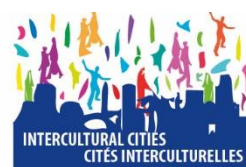


Council of Europe Intercultural Cities Programme

BOTKYRKA: INTERCULTURAL PROFILE

Diversity, Equality, Interaction, Participation

**BUILDING BRIDGES,
BREAKING WALLS**



Botkyrka

INTERCULTURAL PROFILE

Following the Expert Visit of the Council of Europe from 17-18 September 2024

Published in January 2026

Intercultural Cities Programme

Intercultural Inclusion Unit

Directorate General of Equal Rights and Dignity

Council of Europe

F-67075 Strasbourg Cedex

France

www.coe.int/interculturalcities

Botkyrka Intercultural Profile

December 2025

Contents

1. Introduction to Botkyrka	5
2. National policy context.....	5
3. Local diversity and policy context	7
4. Commitment	7
5. Opening session.....	8
6. Education.....	9
7. Youth	11
8. Civil society.....	13
9. Culture and sport.....	15
10. Communication	18
11. Conclusions and Recommendations	22

This report is based upon the visit of the Council of Europe on 17-18 September 2024 including Council of Europe staff and Intercultural Cities (ICC) expert Claire Rimmer. It should be read in parallel with the most recent [index report for Botkyrka](#), which contains many more recommendations and examples of good practice (see Annex 2 of this report for the recommendations).

The Council of Europe has defined the intercultural city as encompassing people with different nationality, origin, language or religion/ belief, where:

- 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;
- The city encourages greater mixing and meaningful interaction between diverse groups in public spaces.¹

Real equality, diversity, meaningful intercultural interaction and participation and active citizenship are four inter-linked values that underpin the development and sustenance of an intercultural city.²

Equality refers to the state of being treated equally, whether before the law, in policy or in practice. This includes equal enjoyment of human dignity and fundamental human rights, and equal access to services and opportunities. More broadly, equality of life chances (or 'access') can be distinguished from equality of outcomes, with different political and economic philosophies putting differing emphases on each end of this spectrum. Within interculturalism, equality is most closely linked to the principles of non-discrimination and inclusion, and there is particular attention paid to equity: that is, allocating resources and opportunities to each person, according to their circumstances and needs, in order to obtain a more equal outcome.

Diversity is the condition of a group or entity within which individuals differ from one another in various ways, some but not all of which are characteristics protected by human rights law. Aspects of identity such as age, sex, gender identity, ethnicity, nationality, sexual orientation, mental and physical abilities, social class, education, economic background, religion, work experience, language, geographic location, political opinion, or family status, are among the sources of diversity.

Meaningful intercultural interaction is any constructive encounter in a social setting between individuals or groups from different cultures and lifestyles in an atmosphere of mutual respect, understanding and cooperation. Intercultural policy speaks of 'meaningful interactions' between different cultural or ethnic groups, which recognise both the differences and similarities between such groups/individuals, promote the atmosphere of mutual respect, understanding and cooperation, and counter the tendency towards self-segregation. Meaningful interactions are those that take place on equal terms, be they challenging or positive, and which should ultimately be fulfilling for all involved, advancing common goals.

¹ The Intercultural City Step by Step: Practical guide for applying the urban model of urban integration, Council of Europe, 2019, page 14.

² Council of Europe, Model Framework for an Intercultural Integration Strategy at the National Level, Intercultural integration strategies: managing diversity as an opportunity, available at: <https://rm.coe.int/prems-093421-gbr-2555-intercultural-integration-strategies-cdadi-web-a/1680a476bd>.

Participation and active citizenship occur when stakeholders (all citizens, including foreign residents where appropriate) have the right, the means, the space, the opportunity and the support to freely express their opinions and influence decision-making on matters that affect them. In some situations, participation may mean those who are directly affected taking the lead and driving the process. Intercultural participation requires an equal and respectful basis, in which everyone feels heard, and involves tackling obstacles that may hinder certain stakeholders' active participation.

This report provides an updated intercultural profile of Botkyrka following its first intercultural profile from 2011 and Index Reports completed in 2011, 2018, and most recently in 2023.³

1. Introduction to Botkyrka

Botkyrka is a municipality in eastern Sweden located in the county of Stockholm where it is the fifth largest municipality. The municipality is divided into territorial sub-units with six districts: Hallunda/Norsborg, Alby, Fittja, Tumba/Storvreten, Tullinge, and Grödinge. Botkyrka Municipality's headquarters is located in Tumba.

In 2021 the population of Botkyrka was 95 000 inhabitants including: 18% non-nationals, of whom 32% were nationals from EU–EFTA countries and 27% foreign born nationals. The largest migrant groups represented were Turkish (5.2% or 5 000 residents), Iraqi (4.1% or 3 900 residents), Syrians (2.9% or 2 000 residents), Polish (2.8%) and Finnish (2.4%). The main country of heritage was Türkiye with over 7 000 residents with a Turkish background (7.3% of the population).

2. National policy context

Sweden has long been a country of migration. At first in the 19th and early 20th Century there was more emigration but from the Second World War onwards, Sweden became a country of destination, for both workers and for those seeking international protection.⁴

As a European Union (EU) Member State, Sweden has 'mixed' competency with the EU on migration.⁵ For example, in the area of regular migration, the EU establishes the conditions for entry and legal residence in a Member State for nationals of non-EU countries. On the other hand, EU Member States retain the right to set quotas for admitting individuals from non-EU countries seeking employment.⁶

In Sweden, the Migration Agency considers applications from those wishing to take up permanent residence, visit, seek international protection or get Swedish citizenship. It provides housing and money for food to asylum seekers, and assigns unaccompanied children to a municipality, during the asylum process. When a refugee is granted a residence permit in Sweden, the Migration Agency

³ All reports can be found at Council of Europe, 'Botkyrka, Sweden - Intercultural City', available at [Botkyrka, Sweden - Intercultural City - Intercultural cities programme](#).

⁴ European Website on Integration, [Governance of migrant integration in Sweden | European Website on Integration](#).

⁵ The legal basis includes Articles 67(2), 78, 79 and 80 of the [Treaty on the Functioning of the European Union](#) (TFEU).

