

# RESULTS OF THE INTERCULTURAL CITIES INDEX



## Casalecchio di Reno

October, 2017

# RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 89 cities<sup>1</sup>

## **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 89 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 Sebastian <sup>2</sup> (*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

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<sup>1</sup> 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.

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

(Spain), Lublin (Poland), Melitopol (Ukraine), Mexico City (Mexico), Montreal (Canada), Munich (Germany), the canton of Neuchâtel (Switzerland), Neukölln (Berlin, Germany), Novellara (Italy), Offenburg (Germany), Olbia (Italy), Oslo (Norway), the district of Osmangazi in the province of Bursa (Turkey), Parla (Spain), Patras (Greece), Pécs (Hungary), Pryluky (Ukraine), Reggio Emilia (Italy), Reykjavik (Iceland), Rijeka (Croatia), Rotterdam (the Netherlands), Sabadell (Spain), San Giuliano Terme (Italy), Santa Coloma (Spain), Santa Maria da Feira (Portugal), Unione dei Comuni-Savignano sul Rubicone<sup>3</sup> (Italy), Sechenivsky (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 Castelli<sup>4</sup> (Italy), Valletta (Malta), Västerås (Sweden), Ville de Paris (France), Vinnitsa (Ukraine), Viseu (Portugal) and Zurich (Switzerland).

Among these cities, 47 have less than 200,000 inhabitants and 53 have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Casalecchio di Reno** in 2017 and provides related intercultural policy conclusions and recommendations.

### **Intercultural city definition**

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

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

<sup>4</sup> 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).

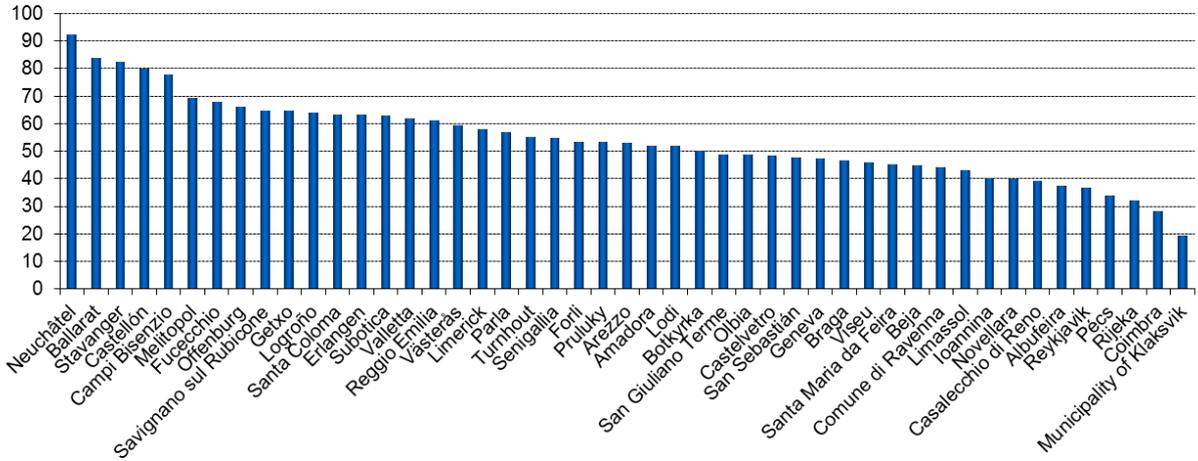
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of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

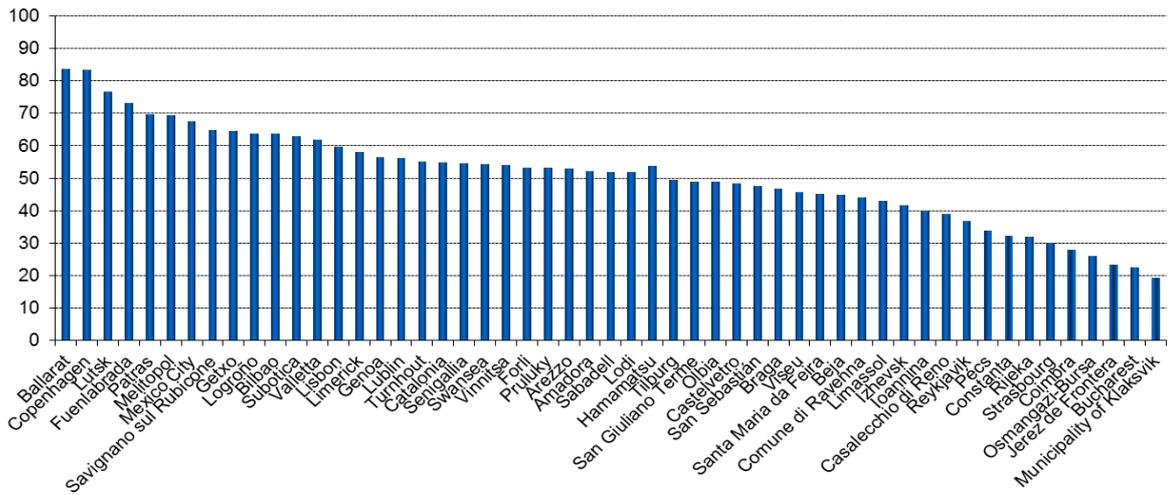
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

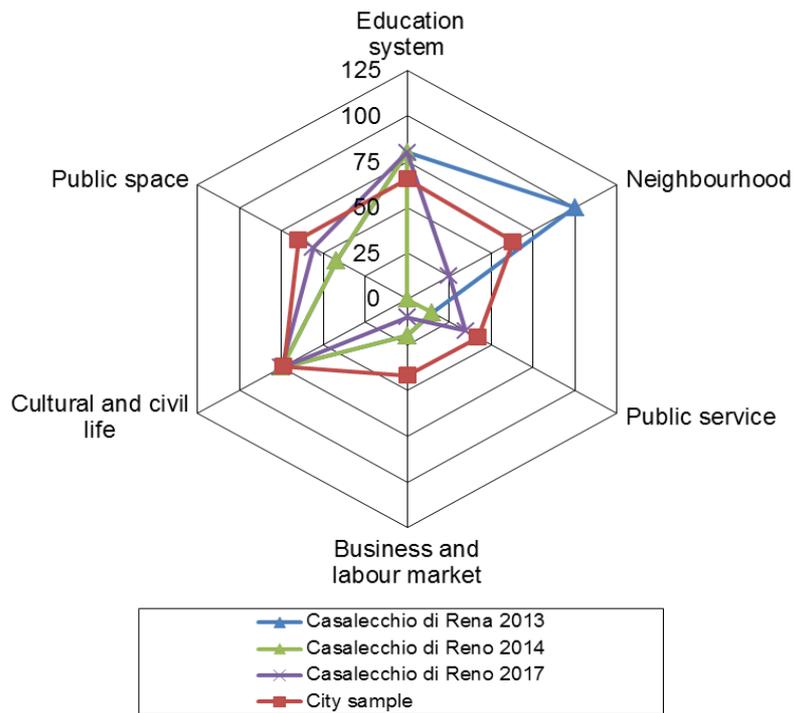
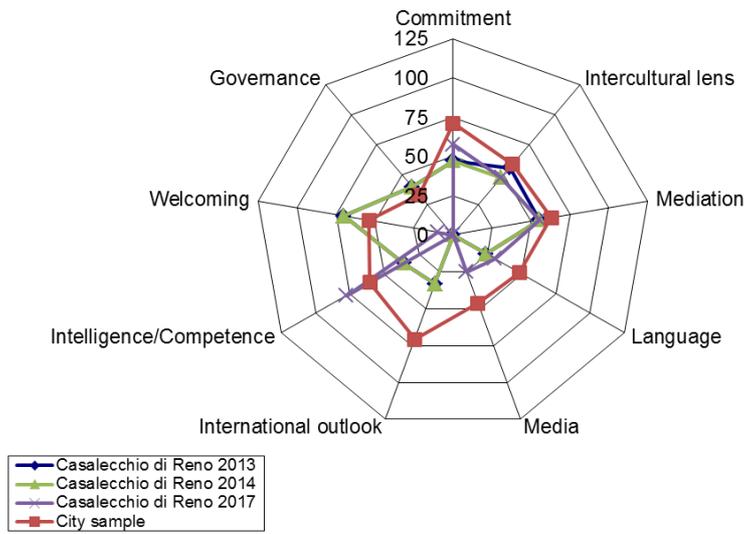
According to the overall index results, Casalecchio di Reno has been positioned **78th** among the 89 cities in the sample, with an aggregate intercultural city index of **39%**, after Novellara, Italy (40%), and before Albufeira, Portugal (38%). Casalecchio di Reno has been ranked **41th** among cities with less than 200,000 inhabitants and **43rd** among cities with less than 15% of foreign-born residents.

