

RESULTS OF THE INTERCULTURAL CITIES INDEX



Botkyrka

June 2018



Intercultural cities
Building the future on diversity

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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, 50 (including Botkyrka) have less than 200,000 inhabitants and 40 (including Botkyrka) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Botkyrka (Sweden)** 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.

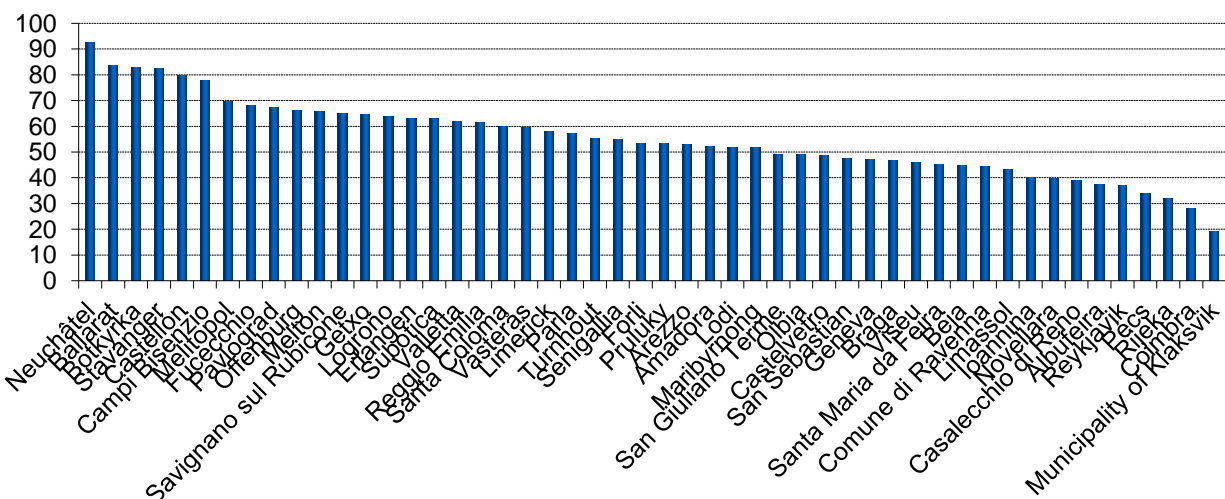
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled 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, Botkyrka has been positioned **6th** among the 93 cities in the sample, with an aggregate intercultural city index of **83%**. The city has been ranked **3rd** among cities with less than 200,000 inhabitants and **4th** among cities with more than 15% of foreign-born residents.

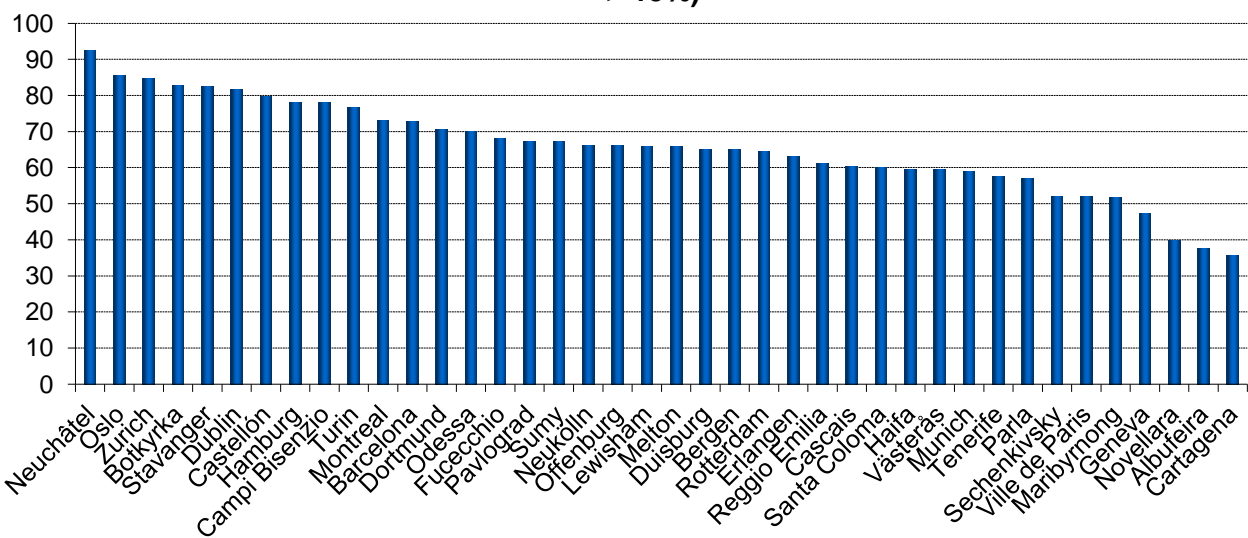
INTERCULTURAL LENS

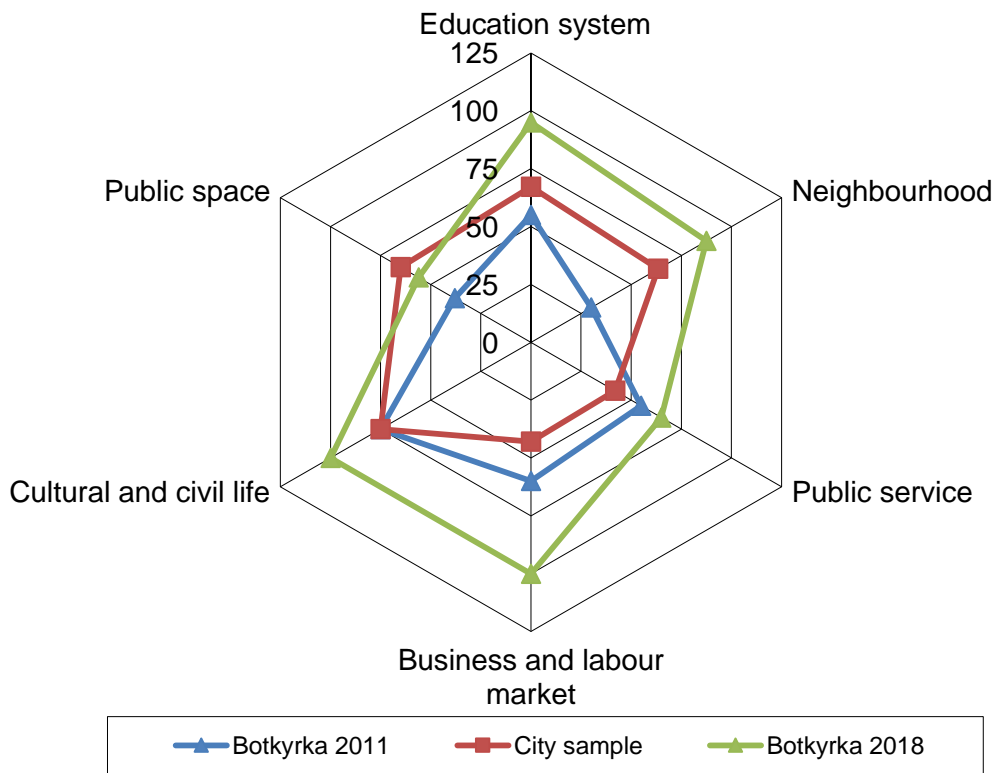
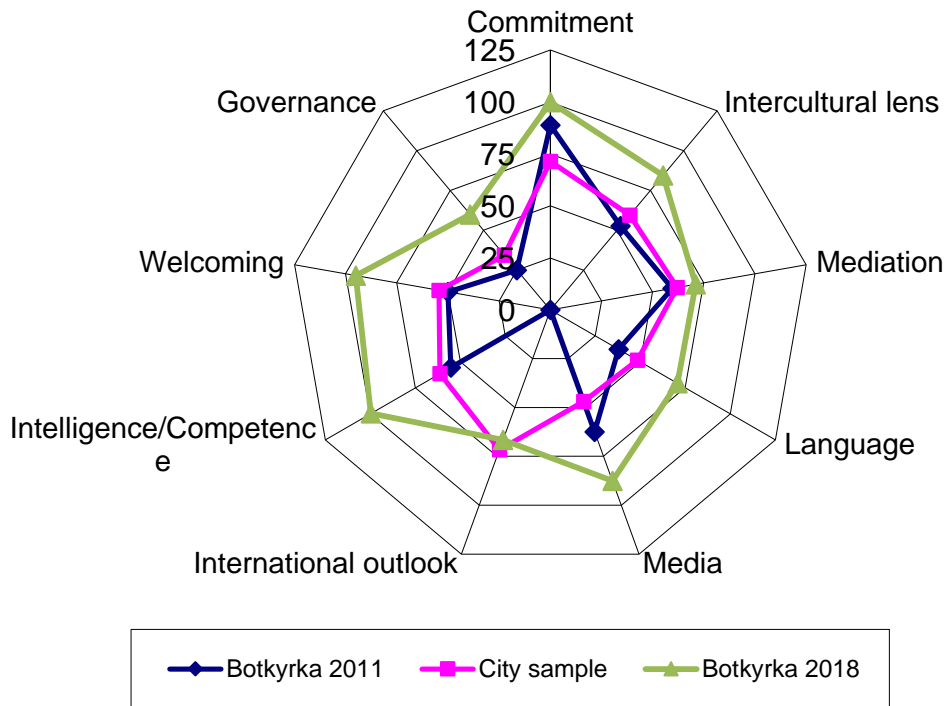


Intercultural City Index (ICC) - City sample (inhabitants < 200'000)



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





Botkyrka – An overview

Botkyrka is a municipality in east central Sweden, located in the County of Stockholm.

Demography

In 2015, the city counted **over 92,000 inhabitants** and, as of December 2016, individuals with foreign citizenship counted for the 17.5%. The percentage of **foreign-born** nationals is of the **40.7%**, of which 61.5% hold a Swedish citizenship.

In 2016, the number of children of **foreign-born parents** amounted to **13,413**:

- 89.5% of Botkyrka's children aged 0-15 are born in Sweden
- 18% live in mixed families (one parent born in another country)
- 39% were born in Sweden with two parents born abroad
- 33.4% were born in Sweden with two Sweden-born parents

In addition to the 92,000 that are included in the statistics, there are an additional **1,300** Botkyrka residents who are mostly **self-settled refugees** and **asylum seekers**. This means that every 10th self-settled refugee in the Stockholm region lives in Botkyrka.

Out of the total inhabitants, 36,664 were born abroad. For this reason, **no ethnic group has a majority in Botkyrka**. The Swedish majority is the largest minority group in the municipality, followed by the group born or originating in **Turkey** (about 9% of the population). The **Syrian orthodox** group may be larger than both majority Turks and Kurds. The city currently has no other way of charting ethnicity aside from country of origin. Their work with equality data explores how we can analyse groups that are relevant for Botkyrka to chart on the basis of human rights and equality. Moreover, in Sweden, **it is not possible to access statistics based on parents' background** and one's own, such as the logic of "foreign background" broken down by country of origin. Therefore, it is only possible to report that the largest immigrant groups in Botkyrka in 2016 were Turkey, Iraq, Poland, Finland and Syria based on country of birth.

In order to clarify the **terms** adopted in the analysis of demography, the questionnaire gives a definition of the term "immigrant":

The term 'immigrant' was officially discarded from statistics in Sweden in 1999; and replaced with the term 'foreign background' that includes all registered residents in Sweden regardless of citizenship who are either born abroad or who are born in Sweden with two foreign-born parents.

The modern era of immigration in Sweden can be divided into four distinct stages, with each stage representing different types of immigrants and immigration:

- *Refugees from neighbouring countries (1938 to 1948)*
- *Labour immigration from Finland and southern Europe (1949 to 1971)*

- *Family reunification and refugees mostly from countries in the Middle East and Latin America (1972 to 1989)*
- *Asylum seekers from Southeaster and Eastern Europe (1990 to present) and the free movement of EU citizens within the European Union.*

The ten largest groups of foreign-born persons in the Swedish civil registry in 2013 were Finland, Iraq, Poland, Former Yugoslavia, Iran, Bosnia and Herzegovina, Somalia, Germany, Turkey and Denmark.

In **1974**, Sweden introduced a **clear policy of multiculturalism**. The Swedish constitution comprises four parts and one of them is the "*Instrument of Government*" that notes the principles related to multiculturalism, adopted in 1974: "*The public institutions shall promote the opportunity for all to attain participation and equality in society. The public institutions shall combat discrimination of persons on grounds of gender, colour, national or ethnic origin, linguistic or religious affiliation, functional disability, sexual orientation, age or other circumstance affecting the private person. Opportunities should be promoted for ethnic, linguistic and religious minorities to preserve and develop a cultural and social life of their own.*"

As the questionnaire further explains: the **1975 Immigrant and Minority Policy** granted further rights to newcomers and was based on the principles of equality, freedom of cultural choice and partnership. The policy's objective was to ensure newcomers would be able to achieve the same standard of living as the native-born. In the 1990s, the discursive emphasis shifted more toward "self-sufficiency" and "individual responsibility," but minorities' rights remain protected in the constitution. As well as being granted freedom from discrimination and access to the labour market, foreigners were offered cultural rights similar to those accorded the national minorities like the Sami and the Finns.

However, there is now an ongoing discussion on how to define these terms in the Swedish society due to the fact that Sweden has a history of ongoing migration the past 70 years and due to this the concept Swedishness today is challenged. Today you cannot equate ethnicity with nationality. Botkyrka is leading the debate at national level regarding this change of mindset.

