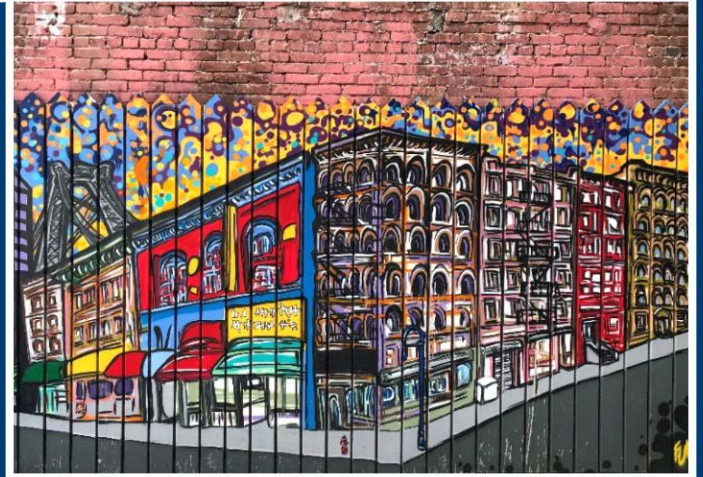




# ANSAN CITY

# ICC INDEX ANALYSIS 2020



Diversity, Equality, Interaction

**BUILDING BRIDGES,  
BREAKING WALLS**



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ANSAN CITY  
INDEX ANALYSIS

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## INTRODUCTION

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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.

While this report is being written (July 2020) 168 cities have embraced the ICC programme and approach, and 140 (including ANSAN CITY) have analysed their intercultural policies using the Intercultural City Index. The respective reports can be found here: <https://www.coe.int/en/web/interculturalcities/index-results-per-city>.

Among these cities, 26 cities (including ANSAN CITY) have more than 500,000 inhabitants and 35 (including ANSAN) have 10-15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for ANSAN CITY, THE REPUBLIC OF KOREA, in 2020, and provides related intercultural policy conclusions and recommendations.

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## METHODOLOGY

The Intercultural City Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 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 the following (including the two new indicators in bold):

1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
<b>11. Participation</b>	
<b>12. Interaction</b>	

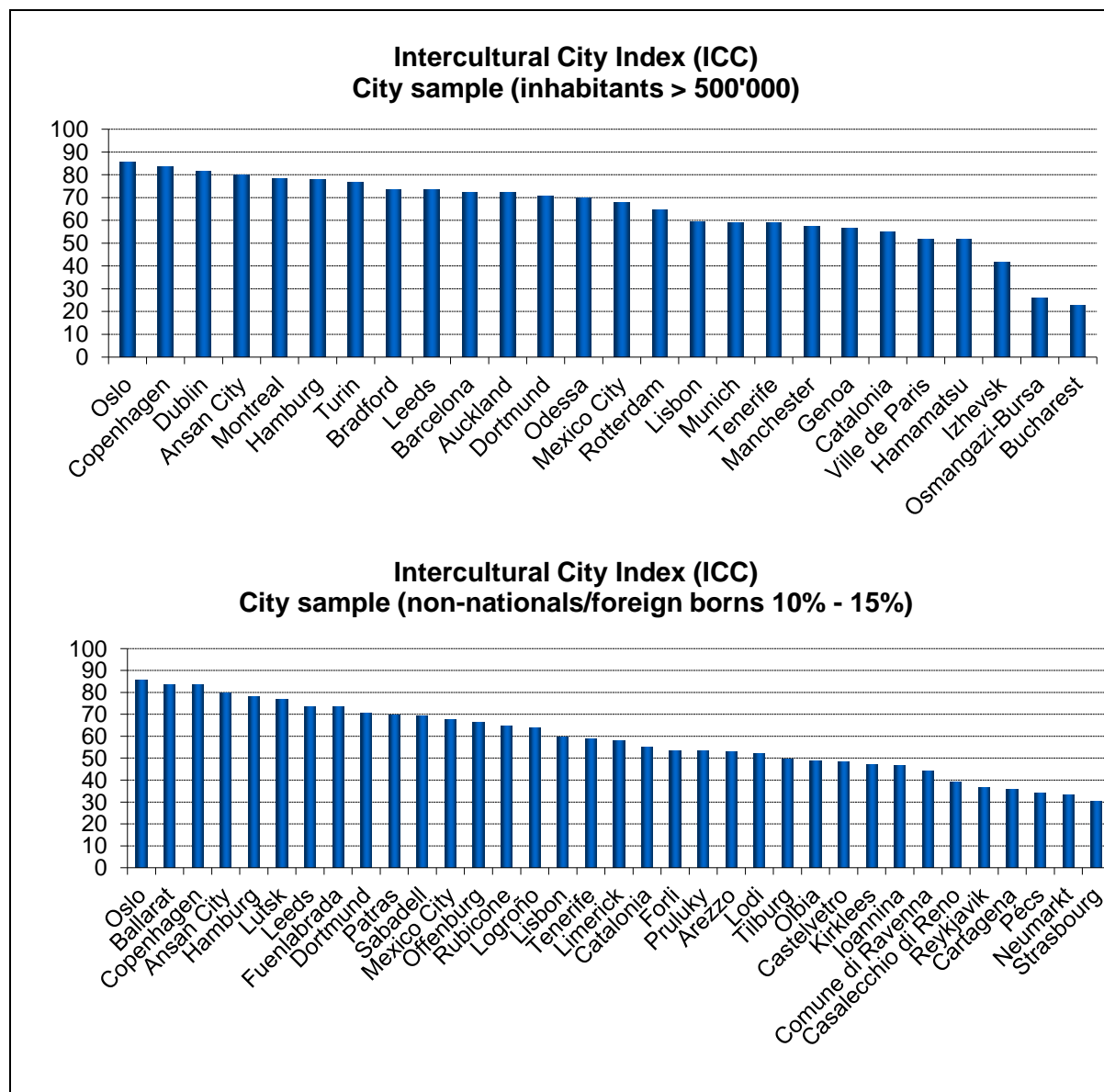
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach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

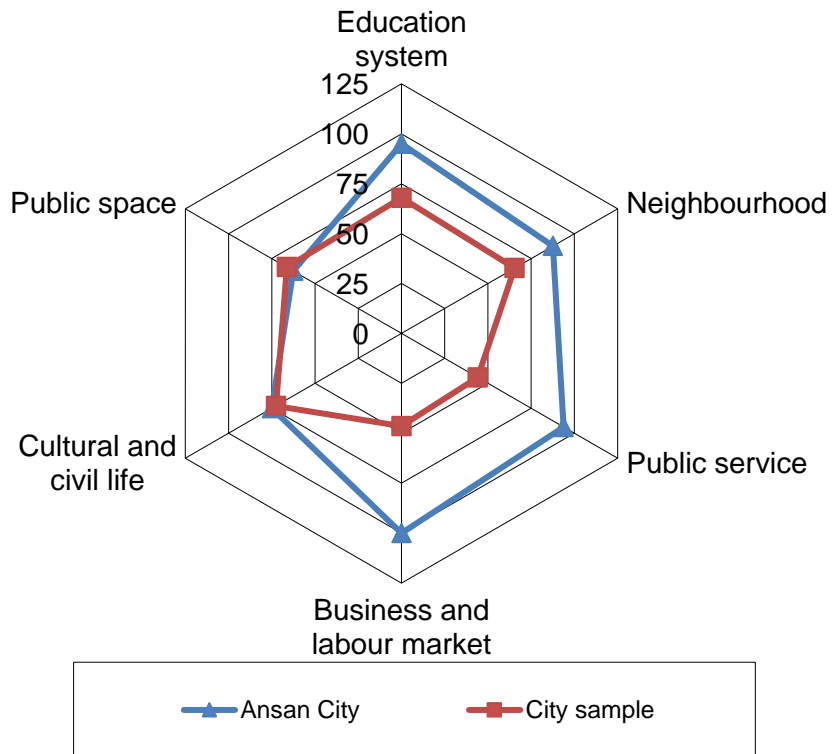
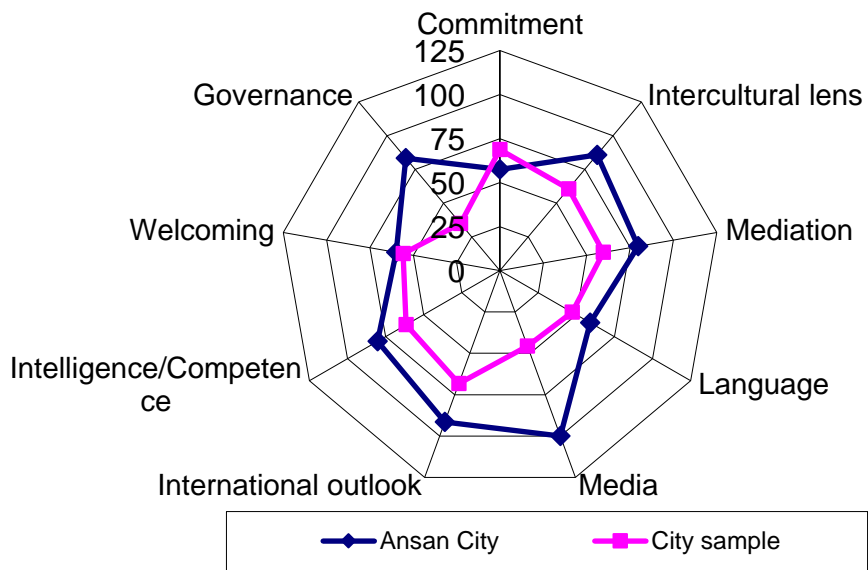
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, in 2019 it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (below 100,000

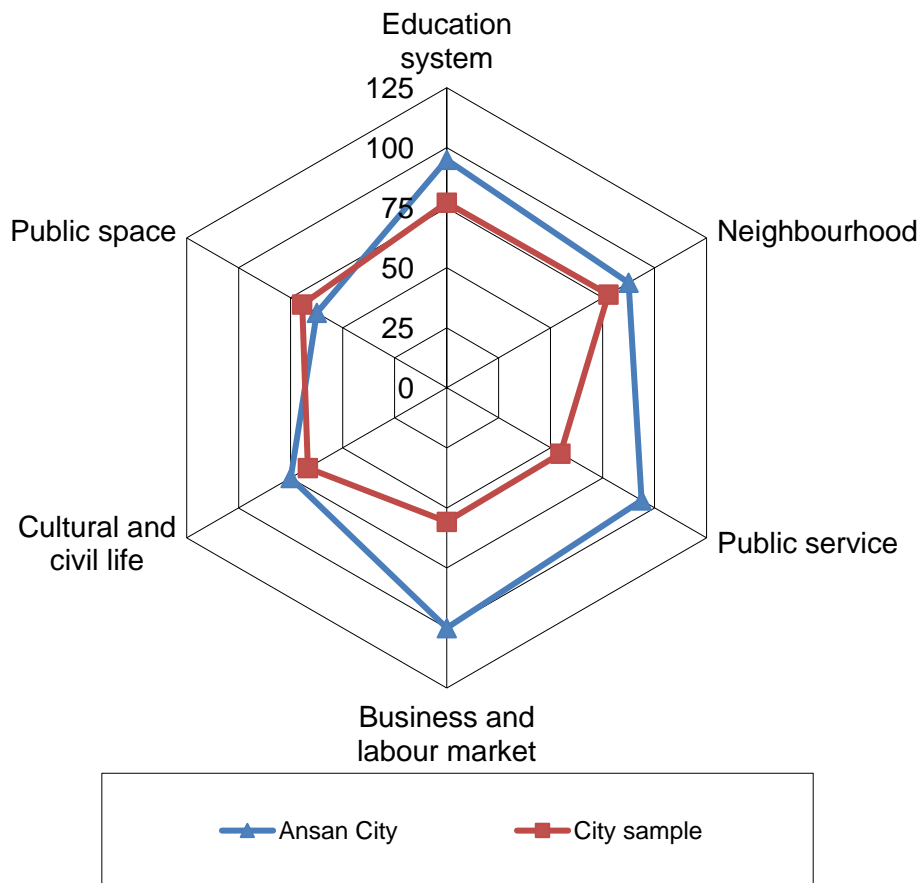
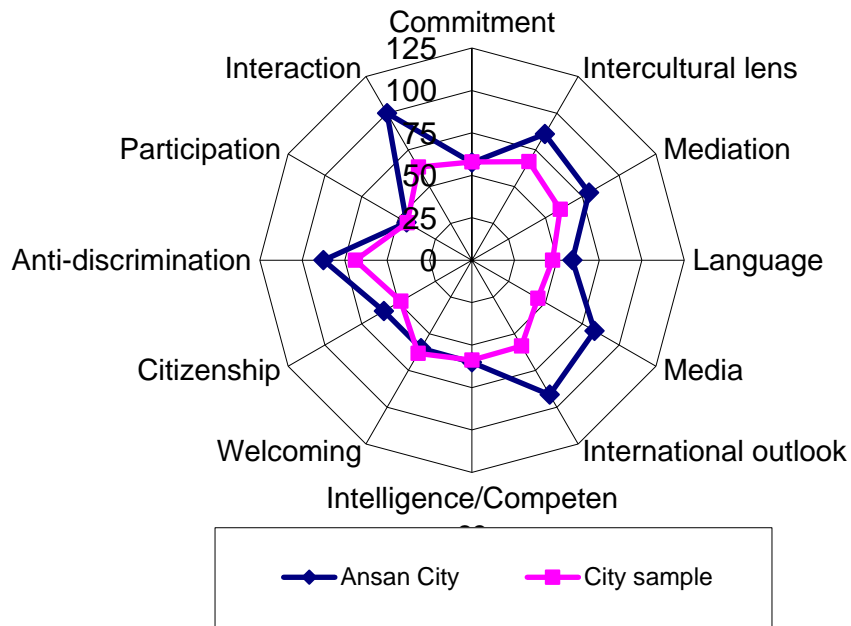
inhabitants, between 100,000 and 200,000, between 200,000 and 500,000 and above 500,000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent, between 10 and 15 per cent, between 15 and 20 per cent and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 16 cities have used the index containing the new indicators in their evaluations, including ANSAN CITY. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall index results, ANSAN CITY has an aggregate intercultural city index of 80 (out of 100 possible points). The details of this result will be explained below.







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## ANSAN CITY: AN OVERVIEW

Ansan City is in Gyeonggi-do Province in the Republic of Korea (also known as South Korea). Situated on the coast of the Yellow Sea, known locally as the West Sea, some of the Yellow Sea islands, such as Daebu Island, also come under its jurisdiction. It is connected to Seoul by rail. It consists of two Districts, (Sangrok District and Danwon District), which include 25 Neighbourhoods. Each District has a population of approximately 360,000 people, and the average size of a Neighbourhood is 30,000 people.

Ansan City is a global city that has the greatest number of non-national residents of the 226 local governments in the Republic of Korea, with 87,696 people from 105 countries. Citizens with foreign nationality account for 11.9% of the total population. The number of non-nationals increased by 270% in the decade from 2008. Of all non-nationals, people from China (65%) form the largest share due to historical and geographic proximity, followed by Uzbekistan (10%), Russia (7.8%), Kazakhstan (3%), Vietnam (2.7%), Indonesia (1.4%), and the Philippines (1.3%).

5,756 children have foreign nationality in Ansan, and 10% of them are foreign-born. In the Republic of Korea families with children with foreign nationality are not eligible for childcare subsidies. Ansan City launched the first and only local government policy in the Republic of Korea to provide childcare subsidies to all children with foreign nationality starting in 2018. This helps non-national families financially and ensures their children benefit from the public education system. The initiative is funded entirely by Ansan City, costing 4,300,000,000 KRW (approximately 3,332,400 euros) annually.

There are 1,511 refugees in the city, accounting for 5.2% of the total number of refugees in the Republic of Korea. 92 are recognised as refugees (6.1%), 35 have a residence permit on humanitarian grounds (2.3%), and 1,384 have applied for refugee status (91.6%). Unregistered residents of Ansan are estimated to be approximately 22% of all non-nationals, or 19,300 people.

Ansan City recognises and supports community groups including, the Association of Koryo-saram in the Republic of Korea, the Association of Vietnamese Migrant Women, the Federation of Chinese Residents in the Republic of Korea, and many other country-specific community groups. The city is home to the largest number of Koryo-saram (17,200) - ethnic Koreans who had previously moved to former Soviet Union countries for various reasons including agricultural immigration, independence movements, and deportation. Many Koryo-saram have moved to Ansan since the 2000s, but still face challenges including the language barrier and unemployment. Ansan was the first city in the Republic of Korea to open a welfare centre for them in 2016, called the Koreans Cultural Center, with the aim of helping them settle in the city and providing welfare services.

Ansan has the only Multicultural Village Special Zone in South Korea, dedicated to the organised management of areas densely populated with non-nationals including taking advantage of multicultural culinary scenes as tourism resources.

South Korean official national statistics do not include statistical data on gross domestic product (GDP). Gross regional domestic product (GRDP) serves as an alternative source of statistical data. The GRDP of Ansan City is KRW 24,722,437,000,000 (approximately 19,004,600 euros) meaning a per-capita GRDP of KRW 35,652,000 (approximately 27,400 euros).