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



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





## **Casalecchio di Reno – An overview**

Casalecchio di Reno is a town in the Metropolitan area of Bologna, Emilia-Romagna, northern Italy.

The city has been awarded by the President of the Italian Republic for the civic merit during the Second World War, quoting the role of Casalecchio has an hub for communications in northern Italy, as well as the admirable display of a generous spirit of solidarity, helping the many injured and displaced and restoring the city's minimum living conditions".

Today Casalecchio is also known for the headquarters of one of the biggest grocery retail cooperative in Italy, the *Coop*, that has a deeply rooted and widespread presence on the territory and Italian culture and which operates since the nineteenth century.

Casalecchio di Reno has a population of 36.233 people (according to the ISTAT latest census in 2015).

Demographically, the percentage of foreign citizens is 11,84% of the total population.

None of the foreign resident groups registered until 2015 go beyond the 5% out of the total number of inhabitants. Since 2007 Romanians are the most numerous community (1017 people), followed by the Albanians (470 people), that maintain their second position since 2008 and the Moroccans (388 people) and Philippines (353 people). Following are the Pakistanis (240 people).

Economically, the GDP per capita in Casalecchio di Reno is 19.407,00 Euros (as of 2015).

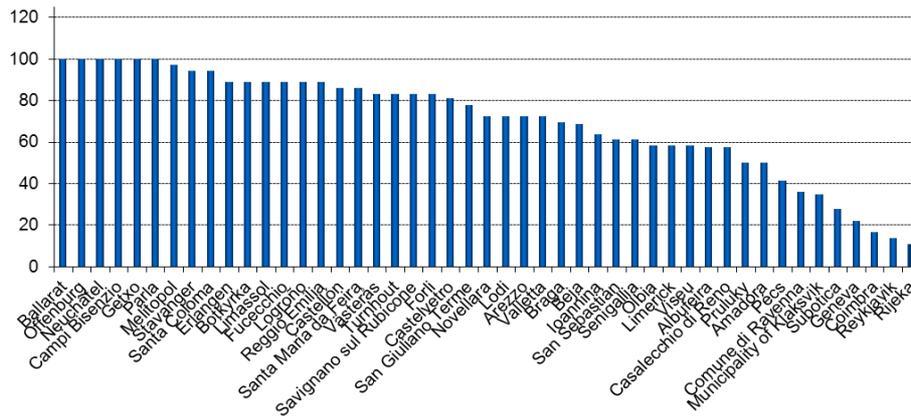
The city has a department with leading responsibility for intercultural integration, which mainly sits in the Department for Knowledge and New Generations (Assessorato Saperi e Nuove Generazioni) of the Casalecchio di Reno's town hall.

# COMMITMENT

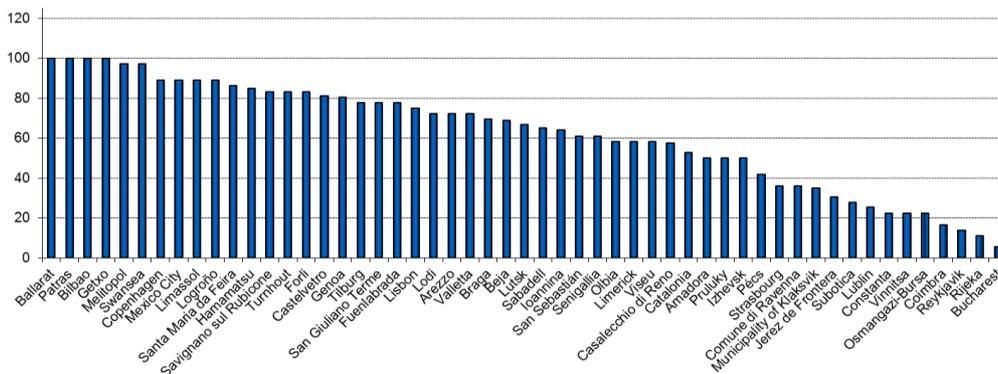


*The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.*

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



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



Casalecchio's rate in the field of Commitment in 2017 corresponds to **58%**. A lower rate than the city sample result of 71%, but strongly ameliorated compared to the 2013 and 2014 figures (47% both years).

Casalecchio di Reno has **formally adopted** a **public statement** as an intercultural city, as well as **an integration strategy** with intercultural elements and an associated **budget**.

On the other hand, the city **has not** deployed an **action plan**, nor has designed an evaluation process.

Casalecchio may get inspiration from Bergen, which, in parallel to designing an integration strategy with intercultural elements, has developed an integration action plan to put it in practice. An evaluation process for the integration strategy has also been planned.

Likewise, the Barcelona "**Interculturality Plan (2010)**" was a mandate of the City Council's Immigration Working Plan 2008 and its main goal was to define a clear intercultural policy strategy about how the city faces the challenges posed by the increase in sociocultural diversity for the next 15 years.

The elaboration of the Plan was in itself intercultural and transversal: over 3,000 people and 250 organizations collaborated to create the plan through an interactive web in which participated all section of the City Council as an active agent along with all citizenship that need to be involved in the intercultural process. Transversality was one of the key questions in terms of methodology. Every area of the Barcelona City Council participated in the elaboration by observing their policies through intercultural lens, and giving answer to improve its service and policies from an intercultural approach.

This Plan is based in a triangle of principles: equity, recognition of diversity and positive interaction. These are three pillars that guide the Interculturality Plan and that later would serve as groundwork to elaborate the Immigration Plan 2012-2015. It also proposes the establishment of an institutional innovation: Espai Avinyó - cultural structure that was created in March 2011, after the approval of the Barcelona Interculturality Plan, with two objectives: 1) to offer a cultural program for all citizens (immigrants and natives) to promote interculturalism values and 2) to provide specific activities to promote the social use of Catalan and the historical and cultural understanding of the city. Espai Avinyó is working to become a benchmark for interculturalism in Barcelona.

The Interculturality Plan was developed as a "local global strategy to promote interaction, being the best way of guarantying normalized socialization of diversity in all spheres and spaces of the city".

Official speeches and communications by the city **often make** clear reference to the city's intercultural commitment, and different means of acknowledging is provided to local citizens who have done exceptional things to encourage interculturalism in the city. For example, the city authorities value new Italian citizenships, and symbolically the city's authorities award the Italian citizenship to foreign children and adults born and raised in Casalecchio.

Casalecchio di Reno has started a process of political consultation and co-creation involving citizens regardless their origin, cultural and ethnic background<sup>5</sup>.

A **dedicated body or a cross-departmental co-ordination structure** for the intercultural strategy has **not** been set up yet, even if the city is expressing the willingness to act in this way.

Furthermore, the city has not yet set up a **webpage** where it is possible to consult news on intercultural initiatives and activities. In order to keep the population informed, the city should aim at sharing as much information as possible via digital tools. An email newsletter could also be seen as a good starting point to allow integration, intercultural ideas and events to circulate and eventually be more accessible.

