

RESULTS OF THE INTERCULTURAL CITIES INDEX



BILBAO

May 2018



Intercultural cities
Building the future on diversity

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RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 93 cities¹

Introduction

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

As of today 93 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Cascais (*Portugal*), Castellón (*Spain*), Castelvetro (*Italy*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian² (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forlì (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamamatsu (*Japan*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Russian Federation*), Klaksvík (*Faroe Islands*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Lutsk (*Ukraine*), Maribyrnong (*Australia*),

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

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

Melitopol (*Ukraine*), Melton (*Australia*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), the canton of Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Odessa (*Ukraine*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), the district of Osmangazi in the province of Bursa (*Turkey*), Paris (*France*), Parla (*Spain*), Patras (*Greece*), Pavlograd (*Ukraine*), Pécs (*Hungary*), Pryluky (*Ukraine*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma (*Spain*), Santa Maria da Feira (*Portugal*), Unione dei Comuni-Savignano sul Rubicone³ (*Italy*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Sumy (*Ukraine*), Swansea (*United Kingdom*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione Terre dei Castelli⁴ (*Italy*), Valletta (*Malta*), Västerås (*Sweden*), , Vinnitsa (*Ukraine*), Viseu (*Portugal*) and Zurich (*Switzerland*).

Among these cities, 43 (including Bilbao) have more than 200,000 inhabitants and 53 (including Bilbao) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Bilbao (SPAIN)** in 2018 and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

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

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

⁴ Former Castelvetro di Modena.

METHODOLOGY



The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

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

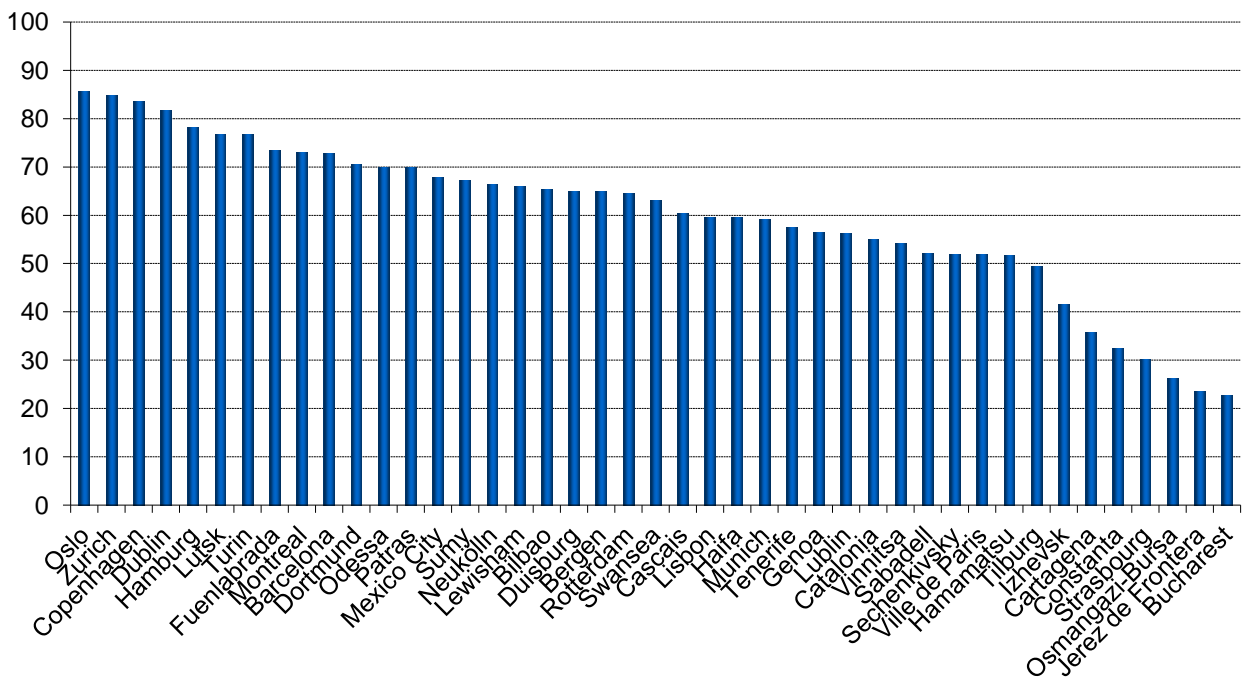
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (above or below 200,000 inhabitants) and the percentage of foreign-born residents (higher or lower than 15 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

According to the overall index results, Bilbao has been positioned **29th** among the 93 cities in the sample, with an aggregate intercultural city index of **65%**. The city has been ranked **18th** among cities with more than 200,000 inhabitants and **8th** among cities with less than 15% of foreign-born residents.

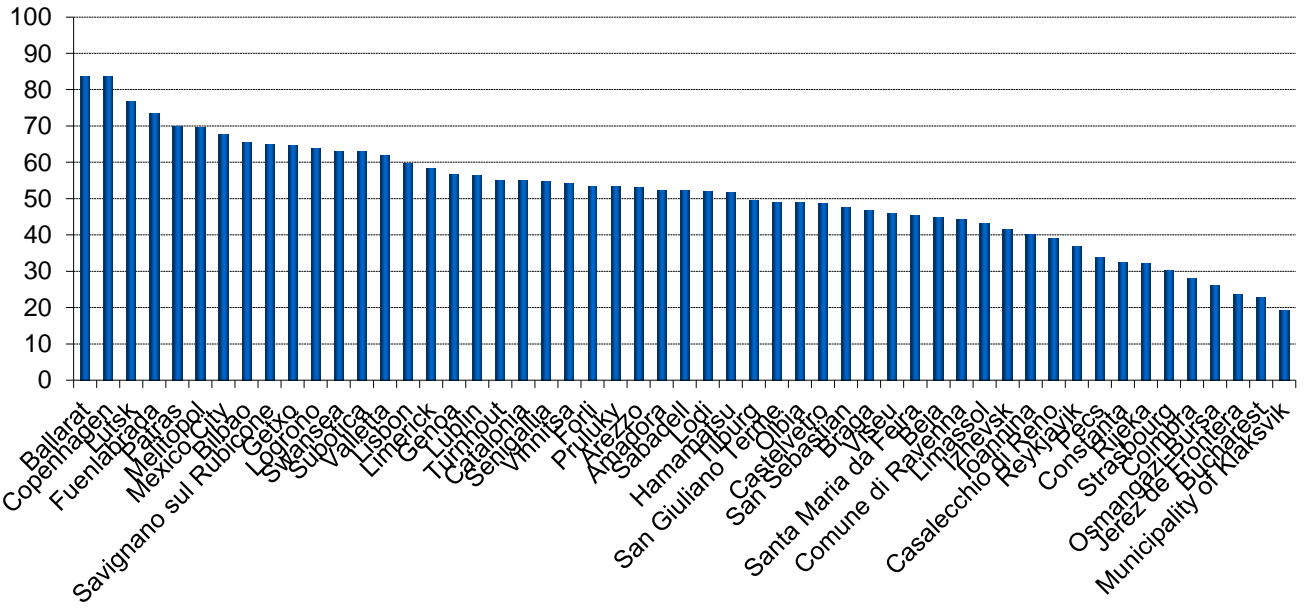
INTERCULTURAL LENS

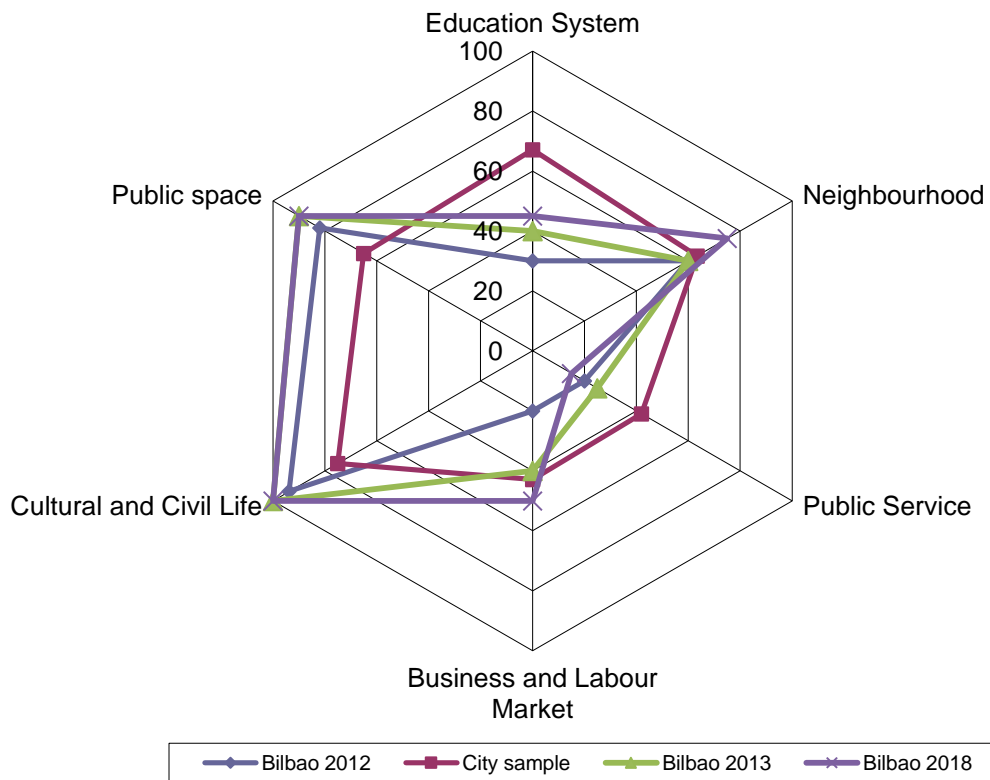
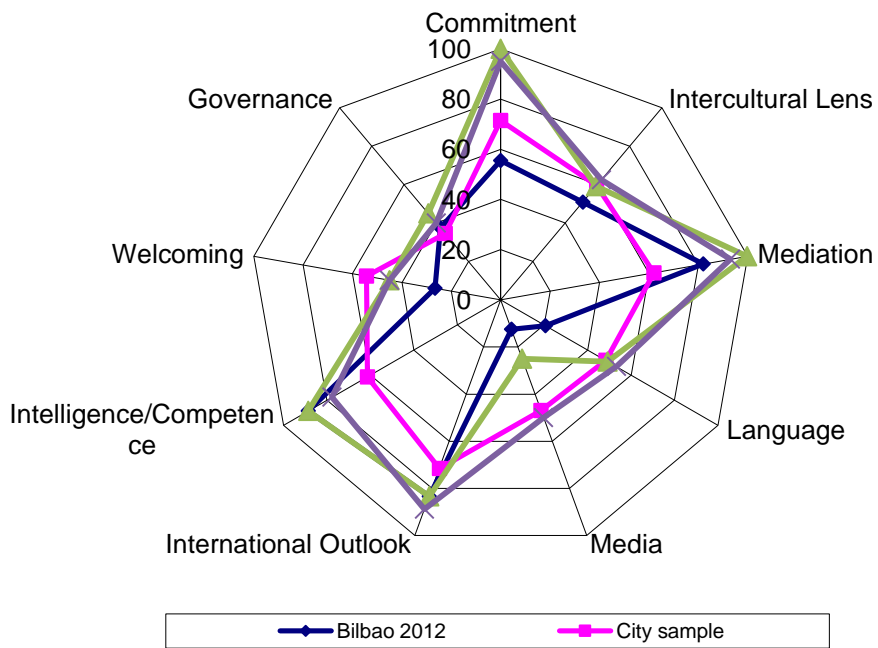


Intercultural City Index (ICC) - City sample (inhabitants > 200'000)



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





Bilbao – An overview

The **Ciudad de Bilbao** is the capital of Biscay and the economic, social and cultural centre of the Basque Country. It is the tenth largest city and is part of the fifth largest metropolitan area in Spain. Moreover, it is the most important industrial and port-city of the Spanish autonomous region of the Basque country.

The history of the city in a nutshell

Founded in the early 14th century, the city's port became an important point for the maritime commerce. Its port activity, based on the export of iron extracted from the Biscayan quarries made the city the most important commercial point of the Basque Country. Economy grew throughout the nineteenth century and the beginning of the twentieth. During these years, Bilbao experienced heavy industrialisation, making it the centre of the second-most industrialised region of Spain, behind Barcelona. In the 80s a profound crisis affected the metallurgy, steel and naval economic sectors: Bilbao faced several challenges (high unemployment, environmental and urban degradation, strong internal emigration and the emergence of social marginalisation issues) and had to find solutions, reinventing itself.

Demography

As of January 2017, the city counted a population of **345,474 inhabitants**. Spanish Nationals are the most numerous ethnic group and they count 319,400 citizens (the 92.45%). There are **26,074** inhabitants with **foreign nationality** (the 7.55%), out of which: 4,556 (or the 17.47%) are nationals from one of the EU member states and 21,518 (the 82.53%) citizens come from third countries.

Compared to the data collected in 2013, and analysed in the previous ICC Index Report, Bilbao's population has decreased of over 4,000 inhabitants and so is the foreign population: from 8.15% in 2013 to 7.55% in 2017. The percentage of foreign-born residents in the city is the 10.84% of the municipality's total population; the percentage goes up to 11.5% by adding the residents born in Spain with a foreign nationality. Unfortunately, data for second and third generation migrants are missing.

Similarly to 2013, there is no minority group that represents 5% or more of the population. The largest minority groups come from Colombia (1.41%), Bolivia (1.16%), Morocco (0.84%), Romania (0.63%), Ecuador (0.52%), China (0.52%), etc. As of 1 January 2017, the estimated percentage of foreign-born residents in the city was 10.48%.

Bilbao is organised in 8 districts and the ones with the highest percentage of foreign-born population are Ibaiondo and Errekalde (both with 15.6%) followed by Uribarri (11.6%) and Deusto (10.3%). Positively, there are no ghettos or residential segregation for foreign nationals. Once settled, foreign nationals are equally dispersed among the different districts and neighbourhoods of the city.

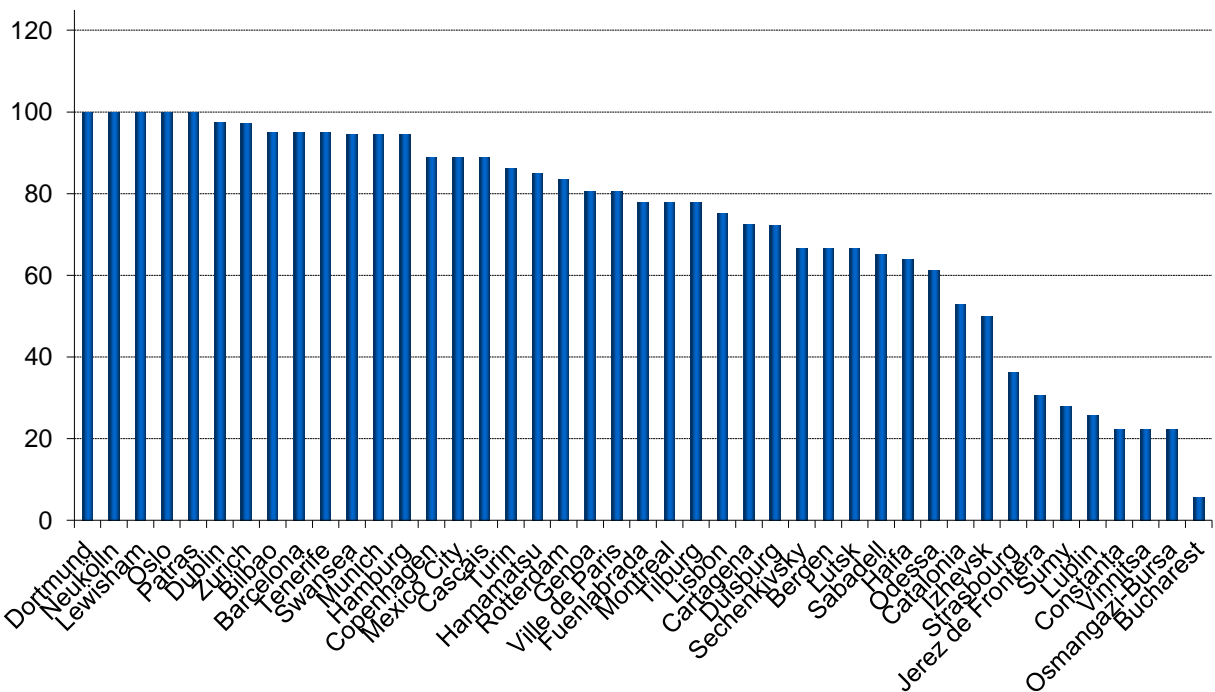
In 2012, GDP per capita in Bilbao was estimated at € 30,890. More recent GDP per capita figures are not currently available.