⁶ European Parliament, Immigration Policy, [Immigration policy | Fact Sheets on the European Union | European Parliament](#).

compensates municipalities and county councils and assigns persons with residence permits to municipalities.⁷

Since the election of Sweden’s new government in 2022, migration policy has undergone a ‘paradigm shift’, according to the new government, focussing on reducing the number of migrants coming irregularly to Sweden, stopping labour immigration fraud and abuses, providing dignified reception standards, and ensuring the expulsion of those who have no grounds for protection or other legal right to stay in Sweden, in full compliance with Sweden’s international commitments.⁸ In November 2024, further measures to oblige public services to report undocumented migrants to the relevant authorities were announced,⁹ to the concern of civil society.¹⁰ Other civil society groups have raised concerns about the impact of these measures on migrants and asylum seekers, as well as the opportunities for consultation open to the public and civil society.¹¹

In terms of anti-discrimination legislation, there is a specific law that prohibits discrimination, called *Diskrimineringslagen*, or the *Discrimination Act*, prohibiting employers, organisations, and education providers from treating some people worse than others. There are different local and regional anti-discrimination bureaux in Sweden that provide advice and support.¹² Diskrimineringsombudsmannen (DO), or the Equality Ombudsman monitors compliance with the *Discrimination Act*. Individuals who have been subjected to discrimination can also send a complaint to the DO. The *Swedish Education Act*, along with the *Discrimination Act*, aims to protect children and students from discrimination and degrading treatment.

There are five national minorities recognised in Sweden: Jewish people, Roma people, Sami people, Sweden Finns, and Tornedalians.¹³ The Advisory Committee on the Framework Convention for the Protection of National Minorities highlighted in its 2024 report its concern at a “general deterioration of the climate of tolerance in the Swedish society, notably towards migrants” and urged the national authorities to do more to foster intercultural dialogue and mutual respect across society.¹⁴ The European Commission against Racism and Intolerance visited Sweden in April 2024 and the final report

⁷ Migrationsverket, Our Mission, [Our mission - Migrationsverket](#).

⁸ Government Offices of Sweden, [Sweden’s new migration policy - Government.se](#). See also statements of Pierre-Alain Fridez, Parliamentary Assembly of the Council of Europe (PACE) Rapporteur on how migration and asylum are being discussed during electoral campaigns, subsequent to his visit to the country and Botkyrka: <https://pace.coe.int/en/news/9127/visit-to-sweden-on-migration-and-asylum-in-the-election-campaign-and-the-consequences-on-the-welcoming-and-rights-of-migrants->

⁹ Vissa åtgärder för stärkt återvändandeverksamhet och utlänningskontroll, SOU 2024:80, at: <https://regeringen.se/contentassets/c126e6c34ea54a5cab31fcd1232b4bb9/vissa-atgarder-for-starkt-atervandandeverksamhet-och-utlanningskontroll-sou-202480.pdf>.

¹⁰ Platform for International Cooperation on Undocumented Migrants, Press Release, 26 November 2024, at: <https://picum.org/blog/sweden-unveils-blueprint-for-obliging-public-sector-workers-to-denounce-undocumented-migrants/>.

¹¹ Civil Rights Defenders, Review of the Tido Agreement, October 2022, at: <https://crd.org/2022/12/16/our-review-of-the-tido-agreement-tidoavtalet/>. See also: Civil Rights Defenders, One Year with the Tido Agreement, December 2023, at: <https://crd.org/2023/12/12/new-report-as-a-whole-it-is-worrying-one-year-with-the-tido-agreement/>.

¹² For a list of different bureaux, see: [Useful links - The Agency Against Discrimination in Östergötland](#).

¹³ Declaration made by Sweden upon ratification of the Framework Convention for the Protection of National Minorities, 9 February 2000. For more information, see: [National minorities’ and indigenous peoples’ rights | Informationsverige.se](#).

¹⁴ Advisory Committee on the Framework Convention for the Protection of National Minorities, [5th Opinion on Sweden](#), published 19 February 2024, paras. 117-118.

was published in June 2025. Its recommendations focus on bullying in schools – in particular racist and anti-LGBTI incidents, as well as, crucially, to “reinvigorate the role of education as a tool to better live together in intercultural societies and understand societal issues linked to questions such as racial and LGBTI-phobic stereotypes as well as prejudices related to religions and beliefs”.¹⁵ Whilst these recommendations target the national authorities, it is notable that educational competences at the local level are highly relevant, and Botkyrka’s experience in using education as such a tool represents a model to be followed by other Swedish municipalities.

3. Local diversity and policy context

Sweden is divided into 290 municipalities and 21 regions.

In Sweden municipalities are responsible for providing a significant proportion of all public services. They have a considerable degree of autonomy and have independent powers of taxation.¹⁶ For example, the government has overall responsibility and sets the framework for education at all levels but municipalities organise most education from preschool to upper secondary school as well as municipal adult education and Swedish tuition for immigrants.¹⁷

Botkyrka municipality, particularly Northern Botkyrka, has one of the highest percentages of first- and second-generation immigrants in Sweden.

Alongside national changes in government and migration policy, there had been a period of change at municipal level including several changes in mayor and political majority in the municipal council in recent times.

4. Commitment

Botkyrka is an experienced Intercultural City starting its journey in 2011. It has completed three index reports giving a valuable insight into the municipality over time with the latest index report being completed in 2023. As such, Botkyrka serves as a role model for how cities can engage with the ICC programme and use the index process to monitor progress over time.

Botkyrka’s municipal council has adopted a public statement that it continues to aspire to be an Intercultural City and it has a *Strategy for an equal Botkyrka* with strategic orientations/priorities as a guiding direction for local community development.

In the 2023 index report, Botkyrka had scored particularly well in the areas of education, neighbourhood, public services, business and the labour market, language, leadership, anti-discrimination and interaction.

Although the municipality had scored well on media and communication, this was down on its own score in previous years when the municipality had scored particularly well.

¹⁵ Council of Europe, European Commission against Racism and Intolerance, Sixth Report on Sweden, published 17 June 2025, available at: <https://rm.coe.int/sixth-report-on-sweden/1680b6635a>. Also available in Swedish, at: <https://rm.coe.int/sixth-report-on-sweden-translation-in-swedish-/1680b6635c>.

¹⁶ Swedish municipalities and regions, [Municipalities and regions | SKR](#).

¹⁷ Eurydice, Sweden, [Organisation of the education system and of its structure](#).

Cultural life, public space, intercultural intelligence and competence and participation, were on a par with other cities.

The municipality had scored less well on mediation and conflict resolution, welcoming newcomers, and had a score of zero on international outlook. This was due to a new survey introduced by the Intercultural Cities Network before Botkyrka completed its latest report, that required more varied work in areas like mediation and conflict resolution, to achieve a higher score.

The visit was carefully planned to give a full picture of the most recent developments since the Index Report as well as to focus on specific areas where Botkyrka had gaps or had scored less well. The mayor, Stina Lundgren, met with the experts several times throughout the two days to support the visit and discuss findings and ways to further contribute to Botkyrka's intercultural evolution.

5. Opening session

The opening session provided an excellent introduction into how the city had progressed since the Index Report and its priorities going forward. It was attended by the Mayor Stina Lundgren as well as by key policy officers, municipality staff and political advisors from different groups.

Mayor Stina Lundgren opened the session. She gave more information on the background of Botkyrka, where 56% of residents are born in Sweden although 70% have a recent family history that began outside Sweden's borders. There are 167 countries of origin in the municipality and its residents speak around 100 languages. The municipality is very young with an average age of 37.5.