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<sup>5</sup>[http://www.comune.casalecchio.bo.it/upload/casalecchiodireno\\_ecm6/gestionedocumentale/PROGRAMMAIncontriDiMondi2017\\_784\\_44067.pdf](http://www.comune.casalecchio.bo.it/upload/casalecchiodireno_ecm6/gestionedocumentale/PROGRAMMAIncontriDiMondi2017_784_44067.pdf)

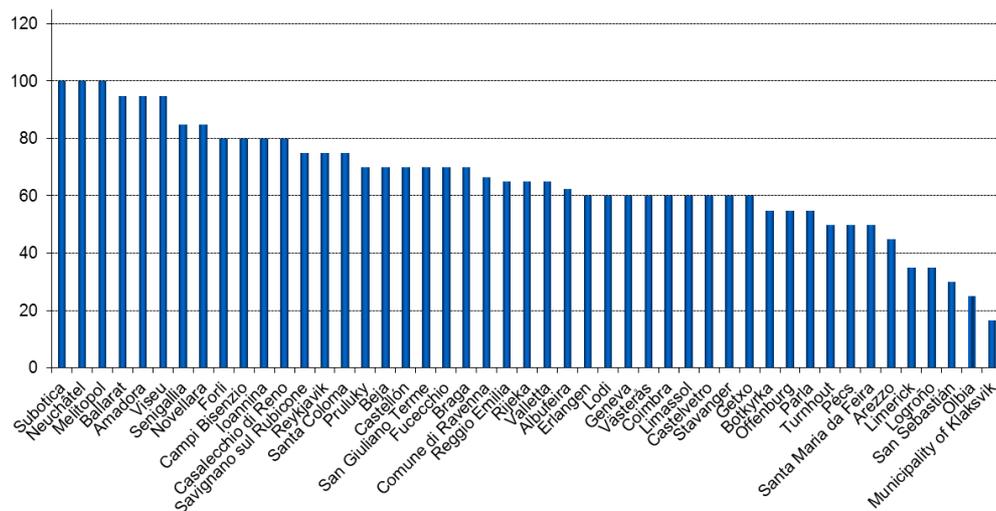
# EDUCATION

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.<sup>6</sup>*

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



<sup>6</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://highered.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).



- workshops on "Italian for communication" and the enhancement of the skills required by the school context;

Moreover, local schools organise special events also during the Intercultural Week "*Incontri di Mondi*" (Encounters of Worlds).

Finally, Casalecchio di Reno **has a policy to increase ethnic/cultural mixing in schools** through the project *Mondo in Classe* (the World at School)<sup>7</sup>.

Casalecchio di Reno might wish to consider some initiatives from other Intercultural Cities:

Geneva has adopted a 'whole family' approach to schooling whereby teachers are required to build closer links with families to understand the external factors that might influence a child's ability to learn. In the case of foreigners this means attempting to welcome them in their mother tongue. There is a one year transitional class for new arrivals with little or no French language, to fast-track into the mainstream and prevent them becoming alienated. A good example of the approach is the Sac d'histoires (bag of stories) programme. Children can bring a collection of bilingual books, CDs, DVDs and other media which they share with their parents, who are then given a much greater stake and involvement in their child's progress at school and improve their own language skills.

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.

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<sup>7</sup><http://www.comune.casalecchio.bo.it/servizi/Menu/dinamica.aspx?idSezione=59727&idArea=59729&idCat=43575&ID=52318&TipoElemento=Categoria>

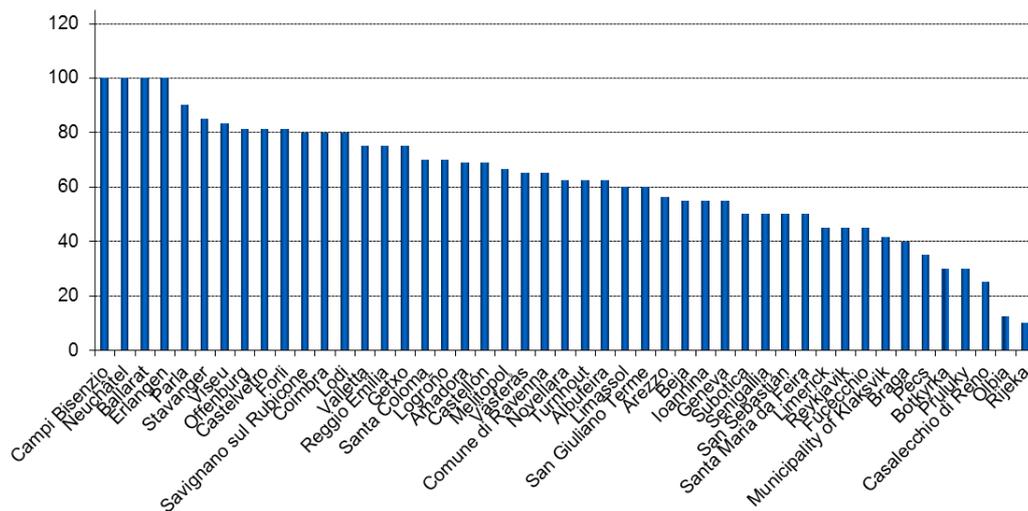
# NEIGHBOURHOOD

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. <sup>8</sup>*

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



<sup>8</sup> 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.



everyone feels at ease. Once the ice is broken, children will play together while parents will get to know each other's culture and habits. However, the mediator will monitor the gathering, possibly giving language support in case of misunderstandings.

Ballarat's Council encourages thousands of people to interact with people of diverse ethnic/cultural backgrounds organising a wide range of initiatives: *Begonia Festival, Harmony Fest, 'National Aborigines and Islanders Day Observance (NAIDOC) Week, and Refugee Week celebrations.*

Instead, Limassol promotes activities to mix citizens from different areas; for example, the Euromed Festival aims to gather people together through folkloristic dancing and exhibitions. Another activity is the "Social Work on the Road" programme that started in 2010 and since then aims to prevent criminality, especially among young people. This programme follows the following steps:

- Raise awareness on the danger of drug and alcohol abuse
- Psychological support, e.g. prevent teenagers from dropping school, family support
- Fight against unemployment

This organisation operates on the street, among people, and this is the peculiarity: people, especially teenagers, do not need to visit an office or take an appointment in a facility.



Casalecchio di Reno's public service rate is **35%**, lower than the city sample result of 42%, but increased since 2014, when the city scored 15%.

The ethnic background of public employees **does not reflect** the composition of the city's population. Moreover, the city **does not foresee** a **recruitment plan** to ensure adequate diversity within its workforce.

The city **does not encourage** diverse workforce in private sector enterprises.

Casalecchio di Reno might find inspiration from the city of Stavanger which has designed a **recruitment plan** aiming specifically to increase the migrant/minority representation at the higher hierarchical levels: the publishing of the announcement on *Inkludi.no* (a Norwegian recruitment services with main focus on jobseekers from minorities) is mandatory for consultant and managerial positions. Furthermore, if there are qualified applicants with a minority background, minimum one must be summoned to the interview.

Most of Casalecchio di Reno's services are tailored to meet the needs of the ethnic/cultural background of its citizens: by offering **funeral/burial services**, **school meals** appropriate to the ethnic/cultural background of all citizens, and a **linguistic-cultural service** in support to the Welfare Department of the city.

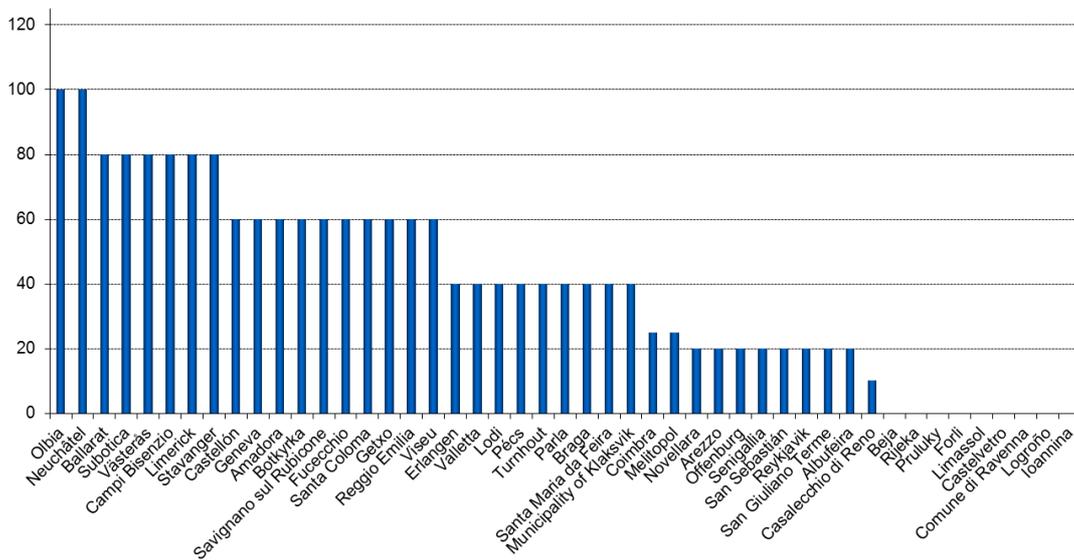
# BUSINESS & LABOUR

through intercultural lens



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

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





Casalecchio may find inspiration from other Intercultural Cities, such as Amadora in Spain where an entrepreneurship programme carried out in this Spanish city encourages minorities business. The Programme "*Amadora Empreende*" seeks to identify, in association with the youth and people in situations of social vulnerability, individual entrepreneurial initiatives by providing the necessary conditions for developing a business idea. There are two distinct points of action: "A Incubadora Quick" (directed at young people aged 18 to 30 years) and "Quem não Arrisca não Petisca" (directed to people in socially vulnerable positions (women, disabled, immigrants and prisoners and ex-prisoners). This is intended as a program of selective support, which can give strength and exposure to projects that are often overlooked for lack of support of development or financial support.