Economically, the income in 2015 (age group: 20-64) amounts to SEK 264,000. Income is not equally shared among the different districts; the following is a list of areas with the average income:

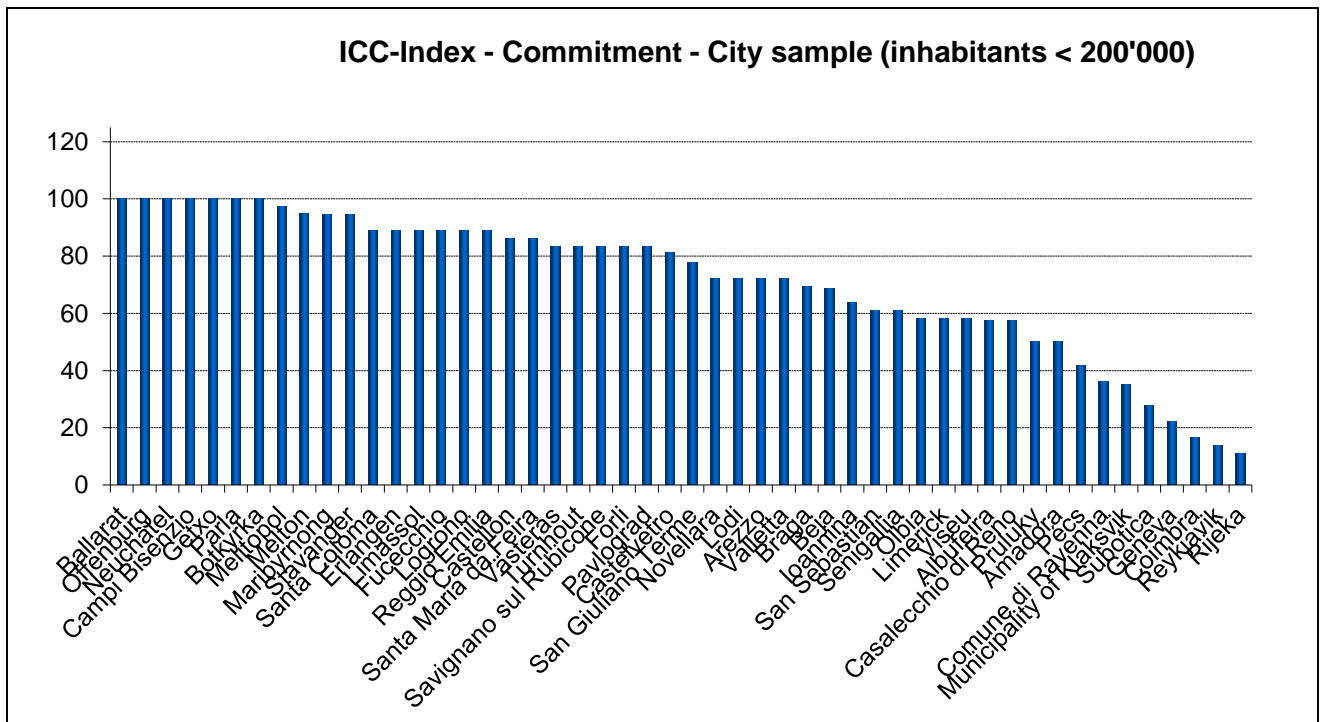
- Alby SEK 197,779
- Fittja SEK 187,086
- Hallunda-Norsborg SEK 217,430
- Storvreten SEK 220,839
- Tullinge SEK 361,221
- Tumba SEK 315,514
- Vårsta-Grödinge SEK 328,904

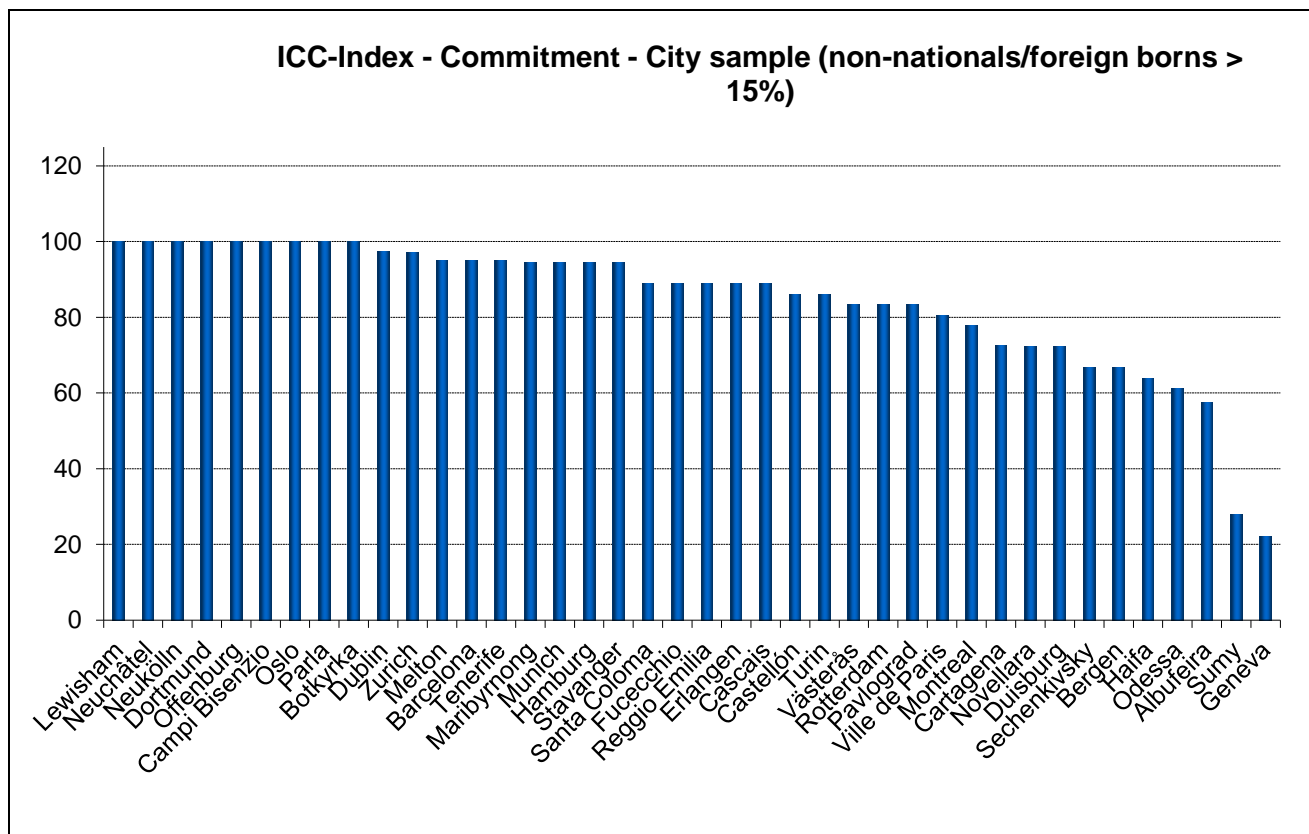
As it is clearly visible, there is a considerable gap between districts.

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.





Botkyrka's rate in the field of Commitment in 2018 corresponds to the **100%**, considerably higher compared to the result obtained in 2011 of 89% and compared to the city sample result of 71%.

Botkyrka has been formally adopted a **public statement** to celebrate its belonging to the Intercultural Cities Programme. For instance, the mayor Ms Ebba Östlin stated in the national news that the Swedish International Development Cooperation Agency (SIDA) will be moving to Botkyrka. She spoke about Botkyrka being a city committed to intercultural development and therefore very suited to host the agency⁵.

The city has adopted an intercultural integration strategy in June 2010, titled: "*Strategy for an Intercultural Botkyrka*", and in 23 May 2017, the Municipal Council adopted the "*Strategy for equality in Botkyrka*". The new strategy is a merging of interculturalism, gender equality, a range of human rights and freedom from honour-related oppression and violence into a single strategy. The new strategy is now in place with guidelines for departments and workplaces and is freely accessible through a website⁶.

Positively, the city has adopted an **intercultural action plan**, called "*Förverkligandeplan*", and a **budget** of approximately 500.000 SEK.

⁵ <https://www.dn.se/nyheter/politik/uppgifter-sida-flyttas-till-botkyrka/>
<http://sverigesradio.se/sida/artikel.aspx?programid=83&artikel=6867093>

⁶

<http://www.botkyrka.se/kommunochpolitik/hallbarutvecklingochmanskligarattigheter/ettinterkulturelltbotkyrka>

The city has adopted a process of **policy consultation** in order to involve people of all kinds of ethnic/cultural backgrounds in the co-design of public spaces.

As the questionnaire reports:

Our way is working with the agreement on collaboration with idea-based organizations. December 2017 the Municipal Council decided upon this and it's now to be implemented. A civil society council (steering group) is being created at central level and composed by politicians from the Municipal Council, representatives of idea-based organizations and key civil servants. The Council will act as a drafting body, a referral body and preparatory body. The overall aim is to ensure that the target groups (ie the organizations in Botkyrka) are involved in processes of civil society development and issues that concern them. NGO representatives in the council / steering committee will be elected every two years, and then form and shape the municipality's strategies, decisions and other issues regarding civil society development issues. Idea-based public partnerships are an example on how we work strategically to meet and interact jointly between the administration and the civil society in neighbourhoods.

Another example is our structure to ensure that there are forms of systematic participation built into the work of how public and creative citizenship will look like. Participation is then on three levels, where the highest is the council / steering group. Focus 2018 is to establish a structure and to ensure more organizations represented in the Platform of idea-based organizations. This is necessary if we want to ensure democratic anchoring and to be able to say that the Platform does apply to the entire civil society in Botkyrka. Another part is our proposal for a pilot on self-organization among refugees / new arrivals. Ppt attached (in Swedish) to explain the co-designing purpose of this decision between the administration and the civil society.

We are also developing a partnership between the municipality, the Swedish Folk High School, the charitable organization Hela Människan (The whole human), the Swedish employment agency and Bilda association. It is about enabling foreign-born women who are long-term unemployed to come to work. The "innovative" in this partnership (IOP) is the contribution of Bilda, it's all about involving the women and using their knowledge, experience and wishes when we design our support. A partnership draft is already designed (attached) and the cooperation started on March 1.

There is an **evaluation and updating process** of the intercultural strategy/action plan⁷. On this purpose, the Multicultural Centre (Provisoriska utopier) has recently completed the analysis of strengths and weaknesses of the strategy. This indicated, according to the questionnaire, that much has been done but that the anchoring is unevenly distributed, even at the higher levels. The evaluation concludes that even though there is evidences that much has happened, the lack of resources, together with low priority/weak signalling from

⁷ <http://mkcentrum.se/provisoriska-utopier-utvardering-av-strategi-ett-interkulturellt-botkyrka/>

the heads of departments, constitute an obstacle to the involvement of employees in intercultural processes on a day-to-day level. In addition to this external evaluation, an internal follow-up of the work was carried out at two administrations in autumn 2015.

Often, **official speeches** and communication make clear reference to the city's intercultural commitment. In fact, since 2010, Botkyrka has in various ways repeatedly lobbied regionally and nationally for the necessity of changing approach from multiculturalism to interculturalism. For instance, participating in advertising campaigns with a national spill-over effect. Key individuals, both politicians and civil servants, often speak in public contexts about the municipality's intercultural approach, and many executives and employees have understood and embraced this approach, but there is still some distance to go until all 300 executives and over 6,000 employees are equally involved in the work. Overall, communication, both in text and images, represents the diversity that is found in Botkyrka municipality.

In addition, the city has an **official webpage** to communicate its intercultural activities⁸.

The city **acknowledges and honours** local citizens or organizations that have done exceptional things to encourage interculturalism with the following organizations:

- Yearly, the municipality awards a cultural grant and has also created the Creative Fund to encourage innovation and new interactions between inhabitants. Several of the ideas that have been developed through the support of the Creative Fund have since been established as associations or companies, such as Changers Hub, Democracy gardening/Demokratiödling, Orten i fokus, Million recruitment/Miljonbemanning, One love Botkyrka/En kärlek Botkyrka.
- Expedition Botkyrka - to find new talents within the diversity of Botkyrka.
- Multicultural Centre municipal foundation prize dedicated to the memory of KP Arnoldson. The public may nominate individuals or organisations working to counteract xenophobia and racism. The SEK 15,000 prize is awarded at the Municipal Council meeting.
- Unesco LUCS is an initiative aimed to solve social challenges through intercultural development in the local community (Local Unesco Centre for Cooperation). Botkyrka is engaged in pilot projects to this end and a basic requirement is that the work is designed and pursued together with local stakeholders. Unesco LUCS annually awards a prize to an individual who endeavours to achieve sustainable and intercultural local development.

⁸ <https://www.botkyrka.se/kommun--politik/hallbar-utveckling-jamlikhet-och-manskliga-rattigheter/ett-interkulturellt-botkyrka.html>

Suggestions:

Even though Botkyrka achieved the 100%, there is always room for improvements and it might be interesting to look up at other intercultural cities activities:

The city of Pavlograd organizes events to honour and acknowledge residents or organizations that have done exceptional things to encourage interculturalism. For example, on International Roma day, the organization "Amaro Kher" was awarded by the city authorities for their work in promoting Roma inclusion. The organization received a community-based mini-grant certificate for the project "Mini square of the Roma community " under the "Memorial to the Roma people who perished during the Holocaust. Alternatively, "The Intercultural Living Room" is an event that encourages citizens to get to know each other, especially other cultures, traditions, customs. Moreover, Pavlograd took an active part in forums and scientific seminars: such as the **Ukrainian-Swedish project** *"Overcoming Stereotypes with Creative Methods of Cultural Expression"* which included representatives of the education, culture and youth movement. Thanks to this project, our city hosts the youth movement "Positive Pavlograd" and "Funduk".

To further involve citizens and to engage them in the city life, Botkyrka might get inspiration from the experience of Copenhagen, which in the framework of the launch of the **Diversity Charter** in May 2011, had also introduced the inclusion barometer for evaluating its intercultural strategy. The barometer is based on 16 indicators set out in the inclusion policy and updated every year. All political committees make a yearly status report about the indicators they are responsible for as well as the progress of their action plan and the general inclusion efforts of the administration. These reports are gathered into a common document, which is presented to the City Council.