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## INTERCULTURAL CITY DEFINITION

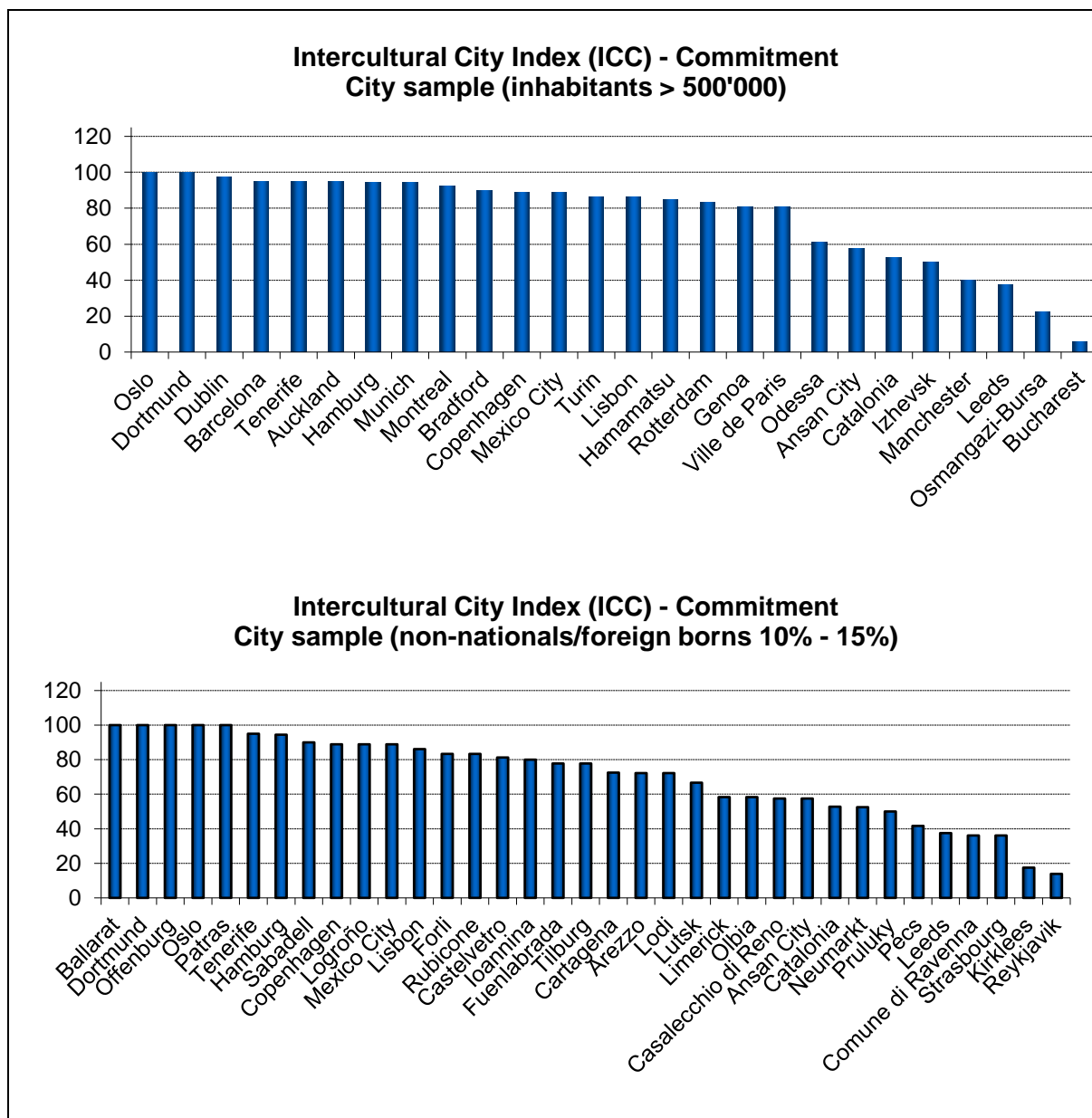
The intercultural city has people with different nationality, origin, language or religion/ belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population.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



## COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

ANSAN City's score in the field of Commitment is 58, lower than the city sample result of 69. This is mainly because Ansan has only recently joined the Intercultural Cities' programme and so still have to finalise some of their plans such as their strategy and evaluation methodology. The city is obviously very committed to its intercultural work.



Ansan has a 'Strategy for Multicultural City Policy' with some intercultural elements. The intercultural strategy is being developed as the Framework Plan for the Promotion of the Human Rights of Non-nationals in Ansan in 2020. Following the Intercultural City certification, Ansan plans to develop intercultural action plans in cooperation with universities and institutes specialising in intercultural cities research that will include a methodology for evaluation and updating.

22,000,000 KRW (approximately 16,900 euros) have been allocated this year to develop the Framework Plan for the Promotion of the Human Rights of Non-nationals in Ansan, along with an additional 20,000,000 KRW (approximately 15,300 euros) for education and seminars for the development of intercultural city strategies.

There are systematic public consultations which involve diverse groups held in the city to develop policies that embrace a range of cultures. These include the Council of Non-nationals consisting of 19 members from 11 countries and the Non-nationals Monitoring Group run by 33 people from 12 countries. Both Korean nationals and non-nationals can now make policy suggestions.

Communications do not currently mention the intercultural aspects of Ansan's work at the moment but they will do. Ansan City runs a range of social network channels, including a website offered in eight languages, a Facebook page, a Twitter account, and a blog. The city also has a copyright-registered character representing interculturality. Named Daddy Long Legs, the character symbolizes the city's commitment to creating an open-minded community for people all over the world.

In Ansan, the Foreign Residents Policy Team of the Non-nationals Support Division is in charge of the implementation of intercultural initiatives in well-organised cooperation with departments responsible for international affairs and non-nationals welfare.

Ansan City holds the Ansan Multicultural Citizens Awards on Together Day (May 20) annually. Around five non-nationals are awarded with an appreciation plaque by the Mayor for their contribution to interculturality. The city also gives awards to residents and civic groups on year-end and other special occasions.

Ansan city is committed to disseminate the city's policy best practices to many other cities both locally and internationally. As of the first half of 2020 the city has received 73 international delegations, 678 people, and 1,284 domestic delegations. That is 21,591 people who came to learn about Ansan's intercultural policy best practices and experience. Ansan strives to be a leading Intercultural City recognised both in South Korea and throughout Asia.

## [Recommendations](#)

As Ansan City is working on its intercultural strategy it may be interested to learn more about the work by [Auckland Council](#) (New Zealand) where the Research and Monitoring Unit (RIMU) conducts environmental, social, economic and cultural research to inform and support policy development, implementation and evaluation. The Auckland Plan 2050 is based on statistical and qualitative evidence about diversity and intercultural relations provided by the RIMU, shaping the focus areas in the plan. The Inclusive Auckland Framework and the Council's Quality Advice programme are working together to pilot, evaluate and implement a new process for community service design and delivery decisions based on demographic data and research. They have also established social and community impact assessments as standard practice for all policy advice, complemented by training.

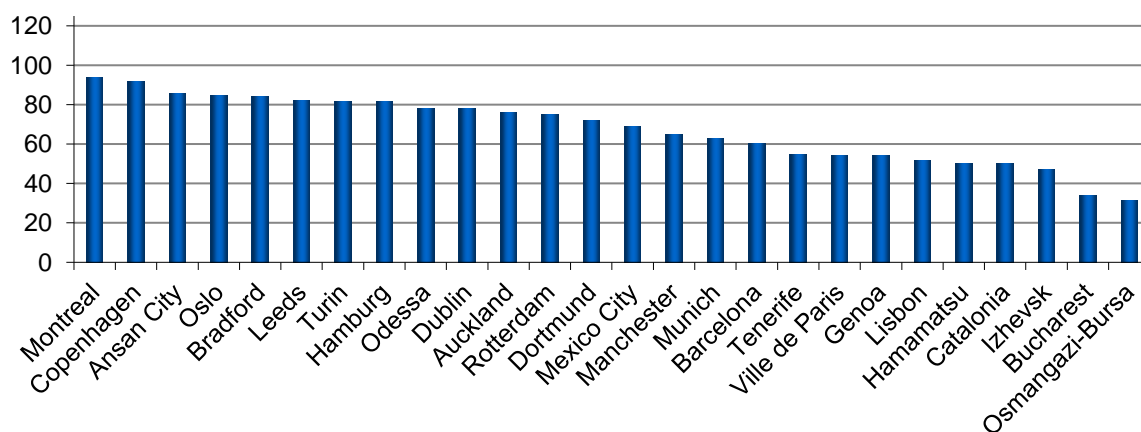
The City of [Geneva](#) (Switzerland) has also recently published an evaluation of their diversity policy 2016-2020 which may be a useful reference. The assessment of the roadmap 2016-2020 presents the main actions carried out in relation to four strategic axes: Welcoming residents; Accessibility of public services; The fight against discrimination in all its forms; The implementation of a human resources policy that reflects the diversity of Geneva's population.

## THE CITY THROUGH AN INTERCULTURAL LENS

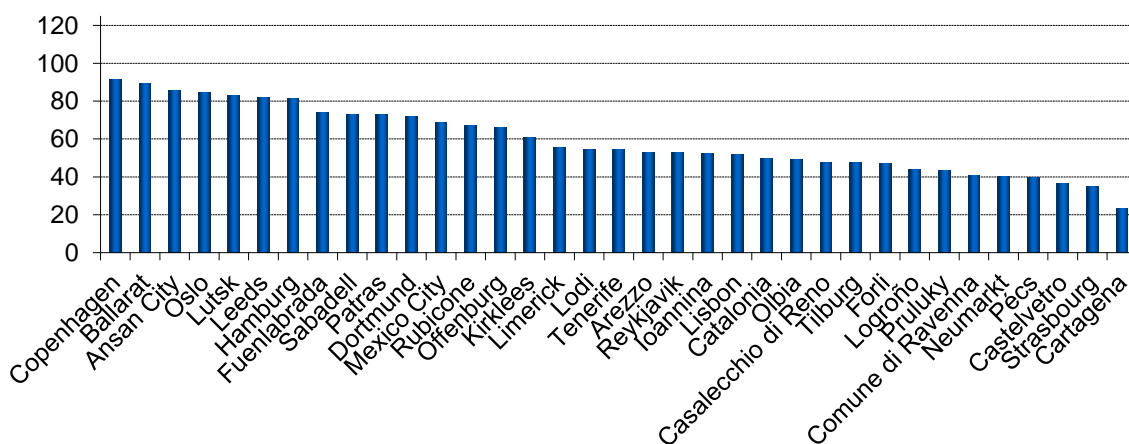
Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

The overall rate of achievement of the urban policies of the ANSAN CITY, assessed as a whole through an "intercultural lens" is considerably higher than that of the model city: 86% of these objectives were achieved while the rate of achievement of the model city's engagement policy reaches 61%.

**Intercultural City Index (ICC) - Intercultural lens**  
City sample (inhabitants > 500'000)



**Intercultural City Index (ICC) - Intercultural lens**  
City sample (non-nationals/foreign borns 10% - 15%)

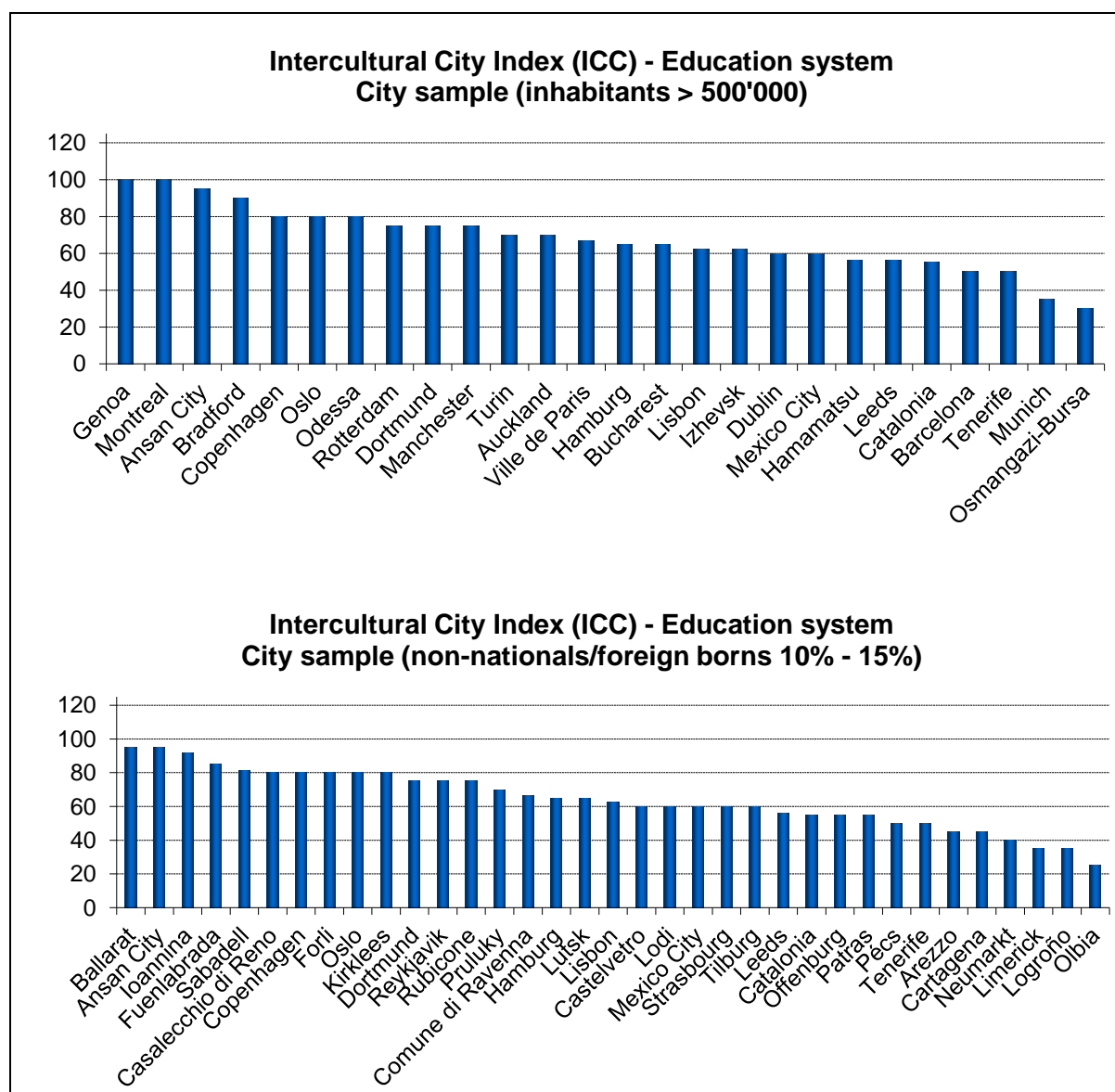


## EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on

an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

ANSAN CITY's score in the field of education is 95, considerably higher than the city sample result of 68 so they already have a wealth of experience and practices to share with the network.



In the Republic of Korea regional Education Offices are responsible for education in their jurisdiction, not local governments. However, Ansan City has role to assist the regional Education Office and runs education support centres to help students learn.

There are 34,655 elementary school students in Ansan, and 3,342 of them (9.6%) are non-nationals. There are 54 elementary schools, and situations vary by area. Elementary schools in areas densely populated with non-nationals may have more than 90% of their students as non-nationals.

Ansan City has the largest number of non-nationals in the Republic of Korea. Given this characteristic, the Education Office has a multicultural superintendent, and schools with many students from intercultural backgrounds foster and hire bilingual teachers.

Schools with many students from intercultural backgrounds run Korean language classes for their parents and offer multilingual notices. Ansan City, in cooperation with the schools, organises career seminars to make sure that students do not find themselves isolated in school.

Schools offer a range of courses on intercultural understanding. These courses are for multicultural families, students, teachers, and parents, and schools that show outstanding achievements in this regard are designated as intercultural schools and eligible for financial support. Other programmes designed to improve the environment for intercultural students' learning and capacity building include multicultural classes, pre-school programmes, and research school programmes. To assist in solidifying language education for intercultural students, Ansan City pursues a range of projects including operating a mobile team to visit schools and serve students.

This year Ansan City started running preliminary afterschool classes in schools with many intercultural students, for which participating schools receive educational subsidies. There are also programmes to help juveniles who were foreign-born and migrate to the Republic of Korea and an alternative school for intercultural students left behind the regular education course.

### Suggestions

As mentioned previously Ansan City has some excellent practices already in this field, however, it is always interesting to learn from others.

There can be a high percentage of foreign-born nationals in specific schools in the city so Ansan could look at practice from other cities that encourage the schools themselves to mix. [Bradford](#) (UK), for example, has a school linking network, working with primary, secondary and special schools in localities that have been identified as having segregated communities. Through a carefully planned and research-led approach, underpinned by Social Contact Theory, the city supports teachers to facilitate meaningful and positive sustained social mixing. A year-long programme of structured visits for paired classes and curriculum work equips learners with the skills, confidence and knowledge to thrive in modern Britain. The training enables teachers to support their learners to develop trust, empathy, awareness and respect. Tried and tested resources are employed in the classroom and the resulting work is exchanged between the pairs of schools. Learners first meet at a neutral venue, such as a museum, where they engage in joint co-operative, enjoyable activity before further activities are developed.