This initiative aims to provide a special area of information and awareness for the challenges and opportunities faced in education, training and employment, bringing together in one room schools and businesses. During three days, these companies promote their services, projects and best practices, and some publicize job opportunities and accept resumes from those wishing to apply to offers exposed or make a spontaneous application.

To foster the benefit impact of interculturalism, Casalecchio di Reno could also look up at Hamburg. In fact, in Hamburg most of the business incubators explicitly pursue intercultural strategies. One project in this field, supported by the European Social Fund, is the IFW-Interkulturelles Frauenwirtschaftszentrum Hamburg. Hamburg prioritises companies that implement a diversity strategy when procuring their goods and services. Providers are asked for proof of equality of opportunities, gender equality and non-discrimination within their project applications.

Several other Intercultural Cities are putting an effort to include migrants and minorities in the market. Parla, for example, encourages 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.

Another example comes from Oslo. Oslo is carrying out a project that aims to involve migrants in Norwegian business. Oslo has in fact set a Centre for Multicultural Value Creation and it is offering first and second-generation immigrants the possibility to start their businesses providing advisory services, coaching and trainings. In Bergen, another Intercultural Norwegian city, several policies are encouraging international cooperation by supporting local universities to attract foreign students. International students are then invited to take actively part in the city life.





boxing as a way to express his feelings, and who struggles to obtain the Italian citizenship. The short film was selected by the MigrArti Prize for the 74th Venice Film Festival, and in 2018 it will also be broadcasted in the national TV channel Rai 1.

Primary and secondary school classes also attend the reading of traditional fairy tales in Albanian, Arabic, Catalan, Chinese, French, Spanish. Indeed, the Library and *LInFA* aim to strengthen the debate between teachers and pupils' families, especially if they are of a different mother tongue, by involving them in the identification of the teaching materials and language courses most suited to the class profile. The reading sessions in Italian and foreign languages are realized in collaboration with volunteer readers of the group *Talk with me and Casa Mila* and take place at the House of Knowledge, in conjunction with the annual International Mother tongue Day (21 February).

The Poetry Expression Laboratory in Multicultural Classes is another valuable example of an intercultural activity in the cultural domain. It has the main goal of carrying out educational meetings for teachers featuring ideas, contents and methodologies that could be useful for their curriculum, classes, and poetic expression workshops.

Furthermore, the city **encourages cultural organisations to deal with diversity and intercultural relations in their productions**<sup>10</sup>. More specifically, during the Intercultural Week Festival Incontri di Mondi 2017, a creative Lab called "Io esprimo, tu esprimi" (I express, you express) was organised by the association Aprimondo in partnership with the City of Casalecchio di Reno. The main goal of this Lab was to raise awareness on the issue of integration and intercultural dialogue among young Italian students and their new peers. The Lab focused on the life experiences of young newcomers who have emigrated from their Country of origin and eventually settled in Casalecchio.

It is commendable that the city **organises public debates and campaigns on the subject of cultural diversity and living together**. For example, during the Intercultural Festival 2017 an open public debate was organised, "Being Italian: waiting for the IUS SOLI law" namely on the issue of the new Italian Citizenship law. The debate foresaw some testimonies and reflections of new Italian generations. The debate, led by the Deputy Mayor and co-chaired by the Councilor for Knowledge and New Generations, saw the participation of new Italian citizens that have recently acquired the citizenship, common citizens, as well as teachers and students of a local public school who have carried out a project called "The Constitution for All".

The city of Casalecchio di Reno may find inspiring an initiative from the city of Erlangen, which organizes an annual poetry festival in Erlangen to bring poetry in five different languages together – without any translation. The event "Lyrical Bridge-Building" was organized by the culture department and wants to set an example for peaceful coexistence through understanding, openness and charity, independently of culture, religion and nationality. The main goal was to attract

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<sup>10</sup> <http://www.comune.casalecchio.bo.it/servizi/Menu/dinamica.aspx?idArea=59729&idCat=43575&ID=52321>

refugees to cultural events like the poetry festival and to sensitize the receiving society.

Four refugees, living in Erlangen, recited poems in their mother tongue: Arabic, Farsi, Kurdish and Ukrainian. Moreover, a poem by the German poet and orientalist Friedrich Rückert was presented. The event was accompanied with Kanun music performed by the musician Gilbert Yammine. With poems of the authors Tamim Al Barghothi, Abdullah Pashew, Dergham Al Saffan, Saadi Shirazi and Lesya Ukrainka the reading took the audience on a trip through Eastern Europe and the Arab world. The audience of around 100 people listened carefully to the sound of the languages and the music. The target groups were primarily refugees living in Erlangen, and the organizers were glad to see that the audience was a mix of people with different nationalities. This event showed that even without understanding the words, people are able to communicate somehow. In this case, lyrical performance translated the feelings of the authors and the readers. The cultural and linguistic exchange between receiving society and refugees is one of many stones that need to be piled up to build a bridge between the cultures.

As part of the campaign "Do not Feed the Rumor!" launched by Amadora's City Council in September 2014, the city has set up a kite contest for all primary and secondary schools. The contest is held between 2 March and 30 April 2015. The contest aims to promote the appreciation of cultural diversity and social cohesion; to contribute to the deconstruction of stereotypes, prejudices, discriminatory attitudes and rumours about immigrants; and to encourage creativity and imagination in learning and reflection on interculturality and immigrant integration. After a series of awareness-raising campaigns, including a video featuring judo expert Nuno Delgado, actress Carla Chambel, singer Ana Bacalhau and journalist Joaquim Franco, Amadora intends, through the kite contest, to reach out to younger generations who make a difference as anti-rumour agents. It is believed that these go on to influence their primary and secondary support networks i.e. family, friends, colleagues, teachers and fellow pupils. Therefore, teachers are working in several schools in Amadora enabling students to talk about the issues and express themselves through "positive dialogue" and art. Teachers from Seomara da Costa Primo trained as anti-rumour trainers, set up anti-rumour photography classes, recorded an anti-rumour song with students, conducted classroom debates "how do I see the others" where students were to mosaic their school mate using foodstuffs.