The Mayor highlighted the need to address segregation and its negative effects, working proactively for the safety and security of all citizens. The municipality aimed to increase trust and social cohesion across groups, reduce conflicts and negative stereotypes and fight unequal treatment and discrimination.

Botkyrka had had a negative image in the past, especially in the mainstream/national media, and for the Mayor it was important to change both the situation in the municipality but also its self-image. The narrative of the city was important in this regard, as was cooperation between different departments and with civil society. It was also noted that the municipality works very hard to get people to vote and show they have the opportunity to make change.

Youth participation was cross-cutting theme throughout the visit. During discussions, the role of the Botkyrka Youth Council was emphasised. The municipality was very proud of them and their work, including with the Children's Ombudsperson. The Youth Council had been in existence over 20 years with representatives re-elected every four years, including a board and a president. They worked on different activities to ensure children's rights. The Mayor also reported on the "Reversed Townhall", a methodology developed by the local media house Fanzingo¹⁸ in which politicians listen to what young people want to tell them and reflect on it. It is a very meaningful debate from which both sides benefit.

The Director of Development reported on developing city planning for 2050 and stressed the need to address youth, children, children with disabilities and people it was difficult to reach.

¹⁸ A more detailed description of Fanzingo will be provided in the following pages.



Image 1: At the opening ceremony with Helena Rojas, Human Rights Strategist at the Municipality of Botkyrka, Ben Freeman from the Council of Europe, Independent Expert, Claire Rimmer and the Mayor of Botkyrka, Stina Lundgren.

6. Education

Although the municipality had scored well on education, this was still an important priority for discussion.

The Education Committee is the political committee that directs the work of education. They had seen a need to systemise knowledge about the Intercultural approach in schools from 2019 to solve problems linked to inclusion, diversity, racism and discrimination and to reach Botkyrka’s sustainable development goals. A central question was what intercultural leadership in schools means and if it can safeguard children’s right to education. Human rights and anti-discrimination are the basis of everything the municipality does and it can have a big impact on people’s lives. There are 95 000 inhabitants in the municipality, with 6 400 municipal staff including 3 500 working in education. There was online training for people from the municipal head office and education on interculturality, human rights and children’s rights. Training was provided for professionals from the head office and education, including administrators, teachers and heads. The project was a pilot funded by NET IDEA in collaboration with 16 cities across six European countries. Intercultural activities have now been embedded in the education department's work at a strategic level.

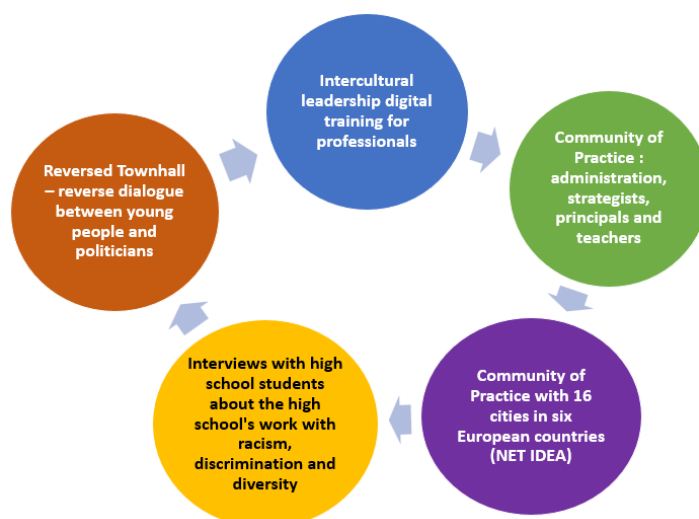


Image 2: Botkyrka's strategic intercultural activities in education

The municipality has highlighted important areas to investigate further, which can affect the ability to give students with different backgrounds equal opportunities to succeed at school:

- More knowledge and more equal practice for professionals through qualitative dialogue (about dignity and resourcefulness).
- Students and young people have knowledge and wisdom - they want to be listened to as part of the school's qualitative development.
- An intercultural leadership in school presupposes organization and planning of activities through a human rights-based way of working.
- An intercultural leadership produces better outcomes for the school's compensatory mission.

Potential next steps include:

- More organizational flexibility - a general leadership that can support intercultural leadership in the school.
- Establish human rights-based working method and follow-up to achieve Botkyrka's sustainable development goal on education.
- Develop the dialogue with students and young people for increased legal certainty and accuracy.
- More dilemma workshops to connect administration, strategists, principals and teachers, into common solutions.
- Invest in training and guidance for principals and teachers - support for increased equality in practice.

7. Youth

The Children's Ombudsman

Several of the visits concerned young people and interculturalism. The Children's Ombudsman in the municipality was present at the opening session, during the discussion on education as well as during the meeting with the Youth Council.

The role of Children's Ombudsman itself was an interesting one, and a good practice.

The children's ombudsman in Botkyrka works to ensure that the rights of children and young people are respected, and that children and young people are given the opportunity to influence their own situation. The children's ombudsman listens, offers help and makes sure that questions or problems are answered. If young people feel that something is wrong or that someone has done something wrong to them, they can call or send an e-mail to the Children's Ombudsman.

The Ombudsman noted the positive legislative framework in Sweden but the lack of an enforcement mechanism on discrimination or children's rights meaning municipalities and authorities could interpret the law in their own way. Botkyrka was not an isolated case in this regard.

The Youth Council (BUF)

Three members of the Youth Council met with the delegation to present the work of the Youth Council. The Youth Council was a way for young people to make a difference in schools and Botkyrka. It is the second oldest youth council in Sweden, has no political affiliation and the young people involved are volunteers, representing the diversity of the local community and supported by a member of staff of the municipality as their secretariat.

Young people can write a motion to the Youth Council who decides whether to support it. If it supports the motion, it works to try and achieve it. One particularly successful example was the motion for free breakfasts for children in school. The Youth Council stood behind it and took it to the Council. The Council agreed and now children aged 6-15 enjoy a free breakfast every morning.

Volunteers at the Youth Council are all aged 13-22 and must reside in Botkyrka. It is a democratically elected body with annual elections. Every year there is an education weekend to welcome new members, build friendships with each other, elect the board and discuss plans for the year ahead. Participants can choose working groups e.g. culture, school, democracy; and there is a national and international group. The school group is popular as most young people study at an educational institution in Botkyrka.

There are 60 delegates. The Council has final say on policies. The civil servant from the municipality who coordinates the network is also the link between the Youth Council and the municipality. She was nominated for a prize against discrimination by young people in Botkyrka and was one of four winners.

The Youth Council holds a monthly meeting and workgroups meet at least twice per semester. Young people learn about democracy, how meetings work, how the municipality works and make friends from across Botkyrka.