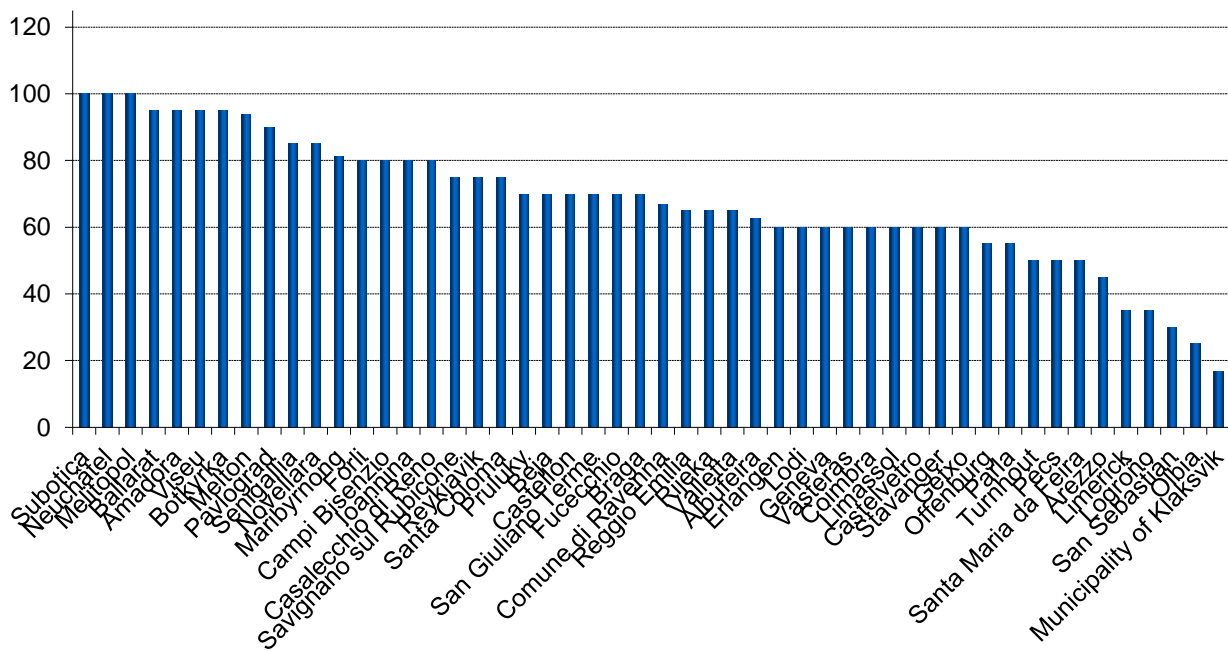
EDUCATION

through intercultural lens

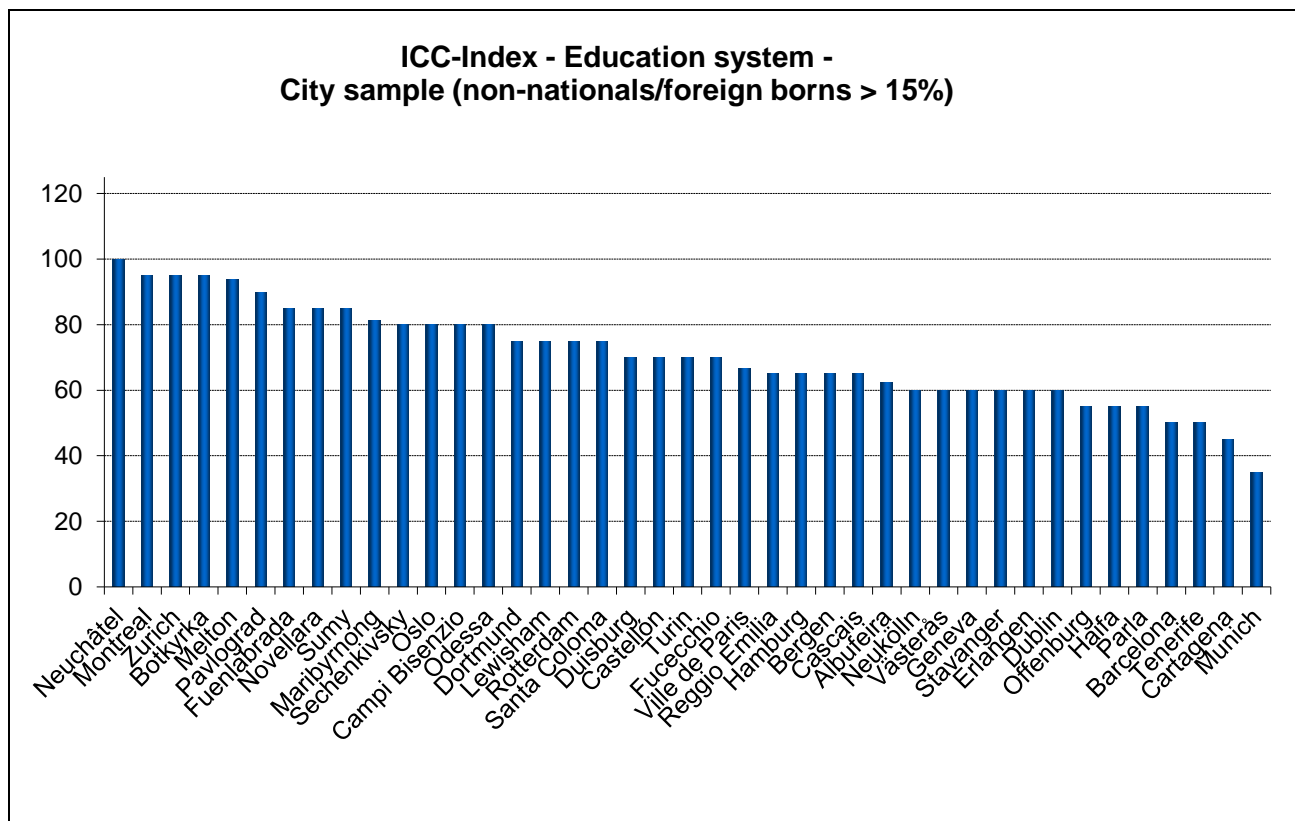


School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.⁹

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



⁹ 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).



Botkyrka's **education** policy indicators in 2018 are the **95%**, considerably higher than the city sample's rate of 67% and also positively higher than the result achieved in 2011 of 55%.

In **some** schools children belong to the same ethnic background, often **teacher's ethnic backgrounds mirror pupils'**. In fact, in Botkyrka certain ethnic groups have a long history of migration as such, teachers often have the same background as many of the students.

Most schools make a strong effort to involve parents from minority/migrant background in school life: Some schools are also involved in a project offering parents a **"parenting course"** based on successful strategies for parenting. Often, the strategies are used to work together at home/school with a student in focus.

Equally, schools carry out **intercultural projects**, such as:

- **Skype twinnings** projects between a preschool in Grödinge (majority swedes area) and a preschool in Fittja (minority swedes/immigrant area).
- Skype project between a school in Tullinge (majority swedes area) and a school in India.
- Celebration of mother tongue day
- Intercultural "food days"
- Violence prevention initiative Mentors in Violence Prevention (MVP) and Tåget (The Train) which run in several schools with mentors and "change-agents".

- Tumba Gymnasium's work with school culture has led to TGY becoming one of the upper secondary schools with the highest application rate in the Stockholm region.

Currently, the city is setting up **policies to increase ethnic/cultural mixing in schools**, for instance through a conscious housing policy with mixed forms of **leasing agreement**. This policy of mixed forms of leasing aimed at altering the socio-economic structure of the residential neighbourhoods and applies to both socio-economically stronger and weaker districts.

Moreover, the political agenda in the field of equality, education and urban planning is to diminish segregation and its negative effects on the life chances of the inhabitants. One activity within this political goal is to create attractive programmes in the schools. One example on this is *Tumba Gymnasium*: the school has both developed attractive choices for students (i.e. new languages and cooperations with schools in other countries) that they cannot find in other schools, and they have done a great work with an inclusive school culture. Today TGY against all odds is one of the upper secondary schools with the highest application rate in the Stockholm region.

Suggestions:

It is crucially important to organize a wide range of activities keeping an intercultural perspective, for this reason, schools in Botkyrka may wish to expand their offer. Some ideas follow:

- Europe celebration – an event to celebrate European history, and its diversity
- A festival to present different countries around the world
- Cooking event to discover minorities' national dishes
- Concerts with the performance of national songs and dances
- For the purpose of cooperation and cultural exchange, 82 pupils of the Palace of Children and Youth Creativity visited Poland at the invitation of Mayor Schetsin.

In the Pavlograd City Lyceum, an intercultural educational project "**With Europe together!**" was created and implemented, which included the grand opening, virtual tours of European countries, the theater festival "**The World Meet New Year**" and the festival of European countries. The project for the creation of an exhibition of dolls in national costumes of European countries was completed.

In order to encourage parents' participation in schools, Bilbao is organizing the following activities to promote coexistence in diversity, and raise awareness:

- **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.
- 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](#))

Alternatively, 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.

Through the project **Convivència i Mediació** (Co-existence and Mediation) the City of Barcelona has reorganised its school teaching service to strengthen the values that ensure coexistence in a context of cultural diversity. The new reality makes schools work to promote the values of respect for diversity through knowledge and dialogue, emphasising common and shared attributes.

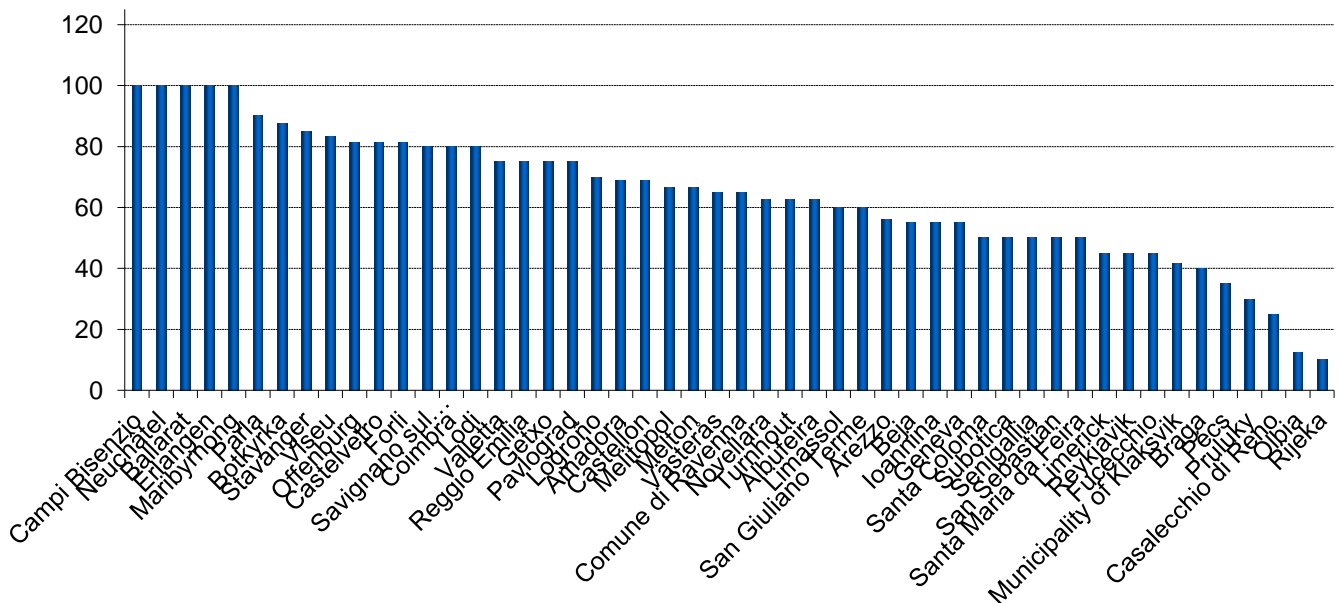
NEIGHBOURHOOD

through intercultural lens

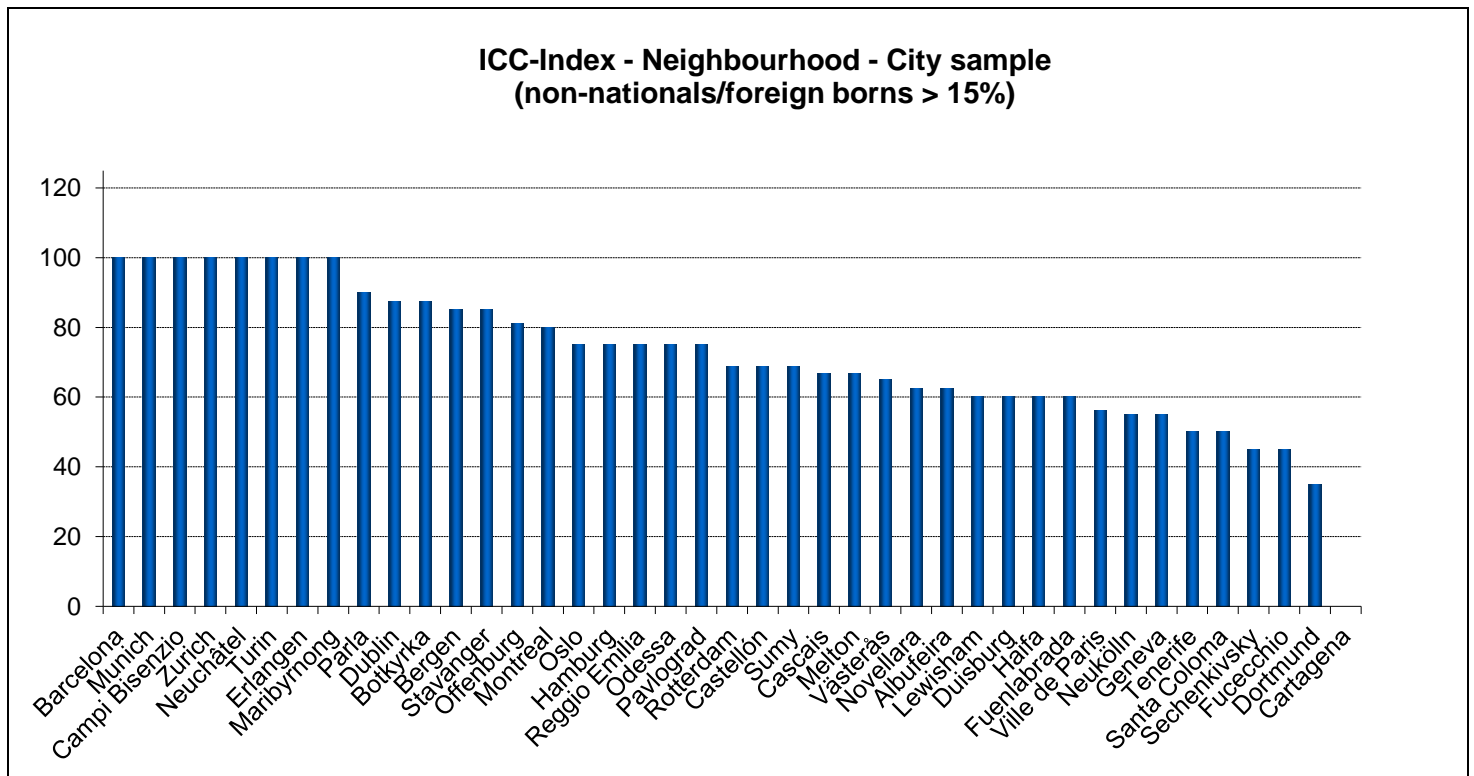


An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.¹⁰

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



¹⁰ 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.



The analysis of the questionnaire shows that Botkyrka’s neighbourhood policy achievement rate corresponds to the **88%**; higher than the result achieved in 2011 (30%) and higher than the city sample of 63%.

In **a few neighbourhoods** of the city there is a vast majority of residents with the same ethnic background but the city takes action to encourage citizens to mix and interact. Furthermore, one of the city's main goals is to avoid ethnic concentration through a policy of mixed forms of leasing aimed at altering the socio-economic structure of the residential neighbourhoods and applies to both socio-economically stronger and weaker districts.

Some activities carried out to encourage people to mix and interact involve a strategy for a Creative Botkyrka as an inter-departmental policy document. The strategy is divided into two development areas: “The Municipality as facilitator”, and “Space for creativity”. The intercultural approach is integrated.

Suggestions:

Botkyrka could organize other activities to promote interculturalism and interrelations, some ideas: music and food festival, artist competition to renew the urban design, flea market, sports such as raising-awareness marathon or a parade.

In order to encourage social cohesion, especially among women, Botkyrka could also follow Getxo's example. Getxo's established a specific project to encourage **native women to meet immigrant women**. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another project carried out in Getxo. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "**Parkean Olgetan**" and it has the support of various schools and associations. It is free and no require any inscription.

Alternatively, the municipality of Amadora has proposed an initiative to encourage ethnic mixing and skills development as part of a general rejuvenation of a city district. In fact, three main districts had a large number of residents of the same Cape Verdean ethnic background and many of the residents were economically and socially excluded. For this, several projects for the integration of the resident population in the districts were initiated, e.g. *the Project Oportunidade - Geração* whose target is the population descended from the 2nd and 3rd generation of immigrants and being developed in the Casal da Boba neighbourhood. In addition, the *Zambujal Melhora Programme* established the "facilitators neighbourhood" idea which brings together two people with different ethnic backgrounds in order to receive training at the same time in a certain area, and then to work together in their own neighbourhood, and in other districts.

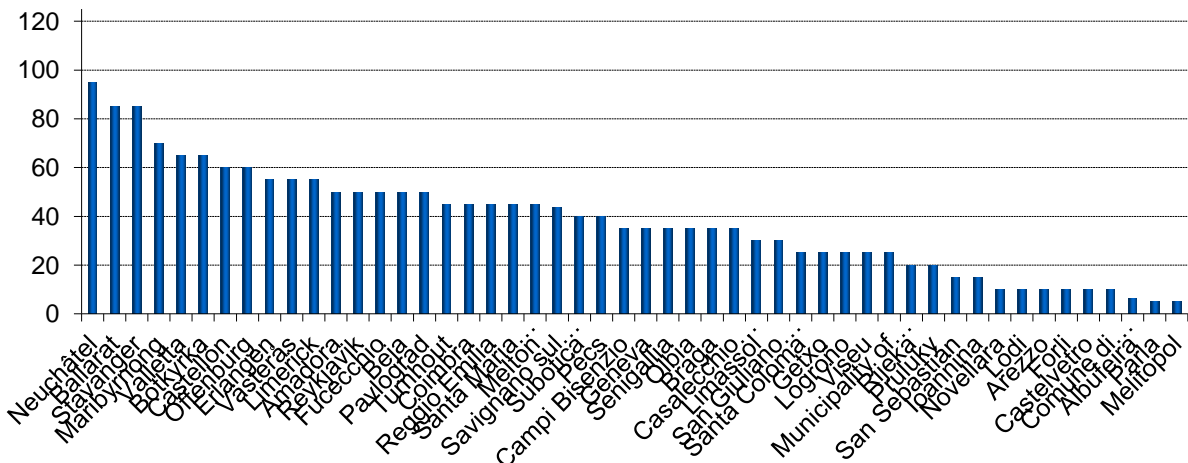
PUBLIC SERVICE

through intercultural lens

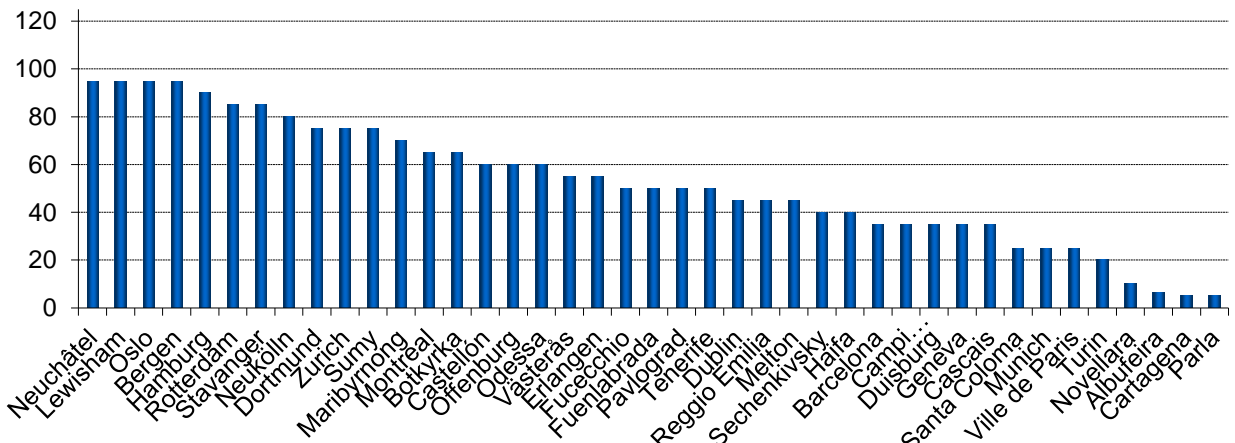


An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.