The city of [Montreal](#) also runs a wide range of activities aimed at school pupils from primary to senior secondary level. The Montreal History Centre, a city-run body, conducts various intercultural projects in co-operation with schools, including:

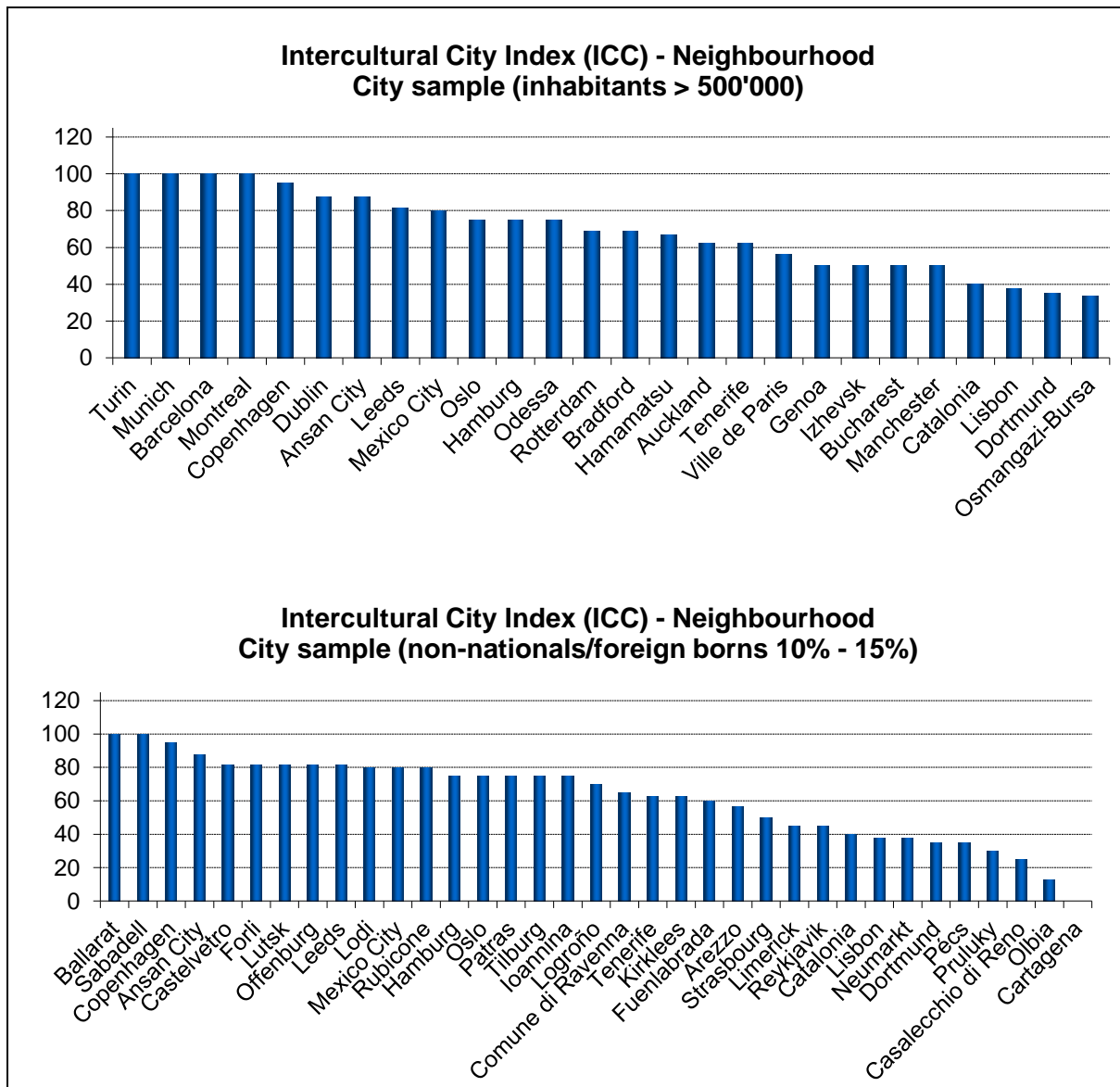
["You're part of the story"](#) - an educational programme that aims to build bridges between the past of pupils who have recently arrived from the four corners of the world and their new lives in the host country through the telling of personal stories and recording of personal "treasures" which the pupils share with Montrealers through the museum. The programme fosters learning of the host country's languages, as well as self-esteem and interaction between the new pupils and other citizens.

The exhibition, ["Here I am in Montreal"](#), a project aimed at young people newly arrived in Montreal in which they are asked to present their take on the city through their respective cultural and personal backgrounds.

## **NEIGHBOURHOODS**

*Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a 'perfect' statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.*

ANSAN CITY achieved a rate of 88 for its work in the field of neighbourhoods, which is considerably higher than the city sample's achievement rate of 65. This reflects the fact that Ansan City is running a wide range of activities to ensure that neighbourhoods are diverse.



Ansan City consists of 25 Neighbourhoods - the smallest level of urban-area administrative division. Of the 25, 15 Neighbourhoods have more than 1,000 non-nationals, meaning a majority of the city's neighbourhoods have diversity. As the largest enterprise city in the Republic of Korea, Ansan is home to more than 10,000 businesses. Initially non-nationals lived in groups in neighbourhoods adjacent to their workplace but over time intercultural communities have diffused throughout the city driven by different reasons including residential costs and jobs. Ansan has support facilities for non-national residents in every corner of the city to help them settle in Ansan.

Many community events in Ansan offer programmes for locals and intercultural residents to get together and share their culture. Other efforts to encourage intercultural exchange include running a gym and lifelong sport programmes designed to promote interaction between locals and non-nationals.

One of the key intercultural policies of Ansan City is to organise cultural events to encourage exchange between locals and non-nationals. These include the annual Together Day Festival, the annual Ansan Cup International Friendly Taekwondo Competition, and intercultural concerts and flea markets to promote cultural exchange. In addition, the city sponsors festivals that represent various ethnic groups including Thai, Cambodian, Indonesian, Bangladeshi, Sri Lankan, and Vietnamese people and encourages locals to take part in these festivals for social integration. For communication and exchange between locals and non-nationals, Ansan City operates the Ansan Multicultural Community Center and the Multicultural Family Support Center.

### Suggestions

Ansan City could be interested in the experience of Zurich in Switzerland another city where most districts are ethnically and culturally diverse and where there is also a wide range of activities taking place. The city has a policy

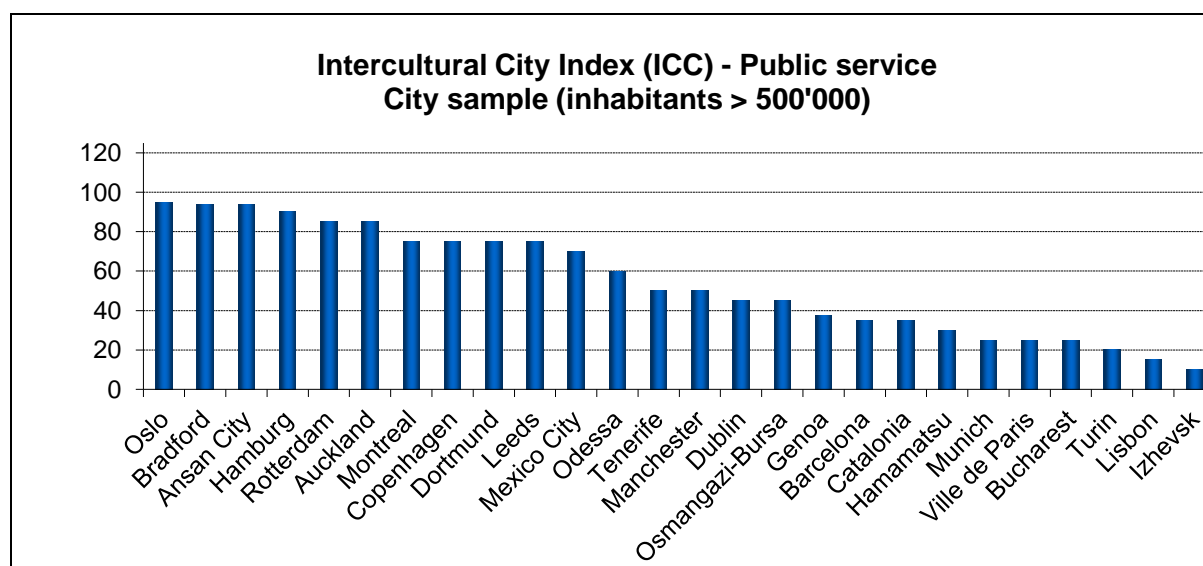
to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration. The City Council housing programme's aims include good social mixing within the City of Zurich. The city as well as the housing associations have adopted a rent policy, which takes into account the cultural mixing within the neighbourhood.

In addition, projects that promote an improved cohabitation of 'locals' and 'foreigners', can sometimes be financed by the City of Zurich through three different funds: Credit for integration projects (Integrationskredit): 200,000 CHF available per year. Annually around 30-40 voluntary projects are financially supported; Credit for exchange and cohabitation (Kredit Austausch und Zusammenleben): 250,000 CHF available per year split between 3-6 projects; From 2019 onwards, the City of Zurich is financing intercultural programme weeks (Interkulturelle Programmwochen), which will take place every two years and seek to make lived diversity in the city visible.

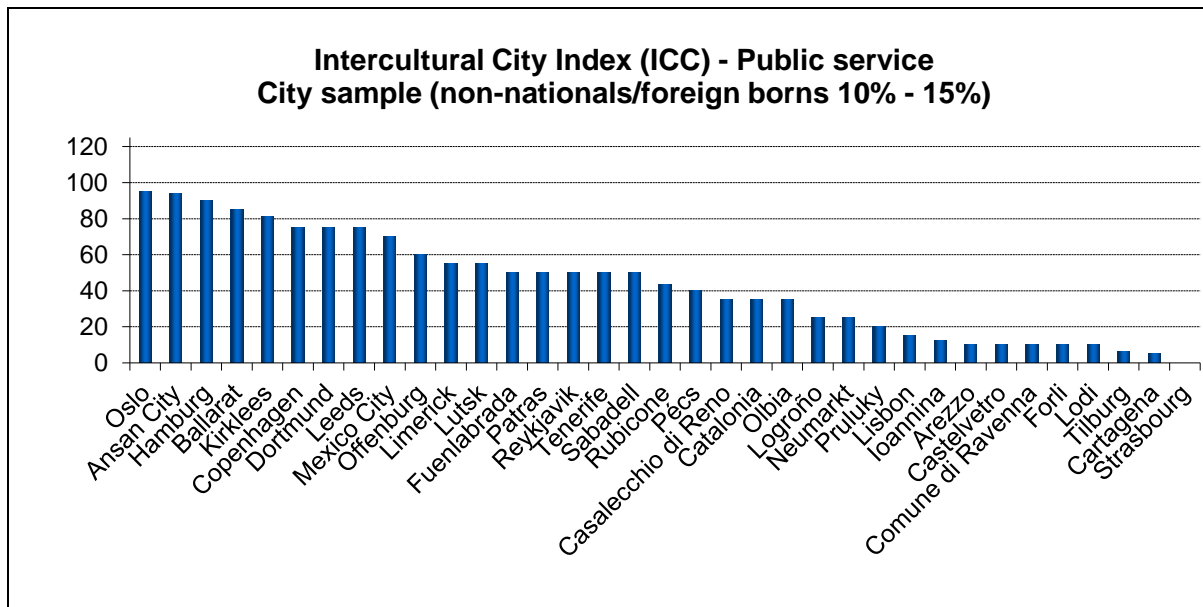
## PUBLIC SERVICES

*As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.*

ANSAN CITY achieved a rate of 94, which is considerably higher than the city sample's achievement rate of 44 and is due to Ansan's wide range of measures to ensure non-nationals are able to access public services as well as shape and take part in their delivery.







Guided by its vision “Ansan: A Global City and Leader in Korea,” the city makes pioneering efforts to develop policies for non-nationals and make the city a place for the co-prosperity of nationals and non-nationals. Ansan City sees non-national policy as one of its key policy areas and has the nation’s only bureau-level organisation responsible for non-national policy with 33 staff members. The city offers one-stop administrative services ranging from administration to civil petition, immigration, labour, health, leisure, and finance and pursues a range of projects intended to improve the quality of their lives and social inclusion in the fields of education, culture, welfare, and human rights.

Ansan runs a service centre for non-nationals that is larger than any other municipality in South Korea. The centre supports 15 languages (English, Chinese, Vietnamese, Indonesian, Russian, Uzbek, Kazak, Kyrgyz, Pakistani, Thai, Philippine, Sri Lankan, Cambodian, Mongolian, and Nepalese), where native speakers of respective languages are hired in proportion to the sizes of ethnic groups in Ansan. More languages will be supported as the city’s ethnic group composition changes.

Ansan City hires non-nationals for the city’s public administration, for example, security in areas densely populated with non-nationals, welfare facilities for non-nationals, and educational facilities. In addition, a number of non-nationals are hired under the city’s own employment initiatives. The city police hired two women immigrants under a special appointment programme intended to promote mutual communication and ensures services are tailored to them.

As the largest enterprise city in the Republic of Korea, Ansan has many intercultural workers living in the city. Ansan offers human rights education to staff of companies hiring intercultural workers and provides interpretation services for them. There is also a counselling centre to help resolve challenges and issues surrounding labour, wages, and occupational accidents.

Ansan City offers free school meals to all students including those of foreign nationality. The city also offers support for funeral services for the death of non-nationals without local families or friends and provides emergency aid to non-nationals in urgent need of living costs, residential costs, or medical expenses.

### Suggestions

Ansan City already has many initiatives in this field. It could be interested in sharing experience with Montreal (Canada) whose recruitment policy is inspired by the concept of promoting diversity and is geared towards talent of all kinds in terms of gender, age, background, experience and culture. [Specific measures](#) and programmes are implemented to ensure employment equality, with a specific focus on under-represented groups such as women, people with disabilities, indigenous groups, visible minorities and ethnic minorities.

In terms of specific services, [Dublin](#) (Ireland) that ran a successful project ‘Towards Inclusive Public Transport’ as part of their One City One People campaign. The project developed aimed to ensure passengers and staff travelling

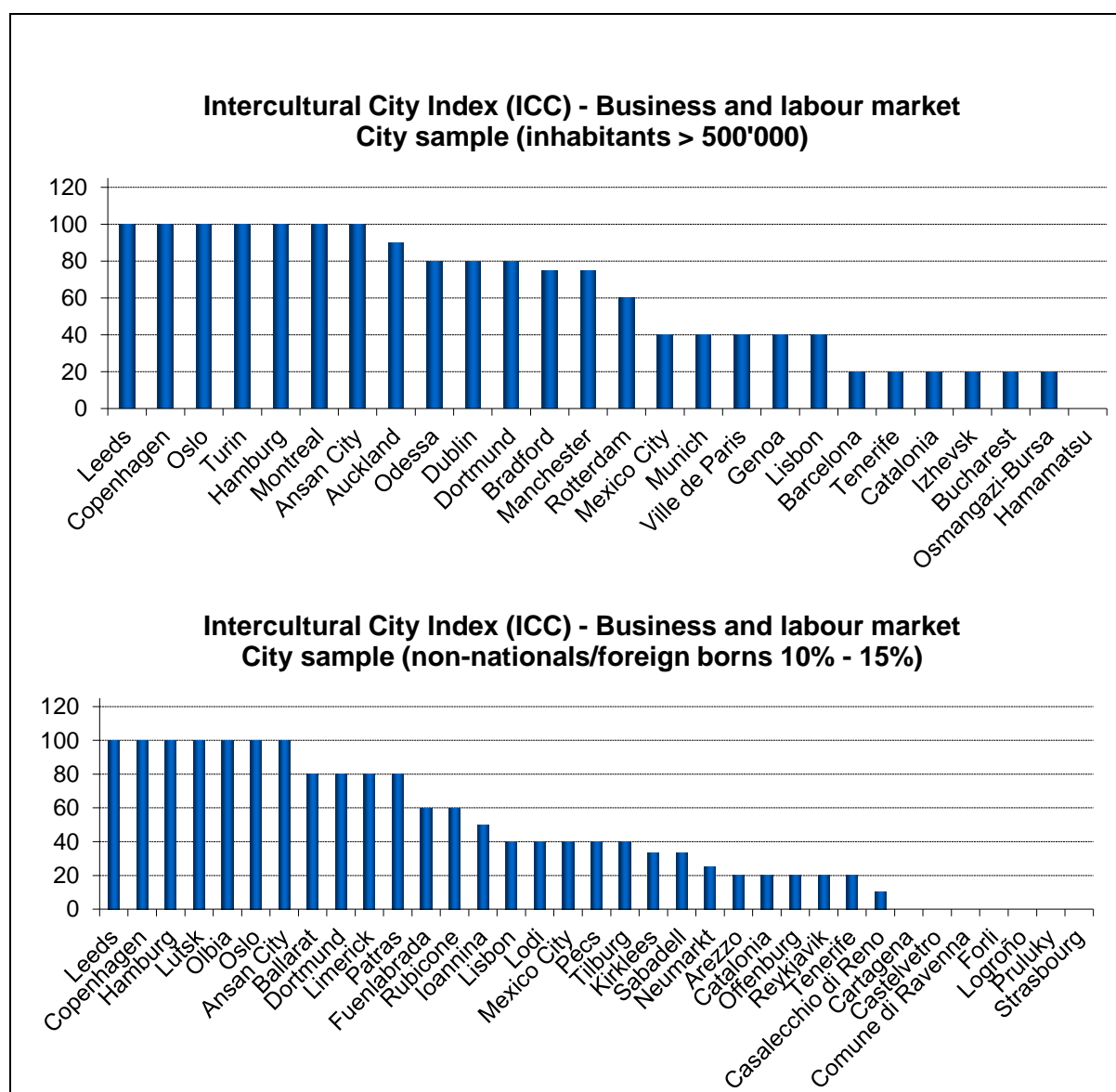


on Dublin public transport that racism and discrimination will not be tolerated. The project was developed by the Immigrant Council of Ireland and evolved with improved transit and outdoor advertising campaigns, staff training, recording of racist incidents and awareness of interculturalism for the whole city.