“When you do things for Botkyrka you feel like it is your home” - *Member of the Youth Council*

The Children’s Ombudsman noted how the Council had made a real difference in the local area and for future generations, such as the provision of breakfasts for children.

The Youth Council wants to take its own decisions and for more young people to get engaged. It works nationally as well as in Botkyrka. Young people from the Youth Council recently met a minister for social affairs. They wrote a report with the national Children’s Ombudsman and went to the Ministry for Health and Social Affairs in Stockholm to present it. BUF also cooperates with other Youth Councils and took part in democracy week – a national level political fair that goes on for a week. It costs a lot of money to go there and stay. Six adults and 40 young people went from Botkyrka. They contributed a lot to the event and were able to exchange with young people from more economically privileged areas of Sweden about their shared challenges. Just by being there, interlocutors of the expert visit stated, these young people from diverse backgrounds made a statement about their place as Swedes of diverse backgrounds in Swedish society. There had also been a visit to the European Parliament, partially funded by young people through bake sales. The Youth Council had worked hard to learn more and inform their peers about European politics ahead of the 2024 European Parliament elections. The Youth Council expressed interest in also working with the Council of Europe’s Youth Department.

There will be a Christmas market for the second time in 2024. Last year the Council collected toys from people who did not want them anymore, wrapped them and gave them to local children. The Youth Council also participated in Tumba Day, taking part in a graffiti wall activity.

The Children’s Ombudsman was interested if there could be more dialogue with the Youth Council on other areas of the municipality’s work such as urban and long-term planning. There had been positive feedback from politicians.

Representatives from the Youth Council discussed how young people were not always involved in deciding important questions such as building schools. They had mixed feelings about where they lived in terms of social problems, including crime and anti-social behaviour, but all wanted to make Botkyrka a better place. They identified the problem of how Botkyrka was seen nationally as a particular issue. The Youth Council had met the national media and chief editors of tabloids and been able to put questions to them, as to why the media had continually presented such a negative image of their hometown.

Fanzingo

Fanzingo is another excellent resource - a participatory media house situated in Botkyrka, working for a more inclusive and diverse media landscape through participatory practices for production, learning methodologies and advocacy. The aim of the organisation is to create possibilities for underrepresented stories and perspectives to be seen and heard in the public sphere. Such stories and perspectives could be those of young people, people living in the outskirts of cities, people with experience of mental health issues, newcomers, etc. Fanzingo also creates work opportunities for

trained – but unestablished – media producers. They support young people through their youth magazine and helping to lower the threshold for children to access training and careers in media and culture. The Media Lab in Botkyrka is a platform for young people in Botkyrka who share ideas, opinions, thoughts, stories and perspectives through film, radio, text, music, pods etc. Young people aged 13-30 take part in activities. There is a drop-in session on Wednesdays. Computers with editing programmes as well as cameras and other technical equipment are available without cost for young people to use for their own projects. Fanzingo invites visitors to participate in workshops to gain practical production know-how, storytelling skills and media industry knowledge. All workshops are cost-free for young people in Botkyrka.

Fanzingo also organises the “Reversed Townhall” events, where local young people invite local elected officials for in-depth discussions on topics chosen by the young people themselves. The Reversed Townhall begins with an intensive preparatory phase, during which youth carefully select topics ranging from racism and discrimination to mental health and climate change. They also discussed personal narratives, captured through podcasts, articles, video clips and radio theatre, forming the foundation of the events. Throughout the event itself, these new narratives are seamlessly woven into discussions, fostering an inclusive environment where both young and adult participants share their perspectives. The format emphasises situational analysis, centring the experiences and ideas of youth. Local elected officials are encouraged to focus on active listening and thoughtful reflection. This approach promotes meaningful exchanges, benefiting all involved, and the experts heard first hand from young people about how empowering it was to be given the space to freely voice their views and be listened to by local politicians. In particular, the support from Fanzingo in preparing the young people for these events was appreciated by the young people concerned.

8. Civil society

During the visit experts met with the local Anti-discrimination Bureau, the Multicultural Centre and the Interreligious Network about their work support for Botkyrka’s intercultural work.

Botkyrka Anti-discrimination Bureau

In Sweden, in addition to the national level Equality Ombudsman, victims of discrimination can turn a local Anti-discrimination Bureau. If a case is not settled, a Bureau may decide can take a case to Court. Such cases are generally filed as small claims cases, as bureaux, given their status as NGOs, cannot afford the economic risk.¹⁹ There are 18 of these bureaux across Sweden but they are not all run by the same organisations. The 18 receive around 2.8 million EUR in funding from the national authorities, which has stayed the same despite an increase in the number of bureaux (from 16 to 18), and has not increased with inflation in a number of years. At the same time, international experts have noted a decrease in the number of complaints dealt with by the national-level Equality Ombudsman, and a tendency on the part of that office to pass cases back to Anti-Discrimination Bureaux, contributing to an increase in their caseload.²⁰

¹⁹ European network of legal experts, non-discrimination report, 2024, at: <https://www.equalitylaw.eu/downloads/6108-sweden-country-report-non-discrimination-2024>. For budget year 2022, 18 bureaux were granted funding of about EUR 2.8 million from the national Government according to the 2022 Annual Report of the Swedish Agency for Youth and Civil Society [source: *ibid*, fn172].

²⁰ *Ibid.*, p. 68.

Anti-Discrimination Bureau Stockholm South is a non-profit organisation whose purpose is to work against and prevent all forms of discrimination. The Bureau is run by SIOS, the Cooperation Group for Ethnic Associations in Sweden - a migrant association forum that has been running for 50 years. The Bureau provides pro bono legal counselling to individuals who feel discriminated against as well as free of charge human rights education/training to any municipal unit, activity or school. The Bureau was keen to promote its training and trade unions may be interested in developing cooperation in this field. The Bureau mostly works on individual cases, some of which go to Court, although most are resolved through mediation. The Bureau reported the feeling among civil society that national policy is currently creating an unwelcome environment for migrants and refugees. They also reported a disquiet among some sectors of civil society about the discrepancy between rights for the five officially recognised national minorities, and rights for other migrants and newcomers who come to Sweden, especially those with a long-established presence in the country.

According to the local bureau, whilst national-level funding had remained in place – even if it had not increased for inflation – as of 2024 (after the date of the visit), funding provided by the municipality (approx. 20 000 EUR) had been stopped by decision of the Council. At the local level, there was also no anti-discrimination officer at the municipality in 2024 leading to a lack of coordination with the municipality from the bureau's point of view. The Bureau in particular regretted the lack of systemic co-operation between the municipality and the Bureau and the need to apply for funding every year from the municipality which was burdensome. During the visit, they highlighted the importance of Botkyrka being one of the few municipalities providing funding and open to holding training sessions and talks on discrimination-related issues, which is not the same in the rest of the area covered by this bureau. Since the time of the visit and following the decision of the Council to stop funds, the Bureau reported that it had now left the municipality of Botkyrka as it was no longer able to afford premises there – meaning therefore that citizens or residents in Botkyrka no longer had a local office they could attend. The bureau also reported that its few remaining staff are forced to concentrate their time on seeking alternative sources of funding, whether through consultancy or projects, which takes away from the time they are available to give legal advice and assist potential victims of discrimination.