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



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



Botkyrka's public service rate in 2018 corresponds to the **65%**, higher than the city sample result of 42% and also higher than the result obtained in 2011, which was the 55%.

Only at a **local level**, the ethnic background of public employees reflects the composition of the city's population. From the questionnaire:

From 2005, Botkyrka began to work consciously with reflecting the municipality's population. The focus was then on increasing the proportion of people with a foreign background among employees, and after a couple of years, among executives.

Comparison over time - Municipality of Botkyrka

	Executives	Employees
2006	13.9%	34.5%
2007	17.0%	37.5%
2008	19.6%	38.0%
2009	21.5%	39.3%
2010	20.7%	40.4%
2011	19.8%	42.2%
2012	16.3%	43.2%
2013	17.8%	44.5%
2014	18.1%	47.1%
2015	18.1%	49.0%
2016	18.4%	50.9%

Employees with a foreign background corresponded to more than 50.9% in 2016. We have no measurement methods to ascertain whether these people have the same background as people living in the municipality. Among executives, the percentage was 18.4%. The percentage has grown slowly compared with the percentage among employees who do not hold a position as executive or manager. There remains a hierarchical layering where employees in lower functions have a foreign background, while the

opposite is true in the executive structure, i.e. an overrepresentation of majority Swedes.

In comparison with other Swedish municipalities, Botkyrka's employee composition and composition of elected representatives are at the forefront. During 2015-2017, intensive development work is under way to create a more representative composition among executives and employees.

The city has a **recruitment plan** to ensure adequate diversity in the workforce: specific guidelines that have been developed for equality at the workplace to support the implementation of intercultural strategies in the municipality.

Moreover, the city has a **charter** against discrimination in enterprises whose aim is to represent the diversity of the workforce, implementing active measures at different levels and in different structures. The guidelines are based on the new **Swedish Discrimination Act** and encompass the seven grounds of discrimination - gender, ethnicity, religion or other belief, transgender identity or expression, disability, sexual orientation or age.

When it comes to public services, the city offers different school meals to satisfy pupils' alimentary needs and women-only sport sections.

Suggestions:

In order to be more inclusive, Botkyrka could provide funeral/burial services for the diverse religious groups.

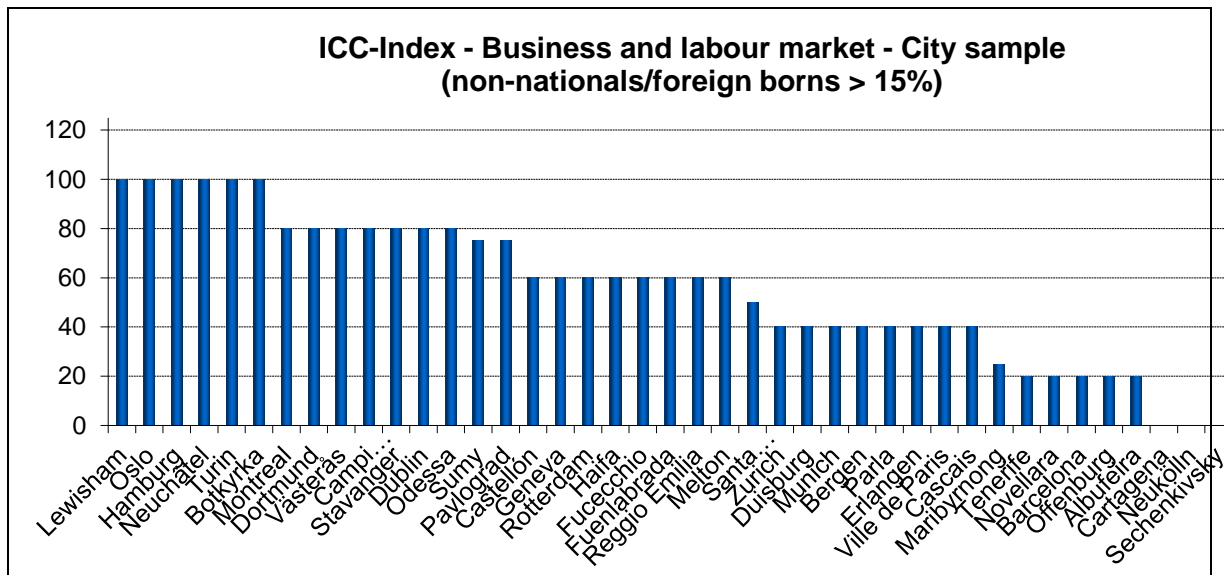
Botkyrka could foster integration looking at Cascais' project called "**Surf.Art**", an experimental project that, through the practice of Surfing and contact with nature, aims to improve social welfare in the lives of children and young people. So far, 14 children have been taught how to surf while 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 motivated and more willing to study and learn.

Botkyrka 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.

Whereas the city of Pavlograd organizes the following actions to encourage a diverse workforce in the private sector:

- Annual competition of mini-grants "Community with their own hands".
- Opening of the Center for Business and Cultural Relations of Ukraine and Greece "Anatolia".
- Conducting trainings in the "Business-club" (association of entrepreneurs, including different nationalities).

- The action of DTEK "Pavlogradvugillya" - "Tourist take-off" of workers of the miner's departments under the slogan of cultural-national diversity.



Botkyrka has achieved the **100%** in the field of Business and Labour market, higher than the city sample's result of 43% and higher than the 60% achieved in 2011.

Botkyrka has a **business umbrella organisation** which promotes diversity and non-discrimination in employment.

In fact, suppliers must ensure anti-discrimination and fulfil certain other social and ethical conditions. However, in procurement with companies, it is not possible to require suppliers to have a diversity strategy.

The **platform/Plattformen** is a municipal network for cooperation with idea-driven organisations towards innovation and equality. The Labour Market and Adult Education Board have decided to prioritise the target groups new arrivals and jobseekers in a vulnerable position 2018, with a particular focus on women. As an example, the **Women's Resource Centre** is one of the members working to ensure that more women with a foreign background in northern Botkyrka are able to enter the labour market in the county. **Jobseekers** in vulnerable positions include those born outside of Europe. These groups constitute a large part of the work being done at the Botkyrka Job Centre and have also been prioritised groups for the Board in previous years.

During 2016 and 2017, operations within labour market and adult education have been working to integrate the equality perspective into the activities, so that all citizens, regardless of background, receive equal treatment. For 2018, the Board has focused particularly on the intercultural perspective as an essential area for the administration's work.

Within the Delegation for Young and New Arrivals to Work (Dua), the municipality will create an agreement with the Employment Service,

Arbetsförmedlingen, to facilitate the establishment of new arrivals to Botkyrka in the labour market.

The city takes action to **encourage business from ethnic minorities** to grow and expand. The project called **Qvinna i Botkyrka** supports foreign-born women in finding employment, they receive training in Swedish, one day a week for one year and after the first year, the idea is that they will receive permanent employment at Botkyrkabyggen.

Suggestions:

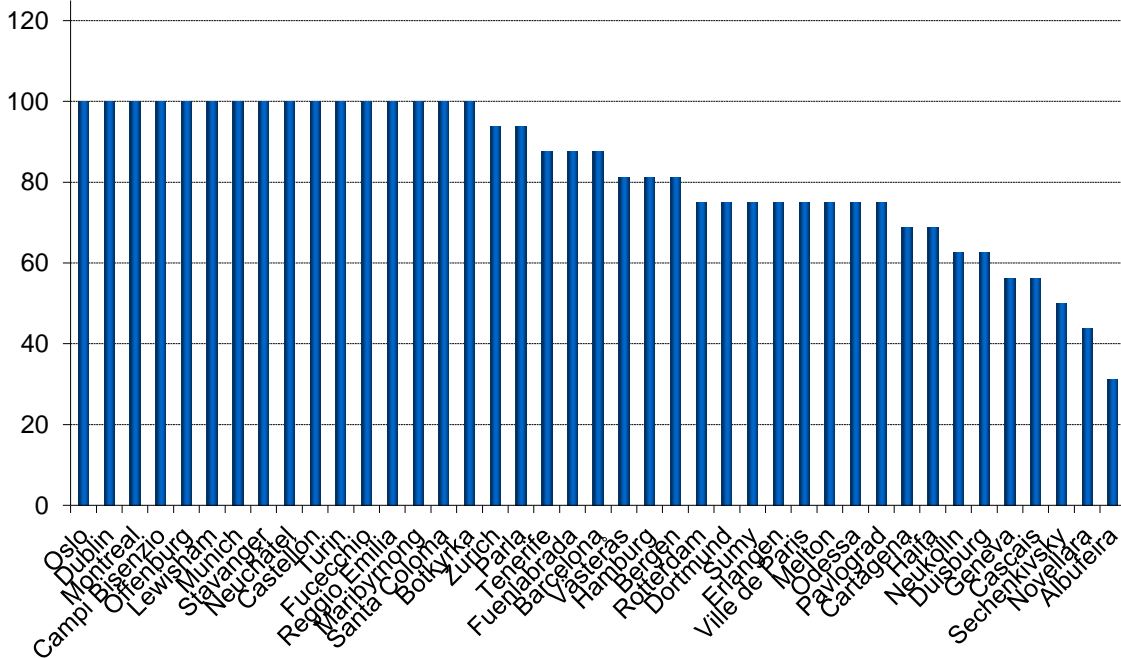
In order to foster multiculturalism in the workplace, Parla is encouraging the integration of **Chinese businesses** into the local market through training and counselling. Positively, the city on April 29th, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

Similarly to Parla, in Santa Maria da Feira (Portugal) the municipality has regular business exchanges with Kenitra, in Morocco. The partnership, made possible thanks to the presence of Moroccan nationals in Santa Maria da Feira, started with a visit by a Kenitra delegation in 2012. Since then, a number of protocols between the two municipalities have been signed, in addition to the private sector business relations established.

In order to make the workplace as intercultural as possible, Bergen has launched a programme called "Global Future": Initially, the city was concerned to learn that the ethnic background of public employees only reflected the composition of the city's population at the lower echelons. In 2013, the City Council passed an action plan called The Future Workplace which aimed to tackle this issue, paying special attention to the role of the municipality of Bergen as employer for minorities. Non-nationals are now encouraged to seek employment in the local public administration, and the city encourages intercultural mixing and competences in private sector enterprises. Different initiatives are promoted in this field, such economic support to the project 'Global Future', led by the Confederation of Norwegian Enterprises, and co-partnership in the annual International Career Fair with the Bergen Chamber of Commerce and Industry.

Besides, Bergen has tried to respond to requests for cultural recognition in the workplace, and now offers such services as culturally-specific funeral/burial services, women only sections and times in sports facilities and other services such as the municipal translation agency, which provides translators in more than 60 languages and special services to residents in care-homes.

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



Botkyrka scored a result of **100%** in the field of cultural and civil life, higher compared to the cities average (75%) and from the results obtained in 2011 of 75%.

Botkyrka uses **interculturalism as a criterion when allocating grants** and 25% of the grants are granted based on interculturalism. The city **regularly** organizes a wide-range of events and activities to encourage people from different ethnic groups to mix. Some of the celebrated events are:

- Kulturägarna [the Cultural Owners],
- This is Alby festival
- Arts and Technology School's open activities in the recreation centres
- Botkyrka Konsthall's exhibitions and educational activities
- Multicultural Centre
- Fanzingo
- Changers hub
- Cirkus Cirkör
- Youth Council.

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

- Dialogue Forum in Botkyrka - a local forum where elected representatives meet local residents.
- There are six dialogue forums in: Alby, Fittja, Grödinge, Norsborg, Tullinge and Tumba.
- Citizens' Panel - dialogue via the Internet is a way for local residents to be able to speak up on issues that the municipality is working with.

Suggestions:

Perhaps the city of Botkyrka might find inspiration in the following good practices:

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.

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

Pavlograd organizes several events: Constitution Day of Ukraine, Independence Day and the Day of Pavlograd, Celebration of the city mayor "Pride of the city".

The project "Interaction - A STEP TO ACTION", which is being implemented in Pavlograd with the support of the European Union within the project "Facilitating the Rehabilitation and Sustainable Resolution of the Problems of HIP and the Resulted from the Conflict of Population in Ukraine" by the International Organization for Migration.