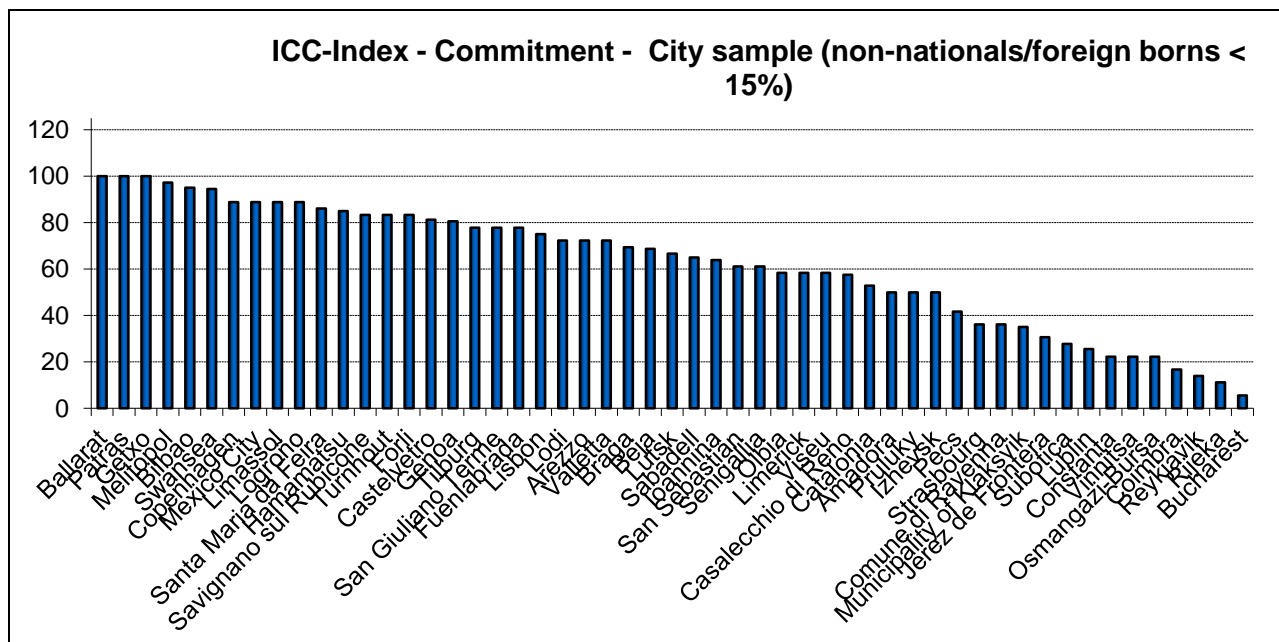
COMMITMENT



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

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





Bilbao's rate in the field of Commitment in 2018 corresponds to the **95%**, considerably higher than the city sample result of 71%. Positively, the result in this area has been getting better and better over past 6 years: from the 56% in 2012, to the excellent result of 100% in 2013. Despite the loss of 5%, the city's commitment in the commitment field is remarkable.

Positively, the city has **formally stated** its participation in the Intercultural Cities network, for instance the Local Government Board has approved the conceptual framework of the 2nd Municipal Citizenship and the Diversity Plan. Moreover, speeches by the Mayor of Bilbao and other official speeches and communication make clear reference to the city's intercultural commitment:

- Declaration by the Board of Spokespeople in response to the situation experienced by thousands of people who request aid and refuge in Europe (07/09/2015).
- Declaration by the City Council, signed by all the Municipal Political Groups, in rejection of the agreement between the Heads of State and the Government of the European Union with Turkey to return people requesting international protection (18/03/2016).
- Declaration on World Refugee Day (20/06/2016).
- Public appearances and Press releases by the Department of Equality, Cooperation, Coexistence and Events Councillor.
- *Code of Conduct, Good Government and Commitment to Institutional Quality of Bilbao City Council*. The following are included as **principles of good government**:
 - Gender equality, social cohesion, importance of diversity and coexistence.
 - Civic commitment: defence of our language and culture. The effective establishment and generalised use of the **Basque language** will be carried out in both relations with the City Council and in social relations within the municipality itself, while the choice that each inhabitant exercises regarding the use of the official language they wish to use with the Municipal Administration shall

be respected at all times. **Basque culture** will be promoted in its different expressions. Likewise, it will foster a culture of diversity, the promotion of citizens' civic obligations, the culture of respect, the use of alternative means to resolve conflicts and for mediation, and the promotion of the participation of disadvantaged collectives or groups of people (young people, older citizens, immigrants, unemployed people, etc.) in local activities so that the local authorities can assess their different interests, opinions and points of view in the decision-making process.

The city has successfully adopted an **intercultural strategy programme**⁵ and has adopted a **budget** for the implementation of the intercultural strategies which are included in the **intercultural action plan** in the [2nd Municipal Citizenship and Diversity Plan](#). In addition, several sectoral Plans take into account the Intercultural perspective, for example:

- 4th Municipal Plan for Equality between Women and Men
- Cooperation Master Plan 2016-2020
- Bilbao Gazte Youth Plan 2015-2019
- Action plan for the neighbourhood of Bilbao la Vieja, San Francisco and Zabala
- Training plan for the municipal workforce

In order to coordinate and manage the intercultural plan, the Municipality has established a **dedicated body**: The Department of Equality, Cooperation and Coexistence of Bilbao City Council. This department is specialised in the promotion at a local level of the Bilbao Intercultural City strategy.

The involvement of citizens is very important, and Bilbao knows it well. In fact, to better engage its diverse citizens, Bilbao systematically carries out **public consultations** to involve people of all ethnic/cultural backgrounds in the decision-making process. Equally important, the city carries out an evaluation and updating process to assess the value and the efficacy of the intercultural strategy/plan. In addition, to keep its citizens informed and up-to-date, Bilbao has two **official webpages** to communicate its intercultural statement, strategies and events: Bilbao Municipal Webpage⁶ and Bilbao Ciudad Intercultural Facebook Page⁷.

Last but not least, the city organizes two events to **honour** and acknowledge **residents or organizations** that have done exceptional things to encourage interculturalism:

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http://www.bilbao.eus/cs/Satellite?c=Page&cid=1279162648954&language=es&pageid=1279162648954&pageName=Bilbaonet/Page/BIO_contenidoFinal

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http://www.bilbao.eus/cs/Satellite?c=Page&cid=1279162945099&language=es&pageid=1279162945099&pageName=Bilbaonet/Page/BIO_contenidoFinal

⁷ <https://www.facebook.com/BilbaoCiudadIntercultural/>

- **Bilbao North-South Award** aims to acknowledge the social projects led by schools that assume clear commitments on education in values linked to interculturalism, solidarity and the defence of human rights.
- The Anti-Rumour short-story competition is an award that celebrates equality, encourages fight against discrimination and defends diversity and the intercultural model.

Suggestions for further inspiration:

The city might wish to strengthen the implementation of its 2nd Municipal Citizenship and Diversity Plan by promoting its staff's knowledge of the three principles on which the intercultural lens is based, namely:

- The **principle of equality** encourages respect of the fundamental values and democratic principles, while promoting equal rights. It discourages discriminations and inequalities based on cultural or ethnic differences.
- The **principle of recognition** highlights the need to recognize and appreciate diversity. Moreover, this principle goes beyond the mere passive tolerance as it emphasizes the enrichment that derives from sociocultural diversity in every field: economic, social and cultural.
- The **principle of positive interaction** encourages mutual understanding and dialogue to strengthen the sense of belonging - the foundation of cohesion.

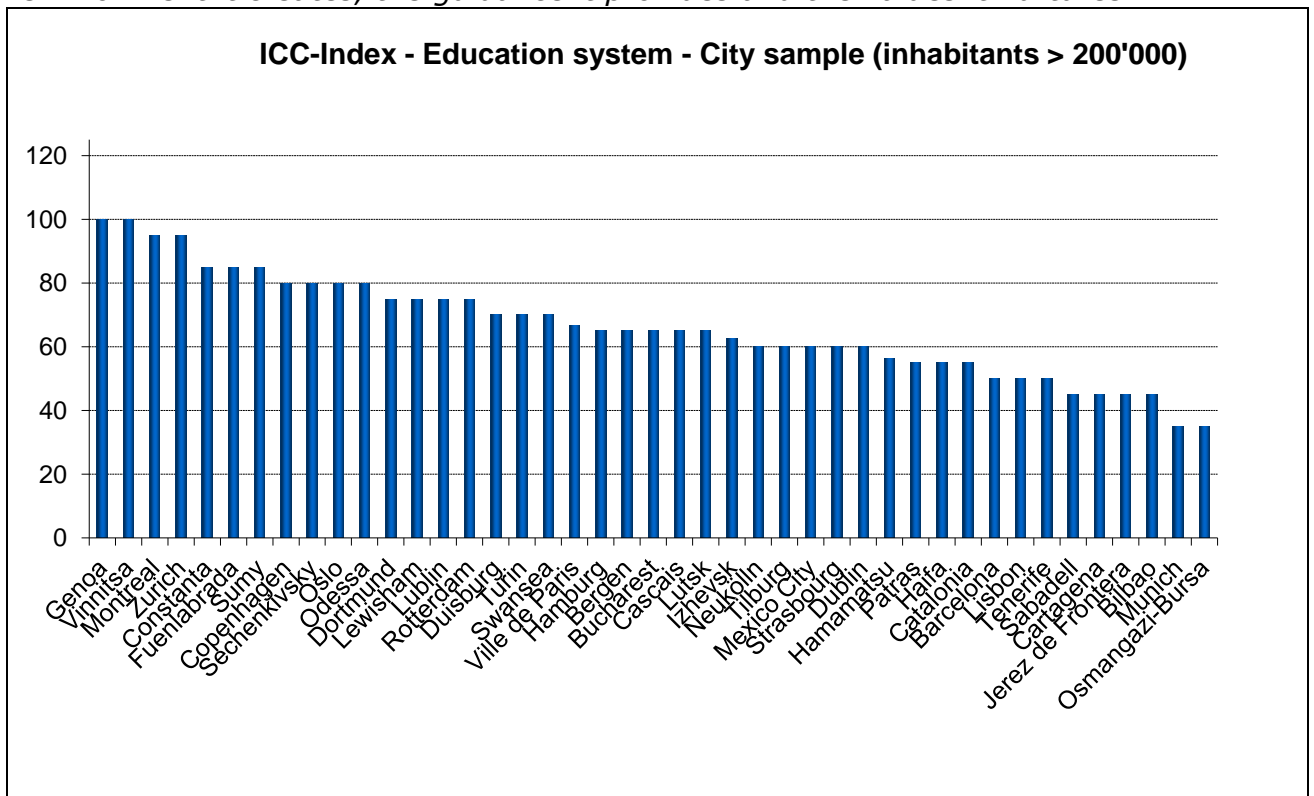
Besides, a few examples from other ICC cities may further enrich the already good work that the city is doing to promote interculturalism. Namely, the city of Cascais has set a Municipal Merit Award to honour residents or organisations that have done exceptional things to encourage interculturalism; Santa Maria da Feira promotes the **Awards Solidarity**, which aims to honour organizations or institutions which, by their actions, innovations and good practices contribute to the promotion of cohesion and social development of the municipality. The city of Beja celebrates the international days of migrants and Roma; in Novellara (Italy) citizens try to enhance a feeling of inclusion sending letters and leaflets, for example newcomers usually receive a welcome letter.

EDUCATION

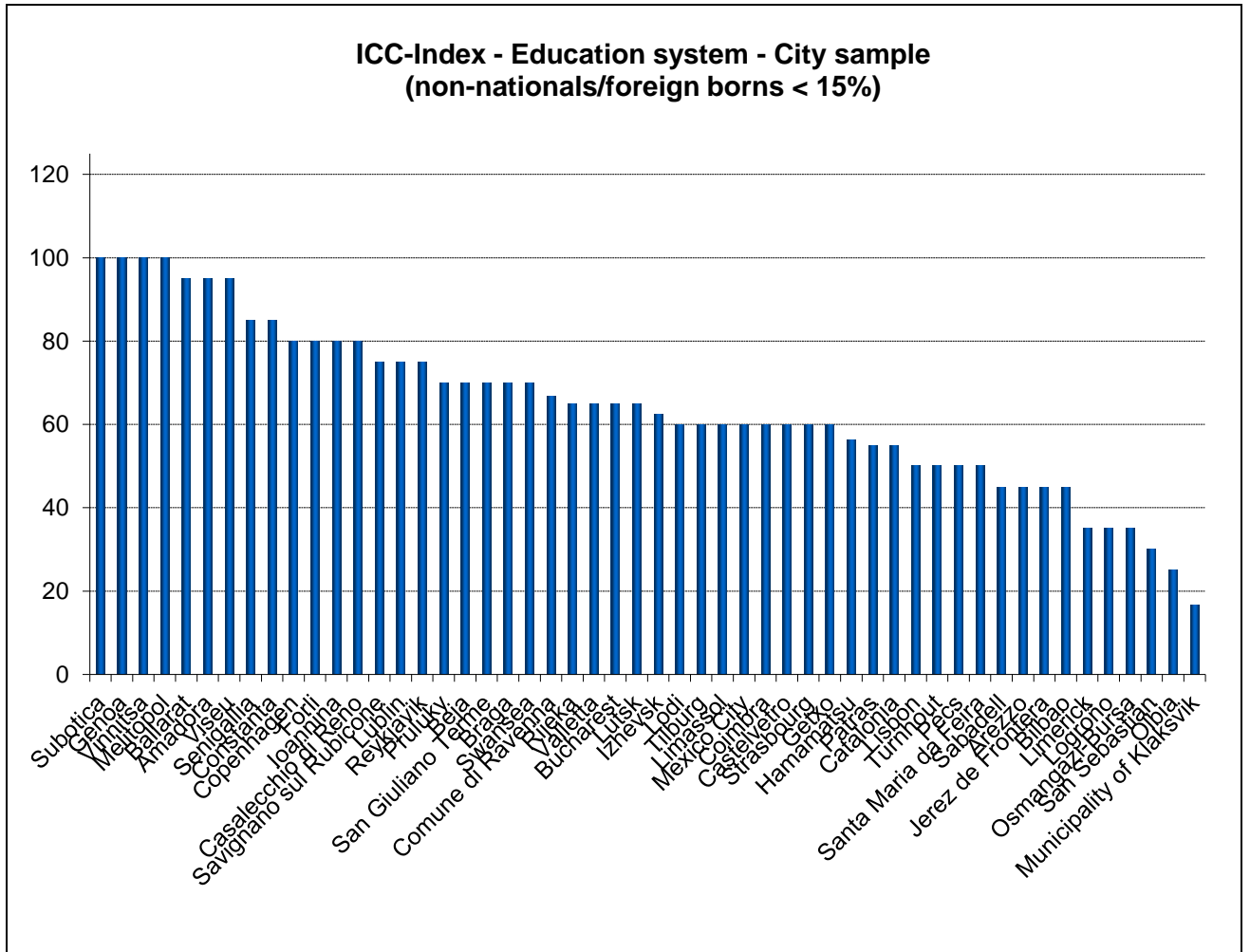
through intercultural lens



School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.⁸



⁸ The term “Education” refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).



Bilbao’s **education** policy indicators in 2018 are the **45%**, considerably lower than the city sample’s rate of 67%. However, it is worth noticing that the city has been slowly but constantly increasing: from 30% in 2012 to 40% in 2013.