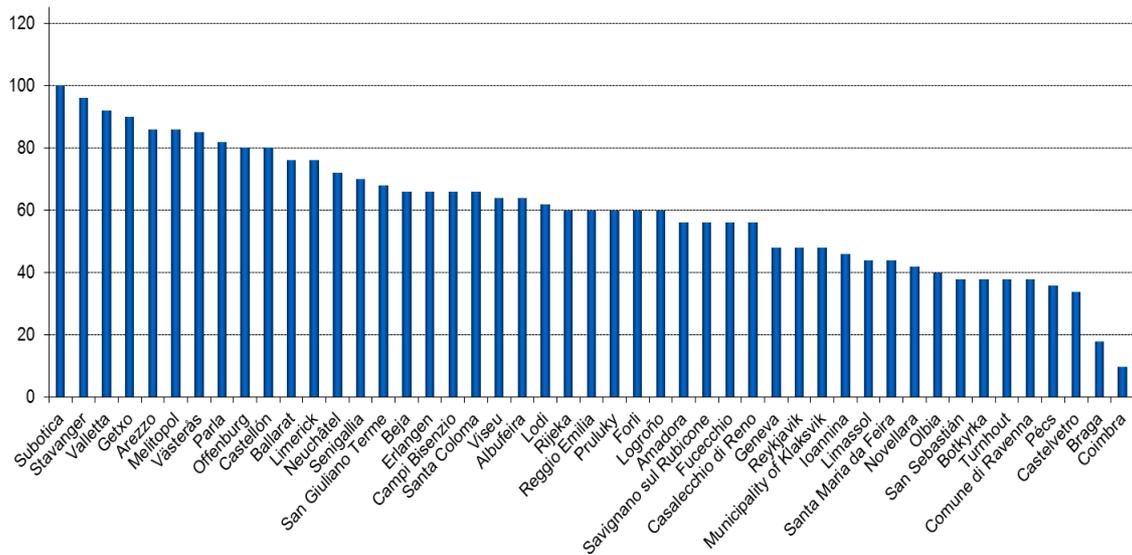
# PUBLIC SPACE

through intercultural lens

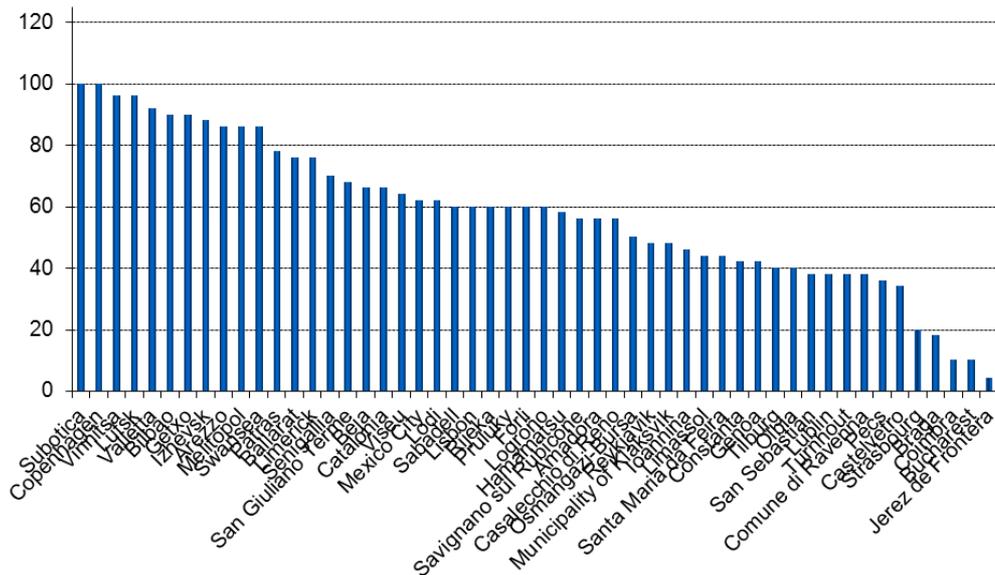


*Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.*

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



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



The rate of achievement of Casalecchio di Reno’s public space policy reaches **56%**; lower than the city sample’s rate of 65%, but higher than previous results of 42%.

As the analysis reveals, Casalecchio di Reno **encourages intercultural mixing** by providing necessary assistance to libraries and playgrounds, squares, theatres and schools, especially during the Intercultural Festival “Incontri di Mondi”.

The city **does not take** into consideration the population diversity, especially in the design of new public buildings, in order to reach comfort for everyone and allow them to be proud of their origin.

In the city, there are **no areas** dominated by **one minority ethnic group** where other people feel unwelcomed, and it is also excellent that there are **no** areas that can be defined as “**dangerous**”.

The city should take into consideration the population diversity when it comes to urban planning. For example, the city of Barcelona places enormous importance upon public space as the place where a diverse but harmonious community can be built.

This means that place-making professionals (such as architects, planners, transport managers, constructors etc.) within the city council must develop their competence in diversity management. One clause of the city’s Intercultural Plan states the need to:

- Incorporate those responsible for urban development in the city into each of the interdepartmental committees at the Council to strengthen the mainstream application of all urban and social policies.

Examples of how this translates into action on the ground include:

- Inter-group roundtables that could involve representatives from urban planning and, for example, the Committee for public spaces and Committees for coexistence;
- Inter-group committee for immigration;
- Promotion of bilateral relations through bridges for dialogue, between the area for urban development and other areas at the Council.

A further clause of the Plan calls for:

- Integration of the neighbourhood scale into the practice of urban development to reconstruct dialogue, consensus and the involvement of citizens.

Likewise, in the German city of Neukölln redesigning a City Centre means taking into account its intercultural diversity. Action! Karl-Marx-Straße – ‘Young, Colourful, and Successful’ is an ambitious €10 million urban regeneration programme for the main street in the borough. Whilst Karl-Marx-Straße is the buzzing heart of Neukölln with not only the Town Hall but also the ethnic retail economy, it currently feels tired and dowdy and dominated by the motor car. Neukölln has the chance to be the first place in Germany to redesign a city centre in a way that acknowledges cultural diversity<sup>11</sup>.

Finally, Donostia-San Sebastian constructed a new building which could be used by different faith groups separately or together, located in the university grounds, to provide a symbolic representation of interfaith principles. This had been created as part of the European Capital of Culture celebrations by students from a Higher Technical School of Architecture with support from San Sebastian Council and a local university. The students had engaged with local religious groups to understand their requirements, and then built an open structure which could be used by a range of different local religious groups separately or together. This can be seen as a visual demonstration of how religions can use public spaces, having no more or less rights than any other group, and how professions and public institutions can engage with them in dialogue to understand their needs and respond accordingly.

This structure is called ‘Möbius’. Within the city itself, this had been balanced alongside other spaces such as the creation of a local mosque building which had brought together Muslims of different cultural backgrounds across the city, which saw its role as being both providing space for Muslims and improving opportunities for those from the wider communities to understand what went on in that place of worship.

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<sup>11</sup> <http://www.aktion-kms.de/>

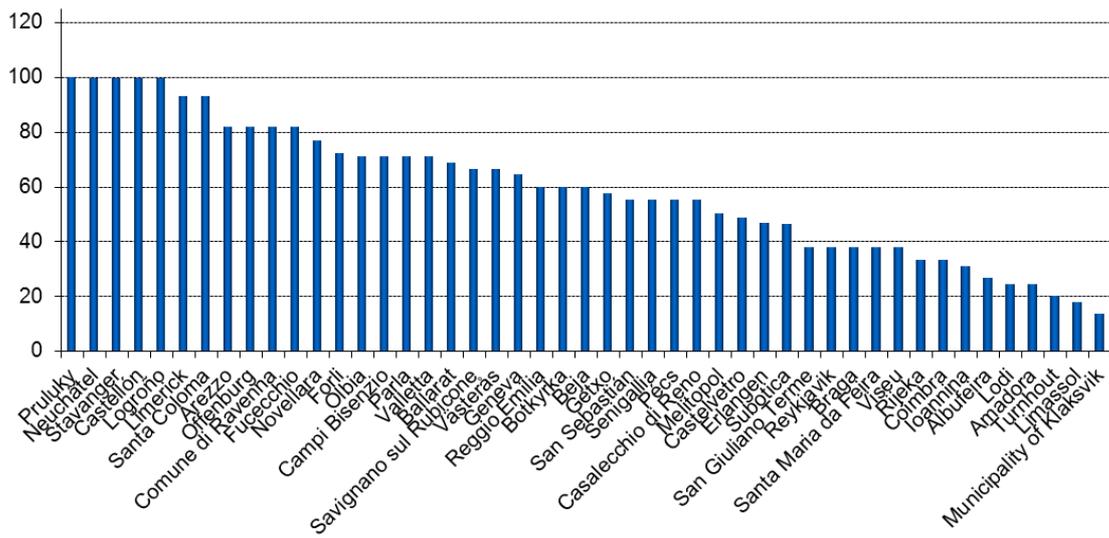
# MEDIATION

and conflict resolution

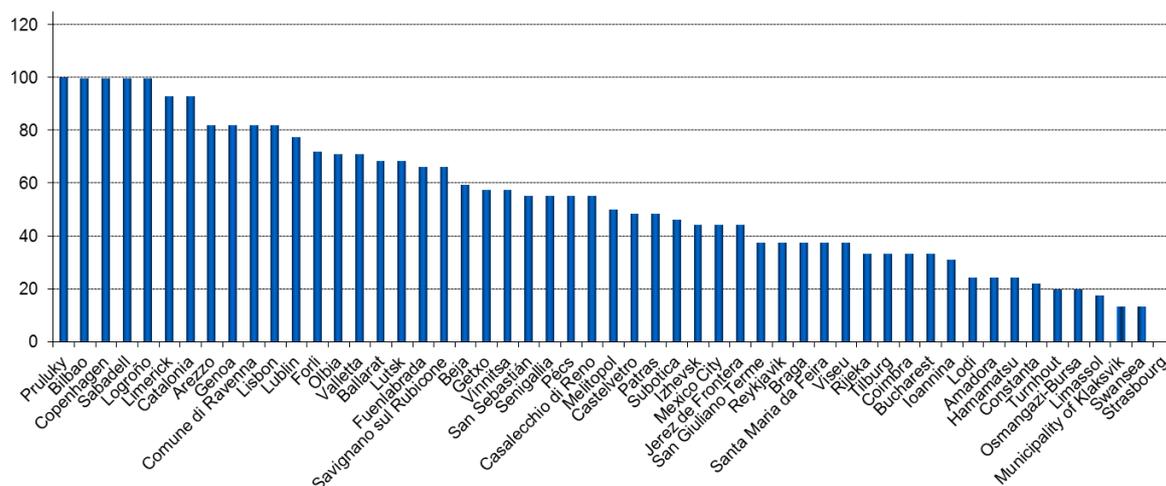


*The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.*

**ICC-Index - Mediation and conflict resolution - City sample (inhabitants < 200'000)**



ICC-Index - Mediation and conflict resolution - City sample  
(non-nationals/foreign borns < 15%)



The rate of achievement of Casalecchio di Reno mediation and conflict resolution policy is **55%**, lower than the city sample's rate of 63%.