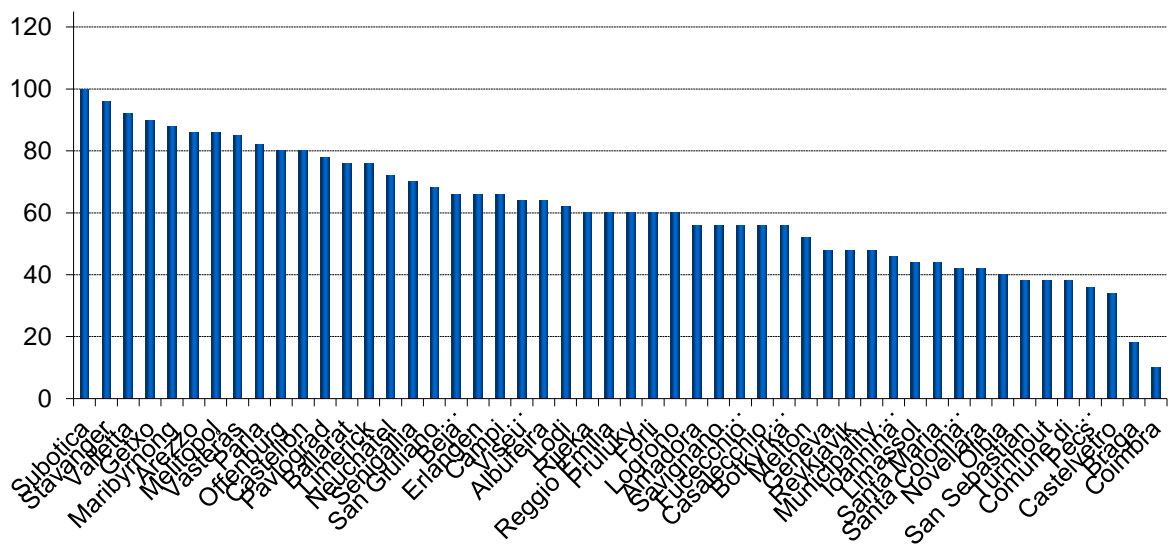
PUBLIC SPACE

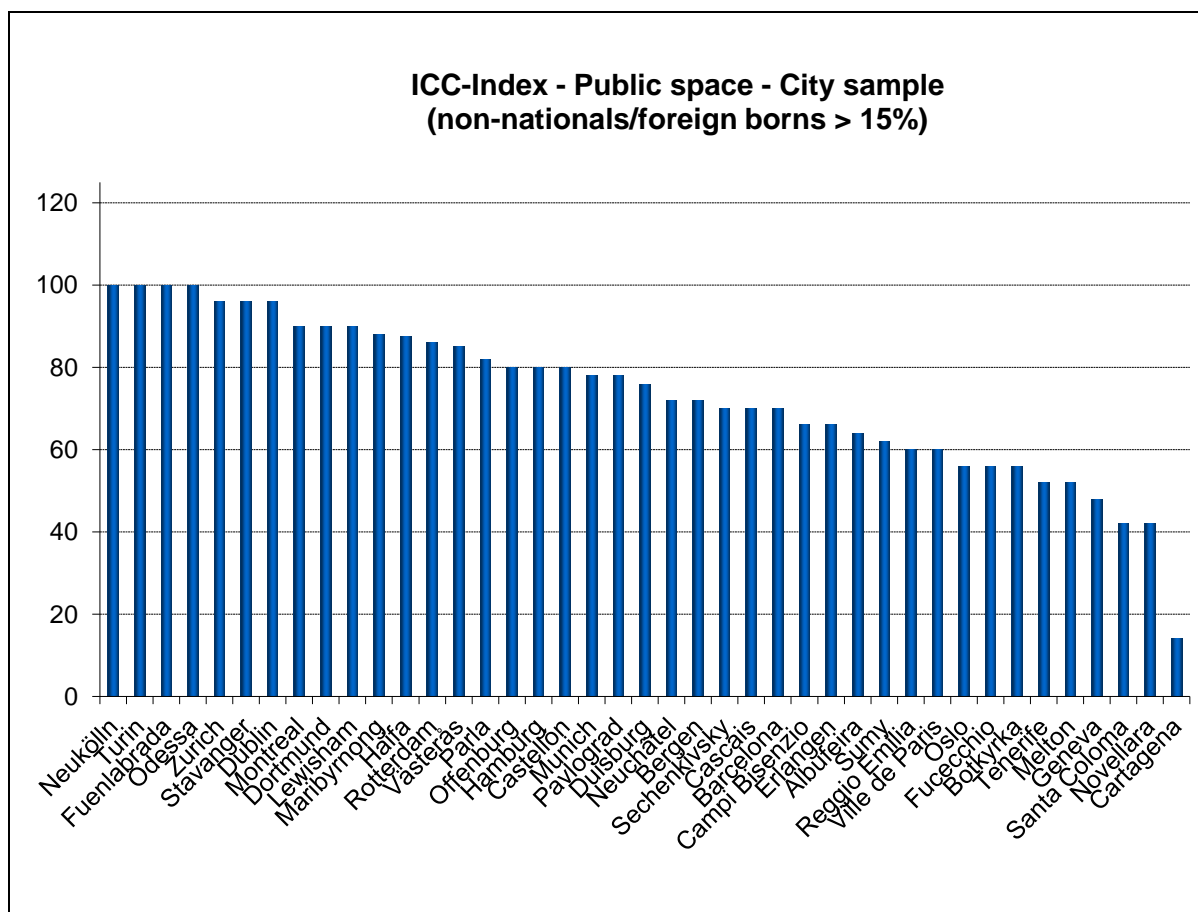
through intercultural lens



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.

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





In the field of Public Space, Botkyrka has achieved the **56%**, higher compared to the result obtained in 2011 of 38% but lower than the city sample's result of 65%.

As the questionnaire points out, Botkyrka's municipality **encourages intercultural mixing** in public libraries, museums and playgrounds. Some examples:

- Dance Camp: In collaboration with the National Theater give young people the opportunity to develop their dance during the autumn holiday. Different dance styles are offered and international dance artists are invited.
- Culture Hunters: an ongoing project that works to empower young adults in Botkyrka in his creative self-realization. Young adults are offered the opportunity to be inspired and get concrete tools to lift his art or tools to go from idea to project.
- Screenings of the films: "Dream on" and "Must Gitt" in Hallunda People's House of crowded movie theatres. Directors and actors are also invited for talks.
- Culture Camp: Young adults are offered during some intense summer strengthen their creative interests through a camp on Children's Island.

Because of its cooler climate, Sweden does not have an established outdoor culture in the same way as in warmer countries, and for this reason, more

thought needs to be put into the creation of intercultural meeting places in the public space that are not perceived to be artificial. Good examples include Alby Public Health Park, the activity centre Alby's Heart, Anti-Rumor cafés, collaboration between the library and sports facilities, and the annual football tournament against racism, Tumbakicken, which is a joint venture between football clubs from three different Botkyrka districts (Tumba, Alby and Grödinge).

The activity centre **Alby's Heart** houses a number of different activities: in addition to a recreation centre there is also a leisure club, a meeting place for young adults. Also the kitchen and activity areas are places where the different associations, other municipal stakeholders and civil society can use and interact. The premises themselves and the activities are created carefully to provide a welcoming environment for people of different backgrounds, ages and genders, and to encourage the breakdown of stereotypical notions regarding interests.

For some buildings or places, the city takes into account the population diversity in the design and management of the new area. Some examples are Alby Public Health Park, Mosque in Fittja, Syrian Orthodox Church in Hallunda.

According to Swedish law (Planning & building act/Plan- och bygglagen), city authorities are obliged to have consultations with the inhabitants about the way they want to reconstruct an area.

There are one or two areas dominated by one ethnic group and there are areas reputed as "dangerous".

Suggestions:

The encouragement of interculturality has proven of being of great help. Following there are some activities other Intercultural Cities are carrying out:

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

To develop the level of interculturality, the city of Loures (Portugal) has taught of 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.

Barcelona 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.

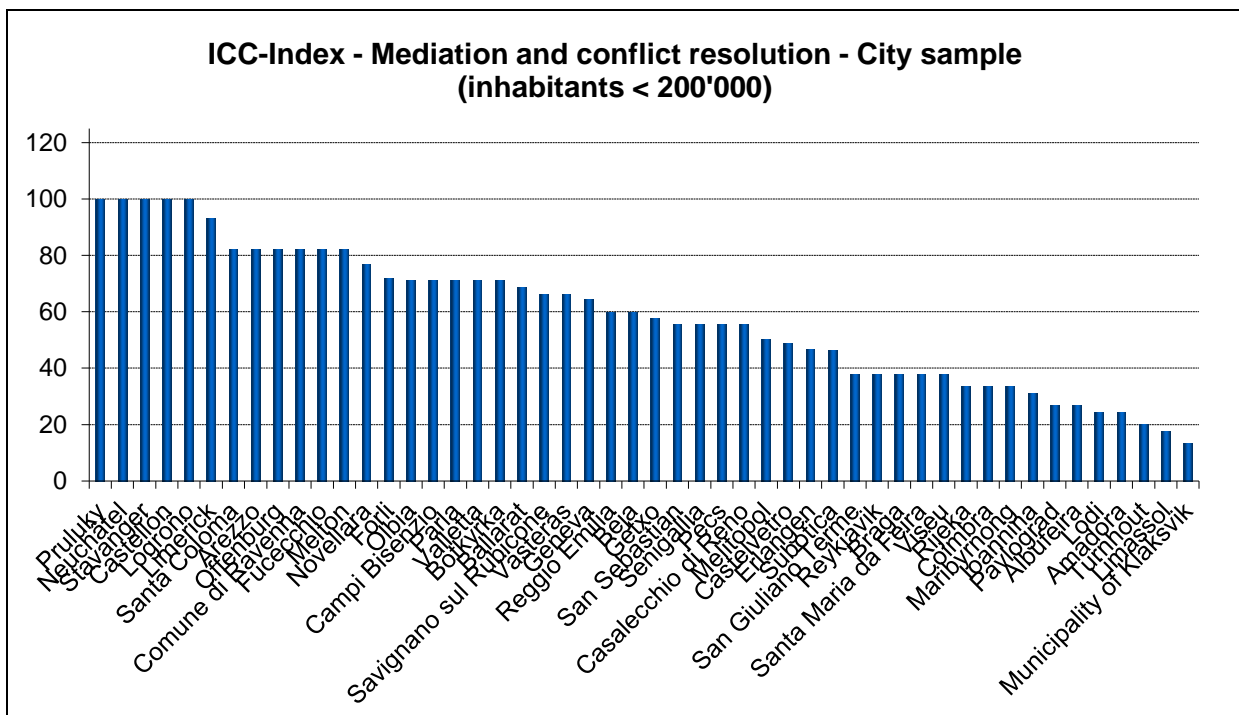
In Copenhagen it has been set up the Danish Centre for Arts & Interculture (DCAI) that acts as a 'centre of the mind' or think-tank for the intercultural transformation of the cultural sector, rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence. The means to achieve this are through working with partners to make the presence felt of a new generation of Danish artists of immigrant background, who have grown up on the periphery of the five major cities of Denmark. The goal of DCAI is to enable full and equal participation of individuals and communities from all origins in the continuing evolution and shaping of all aspects of Danish cultural life and to assist in the elimination of any barriers to such participation. DCAI promotes cultural diversity by strengthening the capacity of cultural industries to produce and distribute goods and services and helping them gain access to domestic and international markets.

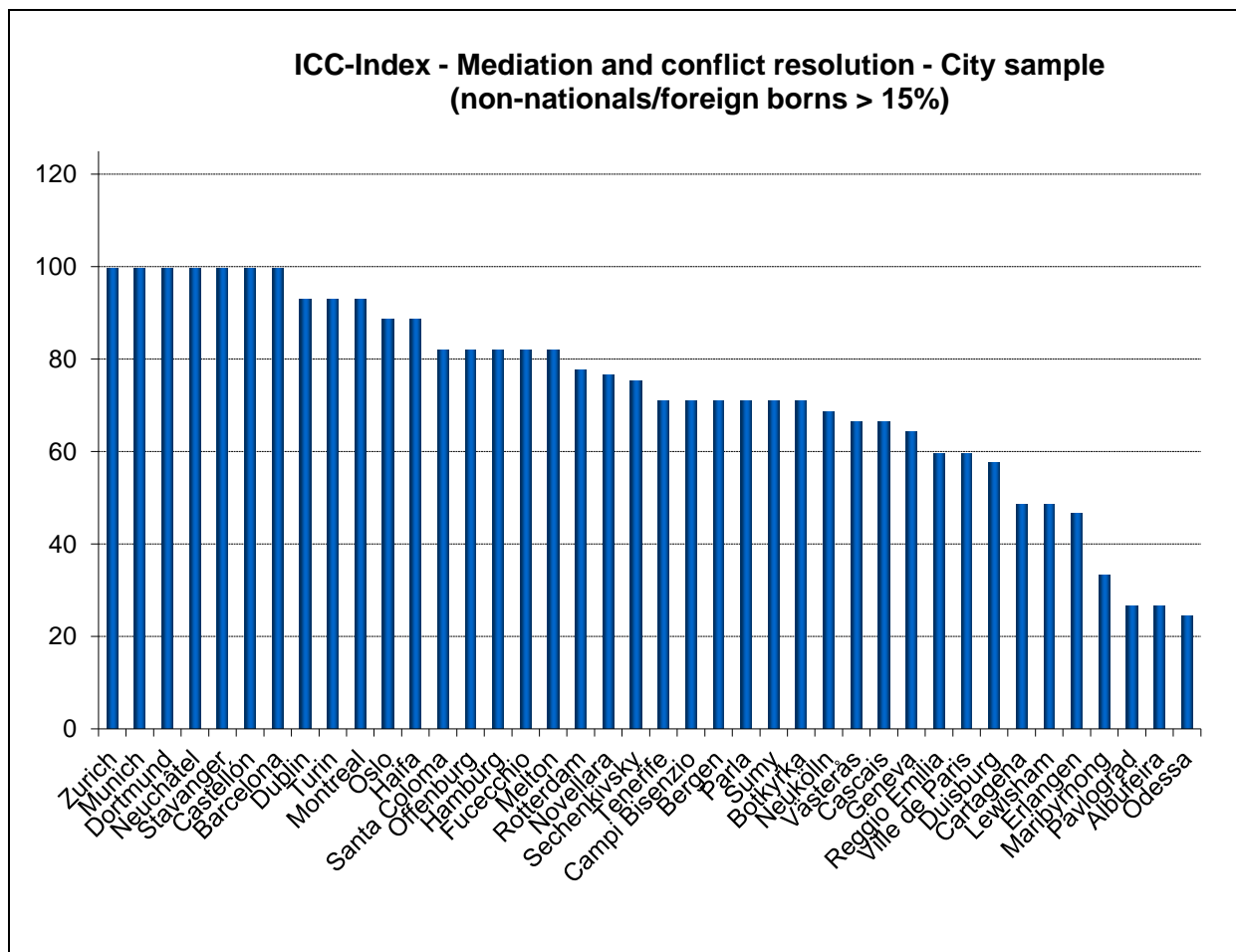
MEDIATION

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 Botkyrka mediation and conflict resolution policy is of **71%**, a sign of improvement when compared to the 60% achieved in 2011 and a higher result than the city sample's rate of 62%.

The city provides a generalist municipal mediation which also deals with cultural conflicts. At the same time, Botkyrka offers mediation to young victims of crime in fact it has established a violence prevention initiative in several schools, MVP (6-9) and Tåget/The Train (preschool and lower primary school). There is also an organised cooperation between the police, housing companies and the municipal authority in the districts, called "*Effective Coordination for Security*" – EST.

Simultaneously, there are several joint activities:

- Crime victim mediation to redress the wrongs to which crime victims are subjected, and to ensure perpetrators make amends for their actions.
- Support young victims of crime.
- Parent evenings at schools, in dialogue with the head teacher/school management
- Parent consultation to motivate and create dialogue with parents of (potential) young offenders.

There is an organisation that deals specifically with **inter-religious** relations with the clear goal to strengthen the inter-religious work, contributing to cooperation, security and cohesion within and between religious communities.

Intercultural mediation is provided in the city administration for general purposes. Perhaps the city might wish to establish intercultural mediation also in specialised institutions such as hospitals, police, youth clubs, mediation centres and in retirement homes.

Suggestions:

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

Bilbao has established a **Conflicts Observatory** which 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.

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.