The Interreligious Network

The Interreligious Network has been working in Botkyrka since 2011 either supported by the municipal administration or, since 2018, as an independent network. From the municipality's point of view religion, associations and diversity are positive elements to create a peaceful and inclusive city and very much part of intercultural work.

Representatives from the United Church of Sweden, the Bahá'í community, the Hindu community, the Evangelical Lutheran Church and the Pentecostal Church, as well as an Imam, came to the meeting.

As representatives of their own religions, each member of the group carried out intercultural work on a daily basis. For example, the Pentecostal Church had an Arabic-speaking pastor. The Imam gave Saturday classes teaching children the Quran. 12-15 nationalities attend the class, so they teach it in Swedish as well. Previous activities had been a common book on Peace in the name of religion, and common peace work that successfully prevented riots connected to two attempts of Koran burnings in Botkyrka. The group was interested in how to live peacefully in a society with different backgrounds. Participants discussed that as a loose, independent network there were challenges as there was no chairperson to organise when to meet. It could be that working with the municipality could bring some

routine to the network going forward to ensure regular meetings and the capacity to react to events more quickly, and use it as a part any future conflict prevention and mediation strategy.

9. Culture and sport

The Library

The library in Fittja is a hub for intercultural activities as well as running its own work through an intercultural lens. Interculturalism is the core of work, the exhibitions, planning, people the library works with including the audience and participants.

The library and the adjoining Botkyrka Konsthall were constructed with municipal funding after a Municipal Council decision in 2015, in cooperation with the construction firm responsible. The premises are now rented from the municipality. The two institutions share an open space which also serves as a community kitchen.



Images 4 and 5: A flyer for a drop-in language cafe in the Library and a mural outside.

The Fittja Library space includes Botkyrka *Konsthall* – a space for contemporary art. The *Konsthall* was moved from Tumba to Fittja 2019, after more than 20 years. This was a strategic attempt to enable art in underprivileged neighbourhoods, as an important part of building a shared society and fostering inclusion – as well as providing a meaningful venue for interaction between diverse individuals and groups. Botkyrka has an artist-in-residence programme, and an apartment is provided nearby by the Library. Artists are supported to come and are present in the area. The library is not rigid about activities but they are developed organically. A lot of young people come after school, along with older people and families, making the space an intercultural and intergenerational venue for exchange. A lot of activities are connected to art, being together, and learning language(s). There are weekly, informal get-togethers for women who cook food and learn Swedish in an informal setting. The library has produced a kitchen cookbook based on residents’ recipes with a story for each one which was funded by the municipality. The library also works a lot with young people interested in art to eliminate thresholds to enter the space and feel part of the art world.

Prioritised groups for the library include children, people with disabilities, people who do not speak Swedish and minority languages (from the five minority groups in Sweden). There are major

differences for living conditions in Botkyrka and people do not have equal opportunities in life, hence the library's policy to support those who need its service most, to ensure that the benefits available through the library – in terms of literacy, access to culture and literature, intercultural exchange – are open to all on an equitable basis.

The Swedish law says there should be a library programme in each municipality to show the next five years' priorities. Botkyrka's new programme will focus on life-long reading skills, connected to generational goals for education, health, trust and safety. The library works with Bookstart, giving a free book to children, which can be in the child's mother tongue, not necessarily Swedish. Book packages are given to children in 4th Grade (age 10) when they come to the library. The library is also linked to a cultural activity in each grade.



Images 6 and 7: Books for children in different languages in the library.

From 1 October children can have a library card without an adult giving permission and all the fees related to children's library cards (e.g. lost or damaged books) have been removed. At age 6, children visit the library and receive their library card. There are three library bikes that go out. Librarians take the bike to kindergartens and read to the children there. There are drop-in art sessions every week, every day in the summer vacation, which is 10 weeks for children in Sweden. This summer, an art educator worked with children from across the municipality to paint a mural outside the library.

Every Thursday evening there is an open workshop for older children aged 18-25 to drop in and work artistically with different materials and themes. Young people can be linked in with projects when a mural is needed by a housing company etc. There was an interesting summer internship provided by the municipality – a job for three weeks on an art project as a “junior resident” for 16-18 year olds drawn from the local area (and hence representing the diversity of the local community). There are three sets of three-week internships during the summer. Participants apply and are given a small stipend. The library was able to provide criteria to the municipality who sponsor the scheme.

The library took special care in cataloguing books using colours and symbols and ensuring any descriptions were written in accessible Swedish. This helps people who do not read so well or know Swedish. There was no such system available, so the library invented it. Other libraries have colours, but the Botkyrka library added symbols. Categories are the main way the books are divided, with books on the same subject in different languages stocked together on the same shelf. This ensures you can find Swedish books more easily but also what is available in other languages.



Image 8: Books in the Botkyrka library with Arabic, English, Finnish, Kurdish, Persian, Russian and Somali all on the same shelf and with colour and symbol coding.

The Alby Zalmi cricket club

The Alby Zalmi cricket club is an extremely successful sports club situated in the municipality, that provides opportunities for young people of all ages, both boys and girls, to take part in cricket. Many of the team are newcomers to Sweden from countries across the world including Pakistan, Bangladesh and Afghanistan. Cricket is a growing sport in Sweden, and the club has played no small role in that success. A relatively young club, it has excellent facilities that it is improving all the time. It is very prestigious to have such good facilities situated in the municipality, driven by the club and supported by the municipality. The club is run by cricket enthusiasts and won the Swedish T10 cup in 2021. Members of the club play in the national team. The club helps give local young people something positive to do, to watch and to be proud of.

The Multicultural Centre

The Multicultural Centre is a municipal foundation engaged in research, education and cultural activities. Recent funding cuts, including from the national government, have severely reduced the staffing of the Centre (down from 30 to six positions). The Centre studies and promotes a society where diversity is reflected in Sweden's national self-image and where migration is a natural part of the Swedish cultural heritage, and has a renowned café serving food from Botkyrka's diverse communities

(also collected into a recipe book). The Multicultural Centre’s exhibitions, talks and discussions offer a forum that enables people from different backgrounds to meet and exchange ideas in open and inclusive climate. The Centre leads research on issues related to multiculturalism, inter-ethnic relations and the challenges facing Sweden’s migrant and minority communities. It has done recent work on analysing racism and its impacts and the decreasing voter turnout among minority groups. It has also been working recently on research into methods to collect disaggregated data in Sweden – a challenge in a country where this is still problematic for historical reasons. At the time of the meeting, the Multicultural Centre was facing uncertainties about funding and the extent of future work.