In **most** schools, children are of the same ethnic background, rarely **teacher’s ethnic backgrounds mirror pupils’** and very few schools make a strong effort to involve parents from minority/migrant background in school life. However, some of the activities taken:

- **C.E.P/J.M. Sánchez Marcos L.H.I.** is the winning school of the 2016 edition of the Bilbao North-South Award. Students presented a project to enhance the values of diversity and interculturalism. This initiative, developed along with pupils’ parents, has been included in the StoryCities communication project.
- The school **C.P. Maestro Garcia Rivero L.H.I.** won the 2015 edition of the Bilbao North-South Award with a project to educate in the values of diversity with activities in which parents of pupils participate in the classroom by means of oral narratives from their countries of origin. <http://atxurikobloga.blogspot.com.es/p/k-abian.html>

The **intercultural perspective** is often included in the school environment. In fact, Bilbao's schools organise different activities to promote diversity, such as intercultural festivals, workshops and other awareness-raising activities. Some parents' associations request grants to develop intercultural activities in schools. At the same time, there are initiatives carried out by Municipal schools in order to promote coexistence in diversity, and awareness-raising initiatives led by the Municipality of Bilbao and destined for Bilbao's schools.

The following activities have been high-lightened in the questionnaire:

- **Welcome** programme for new families: information about the education system are translated into seven languages
- Annual Bilbao North-South award for Schools that promote the values of Solidarity, Interculturalism and Human Rights. Seven schools have presented their candidacy for this award during 2017.
- **BOSA!** It's a programme to educate in the values of diversity through film (for more information on the [Bosa programme](#))
- Workshops and **awareness-raising** activities to fight discrimination, prejudice and stereotypes in relation to diversity. In this respect, Bilbao City Council has published a manual aimed at schools to set up activities and awareness-raising dynamics with these contents. (More info: [Manual of activities](#))

~~Bilbao's~~ The Basque regional Government had adopted policies to improve the attention to and promotion of interculturality in schools to avoid the ghettoization. On this purpose, the *Plan de atención educativa al alumnado inmigrante* in the frame of the inclusive and intercultural school focuses on immigrant pupils within the framework of inclusive and intercultural schools of the Basque Government.

Suggestions:

Oslo's (Norway) project called "*Gamlebeyn Skole*" promotes cultural diversity through arts. In fact, cultural and intercultural education will help to counteract the "*white flight*" phenomenon in kindergartens. In Oslo, kindergartens tend to be characterised by great ethnic mixing but there are signs that primary and secondary schools are gradually becoming more ethnically-polarised as more affluent parents opt out of some schools and into other. This has been countered by limiting the right to choose and also by investing in those schools that have been threatened by 'white flight'. For example, the Gamlebyen Skole is a classic inner city primary school with a wide range of languages and a combination of complex social and cultural issues. The school's physical environment is shaped to involve references of migrant children's culture of origin such as the climbing wall made up of letters of all world alphabets, the original carved wood pillar of a destroyed Mosque in Pakistan, kilims and other objects which create a warm, homely atmosphere. The curriculum in the school involves cultural and intercultural learning. There is a benchmarking tool allowing teachers to check whether they stand in diversity matters such as engaging parents from different

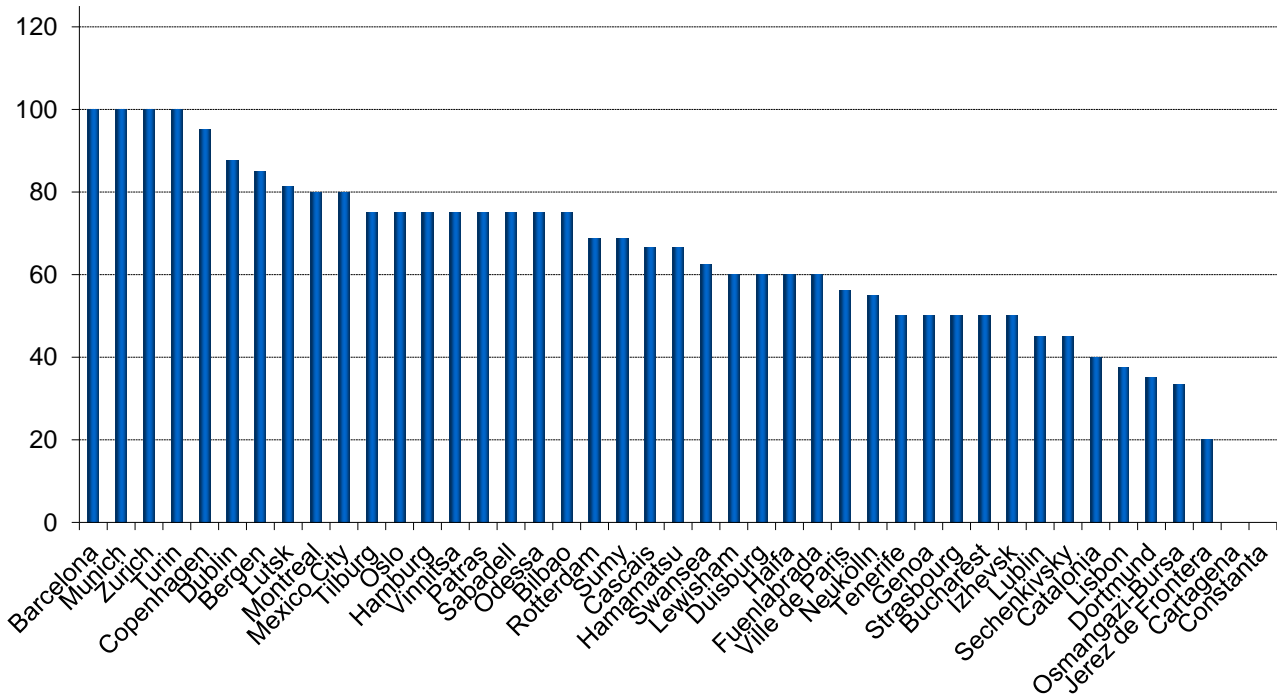
origins. Moreover, the school has edited a book from a joint project from Ankara and is now running a film project with schools from Denmark and Turkey.



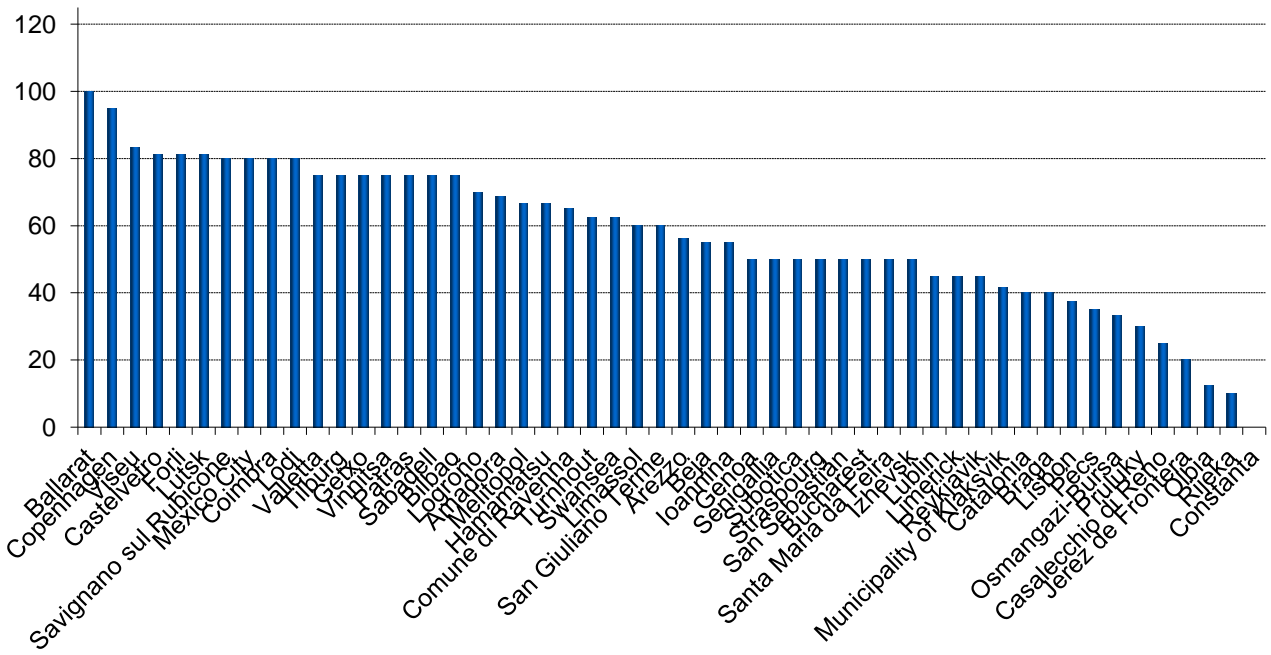
An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.⁹

⁹ By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.

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

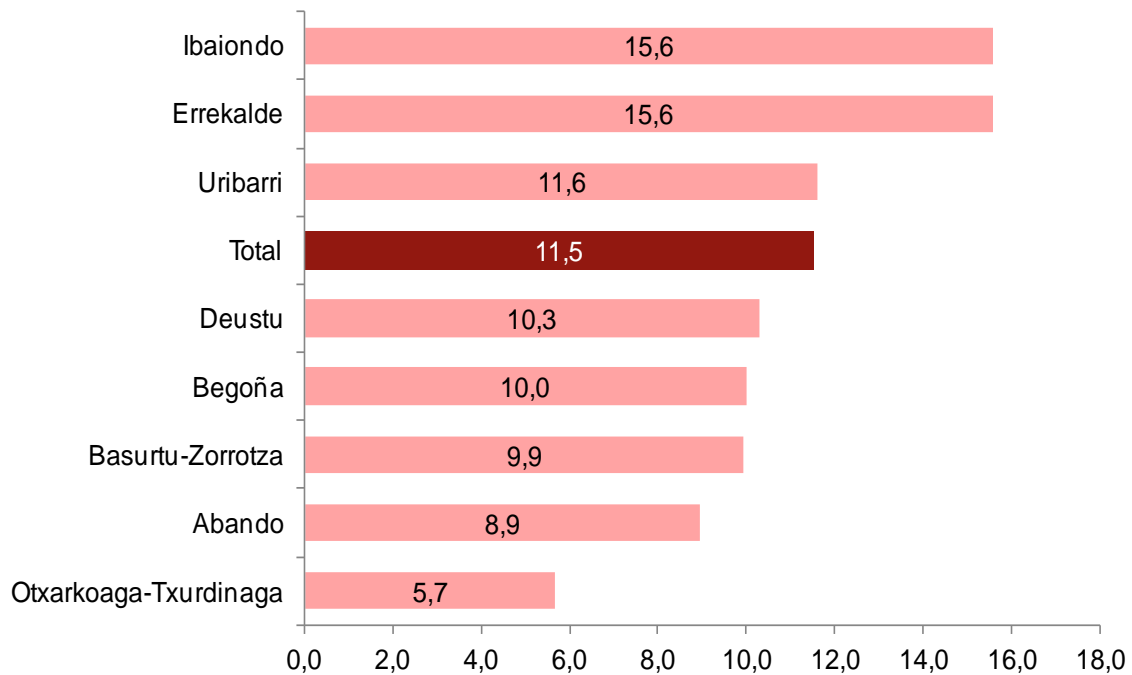


ICC-Index - Neighbourhood - City sample (non-nationals/foreign borns < 15%)



The analysis of the questionnaire shows that Bilbao's neighbourhood policy achievement rate has been stable throughout the years, with a small increase of 15%, achieving the final result of **75%** in 2018. The result is extremely good, compared to the city sample's rate of 63%.

In all of Bilbao's Districts, most of residents are of Spanish origin, in the below graphic it is possible to analyse the percentage of population of foreign origin in Bilbao's districts.



As it is possible to see from the graphic, there are no neighbourhoods in Bilbao in which people from minority ethnic groups constitute the majority of the residents. The highest percentage can be found in the Neighbourhood of San Francisco (Ibaiondo), where 35% of residents are of foreign origin.

Even though there are no segregated neighbourhoods in Bilbao, the city strongly and very actively **takes actions to mix citizens** from different areas; especially in the neighbourhoods of San Francisco and Bilbao la Vieja and Zabala (which belong to the District of Ibaiondo) that are the neighbourhoods with the highest percentage of diversity. These neighbourhoods have always had a local strategy for their revitalisation, which include activities to promote coexistence in diversity and attract the population from other neighbourhoods. The main activities are:

- The areas of Bilbao la Vieja, San Francisco and Zabala (District of Ibaiondo) organizes the [Plan Auzokizuna 2020](#); [Borobilbi](#) that aims to build alternatives to consumerism and to change our relationship with objects and spaces; the guide of murals where local, national and international artists have left their paintings on the façade of the buildings

they live in (contributing to the process of urban regeneration of these neighbourhoods)

- [Rices of the world](#) - An initiative that promotes interculturalism and inter-relations between different people and social organisations.
- The neighbourhood of San Francisco is very active: it carries out socio-cultural activities ([Gau Irekia](#)), the [Hirian Music Festival](#), the Sunday [Spice market](#)
- [Urbanbat Festival](#) on the new challenges of urban design in contexts of social transformation, incorporating cultural and artistic perspectives.
- [International experimental art Festival MEM](#): an international festival that promotes and supports artistic activities with an experimental dimension and which explore new and old forms of expression.
- [Black Experience Music Festival](#)
- [2 de mayo market](#): a bohemian, artistic and cultural flea market.

Suggestions:

The city could consider establishing a policy to increase the diversity of residents in neighbourhoods to avoid ethnic concentration. However, the questionnaire states:

"currently, we cannot speak of the existence of ghettos or residential segregation for foreign nationals. Once settled, foreign nationals are dispersed among different districts and neighbourhoods of the city. This behaviour basically depends on the years of residence. This pattern is not always followed by the African population, in particular by the Sub-Saharan population, which displays mobility patterns and possibilities that are much more limited.

In general, the patterns of residential mobility of the foreign or foreign-born population have more to do with socio-economic, social stratification and status factors. To the extent that the inclusion, mutual integration and vertical mobility processes work, the residential behaviour of the population of foreign and or/foreign-born nationals will be similar to that of Spanish (origin) nationals"