The city **provides** a municipal mediation service devoted to intercultural issues, as well as a generalist municipal mediation service that is also dealing with cultural conflicts. This service is provided within public services (hospitals, police, and mediation centres and youth organisations) and in the city administration.

No organization for inter-religious relations has been set up to date.

However, to answer all these challenges, Casalecchio di Reno may wish to consider following Reggio Emilia's example to mediate and to prevent/solve conflicts. The intercultural centre "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, 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.

Furthermore, municipal services keeping communication channels to avoid cultural and religious conflicts are supported in the city of Bergen; the city has introduced many initiatives to achieve its mediation and conflict resolution policy objectives. Bergen has set up a generalist municipal mediation service which also deals with cultural conflicts. It 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 (Cooperation Council for Religion and Faith) is an interfaith organisation in Bergen. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

Cascais is successfully carrying out the *Educa.gz* programme: through entertainment, mediators educate children helping them to improve their lives.

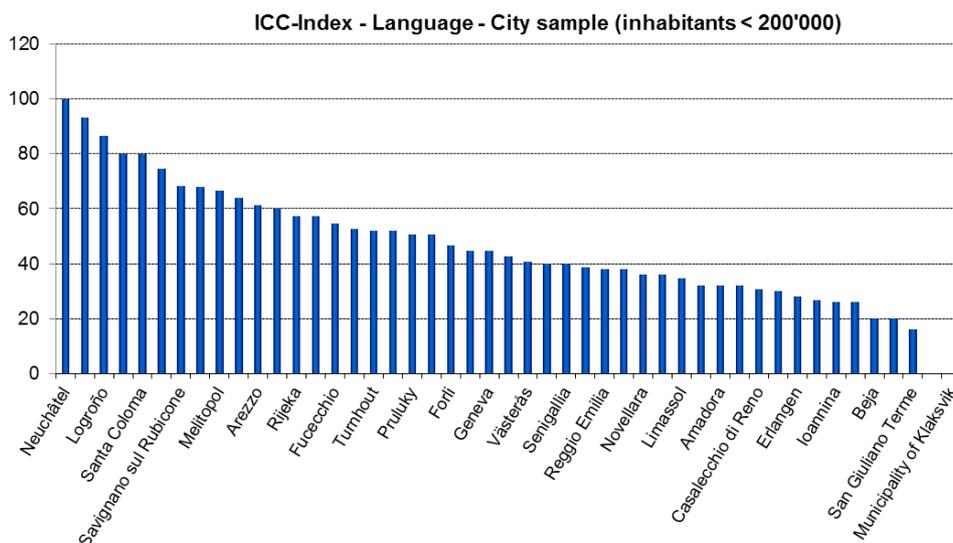
This project minimises negative behaviours, both through the animation of playgrounds, as well as signalling and monitoring of situations of greater complexity. In fact, during the school year, the project establishes a systematic connection with various schools and it enhances existing relationships, both institutionally and at community level, finding creative solutions to integrate children in the society.

Similarly, Ballarat's Mayor has been hosting interfaith dialogues with various faith leaders in the Grampians region and the Valletta Local Council takes care of keeping the dialogue open with Christians, Jews and Hindus, for example by organising events to involve the Jew community, such as Hanukah.

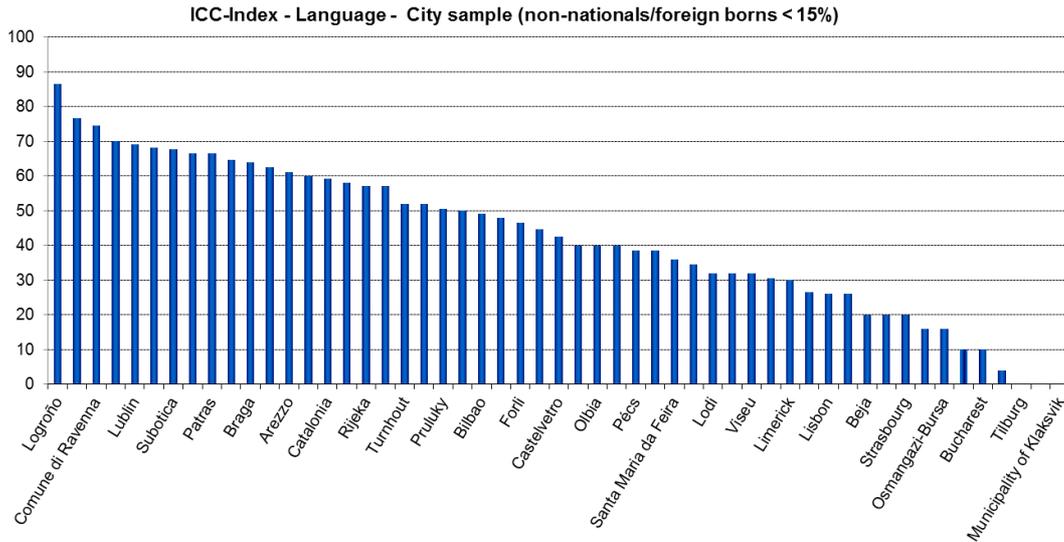
# LANGUAGE



*The learning of the language<sup>12</sup> 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.*



<sup>12</sup> 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://higherred.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))



Casalecchio’s language policy achievement rate is lower (**31%**) than the city sample’s rate (48%). The result, though, marks an increase since 2013 and 2014 (24%).

The city **ensures** the support for private/civil sector institutions providing language trainings in migrant/minority languages. The city also supports the initiatives of the Mother Tongues’ Day at school, Multilingual Readings Projects, as well as the initiatives including the *Worlds Meetings*.

Casalecchio financially supports the newspapers **“Casalecchio notizie”** and **“Casalecchio News”**.

Despite these remarkable efforts, support of minority groups residing in Casalecchio di Reno should also be ensured in other local and mainstream media. The city could also provide financial support to minority radio and TV programmes in a minority language. The city of Ballarat is working on this issue: it has established collaboration with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages. Newspaper columns, radio and/or TV programmes in a minority language would hugely benefit interculturality, facilitating integration and reinforcing the feeling of belonging.

Furthermore the city should pay particular attention to hard to reach groups and their acquiring of language skills. In this respect the city of Stavanger, through the Johannes Learning Centre (Joannes Læringscenter), could be an interesting example. The Centre is providing mandatory tuition in Norwegian language and culture for immigrants between 16 and 55 years old having a resident permit, as well as the possibility to attend these courses for people over 55. The Centre is open during the day, in the evenings, and online. Special mother-child groups are organised so that stay-at-home mums can learn and practice Norwegian together.