## BUSINESS AND THE LABOUR MARKET

Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

ANSAN CITY's score in the field of business and the labour market is 100, considerably higher than the city sample result of 46 and reflecting that labour migration and enterprise are a key element of Ansan's diversity advantage.



In the Republic of Korea, labour policy is dealt with at the national level. The Korean Ministry of Employment and Labor has a branch office of the South Korea Support Center for Foreign Workers in Ansan. Ansan City attracted

the Multicultural Immigrant Plus Center, which was created by merging local branches of two state agencies: the Republic of Korea Immigration service and the Ministry of Labour.

In cooperation with businesses, Ansan City runs overseas market development delegations to support their export meetings and international fairs. In addition, efforts are made to identify intercultural entrepreneurs and publicise their businesses to help them increase revenues.

Ansan is the only city in South Korea to run the state-designated Multicultural Village Special Zone, in which there are 251 restaurants. As part of this initiative, the international restaurants in the special zone are eligible to request a letter of recommendation to invite and hire cooks from other countries. This greatly helps business-persons from ethnic minorities increase revenues.

### Suggestions

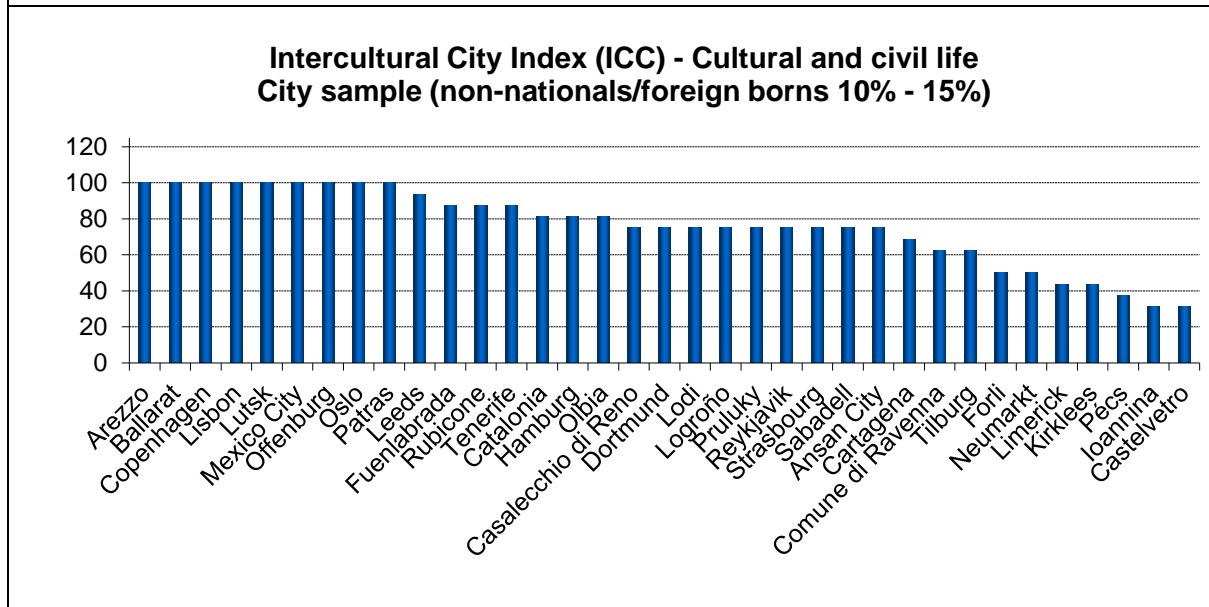
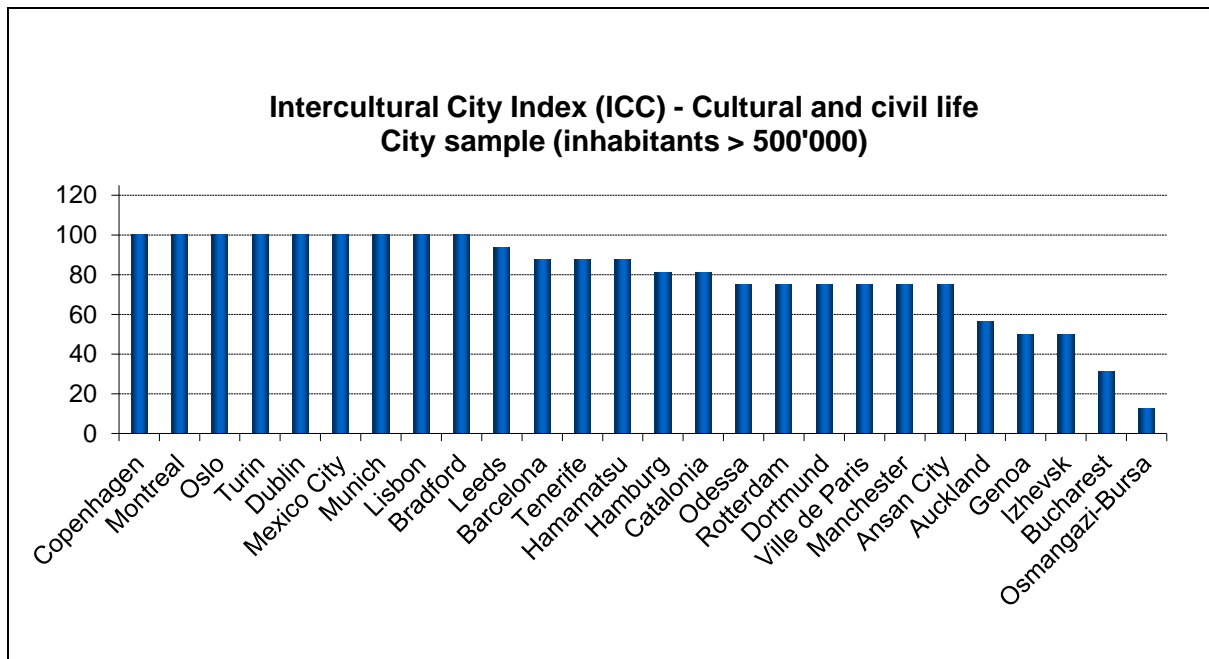
In line with Ansan's international outlook, [Auckland](#) (New Zealand) has signed a Tripartite Economic Alliance for meaningful and substantive trade and investment for Auckland-based businesses, entrepreneurs, and investors with two of its key international partner cities (Guangzhou and Los Angeles). The initiative also fosters intercultural relations. A Tripartite Summit is organised every year. A recent theme was 'Converging Innovation and Business Opportunities', focusing on advanced manufacturing, digital and creative sectors, food innovation, education, bio-medicine, tourism and other sectors.

For specific groups then [DNA Cascais](#) is a non-profit association that aims to contribute to the promotion, encouragement and development of entrepreneurship, with a special focus on promoting young and social entrepreneurship in the Municipality of Cascais (Portugal). The agency supports the creation of companies and has one of the most important entrepreneurship school in Portugal focusing on developing skills and knowledge through the promotion and stimulation of creativity and innovation. DNA also promotes and encourages young and educational entrepreneurship through competitions whereby students are challenged to create and develop a business plan based on the "Business Model Canvas" template, a visual chart that leads students to think about different aspects related to this area, such as strengths and weaknesses, financing, target audience and the relationship regarding business, communication channels, partners and the necessary resources for the development of the business. Throughout this process, students are supported by specialized professionals.

## **CULTURAL AND SOCIAL LIFE**

*Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.*

ANSAN CITY's score in the field of cultural and social life is 75, slightly higher than the city sample result of 73, with some excellent good practice examples including an annual Together Day as well as sports, culture, debates and conferences.



Every year, May 20 is celebrated as Together Day and different festivals and commemorative events are held. The city also has the Jiguchon Choir (the choir of the global community) consisting of 88 members from eight countries. Other initiatives include lifelong sport programmes such as Taekwondo, volleyball, dance and badminton and support for theatres that showcase plays focusing on multicultural topics.

Ansan City supports intercultural culture and sport events organised by private organisations. There is an annual budget of 20,000,000 KRW (approximately 15,300 euros) and subsidies are awarded to around ten organisations annually.

Ansan City organises conferences and debates with topics related to non-nationals policy and cultural diversity on a regular basis. In 2013, the city hosted an international symposium with delegates from the Republic of Korea, Japan, and nine European countries. In 2019, the city invited professors studying Intercultural Cities to a policy debate. The National Multicultural Cities Council also holds debates and working-level meetings at least once a year with the aim of discussing institutional improvement and development. Other endeavours to contribute to interculturality include a range of campaigns for local-foreign resident cohesion.

## Recommendations

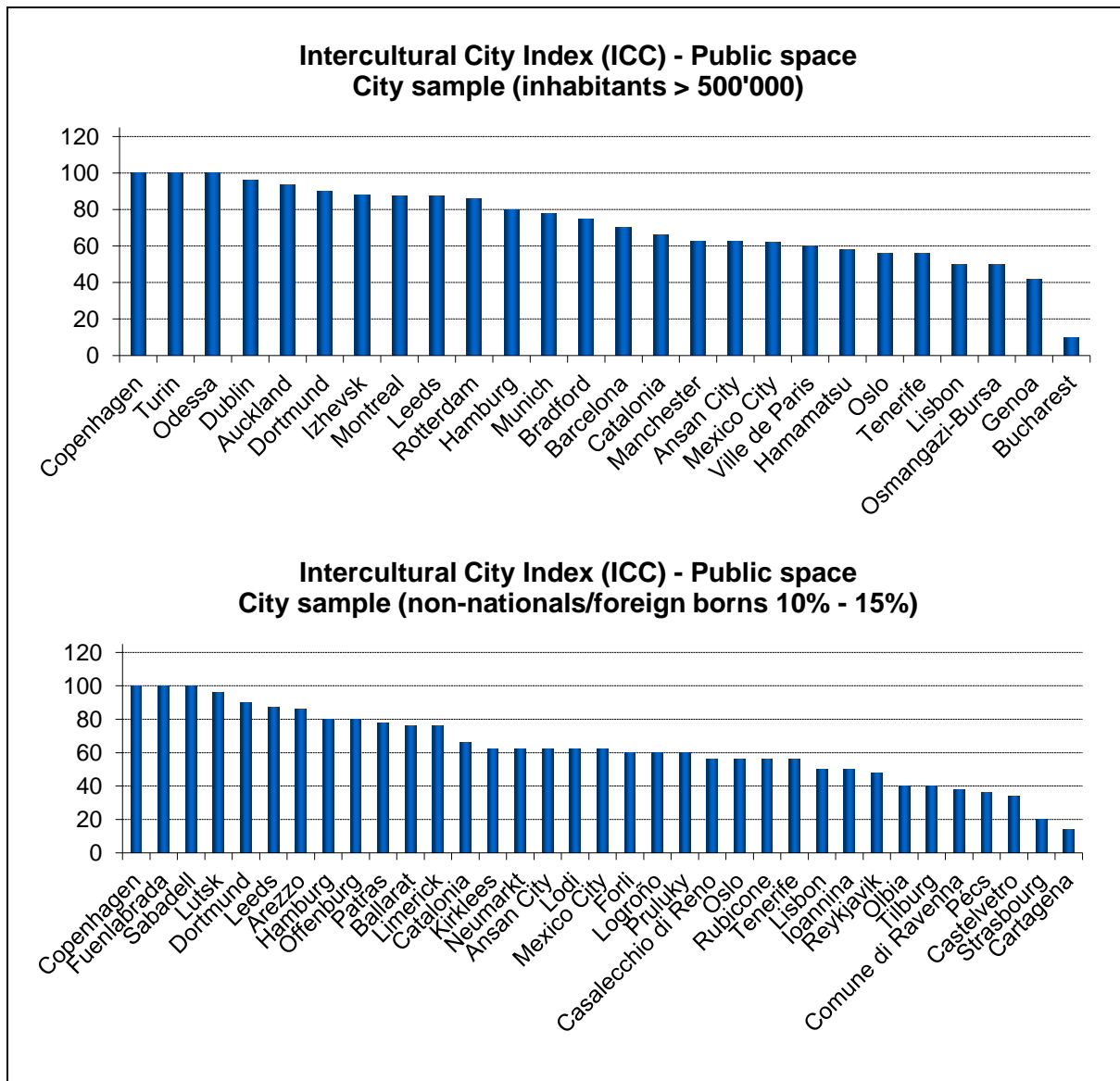
Ansan already runs many different festivals and cultural events as well as debates. The experience of Kirklees (UK) is very interesting though. [WOVEN](#) is a new festival for Kirklees that was piloted in June 2019. The festival celebrated the district's globally recognised industry from the past, present and future, benefiting over 18,000 residents, 27 industries and 16 cultural organisations with over 100 events in its first year. An active and dynamic online web and social media presence has also been developed, including the WOVEN brand and identity that celebrates the towns and villages of Kirklees. Schools and colleges also took part on the catwalk and in workshops and career events. Beneficial outcomes for partners was high as a direct result of their involvement in the festival. This was largely around the opportunity to establish connections and generally network with other individuals and organisations across the district – some of whom they had not come across before. The city now works with a diverse range of organisations from the University of Huddersfield, schools and colleges, different businesses and commercial organisations, cultural organisations such as theatre companies to community-led voluntary run arts groups and lastly individual artists, musicians, and residents of Kirklees.

Also, Ansan could take inspiration from the [STEPS](#) pilot project ran by the ICC programme with the financial contribution of the European Commission. STEPS promoted the idea of participatory mapping of cultural heritage, where members of the community were given the role to identify those material and immaterial cultural assets that are a reflection and expression of their constantly evolving values, beliefs, knowledge and traditions. Through participatory mapping, community members are invited to collectively create visual inventories of their own community's assets. They negotiate what can be listed in the inventory. This results in a map of those heritage assets that make up the pluralist identity of the community. Assets can include built, as well as intangible heritage features (traditions, practices, knowledge and expressions of human creativity), anything that people who live and work in the territories feel it is significant to them, in line with the Faro principles. STEPS brought evidence that participatory mapping processes facilitate an understanding of what these features mean to individuals and how they impact each other. Moreover, the participating groups gain insight into the specific value granted to community assets by different community members.

## **PUBLIC SPACE**

*Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the "other". When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely support by them.*

ANSAN CITY achieved a rate of 63, which is slightly lower than the city sample's achievement rate of 66 but with some very interesting uses of public space and the Multi Cultural Village Special Zone.



Ansan City was constructed as Korea's first planned city in the 1980s, so there have been few remodelling or reconstruction projects to date that have needed the input of residents. Although Chinese people account for 65% of all non-nationals in Ansan, there is no real dominance by any specific ethnic group in particular areas.

Ansan City pursues a range of public initiatives to promote interculturality. The city runs two multicultural libraries and a world culture experience hall to offer opportunities to understand and have first-hand experience in interculturality. In the Multicultural Village Special Zone, the public playground was remodelled to ensure safety for children, and the square is used as a meeting place for non-nationals and a venue for cultural performances. In particular, the Ansan Street Arts Festival, one of the most popular festivals in South Korea, takes place in Ansan Square in May, where famous international artists are invited to Ansan to perform. This festival attracts more than 700,000 people annually.

Ansan City is the first in the Republic of Korea to pursue building an international cultural centre as a forum for intercultural communication between locals and non-nationals. The centre will house an art hall, an international library, an international cultural experience hall, a world food experience hall, a community hall, and a tourist information centre. The city assigned a budget of 20,000,000,000 KRW (approximately 15,374,400 euros) for the construction of the centre, expecting the international cultural centre to serve as a hub of interculturality in South Korea.