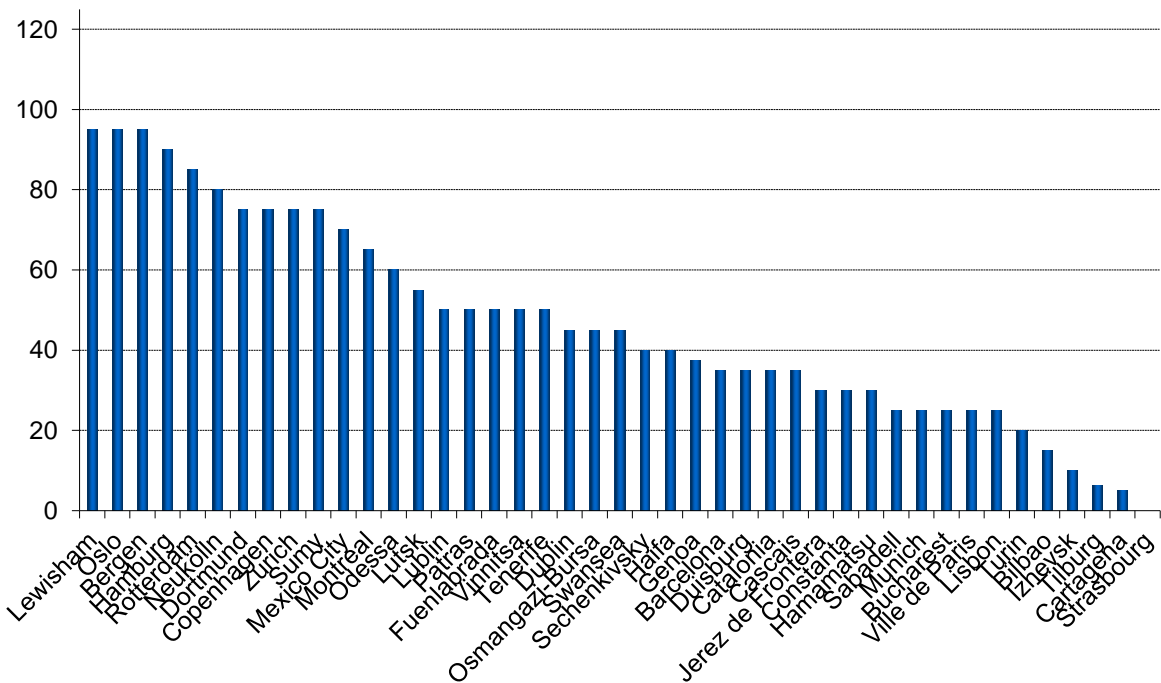
PUBLIC SERVICE

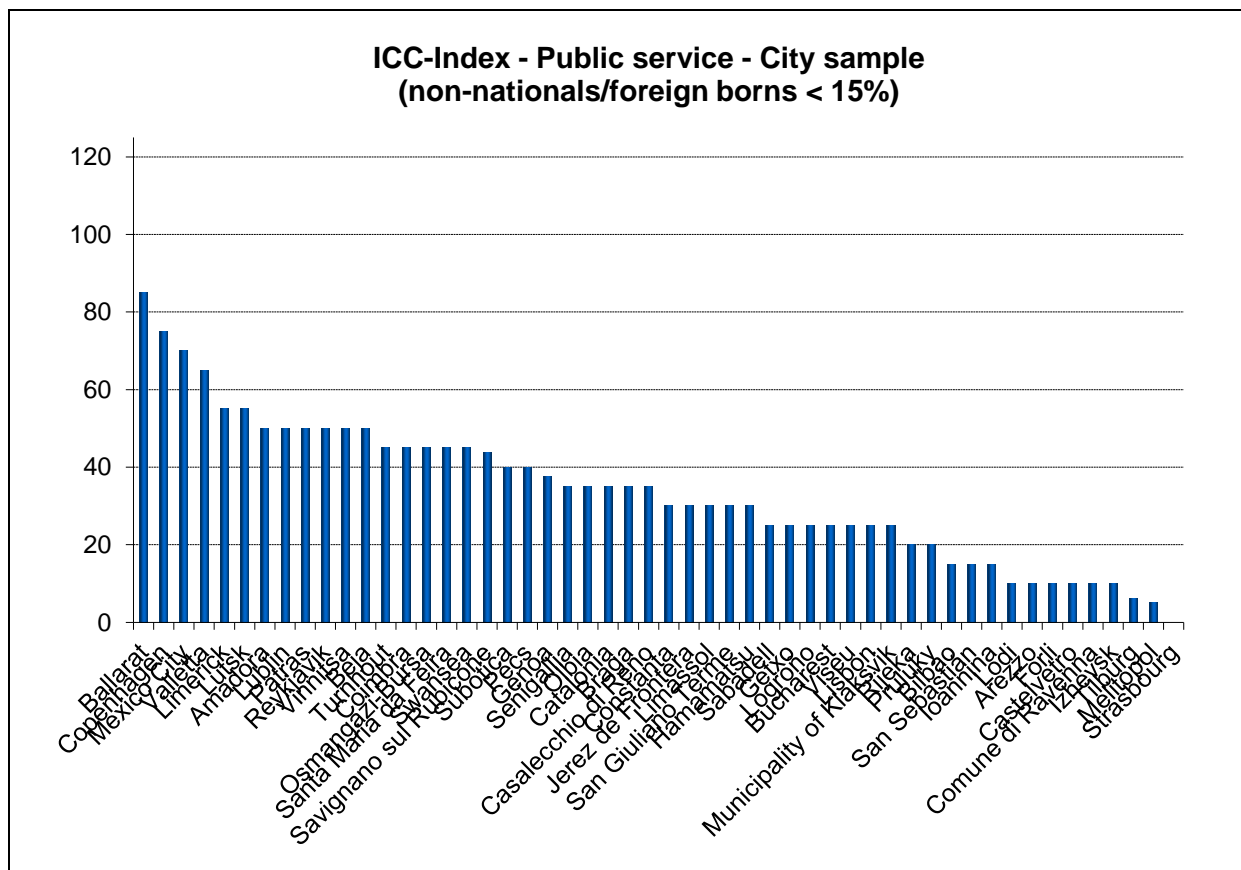
through intercultural lens



An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.

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





Bilbao’s public service rate in 2018 is the **15%**, considerably lower than the city sample result of 42% and lower than the result scored in 2013 and 2012, which corresponded to the 25 and 20%, accordingly.

The ethnic background of public employees does **not** reflect the composition of the city’s population and the municipality does **not** foresee any **recruitment plan**. Bilbao might find inspiration in the city of Bergen (Norway) that to encourage intercultural mixing and competences in both public and private sectors, has developed a project called *“The Future Workplace and the Global Future”*: a specific recruitment strategy to ensure that the ethnic background of public employees mirrors the composition of the city's inhabitants.

The city takes action to **encourage a diverse workforce in the private sector**: The Intervention Area of the plan, called *“Business policy and job market”* includes the following actions to be carried out from 2017 to 2019:

- Identification of good practices in companies related to the incorporation of diversity
- Programme to promote Diversity in the Local Economy
- To promote access to information regarding the process for validating academic certifications
- Actions to incorporate diversity in Bilbao's network of business incubators. In this respect, since 2017 Bilbao is participating in the project called Diversity Connectors for Start-ups: The art of mixing promovido por Intercultural Cities.

Bilbao's services are tailored to meet the needs of the ethnic/cultural background of its citizens: funeral services and burial areas are offered to the Muslim community; school meals satisfy pupils' alimentary needs; libraries have books in several languages. In addition, Bilbao offers a Family Reunification support programme, training on diversity and interculturalism for public employees, translation, communication, mediation and interpreting services, and many more. In order to be more inclusive, Bilbao could organize sport facilities with women-only sections.

Suggestions:

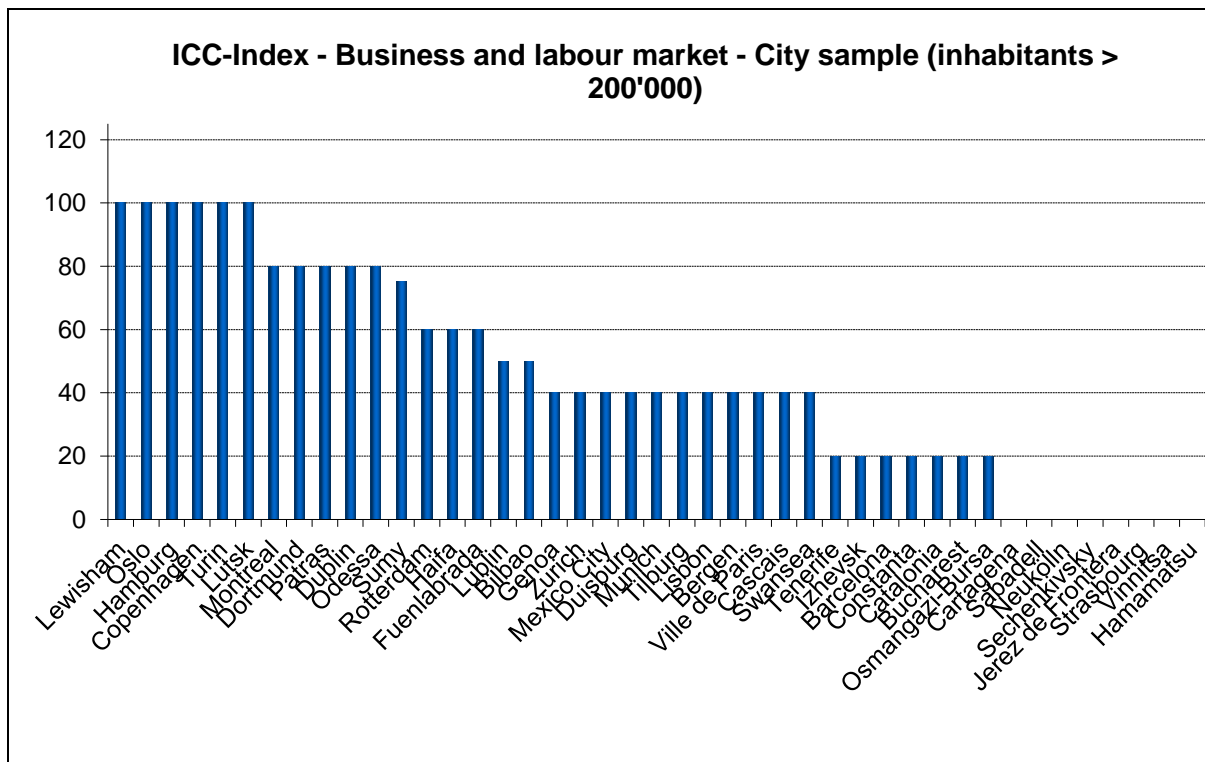
Bilbao could foster integration looking at Cascais' project called "**Surf.Art**", an experimental project that, through the practice of Surfing and contact with nature, aims to improve social welfare in the lives of children and young people. So far, 14 children have been taught how to surf while learning deeper aspects of humans' lives, such as autonomy, freedom of expression and how to manage emotions. Thus, children are developing resilience, while improving personal and family relationships. More importantly, children are also doing better at school: they are more motivate and more willing to study and learn.

BUSINESS & LABOUR

through intercultural lens



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



The city has started to encourage “business district/incubators” to involve migrant/minorities entrepreneurs in the business section. In fact, since 2017 Bilbao City Council and Bilbao Ekintza are participating in the project called **Diversity Connectors for Start-ups**: The art of mixing to promote interculturalism in the labour market.

The municipality should give priority to companies with a diversity strategy. For the time being, Bilbao City Council has working contracts to help people with difficulties.

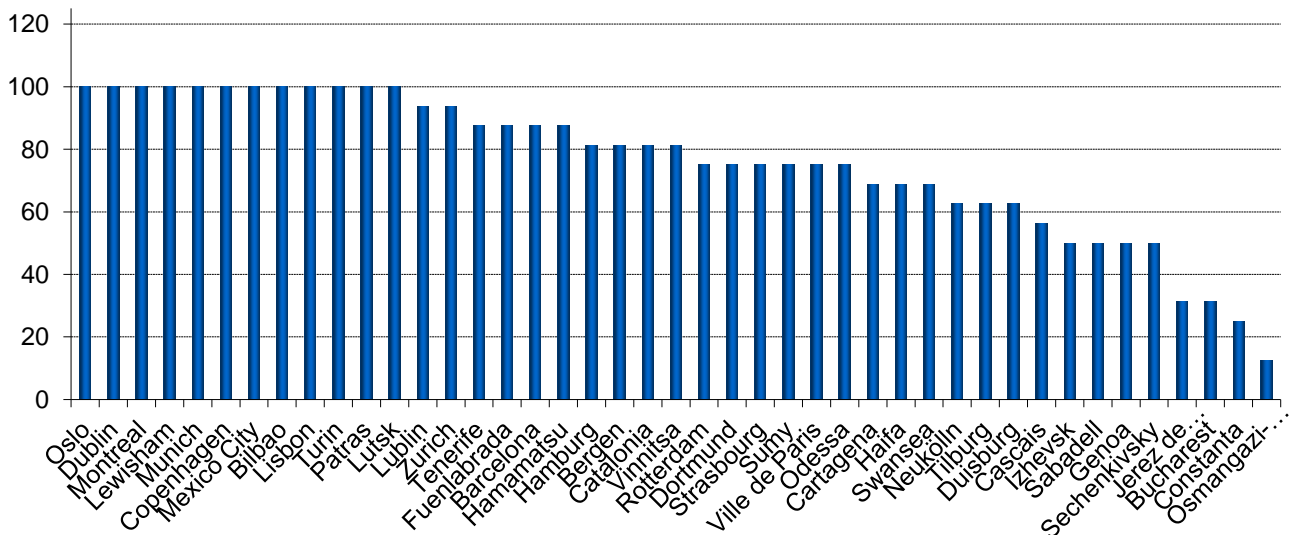
CULTURE & CIVIL LIFE

through intercultural lens

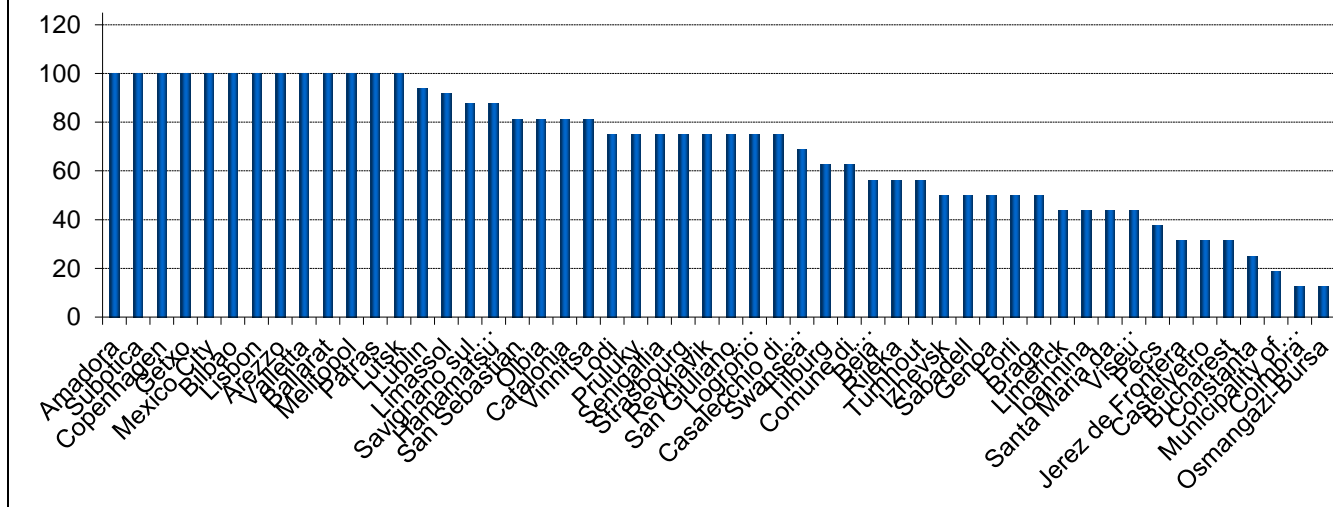


The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

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



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



Starting from a result of 94% in 2012, Bilbao reached the **100%** in both 2013 and 2018, considerably higher than the city sample's rate of 75%.

Bilbao City Council incorporates **interculturalism as a criterion when allocating grants** to associations and initiatives. For instance, finances and subsidies are given to the following actions:

- 1) To strengthen immigrant associations.
- 2) To Awareness-Raising and Human Rights projects.
- 3) Educational programmes to promote the value of coexistence, solidarity, the integration of pupils and/or the reception newcomers.
- 4) All of Bilbao City Council's Lines of Subsidies (Social Action, Cooperation, Culture, Education, Basque Language, Festivities, Equality, Youth, Environment, Participation and Districts and Health and Consumption) incorporate the intercultural perspective as a cross-cutting criterion that can receive points and which takes into account for its assessment the following criteria: 1) cultural diversity; 2) immigrant communities; 3) promote interactions among different ethnic groups; 4) encourage foreign population.

Grants to associations and initiatives are divided and shared as it follows:

- Line of Subsidies to strengthen associations of foreign people. € 15,000
- Line of subsidies for Awareness Raising and Human Rights and intercultural programmes. € 72,386
- Line of Programmes to support education (€36,466): concept III. Programmes and projects that promote the value of dialogue, coexistence, solidarity, the integration of pupils and/or the reception of immigrant pupils.

The total Municipal budget for Subsidies, ordinary announcement 2017: **€914,456** where **4.25%** is the estimated percentage specifically dedicated to **interculturalism**.

Bilbao City Council itself **regularly** organizes a wide-ranging schedule of events and activities that are free of charge to encourage people from different ethnic groups to mix:

Among them, it is worth mentioning the extensive offer of activities on the city's streets and in its squares, which encourages people from all the different ethnic groups to mix. The [Kultura Kalez Kale](#) spring cultural promotion programme, which reaches all districts with different activities (itinerant music bands, street theatre, folklore shows, choir concerts, dances, etc.), the International Street Theatre and Arts Festival, [Bilboko Kalealdia](#), held in late June in the city centre, the **open air cinema** schedule in neighbourhoods in the summer and the [Aste Nagusia](#) (festival of festivals), the patron saint celebrations of the city in August, with hundreds of municipal and associative activities for all tastes and all audiences.

The cultural programme of [Azkuna Zentroa](#) includes some activities related to interculturalism and diversity in the city.