The city of Sabadell also run different projects targeting especially non-working women, like the workshop *“Touch and Participate”* and *“Arteratia technique”* involving women who had no knowledge of the language as well as some indigenous women. These workshops use theatre performances, as well as the

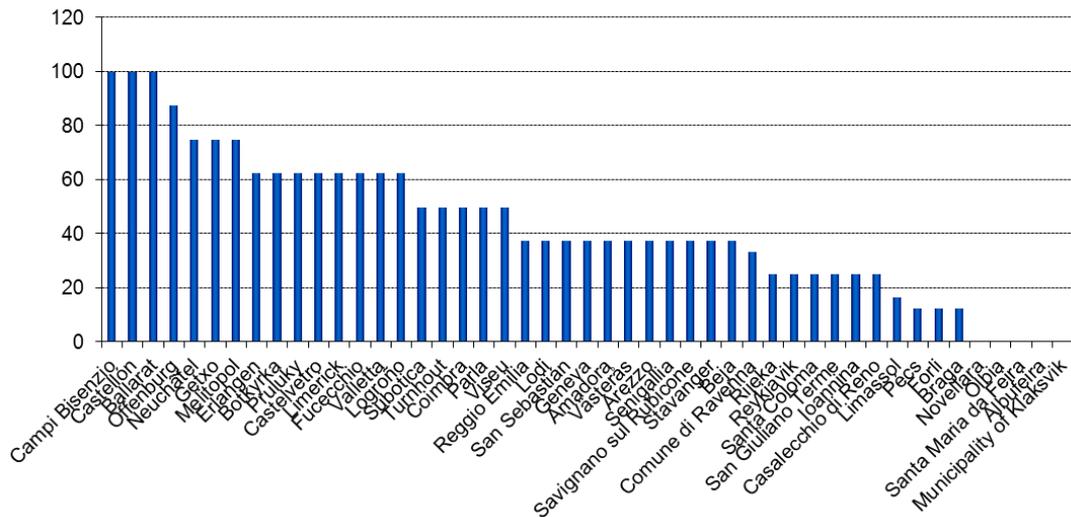
creation of textile art pieces as tools to favour communication and socialisation. The work of these women is subsequently exposed to all neighbours to raise awareness and draw attention to those positive intercultural relations.

# 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)**





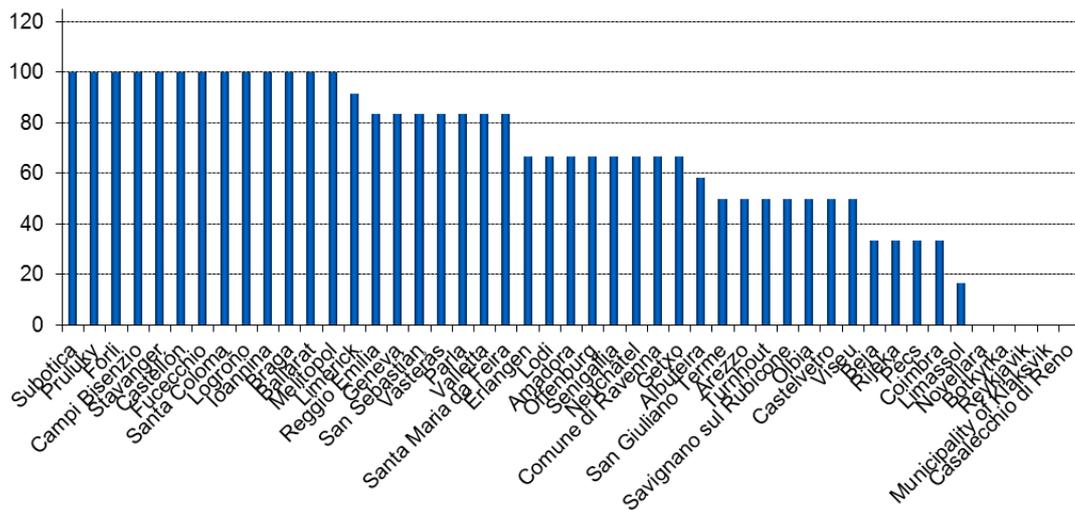
- The city might wish to better control how the news about migrants are dealt in order to prevent the spreading of prejudices and stereotypes. The city could follow Bergen's example of promoting a positive image of migrants and minorities in the media. The Norwegian city monitors the way in which minorities 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 example has been launched by the city of Barcelona. There, since 2010, the city is carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity, based on working in conjunction with different social actors and organizations. A part of this campaign has been substantial press coverage.

# 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)**



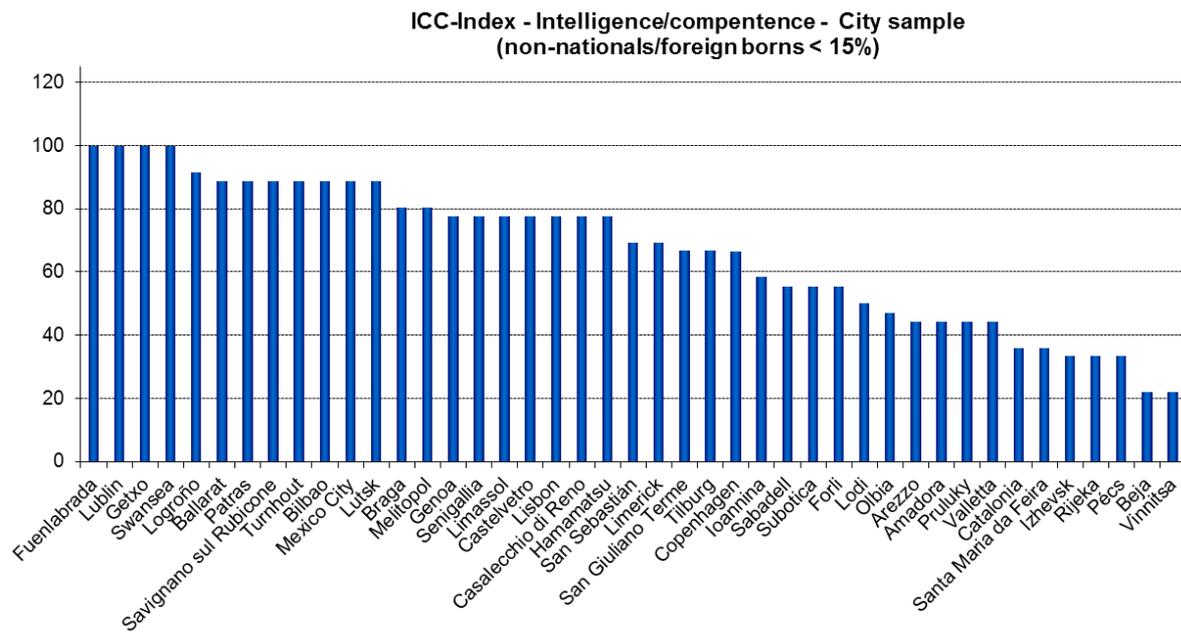


On this note, bilateral overseas business development is also a goal of the intercultural city of Santa Maria da Feira. Santa Maria da Feira, a municipality on the outskirts of Oporto, in northern Portugal, is adapting to the reality of cultural diversity in a surprising way. Spurred by the municipality, the local business community is exploring new opportunities presented by migration: the presence of people from different origins in its territory, and the presence of Feirenses in a number of foreign countries.

The municipality launched an online platform that links 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 reached out through business partnerships. The municipality has also 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 establishment of private sector business relations.

Similar partnerships have been previously established in other countries, such as Venezuela, Mozambique and France. The municipality takes an active role in helping local businesses expand internationally. The diversity of Santa Maria da Feira's population is a precious resource which the council has sought to make the most of. Besides the local migrants, Santa Maria da Feira has also reached out to the Portuguese diaspora. Many successful Feirenses abroad have responded positively, allowing the municipality to continue its mission of providing business opportunities abroad for locally based companies.





The attainment rate of Casalecchio di Reno in the field of intercultural intelligence competence policy is **78%**, higher than the city sample's rate of 61% and remarkably higher than in the past (36%).

In Casalecchio, information about diversity and intercultural relations are mainstreamed to inform the city government and the council's process of policy formulation. Casalecchio's City Council regularly examines and uses some best practices of other intercultural cities.

Likewise, the city regularly carries out **surveys** to monitor the public perception of migrants/minorities.

The city is also promoting intercultural competences of its officials and staff through self-trainings and internal reflections.

The city might wish to improve in this field by considering some examples of interdisciplinary seminars that come from Braga (Portugal) and Bergen (Norway). 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 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.