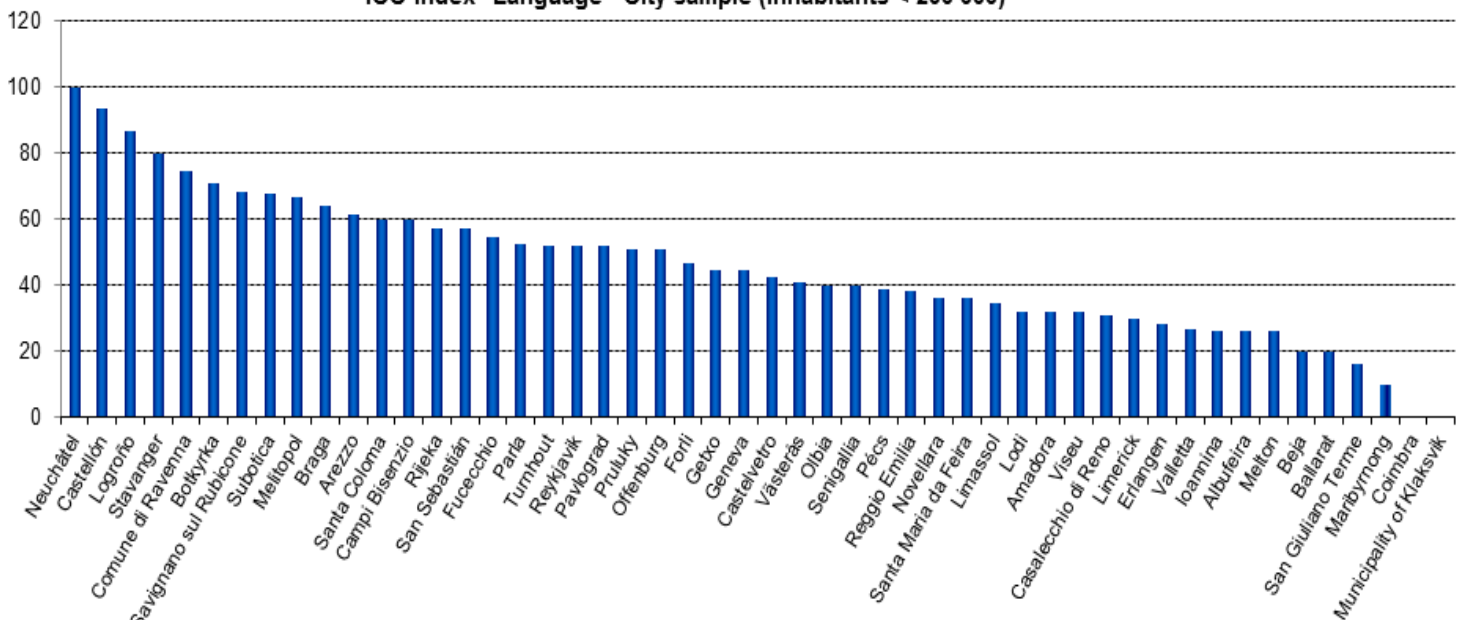
In Bergen, lastly, the municipality has introduced many initiatives to achieve mediation and conflict resolution policy objectives. The city has set up a generalist municipal mediation service which also deals with cultural conflicts. Bergen also provides mediation services in places such as neighbourhoods, on streets, actively seeking to meet residents and discuss problems. This service is provided by the Community Youth Outreach Unit in Bergen (***Utekontakten***). Finally, Bergen has also set up a municipal mediation service committed to interreligious issues specifically. ***Samarbeidsråd for tros- og livssynssamfunn*** is an interfaith organisation in Bergen. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

LANGUAGE



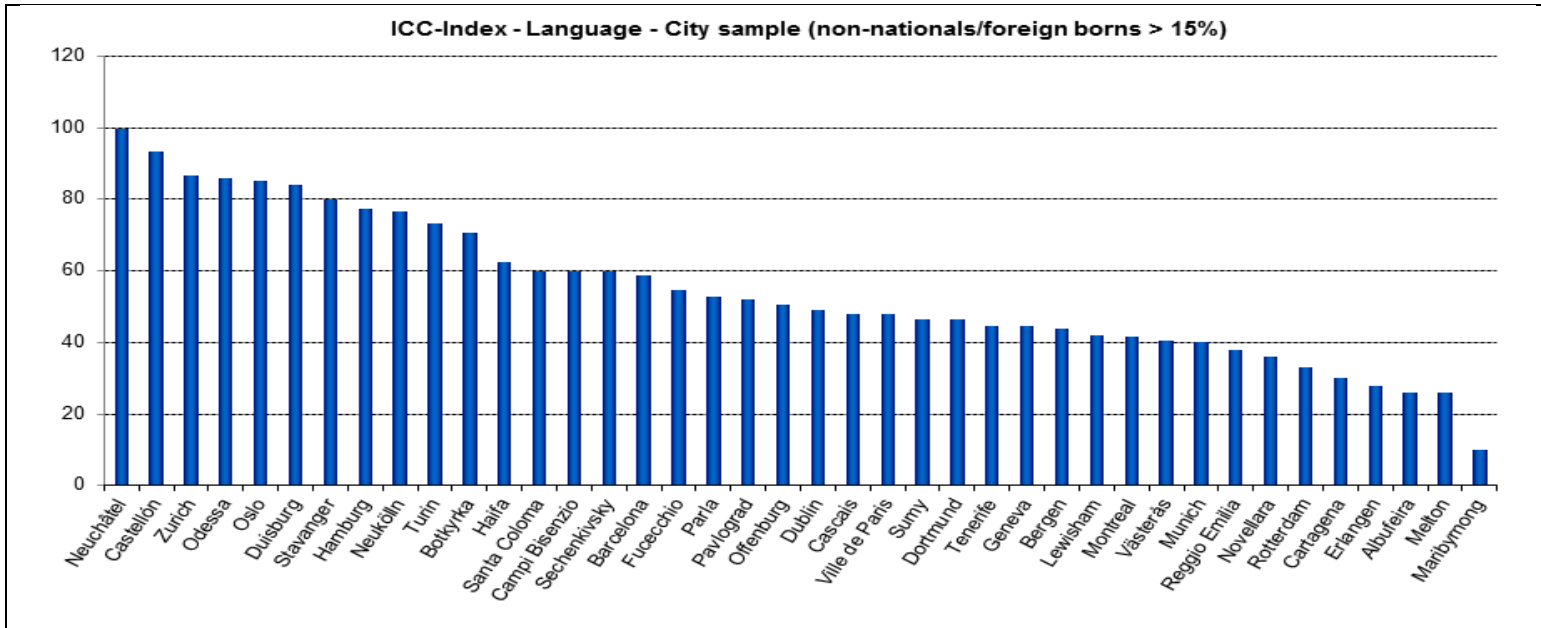
The learning of the language¹¹ of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) 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)



¹¹ 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://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

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



Botkyrka’s language policy in 2018 corresponds to the **71%**, higher than the cities’ average result of 48% and higher compared to the result scored in 2011 of 38%.

Schools provide specific language training in the official language(s) for hard-to-reach groups; learning migrant/minority languages are part of the curriculum at schools; there are courses for kids where they are taught their parents' mother tongue.

Interesting to notice is that the majority of children in Botkyrka speak three languages and all students in Botkyrka who have a language other than Swedish as a mother tongue, or who want to learn Finnish as a Swedish minority language, have the right to receive education in these languages.

In Botkyrka, interested students are offered mother tongue tuition (about 87 languages available): The Education Act states that instruction in a mother tongue should be organised if there are at least 5 students in the language in question. If there are fewer, the opportunities for distance education are to be investigated. In order to receive mother tongue tuition, students can travel to other schools instead of being taught at their own school. At upper secondary school, students, regardless of their language background, have the opportunity to choose additional immigrant languages, such as Arabic.

The municipality supports **youth media production** and a collaboration with Fanzingo Media House, which is currently working on young people's stories. Another stakeholder is **Orten i fokus**, which, with its storytelling workshops about life and growing up in the stigmatized million program areas. It gives a voice to more stories about life in Botkyrka. This is a municipal strategy for indirectly communicating a more nuanced image of Botkyrka at both the local and national level.

The **local newspaper** *Södra Sidan/Botkyrka* direkt has a pronounced intercultural focus. They shape their news with support and footage from different inhabitant groups in order to provide a more composite picture of different issues compared to what the national media often conveys.

Botkyrka often takes the lead in national debates linked to intercultural development and we secure exposure in the media so as to break-through with our intercultural approach. Examples of such issues have been the call to prayer, equality data and intercultural refugee reception.

The city aims to communicate positive images of minorities and diversity, for this reason, the city chooses images of mixed families, people with different backgrounds signal power, female police officers or corporate executives and male preschool teachers or personal assistants. Behind the picture choice there is a challenge and of course a clear message of freedom and enrichment.

Suggestions:

Botkyrka 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"*).

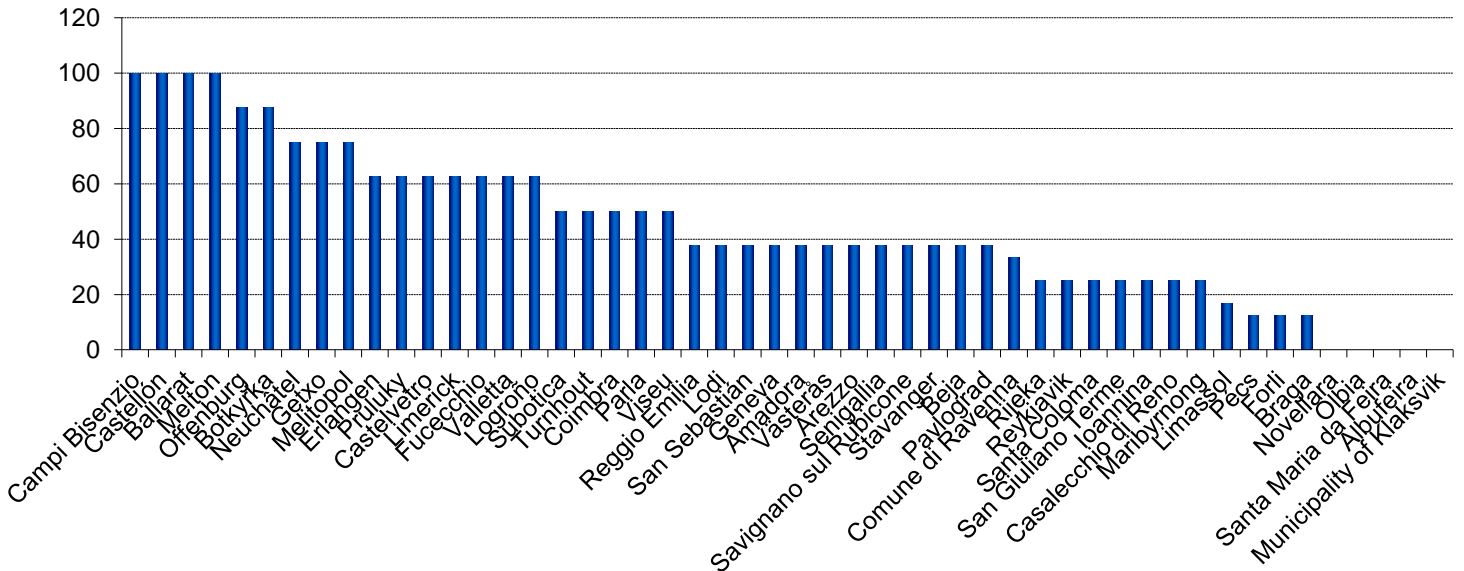
To involve minority languages, the Intercultural City of Tenerife organizes the "**Salon del Libro Africano**" (African book Salon) whose aim is to discover African culture. Similarly, other cultural activities are led. For example, the "**Festival del Cine Polaco**" offers a unique opportunity to discover Polish culture through movies and documentaries.

MEDIA policies

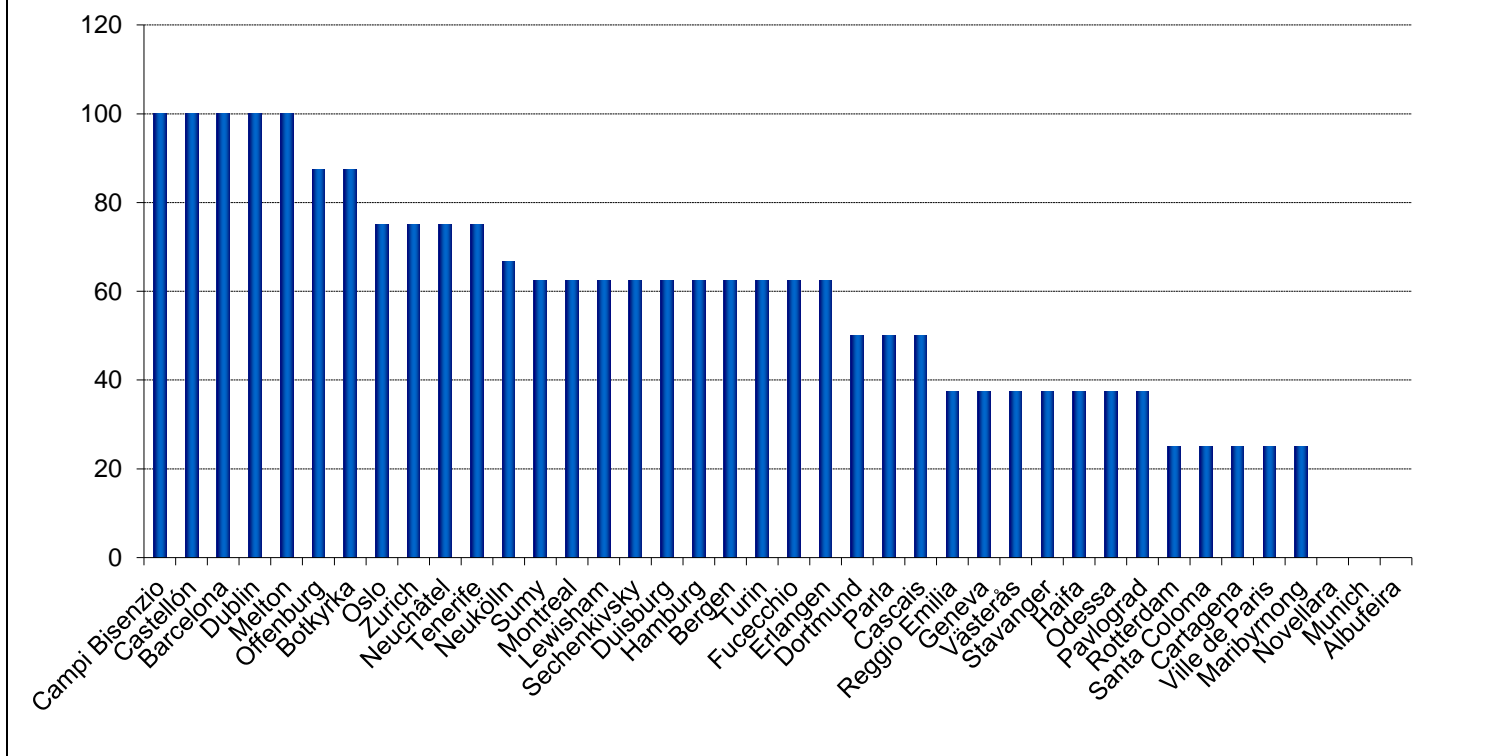


The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

**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%)



In the field of Media, Botkyrka’s result reached the **88%** in 2018, higher than the city average result of 47% and even higher than the result achieved in 2011 of 63%.

Occasionally, the city emphasizes the **media strategy to improve the visibility of migrants/minorities in the media** and the city’s communication (PR) department highlights diversity as an advantage. Furthermore, the city monitors the way in which **media portray minorities** and provides **support for advocacy** and/or media **training** to mentor journalists with minority background.

Suggestions

In order for the media to pass a positive image of migrants and minorities, the city might want to emphasize the importance of an anti-rumour campaign, to raise awareness and to foster dialogue and mutual understanding. A newspaper column in a minority language, a radio podcast, or another media campaign would be a good way to stress the importance of harmony among citizens and highlight the importance of cultural diversity. The message that should pass across is to perceive *diversity as an enriching element*, a key factor of wealth and economic development.

To improve in the field of Media, Botkyrka 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.

Another good practice comes from the Intercultural Norwegian City of Oslo, which has an internet service, called “*Cultural diversity in the media*” informing on concerts, exhibitions and festivals organized by artists with minority backgrounds. This **pro-diversity coverage** of the cultural scene is reflected in the local media (newspapers, radio, local TV). Several of the stars in music and filmmaking, as well as sports, gaining national and international prominence in recent years, are of minority background. Among journalists and editors, and media researches, there is a growing awareness about the role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the **recruitment of journalists with ethnic minority background**.