### Recommendations

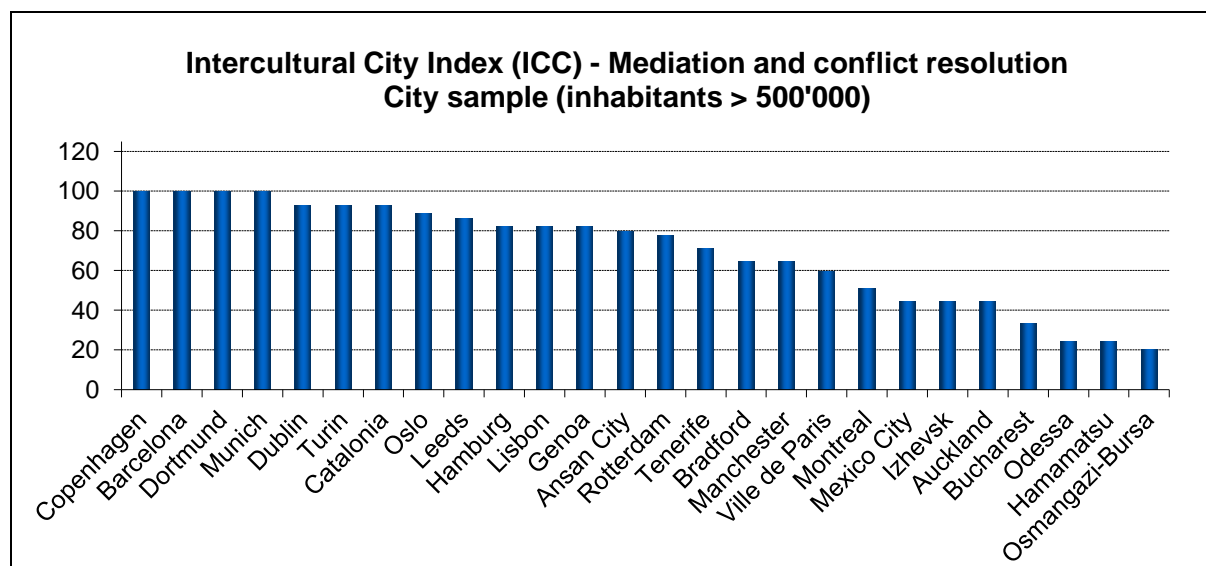
The city of [Barcelona](#) places a great deal of importance upon public space as the place where a diverse but harmonious community can be built so its holistic approach is very useful to consider. It means that place-making

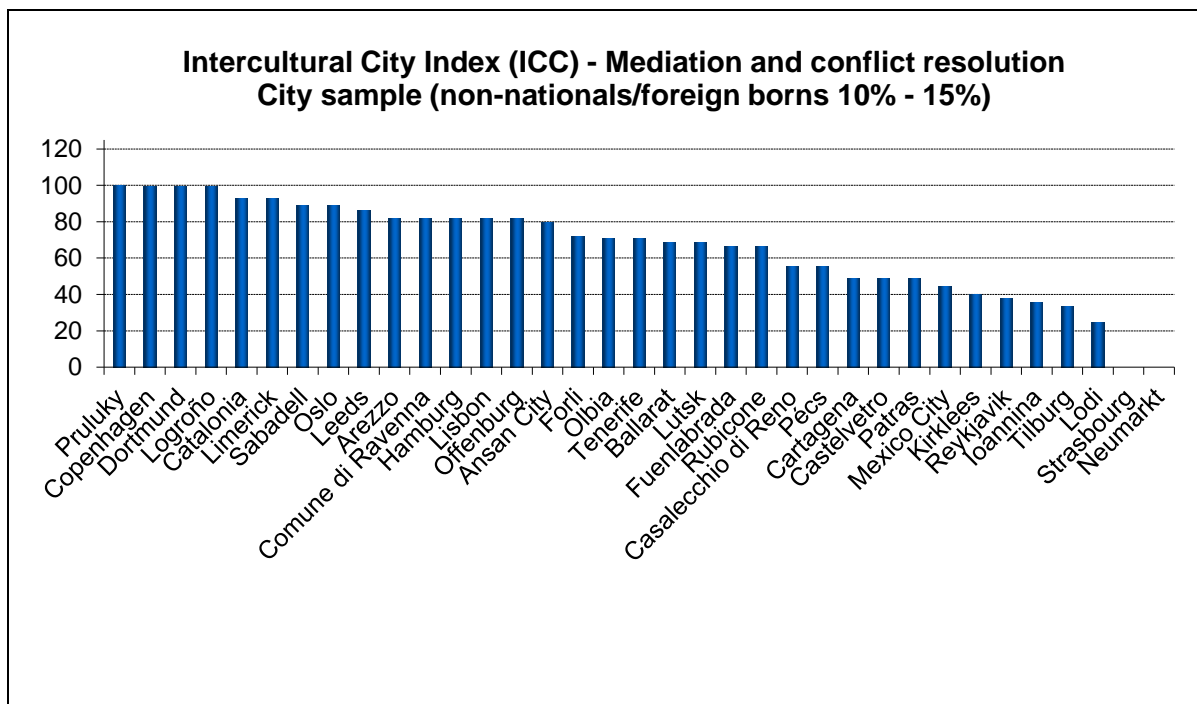
professionals (such as architects, planners, transport managers, constructors etc) within the city council must develop their competence in diversity management and that inter-group roundtables could involve representatives from urban planning and vice versa. Barcelona also prioritises the integration of the neighbourhood scale into the practice of urban development to involve citizens and value the “personalised” activities, realities and special characteristics of each neighbourhood. The city tries to go deeper into the practice of participative processes by introducing new approaches and adapting them to ensure there is a faithful representation of the local sociocultural diversity in a target setting. Barcelona has adopted the street floor concept into the management tools for public spaces to better understand which uses on the ground floor cause excessive pressure on the adjacent public space or can encourage use of the adjacent public space as a point for meetings and socialising. Social policies are integrated into the construction of social amenities or public spaces which means incorporating elements that contribute to generating spontaneous interaction between users in public spaces including play areas in children’s parks, specific offers for young people, bicycle or walking paths.

## MEDIATION AND CONFLICT RESOLUTION

*In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.*

ANSAN CITY’s score in the field of mediation and conflict resolution is 80, considerably higher than the city sample result of 60 reflecting the wide-ranging activities carried out in this field.





Ansan City runs a community service centre for non-nationals. The centre offers interpretation and consultation services to help resolve disputes and arguments. It handles 33,000 cases annually, covering a range of topics from wages to retirement allowances, occupational accidents, healthcare, and legal assistance.

The city also pursues a range of human rights education programmes with a view to avoiding and preventing unnecessary misunderstandings and conflicts between locals and non-nationals. These include a human rights law education programme where instructors visit and teach interculturality education for public officials. There are education programmes on intercultural society for children and juveniles with the aim of building consensus among locals about interculturality and to help them develop a global mindset. Ansan City has signed memorandums of understanding with the police and intercultural organisations to ensure organised protection and intervention services for intercultural families.

Ansan City pursues friendship, exchange, and conciliation between different religions. There are many religious facilities run by civic groups that offer non-nationals shelters, cultural events, Korean language education, medical services, and missionary work. There are Christian, Catholic, Buddhist, and Muslim facilities in the city.

### Suggestions

Ansan could look at complementing the work carried out already with specific initiatives. [Bergen](#) (Norway) has a generalist municipal mediation service which also deals with cultural conflicts but also provides mediation services in places such as neighbourhoods, on streets, actively seeking to meet residents and discuss problems. This service is provided by the Community Youth Outreach Unit in Bergen (Utekontakten). Bergen has also set up a municipal mediation service committed to interreligious issues specifically. [Samarbeidsråd for tros- og livssynssamfunn](#) (Cooperation Council for Religion and Faith) is an interfaith organisation in Bergen. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

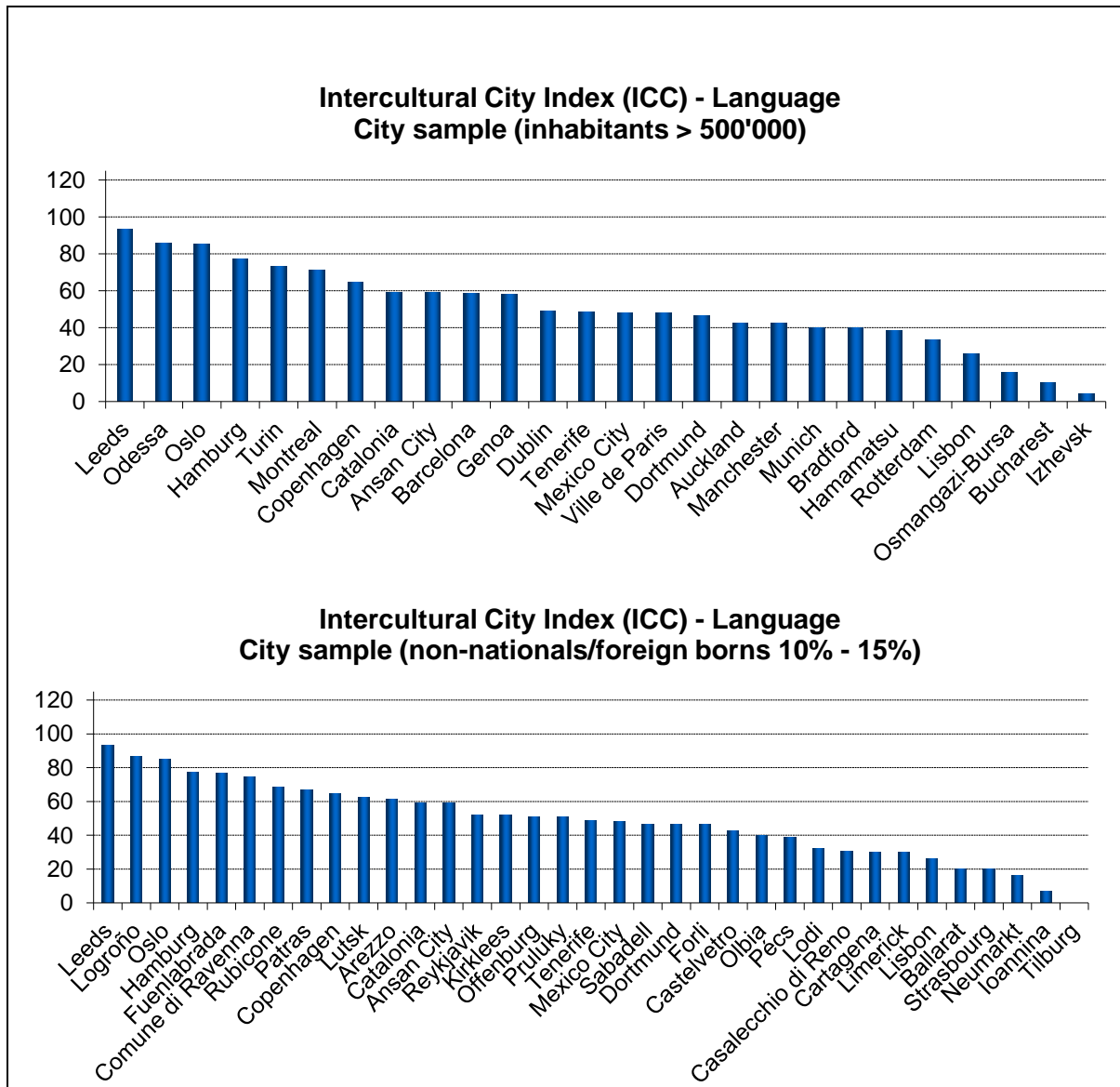
## **LANGUAGE**

*The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in*



public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

ANSAN CITY achieved a rate of 59, which is considerably higher than the city sample's achievement rate of 47 and shows the work carried out in this field.



Ansan City focuses on Korean language education for non-nationals. The city itself runs Korean language education programmes while commissioning private organisations to run Korean language education courses. There is a course in preparation for the Test of Proficiency in Korean (TOPIK), which is considered a necessity for non-nationals to find a job in Korea, and a social integration programme as a compulsory course to acquire Korean nationality. With the view of helping intercultural children and juveniles retain their mother tongue, Ansan also offers mother tongue classes primarily centring on Russian. Besides, to help locals understand interculturality and polish language proficiency, the run a range of other foreign language education courses (English, Chinese, Vietnamese, etc.).

Ansan City publishes quarterly newsletters to inform residents of updates related to their daily lives. Published in eight languages (Korean, English, Chinese, Russian, Vietnamese, Indonesian, Nepalese, and Cambodian), the newsletter's circulation is around 40,000 copies a year. The city also publishes a guide to life and legal affairs in the Republic of Korea for non-nationals in eight languages, 5,000 copies annually. A local TV programme, entitled Wongok-dong Neighbourhood Meeting, is produced six times a year and representatives of many different countries are invited.



Ansan City purchases books from many different countries and lends them to both locals and non-nationals. The current collection contains 122,187 books, with new books added to the collection annually with the goal of improving the diversity of language. Notably, the city runs two multicultural libraries for non-nationals.

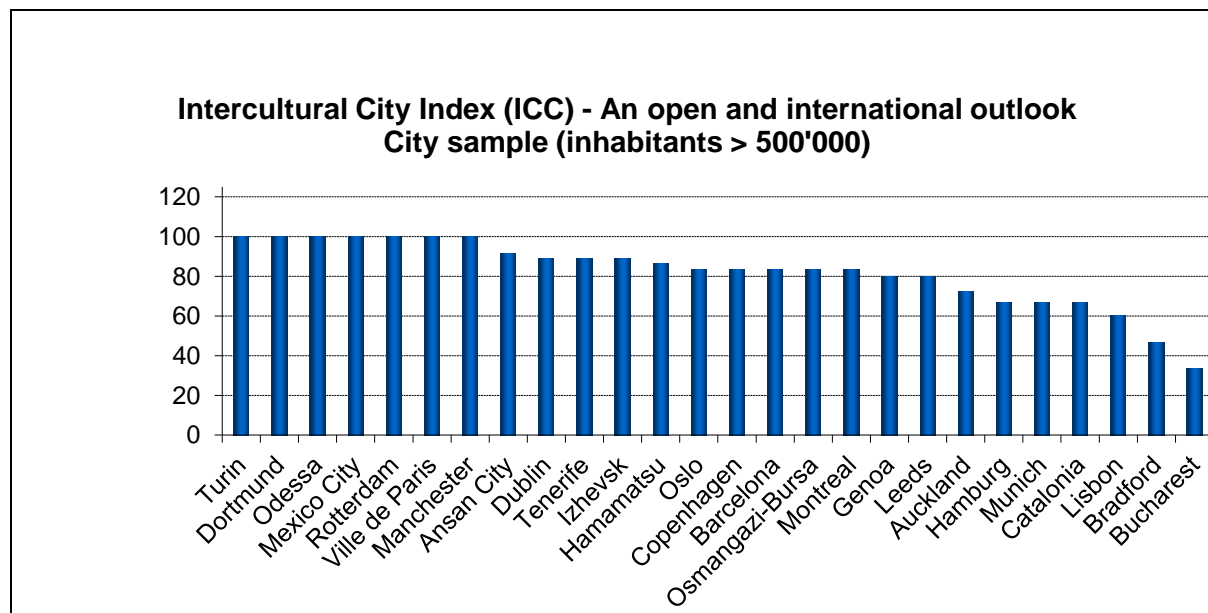
Suggestions

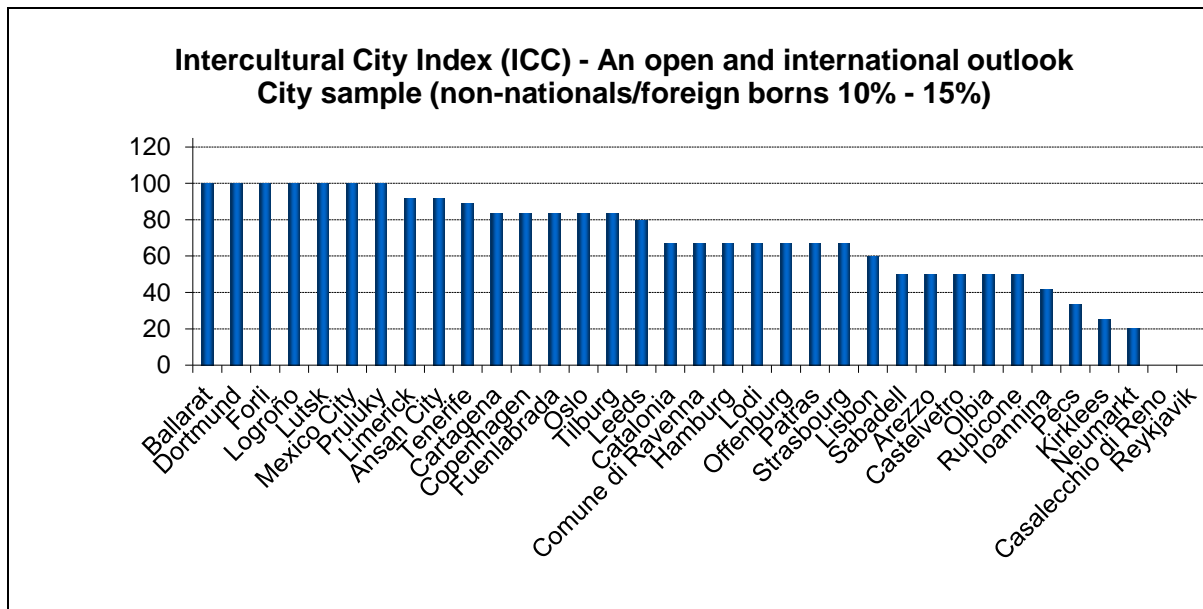
In [Reggio Emilia](#) language learning is a two way process. In 2011 the Intercultural Centre Mondinsieme opened an Arabic language course for non-Arabic speakers in collaboration with the Local Health Authorities to improve linguistic cultural relations between foreign citizens and health services. At the same time basic Italian language courses are provided for mothers of children attending primary schools to offer initial language support and facilitate communication with the school. In order to help families preserve the competence of migrant children in the mother language, in two schools in Reggio Emilia there are classes in the native languages of children and in parallel their parents learn Italian. There are also Summer events to teach young people who do not know Italian and who attend secondary schools. It aims to provide learners with a minimum knowledge of the language to facilitate access to school; prevent the summer “scattering” of youth and social marginality from their peers.

**INTERNATIONAL OUTLOOK**

*Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.*

ANSAN CITY’s score in the field of international outlook is 92, considerably higher than the city sample result of 68 with some excellent examples of good practice to share with other cities in the network.





Ansan City enacted the Ordinance on the Promotional Internationalisation and International Exchange and Cooperation in 2011. With the goal of pursuing cooperation and mutual development with international cities and contributing to the prosperity of humanity, the city pursues exchange and cooperation initiatives for mutual understanding, capacity building, trade promotion, and international development cooperation.

Article 7 of the Ansan City Ordinance on the Promotional Internationalisation and International Exchange and Cooperation provides that the city may build networks, pursue joint projects or cooperate with institutions, entities, and international organisations with the view of strengthening international exchange and internationalisation, provide financial support to cover costs to pursue such initiatives, and provide financial support to businesses and individuals for trades with international businesses or individuals.