[Bilbao Arte](#) a public entity to promote arts in the city has some international students exchange programmes and facilities or scholarships for foreign students. It collaborates with the [Censurados](#) Festival: A space to exhibit films and audiovisual material that has been censored or prohibited in different places around the world due to political, religious, gender, social, sexual or environmental reasons, among others.

[BBK Live Music Festival](#) and [Festival de Cine invisible Film Festival](#) This festival includes an award related to Interculturalism.

Lastly, the city organises **public debates and campaigns** on cultural diversity such as:

- Public commemorations of 21 March "International Day for the Elimination of Racial Discrimination" and 18 December "International Migrants Day".
- The City Council implements the antiRumores strategy and within its framework education activities and awareness-raising campaigns are organised on diversity and coexistence. [antiRumores strategy](#)
- Meetings for coexistence in Diversity This awareness-raising programme includes the participation of neighbourhood associations of the Municipality and Associations of foreign people, creating spaces to meet and to acknowledge and reflect on diversity and coexistence in Bilbao's neighbourhoods.

Suggestions:

The intercultural city of Barcelona has established **Civic Centres** which have become a landmark for promoting culture and creativity in the neighbourhoods of the city. The annual calendar is full of activities encouraging cohesion and harmony among the residents. For example: arts expositions, "cineknitting" evenings where attendees will comfortably watch a movie while knitting; handcraft expositions and workshops, and much more is offered.

To further enhance social integration, Albufeira annually organizes the **Al-Buhera Festival**: a street party that also hosts the handicraft fair 'Mostra de Artesanato', where visitors can find objects representing the culture and the traditions of this Portuguese region.

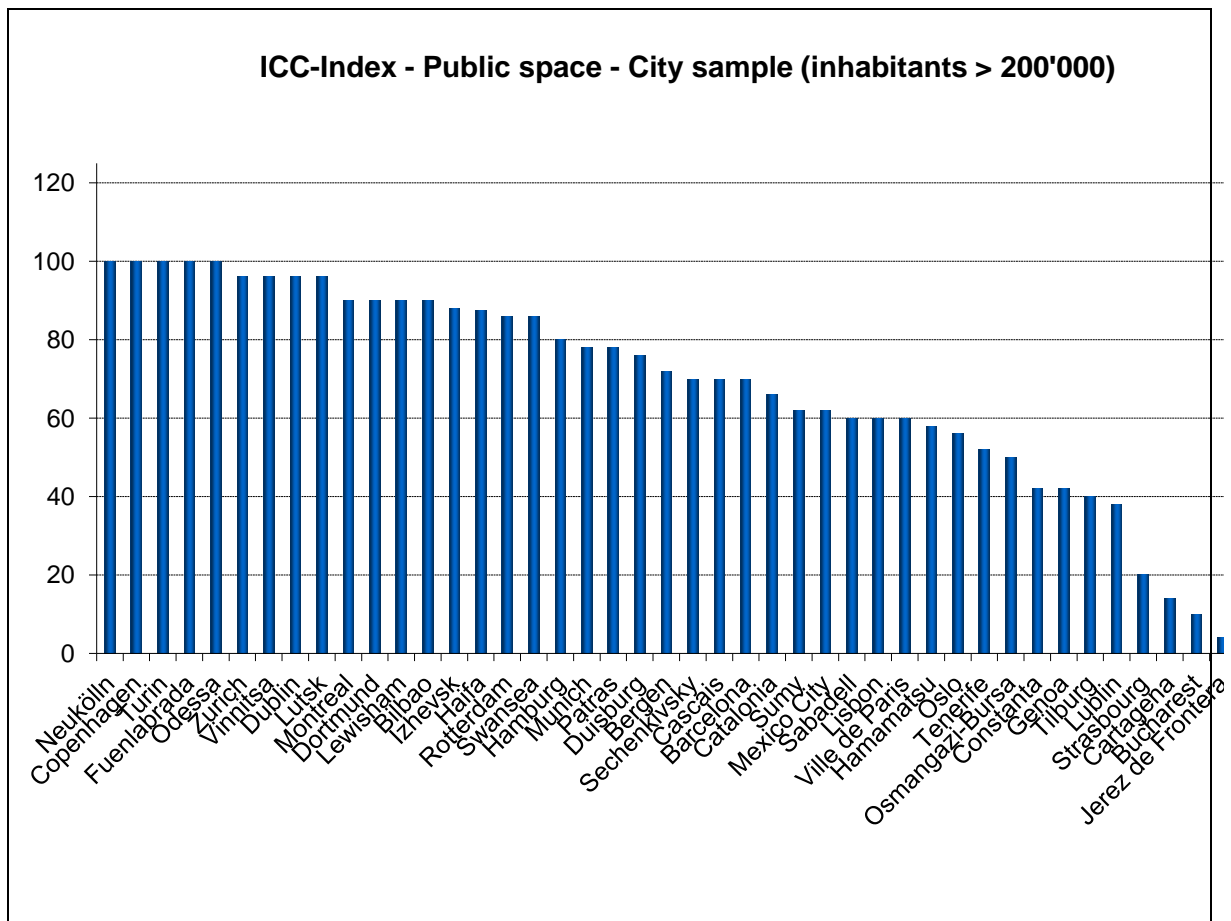
The **Inverte** (Reverse) project, organised in the city of Cascais, uses the practice of bodyboard (a water sport) as a non-formal education methodology to help problematic young people with pre-delinquent behaviours to re-build their life. Still in Cascais, the **Mural Art Festival** takes place every summer since 2014. Muraliza maintains the desire to renew the status of Cascais as the cradle of all street artistic expressions in Portugal, attracting every year many tourist and artists. The event involves all facets of Portuguese culture and it witnesses its transformation and evolution: the painting murals of great and medium size are always inspired by the innumerable and unique characteristics of the region and, concretely, in the peculiarities of this social district built in the 60's.

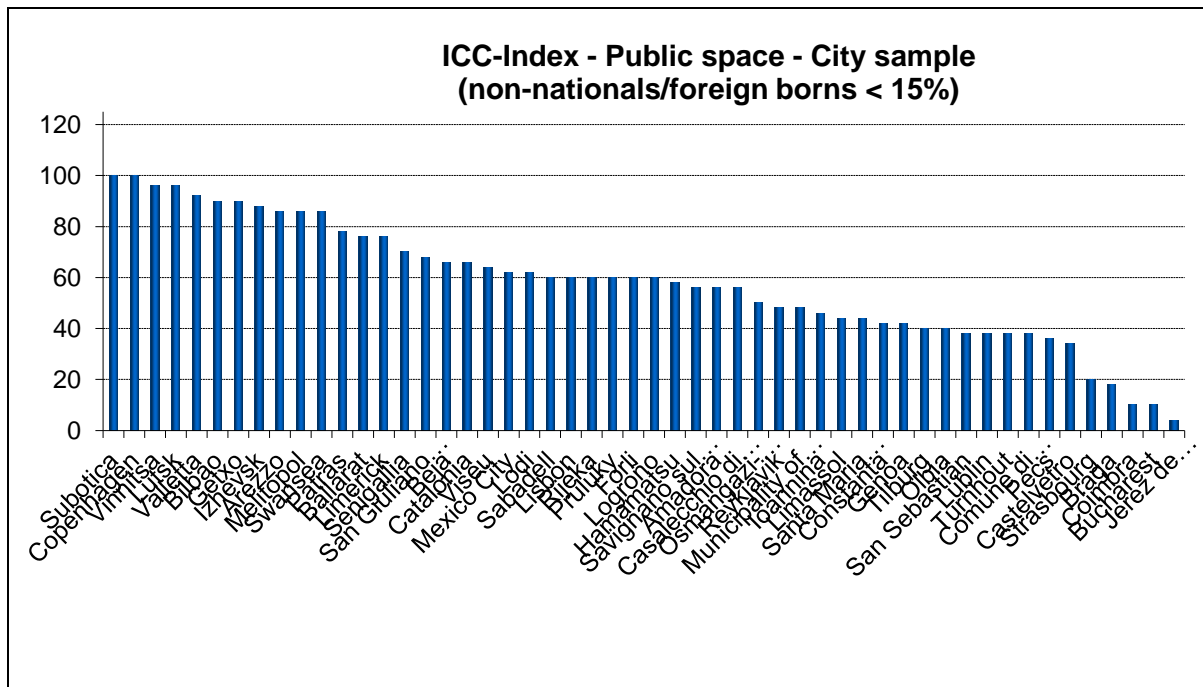
PUBLIC SPACE

through intercultural lens



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





In the field of Public Space, Bilbao has constantly increased his achievements. From 82% in 2012 to **90%** in both 2013 and 2018, higher compared to the city sample's result of 65%.

As the questionnaire points out, Bilbao's municipality **encourages intercultural mixing** in a wide range of public spaces: libraries, museums, playgrounds, squares, markets, and celebrations in the neighbourhoods' streets. For instance, public sports centres organize an Intercultural Tournaments and libraries have adapted their bibliographical resources in more languages.

It is worth noticing that when the city authorities decide to redevelop an area they propose different methods and places for consultation, involving people with different ethnic/cultural backgrounds: **Auzokide Plana** gathers together different districts and areas of Bilbao to propose design and set priorities. However, only in some places/building the population diversity in the design and management is taken into account.

Positively, there are no areas in the city dominated by one ethnic group and there are no areas which are reputed as "dangerous".

Suggestions:

Impede an area to become disadvantaged, hence avoid ghettoization is an extremely important step in the development of interculturality. The city of Loures (Portugal) has taught a very good method, transforming the neglected neighbourhood of Quinta do Mocho in a Public Art Gallery. It happened in in October 2014, when over 2000 artists and residents, 25 NGOs and 43 private companies painted breath-taking frescos on 33 buildings. The aim of this 3 days' intervention, known as "**O Bairro I o Mundo**" (the neighbourhood and the world), was to change the image of the "stigmatized" neighbourhood which used

to be considered dangerous, destroy prejudices against the residents from diverse backgrounds, increasing their self-esteem and foster the sense of belonging to the neighbourhood.

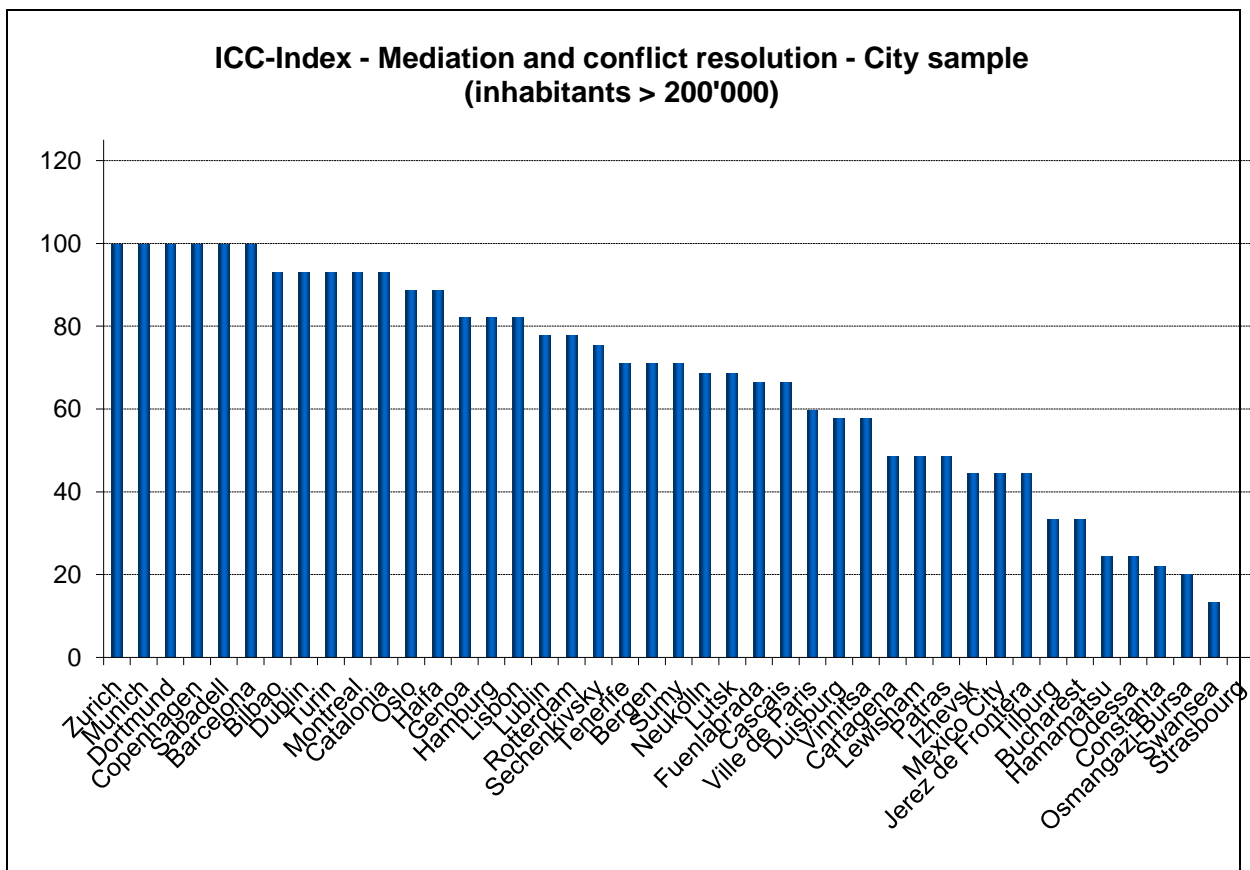
Santa Maria da Feira is very active in trying to involve and integrate Roma people in the local community. In fact, its interesting projects *Sun in the Community* aims to gather together Roma people; whereas the *Outside Doors* is an initiative that brings together national intercultural projects whose aim is to sell self-made products while encouraging citizens to interact.

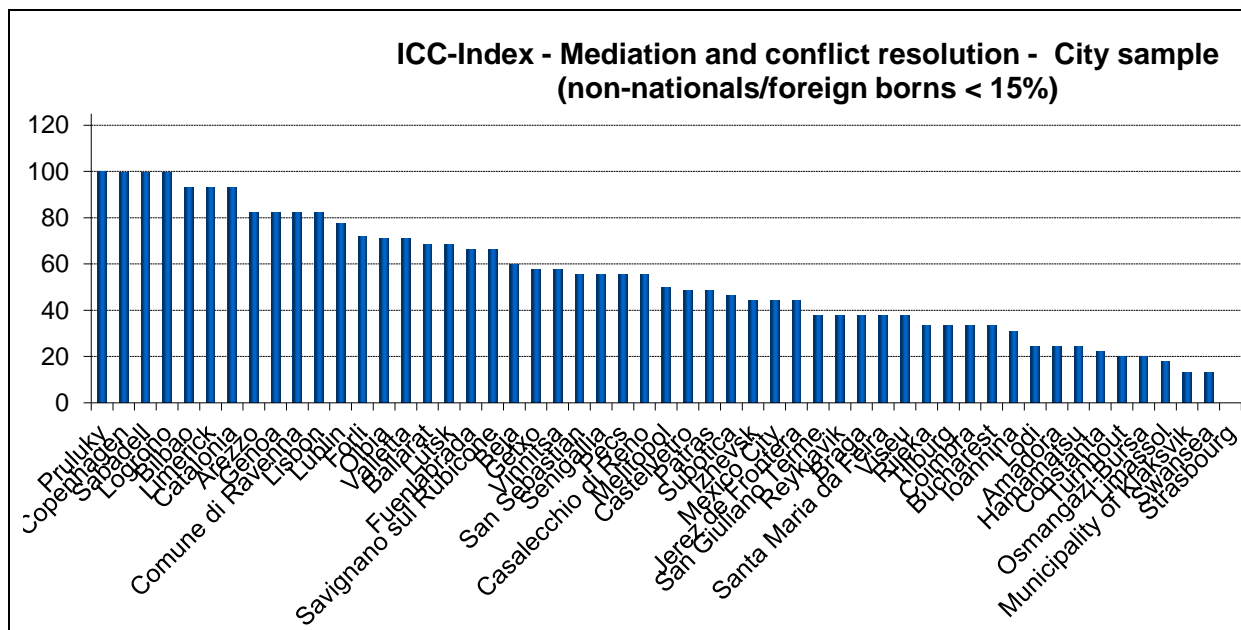
Lastly, Bilbao might wish to look up to Barcelona that has the objective to promote mutual acknowledgement, interaction and exchange through intercultural subsidies, such as festivals (also adopting migrants' holidays), art exhibitions and workshops, etc. For what concerns sports, Barcelona facilitates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

MEDIATION and conflict resolution



The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.