Image 9: part of a mural at the Multicultural Centre

10. Communication

Botkyrka had scored relatively well in the last index report on communication, but it was a drop in the previous score by the municipality. Communication in the municipality has been completely remodelled and innovated since the new Director of Communications took his functions two years ago and this was showcased during the visit.

In Fittja 90% of people have an immigrant background. In Alby it is 80%. This includes people who may be born in Sweden. There is a correlation between lower trust in the authorities and a less privileged economic background. Botkyrka sees the need to engage with citizens on the platforms they use and in the languages they speak. This has meant the municipality placing ads that pop up when a resident is reading Arabic news inviting them to a meeting in the local area.

The Communication team works from a “place branding” perspective from all angles including Spotify (where there is a Botkyrka playlist) and Google. In the municipality’s view, the traditional media talks about crime in Botkyrka as though people are afraid to walk around the municipality. In fact, according to the municipality, crime in Botkyrka is part of a much wider national problem concerning drug use

and distribution. It is not solely a challenge for Botkyrka, therefore, but because of the demographics and some high-profile shootings, journalists focus in on the particular problems facing the municipality. There is a need to balance it with the residents' own stories based on facts, for the municipality.

In addition, there is an external image problem for Botkyrka. Two years ago, a widescale reputation survey was conducted of the geographical area - locally and in five municipalities. Usually, people rate the place they live on average as +30. In Botkyrka it is +14. Others rate Botkyrka at -21 (and when they think of the men who live in the area, they even say -30). This may be linked to anti-Muslim hatred and the linkage between migration and security debates. Businesses in Botkyrka rank the municipality at +8. Businesses in Stockholm area rank the municipality at -26.

In response to all of this, the municipality reorganised its communication department and reinstated hyperlocal community communicators. This also aimed to help tackle disinformation from hostile states, which are using hyperlocal disinformation as a tactic to destabilise western societies. Hyperlocal community communicators are part of the community in Fittja, interacting with community members and civil society.

The municipality has also initiated with the Universities of Lund and Stockholm as multi-year research with residents on what is necessary to retain citizens and businesses, as well as to attract new citizens and businesses. The project is currently in its start-up phase.

For the municipality, action is the best form of communication and even silence is communication. The municipality informed the experts of a case of a protest of a man wishing to burn the Koran, which is permissible under Swedish law. Instead of communicating extensively, the municipality arranged activities with the police and a BBQ for children. They worked with the mosque to change the scheduled time for Friday prayers, so that it happened during the time of the permission for the protest to burn the Koran had been granted. Journalists came but they saw nothing was happening and so nothing was reported.

Following the high-profile shootings which have taken place recently, the municipality 'reclaimed areas' making sure municipal officials were consistently present and firmly on residents' side. There was a library bike giving out free books for children after the shooting and young people were offered a ride home. The municipality was showing it was there, present and stood for safety. Coffee and cookies were provided as well.

Botkyrka has one of the youngest populations in the entire country with an average age of 38 years old. The municipality has sought innovative way to reach them beyond information or communication. This included hiring 11 children and young people as young reporters to co-create news. These are summer internships offering part-time positions in communication at the municipality and are paid accordingly. The young journalists can highlight whatever they want, whether it is critical of the municipality or not. They are provided with a platform so they can express what is important to them, through the municipality's accounts. They chose to communicate through TikTok, and the municipality found creative solutions to GDPR issues to make that possible. The children and young people are trained in an ethical journalistic approach. The reach on Tik Tok has been extremely good, with one of the reporters' interview with the former prime minister having been viewed over 240 000 times. Young people have chosen to highlight earth hour, relations with police, food from around the world among

other subjects. They are mentored by municipality staff. The project started in February and has produced more than 140 videos, 100 000 likes and 1 000 000 views.

Two young reporters have explained about Ramadan (islamophobia was important to them). They also promoted the Botkyrka breakfast programme for children (the breakfast club secured by the Youth Council / BUF), telling them about the importance of breakfasts. Botkyrka is the third poorest municipality in Sweden and this works connects to the bigger picture. The average income in Sweden is around 4 000 Euros a month but in Fittja it is 1 500 a month. The youth internship is paid at the minimum rate as recommended by unions for that age group.



Image 10: young reporters on Tik Tok.

Botkyrka is also part of the European Coalition of Cities Against Racism and was nominated for an ECCAR award in 2024 for the work with our young reporters. In the category of cities with more than 50,000 inhabitants, Botkyrka was awarded for its TikTok campaign *“Reimagining Place: Participatory Communications in the Context of Diversity”*, which engaged local youth from racialised communities.

Sweden has been subjected to disinformation by a host of foreign actors. Specifically worrying at local level is antagonistic campaigns from abroad about Swedish social services with a narrative that they target Muslim families and kidnap Muslim children. There has been a billboard campaign and a video on social media in ten languages as part of anti-rumours work – *“Who cares? We do”*. The municipality also trains newly arrived parents on parenthood, to understand what it means to be a parent in Sweden. There is a formal part on Swedish law. The video has had two million views and the young reporters also play a role in the film as they interview an employee in social services, asking what they do in Sweden. Teachers said that all the children in school had seen the film and they had received two anonymous child welfare reports afterwards. The municipality also acknowledges that there may be discriminatory behaviour from public officials, including in the social services, but that measures and stakeholders, including the children’s ombudsperson and the local anti-discrimination bureau, are in place and active to work to tackle any unconscious bias or discrimination systemically.

Whenever videos like this are shown the municipality is flooded with comments that they are lying. They do answer to many comments as they can and delete some, which requires significant time and resources from the municipality to moderate

Co-creating communication with citizens is a method in itself too. It started with children and youth but the municipality also wants to work with senior citizens. The municipality takes part in national forums such as democracy weeks where they highlight creativity.

Positive diversionary actions are also a method used by the municipality as in the example of the Koran-burning protest described above. The Swedish state has given communicators free training on methods used for disinformation. Recent riots in Southport, UK, lasted less than 6 hours but had more than 8 million views. It is very useful to work on how to monitor at local level around Europe. There is a new state agency, the psychological defence agency. At the moment it only works with outside countries targeting Sweden. At local level it is not possible to separate foreign actors from Swedish or even local actors. In this complex scenario, the important element is not “who started it”, rather, the municipality needs to deal with the consequences. At the moment there are no tools to monitor what is happening.

The municipality also needs to use others – i.e. outsiders to the municipal staff – as communicators because sometimes, the municipality will not be believed, whatever it claims. The municipality is working with a Swedish Arabic publishing house and speaking to a Swedish Eritrean publishing house. There is a need to collaborate and co-create and meet partners on an equal level.