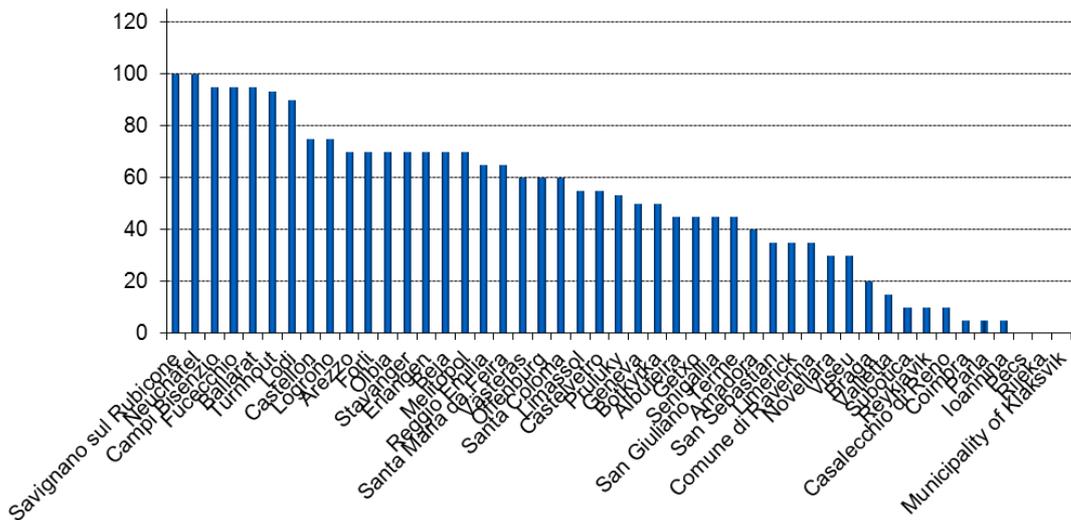
To raise awareness, "Diferenças & Indiferenças" is an initiative carried out in Cascais whose purpose is to train social agents to successfully face intercultural issues. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses.

# 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)**





cultural and civil life policies are full of events and activities in the fields of arts, culture and sport to encourage inhabitants from different ethnic groups to mix. Kaleidoscope (Fargespill) is an art project where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

Finally, it is worth mentioning the "Give Something Back to Berlin" (GSBTB) foundation, which is a fine example of a civil society initiative that thinks "out of the box" and actively combats negative refugee stereotyping. Launched in 2013 GSBTB aims to bring together more privileged migrants, German locals and more vulnerable migrants such as refugees. It provides the catalyst for diverse projects and innovative collaborations in which refugees play a key role. GSBTB now works with over 700 volunteers from over 50 different countries in over 60 social projects across the city. Activities include language teaching for refugees, refugee buddy programmes, dance, music and creative workshops, homeless centres, mentorship programs for underprivileged youth, working with the elderly or creative work with children.

What is specific to GSBTB is that refugees are not considered as recipients of information and assistance but as partners empowered to create and co-create their own projects to fulfil their needs and start their new lives in Germany. Alex Assali, a Syrian refugee who arrived in Berlin last year, has recently received large media coverage for what he is doing to "give something back to German people." Every Saturday since August last year, Alex Assali has set a food stand outside Alexanderplatz station where he serves warm meals the Berlin's homeless. He pays for the ingredients with the 120€ he manages to save each month on the € 359 he receives from the German government. Unsurprisingly it was only after his story had gone viral on the Web that the traditional media picked it up.





Also in the city of Stavanger, before every election, each local election brochures are distributed in 10 different languages to all the public service centres, all the mosques in the city, the Catholic Church and other meeting spaces for immigrants. In Stavanger Cultural Centre, furthermore, all the political parties were invited to dialogue with the migrants and a tool for voting in advance was arranged.

Another interesting example comes from Berlin-Neukölln, the project is called: "Young, Colourful, Successful" and it aims to redesign the city centre taking into account the intercultural diversity. Neukölln has the chance to be the first place in Germany to redesign a city centre in a way that acknowledges cultural diversity. The City Council of Berlin Neukölln was awarded by the German Federal Government the title "Place of Diversity" and with this sends a message against right-wing extremism and for diversity and tolerance. The place-name sign "Neukölln – Place of Diversity" is set up visibly on the square in front of the underground station "Britz-Süd".

# ANTI DISCRIMINATION



Casalecchio di Reno does not monitor the extent and character of discrimination in the city. Moreover, the city does not have a specific service that advises and supports victims of discrimination.

Furthermore, the city sometimes runs anti-discrimination campaigns and raises awareness on this topic. The last initiative worth mentioning was about the citizenship law, currently under discussion - the campaign on the *Ius Soli* "L'Italia sono anch'io" (I am also Italy).

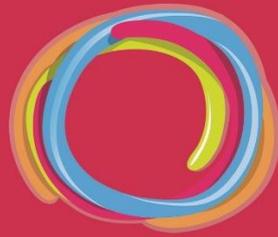
Casalecchio di Reno could also follow Patras' project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) 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.

Another useful example could be the Vienna Diversity Monitor, a tri-annual report on the city's integration processes and diversity policies. It includes 8 areas, 60 indicators, 11 benchmarks which reveal the structural and systemic reasons which lead to inequality related to migration status and/or ethnic origin. Monitoring results are then used to inform policy decisions. For example the obstacles to integration revealed by the report can be related to the legal framework (eg restricted work permits, access to public housing, voting rights etc.).

# CONCLUSIONS



Casalecchio di Reno showed an aggregate intercultural city index of **39%**, being positioned **78th** among the 89 cities in the sample. Moreover, Casalecchio di Reno has been ranked **41th** among the cities with less than 200,000 inhabitants and **43rd** among cities with less than 15% of foreign-born residents.

It is commendable that the city scored a rate **higher** than the city sample in the following fields: intelligence/competence, education and cultural and civil life.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are: commitment, public services, public spaces, language, governance, neighbourhood policies, business and labour market, mediation, media, international outlook, and welcoming.

The results of the current ICC Index suggest that in Casalecchio there is still ample room for improvement in the intercultural policies. In view of the above, we invite Casalecchio to strengthen in most of the policy areas and improve in the policy areas detailed below.

# RECOMMENDATIONS



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

Casalecchio di Reno 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 database<sup>14</sup>.

- ✓ **Commitment:** Casalecchio might consider ameliorating its intercultural commitment by adopting an action plan and evaluation process for its intercultural strategy and action plan. Moreover, the city should consider communicating its commitment toward interculturalism, its agenda, as well as intercultural related activities through an official web site.
- ✓ **Neighbourhood:** We recommend Casalecchio to consider actions to encourage people from different ethnic background to meet and interact in different areas.
- ✓ **Public services:** Casalecchio may wish to lay down a specific recruitment strategy to ensure an adequate diversity within the workforce in order to have an equal reflection of the population in the ethnic/cultural background of public employees at all levels. In fact, interculturalism brings creativity and innovation: an enrichment that will benefit the service effectiveness. Actions to encourage mixing in the private sector should also be considered.
- ✓ **Public spaces:** Casalecchio may wish to take into account the population diversity and try to involve citizens from different ethnic/cultural background in the design and management of new public buildings or spaces, as well as when dealing with the reconstruction of areas.
- ✓ **Language:** the city should consider ensuring its commitment toward intercultural linguistic activities also by addressing hard to reach groups of residents, such as housewives, unemployed and retired people. In order to make the most of the city diversity, Casalecchio di Reno may wish to consider ensuring that minority languages or migrants' language of origin

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<sup>14</sup> <http://www.coe.int/en/web/interculturalcities/>

are taught as part of the school curriculum, and also as linguistic classes available to everyone. The city may wish to consider improving in this field by supporting and founding local radio and TV programmes in a minority language different from the national mother tongue.

- ✓ **Business and Labour market:** the city might want to establish a business umbrella organisation having as an objective the promotion of diversity and anti-discrimination or a charter/another binding document against discrimination in its own administration and services. Casalecchio di Reno should also act to encourage business from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy.
  
- ✓ **Media Relations:** In order to improve this field, we suggest the Casalecchio di Reno to adopt a media strategy to improve the visibility of migrants/minorities in the media (for instance special columns in the press, TV or radio campaigns; targeted media briefings, etc.); to provide support for advocacy and/or media training to mentor journalists with minority background; to monitor the way in which media portray minorities.
  
- ✓ **Mediation:** The city should explore the possibility to establish and organisation focusing on inter-religious relations
  
- ✓ **International Outlook:** Casalecchio could encourage co-development projects with the major migrant groups' countries of origin.
  
- ✓ **Governance:** Casalecchio di Reno may wish to further explore possible governance policies by introducing a standard for the representation of minority in mandatory boards supervising schools and/or public services and design initiatives to encourage the participation of all citizens to political and democratic life.
  
- ✓ **Welcoming:** The city should show openness and willingness to welcome new people in the community by organising a special public ceremony to greet newcomers in the city.