The rate of achievement of Bilbao mediation and conflict resolution policy had positively increased from 82% in 2012 to 100% in 2013. Then, there has been a drop, reaching in 2018 the final result of **93%**. Although the result is considerably higher than the city sample's rate of 62%, the city might wish to consider the causes of such decreasing.

The city provides a generalist municipal mediation which also deals with cultural conflicts and there is an organisation that deals specifically with **inter-religious** relations: in fact, Bilbao City Council has set up the Religious Diversity Participation Table where, along with Bilbao City Council, different religious confessions participate to address matters related to coexistence in diversity.

In addition, there are social entities that have specific lines of work in this field:

- [Human Rights Institute](#) within Deusto University.
- [Ignacio Ellacuria Social Centre](#) - Grupo DIAR. Inter-religious dialogue
- [Unesco Etxea](#) - Inter-religious dialogue group.

Intercultural mediation is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes and in the city administration for general purposes and in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems.

The **Conflicts Observatory** includes a mediation service to promote coexistence in neighbourhoods. Some of these conflicts have an intercultural perspective. Bilbao City Council also has a programme in the Neighbourhood of Ibaiondo (San Francisco, which is the neighbourhood with the highest percentage of foreign people in Bilbao) which is designed with an intercultural perspective and works to promote coexistence and to avoid conflicts in this part of the city.

Suggestions:

To improve in the field of mediation, Bilbao could follow some examples:

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

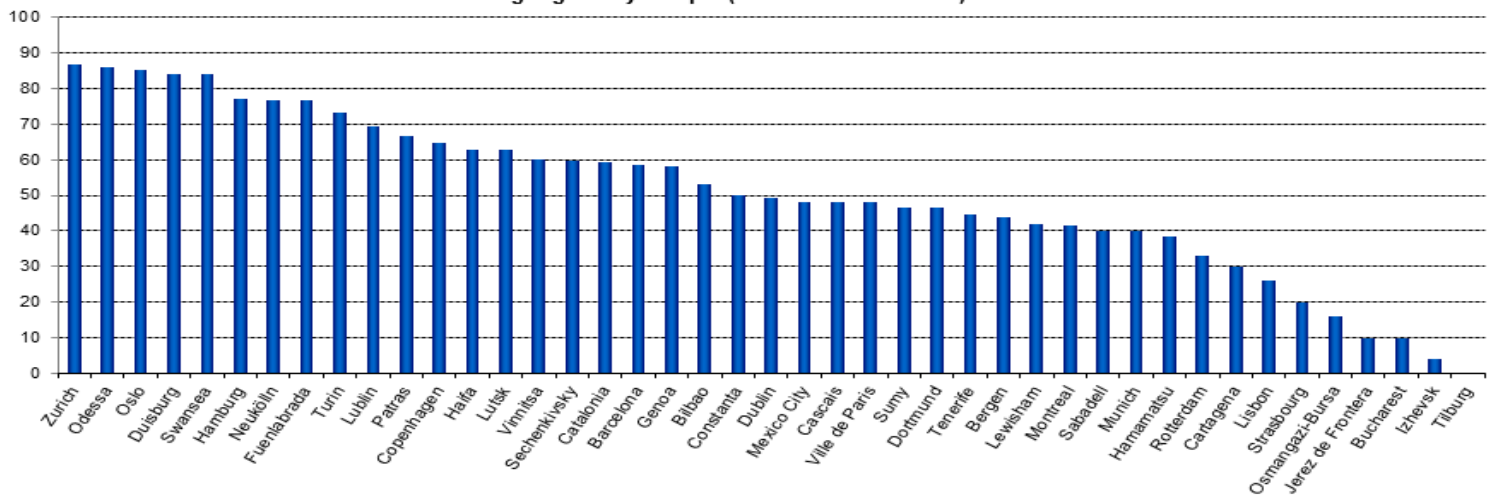
In Patras (Greece) the European project SONETOR is the first international systematic effort to design services that meet the professional needs of intercultural mediators. A seminar, called "*Contribution of intercultural mediators in the social inclusion of migrants*" was held in Patras with great success, both in terms of audience numbers and the level of presentations and debate. During the workshop, scientists, representatives of migrant associations and specialized services managers discussed the facts of education and employment of intercultural mediators, focusing on the experiences recorded in Patras and other Greek cities, from efforts to integrate immigrants into local communities. Moreover, the on-line Training Platform for Intercultural Mediators was presented alongside which combines social networking applications and training methodologies so that it helps intercultural mediators during their work through specialized educational content and services. Of particular interest, several workshops focused on the figure of cultural mediator, telling stories of incidents and problems they may face when communicating with migrants in the fields of education, health, housing and legal support.

LANGUAGE

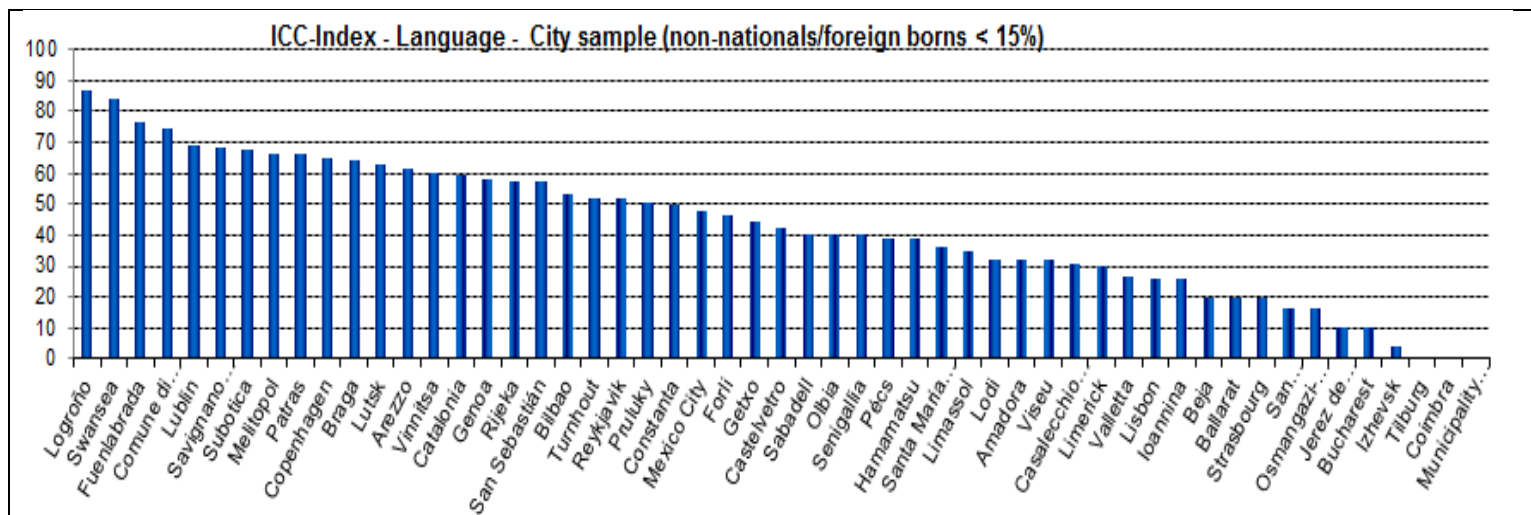


The learning of the language¹⁰ of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

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



¹⁰ By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://highereducation.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)



Bilbao's language policy has been raising up: from 21% in 2012, to 49% in 2013 to a final **53%** in 2018 – scoring a higher result than the cities' average result of 48%.

The city provides specific language training in Basque language for hard-to-reach groups (e.g. non-working mothers, retired people etc.) and gives support to private/civil sector institutions providing language training in migrant/minority languages: the program called "Ojalá" to learn Spanish as a way to promote labour integration; Basque literacy initiatives are also promoted as well as language exchange programmes seeking to give a positive image of minority languages.

The city financially supports local minority newspaper/journal and radio programmes.

Suggestions:

Bilbao could be inspired by the example set in Tilburg, in the Netherlands. In the projects of VVE ('before and timely education'), children in the range from 2 till 6 are trained to develop especially language skills. The aim is that migrant children will not have language arrears when they enter the primary school at the age of 5. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools.

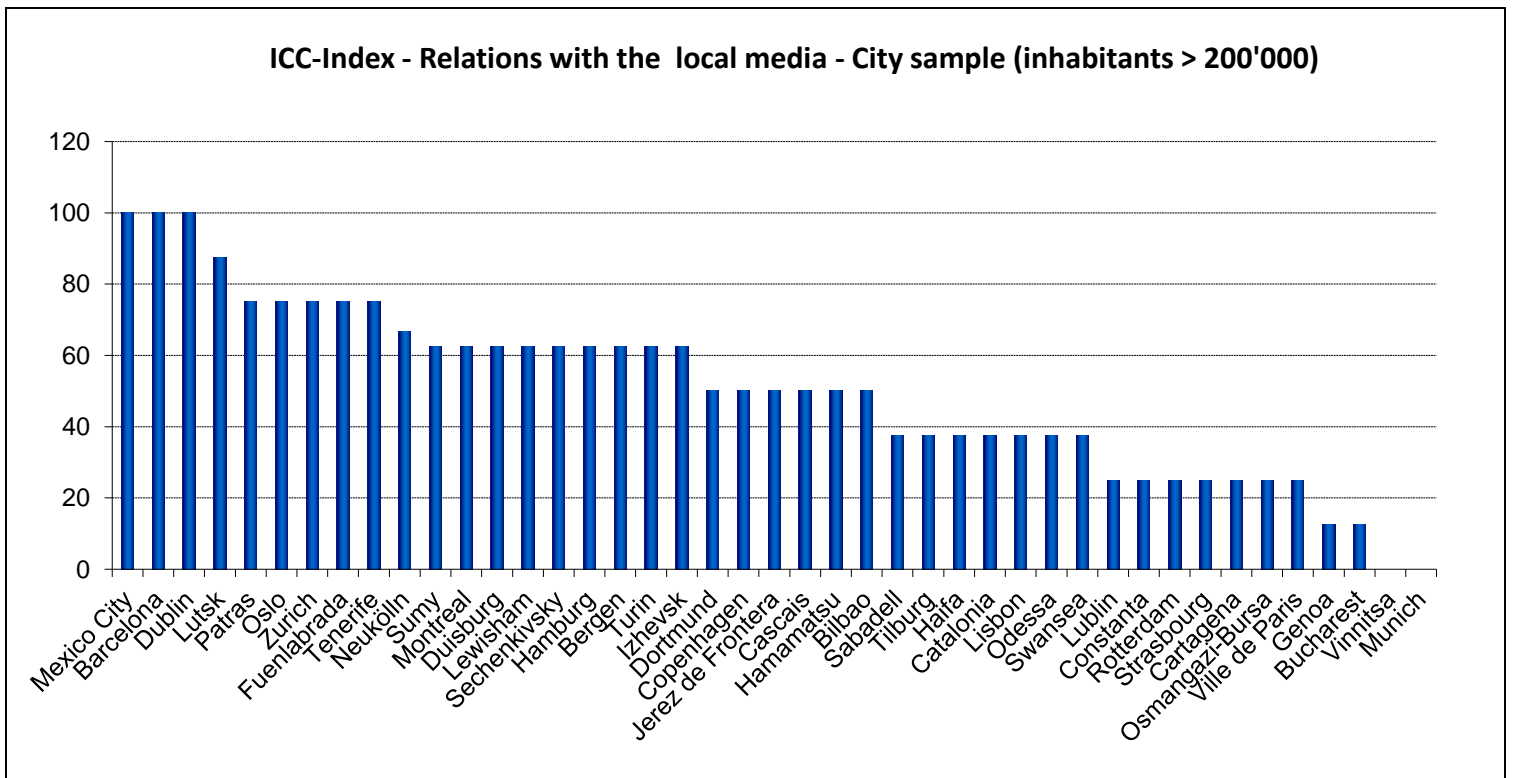
Alternatively, the Parisian Association Dualala (*from one language to another*) accompanies bilingual families and professionals involved in multilingual environment taking under consideration the transmission of languages and cultures of origin. Dualala considers **bilingualism** as an **asset** for any child, regardless the language spoken. The association is composed of linguists and specialists in intercultural communication and it is supported by the Ministry of Culture and Communication and the Ashoka network. In addition, the association regularly organizes conferences in favor of multilingualism. Example: "Growing up with several languages: the challenges of the inclusion of the mother tongue"

(“Grandir avec plusieurs langues: les enjeux de la prise en compte de la langue maternelle”).

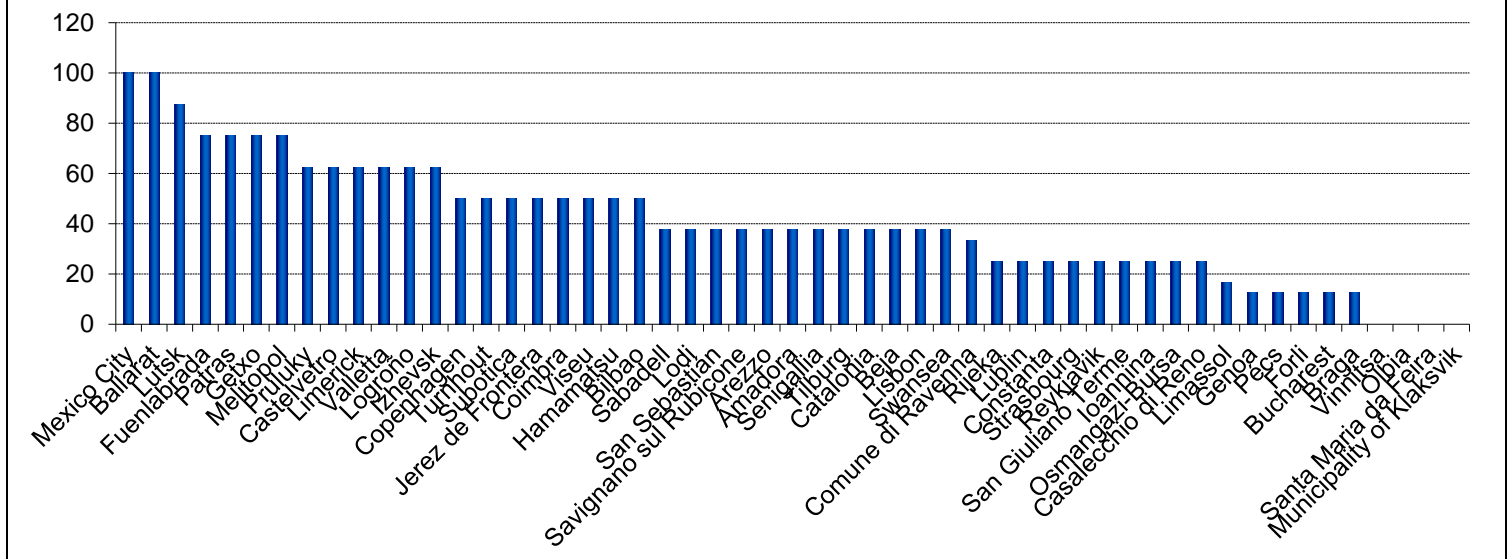


The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

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



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



Similarly to the field of Language, also in the field of Media Bilbao's result have been increasing over the years: from 13% in 2012, to 25% in 2013 reaching the **50%** in 2018, slightly higher than the city average result of 47%.

The city has a **media strategy to improve the visibility of migrants/minorities in the media** and the city's communication (PR) department highlights diversity as an advantage.

Suggestions

To improve in the field of Media, Bilbao should actively provide **support for advocacy** and/or media **training** to mentor journalists with minority background as well as monitor the way in which **media portray minorities**.