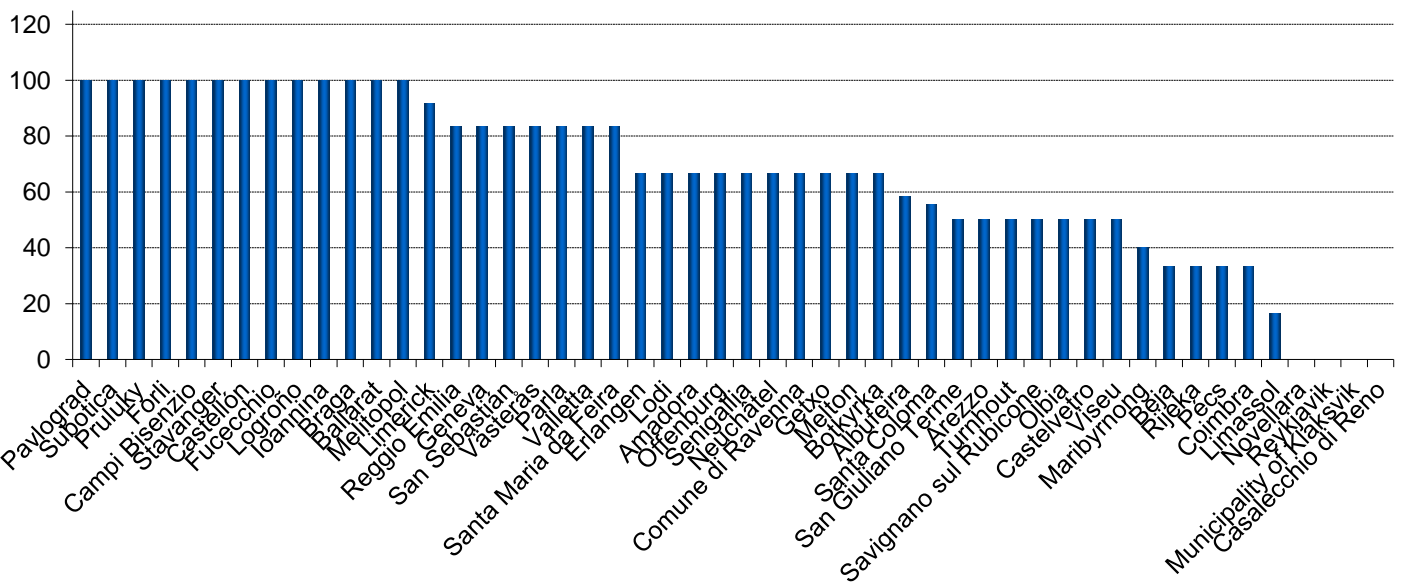
INTERNATIONAL

outlook policies

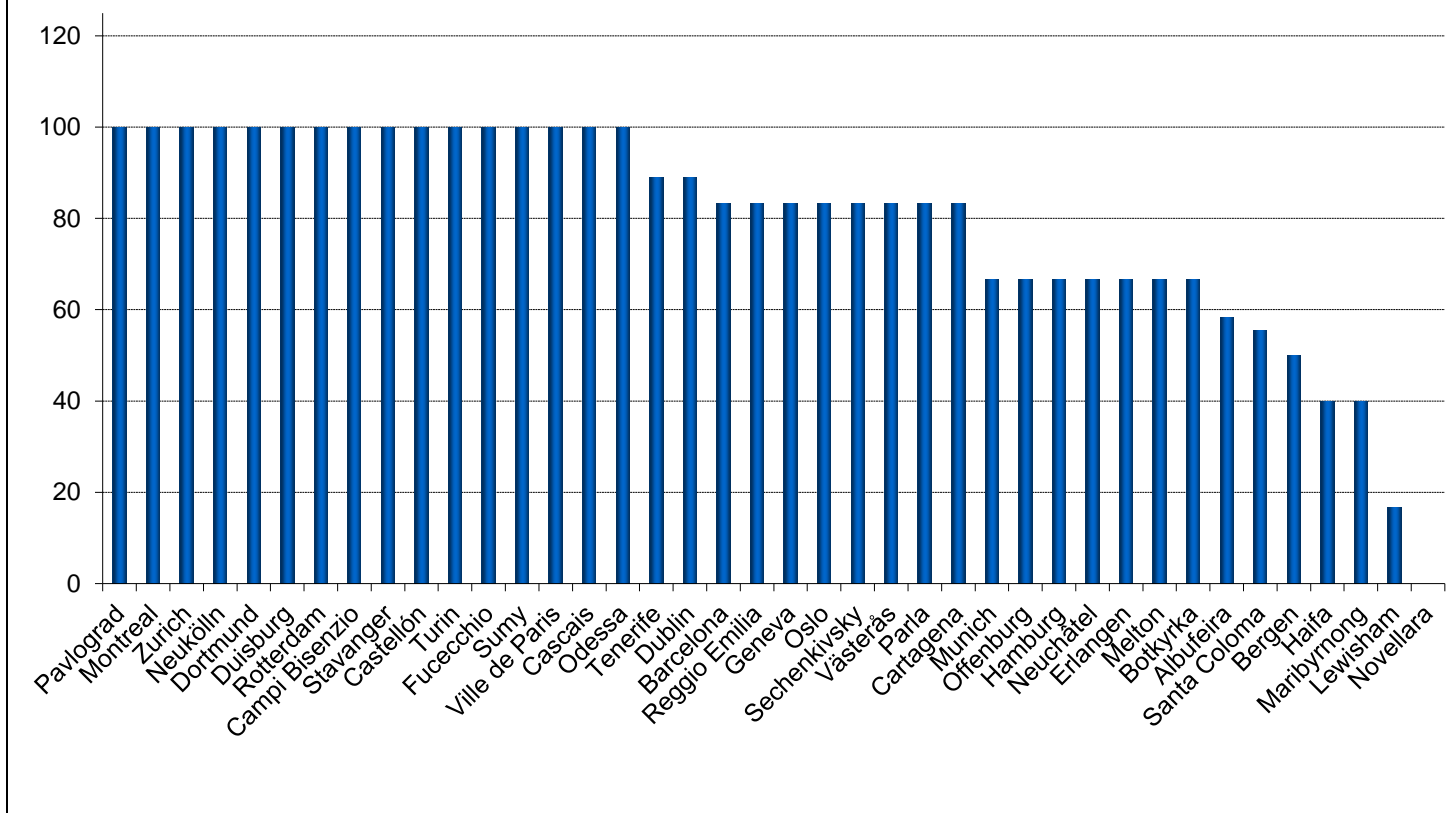


An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

ICC-Index - An open and international outlook - City sample (inhabitants < 200'000)



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



In 2011, Botkyrka achieved the 0% in the field of open and international outlook, whereas in 2018, the city achieved the **67%**. Even if the result is not higher than the city sample's rate of 72%, this achievement is to be celebrated as it is an enormous improvement.

The city has **adopted a specific economic policy** to foster international cooperation and a specific **financial** plan has been established – the budget is in fact related to specific activities and is decided annually.

Combined with this, an **agency** has been established with specific responsibility for monitoring and developing the city's openness to international connections. Positively, Botkyrka **enhances economic relations with countries of origin of its migrant groups** through interchanges with Turkey regarding municipal competences in the field of equality and child's rights.

Suggestions

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

Pavlograd has adopted a specific economic policy to foster international cooperation: 1) Agreement on cooperation and establishment of partnership relations between the cities of Pavlograd and Gori (Georgia); 2) Participation in the joint Ukrainian-Swedish project "Overcoming stereotypes" (Botchirka, Sweden).

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.

Barcelona creates instruments and meeting points that will facilitate contact and cooperation between the city's traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought.

A last good practice comes from Santa Maria da Feira (Portugal) where diversity and migration are perceived as a window to explore new opportunities and new markets. The municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships. The municipality has regular business exchanges with Kenitra, in Morocco.

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

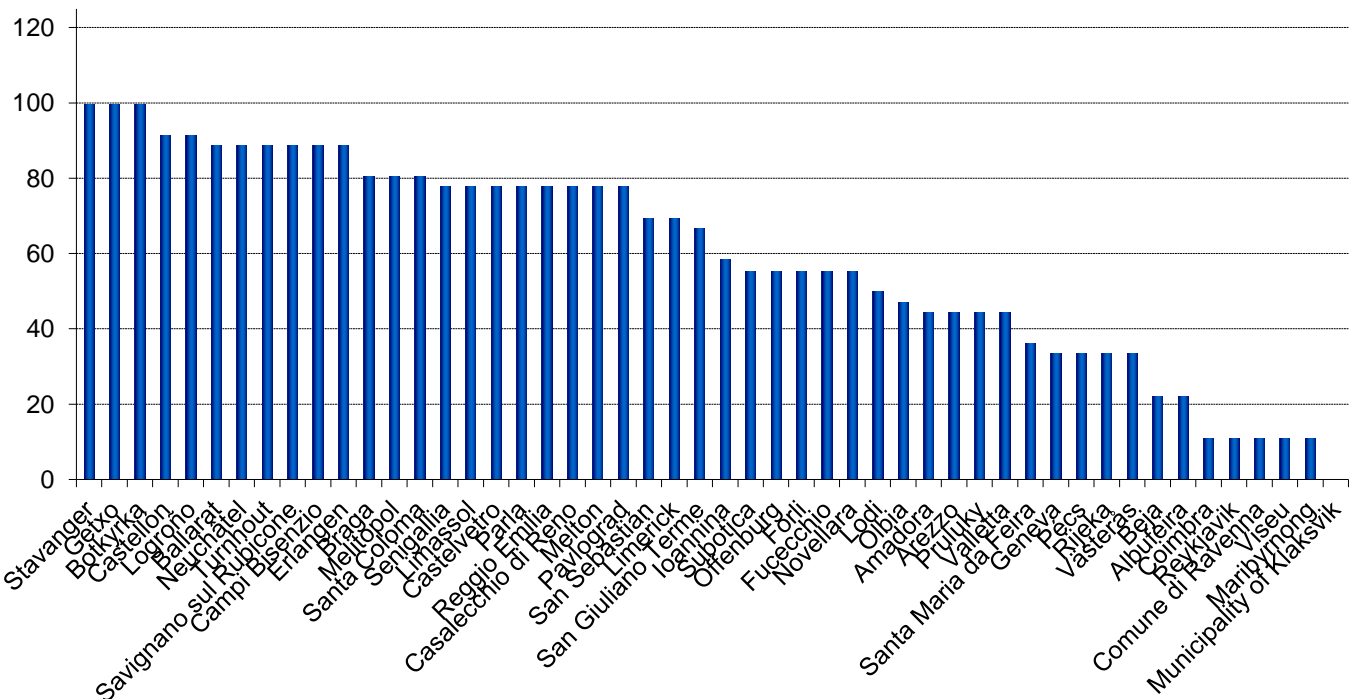
INTELLIGENCE

competence policies

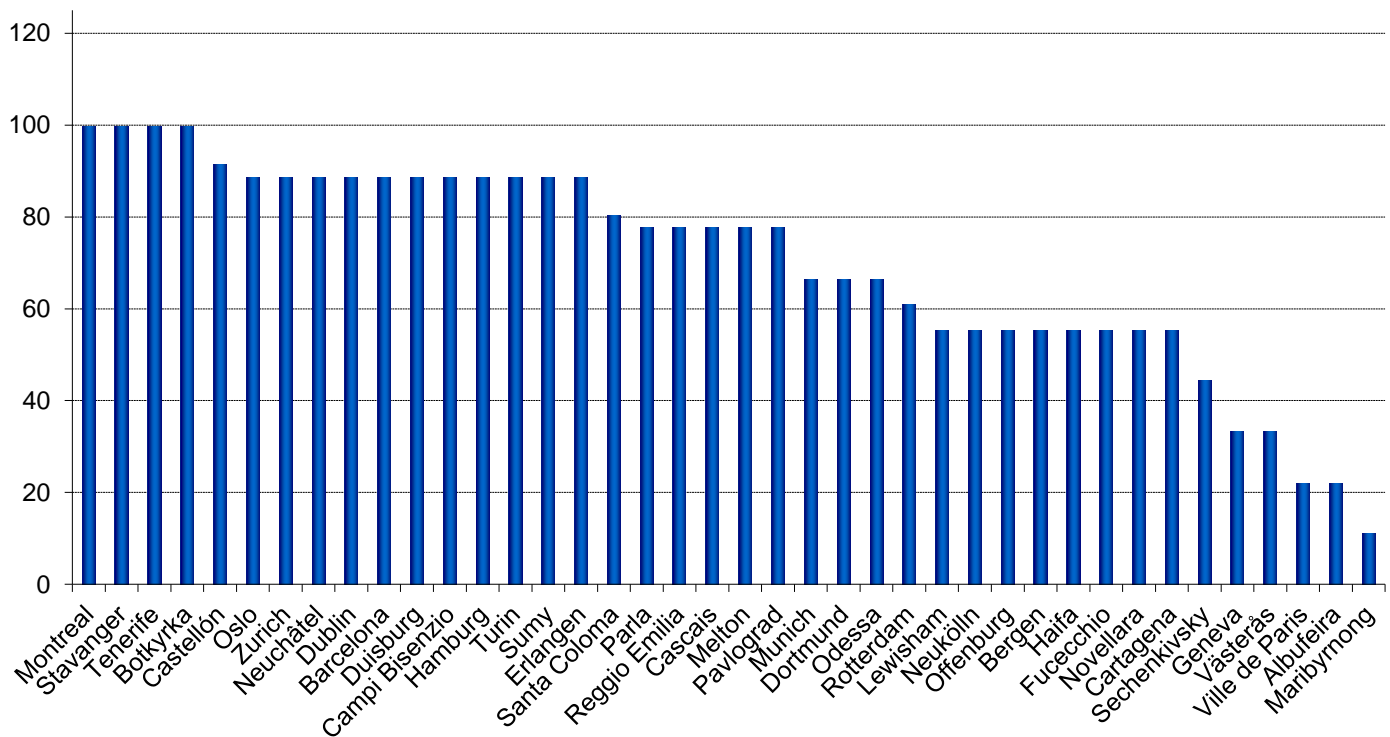


A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.

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



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



The attainment rate of Botkyrka in the field of intercultural intelligence competence is **100%**, excellent achievement compared to the starting point of 55% achieved in 2011 and equally positive 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 the city regularly takes **surveys** to monitor the public perception of migrants/minorities.

Botkyrka **fosters** intercultural competences throughout interdisciplinary seminars, networks and training courses: politicians receive intercultural training courses, employees and executives are expected to reduce gender gaps through guidelines for equality in the workplace. Annually, employees will receive courses on capacity building and civil servants within the municipal administration should act and plan based on an intercultural perspective.

Suggestions:

Botkyrka could find inspiration looking up to the following good practices:

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.

