that is an Association for national minorities lead by Mehriban Salmanov, it is a part of the Public Council under the Executive Committee and a number of other associations.

Positively, the city has established a political body that represents migrants and minorities and has a standard for the representation of minorities in boards supervising schools and public services. It is worth noticing that Sumy regularly invite migrants and minority representatives to participate in city meetings and events.

Sumy could support its initiatives following Ballarat, where the "Intercultural Advisory Committee" (IAC) is made up of migrants and/or minorities leaders of their organizations as well as members from relevant public institutions, organizations and experts.

Probably the city could consider establishing more consolidate initiatives to emphasize the importance of minorities in the political life and in the decision making process.

Two important initiatives from London Lewisham and Berlin-Neukölln encourage active citizenship among the youngest:

London Lewisham's initiative called the "*young Mayor*" is the most important innovations in governance and participation because puts power and responsibility in the hands of young people. Many local authorities have adopted the idea of youth parliaments but these can often appear tokenistic. On the other hand, the Lewisham Young Mayor seems a much more robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The Young Mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget (£30,000 per annum) to initiate a programme of work, as well as to scrutinise the work of Sir Steve Bullock and the Council.

Another interesting example coming from Berlin-Neukölln 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".

15. Anti-Discrimination

The city regularly monitors the activities in order to prevent discrimination or rumours. The city has set specific services that offer support to the victims of discrimination:

The Department of Youth and Sports promotes a project called "*Friendly clinic for youth*". This project offers a wide range of activities, for instance it organizes competitions developed by civil society organizations with the financial support of the city. However, the priority is given to youth, families, to the promotion of a healthy lifestyle and to anti-discrimination initiatives. In addition, the department of social welfare conducts HIV awareness campaigns.

Some of the initiatives that aim to discourage negative feelings and/or negative perception towards newly-arrived are:

- A video against domestic violence has been created and published
- A Pan-Ukrainian campaign against human trafficking
- A number of local and international initiatives (social and informational) have been carried out in support of HIV-positive and AIDS patients, tuberculosis and other diseases (e.g. "*I'm not a zero*").
- Information campaigns to enhance tolerance and encourage harmony between nationals and minorities, especially because there are thousands of students from the Middle East and Africa in Sumy universities.
- A specific program to support foreign students in Sumy universities which - besides providing educational and other services - encourages promotion of their own culture.
- Projects to facilitate the integration of Romani people, with particular focus on the neighborhood of Baranivka. These projects include provision of educational services, public support for their activities, legal information delivery and support of their traditions.

A good practice against discrimination is the Limerick's anti-rumour project that 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.

Alternatively, Patras' project entitled "*Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants*" 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 Patra that has been identified as a core-place at a national level, equal to the area of Athens. "Patra's Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

15. Conclusions

Positively, only four fields scored a lower result than the city sample: this excellent result makes Sumy the 19th city among the 81 taking part in the Intercultural City network.

Sumy showed an aggregate intercultural city index of 67%, considerably higher than the city sample's. However, the Index has also 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: mediation, media, international outlook, intelligence/competence, welcoming, governance, education, neighbourhood, public space, business and labour market.

On the other hand, the weakest fields where the city's municipality must strengthen its policies are: cultural and civil life, commitment, language and public space.

In view of the above, we wish to congratulate with the municipality of Sumy 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:

- **Commitment:** The ICC team strongly recommend the city to allocate a budget for the implementation of the intercultural strategies, and to establish an evaluation process for the intercultural action plan.
- **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 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.
- **Public Space:** In Genoa, the Maritime Museum "Galata" hosts a permanent exhibition on migrations. This exhibition shows how deeply Italian society has been shaped by the phenomenon of migration. One side of the gallery displays where Italians have gone when sailing out of the country, while the other side shows the migrants Italy have welcomed over the years.
- **Language:** for what concerns this field, Sumy could follow be inspired by the example set in Tilburg, in the Netherlands. In the projects of VVE ('before and timely education'), children in the range from 2 till 6 are trained in order to develop especially language skills. The aim is that these migrant children will not have language arrears when they enter the primary school at the age of 5 years. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools.

Also, the city should support and encourage the development of minority languages on a local level. For instance, financially supporting minority newspaper and/or radio and TV programmes in a minority language like the Intercultural Cities of Arezzo and Ballarat: Arezzo's weekly newspaper Piazza Grande has a Romanian column, and the channel Tele San Domenico (TSD) shows the news in several languages. Instead, Ballarat has a collaboration with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages.

- **Business:** it is important to encourage small and medium ethnic enterprises to grow, diversify their products and reach out to new markets while giving support to enterprises helping with planning, banking and providing mentoring.
- **Education:** The Canadian city of Toronto is worth a mention. In fact, the Toronto District School Board (TDSB) governs over 550 schools and in some of these schools, the proportion of "new Canadians" is as high as 80 to 95 per cent. For half of them neither English nor French is their native language. TDSB aims to ensure that all students reflecting that diversity, have equitable opportunities to be successful in school and that systematic barriers to their achievements are identified and removed. Therefore, TDSB provides for low-

achieving students individual support in the classroom and access to language learning in the students' native language. TDSB supports also efforts to involve parents, neighbourhoods and ethnic communities. According to the data from the Programme for international Student Assessment (PISA) the TDSB has successfully closed the average achievement gap between second generation students of migrant origin and their Canadian peers.

- Media: the city should provide support for advocacy and/or media training to mentor journalists with minority background.

Sumy 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 database⁸.

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