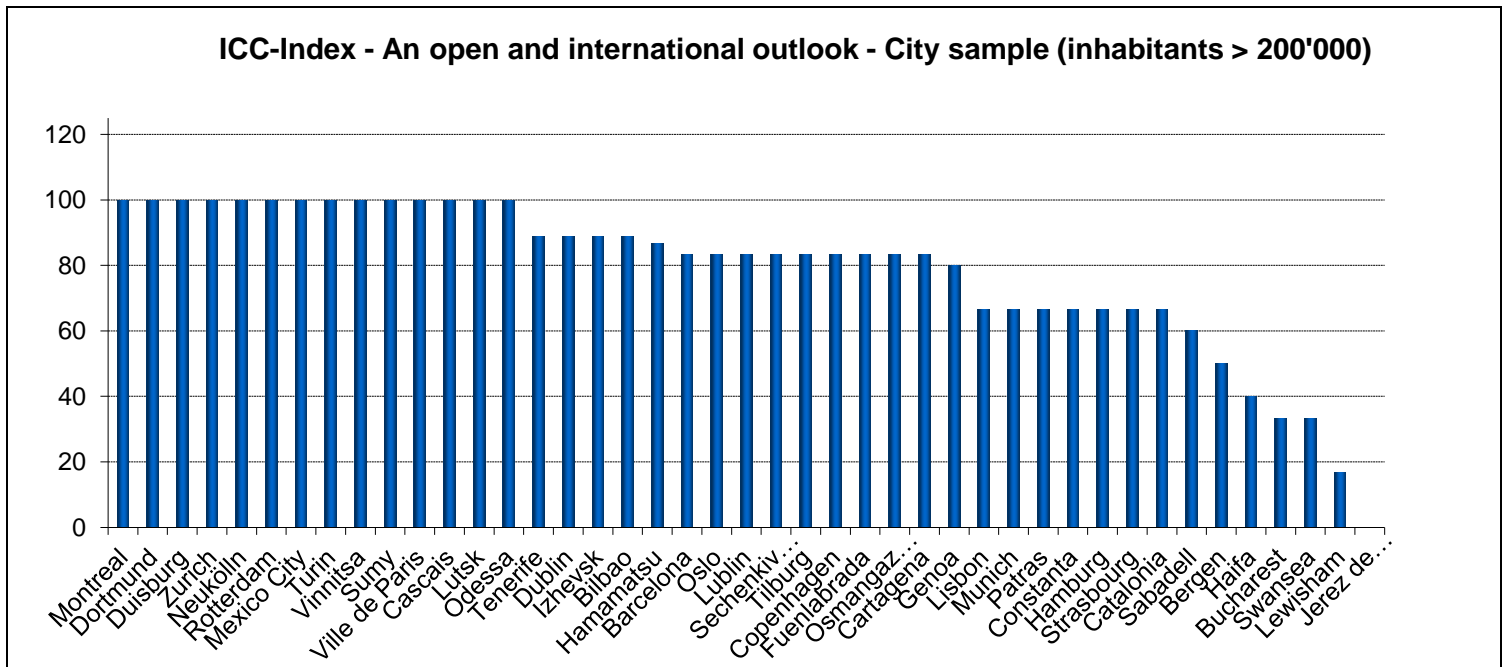
In addition, Bilbao might wish to consider these good practices:

- "Tomar Claro" is an Intercultural Prize for Local Journalists organised in Cascais whose objective is to promote news/articles on the following themes: interculturality and identity, sense of belonging to the community, migratory pathways, social integration and education for intercultural citizenship.
- The Parisian association: the *Maison des journalistes étrangers* (House for foreign journalists) is an association that welcomes foreign journalists persecuted in their home country in defense and promotion of the freedom of expression.
- To promote a positive image of immigrants and/or minorities in the media Bergen monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a

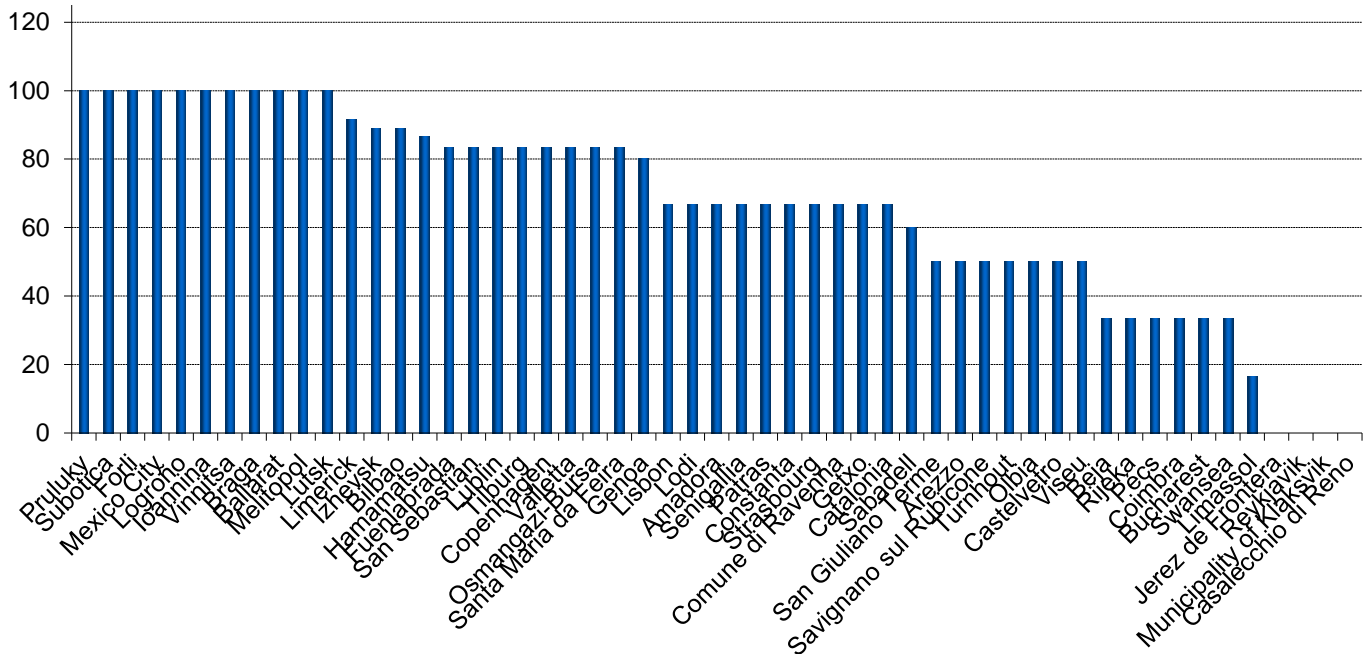
newspaper with information about activities in the city that is distributed to all households in the city.



An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.



**ICC-Index - An open and international outlook - City sample
(non-nationals/foreign borns < 15%)**



In 2018, Bilbao achieved the **89%** in the field of an open and international outlook, higher than the result obtained in 2012 and 2013 of 83% and higher than the city sample's rate of 71%.

Positively, the city has **adopted a specific economic policy** to foster international cooperation as well as a specific **financial** plan and has established an **agency** with specific responsibility for monitoring and developing the city's openness to international connections.

It is extremely positive that Bilbao's universities encourage foreign students to participate in the city life and to remain after graduation.

Positively, Bilbao **enhances economic relations with countries of origin of its migrant groups** through development and cooperation projects.

Suggestions

To foster its openness and internationality, Bilbao could look up at these Good Practices:

The Intercultural City of Cascais, through twinnings, agreements and cooperation protocols, encourages social and cultural harmonization, promoting local development based on the sharing of knowledge and experiences. The activities carried out teach respect for diversities and stress the importance of

unity. The municipality of Cascais created bridges between the various economic, cultural and social realities, with a view to revitalizing a new model of international relations in this century. Moreover, Cascais, through events and programmes, strengthened the connection between Portugal and Morocco. For example, it has been organized a seminar titled "Portugal - Morocco: Bilateral Relations". During this event, a cooperation agreement has also been signed. The purpose of this agreement is to use existing structures in the Cascais Municipal Council to support, whenever possible, the AALM (Associação de Amizade Luso-Marroquina) initiatives organized in the municipality of Cascais. Especially: the promotion of the culture of Morocco; provide Portuguese language and culture lessons; share Moroccan culture through art or photography exhibitions, literary works, etc. Hopefully, these activities will make it easier to integrate the Moroccan community into the Portuguese society.

Another interesting initiative comes from the Portuguese city Santa Maria da Faria, where diversity and migration are perceived as a window to explore new opportunities and new markets. For this reason, the municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants.

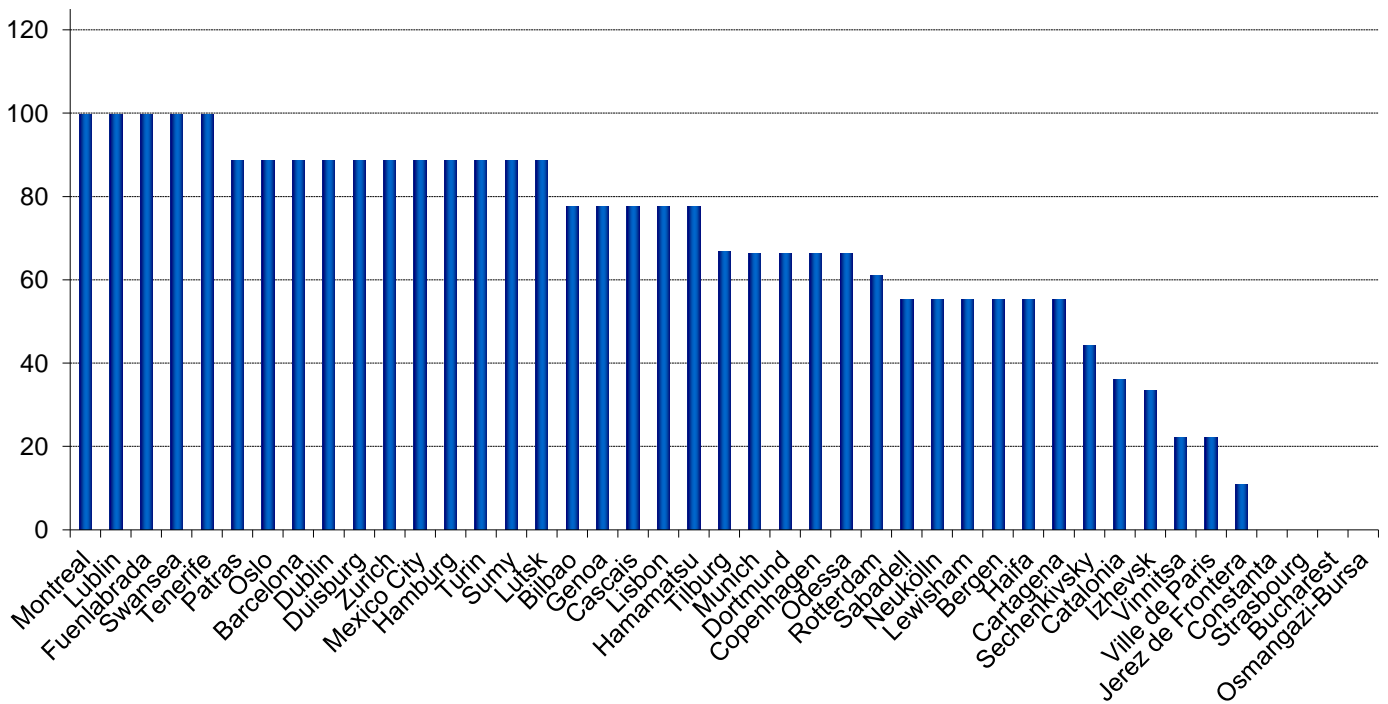
INTELLIGENCE

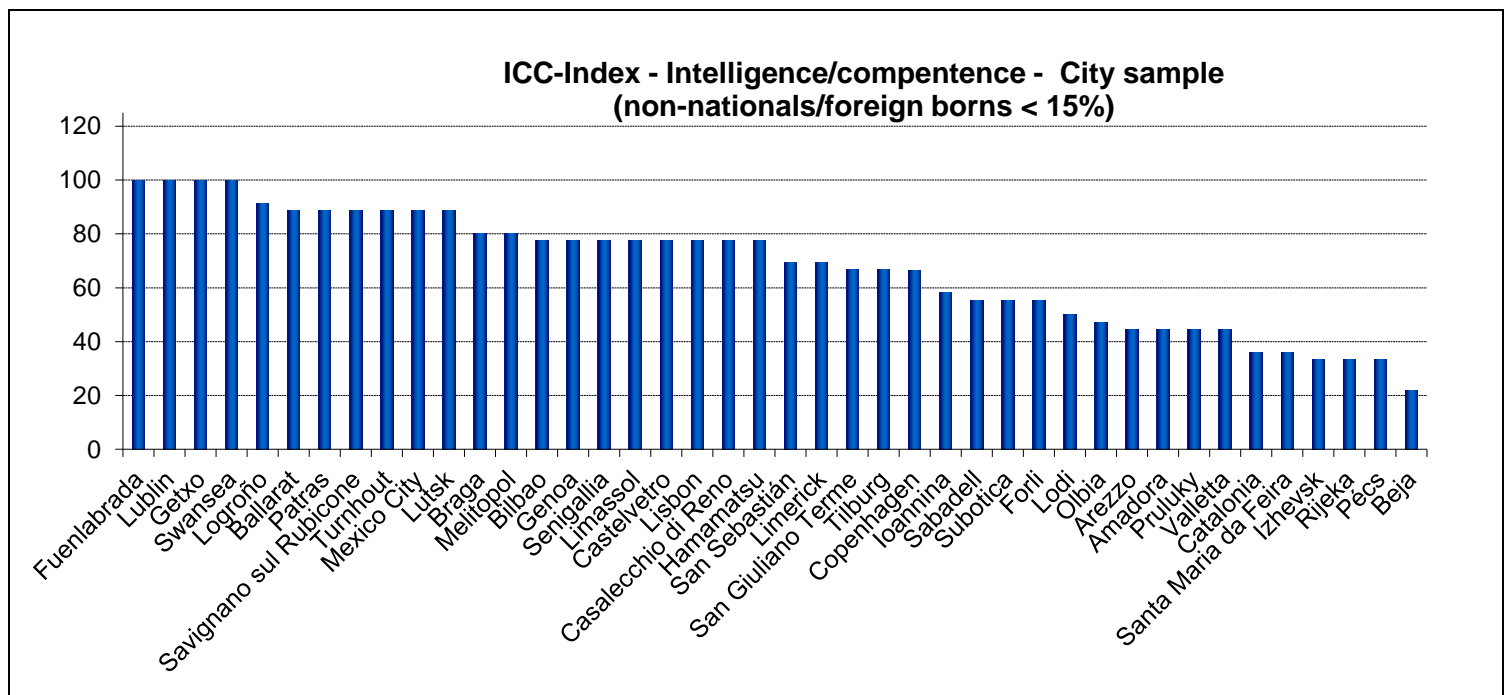
competence policies



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

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





The attainment rate of Bilbao in the field of intercultural intelligence competence policy in both 2012 and 2013 was the 89%, higher compared to the city’s result in 2018 of **78%**, and equally higher compared to the cities average of 61%.

Statistical and qualitative information about diversity and intercultural relations are mainstreamed to inform the city government/council’s process of policy formulation, in addition Bilbao Observatory of Immigration regularly takes **surveys** to monitor the public perception of migrants/minorities.

In addition, Bilbao **fosters** intercultural competences through interdisciplinary trainings, seminars and networks.