Ansan City has exchange relationships with 15 cities in nine countries with sister city or friendly cooperation agreements with: Las Vegas, the USA; Yuzhno-Sakhalinsk and Kholmsk, Russia; Tauranga, New Zealand; Anshan, Yantai, Baise, Leshan, and Shangrao, China; Ba Ria Vung Tau, Vietnam; San Fernando, the Philippines; Aachen, Germany, and Vientiane, Vietnam.

Ansan City pursues international cultural exchange programmes for young people. Through international exchange programmes started in 2011 in cooperation with cities in China, Japan, Vietnam, and New Zealand, among others, around 70 young people take part in exchanges, foreign language studies, cultural performances, and talent donation activities with their international counterparts and participate in international cultural experience programmes designed to help them develop intercultural sensitivity. Hanyang University in Ansan runs exchange student programmes every year, through which 400 international students have visited Ansan. Ansan City and Hanyang University jointly organise international youth storytelling events and Asia-Pacific youth exchange events that involve young people from 20 countries.

Ansan City is endeavouring to solidify its international standing and develop interculturality by building networks with countries related to the Korean diaspora. Recently city officials visited the city of Almaty, Kazakhstan to seek concrete ways for mutual exchange, including assisting small businesses in Ansan in advancing into the Kazak market and materialising cooperation between Koryo-saram associations in the two countries. They also continue organising annual visits, hosting sport events, and discussing mutual prosperity of cities and businesses with their sister cities, for example Anshan, China.

### Suggestions

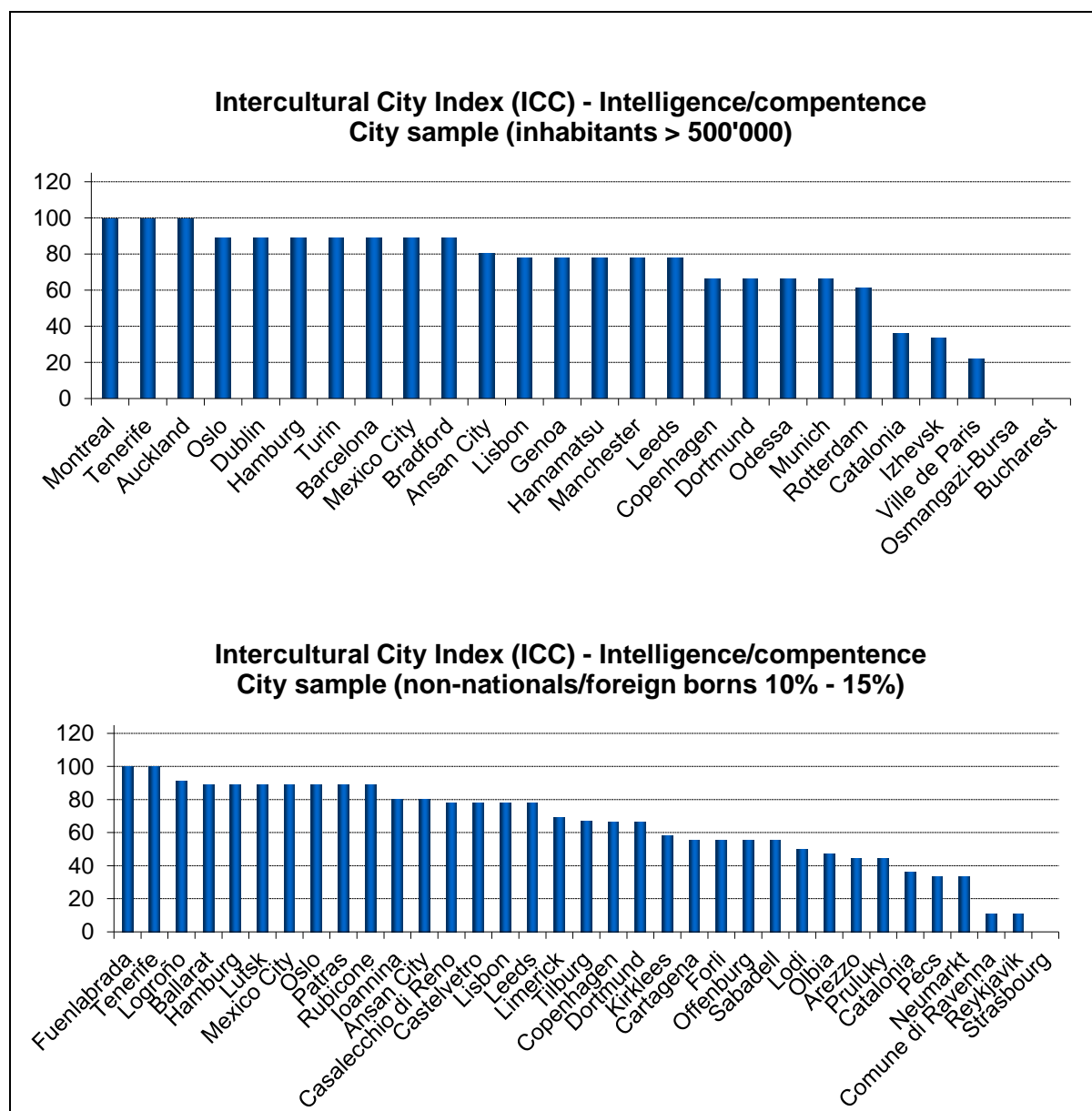
[Reggio Emilia](#) (Italy) is promoting a dynamic relationship with places of origin of major Diaspora groups and signed an agreement with the Moroccan Ministry in charge of relations with the diaspora through the Intercultural centre Mondinsieme. The agreement underpins Reggio's holistic intercultural policy and seeks to "promote socio-cultural mixing and openness towards the other". Both sides are providing significant financial contributions to the activities included in the agreement, which include: 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; Annual cultural visits to Morocco for young Italians of different origins; Participation of students from Reggio Emilia in the Summer university of the young people of the world organised annually in Morocco; The promotion of Moroccan culture and the teaching of Arabic to young people in Reggio of different origins; Enabling the participation of young people of Moroccan origin living in Reggio Emilia in cultural and sports activities of the city; Arabic class for non-Arabic speakers – the demand for which exceeded by far the expectations.

## INTERCULTURAL INTELLIGENCE AND COMPETENCE

*Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence is not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.*

ANSAN CITY’s score in the field of intercultural intelligence and competence is 80, considerably higher than the city sample result of 62 reflecting its overall positive ‘mind-set’ in this area.



The Republic of Korea conducts a triannual survey of locals on their multicultural acceptance. The findings from the survey serve as reference data for policy development. To ensure even more precise information analysis, Ansan City plans to conduct its own multicultural acceptance survey once a year.

Ansan was the first local government in South Korea to publish statistics on multicultural and international households, which consist of 98 types of standard statistical data for policy development. The city also publishes annual social survey reports that include a survey on people's awareness of non-nationals, conducts annual fact-finding surveys of Koryo-saram in Ansan and regular surveys on non-nationals' human rights.

In October 2019, all executive-level officials in Ansan City took an education course on the Intercultural Cities Programme. With a view of improving intercultural sensitivity, the city hosts a human rights film festival annually and organises a range of seminars and conferences designed to develop intercultural capacity building.

### Suggestions

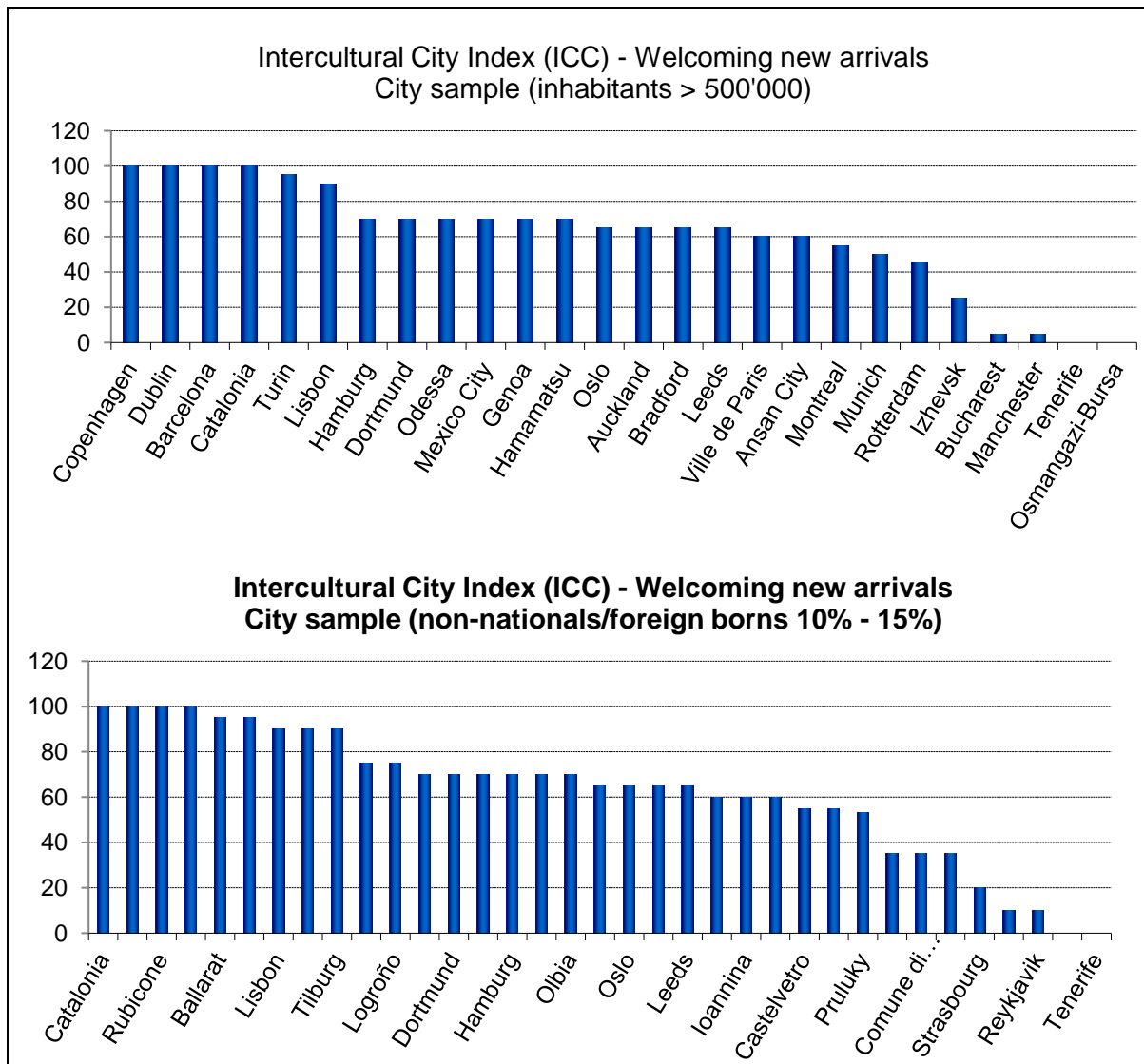
The report has already referred to the research unit in Auckland (New Zealand). The city of [Melitopol](#) (Ukraine) also has some interesting experience particularly on working together with universities on interculturalism. Melitopol partnered with civil society and universities in the city to conduct surveys that fed into the 'Strategy of Melitopol 2020'. These were followed up by the Laboratory of Sociological Research of the State Pedagogical University of Melitopol testing methods of measurement of "cultural competence" by analysing the interaction of four components: competence motivation (interest, confidence and desire to adapt to different cultures); cognitive (understanding of cross-cultural issues and differences); metacognitive (strategy understanding of cultural diversity and experience); and behavioural (changing verbal and nonverbal actions according to the situation of interaction in different cultures) in different intercultural situations.

## **WELCOMING NEWCOMERS**

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*People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural "ghetto". This also depends to a great degree on whether the rest of the city's population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.*

ANSAN CITY's score in the field of welcoming newcomers is 60, just higher than the city sample result of 56.



The Non-nationals Support Division's Education Team runs early adaptation programmes and produces guidebooks and introductory courses to help intercultural residents settle in South Korea (basic social order, how to recycle, how to use bank services and so on). The Non-nationals Policy Team and the Global Community Culture Team, in cooperation with the central government and foreign embassies, organise guidance programmes and cultural events. At time of writing there were no specific performances designed to welcome newcomers, but the city plans to pursue programmes in connection with the early adaptation programmes.

There are information booklets in eight languages (Korean, English, Chinese, Russian, Vietnamese, Indonesian, Nepalese, and Cambodian) and the city has professional service associates speaking 15 languages (English, Chinese, Vietnamese, Indonesian, Russian, Uzbek, Kazak, Kyrgyz, Pakistani, Thai, Philippine, Sri Lankan, Cambodian, Mongolian, and Nepalese) to assist new migrants.

There are different briefing sessions in cooperation with different embassies and the Human Resources Development Service of the Republic of Korea to help people settle in South Korea. For immigrants coming from 12 countries including China and Central Asian countries, there is an early adaptation programme in cooperation with the Ministry of Justice. This programme is designed and has been proven effective to prevent social conflicts and crimes triggered by institutional and cultural differences by offering long-term stayers in Ansan an introductory course to Korean laws and institutions, life in South Korea, and law-abiding spirit. The city can also recommend exemplary persons among naturalised citizens to the central government to make them feel even prouder of being a Korean national.

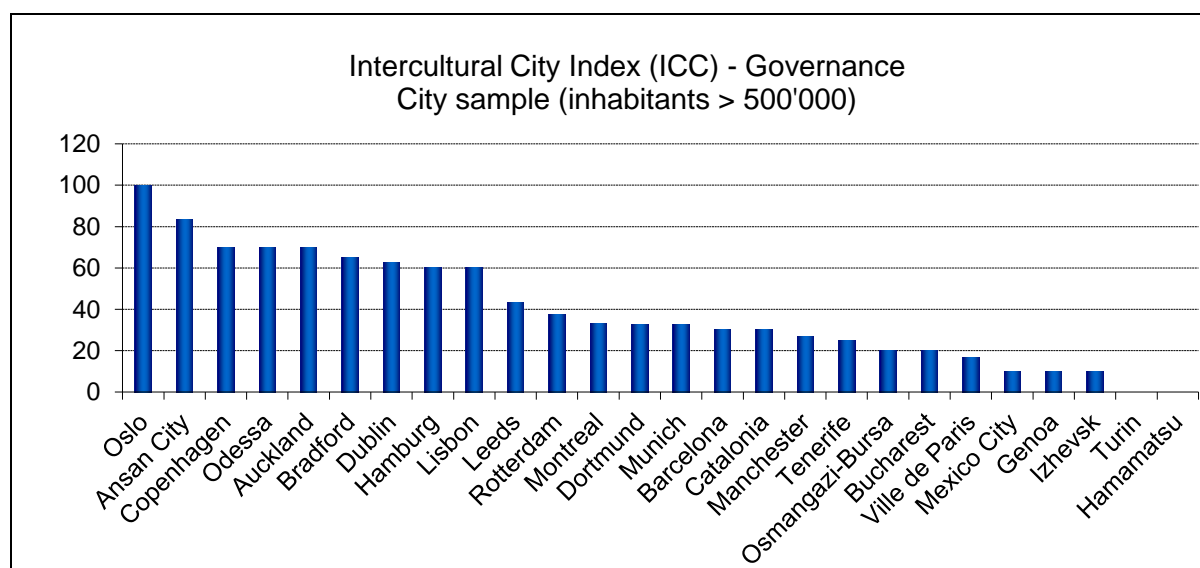
## Recommendations

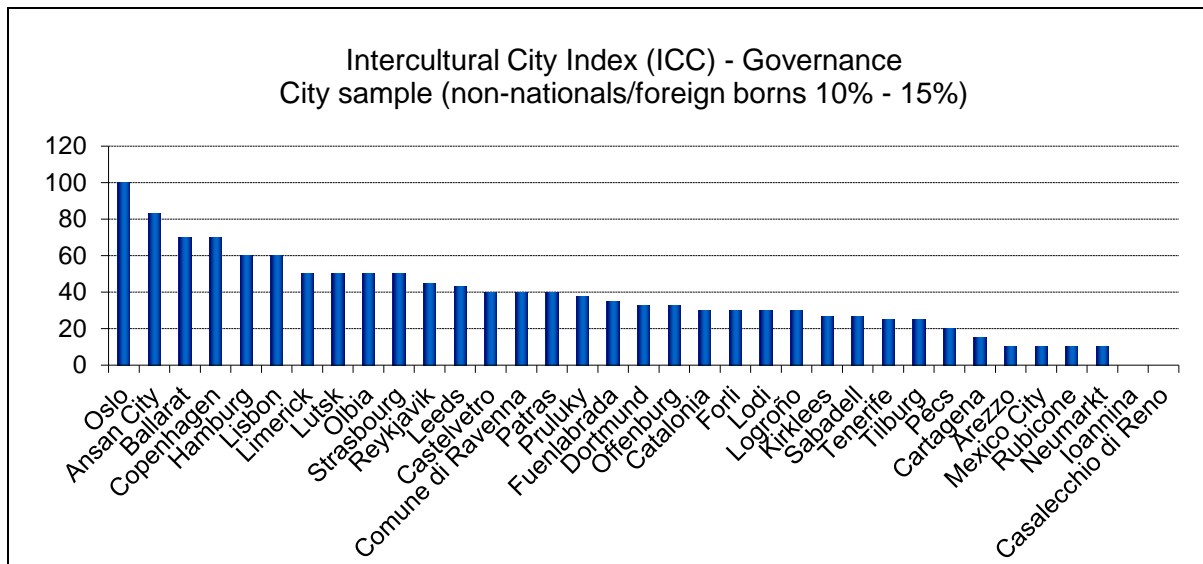
As the city is considering official events to annually celebrate naturalised citizens in different ways it could look at the example from [Oxford](#) (UK). Oxfordshire Registration Service had been looking at ways of involving the local community in their citizenship and naturalisation ceremonies. Both secondary and primary schools provide choirs to sing at ceremonies which are held on a weekly basis in the Council Chamber in Oxford and Members of Parliament have also been asked to attend a ceremony. To engage more schools in citizenship ceremonies the Council commissioned a DVD to give new citizens an idea of what the citizenship ceremony entailed. The 7-minute DVD has proved very useful in raising the profile of citizenship ceremonies within the County Council and the county as a whole. The pupils and teachers commented on how much they enjoyed being involved and how moving the citizenship ceremonies were.