Alby one-stop shop for citizens

There are five one-stop shops – one in each part of Botkyrka. They handle all emails to municipality when the individual does not know who to contact. They have a citizen focus and their guidelines and mission are to be a single entry point for municipal services. It makes it easy for citizens to contact the municipality.

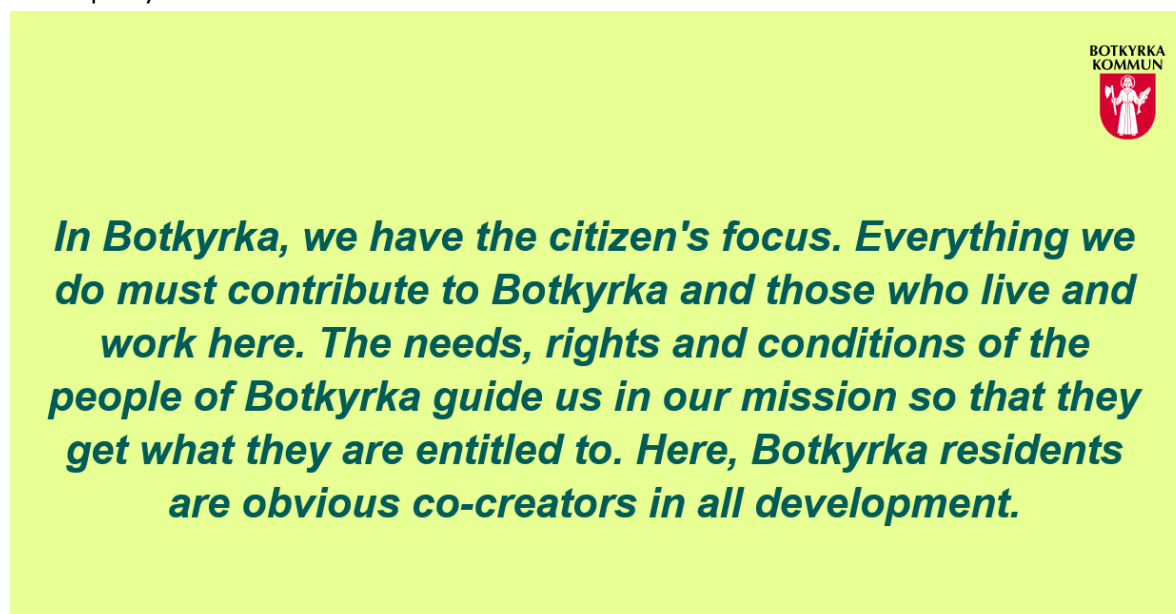


Image 11: a guide for the one-stop shops in Botkyrka.

They aim to be accessible, with opening hours that include lunchtimes and one evening a week. Both intercultural and language competences are very important and valorised in recruitment processes.

Staff come from different backgrounds with different languages so that citizens do not have to go elsewhere if they can help it. Botkyrka is the first home for many in Sweden and the citizens focus brings everyone together. All together staff speak 20 languages fluently. The centres use Google translate but have a pilot project on artificial intelligence to provide help although there are internal IT and security issues. The strength of the unit is the staff's diverse background and different languages. It is also useful if staff have a connection to Botkyrka.

The centres are also an excellent means to collect qualitative and quantitative (in terms of number of demands on different subjects) data on residents' needs and wishes. Different areas have different questions e.g. in Botkyrka there are lots of young families so there are a lot of questions on schools and families. Other areas can deal with more questions on complaints and things that need repair.

Undocumented migrants tend to ask more about the school system as they can be afraid to bring up their own documents.

Botkyrka residents' most common inquiries (examples)



1	Childcare / Preschool	1698
2	Income support	1332
3	Error reporting	578
4	Childcare / Primary school	357
5	Assistance assessment	330
6	Copies/scanning	302

Image 12: most common inquiries to the one-stop shop in Alby.

Everyone who registers at the one-stop shop gets a welcoming magazine with all the services included and with information about being an intercultural city. When people arrive, they can come to the office and apply for school, preschool and housing services, among others, providing everything they need in one place.

Digital innovation and meaningful digital participation are important and help with citizens' dialogues, which are hybrid: physical and online. Citizens' dialogues move from area to area and are budget linked. There is a specific participation platform when dialogues take place and there are paper copies at the office where there is help to raise awareness about dialogues, help fill them in or translate.

11. Conclusions and Recommendations

The municipality of Botkyrka created a dynamic, interesting and comprehensive programme for the visit (see Annex 1. Agenda) that showed off much of the excellent work that they are doing in terms of interculturalism. Botkyrka has a long history as an intercultural city, and this was evident in the deep-rooted programmes and activities that take place daily. Experts visited some inspirational places and met many inspiring people. The focus on young people was particularly evident across all visits and meetings including the Youth Council, "Reversed Townhall", young journalists and internship

programmes. It was also clear how much work had been done on communication, both to represent the community, stand with them, and draw them into to the municipality's work in this area. There are several areas of good practice that could be shared with other cities in the network on communication, as well as topics such as disinformation and how to react/ communicate in emergency or crisis situations that cities in the network could develop together.

It was also clear that there were many day-to-day areas of work that had not been fully reflected in the most recent index report. Sometimes there are things that seem so natural and ordinary for a city, that it is difficult to identify them as something that other cities could learn from. The work of the Children's Ombudsman, the work in the Library on culture and the work in sport at the cricket club, were particularly striking in this regard. On welcoming newcomers, it was also interesting to hear the work of the one-stop shops where staff provide information and a magazine to everyone who arrives and where newcomers can register for all services in one go.

At the same time, it was a period of change at national and municipal level, including on migration policy, and this was felt during the visit. Whilst it is clear that Botkyrka has a long history and heritage as an intercultural city, recent decisions to reduce funding to many of the key institutions which help support the intercultural success story of the municipality may have a negative effect on future work in the field of inclusion. In particular, reducing funding for the local anti-discrimination bureau is a concerning development. Ensuring those persons most exposed to discrimination have adequate access to advice and ultimately recourse is a key element of any city working successfully towards intercultural inclusion.

During both the opening session and the debrief with the Mayor, it was noted that there was little discussion of the municipality's 'international outlook', something that the city had received a zero score for in the index report. This was despite the many international companies in the area and the high score received in business and the labour market. There was also little new information on mediation and conflict resolution.

The main recommendations for the report are to:

1. Reflect on international outlook

The municipality had its lowest score in this area, and it did not come up as an area of work or discussion during the visit. The municipality has strong international links through art, culture, and business. It is also beginning to engage with diaspora media such as Arabic news and Eritrean news channels in its innovative approach to communication. The Youth Council was also supported by the municipality on its international work, such as learning about the European elections and visiting the European Parliament. There are opportunities to expand this further through the internship opportunities and other international recruitment policies of the international businesses operating in Botkyrka, as indicated by representatives of the municipality. In addition, nearby universities in neighbouring municipalities and in Stockholm Region provide these kinds of opportunities to foster international exchange.