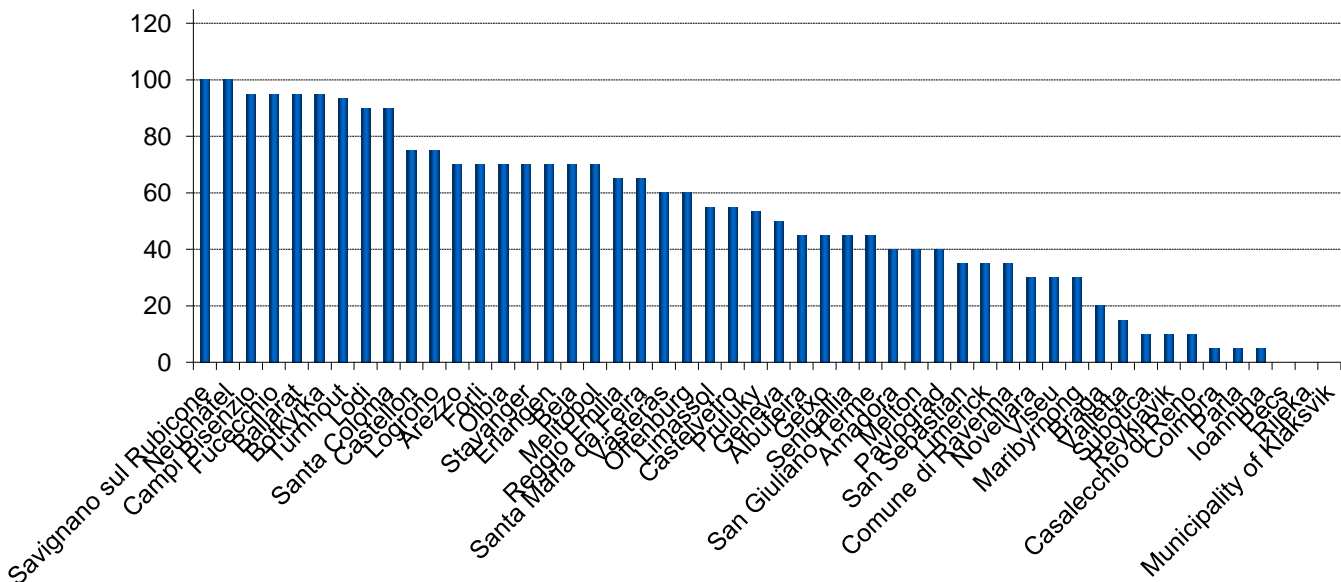
Similarly, Botkyrka might find interesting this integration programme carried out in Neuchâtel to raise citizen awareness and to help migrants to become acquainted with their new environment, helping them to practice the French language in everyday situations. Depending on the program, emphasis is put 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

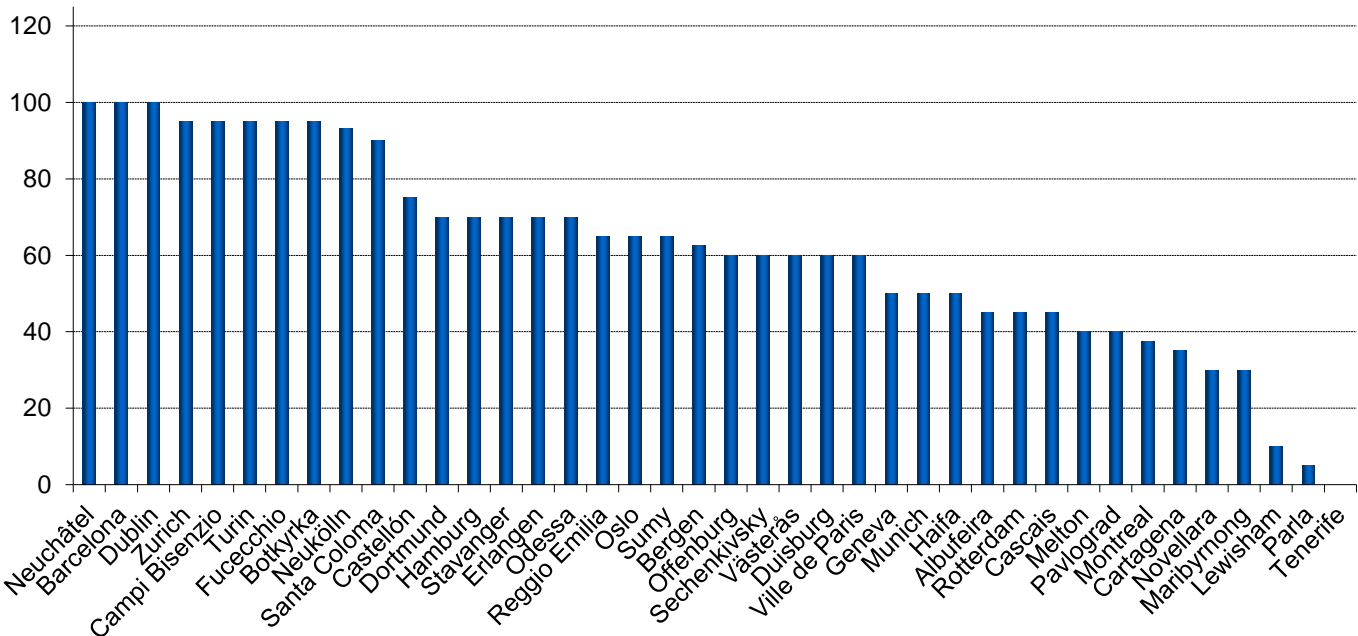


People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles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

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



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



The attainment rate of Botkyrka welcoming policy in 2018 is the **95%**, higher compared to the 54% of the City's sample and sensitively higher compared to the result achieved in 2011 of 50%.

The city has established an **office** to welcome migrants and newcomers to the city, and it offers a **comprehensive city-package** with useful **information and assistance** in support to newly arrived residents.

Positively, the city **supports** and **welcomes** the following categories of newly arrived: family members, students, refugees and migrant workers. Moreover, Botkyrka has established a **special public ceremony** to greet newcomers on the magazine "Nyinflyttad" (New in the city). The content is usually produced by the municipality's information departments, a content that will help the newly moved to quickly and comfortably inform and familiarize themselves with their new home municipality, activities and events.

Suggestions:

For instance, Ballarat organizes an initiative called "Refugee Welcome Zone". A Refugee Welcome Zone is a Local Government Area which has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. The Refugee

Welcome Zone initiative began in June 2002 as part of Refugee Week celebrations.

To facilitate integration, a good welcoming is a good first step. The following are some of the good practices carried out in other Intercultural Cities that could inspire Botkyrka:

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

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.

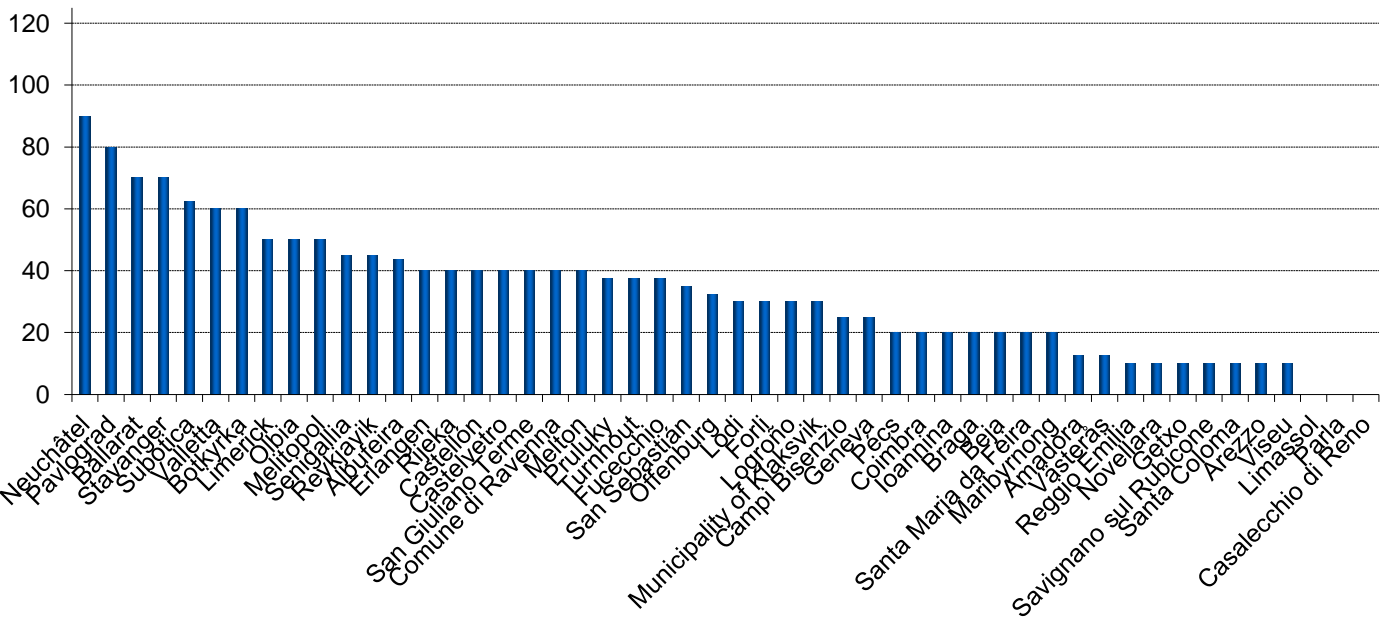
In Stavanger there are creative initiatives to welcome and include immigrants into a 'We' culture. In fact, it is strongly believed that it is very important for the region that newcomers are properly welcomed. The region's Welcome Center is called INN (International Network of Norway) and it focuses on the practical transition into Norwegian life and the needs of the employee and family. For instance INN publishes a monthly newsletter in English and organises about 80-100 events annually for its members. The events relate to information needed as a newcomer to Norway, this involves everything from taxes and pensions, driving and driving license, practicalities of having children in Norway, health system, work etc. as well as social events such as Portuguese wine evenings, Visit the USA, Italian evenings.

GOVERNANCE

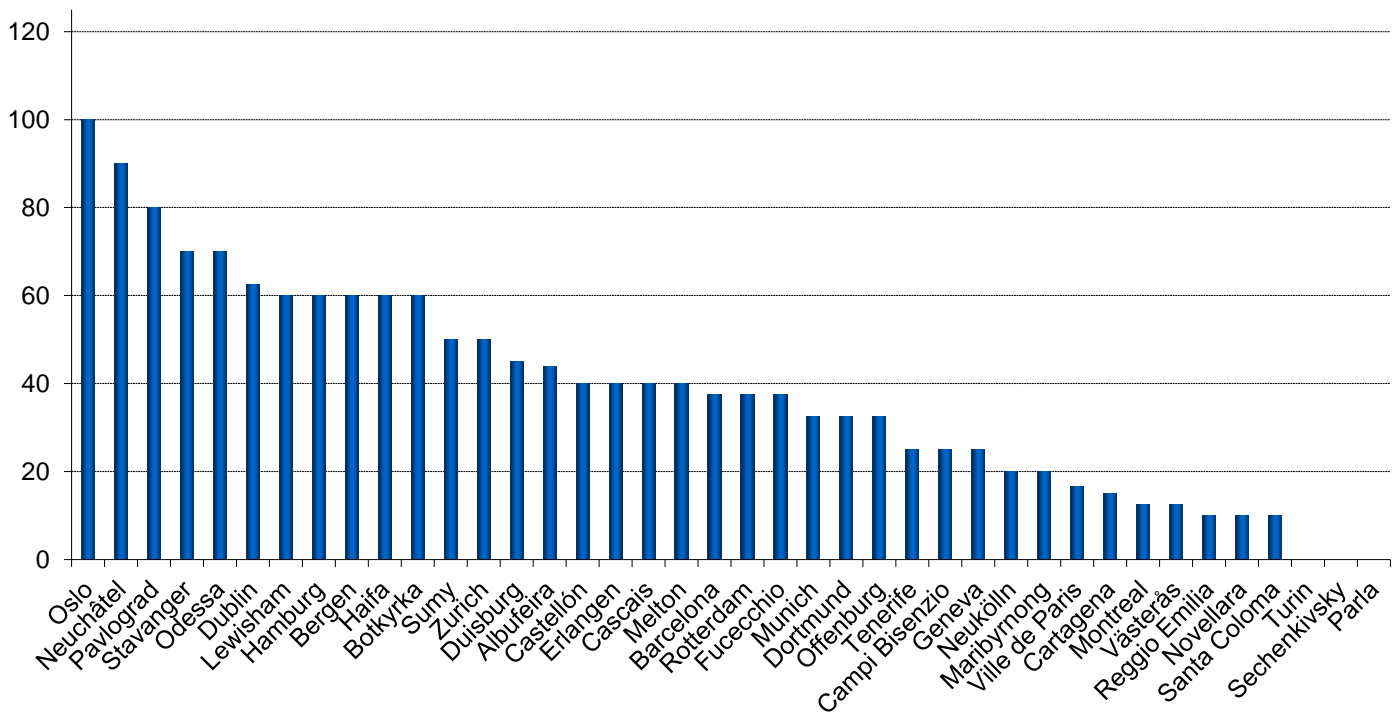


Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.

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 Botkyrka's Governance, leadership and citizenship policy achievement rate corresponds to the **60%**, higher than the cities' average of 34% and higher than the result achieved in 2011 of 25%.

Foreign nationals (excluding EU nationals) **can vote** in local elections after three years (or less) of residence. The **ethnic background of elected politicians** only **partly** reflects the composition of the city's population:

Approx. 33% of the elected representatives of the Municipal Council are Swedish with minority or migrant background (32 out of 97). There are also another 220 political representatives/citizens engaged in political parties with appointed missions in the different political committees and bodies. The total percentage of representatives with minority or migrant background is 29%.

Regularly, there are initiatives to encourage migrants/minorities to engage in political life.

Suggestions:

Botkyrka might find the following activities inspirational:

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.

In order to promote the participation of people with diverse cultural and native backgrounds, Barcelona has taken an interesting initiative to make active "citizenship" real, enabling participation for all inhabitants of the city. This action draws attention on generating mechanisms to promote the participation of people with different and diverse cultural and native backgrounds in Barcelona's different participation channels and areas. The long-term goal is to ensure that the current cultural and religious diversity of the city, statistically defined as 25% of the population, is equally recognised and represented in the participation areas and channels of the City Council.

ANTI DISCRIMINATION



Botkyrka regularly **monitors** the extent and the character of **discrimination in the city** and has already established a specific service that advises and supports victims of discrimination. Positively, the city runs anti-discrimination campaigns to raise awareness.

Good Practices:

Pavlograd's Cinema Club "Beyond the Rental" is an active cultural point and a partner of the International Film Festival DocudaysUA. At the events of the cinema club, which take place at the Youth Communication Center "Positive Pavlograd", in schools and project groups, issues of non-discrimination against racial, ethnic, religious and other characteristics are discussed (cinema screening and discussion of films "Romance Dream", "Hotel 22", etc.) .

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.

Paris has established the "*Réseau parisien de repérage des discriminations (REPAIRE)*" (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



Botkyrka showed an aggregate intercultural city index of **83%**, rating **6th** among the 93 cities in the sample. Moreover, Botkyrka has been ranked **3rd** among cities with less than 200,000 inhabitants and **4th** among cities with more 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, language, intelligence competence, intercultural lens, business and labour market, cultural and civil life, education mediation, media, welcoming and public service.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are: public space and international outlook.

In view of the above, we wish to congratulate with the City of Botkyrka for the efforts taken. Although the excellent results, 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:

- **Public Space:** In Genova, the Maritime Museum “Galata” hosts a permanent exhibition on migrations. This exhibition shows how deeply Italian society has been shaped by the phenomenon of migration. One side of the gallery displays where Italians have gone when sailing out of the country, while the other side shows the migrants Italy have welcomed over the years.

The London borough of Lewisham invited young people in Pepys Park to design a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a ‘Rivers and People Officer’.

Neuchâtel’s cultural activities, composed mainly by social events, to overcome cultural barriers, hence foster integration. The Swiss city, in fact, since the 2006, promotes diversity in public areas and the positive image of a plural society through exchanges, cultural or sports encounters, round tables, shows and concerts.

- **International Outlook:**

Barcelona creates instruments and meeting points that will facilitate contact and cooperation between the city’s traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought.

Bergen’s international plan includes several policies to encourage intercultural cooperation. The Norwegian municipality has allocated a budget and a specific department which has an international agency for internationalization.

Botkyrka 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 database¹².

¹² <http://www.coe.int/en/web/interculturalcities/>