## **LEADERSHIP AND CITIZENSHIP**

*The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.*

ANSAN CITY achieved a rate of 83 in the field of leadership and citizenship, which is considerably higher than the city sample's achievement rate of 35 and a very good result considering that one of the criteria, non-nationals standing for local elections, is not possible in national law.





Under the Public Official Election Act of the Republic of Korea, only Korean nationals aged 25 or older may run for a local election. Those with foreign nationality are not allowed to be a candidate although they are entitled to vote in local elections three years after the acquisition of permanent residency. This means that there are no elected members of the city's municipal council who are foreign-born or dual nationals. People with foreign nationality are entitled to take part in political parties. This means they can be actively engaged in political activities in the nation's leading parties, for example as part of their multicultural committees, special committees for Koryo-saram, and special committees for migrants' human rights, among others.

At city level, the Ansan City Ordinance on Non-nationals and Multicultural Families Support provides for the operation of a non-national's council. The council advises many different support projects and advocates on behalf of non-nationals. Currently the council consists of 19 members that represent China, Uzbekistan, the Philippines, Vietnam, Sri Lanka, Thailand, Mongolia, Nigeria, Pakistan, and Cambodia.

Ansan City also runs a non-nationals monitoring group. This is not a compulsory committee to supervise public services, but its roles include: to understand developments and trends among non-nationals, collect their voices, survey the city's administration for non-nationals, and make recommendations for improvement. Currently the group consists of 33 people representing Mongolia, China, Vietnam, Indonesia, Sri Lanka, Uzbekistan, Russia, Cambodia, Thailand, Japan, and Nepal.

### Suggestions

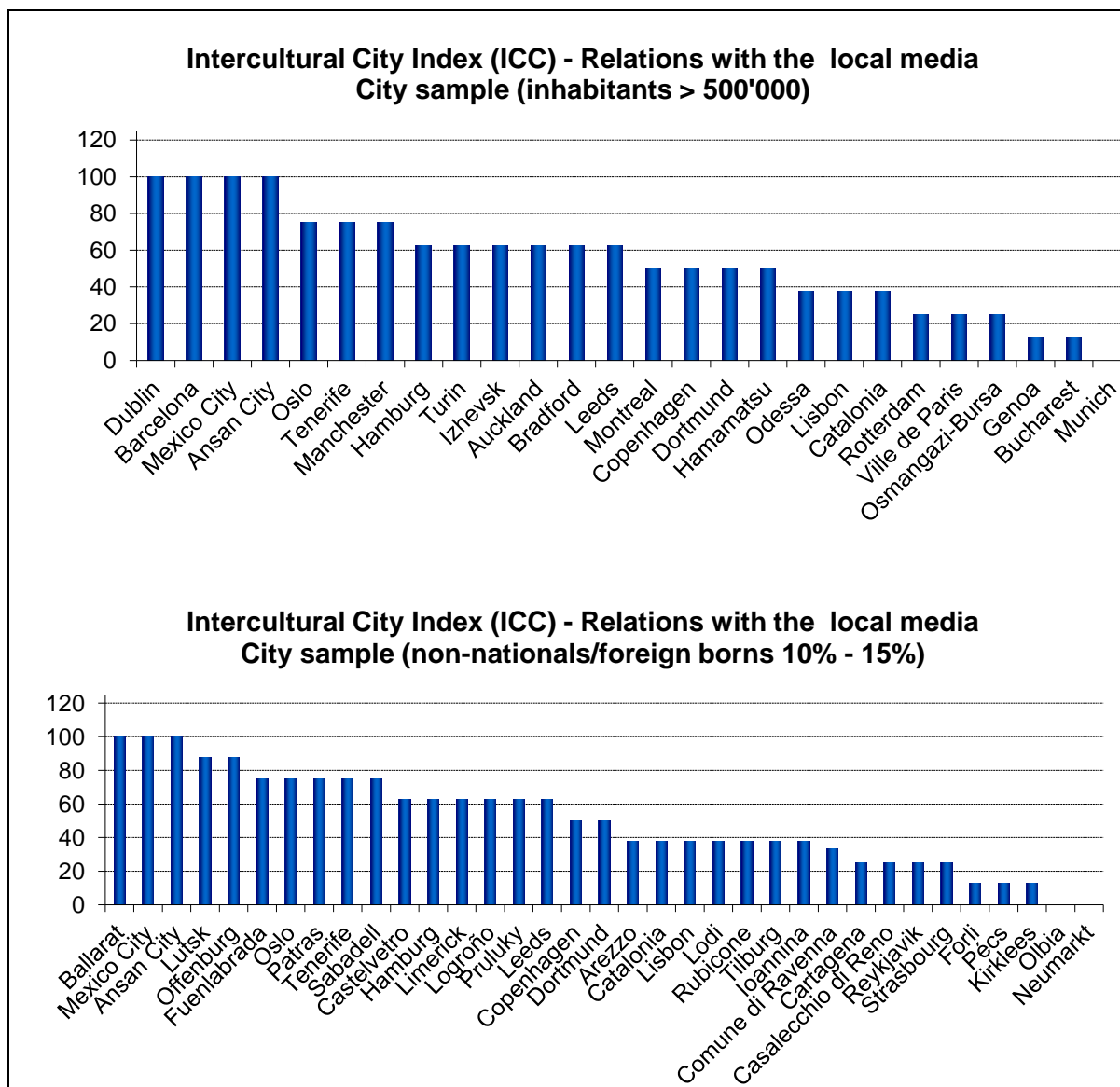
Cities have come up with different ways of increasing representation. [Lewisham](#) (UK) has an interesting role of Young Mayor - a robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The Young Mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget to initiate a programme of work, as well as to scrutinise the work of Lewisham Mayor and of the city Council. The Young Mayor provides a focus and a channel for young people's views to be heard by decision makers. He or She is supported by young advisers and a Young Citizens' Panel and they have access to the full range of young people's forums, networks and school councils. The Young Mayor is democratically elected every year through Lewisham's schools and colleges oversees a budget of at least £25,000. Most of the incumbents of the post of Mayor and advisors have been members of various of the borough's minority ethnic communities.



## MEDIA AND COMMUNICATION

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.

ANSAN CITY achieved a rate of 100, which is a full score and considerably higher than the city sample's achievement rate of 46. This shows what comprehensive work they undertake with the media.



Ansan City, in cooperation with local media companies, runs a multicultural newspaper subscription project. It aims to provide non-nationals with a range of information and inform them about the city's policies. The multicultural newspaper is published twice a month, with a circulation of 20,000 copies. The city invests 30,024,000 KRW (approximately 23,400 euros) annually in this project.

Ansan City's media department also works with broadcasting companies in South Korea to publicise international cuisines, intercultural education, intercultural streets, and Ansan City's non-nationals policy. In 2019, seven episodes were filmed and aired.



As part of its non-nationals' employment support initiatives, Ansan City runs a course for Information Technology Qualification (ITQ) test-takers. As part of vocational capacity building education, the city runs classes to teach residents how to use YouTube, social networks, and blogs.

Ansan City was the first in South Korea to enact an ordinance on non-nationals' human rights in 2009. There is also a non-nationals' human rights monitoring programme in place, which helps the city develop recommendations in cooperation with the Gyeonggi Institute of Research and Policy Development for Migrants' Human Rights as well as to pursue awareness improvement campaigns, although the city does not have authority to impose direct sanctions.

The city runs a watchdog on social media which is difficult and is keen to develop countermeasures in this regard in the future.

A Korean filmmaker made a crime movie about an immigrant settlement, which took inspiration from foreign-resident-involved violent crimes in Ansan (The Outlaws, 2017). Ansan City expressed regret regarding the film and will take countermeasures against similar cases in the future, while working closely with local media to form positive public opinions.

### Suggestions

The city already has a full score in this area, nevertheless, it is still striving to make improvements and add to its work in certain areas. There are interesting examples of partnership work in other intercultural cities.

In Donostia/San Sebastian (Spain) the city works in partnership with civil society organisation SOS Racismo which has an observatory for media treatment on migration and diversity issues (financed by the municipality) with daily updates. Actions, research and publications can be consulted at [www.mugak.eu](http://www.mugak.eu).

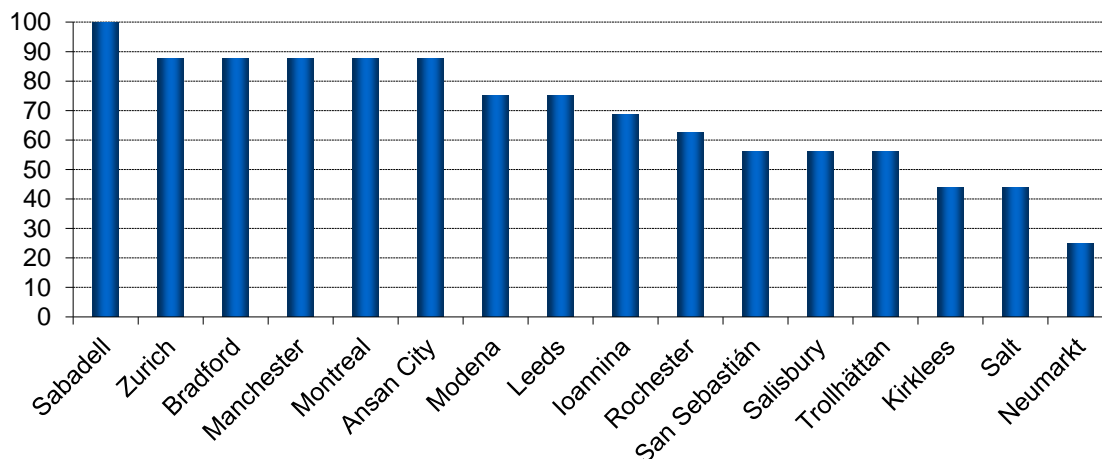
In [Paris](#) (France) the city has always supported the "Maison des Journalists" (Foreign Journalists' House), an association that welcomes foreign journalists who are persecuted in their country of origin. The MDJ offers a temporary place of residents and it is a landmark of defence and promotion of fundamental freedoms, such as freedom of speech, or of the press. In addition to legal and administrative support, French language courses are organized to enable refugee journalists to adapt their skills and achieve a French diploma.

## **ANTI-DISCRIMINATION**

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*Racism, xenophobia, homophobia, intolerance against certain religious groups, gender discrimination, prejudice and ethnocentrism, are all conducive to discriminatory attitudes and practices. They often subsist in people's minds despite laws proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation. An intercultural city assures every effort is made to ensure non-discrimination in all of its policies, programmes and activities. The city works in partnership with civil society organisations and other institutions that combat discrimination and offer support and reparation to victims. It also communicates widely on the risks discrimination presents for social cohesion, quality of life and the local economy.*

## Intercultural City Index (ICC) - Anti-discrimination



Ansan City has a great deal of experience in this area. The Ansan City Ordinance on Non-nationals and Multicultural Families Support provides that non-nationals and multicultural families residing in Ansan are entitled with the rights to use and benefit from the city's assets and public facilities, and all sorts of administrative benefits the same as Korean nationals and that the Mayor of Ansan shall endeavour to involve non-nationals and multicultural families in the city's administration as part of the local community. To ensure that these provisions are implemented, Ansan City regularly monitors relevant developments.

As said, Ansan was the first city in the Republic of Korea to enact an ordinance on non-nationals' human rights. The ordinance clearly states its basic principle to: "make Ansan a place for the harmonious prosperity of all members of the community by guaranteeing non-nationals' human rights through all residents' concerted efforts, ensuring that no one is discriminated against on the ground of their nationality, colour, ethnicity, language, or culture, respecting differences from others, and developing a mature multicultural society" and "all city policies that may influence non-nationals shall be established and implemented on the guidance of the principle of human rights promotion."

Ansan City has a service centre for non-nationals in place to help them resolve difficulties and protect their human and labour rights. The city spends 410,000,000 KRW (approximately 350,700 euros) on the centre operations annually, where the services are delivered through calls (49%), visits (50%), and outreach (1%). The centre also works with private enterprises to give support to non-nationals struggling with hardships in their life.

Ansan City attracted the Gyeonggi Institute of Research and Policy Development for Migrants' Human Rights to the city and provides the institute with administrative support. While the institute's operation is funded by Gyeonggi Province (the higher-order administrative structure of Ansan City), Ansan is a partner for policy implementation. The city also provides financial support of 170,000,000 KRW (approximately 130,600 euros) annually to a shelter for migrant victims of domestic violence run by a civil society organisation, helping protect marriage migrant women's human rights to settle in Ansan.

Ansan City establishes a framework plan for the promotion of non-nationals' human rights every five years, which is accompanied by fact-finding surveys on human rights in Ansan. The surveys involve interviews asking about the actual status of area-specific rights, for example freedom, equality, and social rights, and findings from the surveys serve as important input for planning. These are complemented by local resource and expert panel surveys.

The city launches anti-discrimination campaigns for both locals and non-nationals at least once a year in connection with major festivals. The city also invests 18,000,000 KRW (approximately 13,900 euros) in anti-discrimination awareness training.

Ansan is the only city in South Korea to run a committee for the promotion of non-nationals' human rights. Chaired by the Deputy Mayor of Ansan, the committee consists of 15 members that are city council members, human rights experts, civil activists, and non-nationals. The committee deliberates matters related to the development of framework plans for the promotion of non-nationals' human rights, the implementation of relevant policies, and human rights policies.

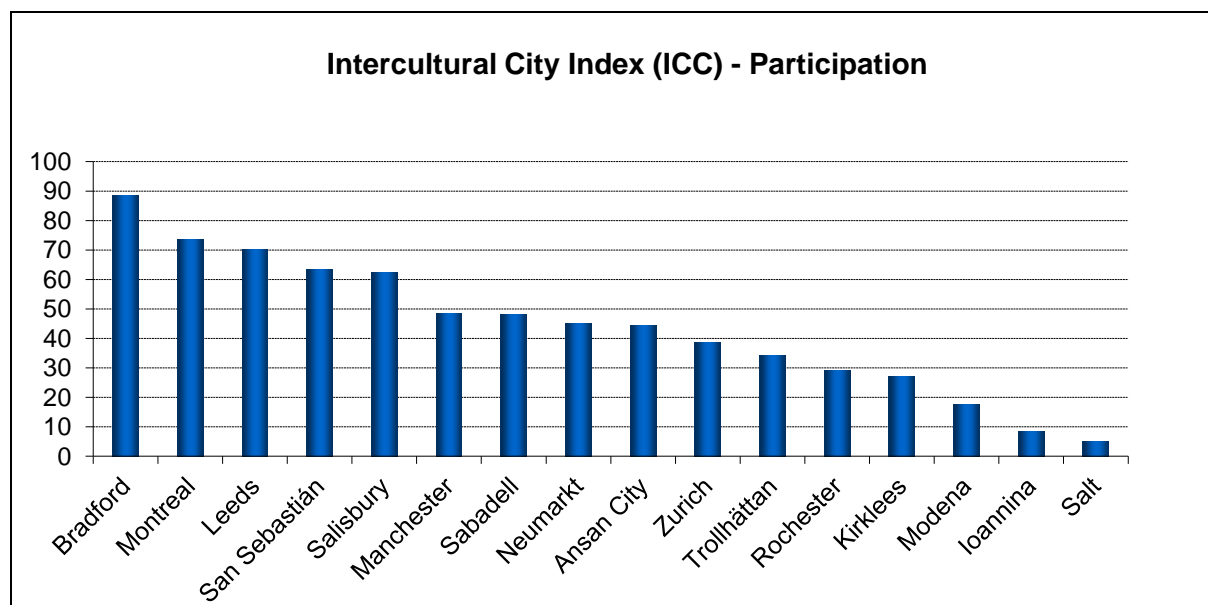
### Suggestions

The city has expressed an interest in anti-rumours strategies. The strategy is composed of a number of elements: identifying major rumours existing in a city; collecting objective data and also emotional arguments to dismantle false rumours; creating an anti-rumour network of local actors from civil society; empowering and training “anti-rumour agents”; and designing and implementing anti-rumour campaigns to raise awareness, including by creating and disseminating new tools and resources, both creative and rigorous. There is a [toolkit](#) for cities as well as examples of the methodology in action in several cities including [Barcelona](#), [Bilbao](#), [Botkyrka](#) and many more.

## **PARTICIPATION**

*Inclusion, power-sharing and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, when people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.*

Indicators on participation have been included in the ICC Index since January 2019. The data so far collected is now starting to be relevant for statistical purposes. SIXTEEN CITIES have so far replied to this new index chapter. ANSAN CITY's score in the field of participation is 45.