The municipality could consider these relations more and how it supports them, and if there are other areas of work where the municipality looks outwards for inspiration. The municipality had recently rightfully been concerned with its sometimes negative image as portrayed by Swedish national media. Alongside its local work to counteract national stereotypes, strong international links, such as the ECCAR award for work with young reporters, could also counter this image.

2. Continue to share and develop the municipality's excellent work on communication

This work, including on how to communicate in times of pressure or emergencies, is something the city could follow up with other cities in the intercultural network. As well as sharing its own good practices, notably the young reporters' initiative, the municipality could organise technical visits to other cities or take advantage of events and visits with the Intercultural Cities network in order to learn from the practice of others as an effective way of promoting intercultural learning.

3. Mediation and conflict resolution

On mediation and conflict resolution, more could be done to think how this is supported in the municipality. It would be useful if a particular role or working group were responsible for mapping what is happening in this area, any gaps and periodically monitoring progress. This may work best if tied in with other annual reporting requirements. It would also be interesting to look at how the work of the interreligious network develops, as it progresses. The network seemed keen to work together more but was looking to the municipality for direction, after previously trying to be a more independent structure

4. Anti-discrimination

It would be beneficial for the municipality to reinforce co-operation with the anti-discrimination bureau through ensuring regular contacts. The local anti-discrimination bureau should also be supported in its activities both politically and with the requisite human and financial resources, within the scope of the municipality's remit; the municipality should also continue supporting the position of children's ombudsperson for the municipality; ensuring the role feeds into a monitoring structure and that there is a mechanism to follow up any reports of discrimination (e.g. reporting back to Council, including in equality monitoring etc).

The Intercultural Cities programme would like to thank the municipality of Botkyrka for an interesting visit and congratulate the municipality for its continued engagement and commitment to the programme. The work done to date is inspiring and several areas were identified as good practices to share with other cities.

Annex 1: Agenda of the Index visit

Council of Europe Intercultural Cities Programme**Expert visit to Botkyrka, Sweden***Draft Agenda*

Day 1: September 17, 2024 (Botkyrka south)	
9.00-9.30	Registration, coffee
9.30-11.30	<p>Welcome address by <i>the Mayor of Botkyrka Mrs Stina Lundgren</i></p> <p>Introduction of Intercultural approach and the Intercultural Cities programme by <i>Intercultural Inclusion Unit, Directorate General of Democracy and Human Dignity, Council of Europe</i></p> <p>Presentation of the Intercultural Cities Index results of Botkyrka and examples of good practice from other member cities, by <i>Expert for the Intercultural Cities programme</i></p> <p>Q&A, discussion</p>
12.00-13.00	Lunch at Alhambra (Alfa Laval), Tumba
13.15-14.30	<p><i>Why intercultural leadership in Botkyrka municipality's education system</i></p> <p><i>Presentation of methods and outcomes: Quality Director, human rights strategist and MKC researcher.</i></p> <p><i>Remarks by the Child Ombudsman of Botkyrka.</i></p>
14.45-15.45	<p>Youth perspectives on a sustainable intercultural development at local and national level:</p> <p><i>Presentation of the work of the Botkyrka Youth Council.</i></p>
16 - 17.30	<p>Meeting with civil society supporting the municipalities intercultural work:</p> <p><i>Conversation with representatives from Botkyrka's interreligious network & Botkyrka's local Antidiscrimination bureau about challenges and strenghts in the intercultural society building in the municipality.</i></p>
17.30	Transport to Alby by car

18.00		Visit to intercultural Cricket Club
Day 2: September 18, 2024 (venue: Botkyrka north)		
9.00-10.30		Visit to Botkyrka Konsthall/Botkyrka Art Gallery and Fittja library: Art and library in the community of Fittja, and reading as a life changing activity (Director).
10.30 - 12.00	-	Intercultural communication as a tool for dialogue and development: Presentation of developments and methods for intercultural communication in Botkyrka including coffee (Communications Director)
12.15 - 13.15	-	Lunch and presentation of the centre at the Multicultural Centre, Fittja
13.30 - 14.15	-	Visit to Fittja One Stop Shop and community developers Presentation of activities and goals.
		Transport by metro 1 stop
14.30 - 15.00	-	Visit to Albys hjärta/The heart of Alby: Presentation of an intercultural & intergenerational meeting place.
15.15 - 16.15	-	Local Media House: Creativity and story-telling by young inhabitants as a method to grow as individuals and to break the negative effects of segregation
16.30 - 17.15	-	Debriefing on outcomes, ideas and next steps

Annex 2: Recommendations of the 2023 Index Report

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

Commitment: Botkyrka may wish to reference its intercultural commitments in official communications more frequently and give its intercultural statement and strategy more prominence on the website. The municipality itself has noted storytelling around its intercultural work could be more regular.

Education: Botkyrka could work more to ensure teachers' ethnic or cultural backgrounds reflect those of their students more or encourage more linking between schools and students where there is segregation.

Public services: The municipality could consider working more directly to encourage a more diverse workforce in the private sector, as well as ensuring the diversity of the population is reflected at all levels of the public service.

Cultural and social life: The municipality may wish to consider organising public debates or campaigns on the subject of cultural diversity and living together.

Public space: The city could take into account the diversity of the population in designing public spaces more systematically, as well as continuing the work it identified to address the one or two perceived by some as unsafe spaces.

Mediation and conflict resolution: The municipality may wish to diversify how it works on mediation and conflict resolution, including addressing specific institutions such as hospitals, youth clubs or retirement homes. It could also consider providing such services within the municipality itself.

Language: The municipality may wish to consider minority languages as a regular language option open to all.

Media and communication: Botkyrka has recognised the need for a media strategy to address interculturalism. It could also monitor how social and traditional media portray those with a migrant or minority background as part of this strategy.

International outlook: Botkyrka could benefit from developing a strategy on how it wishes to engage with the area of international outlook in the context of interculturalism. There are many examples of different approaches in the Intercultural cities database of good practices and Botkyrka itself has identified examples in Sweden.

Intercultural intelligence and competence: Botkyrka may wish to ensure that data about diversity and intercultural relations is mainstreamed to inform the city's policy formation and could use diverse ways to improve the intercultural competence of the city's staff.

Welcoming newcomers: Botkyrka could diversify how it welcomes newcomers and consider more activities outside of service provision. It could also extend its welcome to all newcomers.

Anti-discrimination: The city could consider a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with /migrant/minority backgrounds and consider running regular campaigns against racism.

Interaction: Botkyrka could consider a public list of different civil society and other actors working in the field of interculturalism in the municipality.

Participation: Botkyrka could clarify for itself if the different consultation processes it undertakes are sufficient to provide direct consultation on its intercultural strategy.