Suggestions:

Some examples of interdisciplinary seminars come from Braga and Bergen. In Braga trainings and courses are also composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. While the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

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

To raise awareness, “Diferenças & Indiferenças” is an initiative carried in Cascais whose purpose is to train social agents to successfully face intercultural issues of interculturality; for instance, when interacting with migrants. Secondly, the

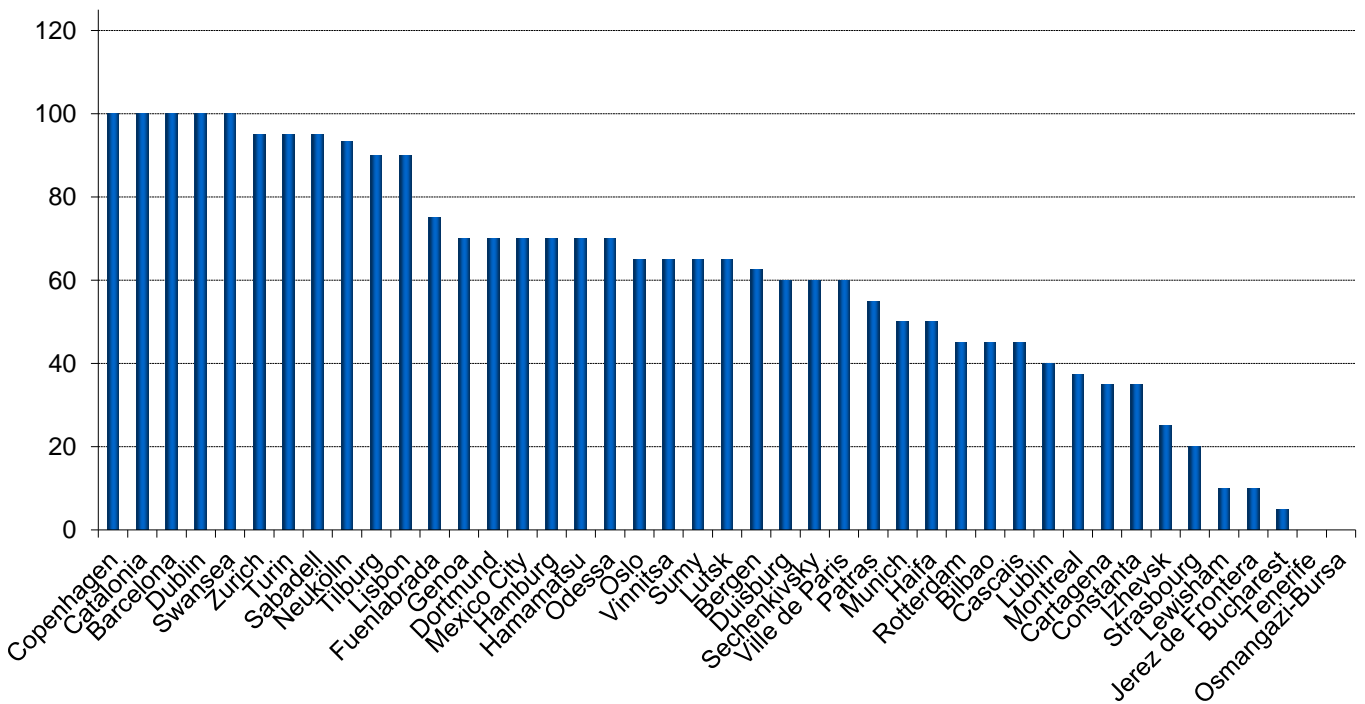
training aims to improve the reception of the immigrant population via more effective and efficient responses. Similarly, Bilbao might find interesting this integration programme carried out in Neuchâtel to raise citizen awareness and to help migrants to become acquainted with their new environment, helping them to practice the French language in everyday situations. Depending on the program, emphasis is put on the practice of French or learning about the social and institutional environment of the Canton and Switzerland. Altogether there are five distinct programs carried out in 10 quarterly or yearly classes in Neuchâtel and La Chaux-de-Fonds.

WELCOMING



People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.

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



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

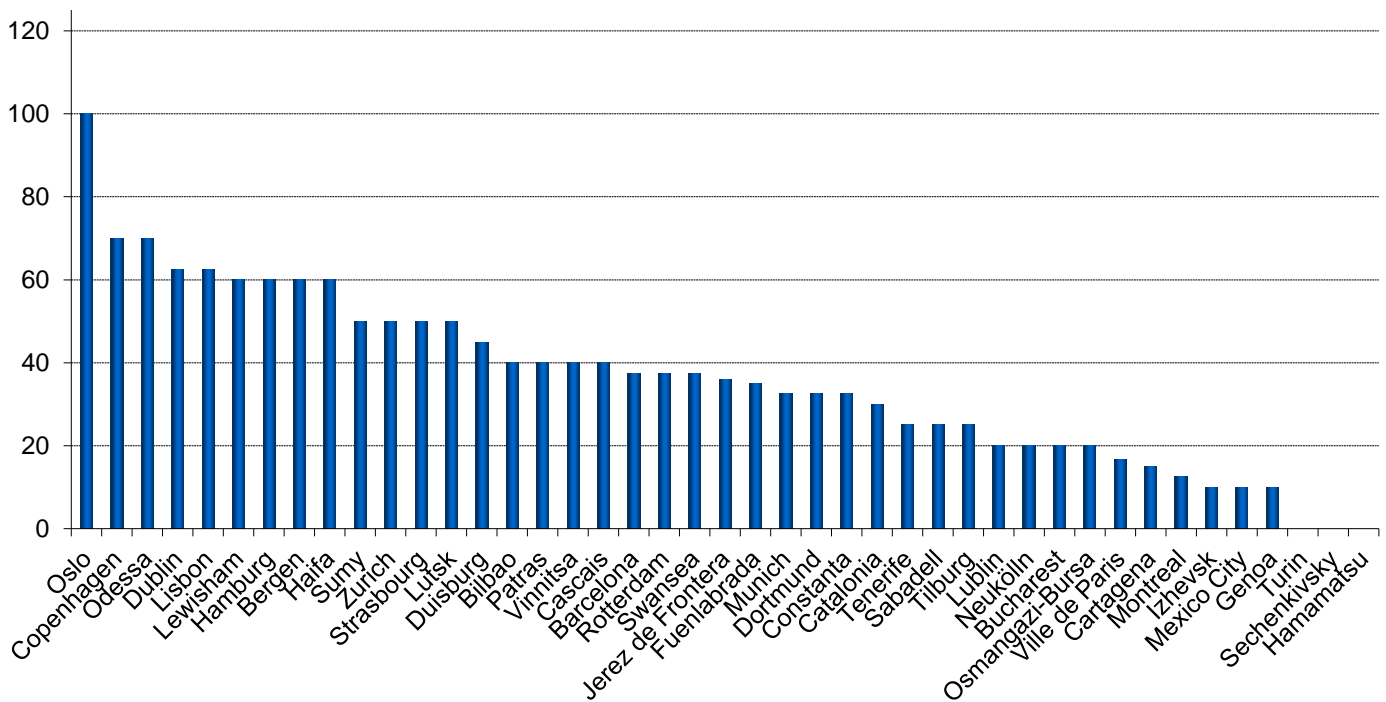
Bergen municipality has established an *Introduction Center* for refugees, schools, health stations, schools and other public and private sectors. It acts as a link between the different migrant groups and the public sector, sharing experiences and expertise on issues in regard to integration, community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

GOVERNANCE

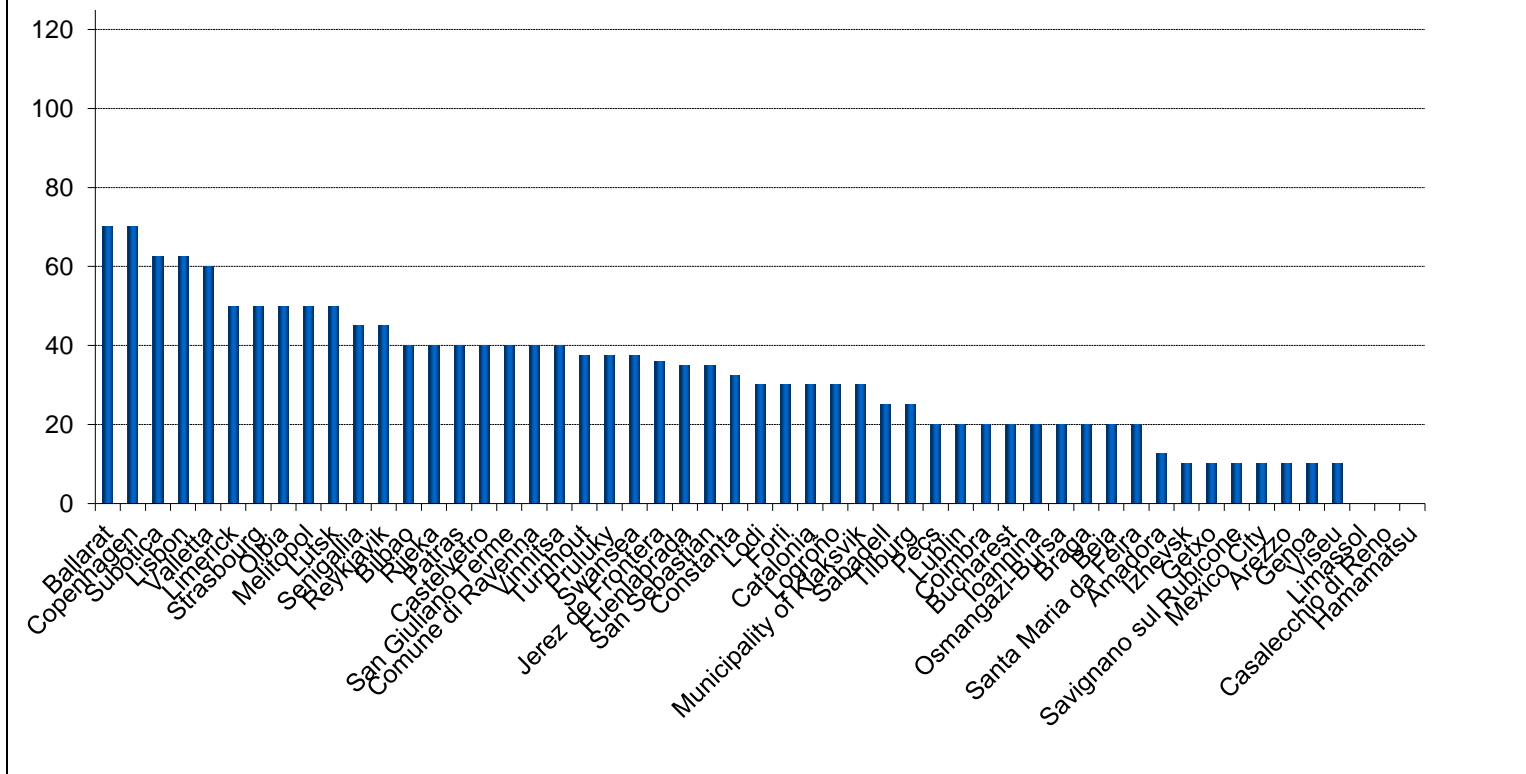


Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.

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



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



The analysis of the questionnaire shows that Bilbao's Governance, leadership and citizenship policy achievement rate has been higher than the cities' average of 34%. In fact, it scored 38% in 2012, 45% in 2013 and this year, achieved the result of **40%**.

Foreign nationals (excluding EU nationals) **cannot vote** in local elections, the **ethnic background of elected politicians** does **not** reflect the composition of the city's population. However, the city has an advisory body representing migrants/minorities in their organisations.

Bilbao City Council has a sectoral participation body with the participation of more than 20 Associations of foreign people. It is the **Local Immigration Board** and its functions include the following:

- Participation in the 2nd Municipal Citizenship and Diversity Plan
- To promote access to information for foreign citizens and to improve their communication.
- To encourage exchanges of information, work in common and the coordination of activities between the associative fabrics of immigrant collectives.
- To strengthen immigrant associations in the municipality of Bilbao
- To become a mediator to communicate the situation of the immigrant population before Bilbao City Council within the scope of its authority.

- To become a mediator with other spheres of participation, mainly at a municipal level.

Furthermore, Bilbao **encourages migrants and minorities to take part in the political life.**

Suggestions:

Perhaps the city might wish to introduce a standard of the representation of migrants/minorities in mandatory boards supervising schools and/or public services.

Some Good Practices that may be of interest

In Ballarat, the **Multicultural Ambassadors' Program (MAP)** was developed in order to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. Ever since 2009, this program aims to enhance community awareness while fostering social cohesion and mutual acceptance. The objectives are:

- Enhance community awareness and foster inclusion of existing and new CALD communities in Ballarat
- Support leadership within the CALD community and to recognise the commitment and contribution made by migrants and Indigenous people to the Ballarat community
- Advocate for and promote the benefits of cultural diversity through learning, exchange and celebration
- Collaborate with the City of Ballarat in implementing its Cultural Diversity Strategy

Multicultural Ambassadors will be champions for their existing communities and will engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

In Paris 123 "*conseils de quartier*" or "neighbourhoods' councils" are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighborhoods, such as development projects, neighborhood life, and all the strategies that could potentially improve the quality of life. The Councils are a bridge between the citizens, the elected officials and the Mayor.

ANTI DISCRIMINATION



Bilbao **monitors** the extent and the character of **discrimination in the city**: The barometer of perceptions and attitudes towards foreign immigration includes the Tolerance Index, which analyses the evolution of Bilbao's citizens' behaviour towards immigration.

The city might wish to consider establishing a specific service that advises and supports victims of discrimination. However, positively, the city regularly runs anti-discrimination campaigns to raise awareness. For example: since 2013, Bilbao City Council has been implementing the [antiRumores strategy](#), which is used in 4 Municipal Districts and in Youth centres. Educational and awareness-raising activities are carried out within the framework of this project with the direct participation of citizens. The antiRumores network of agents currently includes more than 200 people and during the year 2016 it is estimated that the impact of the initiative has reached 170,000 people who have received information on the project via different means. In addition, "*International Day for the Elimination of Racial Discrimination*", on 21 March and "*International Migrants Day*", on 18 December are commemorated every year with communications campaigns and activities.

Good Practices:

Paris has established the "*Réseau parisien de repérage des discriminations (REPARE)*" (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

Patras has a project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies

through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. "Patras Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

Alternatively, Amadora's schools are breaking down stereotypes and negative perceptions. In fact, the city of Amadora (Portugal) has been implementing a communication campaign focused on education and schools in the framework of the Communication for Integration (C4i). The campaign aims to address the rumour identified through research at the city level that pupils with a migrant background lower the education level in schools. In Amadora, 60 per cent of the foreign residents, who represented 10 per cent of the city's population in 2011, originate from Portuguese-speaking African countries. As part of the campaign, 60 pupils of Seomara da Costa Primo secondary school were trained as anti-rumour agents. They identified the following rumours in the classroom: new students are never welcome, Spanish and Portuguese do not like each other, white people are believed to steal babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate "*how do I see the others*" where they were to mosaic their school mate using foodstuffs. Finally, they presented an anti-rumour song at the C4i 3rd Coordination meeting in Amadora on 12 December 2014 and expressed interest in joining more anti-rumour activities. According to scientific research conducted in Amadora as part of C4i, a secondary school with a majority of students of different nationalities was positioned among the eight best schools in the city in 2013. Similarly, about a quarter of the students awarded for merit and excellence were immigrants. Amadora strongly believes that excellence in education can only be achieved in an integrated and inclusive education system.

CONCLUSIONS



Bilbao showed an aggregate intercultural city index of **65%**, rating **29th** among the 93 cities in the sample. Moreover, Bilbao has been ranked **18th** among cities with more than 200,000 inhabitants and **8th** among cities with less than 15% of foreign-born residents.

It is appreciable that the city scored a rate **higher** than the city sample in the following fields: commitment, neighbourhood, public space, mediation, language, media, international outlook, intelligence competence, intercultural lens, business and labour market, cultural and civil life.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are: education, public service and welcoming.

In view of the above, we wish to congratulate with the City of Bilbao for the efforts taken. The Index has shown that there is room for further improvements, and we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

RECOMMENDATIONS



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

- **Education:** Schools should increase ethnic/cultural mixing as well as encourage a more various ethnic background among the teachers. It is worth repeat that the school environment should adopt an intercultural perspective at all times. For instance, they could adopt a calendar with several multi-cultural and multi-religious activities. This would enormously help students from a minority background through the integration process and it would foster the feeling of acceptance. It is important remembering to offer a wide range of activities to attract as many pupils as possible. As an idea, schools could celebrate Chinese New Year, Ramadan and Orthodox Christmas/Easter. Adopting a calendar with several multi-cultural and multi-religious activities will help students to integrate, enhancing feelings of welcoming and acceptance. The City Council may also wish to reinforce parents' participation in the education system.
- **Public Service:** Interculturality brings creativity and innovation: an enrichment that will benefit the service effectiveness. On this purpose, we recommend Bilbao to encourage ethnic diversity because it would appear that the ethnic background of public employees does **not** reflect the composition of the city's population. The municipality could adopt a **recruitment plan**.
- **Welcoming:** Bilbao should consider introducing a special public ceremony to greet families finally reunited and establish an office to welcome migrants and newcomers to the city.

Bilbao 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 in the Intercultural cities database¹¹.

¹¹ <http://www.coe.int/en/web/interculturalcities/>