Ansan City learned about the Intercultural Cities concept at a seminar held in South Korea and decided to adopt the concept with the aim of promoting the excellence of Ansan as well as sharing policy best practices with other cities. The city will communicate with many non-national residents for the development of intercultural action plans.

Overall, non-nationals' equal involvement in the city's administration is guaranteed. They have the right to take part in residents' engagement in public policy through, making policy suggestions, filing complaints or petitions, amongst other things. Non-nationals' involvement in citizen-participatory budgeting is also institutionally guaranteed. They are involved in the Citizens Communication Committee and residents' associations in each Neighbourhood. Finally, non-nationals who are deemed eligible under relevant laws, regulations and Ansan City ordinances are entitled to take part in local referendums and public recalls.

There are difficulties in evaluating the process of non-nationals' involvement in decision making, but the city uses the rights and authorities bestowed on it to monitor how many people are involved and what their activities are.

Non-nationals have not been very active in key institutions or workplaces, but the recently organised Immigrant Trade Union, covering the Seoul, Gyeonggi and Incheon regions, has non-national workers in Ansan as part of its members. The union is working to claim job security, human rights security, and the abolition of the employment permit system.

Ansan City recommends relevant committees to appoint women as members in at least 40% of cases. The abovementioned non-national residents' council is also subject to this recommendation, and 10 out of 19 committee members are females, accounting for 53% of all members.

### Recommendations

[Bradford](#) (UK) has used some interesting methods for increasing participation in its Intercultural Strategy (Together for Stronger Communities 2018-2023) and the corresponding action plan through extensive consultation with citizens. The consultation was both quantitative and qualitative and involved the use of the following methods: Bord tables for feedback and prioritization; Focus Groups; Open-ended/Open composition commissions to explore broader views on integration; Online Surveys (conducted in the community); Vox Pops; Recorded one-to-one interviews.

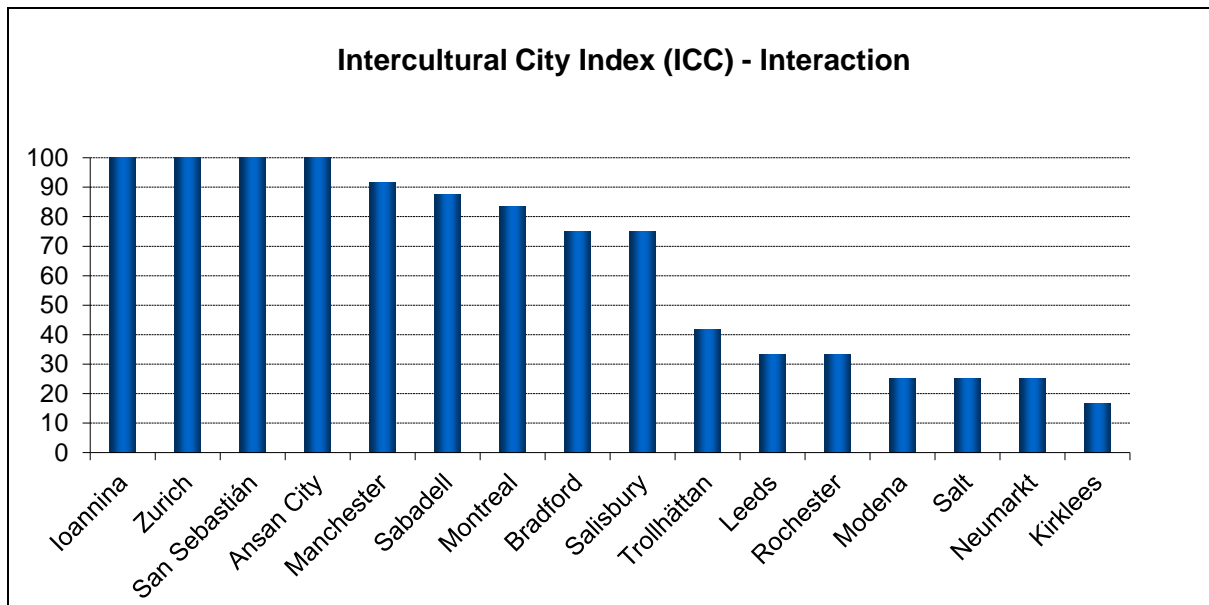
The Stronger Communities Together strategy's team also manages an innovation fund that will solicit proposals for innovative and collaborative projects in the area of integration and interculturalism in the broadest sense (i.e., including all forms of social integration - e.g., intergenerational, economic, sexual and disability). These funds will be allocated through participatory budgeting.

## **INTERACTION**

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*Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.*

As mentioned above, indicators on interaction are also new. ANSAN CITY's score in the field of interaction is an excellent 100.



Ansan City is diligent in collecting and managing data on organisations and entities that support non-national residents. As of January 2020, there are 60 organisations and entities in Ansan. Of them, nine are the city's affiliated organisations, 22 are not-for-profit corporates and organisations, 10 are religious facilities, two are social enterprises, and 17 are childcare facilities designated to support children of non-national residents. The list is included in the statistics on public service organisations in Ansan and the city's brochure to publicise its intercultural residents' policy, which are open to the public and shared with all relevant personnel.

The city runs a public-private consultative group in collaboration with executive-level officers of intercultural organisations in Ansan. The group has 18 members and works with a range of entities including universities, religious facilities, public facilities, educational facilities, the immigration authority, multicultural family support organisations, representatives of non-nationals, representatives of nationals, cooperatives, and public officials. The group holds quarterly meetings and frequently extraordinary meetings to discuss issues concerned.

Elementary school teachers regularly take interculturality training. Ansan City assists in the operation of the training programme by sending instructors and supporting study trips. However, teacher education and training falls under the authority of the education office and respective schools.

#### Suggestions

Ansan City has an excellent score in this field. It could review the suggestions in the section on Public Space to see how to create more opportunities for spontaneous interactions in the city.

## OVERALL CONCLUSIONS

In conclusion, ANSAN CITY has an aggregate intercultural city index of 80 (out of 100 possible points).

COMMITMENT	✓	Ansan City declares itself the most intercultural city in South Korea. It has a 'Strategy for Multicultural City Policy' with some intercultural elements. A budget is allocated to develop the Framework Plan for the Promotion of the Human Rights of Non-nationals in Ansan, along with an additional 20,000,000 KRW (approximately 15,300 euros) for education and seminars for the development of intercultural city strategies. There are systematic public consultations which involve diverse groups held in the city to develop policies that embrace a range of cultures.
	✗	The city still has to finalise some of their plans such as their strategy and evaluation methodology. Communications do not currently mention the intercultural aspects of Ansan's work at the moment but they will do.
EDUCATION	✓	There is a multi-cultural superintendent to support schools. Schools offer a range of courses on intercultural understanding for families, students, teachers, and parents, and schools that show outstanding achievements in this regard eligible for financial support.
	✗	There can be a high percentage of foreign-born nationals in specific schools in the city so Ansan could look at practice from other cities that encourage the schools themselves to mix.
NEIGHBORHOOD	✓	One of the key intercultural policies of Ansan City is to organise cultural events to encourage exchange between locals and non-nationals. Many community events in Ansan offer programmes for locals and intercultural residents to get together and share their culture. Ansan City operates the Ansan Multicultural Community Center and the Multicultural Family Support Center.
	✗	The city may be interested in other cities' experience using policies such as housing and rent policy as well as grant support to focus on neighbourhoods.
PUBLIC SERVICE	✓	The city makes pioneering efforts to develop policies for non-nationals. Non-national policy is one of its key policy areas and has the nation's only bureau-level organisation responsible for non-national policy with 33 staff members. The city offers one-stop administrative services ranging from administration to civil petition, immigration, labour, health, leisure, and finance.
	✗	Some of the network's cities run campaigns for particular public services such as transport that could be useful.
BUSINESS AND LABOUR	✓	Ansan City runs overseas market development delegations to support their export meetings and international fairs, identifies intercultural entrepreneurs and publicises their businesses to help them increase revenues, runs a state-designated Multicultural Village Special Zone to help and promote businesses.
	✗	Ansan City has a full score for this area but given its background would find it interesting to look at other cities' successful ideas such as those in Auckland on international partnerships and Cascais that support specific groups to develop potential.

<p><b>CULTURE AND SOCIAL LIFE</b></p>	<p>✓</p> <p>✗</p>	<p>The city celebrates the Together Day and different festivals and commemorative events are held. The Jiguchon Choir (the choir of the global community) consists of 88 members from eight countries. There are lifelong sport programmes such as Taekwondo, volleyball, dance and badminton, support for theatres that showcase plays focusing on multicultural topics and debates.</p> <p>Ansan has put a lot of thought into its provisions on culture and social life. Other cities that combine the festival approach with developing enterprise and youth participation such as Kirklees could give even more ideas.</p>
<p><b>PUBLIC SPACE</b></p>	<p>✓</p> <p>✗</p>	<p>Ansan City pursues a range of public initiatives to promote interculturality including two multicultural libraries and a world culture experience hall, the Multicultural Village Special Zone, and the Ansan Street Arts Festival.</p> <p>If this is not already happening then Ansan City could look at how city officials from different departments work together including planning, cultural and non-national policy meetings for example, as in Barcelona.</p>
<p><b>MEDIATION</b></p>	<p>✓</p> <p>✗</p>	<p>Ansan City runs a community service centre for non-nationals offering interpretation and consultation services to help resolve disputes and arguments as well a range of human rights education programmes with a view to avoiding and preventing unnecessary misunderstandings and conflicts between locals and non-nationals.</p> <p>The city could also explore experience such as that in Bergen, that offers centralized advice services alongside outreach.</p>
<p><b>LANGUAGE</b></p>	<p>✓</p> <p>✗</p>	<p>Ansan City focuses on Korean language education for non-nationals, mother tongue classes primarily centring on Russian. To help locals understand interculturality and polish language proficiency, there are a range of foreign language education courses (English, Chinese, Vietnamese, etc.). There quarterly newsletters to inform residents of updates related to their daily lives in eight languages. Ansan City also purchases books from many different countries and lends them to both locals and non-nationals.</p> <p>Ansan has many positive practices already. Some cities have interesting examples of some classes being taught in mother tongue languages at school and teaching officials languages of migration, as a two-way language learning process. The city could consider this type of idea as a progression of some of the work that is already being done.</p>
<p><b>MEDIA AND COMMUNICATION</b></p>	<p>✓</p> <p>✗</p>	<p>Ansan City, in cooperation with local media companies, runs a multicultural newspaper subscription project to provide non-nationals with a range of information and inform them about the city's policies. Ansan City's media department also works with broadcasting companies in the Republic of Korea to publicise international cuisines, intercultural education, intercultural streets, and Ansan City's non-nationals policy. The city runs a watchdog on social media.</p> <p>The city received a full score for media. Given its obvious commitment in this field it could find the partnerships with civil society interesting on monitoring racism in Donostia - San Sebastian and measures to support non-national/ refugee journalists in Paris.</p>
<p><b>INTERNATIONAL OUTLOOK</b></p>	<p>✓</p> <p>✗</p>	<p>The city pursues exchange and cooperation initiatives and has exchange relationships with 15 cities in nine countries. There are international cultural exchange programmes for young people as well as exchange student programmes every year. Ansan City is also building networks with countries related to the Korean diaspora.</p> <p>The city has a lot of initiatives underway but could consider looking at the experience of other cities actively working with countries of origin of diaspora communities.</p>



<p><b>INTELLIGENCE AND COMPETENCE</b></p>	<p>✓</p>	<p>Ansan publishes statistics on multicultural and international households, which consist of 98 types of standard statistical data for policy development. The city also publishes annual social survey reports. All executive-level officials in Ansan City have taken an education course on the Intercultural Cities Programme. The city hosts a human rights film festival annually and organises a range of seminars and conferences designed to develop intercultural capacity building.</p>
<p><b>WELCOMING</b></p>	<p>✗</p>	<p>It could be useful to look at how other cities work with universities as Ansan has plans to develop its research with partnerships in this field. Melitopol is one example.</p>
<p><b>LEADERSHIP AND CITIZENSHIP</b></p>	<p>✓</p>	<p>The Non-nationals Support Division's Education Team runs early adaptation programmes and produces guidebooks and introductory courses to help intercultural residents settle in the Republic of Korea. There are information booklets in eight languages and the city has professional service associates speaking 15 languages to assist new migrants. For immigrants coming from 12 countries including China and Central Asian countries, there is an early adaptation programme in cooperation with the Ministry of Justice. The city can also recommend exemplary persons among naturalised citizens to the central government to make them feel even prouder of being a Korean national.</p>
<p><b>ANTI-DISCRIMINATION</b></p>	<p>✗</p>	<p>Ansan has said it currently has no ceremony to celebrate citizenship so could look at different ways of holding these at city level, including the inclusive approach used in Oxford in the UK.</p>
<p><b>INTELLIGENCE AND COMPETENCE</b></p>	<p>✓</p>	<p>At city level, the Ansan City Ordinance on Non-nationals and Multicultural Families Support provides for the operation of a non-national's council. The council advises many different support projects and advocates on behalf of non-nationals. Currently the council consists of 19 members that represent China, Uzbekistan, the Philippines, Vietnam, Sri Lanka, Thailand, Mongolia, Nigeria, Pakistan, and Cambodia. Ansan City also runs a non-nationals monitoring group to understand developments and trends among non-nationals, collect their voices, survey the city's administration for non-nationals, and make recommendations for improvement. Currently the group consists of 33 people representing Mongolia, China, Vietnam, Indonesia, Sri Lanka, Uzbekistan, Russia, Cambodia, Thailand, Japan, and Nepal.</p>
<p><b>WELCOMING</b></p>	<p>✗</p>	<p>In South Korea those with a foreign nationality are not allowed to be a candidate although they are entitled to vote in local elections three years after gaining permanent residency. This means that there are no elected members of the city's municipal council who are foreign-born or dual nationals. Other cities have used different ways of dealing with this such as Lewisham in the UK which has a youth mayor.</p>
<p><b>LEADERSHIP AND CITIZENSHIP</b></p>	<p>✓</p>	<p>Ansan was the first city in the Republic of Korea to enact an ordinance on non-nationals' human rights and also provides a service centre to help ensure that those rights are upheld. Ansan City runs a committee for the promotion of human rights of non-nationals and launches anti-discrimination campaigns for both locals and non-nationals at least once a year in connection with major festivals.</p>
<p><b>INTELLIGENCE AND COMPETENCE</b></p>	<p>✗</p>	<p>The city has expressed an interest in anti-rumours strategies. There is a <a href="#">toolkit</a> for cities as well as examples of the methodology in action in several cities including <a href="#">Barcelona</a>, <a href="#">Bilbao</a>, <a href="#">Botkyrka</a> and many more.</p>



<p style="text-align: center;"><b>INTERACTION</b></p>	<p style="text-align: center;">✓</p>	<p>Ansan City received a full score of 100 for interaction thanks to policies working in partnership with others such as a public–private consultative group in collaboration with executive-level officers of intercultural organisations in Ansan. The group has 18 members and works with universities, religious facilities, public facilities, educational facilities, the immigration authority, multicultural family support organisations, representatives of non-nationals, representatives of nationals, cooperatives, and public officials.</p>
<p style="text-align: center;"><b>PARTICIPATION</b></p>	<p style="text-align: center;">✗</p>	<p>The city could review suggestions and good practice on public space to increase opportunities for more spontaneous interactions.</p>
	<p style="text-align: center;">✓</p>	<p>Overall, non-nationals’ equal involvement in the city’s administration is guaranteed. Non-nationals have the right to take part in residents’ engagement in public policy through, making policy suggestions, filing complaints or petitions, amongst other things. Non-nationals’ involvement in citizen-participatory budgeting is institutionally guaranteed. Non-nationals are involved in the Citizens Communication Committee and residents’ associations in each Neighbourhood. Non-nationals who are deemed eligible under relevant laws, regulations and Ansan City ordinances are entitled to take part in local referendums and public recalls.</p>
	<p style="text-align: center;">✗</p>	<p>There are several cities who use interesting methods to develop better participatory approaches including Bradford in the UK.</p>

In view of the above, we wish to congratulate ANSAN CITY for such an excellent introduction to the ICC programme and the efforts taken to date. We are confident that as the city shares good practices of its own and learns more from other Intercultural Cities’ practices, the results will rapidly be visible and tangible: it has already a wealth of experience and will be a real asset to the programme.

#### RECOMMENDATIONS AND SUGGESTIONS

When it comes to the intercultural efforts, with reference to the survey, ANSAN CITY could enhance the sectors below by introducing different initiatives:

**Commitment:** The city is at the beginning of its journey as an intercultural city so it has not yet made public announcements of its commitment or finalised its strategy and evaluation methodology. Luckily there are many examples from the network that can help the city with this.

**Language:** Ansan has many positive practices already. Some cities have interesting examples of some lessons held in mother tongue languages at school and teaching officials languages of migration, as a two-way language learning process. The city could consider this type of idea as a progression of some of the work that is already being done.

**Public Space:** Ansan City could look at how city officials from different departments work together including planning, culture and non-national policy meetings for example, as in Barcelona, in order to maximise its learning in this field.

**Discrimination:** The city has expressed an interest in anti-rumours strategies. There is a [toolkit](#) for cities as well as examples of the methodology in action in several cities including [Barcelona](#), [Bilbao](#), [Botkyrka](#) and many more..

ANSAN CITY may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely

contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities Programme (ICC) invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

The Council of Europe is the continent's leading human rights organisation.

It comprises 47 member states, 27 of which are members of the European Union.

All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law.

The European Court of Human Rights oversees the implementation of the Convention in the member states.

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE