

# GOOD PRACTICE



## Compilation of Good Practices from ICC Cities

2017



**Intercultural cities**  
Building the future on diversity

[www.coe.int/interculturalcities](http://www.coe.int/interculturalcities)



## FIELDS OF ACTION

### A. BUILDING AN INTERCULTURAL AND OPEN SOCIETY

1. Leadership and political commitment (e.g. statement of commitment; intercultural strategies; public discourse; intercultural competence for public institutions, etc.)
2. Anti-rumour strategies & campaigns, actions against hate speech and hate crime
3. Media, communication, and public awareness (e.g. co-operation with media; public discourse; awareness campaigns; special awards/ceremonies for migrants; opinion surveys; social media; publications about the diversity in the city and its impact; websites/applications mapping the population diversity, connecting citizens, etc.)
4. Business and diversity (e.g. self-employment and entrepreneurship; access to loans; business incubators; social innovation; access to public procurement for diverse enterprises, etc.)
5. Religion and interconvictional dialogue (e.g. interconvictional councils; mediation; places of worship; anti-discrimination measures; prevention of religious extremism, etc.)
6. Culture, leisure and heritage (e.g. arts and festivals; sport and recreation; urban heritage; libraries; gastronomy, etc.)

### B. INTEGRATION

7. Welcoming and social integration of migrants (e.g. welcoming initiatives; facilitating residence and work permits; urban citizenship; supporting naturalisation; integration courses with intercultural elements; family reunification, etc.)
8. Refugees (e.g. welcoming programmes; integration courses; unaccompanied minors; residence and work permits; family reunification; solidarity networks, etc.)
9. Political and public participation (e.g. participatory budget; networks; access to voting rights; IT tools and online platforms; support to civil society, etc.)
10. Mediation and conflict resolution

### C. PUBLIC SERVICES

11. Employment (e.g. recognition of skills and qualification; vocational training and career development; workforce diversity and capacity building, etc.)
12. Education (e.g. school; universities; informal education; intercultural curriculum; intercultural competence for teachers; activities for parents, etc.)
13. Health (e.g. access to health; social care; intercultural competence for public hospital employees; family support, etc.)
14. Housing and urban planning (e.g. public space; desegregation of neighbourhoods; access to housing for new-comers, etc.)
15. Security and safety (e.g. intercultural competence of police; public space and urban planning; intercultural mediation; conflict prevention; prevention of extremism, etc.)
16. Multilingualism (language courses; visibility and recognition of minority languages; migrant languages as a resource, etc.)

#### D. EQUALITY IN DIVERSE SOCIETIES

17. Anti-discrimination (e.g. no-hate; diversity advantage; equality bodies; LGBTI, etc.)
18. Gender equality and migration (e.g. empowerment of women; political participation and representation of women; gender equality bodies; women in the public space; prevention of violence against women, etc.)
19. Roma (e.g. access to social rights; access to public services; anti-Gypsyism and awareness; Roma mediators; school de-segregation, social inclusion, etc.)

## List of Cities in alphabetical order

AMADORA .....	4
BARCELONA .....	6
BILBAO .....	16
CASCAIS .....	23
DUBLIN.....	29
ERLANGEN .....	31
GETXO .....	36
HAIFA .....	37
LIMASSOL.....	41
LUTSK .....	44
MELITOPOL .....	45
NEUCHÂTEL .....	46
ODESSA .....	53
PATRAS .....	54
PAVLOGRAD.....	60
PORTIMÃO .....	61
RAVENNA .....	65
REYKJAVIK .....	68
RIJEKA .....	70
SAN SEBASTIAN/DONOSTIA.....	72
SUMY .....	74
VINNYTSIA.....	75

## AMADORA

Intercultural city:	Amadora
Department:	Special Projects Office

### SUMMARY OF THE ACTION

Title :	"Do not feed the rumour"
Main field of action:	Building an intercultural and open society
Type of action:	Anti-rumour strategies and campaigns
Main purpose:	Fight against misconceptions, prejudices, rumours and stereotypes about migrants and the city of Amadora, and provide correct information on migration and ethnic and cultural diversity
Implementation period :	From September 2014 to May 2015 (still ongoing as part of the municipal strategy for promoting interculturality)

### DESCRIPTION OF THE ACTION

*"Immigrants are linked to crime and radicalisation", "immigrants live off grants from the state" or "foreign children only bring problems to the schools",* are just a few of the rumours spread about immigrants. The campaign "Do not feed the rumour" aims to fight against stereotypes, prejudices and discriminatory attitudes about immigrants and the cities/countries where they live, as well as to give correct information regarding immigration and cultural diversity.

Supported by trained anti-rumour agents and the creation of an anti-rumour network, a viral communication strategy has been set up and has already produced good results, such as a more positive attitude from native Portuguese regarding immigrants. In Amadora, the campaign is now part of the Migrants Integration Municipal Plan.

75 organisations were involved in the implementation of this action, which reached about 2 500 people through the following principal activities:

- Mapping of local rumours;
- Training of anti-rumour agents, production of an "Anti-rumours Agents Guide");
- Awareness-raising workshops;
- Debates and other activities with students, promoted by teachers, in five schools;
- Educational, cultural and sports activities (exhibitions, theatre, showcases);
- A viral communication strategy, using Facebook, an official website, several leaflets, street postcards, roll-ups, badges, videos (1- *Presentation Video*; 2- *Memory Video*; 3- *Closing Up Video*, with interviews with Amadora citizens from different nationalities) and other materials were essential for the dissemination of the campaign's message, causing a snowball effect.

## SOLUTION OFFERED BY GOOD PRACTICE

- Raising awareness about the impact of widespread and unfounded statements about immigrants and the city itself;
- City communication strategy addressed to the potential of its ethnic and cultural diversity.

In 2017, the “Do not feed the rumour” campaign was awarded the URBACT Good Practice City label, in so far as it fell within the evaluation criteria of the URBACT Programme for that purpose. The theme is highly relevant for EU cities and links to the Urban Agenda for the EU Inclusion of Migrants and Refugees.

The campaign also follows closely the URBACT principles of integration and participation. By promoting this action, the city has gained experience in working with URBACT II and URBACT III. The action demonstrates results, with ex ante and ex post evaluation. In addition, this campaign has transferability since, focusing on soft measures. It can be adapted to suit other contexts.

## KEY NUMBERS

Start date: 2014

Conclusion: The Communication for Integration (C4I) project ended in 2015, but the “Do not feed the rumour” campaign is now part of the municipal strategy (Municipal Plan for the Integration of Immigrants).

Budget: €71 300

The attitudes of the inhabitants and workers of Amadora regarding the immigrants that live, study and/or work in the municipality were analysed by a university team (CIS-IUL – ISCTE-IUL). A survey was carried out in two phases: 1) *before* the beginning of the campaign; and 2) *after* the activities and events had been held. The results of this survey were integrated into the wider evaluation conducted by the Council of Europe as the promoter of the C4I project.

The campaign was developed by the municipality involving 75 organisations of the Amadora Social Network, including associations of/for immigrants, as well as organisations working in the fields of education, social development, sports, culture and security. The campaign also brought together decision makers, civil society and different levels of government (local, national and EU).

## FOR MORE INFORMATION

<http://urbact.eu/do-not-feed-rumour>

<http://pjp-eu.coe.int/en/web/c4i/amadora>

[www.cm-amadora.pt/naoalimenteorumor](http://www.cm-amadora.pt/naoalimenteorumor)

[www.facebook.com/naoalimenteorumor](https://www.facebook.com/naoalimenteorumor)

[www.youtube.com/watch?v=ThuuGweWyBU](https://www.youtube.com/watch?v=ThuuGweWyBU)

[www.youtube.com/watch?v=Jc3bGRK-7zc](https://www.youtube.com/watch?v=Jc3bGRK-7zc)

[www.youtube.com/watch?v=5HbqdsNe8X8](https://www.youtube.com/watch?v=5HbqdsNe8X8)

## BARCELONA

Intercultural city:	Barcelona
Department:	Civil Rights, Participation and Transparency
Date of completion of the form:	24/08/2017

### SUMMARY OF THE ACTION

Title :	Interconvictional ceremony in memory of the victims of the terrorist attack in Barcelona
Main field of action:	A. Building an intercultural and open society
Type of action:	5. Religion and interconvictional dialogue
Main purpose:	Bringing together different faiths and convictions to pay tribute to the victims
Implementation period :	One week (17-24 August 2017)

### DESCRIPTION OF THE ACTION

The ceremony was organised in the aftermath of the terrorist attack in Barcelona on 17 August 2017 and included in the framework of the citizens' rights and diversity strategy of Barcelona City Council.

The objective of the initiative was to offer an open space in which to pay tribute to the victims reflecting the diversity of beliefs and convictions which shape Barcelona. To do so, the different elements that composed the ceremony were discussed and agreed with religious communities, interfaith groups, lay and secularist organisations.

The ceremony involved readings of different sacred and humanistic texts and an offering of flowers (which were taken later to La Rambla), with the participation of 34 young members representing different religious communities, non-religious organisations and interfaith initiatives.

The ceremony was attended by 800 people, among them city and regional authorities and religious leaders, was reported by various newspapers and broadcast by different TV and internet channels. It had a huge impact due to the large number of people who followed it and the novelty of the proposal. The vast majority of comments received, from both secular and religious citizens, were very positive.

The action was implemented thanks to the co-operation between Barcelona City Council and the Catalan Government, and it was developed in partnership with several religious communities and non-religious organizations, as well as interfaith initiatives.

### FOR MORE INFORMATION

[http://www.elnacional.cat/en/news/barcelona-holds-interfaith-event-as-reflection-of-the-diversity-of-the-city\\_185292\\_102.html](http://www.elnacional.cat/en/news/barcelona-holds-interfaith-event-as-reflection-of-the-diversity-of-the-city_185292_102.html)

<http://ajuntament.barcelona.cat/premsa/2017/08/24/mes-de-800-persones-homenatgen-les-victimes-de-latemptat-en-lacte-interreligios-del-museu-maritim/>

[https://www.youtube.com/watch?time\\_continue=2&v=zbhWW5VKXrA](https://www.youtube.com/watch?time_continue=2&v=zbhWW5VKXrA) (video clip)

<https://www.youtube.com/watch?v=6jYa6l69Hfo&feature=youtu.be> (complete ceremony)

Intercultural city:	Barcelona
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## SUMMARY OF THE ACTION

Title:	A knowledge sharing session to keep on dismantling rumours and stereotypes
Main field of action:	A. Building an intercultural and open society D. Equality
Type of Action:	1. Leadership and political commitment, 2. Anti-rumour strategies and campaigns, actions against hate speech and hate crime, 17. Anti-discrimination 19. Roma
Main purpose:	- <i>A get-together to dismantle rumours and stereotypes</i> - <i>Prevention of social exclusion</i> - <i>Discouragement of negative behaviours</i> - <i>An intercultural dialogue focused on gender, migration, anti-gypsyism and islamophobia.</i>

## DESCRIPTION OF THE ACTION

On the 13th of July 2017, the BCN Antirumours Network training team organised a meeting with associations and experts at the *Casal de Entidades Mas Guinardó* with the goal of going further into concepts such as the intersectional and decolonisation perspectives. The BCN Antirumours Network is composed of associations, groups, individual members and the Barcelona City Hall. The Network focuses on dismantling rumours and stereotypes around cultural diversity. On this purpose, the "*Train yourself through the Network*" session was a gathering for knowledge sharing addressed to members of the BCN Network and to those associations and individuals interested in joining.

The training team responded to the associations' requests for new tools to fight against discriminatory speech.

The day started with an "itinerary of activism", where everyone could share their own experiences with activists such as Wafae Moussaoui, psychologist and feminist, Norma Falconi, member of Sindillar, Bombo N'Dir, Human Rights activist, Nadia Jabr, activist, and Rafael Buhigas, historian and collaborator of Feminist Roma Women for Diversity.

Afterwards, there was a reflection exercise around the key ideas that came out of the itineraries with Florencia González, expert in Rights and Political Science and Rosa Lázaro, teacher and pseudo-anthropologist. In the afternoon, the dialogue established between Mariana Olisa, a journalist specialised in Black Feminism and Ana Giménez, an anthropologist specialised in history of the Roma People, brought to light the need to decentralise the feminist view.

The Antirumours workshops, which revolved around gender, migratory movements, anti-gypsyism and islamophobia, were a total success, having been facilitated by associations from the training team within the BCN Antirumours Network.

The selection of topics responds to the need for further discussion, through the help of experts, on current affairs which have an effect into the construction of discriminatory forms of speech.

The event ended with the drawing of some conclusions.



FOR MORE INFORMATION

BCN Intercultural Action – The Anti-Rumour Network:

<http://ajuntament.barcelona.cat/bcnacciointercultural/en/the-anti-rumor-network>

BCN Intercultural Action – The Anti-Rumour Network: Who are we? And What do we do?

<http://ajuntament.barcelona.cat/bcnacciointercultural/en/anti-rumors-what-do-we-do>

Five years combatting rumours and stereotypes:

<http://ajuntament.barcelona.cat/bcnacciointercultural/en/noticia/five-years-combatting-rumours-and-stereotypes>

Intercultural city:	Barcelona
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#### SUMMARY OF THE ACTION

Title:	A pioneer plan to combat Islamophobia
Main field of action:	A. Building an intercultural and open society D. Equality
Type of Action:	2. Anti-rumour strategies and campaigns, actions against hate speech and hate crime, 5. Religion and inter-convictional dialogue 17. Anti-discrimination
Main purpose:	<ul style="list-style-type: none"> <li>- <i>A plan to prevent hate crimes, raise awareness and provide victim support services.</i></li> <li>- <i>Raise awareness on Islamophobia as a serious form of discrimination</i></li> <li>- <i>The recognition of the religious, political and cultural diversity</i></li> </ul>

#### DESCRIPTION OF THE ACTION

The City Council of Barcelona has presented its municipal plan to combat Islamophobia, a pioneering municipal government measure in the Spanish state which aims to guarantee social cohesion and protect human rights. The document has been discussed and agreed upon in a process involving eighty people, including human rights and discrimination experts, specialised municipal staff, social entities and organisations from the Muslim community. The plan, which sets out 28 measures and has a budget of over 100,000 euros, aims to support the most vulnerable victims: women. In the province of Barcelona, reported hate crimes rose by 19% in 2015, compared to 2014, and 40% compared to 2013.

Girls who are rejected by their social environment when they decide to wear a veil, difficulties in opening prayer centres, insults on public transport, bearded young men who can't find university work placements and so on. These are the most common cases of discrimination and Islamophobia in Barcelona.

Generally, it's not an issue of physical aggression, although there are some cases, and so the main objectives of this plan revolve around prevention, awareness and backing for interculturality and social cohesion.

The Office for Non-Discrimination (OND) will become the main service run by City Council for citizens and organisations to document, receive information, train and advice on hate crimes and hate discourse. The municipal service will collate data in order to provide a better snapshot of the situation in the city, as well as activate mechanisms for officially reporting hate crime and hate speech and litigating in significant cases if necessary.

The Hate Crime and Hate Speech Observatory is also to be created and training organised for municipal workers in this area, including the City Police. Other measures include encouraging schools to mark the International Day for the Elimination of Racial Discrimination.

FOR MORE INFORMATION

BCN Intercultural Action – Combatting Islamophobia and strengthening social cohesion

<http://ajuntament.barcelona.cat/bcnacciointercultural/en/noticia/combating-islamophobia-and-strengthening-social-cohesion>

Spain: First municipal plan against islamophobia pioneered in Barcelona

<https://ec.europa.eu/migrant-integration/news/spain-first-municipal-plan-against-islamophobia-pioneered-in-barcelona?lang=de>

Barcelona Ciutat Refugi: Against Islamophobia

[http://ciutatrefugi.barcelona/en/noticia/against-islamophobia\\_513396](http://ciutatrefugi.barcelona/en/noticia/against-islamophobia_513396)

Intercultural city:	Barcelona
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#### SUMMARY OF THE ACTION

Title:	Art, music and theatre prevent social exclusion and promote the democratization of culture
Main field of action:	A. Building an intercultural and open society
Type of Action:	6. Culture, leisure and heritage
Main purpose:	- <i>To prevent social exclusion encouraging people's participation promoting the democratization of culture</i>

#### DESCRIPTION OF THE ACTION

*Apropa Cultura* is a network of cultural facilities, such as theatres, concert halls, festivals and museums, whose main purpose is to encourage inclusiveness promoting cultural activities and events. The initiative started during the season 2006/2007 when L'Auditori launched the Auditori Apropa: a programme targeted to attract groups at risk of social exclusion, encouraging minorities to attend events at a lower price. Few years later, L'Auditori invited other organisations in Barcelona to participate and, as a result, the Apropa Culture was created with a new rich programme with all sorts of events: music, theatre, dance and circus. Nowadays, Apropa counts 15 cities with a total of 55 cultural centres, involving every season about 20.000 spectators.

In addition to music, theatre, dance and circus, Apropa offers a wide range of activities: for instance, museums and cultural centres offer free visits of their exhibitions. Some activities have been designed exclusively for vulnerable groups and are carried out throughout the season in different theatres and auditoriums. Moreover, every year courses are organised in the performing of arts, music, plastic and visual arts. Specifically, Educa amb l'Art ("educate with art") is a project for social workers, therapists, coordinators etc. without any prior knowledge in art and music.

Apropa Cultura philosophy and main goal is to prevent social exclusion encouraging people's participation promoting the democratization of culture. In particular, the following vulnerable groups have been involved: people with intellectual or physical disabilities, mental illness, elderlies, immigrants, children and adolescents, people with drug addictions and women victims of domestic violence. In fact, Apropa strongly believes that culture develops creativity while improving people's wellbeing, confidence and self-esteem.

#### FOR MORE INFORMATION

<https://www.apropacultura.cat/>

Intercultural city:	Barcelona
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#### SUMMARY OF THE ACTION

Title:	When art meets interculturality
Main field of action:	A. Building an intercultural and open society
Type of Action:	3. Media, communication, and public awareness 6. Culture, leisure and heritage
Main purpose:	To raise awareness about the positive value of diversity

#### DESCRIPTION OF THE ACTION

Espai Avinyó-Language and Culture Centre has been providing since 2011 a wide range of cultural activities aiming to be as inclusive as possible, highlighting the importance of interculturality through the masterpieces of artists coming from different cultural backgrounds.

The artistic activities are realized with different formats, such as photography, cinema, dance, music etc. these rich forms of expression mirror Barcelona's multiculturalism, fostering dialogue and strengthening relations between the participants.

Many activities are carried out in partnership with the Barcelona Anti-Rumour Strategy and/or the Barcelona Anti-Rumour Network, these connections foster awareness on cultural diversity, harmony and living together, discouraging stereotypes. Equally important, activities have also the aim of promoting popular and contemporary Catalan culture, stressing the importance of the city's historical and cultural heritage.

The Language and Culture Centre send a clear message: cultural diversity should be perceived as an enriching element that strengthens connections, foster creativity, highlighting the values of equality and mutual respect.

#### FOR MORE INFORMATION

<http://ajuntament.barcelona.cat/bcnacciointercultural/ca/espai-avinyo-que-fem>

## BERLIN-NEUKÖLLN

Intercultural city:	Berlin-Neukölln
Department:	Department for European Affairs and Innovation Projects- District Office
Date of completion of the form:	19/10/2017

### SUMMARY OF THE ACTION

Title :	Dialogue creates Neighbourhood
Main field of action:	Integration
Type of Action:	Refugees
Main purpose:	Promote dialogue between refugees and local inhabitants
Implementation period :	11 months from February to December 2017

### DESCRIPTION OF THE ACTION

The action is being implemented in the framework of Neukölln's neighbourhood programme in partnership with the Berlin Center for Integrative Mediation (CSSP). The project is aimed at preventing conflicts between inhabitants of refugee accommodation and local residents.

Qualified trainers for conflict mediation firstly address the inhabitants of the accommodation in order to find out about their concerns, interests and requests for information. NGOs and the local neighbourhood management team are involved. Afterwards, roundtable discussions are organised between refugees and local residents. As a result, at least five participants are chosen to receive training as conflict mediators.

This training is provided by CSSP who has international experience in conflict mediation. The action helps to identify possible conflicts, reduce prejudices, prevent escalation and establish sustainable communication structures. Furthermore, it provides refugees and local residents with qualifications, thereby opening up new professional perspectives.

The project is financed by the district office of Berlin-Neukölln through the funds of the Masterplan of Integration and Security. It will be evaluated by CSSP.

### FOR MORE INFORMATION

<http://www.cssp-mediation.org/deutschland>

Intercultural city:	Berlin-Neukölln
Department:	Department for European Affairs and Innovation Projects- District Office
Date of completion of the form:	19/10/2017

#### SUMMARY OF THE ACTION

Title :	Peer-to-Peer Project Addiction Aid for Refugees
Main field of action:	Public Services
Type of Action:	Health
Main purpose:	Drug prevention for refugees
Implementation period :	12 months from January to December 2017

#### DESCRIPTION OF THE ACTION

The project targets refugees and provides training in drug prevention and addiction aid. The training programme is elaborated within an intercultural and participative dialogue with the peer helpers. It enables help to be given to other refugees at risk of dependency.

The trained peer helpers inform on-site about the risks of drug consumption and accompany, if necessary, the person concerned to the local Drug Advisory Services. Individual advice and informative events are organised in refugee accommodation.

The peer helpers are an important connector for people who are difficult to reach through the drug help system. They ensure that healthcare is accessible for everyone. Furthermore, the peer helpers themselves are empowered and further qualified concerning their communication skills.

The project is implemented by three Berlin District Offices in partnership with the NGOs IBBC and Vista. It is financed by funds of the Masterplan of Integration and Security and evaluated by the supporting partner.

#### FOR MORE INFORMATION

<http://vistaberlin.de/index.php?id=709>

<https://www.berlin.de/ba-friedrichshain>

[kreuzberg/aktuelles/pressemitteilungen/2017/pressemitteilung.637659.php](http://kreuzberg/aktuelles/pressemitteilungen/2017/pressemitteilung.637659.php)

Intercultural city:	Berlin-Neukölln
Department:	Department for European Affairs and Innovation Projects- District Office
Date of completion of the form:	19/10/2017

#### SUMMARY OF THE ACTION

Title :	Schilleria Girl's Café - PolitTalk ( <i>Schilleria Mädchentreff</i> )
Main field of action:	Equality in Diverse Societies
Type of Action:	Gender Equality and migration
Main purpose:	Promotion of the political participation of young women
Implementation period :	Six months from June to November 2017

#### DESCRIPTION OF THE ACTION

The Schilleria Girl's Café is addressed at girls and young women, most of whom have a migrant background and are socially and educationally disadvantaged.

Due to the increasing success of right-wing parties and Europe-wide discrimination of Muslims, the girls involved urgently demanded to talk more intensively about political topics. The project "PolitTalk" therefore took the opportunity of the parliamentary elections to inform those interested about political topics and to motivate them further for the under-18 (U 18) elections.

The project combined political education and empowerment. Participants received training in communication and networking skills. Talks on political parties and the voting system were followed by creative workshops and the election event itself. Local schools and youth clubs were invited.

The action is implemented by the organisation *Madonna Mädchenkult.Ur e.V.* who will also evaluate it. It is financed through the European Social Fund and funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth and the Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety in the framework of the programme "*Jugend stärken im Quartier*".

FOR MORE INFORMATION <https://schilleria.blogspot.de/2017/09/schilleria-polittalk-madchen-werden-zu.html>



## BILBAO

Intercultural city:	Bilbao
Department:	Equality, co-operation and coexistence
Date of completion of the form:	11/10/2017

### SUMMARY OF THE ACTION

Title :	Anti-rumour toolkit for young people
Main field of action:	A. Building an intercultural and open society
Type of action:	2. Anti-rumour strategies and campaigns, actions against hate speech and hate crime
Main purpose:	Fight against prejudices and stereotypes at schools and in youth centres
Implementation period :	From 2017 to 2019

### DESCRIPTION OF THE ACTION

In the framework of the Bilbao Anti-Rumour Strategy, a handbook with anti-rumour tools and exercises has been designed for working in classrooms with young people. Young people represent a priority target group of intervention in this project. However, it is necessary to have specific working tools for young people because general strategy materials are designed for adults (arguments against rumours amongst others) are often inadequate.

This handbook is the result of a work process developed with educators of youth centres in Bilbao and with different professionals who work on the anti-rumour strategy.

The key requirements of the handbook are the following:

- The need to include some ideas about the phenomenon of the construction and deconstruction of rumours in a relaxed way and with a closed language;
- Following the work of reflection, to conclude with a product which can be shared with the rest of the young people of the municipality, namely a manual with activities that can be deployed in youth resources.
- Each of these activities should include a clear description of what needs to be implemented;
- To have a fun and bright material to help the reader to increase their skills in conversations in which unfounded rumours against people and groups arise. It also serves as teaching material but, above all, invites the reader to role-play, learn and experience in a personal or collective way;
- To include activities and methodologies that can be used without the mediation of a facilitator. They can be self-managed exercises;
- To incorporate activities that help the reader to think, including spaces for the management of emotions and action;
- To have a handbook that can be offered to other municipalities and anti-rumour initiatives. The handbook should be a flexible, adaptable and living resource that can take into consideration the new concerns, activities and proposals from educators and young people.

The handbook includes a compilation of tools and exercises to be self-managed by teaching staff and educators of the centres which are classified according to the following criteria:

- 1) Depth: Classification that serves to understand the level of reflection about ideas
  - Heating
  - Reflection
  - Deepening
  
- 2) Center: refers to the place from which the activity appealed with each exercise
  - Reason
  - Emotion
  - Action
  
- 3) Level: responds to the intended scope from the activity
  - Single
  - Collective
  - Context
  
- 4) Skills:
  - Competencies that you want to train
  - Personal and context awareness
  - Assertive communication and strategies for group pressure management
  - Sincere listening
  - Critical thinking
  - Positive conflict resolution

The handbook includes an evaluation system that incorporates a general questionnaire for young people and a technical questionnaire for educators and teachers who have implemented the activities with young people.

This handbook is the result of a work process developed with educators from eight youth centres in Bilbao and with other professionals who work on the anti-rumour strategy at local level.

FOR MORE INFORMATION

[Anti-Rumour Toolkit for young people](#)

Intercultural city:	Bilbao
Department:	Equality, co-operation and coexistence
Date of completion of the form:	9/10/2017

#### SUMMARY OF THE ACTION

Title :	Local plan for citizenship and diversity
Main field of action:	A. Building an intercultural and open society
Type of action:	1. Leadership and political commitment
Main purpose:	To have a global interdepartmental local strategy to promote Intercultural city, diversity, coexistence and social cohesion
Implementation period :	Three years - 2017, 2018 and 2019

#### DESCRIPTION OF THE ACTION

During 2017, the II Local Plan for Citizenship and Diversity was approved by the Local Government Board and contains therein the municipal intervention strategy planned for the next three years.

Approved by the City of Bilbao, this plan has been designed taking into account the areas of intervention and indicators defined in the framework of the Intercultural Cities Index. Likewise, the recommendations of the latest Bilbao reports resulting from the ICC analysis have also been incorporated.

The plan is divided into two parts. The *first part* is intended to provide a conceptual framework for intervention in which the concepts, principles and tools of the intercultural approach (as defined by the Council of Europe's Framework of the Intercultural Cities Programme) have been included.

#### INTERCULTURAL APPROACH

- Fundamental rights and equality
- Respect and diversity recognition
- Participation and interaction
- Membership and neighbourhood

#### PRINCIPLES

- Intercultural citizenship
- Coexistence and social cohesion
- Development, innovation and quality of life
- Gender perspective

#### INSTRUMENTS

- Mainstreaming
- Participation
- Knowledge and information
- Evaluation

The *second part* contains a description of actions divided in different areas of intervention:

General areas of intervention:

Commitment, governance, intelligence and competence, international perspective, language, media, welcoming, community prevention and mediation and anti-discrimination.

Sectoral areas of intervention:

Education, neighbourhoods, public services, culture and leisure, public space, business policy and the labour market.

The plan incorporates several actions in each area. The structure of the plan has been aligned with the scopes and structure of the Index of Intercultural Cities.

The evaluation of the impact of the Plan will be based on the following tools:

- Results of Bilbao in the Index of Intercultural Cities;
- Results of Bilbao in the Barometer of perceptions and attitudes towards foreign immigration;
- Index of tolerance towards immigration;
- Specific evaluation questionnaires with stakeholders

Regarding the design of the plan, several processes of participation have been developed with the social network and with Municipal Departments. Specifically, for the associations, a mixed methodology of focus groups and questionnaires was developed. The Municipal Departments took part in seminars, in-depth interviews and structured questionnaires.

Regarding the implementation of the actions, considering that mainstreaming is one of its principles, all Municipal Departments have a fundamental role in its development. Likewise, the collaboration of the municipal social networks is also foreseen for the implementation of actions and projects.

FOR MORE INFORMATION

[II Plan Municipal de Ciudadanía y Diversidad](#)

[\(2nd Local Plan for Citizenship and Diversity\)](#)

Intercultural city:	Bilbao
Department:	Equality, co-operation and coexistence
Date of completion of the form:	11/10/2017

#### SUMMARY OF THE ACTION

Title :	Women, Health and Violence
Main field of action:	D. Equality in diverse societies
Type of Action:	18. Gender equality and migration
Main purpose:	Empowerment of women, prevention of violence against women and health promotion
Implementation period :	2008-2017

#### DESCRIPTION OF THE ACTION

This programme seeks to empower migrant women in Bilbao through the promotion of health and the prevention of gender-based violence. It aims to fight against the multiple discrimination to which migrant women in Bilbao are subjected.

There are two complementary pillars to building these bridges for empowering women:

- A. Promotion of women's health, understood in the holistic and integral sense of physical and emotional wellbeing, as well as a basic need of engaging the responsibility of self-care;
- B. Prevention of gender-based violence, through the knowledge and the ability to identify the phenomenon, its process and its detectable signs, based on the universal human rights perspective.

There are four courses of action:

#### A .Training of migrant women as empowerment agents

1. Women belonging to the focus communities that are hard to access through public resources: the Maghreb and Sub-Saharan communities. In previous editions, Chinese, Romanian and Roma communities were also engaged;

2. Women from strategic communities: Latin American communities, which represent over 60% of migrant women in Bilbao;

Empowerment agents take on the commitment to establish contact with their own communities, using the multiplier effect to impact a large number of other migrant women.

Results:           216 empowerment agents trained  
                           1 211 women reached through the multiplier effect

## B. Consolidating the network of stakeholders

NGOs collaborate with this programme in order to intervene with migrant women. Information and awareness-raising workshops of, for instance, Doctors of the World and Caritas, as well as their beneficiaries, are provided to NGOs.

Results: 963 people informed and made aware (95% women)

## C. Integral Strategy for female genital mutilation prevention

Preventing as far as possible, the practice and incidence of FGM among girls and women from the identified geographical area, opening up spaces for reflection and learning about the patterns and behaviours in which these women are socialized and educated with regard to the practice, as well as coordinating an interdisciplinary institutional team to foster the inter-institutional protocol for prevention.

Results: Active involvement of 29 representatives from public institutions in the Basque country

## D. Publication and distribution of the "Guide for all Women"

This guide has been translated into eight languages.

Results: 4 242 "Guides for all Women" distributed

This programme is particularly innovative and replicable:

- It is based on the coverage of universal basic needs through the promotion of emotional, sexual and reproductive health, as well as the prevention of gender-based violence, making the programme both highly successful and replicable;
- Its focus on the empowerment of migrant communities makes migrant women living in Bilbao protagonists and leaders of the outcomes;
- Intervention through a multiplier methodology, from a horizontal approach involving direct relations, makes the programme sustainable as far as few economic resources and much personal involvement are concerned;
- The focus is on progressively raising awareness in increasingly formalised spaces of dialogue and understanding;
- The implications in terms of consolidating and maintaining a programme of these features, where the matter of intervention has not traditionally been dealt with in these terms and with these strategic characteristics, are also innovative;
- It tackles the issue of female genital mutilation, working with mothers cut in communities where this practice is carried out, from an integrating and intercultural perspective, as well as involving representatives from public institutions concerned with health, social services, equality, childhood, education and international co-operation;
- The improvement and updating of the "Guide for all Women", incorporating more diverse cultural and life circumstances about identity, fertility, sexuality, disabilities, practices and manifestations of gender-based violence in other cultural contexts, etc. all are in themselves innovative approaches.

Evaluation is carried out through questionnaires filled in by women after the training sessions, periodical co-ordination meetings for evaluation and full evaluation reports.

The project partner is a non-profit organisation, *Módulo Auzolan*, a centre that provides medical, psychological and social care, established in 1982 in the post-dictatorship period, when neighbourhood associations, together with women's associations, began to organise themselves to overcome major shortcomings regarding health and living conditions, especially, although not exclusively, of women.

FOR MORE INFORMATION

<http://www.eu-mia.eu/cases/programa-mujer-salud-y-violencia-women2019s-health-in-women2019s-hands>

[http://citiesofmigration.ca/good\\_idea/womens-health-in-women%E2%80%99s-hands/](http://citiesofmigration.ca/good_idea/womens-health-in-women%E2%80%99s-hands/)

<https://www.youtube.com/watch?v=vy-64l4ca5U&feature=youtu.be>

[http://www.charter-equality.eu/exemple-de-bonnes-pratiques/women-health-and-violence-programme-womens-health-in-womens-hands.html?ref\\_id=164](http://www.charter-equality.eu/exemple-de-bonnes-pratiques/women-health-and-violence-programme-womens-health-in-womens-hands.html?ref_id=164)

[http://www.bilbao.eus/cs/Satellite?c=Page&cid=1279167082824&language=en&pageid=1279167082824&pagename=Bilbaonet%2FPPage%2FBIO\\_Listado](http://www.bilbao.eus/cs/Satellite?c=Page&cid=1279167082824&language=en&pageid=1279167082824&pagename=Bilbaonet%2FPPage%2FBIO_Listado)

## CASCAIS

Intercultural city:	Cascais
Department:	Department of Housing and Social Development
Date of completion of the form:	23/10/2017

### SUMMARY OF THE ACTION

Title :	"EDUCA"
Main field of action:	B. Integration
Type of action:	10. Mediation and conflict resolution
Main purpose:	Promote school integration of children/young immigrants
Implementation period :	2011 - Now

### DESCRIPTION OF THE ACTION

To create a group of immigrant or immigrant descendent mediators (giving them training and support) in order to develop activities of animation and mediation in contexts signalled by the teachers, functioning as a resource for the various educational activities. These mediators are interlocutors in the pupil/school/guardian triangle and a source for signalling specific individualised interventions.

The action consists in working with young adults who are unemployed and live in social contexts of exclusion, often coinciding with the provenance of the signalled situations, and facilitates the relationship enabling their identification and intervention. Schools feel that they have a quality resource: availability to play with students in the playground, management of emerging conflicts among students, identification and signalling of problem situations.

The partners committed to the practice include the creation of a consortium that includes schools, youth associations, toy libraries and the IPSS that monitors the project. The consortium plays a central role in helping to break down prejudices about some families by trying other ways of approaching problem situations.

### FOR MORE INFORMATION

<http://www.cm-cascais.pt/projeto/educagz-educa-pt-educa-sdr>



Intercultural city:	Cascais
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#### SUMMARY OF THE ACTION

Title:	Social Diagnostic ( <i>Diagnóstico Social</i> )
Main field of action:	A. Building an intercultural and open society B. Integration
Type of Action:	1. Leadership and political commitment, 6. Culture, leisure and heritage 9. Political and public participation
Main purpose:	- <i>An initiative to monitor citizens' well-being</i> - <i>Promotion of a participative and cohesive municipality</i> - <i>Networks that promotes social development fighting poverty and social exclusion.</i>
Implementation period:	

#### DESCRIPTION OF THE ACTION

The municipality of Cascais offers to its citizens a *Diagnóstico Social* (Social Diagnostic): an organization that regularly checks on residents' well-being. Its objective is to involve citizens and organizations in public discussions on living conditions in Cascais, stimulating good practices of citizenship while promoting a more participative and cohesive municipality. The Social Diagnostic has been combined with a Council of Europe methodology called Spiral (Societal Progress Indicators and Responsibilities for All) that aims to study social behaviours and citizens' well-being.

Social Diagnosis has been addressed to 240 residents, regardless their nationalities and ethnicities. Also, the project involves: secondary school pupils, young people followers of the youth associative movement, over 65, senior academies, people with intellectual/motor disabilities, immigrants.

The project develops in two steps. First, citizens answer questions on a wide range of topics, such as health, housing, culture and leisure, income, employment, education, etc. Secondly, the organization asks them what perception they had about well-being in Cascais; for instance: "What is well-being for you?" or "What would you do to ensure yours and everyone's well-being?".

The *Diagnóstico Social* is part of a "Rede Social" or "Social Networking" that actively promotes social development fighting poverty and social exclusion, raising awareness of social problems.

#### FOR MORE INFORMATION

Quem Somos: <http://www.cm-cascais.pt/sub-area/diagnostico-social-de-cascais>

Rede Social: <http://www.cm-cascais.pt/area/rede-social>

Intercultural city:	Cascais
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#### SUMMARY OF THE ACTION

Title:	Arts bring people together
Main field of action:	A. Building an Intercultural and open society C. Public Services
Type of Action:	6. Culture, leisure and heritage 14. Housing and Urban planning
Main purpose:	<ul style="list-style-type: none"> <li>- <i>Arts overcome cultural and ethnic differences bringing people together</i></li> <li>- <i>A project that reshapes the historic centre of the city</i></li> </ul>

#### DESCRIPTION OF THE ACTION

Arts have the uncanny ability to overcome cultural and ethnic differences: art is like a universal language that brings people together. Cascais has an extraordinary art projects to prove this power.

Muraliza is a Mural Art Festival that takes place every summer since 2014 and lasts for nine days. During these days, it is possible to meet artists and talk about their masterpieces. In fact, Muraliza maintains the desire to renew the status of Cascais as the cradle of all street artistic expressions in Portugal. The event attracts every year many tourists that will also have the opportunity to take part in guided visits to achieve a deep understanding of the pieces. 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.

Muraliza transforms and reshapes the historic centre of the city, giving a new dimension. Artists will spray, brush, draw and colour in a climate of brotherhood, where international artists bring in the Portuguese city their passion for arts.

#### FOR MORE INFORMATION

<https://www.cascais.pt/evento/muraliza-festival-de-arte-mural-de-cascais-2017>

Intercultural city:	Cascais
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#### SUMMARY OF THE ACTION

Title:	Surf and Bodyboard boost self-trust
Main field of action:	A. Building an intercultural and open society C. Public Service
Type of Action:	6. Culture, leisure and heritage 12. Education
Main purpose:	<ul style="list-style-type: none"> <li>- <i>Water sports improve group dynamics and team building</i></li> <li>- <i>Improve social welfare in the lives of children and young people</i></li> <li>- <i>Prevent delinquent behaviours</i></li> </ul>

#### DESCRIPTION OF THE ACTION

Cascais regularly organises intercultural activities not only to encourage social cohesion but also to help young people to improve their self-appreciation and self-esteem.

The first project called "Surf.Art" is 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.

The second project, called "Inverte" (Reverse) uses the practice of bodyboard (a water sport) as a non-formal education methodology to help problematic young people with pre-delinquent behaviours to rebuild their lives. This project is not merely composed of practicing sport: the Associação Portuguesa de Bodyboard (APB) also provides activities to improve group dynamics and team building.

#### FOR MORE INFORMATION

Surf.Art: <http://www.cm-cascais.pt/projeto/surfart>

Intercultural city:	Cascais
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#### SUMMARY OF THE ACTION

Title:	The Counsellor for Gender Equality
Main field of action:	A. Building an intercultural and open society C. Public Service
Type of Action:	3. Media, communication and public awareness 12. Education 17. Anti-discrimination 18. Gender Equality
Main purpose:	<ul style="list-style-type: none"> <li>- <i>A figure with the specific duty of eliminating stereotypes and inequalities</i></li> <li>- <i>Promotion of Gender Equality</i></li> <li>- <i>Prevent domestic violence</i></li> <li>- <i>Prevent discrimination</i></li> </ul>

#### DESCRIPTION OF THE ACTION

The “Conselheira para a Igualdade” (Counsellor for Equality) is a person of reference appointed by the Cascais City Council to defend equality. In 1998, the city adhered to the challenge launched by the then Commission for Equality and Women's Rights (now CIG: Commission for Citizenship and Equality of Gender), that established a protocol that recognizes the importance of promoting Gender Equality as a fundamental factor for local development.

The Counsellor for Equality's role is to eliminate gender stereotypes while promoting citizenship through the elaboration and development of municipal plans for equality, in line with the European Charter for Equality of Women and Men in Local Life. The Counsellor's competences are:

1. Monitor and streamline the implementation of local policy measures from a gender perspective;
2. Monitor and streamline the implementation of measures envisaged in local strategies to promote equality and prevent domestic violence and other forms of discrimination;
3. Give advice and suggestions on the policies for equality and non-discrimination, maternity and paternity protection, combating domestic violence and other forms of discrimination;
4. Submit proposals for action;
5. Raise awareness on gender equality, in particular in the areas of: citizenship education, equality and non-discrimination, maternity and paternity protection, reconciliation of professional, personal and family life for men and women, and combating discrimination. Domestic violence and other forms of discrimination.

#### FOR MORE INFORMATION

Conselheira para a Igualdade: <http://www.cm-cascais.pt/conselheira-para-igualdade>

Intercultural city:	Cascais
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#### SUMMARY OF THE ACTION

Title:	DNA Cascais: a creative approach to promote entrepreneurship
Main field of action:	A. Building an intercultural and open society C. Public Service
Type of Action:	4. Business and diversity 11. Employment
Main purpose:	- <i>A business incubator to develop innovative potential of young people</i> - <i>Promotes entrepreneurship</i> - <i>Creation of new companies, organization of seminars and conferences</i>

#### DESCRIPTION OF THE ACTION

DNA Cascais is a non-profit association that aims to contribute to the promotion, encouragement and development of entrepreneurship, with a special focus on promoting young and social entrepreneurship in the Municipality of Cascais.

The agency, over the last 10 years, has supported the creation of 292 companies, boosting over 1.500 new jobs, with a turnover of approximately 62 million euros. In addition, DNA has one of the most important entrepreneurship school in Portugal. This programme, in over 10 editions has involved more than 18.000 students, 50 schools and 2 universities (ESHTE and ESSA). DNA Cascais focuses on developing skills and knowledge through the promotion and stimulation of creativity and innovation. In a nutshell, these are DNA Cascais' main activities:

1. Creation of new companies
2. Promotion of competitions about entrepreneurship
3. Management of the "Cascais Business Angels Club"
4. Organization of seminars, conferences, etc.
5. Encourage the offer of Internships, international exchanges, etc.

More importantly, DNA promotes and encourages young and educational entrepreneurship through competitions:

Students are challenged to create and develop a business plan based on the "Business Model Canvas" template. This strategic template is a visual chart that leads students to think about the various aspects related to this area, such as strengths and weaknesses, financing, target audience and the relationship regarding business, communication channels, partners and the necessary resources for the development of the business. Throughout this process, students will be supported by specialized professionals. At the end of the programme, the selected teams will present their idea in 5 minutes. The winning team will be awarded a "Mission to an Innovation and Entrepreneurship Centre" which will be granted by the European University.

This competition aims to awaken the entrepreneurial spirit among young people in the context of their professional career. It demystifies doubts, and rather shows that entrepreneurship should be taken into consideration as integral part or their professional career.

#### FOR MORE INFORMATION

DNA Cascais: <http://www.dnacascais.pt/>

## DUBLIN

Intercultural city:	Dublin
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### SUMMARY OF THE ACTION

Title:	Public Participation Network (PPN)
Main field of action:	A. Building an intercultural and open society B. Integration
Type of Action:	1. Leadership and Political commitment 9. Political and Public participation
Main purpose:	<ul style="list-style-type: none"> <li>- <i>A Network to enhance community participation in local government</i></li> <li>- <i>Promotes social inclusion</i></li> <li>- <i>Links citizens with local authorities</i></li> </ul>

### DESCRIPTION OF THE ACTION

Public Participation Networks (PPN) are a mechanism for greater community participation in local government and present opportunities for input into policy and decision making. The PPNs are independent structures with one network being set up in each Local Authority Area.

The Dublin City PPN is the main link through which Dublin City Council connects with the community and voluntary, social inclusion and environmental sectors. It is conceived as a formal structure for active citizenship and participation, providing a link for the Local Authority to connect with Community groups promoting consultation, as well as to facilitate and articulate a diverse range of views and interests.

The PPN will provide groups with:

- Opportunities to influence decision making
- Access to information – on finance, consultations, developments
- Training
- Opportunities to network with other groups
- Community representation and organised engagement with Dublin City Council

Each Local Authority is required to set up a Public Participation Network (PPN), source their community representation from the PPN, and provide resources and support to the PPN.

The PPN will enable residents and community organisations to influence plans and policies for the development of Dublin City. This will be mainly done through the Strategic Policy Committees (SPC) in Dublin City Council. These committees advise and assist the council in its work and provide councillors and sectoral interests an opportunity for full involvement in the policy-making process of the work of the local authority from the early stages. When the committee system operates satisfactorily, much of the preliminary and background work, discussion and recommendation should be completed at this level for final consideration and ratification by the Council at the monthly Council meetings.

Among the structures that members of the network have representation on are: Council's Local and Community Development Committees (L.C.D.C.), the 7 Strategic Policy Committees and The Joint Policing Committee.

FOR MORE INFORMATION

Dublin Intercultural city: <http://www.dublincity.ie/public-participation-network-ppn>

Dublin City Public Participation Network: <https://dublincityppn.ie/>

## ERLANGEN

Intercultural city:	Erlangen
Department:	Office for Equality and Diversity
Date of completion of the form:	30/5/2017

### SUMMARY OF THE ACTION

Title :	Postcard campaign on "Diversity-Day"
Main field of action:	D. Equality in Diverse Societies
Type of action:	17. Anti-discrimination: Diversity Advantage
Main purpose:	Promote diversity within organisations and societies
Implementation period :	One day project

### DESCRIPTION OF THE ACTION

At the initiative of the Diversity Charter, the "Diversity Day" was launched in 2013 and since then has taken place annually in Germany. During this day, the participating companies and institutions such as City of Erlangen, Friedrich-Alexander University Erlangen-Nürnberg and Siemens Healthineers promote the recognition and appreciation of diversity within their organisational structures by making their commitment for diversity public and offering relevant activities and campaigns for citizens.

In 2017, the City of Erlangen developed a postcard campaign with the motto "Have you already thought in stereotypes today?" in co-operation with partner institutions and companies. The aim of this project was to sensitise a self-aware use of language, as well as respect and appreciation of the individual and its diverse world of experiences.

For implementing the projects, postcards with different everyday statements were designed, which implied unconscious prejudices related to gender issues, as well as subjects of age, disabilities or ethnic backgrounds, etc. Short explications on the back of the postcards encouraged the readers to contemplate the (unintentional) impacts of stereotypes and their use of language. Among others, examples for everyday statements were:

- "Where do you originally come from?"
- "Gay? Well, it doesn't matter"
- "Poor thing, she is stuck in her wheelchair"
- "Do you voluntarily wear a headscarf?"
- "You look good for your age"
- "Your German is really good!"
- "I only work part-time"
- "She's got balls"

The colourful printed postcards were distributed to employees of the participating companies and institutions, as well as to the citizens of Erlangen.



The leaders of the participating companies and institutions, Mayer Dr. Florian Janik, Uwe Brög, Head of the Personnel Department (Siemens Healthineers Germany) and Prof. Antje Kley, Vice President for Teacher Training and Equal Opportunities (Friedrich-Alexander University Erlangen-Nürnberg), emphasised a reflected handling of stereotypes, as well as questioning of thoughts patterns as the basis for exhausting the entire potential of diversity in institutions. Projects such as the postcard campaign, with direct reference to everyday life, highlight the importance of dealing with diversity in a constructive and respectful manner and promoting a critical analysis approach to diversity in individual work contexts and institutions.

FOR MORE INFORMATION

<http://www.charta-der-vielfalt.de/diversity-tag>

Intercultural city:	Erlangen
Department:	Coordinator for Refugee Issues

#### SUMMARY OF THE ACTION

Title :	Refugee Forum
Main field of action:	B. Participation of refugees
Type of action:	7. Welcoming and social integration of migrants 8. Refugees 9. Political and public participation
Main purpose:	Promote political participation of refugees
Implementation period :	Every month since the beginning of 2016

#### DESCRIPTION OF THE ACTION

Since 2016, a panel for refugees in Erlangen has been in operation. This panel represents a union of 15 persons who fled from different countries and who operate as multipliers between other refugees and organisations of Erlangen to promote the participation of refugees.

The aim of this panel is to communicate with individual stakeholders and to integrate refugees into the planning and working of organisations, for example, companies like Siemens, the City Museum or the Bavarian Red Cross.

In 2016, the idea of a possible collaboration between the refugee panel, the Bavarian Red Cross and the Worker's Samaritan Foundation regarding the medical service at the Bergkirchweih emerged. The idea was for the refugees to accompany the high number of operations, helping as translators and acting as a hub for foreign visitors of the Bergkirchweih and the medical staff, the police or the organisers of the event.

The volunteers passed first-aid classes and received special and widespread information about the celebration, the location and the traditions, so they were able to play an important part in this year's Bergkirchweih.

The action is implemented thanks to co-operation between Siemens, the City Museum, the Bavarian Red Cross, the Police, the job centre and others.

#### FOR MORE INFORMATION

<http://www.br.de/nachrichten/mittelfranken/inhalt/erlangen-bergkirchweih-fluechtlinge-rettungsdienst-sanitaeter-100.html>

Intercultural city:	Erlangen
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#### SUMMARY OF THE ACTION

Title:	Database of refugees
Main field of action:	B. Integration C. Public Services
Type of Action:	7. Welcoming and social integration of migrants 8. Refugees 11. Employment
Main purpose:	<i>A database to protect private data and speed up the stream of information between different departments.</i>

#### DESCRIPTION OF THE ACTION

For a long time, data about refugees in Erlangen were separately and independently collected different institutions, which led to tremendous information loss and additional workload. As an answer, the Executive Department for Refugee Coordination decided in spring 2016 to establish a central database that was developed in cooperation with an IT-company run by students of the University of Erlangen. The system was designed to protect private data: only a few institutional actors have access to few specific data, according to the relevance of the information for the individual institution.

Information about origin, gender, occupation, alphabetisation, possession of driving licenses and much more is collected in the database.

Involved institutions are e.g. the consulting service for migrants and asylum seekers of the Worker's Welfare Association and the worker's Samaritan foundation, the employment office, the job Centre, the vocational school, the social assistance office, the adult education centre, the office for statistics and others.

Intercultural city:	Erlangen
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#### SUMMARY OF THE ACTION

Title:	The Welcome App
Main field of action:	A. Building an intercultural and open society B. Integration C. Public Services
Type of Action:	3. Media, communication and public awareness 7. Welcoming and social integration of migrants 8. Refugees 16. Multilingualism
Main purpose:	<ul style="list-style-type: none"> <li>- <i>An App to help refugees organising their everyday lives in Germany</i></li> <li>- <i>Helps overcoming the language barrier</i></li> <li>- <i>Provides information regarding asylum law</i></li> </ul>

#### DESCRIPTION OF THE ACTION

A considerable number of refugees coming to Germany are overwhelmed by the foreign culture, unable to cope with the resident administrative systems and paralysed because of the language barrier. Still, a lot of these people are in possession of a smartphone. This is why the city of Erlangen decided to develop an app for android, iOS and Windows devices in 2016.

This application offers information about common tradition and the way of life in Erlangen and Germany, as well as facts regarding asylum law and where to get advice of any kind. Telephone numbers and addresses are also listed, such as emergency numbers and contacts of the municipal office.

The app has been promoted by flyer and is available in six languages: German, English, French, Farsi, Arab and Russian.

In case of no internet access, the application works additionally offline.

The app was downloaded almost 2 400 times by the end of March 2017.

#### FOR MORE INFORMATION

Stadt Erlangen: [https://www.erlangen.de/desktopdefault.aspx/tabid-1783/4026\\_read-33409/](https://www.erlangen.de/desktopdefault.aspx/tabid-1783/4026_read-33409/)

## GETXO

Intercultural city:	Getxo
Date of completion of the form:	09/10/2017

### SUMMARY OF THE ACTION

Title :	Beyond Frontiers
Main field of action:	C. Public Service
Type of action:	12. Education
Main purpose:	Raising awareness among students about refugees
Implementation period :	Activity in progress since September 2017

### DESCRIPTION OF THE ACTION

The activity consists in the participation of students from interested schools in a training itinerary that is made of three parts:

- Teacher training in issues linked to forced displacement;
- Three-day stay by 2nd-year ESO students (12-13 years of age) at the Loyola Sanctuary (Azpeitia, Gipuzkoa). During the stay, students will undertake experiential activities that will give them a closer view of the reality of forced migrations.

The educational community becomes involved, based on its needs and possibilities, in the implementation of denunciation and awareness-raising activities such as film forums, collection of signatures, application of educational materials on interculturality in the classroom, etc.

The programme will be evaluated at a later stage.

This itinerary is promoted by the NGO Alboan, in collaboration with Fundación Ellacuría, Loiolaetxea and the Loyola Sanctuary. Getxo Town Council facilitates participation by providing the municipality's education centres, and the project has been funded by the Bizkaia Provincial Council and the Basque Development Co-operation Agency.

### FOR MORE INFORMATION

<http://www.getxo.eus/es/antirumores/noticias/13>

[http://edukalboan.alboan.org/wp-content/uploads/2017/06/170705-MUGETATIK-HARANTZAGO\\_vf\\_caste.pdf](http://edukalboan.alboan.org/wp-content/uploads/2017/06/170705-MUGETATIK-HARANTZAGO_vf_caste.pdf)

<https://www.alboan.org/es/actualidad/local/alboan-y-el-santuario-de-loiola-presentan-una-propuesta-educativa-para-cambiar-la>

## HAIFA

Intercultural city:	Haifa
Department:	Beit Hagefen – Arab Jewish Cultural Center and Community Work
Date of completion of the form:	6/2017

### SUMMARY OF THE ACTION

Title :	Community – Police relationship
Main field of action:	C. Public Services D. Equality in Diverse Society
Type of action:	18. Gender equality and migration 15. Security and Safety
Main purpose:	Mediation and conflict Resolution
Implementation period :	Four months from March to June 2017 (pilot in one neighbourhood)

### DESCRIPTION OF THE ACTION

The goal of the programme is to increase the feeling of security among Haifa's more vulnerable residents and neighbourhoods and to improve the police force's ability to carry out its role through the process of developing cultural competency skills and building trust between the police and the communities they serve. The programme strengthens mutual understanding and respect between the police force and the community and, in doing so, confronts the main challenge facing police in multicultural and liberal societies: finding a balance that allows the police to maintain law and order, whilst simultaneously strengthening the sense of belonging and equality of different social groups. A stronger sense of respect and understanding will strengthen the protection of law and order, contribute to the personal senses of security among citizens, and help the police do their jobs more effectively.

The programme addresses these challenges in two ways: firstly, with a "top-down" approach: training police officers from Haifa police stations in cultural competency skills, thereby increasing the willingness and ability of the police to effectively participate with the minority communities they serve; secondly, with a "bottom-up" approach: engaging community members at all levels (leaders, parents, and children) in conversation with authorities and providing leadership building workshops to empower residents.

Meetings are organised between community leaders, neighbourhood police, school students and parents from the neighbourhood (Phase 1) in order to promote discussion and dialogue. Follow-up meetings are then held with community leaders and police officers to implement recommendations and evaluate changes in the number of incidents, complaints and feelings of safety of the residents.

The action is carried out in co-operation with the community department and City Secretary Office of Haifa municipality and facilitated by experts in the field of intercultural work and facilitation.

### FOR MORE INFORMATION

[www.beit-hagefen.com](http://www.beit-hagefen.com)

Intercultural city:	Haifa
Department:	Beit Hagefen – Arab Jewish Cultural Centre
Date of completion of the form:	Ongoing annual programme

#### SUMMARY OF THE ACTION

Title :	Tachles: Arab-Jewish Youth Club
Main field of action:	B. Integration
Type of action:	Building social cohesion
Main purpose:	Create a shared civic leadership while also bringing together diverse cultures.
Implementation period :	Ongoing activities (Since 2012)

#### DESCRIPTION OF THE ACTION

Tachles is a unique group in Haifa that brings together 150 Arab and Jewish teenagers, incorporating various groups separated by age and special interests, to meet together for about three hours per week for joint activities on the basis of common interests. The programme aims to address the fact that Arab and Jewish teenagers have hardly any opportunities to meet and get to know each other, a fact that contributes unfortunately to stereotypical-based judgment and mutual misunderstanding between the two groups.

Each group has one Arab and one Jewish facilitator. In professional groups (music, photography, arts), one of the facilitators is a professional advisor (musician, photographer, artist), whilst the other is a group dialogue facilitator. Seminars are held year-round dealing with questions of identity and encounters and end with a graduation trip. The participating youth learn to speak about themselves on personal, cultural, and political levels through various lenses:

- Arab-Jewish: discussing narratives, languages, and histories;
- Cultural: exploring the meaning of being young in today's world;
- Activism: creating a shared society and a shared civic leadership.

#### ACTIVITIES

All groups initiate and participate in activities contributing to the community from three to four times each year. For example, members of the theatre group volunteer for mixed groups (Jews and Arabs) in hospitals once they complete their training. Group themes include:

- Photography;
- Arts;
- Leadership (9th grade);
- Leadership (10th grade);
- Leadership (11th and 12th grades);
- Young Women (10th grade);
- Theatre;
- Music;
- Hi Tech.

During the programme's third year of operation, an evaluation was carried out by professionals (questions and interviews). The major findings indicated a reduced number of stereotypes, increasing emphasis on the "Other's" narrative and the "First opportunity to get to know the other in person".

The action is done in co-operation with the Municipality Education Department, City Secretary's Office and the local school (children are being recruited through the schools).

FOR MORE INFORMATION

[www.beit-hagefen.com](http://www.beit-hagefen.com)



Intercultural city:	Haifa
Department:	Beit Hagefen – Arab Jewish Cultural Center+ Community work department
Date of completion of the form:	Ongoing programmes

#### SUMMARY OF THE ACTION

Title :	Haifa Center for Dialogue and Conflict Management
Main field of action:	B. Integration D. Equality in diverse societies
Type of action:	10. Mediation and conflict resolution 17. Anti-discrimination 18. Gender equality and Migration
Main purpose:	Mediation and conflict resolution, capacity-building
Implementation period :	Ongoing activities

#### DESCRIPTION OF THE ACTION

The Haifa Centre for Dialogue and Conflict Management works to strengthen communities and improve the quality of life for all of Haifa's residents by providing dispute resolution services and by helping residents and institutions build their capacities of resilience. The Centre provides professional dispute resolution services and builds local capacity for coping with conflicts in a non-violent and constructive manner. It strives to create in Haifa a culture of dialogue that celebrates the city's diversity and gives a voice to its marginalised communities. By strengthening the citizens' ability to negotiate differences and resolve conflicts collaboratively, the Centre is making a significant contribution to building localised participatory democracy and diminishing the effects of racism and discrimination.

The Centre's conflict mitigation programmes directly impact hundreds of people, reaching underprivileged populations, including new immigrants and Arabs. Among the activities are the following:

- Training of Arab civil leadership as volunteer mediators;
- Empowering public involvement in planning, implementing and social activities.

The evaluation of the action is done by neighbourhood community workers who follow up on the implementation of the skills developed by the local leadership regarding problem-solving within the respective neighbourhoods.

The action is implemented in co-operation with the community department and City Secretary's Office of Haifa Municipality, involving other departments (according to theme and need) and facilitated by experts in the fields of intercultural work and facilitation, mediation and leadership training, urban planning and civic (neighbourhood) leadership.

#### FOR MORE INFORMATION

[www.beit-hagefen.com](http://www.beit-hagefen.com)

## LIMASSOL

Intercultural city:	Limassol
Department:	Limassol Municipality – Department of European Affairs
Date of completion of the form:	19/09/2017

### SUMMARY OF THE ACTION

Title :	Limassol: One city, the whole world
Main field of action:	A. Building an intercultural and open society B. Integration
Type of action:	1. Leadership and political commitment 2. Anti-rumour strategies and campaigns, actions against hate speech and hate crime 3. Media, communication and public awareness 6. Culture, leisure and heritage 7. Welcoming and social integration of migrants
Main purpose:	To support and facilitate the smooth and effective integration of third country nationals (TCNs) in the local community To improve the capacity for social integration, cohesion and socialisation of TCNs; To prevent social exclusion and racist behaviour
Implementation period :	Two years from February 2016 to January 2018 (with the possibility of renewal for an additional year).

### DESCRIPTION OF THE ACTION

The action is being implemented for the second consecutive year and fifth year in total. Its renewal for an additional year is planned on January 2018. Limassol municipality is the lead partner and co-ordinator of the action.

The action consists of several activities around the following six pillars:

- 1) Intercultural events/festivals to facilitate the interaction between the local community and the TCNs;
- 2) Training and education programmes to facilitate the personal and professional development of TCNs through the upgrading of their skills;
- 3) Social support programmes to serve and facilitate the daily life of TCNs, children and parents in order to inform them about daily issues and address any problems they face;
- 4) Actions to develop a sense of acceptance and understanding of citizens in diversity and tackling racism and discrimination;
- 5) Actions for exchanging views, good practices and know-how;
- 6) Implementation of awareness-raising and information activities.

## INTERCULTURAL EVENTS/FESTIVALS

A total of six events/festivals were planned in the context of the action. Events included cultural exchange activities of gastronomy, music and dance, as well as interaction between TCNs and the local community through sport, parades and interactive children's activities. The events were organised by all partners of the action based on their experience from the implementation of the action in previous years and were publicised widely through the dedicated website and social media.

## TRAINING AND EDUCATION PROGRAMMES

The training and education programmes consist of computer lessons, cyber security seminars, art lessons and entrepreneurship seminars provided by highly competent experts. These experts were appointed by the municipality through an open call which privileged diverse applicants and was widely publicised on the city's website.

Participants in the training are selected following an open call for applications disseminated through the action's website and social media, local media and the city's networks and associations of migrants and refugees. At least 50 participants from diverse backgrounds (migrants, refugees and/or asylum seekers) are expected to be trained this year.

## SOCIAL SUPPORT AND SOCIAL ORIENTATION PROGRAMMES

In the context of the action, child care and student support services are provided for free to facilitate the TCN children and parents. A street social work initiative is also implemented throughout the action to inform and direct TCNs about Cypriot society and everyday issues such as housing, transport, communication, work and health services. Additionally, the highly experienced social workers provide personalised psychosocial support and have a constant presence in the places where TCNs frequently meet.

The social workers are appointed by the municipality through an open call widely publicised on the city's website, which privileged diverse applicants. More than 50 beneficiaries are expected to avail of the aforementioned social support services.

Furthermore, the partners of the action also organise educational trips to cultural and historical places of Cyprus for TCNs to help them better understand and learn about their host society.

## ACTIONS TO DEVELOP A SENSE OF ACCEPTANCE AND UNDERSTANDING OF CITIZENS IN DIVERSITY AND TACKLING RACISM AND DISCRIMINATION

These activities are mainly focused on children and their interaction. Specifically, the activities consist of the implementation of children's workshops with the use of technology and the implementation of interventions in schools with a large number of TCNs. These activities create a sense of acceptance and understanding among children regarding diversity. Approximately 200 students from diverse backgrounds (including from the host country) have participated in these activities.

The workshops and interventions are implemented by highly competent experts (university professors and social workers respectively) who were appointed by the municipality either directly or through an open call.

## ACTIONS FOR EXCHANGE OF VIEWS, GOOD PRACTICES AND KNOW-HOW

Limassol Municipality is in the process of forming an Intercultural Council that will consist of both Cypriots and TCN representatives who live in the Limassol district. The council will be responsible for consulting the municipality on issues related to the needs of its citizens (locals and migrants), increasing their sense of acceptance in the local community.

Through the initial intercultural mapping and the implementation of a series of meetings, the aim is for an "Intercultural Declaration of Limassol" to be adopted. At the same time, the challenges caused by migration will be identified and an action plan of the Intercultural Council, as well as an Intercultural Strategy of the Municipality, will be proposed for 2018.

Activities also include the implementation of an informative seminar/workshop addressed to volunteers and youth of Limassol Municipality, as well as other stakeholders, on the effective tackling of racism, discrimination and xenophobia. The seminar/workshop will be both informative and interactive in order to retain the interest of the participants.

The seminar/workshop will be implemented by highly competent experts directly assigned by the responsible partner. Participants are selected following an open call for applications disseminated through the action's website and social media, the local media and the networks and associations of the municipality and other stakeholders. Approximately 15 participants with diverse backgrounds are expected to be trained this year.

## IMPLEMENTATION OF AWARENESS-RAISING AND INFORMATION ACTIVITIES/CAMPAIGN

Amongst others, activities include the preparation of informational and promotional material (flyers, posters, roll-up banners), organisation of press briefings and networking with the media and specific journalists, dissemination of press releases, announcements and invitations through social media, email marketing campaigns and other media. Furthermore, the dedicated website and social media pages are constantly updated, whilst "below the line" activities and side events also take place. Finally, in the context of the awareness-raising campaign, anti-rumour activities were also implemented with the production of an anti-rumour video and flyers. The anti-rumour material was promoted through the action's social media pages, website and events.

The impact of the action will undergo an evaluation process by an external evaluator, as well as the city's audit team. Furthermore, social research on the effectiveness of the school social worker who implements the school's interventions on the prevention and tackling of social exclusion is also being implemented. The results of this research will facilitate the improvement of services offered in the future.

Co-funded by the European Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%), this action is implemented with the four municipalities of Limassol district, together with affiliated entities and experts in the fields of communication and migration. Furthermore, all the partners co-operate with networks and migrant/refugees organisations in the implementation of their activities.

## FOR MORE INFORMATION

Action website: <http://inlimassol.eu/>

Action Facebook page: <https://www.facebook.com/IntegrationLimassol/>

## LUTSK

Intercultural city:	Lutsk
Department:	Social Services/ Employment, the ICC-UA National Coordinator K.
Date of completing the form:	27/09/2017

### SUMMARY OF THE ACTION

Title:	Adaptation of Internally Displaced
Main field of action:	A. Building an intercultural and open society
Type of Action:	4. Business and diversity
Main purpose:	<i>Promote adaptation and participation in the city life of newcomers (IDPs)</i>
Implementation period:	January 2016 - present

### DESCRIPTION OF THE ACTION

As a part of its Intercultural Strategy, the city authorities pay particular attention to facilitating the IDPs adaptation in Lutsk through a specially directed policy that involves social adaptation, employment, social activity support, cultural and artistic development. To this end, a coordination point has been established in the city to coordinate support for families arriving from the Autonomous Republic of Crimea.

In order to facilitate the employment of IDPs, Lutsk City Employment Center launched a series of seminars and consultations – such as "Starting Your Own Business", "Starting Entrepreneur" and "From a Business Idea to Your Own Business" – in collaboration with 8 career centers of the city. Financial support is also provided for IDPs for starting their own business.

These efforts have already brought some good results. Server Zeyinidinov from Crimea, founded his own greenhouse business. Server grows vegetables using Crimean know-how and provides jobs for his fellows from Crimea, who also moved to Lutsk. In addition, the city authorities support IDPs activities by allocating premises for this purpose. A number of IDPs organizations received premises for the activity of their organizations. One of them is the anti-cafe "Innerspace", an initiative implemented in Lutsk by a family of settlers from the Eastern Ukraine. "Innerspace" became an important place for carrying out intercultural meetings, trainings on increasing the level of tolerance, evenings of cultures, etc.

The impact of the policy undergoes annual evaluations. Some results of the action are already visible and positively contribute to the city's life (SMEs development, Innerspace café).

Partnership: The action is being implemented as a result of cooperation between different city departments, career centers, and public and private sector organizations.

### FOR MORE INFORMATION

<https://www.facebook.com/Луцьк-інтеркультурний-230172114137626/>

## MELITOPOL

Intercultural city:	Melitopol
Department:	Info prepared by the ICC-UA National Coordinator K. Rubicondo; Melitopol ICC Coordinator : Lyudmila Afanasieva
Date of completing the form:	15/10/1027

### SUMMARY OF THE ACTION

Title:	Intercultural Map of Melitopol
Main field of action:	A. Building an intercultural and open society
Type of Action:	6.Culture, leisure and heritage
Main purpose:	<i>Creatively raise awareness about the variety of ethnos residing in the city</i>
Implementation period:	2 months: August and September 2017

### DESCRIPTION OF THE ACTION

One out of five main dimensions of the ICC Strategy of Melitopol is intercultural tourism and hospitality. It is along the lines of this dimension that the local ICC coordinator launched "Intercultural Map" Initiative in August 2017.

The "Intercultural Map" is an incarnation of an ambitious idea to add the tastes and flavors of different cuisines of Melitopol ethnos to the list of cultural practices. This idea was inspired by the true historical rarity of our city - the book "Tips of the Melitopol Cooks of the XIX century" – that was discovered, restored and published in 2017. Recipes for this book were once carefully assembled by a young officer, who won the heart of his beloved by having walked through all settlements carefully collecting a great variety of the recipes typical for each culture residing in Melitopol at the time.

Relying on the information from the book, the "Intercultural Map" was created to include ethnic restaurants in the city that specialize on ethnic cuisine – Georgian, Karaim, Tatar, Hungarian, Jewish, German. A short video was also prepared about each ethnos featuring costume, music, traditions and, of course, cuisine. The map was published and distributed to the guests and participants of the 233th anniversary celebration of Melitopol City.

The action raised awareness of Melitopol residents and its visitors about the intercultural history of Melitopol and boosted a number of customers for the participating ethnic cuisine restaurants. This action is a result of close collaboration of the local SMEs, local University (historians and students), and the Melitopol City Hall.

### FOR MORE INFORMATION

<https://www.youtube.com/watch?v=f5cEqlcTUM0&feature=youtu.be>

## NEUCHÂTEL

Intercultural city:	Neuchâtel
Department:	Department of Multicultural Cohesion of the Neuchâtel Canton
Date of completion of the form:	02/10/2017

### SUMMARY OF THE ACTION

Title :	Renewal of the CICM
Main field of action:	B. Integration
Type of action:	9. Political and public participation
Main purpose:	To boost the Integration Commission and consult on its composition
Implementation period :	18 months with the appointment of members in November 2017

### DESCRIPTION OF THE ACTION

The members of the Community for Integration and Multicultural Cohesion (CICM) must be reappointed by the State Council (Executive) for the next four years (2018-2021). Following various discussions and a consultation with the CICM, it was decided to reduce the number (from 41 to 25), whilst keeping a high proportion of representatives from migrant communities (about 10).

For the first time, a wide consultation was conducted with regard to the representation of migrant communities with the aim of establishing diversity criteria beyond the question of geographical origin. This took place in different stages. Firstly, discussions on representation in general (criteria and method of designation):

- Workshops during a CICM Plenary;
- Open discussion during a session of the platform of Latin American communities;
- Workshops during a session of the platform of African associations and personalities

Subsequently, proposals were drawn up (terms of reference, a list of diversity criteria, proposal of a selection method - the appointment being the responsibility of the executive) and sent to more than 700 associations and resource persons. The proposals were discussed in the form of three workshops (agree/disagree/other proposals) at three open evenings.

Although the discussions on the terms of reference and the selection criteria proved to be rather consensual (with modifications on which the great majority agreed), the question of the method of designation proved to be more delicate. Many felt that the best solution would have been broad consultation or a general election that cannot be held for lack of time. Some wanted only associations to nominate candidates while others preferred individual applications.

Finally, the option that met with the greatest support was that which allows the submission of applications from associations or individuals.

The proposal was made that a jury be appointed for the selection of applications (individual or via associations). This jury will be composed of people drawn at random from among those who participated in the consultation. The selection of the ten candidates (three for Europe, the Balkans and Turkey; three for

Africa; two for Asia and the Middle East; two for the Americas) will be based on the application forms and the defined criteria, in order to ensure a balance in terms of diversity. At the level of the criteria, the most important for all the people consulted was the motivation and the network (whether via a migrant association or another way). This was followed by aspects related to gender, age, occupation or reason for migration.

The result (will a jury be formed? will there be a sufficient number of quality applications from candidates?) will enable a first evaluation. The functioning of the CICM in 2018 will make it possible to assess whether the new dynamic is working.

It should be noted that several current members of the CICM (representatives of migrant communities) have opposed the changes (namely the decrease in the number of members, modification of the selection methods - until now mixed, some having been designated by associations, platforms, others identified by the COSM), at each stage of the consultation. This did not meet with favourable feedback from other participants who spoke to the media to express their dissatisfaction. The echo was quite significant (on the first page of the regional newspaper), with a very negative presentation of the consultation and some false information. Several factors explain these reactions: lack of renewal of members for several years (some have participated since 1991, many for more than 12 years); difficulty in explaining the process and depersonalising it; documents sent for consultation which were too complicated and misinterpreted; power struggles within some communities, etc.

FOR MORE INFORMATION

[www.ne.ch/cicm](http://www.ne.ch/cicm)



Intercultural city:	Neuchâtel
Department:	Office of Multicultural Cohesion of the Neuchâtel Canton
Date of completing the form:	03/10/2017

#### SUMMARY OF THE ACTION

Title :	Project Prosperimo
Main field of action:	B
Type of Action:	Labour market integration
Main purpose:	Ensuring the employability of refugees
Implementation period :	6 months (July-December 2017) + 8 months' employment

#### DESCRIPTION OF THE ACTION

The Prosperimo project aims to ensure the employability of the participants as kitchen assistants while raising restaurant owners' awareness of refugees' skills.

The learners selected for the project (through interviews and tests) first received training as kitchen assistants for two months, followed by an examination. Upon completing the latter, they joined the restaurants for four months. Clear and realistic objectives were set for the placements. If the objectives were attained, the restaurants undertook to offer them employment for at least eight months. In short, the persons work for 12 months in a restaurant and are paid for two-thirds of the time.

The restaurants were contacted by GastroNeuchâtel, the sector's umbrella organisation.

A total of 12 persons took part in the project, with the caveat that there should not be more trainees than could be absorbed by the labour market. The project was devised in partnership with other regions/bodies (four places for Neuchâtel).

The project aims to create a win-win situation:

- A. A certain number of people per canton have the opportunity to be trained. The prospect of securing a fixed-term employment contract if the objectives are met acts as a strong pull factor.

For the restaurants: they are able to adjust the objectives according to their situation and to train people according to their needs. They undertake to offer them employment only if the objectives are met, and as long as they are satisfied with them.

The project is currently underway. It is being implemented with GastroNeuchâtel (an umbrella organisation – employers) and with a training provider (*Hôtel & Gastro Formation*) as regards providing training and monitoring during the placements.

Intercultural city:	Neuchâtel
Department:	Office of Multicultural Cohesion of of the Neuchâtel Canton
Date of completing the form:	16/10/2017

#### SUMMARY OF THE ACTION

Title :	Semaine d'actions contre le racisme
Main field of action:	D
Type of Action:	Anti-discrimination
Main purpose:	Raising awareness of diversity, equal opportunities and non-discrimination
Implementation period :	Each year in March

#### DESCRIPTION OF THE ACTION

Every March for the last 20 years, the *Service de la cohésion multiculturelle* (COSM) (Multicultural Cohesion Service) and the *Forum tous différents tous égaux* (FTDTE) (All Different-All Equal Forum) have organised and co-ordinated the *Semaine neuchâteloise d'actions contre le racisme* (SACR) (the Neuchâtel Action Week against Racism). This involves a close partnership between the state, associations and individuals (the FTDTE organises its activities in an informal manner, and the number of members varies each year).

Although the SACR was successful for many years, the number of partners tended to decrease to the point where, for several years, only three or four of them still took part in it (with a lot of effort), in order to stage a day of activities (concerts, etc.), with little attendance.

In the last two years (since 2016), the COSM has sought to give fresh impetus to the SACR: by increasing the number of partners; by targeting a wider geographical area; by increasing the target audience (through street events or events in institutions).

New partners are sought and new ones (associations, cultural institutions, schools and other bodies) join each year. A steering committee was set up with persons (volunteers) possessing different skills and networks who are able to rally different institutions and/or target groups. Independent volunteers take part in the general organisation (for example, social networks). The COSM co-ordinates it all (organisation of sessions, programme, fundraising, communication, etc.).

Most of the partners work with volunteers or contribute to the project themselves, which makes it possible to put on many more events, with a budget that has scarcely increased. It has also been agreed not to invest too much in communication in order to leave more room for manoeuvre for the activities.

Between 2015 and 2017, the SACR events increased from one event in one location for one day to more than 30 activities over a ten-day period. The 2018 SACR events are being prepared with new partners.

There has been an increase in the number of participants (the estimate for 2017 was: 33 events, 13 associations, 16 institutional partners and cultural stakeholders; 7 000 people reached, including the participants in a football tournament; media feedback).

The project is implemented in co-operation with schools, preschools, institutions such as the *Musée d'histoire naturelle* (Natural History Museum), the *Centre Dürrenmatt Neuchâtel*, the botanical garden, the cantonal museum of archaeology, the Public and University Library, and bookshops and leisure centres.

Public bodies (the canton, Confederation and municipalities) and charitable organisations are asked to provide financing.

FOR MORE INFORMATION

There is a week of this kind in several Swiss cities and cantons. ([www.semainecontreleracisme.ch](http://www.semainecontreleracisme.ch)).

<http://www.canalalpha.ch/emissions/minimag/minimag-larc-jurassien-se-souvient-de-sharpeville-pour-lutter-contre-le-racisme/>

<http://www.ne.ch/autorites/DEAS/COSM/campagnes-evenements/Pages/Semaine-d%27action-contre-le-racisme.aspx>

Intercultural city:	Neuchâtel
Department:	Compulsory education service(CICM)
Date of completing the	02/10/2017

#### SUMMARY OF THE ACTION

Title :	Recognition of classes in the language and culture of origin (LCO)
Main field of action:	C
Type of Action:	12
Main purpose:	Developing the language and culture of origin in schools
Implementation period :	24 months (entry into force: September 2017)

The “Joint Committee” is a sub-committee of the Communauté pour l’intégration et la cohésion multiculturelle (CICM) (Community for Integration and Multicultural Cohesion), which brings together the organisers of classes in the “Language and culture of origin”, the compulsory school system and the multicultural cohesion service, in order to exchange ideas on the organisation of classes and challenges relating to learning the first language. More recently, the work of the Committee has made it possible to harmonise the management of the classes and their incorporation in the schooling of pupils who attend LCO classes, in particular, with co-ordinated management of the classes, inclusion on the website of the compulsory school system (<https://portail.rpn.ch/administration/ens-or/Pages/ad-lco.aspx>) and entries in school reports.

Historically, Spanish, Portuguese and Italian representatives sat on the Committee, which was established more than 20 years ago, quickly followed by the Turkish school.

More recently, with changes in the migration flows, new classes have been offered regularly in the canton of Neuchâtel (in particular, in Albanian, Arabic, Japanese, Russian, Tigrinya, etc.). Several communities quickly asked the Committee, and more specifically its chair held by the Service de l’enseignement obligatoire (SEO) (Compulsory Education Service), to be allowed to join the scheme and be included on the schools’ websites and in school reports.

In response to these developments, the cantonal government (Conseil d’Etat) issued a decree which incorporates the LCO classes into the aims and objectives of state schools and clarifies different matters such as access to LCO classes by pupils, the role of those organising the classes, the legal nature of the organisers (previously, only those classes organised by a diplomatic mission had status on the Committee), the principles to be respected by the teaching staff (including the principle of secularism) and the support of the department in charge of education.

The importance of this decree lies more specifically in the fact that it provides for a procedure for recognising the organisers of the LCO classes, which is an important step for the recognition of migrants’ associations, for the work done on a daily basis and for strengthening knowledge of the first language and culture as a means of facilitating integration in the host country.

The decree came into force on 13 September 2017.

A pilot phase of the recognition procedure will be launched in 2017-2018, with three schools having guest status for the last several months (Arabic, Russian and Tigrinya). This phase should make it possible to

adjust certain points before formalising, through a government statement, this possibility which is offered to the communities.

Joint Committee of the CICM; migrant associations and organisations.

POUR EN SAVOIR PLUS:

<https://portail.rpn.ch/administration/ens-or/Pages/ad-lco.aspx>

## ODESSA

Intercultural city:	Odessa
Department:	Tourism & Culture
Date of completing the	25/10/2017

### SUMMARY OF THE ACTION

Title:	Urban Parks
Main field of action:	C. Public services
Type of Action:	14. Housing and Urban planning
Main purpose:	<i>Urban space creation for intercultural mixing (as a result of international cooperation)</i>
Implementation period:	2015 - present

### DESCRIPTION OF THE ACTION

Odessa joined the ICC-Ukraine network only in 2017 and is now working on its intercultural strategy following the recommendations from its ICC Index analysis. Nevertheless, Odessa's policies have been always interculturally oriented in a sense that the city administration has always intended to create comfortable conditions for all residents regardless their origins, to be attentive to and support their initiatives.

A good example of this is a joint establishment of two city parks – Greek and Turkish – in downtown Odessa which is a result of a close cooperation between the representatives of two countries. The City Mayor has strengthened relations with Turkish and Greek governments, giving each of them the opportunity to build a national theme park, and uniting them symbolically around the Potemkin Stairs – a historic monument of the city.

Bringing together in a harmonious public setting two different cultures regardless incongruities in their histories is an example of how Odessa sees the world and its role in it as an intercultural city.

At the end of the first year following the Istanbul Park opening (the first part of the Turkish-Greek project) the city administration will estimate its impact on city urban space and its social life.

Partnership: City Hall of Odessa, Turkish and Greek governments, business organizations

### FOR MORE INFORMATION

<https://www.mycityhighlight.com/odessa-31/istanbul-park-16957>

## PATRAS

Intercultural city:	Patras
Department:	Directorate of Planning, Organization and Informatics Department of Planning and Studies
Date of completion of the form:	20/10/2017

### SUMMARY OF THE ACTION

Title :	Living together in culturally diverse societies: respect, dialogue, interaction
Main field of action:	A. Building an intercultural and open society (A)
Type of action:	2. Anti-rumour strategies 3. Media, communication and public awareness 6. Culture, leisure and heritage
Main purpose:	Promote active participation of youth and vulnerable groups within building inclusive societies
Implementation period :	From September to October 2016

### DESCRIPTION OF THE ACTION

Respecting the principles of European Local Democracy Week (ELDW 2016), a synergy scheme was initiated by the Municipality of Patras consisting of 21 local stakeholders who co-organised a series of events in the sectors of education, culture, justice-law, media and civil society, including the following:

- A creative workshop for the production of handmade bookmarks addressing the topics of ELDW 2016. It targeted secondary students from the Achaia area;
- A workshop on creative writing that revealed the strength of the language as a means of intercultural communication and co-creation. It mainly targeted migrant associations and cultural clubs who wrote and sang for solidarity, anti-discrimination and human values in their own language;
- An experiential seminar for teachers of elementary education entitled "Fear for the other" aiming at their sensitisation. It led to the organisation and operation of a local cultural network of schools that worked with pupils on projects about migration and democracy (2016-2017 school year);
- An experiential workshop tackling stereotypes and rumours, equality and respect of human rights. It targeted prisoners and took place at the premises of the school inside the Saint Stefan prison of Patras. Special permission was obtained by the Greek Ministry of Justice for the purposes of this action. It is noteworthy that the prison school has addressed into its educational content all topics related to democracy, human values and equality based on the related initiative of 2015 about anti-rumours in prison (that won the 2nd prize for democratic innovation in the World Forum for Democracy 2015 in Strasbourg);
- A seminar addressing topics about anti-discrimination, solidarity, anti-stereotypes and equality for the benefit of police officers;

- A workshop dedicated to the narration (in a theatrical way) of intercultural stories revealing common cultural heritage and human values. It was dedicated to young pupils in elementary education aiming to sensitise them;
- An awareness event incorporated into the "2016 Year of Greece-Russia" dedicated to Russian philhellenes, emphasising the Russian Officer Nikolae Raeko, who operated as the first garrison commander in Patras (1828-1830) after the city's release from the Turkish occupation. The event was implemented under the auspices of the Embassy of Russia in Greece, the Consulate of Russia in Patras, the "Soyouz" association and the Institute of Intercultural Relations

The 2016 General Assembly (GA) of the Emigranti Albanian Community of Patras was dedicated to ELDW 2016. The Assembly mostly targeted the members of the Emigranti but was also open to all, introducing ELDW 2016 principles, the role of the Council of Europe and the Congress of Local and Regional Authorities.

The impact of the action will undergo an evaluation process by the partners involved.

The action was implemented thanks to a partnership among the following:

Park of Educational Activities of Patras, Municipal & Regional Theatre (DYPETHE) of Patras, Municipal Cultural Organisation and Municipal Conservatory, Mediation Office of the Municipality of Patras, Directorate of Primary Education of Achaia (Department of "Cultural Projects"), Directorate of Secondary Education of the Achaia area (Department of "Cultural Projects"), Associations of Migrants (Albania, Romania, Bulgaria, Russia), Association of Lawyers of Patras, Saint Stefan prison of Patras, Union of Police Officers of Achaia, Cultural Association of the Agyia and Terpsithea districts of Patras, Directorate of Antiquities of Achaia - Archaeological Museum of Patras, Patras Visual Artists Association, UP FM radio station, European School Radio network, Institute of Intercultural Relations, IDIFOS Photography Club, and the Patras Municipal Enterprise for Planning & Development - ADEP S.A.

In addition to ICC, the effort was also linked to "CoE-ELDW 2016", "ALDA: European Association of Local Democracy" and Arrival Cities/Urbact III European project.

FOR MORE INFORMATION

<https://www.youtube.com/watch?v=R2iDywi-12M>

<http://sedl.alnetis.fr/en/523-municipality-of-patras/>

[http://www.alda-europe.eu/newSite/news\\_dett.php?id=1744](http://www.alda-europe.eu/newSite/news_dett.php?id=1744)

[http://urbact.eu/sites/default/files/media/arrival\\_cities\\_network\\_newsletter\\_1\\_1.pdf](http://urbact.eu/sites/default/files/media/arrival_cities_network_newsletter_1_1.pdf)

<http://urbact.eu/patras-dissemination-event> (18.12.2016, Migrant Day)



Intercultural city:	Patras
Date of completing the form:	20/10/2017

#### SUMMARY OF THE ACTION

Title :	<i>"No child is foreign!"</i>
Main field of action:	D. EQUALITY in DIVERSE SOCIETIES
Type of Action:	17
Main purpose:	<i>Cultivating anti-racism behaviours and tackling stereotypes</i>
Implementation period :	<i>Feb-Mar 2017</i>

#### DESCRIPTION OF THE ACTION

Respecting the principles of anti-racism and equality, a synergy scheme was initiated by the Municipality of Patras consisting of twenty nine local stakeholders who co-organised several mixed cultural events (dance-theatre-music-poetry-games) delivered positive messages on humanity and inclusiveness.

Schools of elementary and secondary education as well as civil society representatives exploited theatre and dance and made remarkable performances at the premises of "Park of Educational Activities" and at the main square at Patras city centre. Projects such as "Dance units, holds in and consoles", "Monologues from Aegean sea", "We welcome spring and diversity along with disabled people" touched the hearts of all and attracted the audience.

The playgrounds of schools remained open at non-working hours for games such as "Many colors, One game!" and the messages of solidarity, friendship, human rights spread out in the spring air ...

Migrant associations presented information about the culture and heritage of their origins through the active involvement of youth paving the way ahead.

Language as a means of expression through narration, music and theatre revealed traditions linked with Russia, Latin America, Romania and Albania.

Regional sailing clubs were activated, organizing symbolic sea contest that took place at the coastal line in Patras port!

Taking into account 21<sup>st</sup> March being the International Day of Poetry, a combination was achieved i.e. a workshop was dedicated to creative writing (poems) by pupils, emphasizing on exhibits of "Patras Archeological Museum" revealing the meanings of positive inspiration, friendship and hope. A pupil of the school of the St.Stefan prison of Patras sent also a poem of his own. Being a prisoner himself was not allowed to be at the venue but the prison school was represented through the administrators and the poem was recorded (the prisoner pronouncing it). Poems touched the hearts of all and the musical event that followed embraced the whole effort.

The impact of the action will undergo an evaluation process by the partners involved.

The action was implemented thanks to a partnership among:

*Municipality of Patras, UNHCR, Patras Municipal Enterprise for Planning & Development (ADEP SA), Patras Municipal Cultural Organization, Park of Educational Activities of the city of Patras, Centre of Creative Occupation of Elderly people of city of Patras, Drama school of Municipal & Regional Theatre of Patras (DYPETHE), University of Patras, Directorate of Antiquities of Achaia, Directorate of Secondary Education of Achaia Prefecture / Dpt. of Cultural Projects, Directorate of Secondary Education of Achaia Prefecture / Dpt. of Health projects, Directorate of Elementary Education of Achaia Prefecture / Dpt. of Cultural Projects, Directorate of Elementary Education of Achaia Prefecture / Dpt. of Health Projects, Greek Network of Theatre within Education, Association of Albanian Community of Patras EMIGRANTI, Association of Russian Community of Patras, Institute of Intercultural Relations, Association of Romanian Community of Patras, UNIONLATINA Association of Patras, Local Patras Department of Greek Guiding Association, Cultural Association of Ayia and Terpsithea districts of Patras, IDIFOS Photography Club of Patras, MERIMNA Healing education centre for disabled children, MAHYTES Association of parents for education, vocational training and restitution of people with medical retardation, KOMETHO Municipal centre for creative occupation of disabled people, Music scheme "DreamRoads", IASON sailing group, Sailing Group of Patras (IOP).*

Besides ICC, the effort was also linked with UNITED, "ALDA: European Association of Local Democracy" and ARRIVAL CITIES / URBACT III European project.

FOR MORE INFORMATION

<http://www.thebest.gr/news/index/viewStory/433000>

<http://www.thebest.gr/news/index/viewStory/434053>

<https://www.coe.int/en/web/interculturalcities/-/european-anti-racism-week-2017-actions-in-patras-no-child-is-foreign->

<https://www.coe.int/en/web/interculturalcities/april-2017>

[https://www.coe.int/en/web/interculturalcities/newsroom?p\\_p\\_id=101\\_INSTANCE\\_SdoHqjJtqgoX&p\\_p\\_lifecycle=0&p\\_p\\_state=normal&p\\_p\\_mode=view&p\\_p\\_col\\_id=column-4&p\\_p\\_col\\_count=1&\\_101\\_INSTANCE\\_SdoHqjJtqgoX\\_delta=10&\\_101\\_INSTANCE\\_SdoHqjJtqgoX\\_keywords=&\\_101\\_INSTANCE\\_SdoHqjJtqgoX\\_advancedSearch=false&\\_101\\_INSTANCE\\_SdoHqjJtqgoX\\_andOperator=true&p\\_r\\_p\\_564233524\\_resetCur=false&\\_101\\_INSTANCE\\_SdoHqjJtqgoX\\_cur=4](https://www.coe.int/en/web/interculturalcities/newsroom?p_p_id=101_INSTANCE_SdoHqjJtqgoX&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&p_p_col_id=column-4&p_p_col_count=1&_101_INSTANCE_SdoHqjJtqgoX_delta=10&_101_INSTANCE_SdoHqjJtqgoX_keywords=&_101_INSTANCE_SdoHqjJtqgoX_advancedSearch=false&_101_INSTANCE_SdoHqjJtqgoX_andOperator=true&p_r_p_564233524_resetCur=false&_101_INSTANCE_SdoHqjJtqgoX_cur=4)

[http://www.alda-europe.eu/newSite/news\\_dett.php?id=1880](http://www.alda-europe.eu/newSite/news_dett.php?id=1880)

<http://urbact.eu/patras-celebrates-european-anti-racist-week>

Intercultural city:	Patras
Date of completing the form:	20/10/2017

#### SUMMARY OF THE ACTION

Title :	“ARRIVAL CITIES” European project (URBACT III EU programme)
Main field of action:	(D) & (A)
Type of Action:	D(17) & A(1) A(2), A (3)
Main purpose:	Experience exchange through sharing best practices on migrants inclusion and conduction of Integrated Action Plans at local level
Implementation period :	Nov 2015 –April 2018 (currently on-going project)

#### DESCRIPTION OF THE ACTION

ARRIVAL CITIES is a European project of experience exchange and mutual learning between 10 partner cities focused on the themes of migration and integration.

The project addresses the following challenges faced by the cities:

- ❖ Strong concentration of migrants in certain communities/areas.
- ❖ Capacity of local reception and integration infrastructure.
- ❖ Increased pressure on local markets (housing, labour) and services (education, health, security).
- ❖ Co-ordination both within and across different levels of government.
- ❖ Taking public opinion on board.
- ❖ Finance-as full costs of integration are not fully reimbursed.
- ❖ Building community cohesion and fighting xenophobia.
- ❖ Large numbers of unaccompanied minors.
- ❖ Large differences in the skills and qualifications of migrants.
- ❖ Ongoing issue of discrimination against settled and new migrants.
- ❖ Addressing the issue of radicalisation.

ARRIVAL CITIES includes the implementation of five transnational workshops that bring together local actors from different sectors in each of the 10 cities involved. The workshops share good practice in relation to local solutions that address one or more of the several challenges that cities face.

Therefore the partner cities are supported in reviewing their current practice and developing local action plans that take on board the lessons emerging from the transnational exchange programme.

Each of the ten cities has established an Urbact Local Group (ULG). Each ULG undertakes the production of an Integrated Action Plan (IAP). In order to do this each ULG holds wider local consultation meetings.

Dissemination events promote awareness on the project topics.

ARRIVAL CITIES project is funded through URBACT III, a European exchange and learning programme supporting sustainable urban development. It is also co-funded by national funds.

Important note: During the project implementation, emphasis was put to incorporate the celebration of special topics (such as 18<sup>th</sup> December – Day of Migrant, 20<sup>th</sup> June – Day of Refugee, European Anti-Racism Week, European Week of Local Democracy) through awareness events.

The impact of the project will undergo an evaluation process when completed.

The project partner cities are:

- Amadora (PT) / Coordinator
- Dresden (DE)
- Messina (IT)
- Oldenburg (DE)
- Patras (GR)
- Riga (LV)
- Thessaloniki (GR)
- Val-de-Marne (FR)
- Vantaa (FI)
- Roquetas de Mar (ES)

Patras ULG consists of the following partners:

- Patras Municipal Enterprise for Planning & Development - ADEP SA / Local coordinator
- Municipality of Patras
- Managing Authority of Region of Western Greece
- University of Patras
- Municipal and Regional Theatre (DYPETHE) of Patras
- Organization of Employment and Manpower (OAED) of Greece
- Directorate of Secondary Education of Achaia Prefecture (Dpt. of Cultural Projects)
- Association of Romanian Community "LUCEAFARUL" PATRA
- Institute of InterCultural Relations
- Association of Albanian Community "EMIGRANTI"
- Patras Park of Educational Activities

The ARRIVAL CITIES project, through Patras actions is linked with ICC and "ALDA: European Association of Local Democracy" networks targeting its multiple promotion.

FOR MORE INFORMATION

<http://urbact.eu/arrival-cities>

## PAVLOGRAD

Intercultural city:	Pavlograd
Department:	Info prepared by the ICC-UA National Coordinator K. Rubicondo ; Local Coordinator Pavlograd: Elena Shulika
Date of completing the form:	21/09/2017

### SUMMARY OF THE ACTION

Title:	Lessons of Tolerance
Main field of action:	D. Equality in diverse societies
Type of Action:	19. Roma
Main purpose:	<i>Promote social integration of Roma and fighting stereotypes</i>
Implementation period:	<i>6 months: January-June 2017</i>

### DESCRIPTION OF THE ACTION

A very productive collaboration has been established with the local Roma organization "Amaro Kher" and the city of Pavlograd, as a part of intercultural strategy implementation of the latter. "Amaro Kher" was established in 2012 and is the first Roma organization in the city. In 2017, the "Lessons of Tolerance" initiative was launched in the schools of Pavlograd, when members of Roma community offered a series of lessons for school kids of different age groups in order to get them with Roma culture and overcome existing stereotypes.

The year 2017 was particularly remarkable for Pavlograd's Roma community, as "Amaro Kher's" project "Romas' Square" won the competition for funding under the Pavlograd City Council and DTEK "Pavlohradvugillya Company's" initiative "Community with our own hands".

Given the fact that "Amaro Kher" is very active participant in social, charitable, and volunteer initiatives in Pavlograf, in 2017, by the decision of the City Council a free loan for communal property was offered to the organization.

Evaluation: Some results of the "Lessons of Tolerance" are already visible: the visible interest to the Roma culture, cuisine, music and traditions has been noticed among school kids. The city administration plans to evaluate the impact of this and Roma's Square projects at the same time upon their completion in 18 months.

Partnership: The action was implemented thanks to a partnership between the city of Pavlograd, city schools, private business companies and Roma civil society organization.

### FOR MORE INFORMATION

[http://www.irf.ua/en/grants/awarded\\_grants/center\\_roma\\_amarokhe\\_roma\\_community\\_pavlograd](http://www.irf.ua/en/grants/awarded_grants/center_roma_amarokhe_roma_community_pavlograd)

## PORTIMÃO

Intercultural city:	Portimão
Department:	Câmara Municipal de Portimão
Date of completion of the form:	18/10/2017

### SUMMARY OF THE ACTION

Title :	CLAIM – Migrant Integration Local Support Centre
Main field of action:	This project aims to welcome and provide information, support and international protection to migrant citizens (immigrants, emigrants) B. Integration C. Public Services
Type of action:	7. welcoming and social integration of migrants 8. Refugees 12. Education 16. Multilingualism
Main purpose:	Provides support and information on several areas, such as, regularisation, nationality, family reunification, housing, voluntary return, labour, health, education, among other daily life issues. The CLAIM mission intends to go beyond the simple provision of information, supporting the whole procedure of welcoming and integrating migrants, articulating with the various local structures, whilst promoting interculturality at the local level
Implementation period :	April 2016

### PARTNERSHIPS

High Commission for Migration

### MAIN RESULTS

The municipality continuously promotes social, educational and professional integration, supporting, monitoring and providing incentives to migrants in various activities that promote life within the local community. Examples of such activities include Portuguese language learning, successful employment search, tailor-made support in public administration services such as finance, immigration, the border service, health centre, hospital, labour and professional training institute, as well as participation in cultural and leisure activities.

Intercultural city:	Portimão
Department:	Câmara Municipal de Portimão
Date of completion of the form:	18/10/2017

#### SUMMARY OF THE ACTION

Title :	The Intercultural Week of Portimão
Main field of action:	A. Building an intercultural and open society
Type of action:	6. Culture, leisure and heritage
Main purpose:	A whole week dedicated to interculturality through an activity programme seeking to enhance experience sharing and conviviality through the various migrant communities, thus stimulating dialogue between various cultures and raising the awareness of all citizens towards the importance of building a more just, egalitarian and intercultural society
Implementation period :	May 2016

#### DESCRIPTION OF THE ACTION

The Intercultural Week of Portimão that takes place in May/June has a highly diversified programme of activities – music, dance, fashion, gastronomy, storytelling, among others – involving the active participation of different audiences, from the school community to diverse migrant local associations and others.

#### TARGET GROUP

Open to everyone.

#### PARTNERSHIPS

The Capela association.

#### MAIN RESULTS

This project has become a part of the local agenda and marks the commitment of the municipality in changing Portimão into an intercultural society instead of a multicultural one, one in which peacefully co-existing cultures mix and mutually respect each other's differences, and where one can learn and enrich themselves through dialogue and conviviality with diversity

#### FOR MORE INFORMATION

<https://www.cm-portimao.pt/>

Intercultural city:	Portimão
Department:	Câmara Municipal de Portimão
Date of completion of the form:	18/10/2017

#### SUMMARY OF THE ACTION

Title :	Equality in diverse societies
Main field of action:	B. Integration (Municipal Plan for Immigrant Integration)
Type of action:	7. Welcoming and social integration of migrants
Main purpose:	One of the strengths of the plan is the fact that it is based on the elaboration of a social diagnostic, allowing one to deepen the knowledge of resident communities, either those that use formal support networks, or those that are informally integrated, about which there is not much information. This plan presents the priority intervention axis for the 2015-2017 period
Implementation period :	June 2015

#### DESCRIPTION OF THE ACTION

This plan encompasses various priority areas of intervention: welcoming and integration service, citizenship, capability and training, culture and education, and language. One of the main advantages of this project is the opportunity it provides to devise corrective measures in the field of immigration, thus creating an opportunity to build a more participatory, planned and inclusive territory, making it intercultural.

#### TARGET GROUP

Migrants

#### PARTNERSHIPS

Instituto Superior Manuel Teixeira Gomes  
 CAPELA Association  
 ISSS, IP FARO  
 Portimão Parish  
 Alvor Parish  
 Mexelhoeira Grande Parish  
 ACES II BARLAVENTO – Portimão Health Centre  
 SEF – Immigration and Borders Service  
 IEFP- **Institute for Employment and Vocational Training**



## MAIN RESULTS

Several measures proposed in the plan were implemented, with the most relevant one being the creation of the migrant support office. It is a service with welcoming, information and training services for migrant citizens (immigrants, emigrants and refugees) that has been achieving positive results regarding the integration of these migrants.

## RAVENNA

Intercultural city:	Ravenna
Department:	Immigration Policies
Date of completing the form:	16/11/17

### SUMMARY OF THE ACTION

Title:	Career counselling for SPRAR (Italian System of protection for asylum seekers and refugees) beneficiaries
Main field of action:	B. Integration
Type of Action:	<i>7. Welcoming and social integration of migrants 8. Refugees</i>
Main purpose:	<i>To promote social inclusion of SPRAR (System of Protection of Asylum Seekers and Refugees in Italy) beneficiaries through career counselling</i>
Implementation period:	2017

### DESCRIPTION OF THE ACTION

The action aims to analyse the working background of refugees and asylum seekers taken in charge by the SPRAR programme and to give them useful information and advice for the job search. Overall, SPRAR in Ravenna has 78 available places for adults and 6 for unaccompanied minors. Specifically, asylum seekers and refugees are supported by a team of the social cooperative "Persone in Movimento", which is the managing organization of SPRAR programme in Ravenna: after an individual interview, the team designs an individualized project for the beneficiaries, which may consist of:

- CV writing and the enrolment at the Employment Centre (40 beneficiaries)
- Once a month, a group of beneficiaries takes part in a working group which practices simulation techniques, like job interviews and job calls (7 group meetings, 22 total beneficiaries)
- IT workshops to learn how to write CVs and to create an e-mail account (15 beneficiaries)
- After the IT workshop, a vocational training is provided to the most motivated beneficiaries (5 beneficiaries)
- Once a week, a front office is open to support beneficiaries in job search
- Workshops (e.g. farming, bike repair...) involved 5 people
- Training courses (e.g. electrician, green maintenance, food safety, occupational safety, cooking class...) have reached 42 people among beneficiaries in SPRAR both adults and minors
- Activation of vocational training paths have been activated for 46 people hosted in SPRAR programme.
- Other actions have involved SPRAR beneficiaries in leisure activities, such as theatre, sports, music, animal care, volunteering: they aimed at building a helpful network for the beneficiaries and improving social cohesion with the local community.

In terms of follow-up of the action, some activities are on-going, whereas new projects are about to be launched in the same field.

Partnership: The action is implemented thanks to the private supplier of SPRAR programme (social cooperative) and its collaboration with civil society organizations.

Intercultural city:	Ravenna
Department:	Immigration Policies
Date of completing the form:	16/11/17

#### SUMMARY OF THE ACTION

Title:	Extraordinary Reception Centres ( <i>Centri di Accoglienza Straordinaria - CAS</i> )
Main field of action:	B. Integration
Type of Action:	7. Welcoming and social integration of migrants 8. Refugees
Main purpose:	<i>To improve the quality standards of reception of the asylum seekers and to foster their social cohesion in the city's social fabric.</i>
Implementation period:	2017-2018

#### DESCRIPTION OF THE ACTION

The Municipality of Ravenna subscribed an agreement with the Prefecture (provincial representative office of the Government) in order to manage the Extraordinary Reception Centres (CASs) for those who are seeking international protection.

In accordance with this agreement, the Municipality launched a bid to select private managing suppliers (social cooperatives), whose provide hosting facilities spread throughout the territory. The municipality's management of the CASs aims at improving the quality level of the reception: beyond the core services (accommodation and board), further activities are offered by the private contractor. Italian language courses, professional counselling, activation of internships/vocational training for people hosted in the CASs; social secretariat, training and psychological supervision to support the social workers of each Centre, in order to improve the general standard of the services provided.

A particular focus is given to the promotion of various volunteering activities that are performed by the guests of the CASs.

There are 350 available places in the Extraordinary Reception Centers located in Ravenna.

The main challenge that Ravenna's Municipality is now facing is to improve the quality standards of the provided services, to build the social cohesion throughout the territory, to engage the local population to promote refugees' and immigrants' inclusion, but also make them protagonists of their integration process.

Evaluation: The impact of the action will undergo the evaluation of an interior group of the Municipality's Office for Immigration Policies

Partnership: The action is implemented thanks to the collaboration with private suppliers (social cooperatives), local associations, volunteers and civil society organizations.

Intercultural city:	Ravenna
Department:	Immigration Policies
Date of completing the form:	16/11/2017

#### SUMMARY OF THE ACTION

Title:	Cultural Festival ( <i>Festival delle Culture</i> )
Main field of action:	B. Integration
Type of Action:	7. Welcoming and social integration of migrants
Main purpose:	<ul style="list-style-type: none"> <li>- <i>Promote the inclusion of migrants in the city life</i></li> <li>- <i>Raise awareness on multiculturalism, integration</i></li> </ul>
Implementation period:	8 months, from November 2016 to June 2017

#### DESCRIPTION OF THE ACTION

The action involves immigrant associations, volunteers and local citizens in the organization of Festival Activities, coordinated by facilitators of Ravenna's Municipality. The methodology applied aims at fostering social participation and engagement and making the immigrant association protagonists and responsible of the communication about the topic issues. Each Festival's Edition is characterised by a specific theme (global citizenship, combat stereotypes, human rights, cultural identity, etc.), addressed through debates, seminars, exhibitions, cultural entertainment. The main activities in 2017 were: the conference "Asylum in the European Archipelago", with the interventions of different speakers including Cecilé Kyenge and the Undersecretary of the Italian Ministry of the Interior; the musical performances of "Saodaj", a group of Reunion Island, with sophisticated music derived from the traditional Maloya creole and the "Eyo'nlé Brass Band", originally from Benin.

The activities generally start in November and culminate with the Festival presentation in June. In 2017, we celebrated the 11<sup>th</sup> Festival's Edition.

The aim of Ravenna Municipality is to continue the annual presentation of the Festival and to raise its level to an international concern, as a good practice of interculturalism and development of cultural pluralism.

Evaluation: The impact of the action will undergo the evaluation of an interior group of the Municipality's Office for Immigration Policies.

Partnership: The action is implemented thanks to a partnership with the immigrant associations, civil society and local organizations.

#### FOR MORE INFORMATION

<http://www.festivaldelleculture.org>

## REYKJAVIK

Intercultural city:	Reykjavík
Department:	The Department of Education and Youth of the City of Reykjavík
Date of completion of the form:	20 October 2017

### SUMMARY OF THE ACTION

Title :	Project "Centre of language and literacy"
Main field of action:	C. Public services
Type of Action:	12. Education
Main purpose:	Implement policy and develop practices on language and literacy, second language learning and active bilingualism by supporting teachers and staff in pre-schools, primary schools and after-school activities
Implementation period :	From September 2017 onwards

### DESCRIPTION OF THE ACTION

The project "Centre of language and literacy" is run by the Department of Education and Youth of the City of Reykjavik and implemented thanks to co-operation with the Mother Tongue association.

Due to the consistently rising number of immigrant families in the capital of Iceland and the difficulties that students, parents and teachers experience with this increase, the Department of Education and Youth initiated the project "Centre of language and literacy". The project is a follow-up to, and part of, the Education and Youth Department's action plan in literacy policy and policy on multicultural education and leisure entitled "The World is Here".

The centre covers that policy's emphasis concerning the teaching of Icelandic as a second language, active bilingualism and co-operation between parents and schools. To unite the aims of the aforementioned policies, the department included mother-tongue teachers and language facilitators as team members.

The project is directed to everybody involved in the education process – students, parents and employees in pre-schools, primary schools, after-school centres, as well as other specialists. Teachers obtain counselling, advice, courses, cross-cultural training and support on how to work specifically and meaningfully with immigrant pupils. The role of facilitators is to support preschool teachers and other employees to build up a rich language and literacy environment in all preschools in the city. They also support primary school teachers in making study programmes that work best for mixed language groups. Facilitators are also educators for all employees in both pre-schools and primary schools.

After two years of implementation, the impact of the action will be reviewed by the department responsible.

### FOR MORE INFORMATION

[http://reykjavik.is/sites/default/files/ymis\\_skjol/skjol\\_utgefid\\_efni/fjolmenningarstefna\\_oppsett\\_enska\\_n.pdf](http://reykjavik.is/sites/default/files/ymis_skjol/skjol_utgefid_efni/fjolmenningarstefna_oppsett_enska_n.pdf)

<https://www.facebook.com/Midjamalsoglaesis/>

Intercultural city:	Reykjavik
Department:	Human Rights Office of Reykjavik
Date of completing the	20 October 2017

#### SUMMARY OF THE ACTION

Title :	The Reykjavik City policy on immigrants, refugees and asylum seekers
Main field of action:	Building an intercultural and open society (A)
Type of action:	Leadership and Political commitment ( 1)
Main purpose:	Implementation of City policy and action plan on immigrants, refugees and asylum seekers
Implementation period :	From November 2017

#### DESCRIPTION OF THE ACTION

In September 2016, the City Council and the Human Rights Council of Reykjavik decided to bring together a group of politicians from all parties in the city to work on the city's policy and action plan on immigrants, refugees and asylum seekers. The draft of the policy was then publicly consulted and is awaiting City Council approval.

By starting work on this policy, the City of Reykjavik showed its commitment to working as a diverse city, as well as the will to work on inclusion and acknowledge the immigrants as part of the city's society. The policy and action plan were created in co-operation with immigrant associations and specialists in immigrant issues.

The policy and action plan are divided into four chapters: city as the authority, city as employer, city as the service provider and city as co-operative partner.

The Human Rights Office of Reykjavik is responsible for regular supervision of the work on action plan, which is implemented by all of the city's departments.

## RIJEKA

Intercultural city:	Rijeka
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### SUMMARY OF THE ACTION

Title:	Memorandum of understanding on the establishment of the Interreligious Council of Rijeka 2020
Main field of action:	A. Building an intercultural and open society D. Equality
Type of Action:	5. Religion and inter-convictional dialogue 17. Anti-discrimination
Main purpose:	<ul style="list-style-type: none"> <li>- <i>Strengthening interreligious and intercultural dialogue</i></li> <li>- <i>Promotion of: cooperation, mutual respect and acceptance</i></li> <li>- <i>Discouraging prejudices and discrimination</i></li> </ul>

### DESCRIPTION OF THE ACTION

By signing this Memorandum of understanding on the establishment of the Interreligious Council of Rijeka, religious communities have committed themselves to get involved in the project Rijeka – European Capital of Culture 2020 with the aim of further strengthening interreligious dialogue within the city of Rijeka and the Primorje-Gorski Kotar County, following the establishment of the Interreligious Council of Rijeka 2020 at the initiative of monsignor Matija Matičić, Rector of the Cathedral of St Vitus.

The signing was held at the Salon of the City of Rijeka, where the Memorandum was signed by Vojko Obersnel, Mayor of Rijeka, Emina Višnić, Director of the Company Rijeka 2020 d.o.o. and by representatives of the city's largest religious communities: monsignor dr. Ivan Devčić, Archbishop and Metropolitan Bishop, on behalf of the Rijeka Archdiocese, Protojerej-Stavrofot Mićo Kostić, Pastor of Rijeka, on behalf of the Orthodox Church, effendi Hajrudin Mujkanović, Head Imam of Rijeka, on behalf of the Majlis of the Islamic Community of Rijeka, Ranko Špiĝl on behalf of the Jewish Community of Rijeka as president, and pastor Giorgio Grlj on behalf of the Baptist Church of Rijeka.

In line with Rijeka's tradition of acknowledging and accepting diversity and the successful cooperation between its religious communities, as well as with the cooperation and mutual respect that exists between religious communities and all of the citizens of Rijeka regardless of their religious affiliation, and with the desire to continue developing this relationship, the representatives of the largest religious communities involved themselves in the Rijeka ECOC 2020 by signing this Memorandum.

In this manner, the most prominent religious communities in Rijeka will actively collaborate with the City of Rijeka and the company Rijeka 2020 d.o.o with the purpose of implementing activities in the following areas:

- Jointly promoting the European Capital of Culture project as a platform for presenting cultural connections in the community, as well as a platform for the discussion of issues related to cultural diversity;
- Promoting the rich culture and heritage of Rijeka's religious communities as a contribution to European cultural diversity and heritage through the Rijeka European Capital of Culture 2020 project;

- Exploring and proposing social models and policies for curbing prejudice and discrimination towards religious communities through an intercultural approach, as well as engaging with religious communities in positive forms of action that aim to build trust and cohesion within the city as a whole:
- Gathering theoretical knowledge and practical experience in creatively reacting to prejudices and discrimination, particularly when it comes to religious communities, and
- Actively participating in the work of the Intercultural Cities network of the Council of Europe, in the sense of promoting interreligious dialogue and intercultural dialogue in society in general.

Mayor Obersnel expressed his pride in the event and added that cooperation between religious communities and representatives of the local self-government was a commonplace thing in our city. He also pointed out that it had not been possible to gather representatives of every single religious community in the city, and that therefore efforts had to be limited to the largest among them. Finally, he reminded that the City's doors were always open to everybody, and that those that were not present at the event could also join the work of the Council.

Emina Višnić, Director of the company Rijeka 2020 d.o.o., pointed out that Rijeka was also involved in the network of Intercultural Cities of the Council of Europe as part of the ECOC project and joint efforts to support the intercultural cities as places where diversity is the norm, and which strive to create educational, social, cultural, employment, residential and other policies and public spaces that allow people from different cultural and religious backgrounds to exchange their views, intermingle and interact in a productive and creative manner.

FOR MORE INFORMATION

UNIRI: [http://www.uniri.hr/index.php?option=com\\_content&view=article&id=5762%3Apotpisivanje-sporazuma&catid=89%3Aarhiva-vijesti&Itemid=176&lang=en](http://www.uniri.hr/index.php?option=com_content&view=article&id=5762%3Apotpisivanje-sporazuma&catid=89%3Aarhiva-vijesti&Itemid=176&lang=en)



## SAN SEBASTIAN/DONOSTIA

Intercultural city:	San Sebastian
Department:	Cultural diversity
Date of completion of the form:	16/10/2017

### SUMMARY OF THE ACTION

Title :	Welcome to school
Main field of action:	C. Public Services
Type of Action:	12. Education
Main purpose:	Promotion of intercultural methodology at school and participation of migrant families
Implementation period :	Two years from September 2015 to October 2017

### DESCRIPTION OF THE ACTION

The action was implemented in the framework of the city's intercultural strategy. It is aimed at introducing a comprehensive intercultural approach in schools, favouring the integration of newly-arrived families and encouraging newcomers to learn more about the Basque culture and language. The programme aims to achieve the following three goals:

- a) To mainstream an intercultural approach in schools, by valorising the different cultures that form the school, by working with all the school actors, from directors to teachers, psychologists, students and other non-teaching staff (guards, cleaners, canteen workers, etc.) in order to consider interculturalism in schools, classrooms and other spaces, by raising awareness and implementing intercultural activities in the classroom (festivities, storytelling, countries and cultures, gastronomy, etc.).
- b) To support newly-arrived children's parents by introducing them into school life, by keeping them informed and encouraging their participation in meetings and activities, including in the classroom with storytelling and other activities that value their own culture. In order to achieve this, a newly-arrived family is put into contact with a local family who helps and supports them in order to lose their fear and become familiar and confident with the school's functioning and customs. The local family becomes the newly-arrived family's "family companion" (known as "familia laguna" in the Basque language). These families spend time together, meeting other people at school, as well as in the neighbourhood. This is a very efficient way of favouring the integration of new arrivals in school but also in the surroundings and town and raising awareness of their entitlement to school and public services.
- c) To encourage newly-arrived families to learn the Basque language or at least to become familiar with some expressions. In order to foster their participation, the municipality offers a wide range of free or low-cost Basque courses. In addition, these newcomers are supported by local families to participate in local festivities related to culture (e.g. Midsummer bonfires, farmers' day, etc.)

This programme began two years ago in one school. Four more schools joined last year and, in September 2017, the school in Amara Berri joined the programme.

The service was initially provided by a Mothers' and Fathers' Association, which became an enterprise in 2016. Some of these mothers are professionals and have been through their own migration process.

The schools are contacted according to their rate of migrant students. The programme may not be applied in a school with a rate of newcomers higher than the 50%, because local families are needed to run the programme.

The gender mainstreaming concept is incorporated into the formulation and implementation of all the activities.

The impact of the action will undergo an evaluation process by the city. During 2016-2017, 102 families participated in the programme with a very high evaluation score.

The action was implemented by the municipality and partly sponsored by the Basque Government.

FOR MORE INFORMATION

<http://www.ongietorrieskolara.org/es/inicio/>

## SUMY

Intercultural city:	Sumy
Department:	Communication and Information Dept, the ICC-UA National Coordinator
Date of completing the form:	12/11/2017

### SUMMARY OF THE ACTION

Title:	Intercultural Education as a part of a School Curriculum
Main field of action:	C. Public services
Type of Action:	12. Education
Main purpose:	<i>To teach the school-kids values of tolerance, respect to different cultures, and ethnic conflicts prevention</i>
Implementation period:	March 2017 – present

### DESCRIPTION OF THE ACTION

In 2017, school #18 I in Sumy (*oblast*) officially established intercultural education as a part of its curriculum which includes teaching the values of tolerance, respect to different cultures, and ethnic conflicts prevention. To create the atmosphere of tolerance - which is seen as a desire to appreciate every child's personality, regardless of their nationality, and to accept them as they are, - the school launched a series of courses and educational hours, for which the pupils were earning credits, like for any other course in the curriculum. Some of these courses were titled: "We are all different, we are all equal", "Tolerance as a nowadays requisite", "We are together under one sky", "I and we", "On Tolerance and Multiculturalism", "Respect everyone around", "Good neighbors live in peace", "Sources of tolerance", "The alphabet of tolerant communication in the team", and others.

The impact of the action will undergo an evaluation by the end of the school year 2017-2018.

Partnership: The action was implemented as a result of collaboration between school #18, Sumy City Hall and national minority organization

### FOR MORE INFORMATION

<http://18-sumy.com.ua/>

## VINNYTSIA

Intercultural city:	Vinnytsia
Department:	Info prepared by the national ICC-UA Coordinator K. Rubicondo based on the information provided by the city
Date of completing the form:	12/11/2017

### SUMMARY OF THE ACTION

Title:	Intercultural Strategy as a part of the City Urban Development Strategy
Main field of action:	A. Building an intercultural and open society
Type of Action:	1. Leadership and Political commitment
Main purpose:	<i>To make intercultural policy an integral part of the city urban strategy that covers multiple dimensions of municipal development</i>
Implementation period:	May 2017 – present

### DESCRIPTION OF THE ACTION

Following the ICC Strategy Development training in May 2017, the decision was made by the city of Vinnytsia to make the ICC Strategy an integral part of its City Urban Development Strategy 2030, aiming to make Vinnytsia a 'European city'.

10 main policy areas have been identified so far in the course of the Development Strategy 2030 – e.g. economy, business and employment, social services, urban space, education, health, sports and youth – which go hand in hand with 14 policy dimensions of the Intercultural Cities Programme. The goal now is to analyze these areas one-by-one in order to see how the intercultural aspect could be built in to enrich each of them.

The work on the design of the ICC strategy Vinnytsia is currently ongoing. It is led by the Institute for Urban Development.

Evaluation: The impact of ICC Strategy of Vinnytsia will be assessed by the city (on the annual basis) and by the ICC Index analysis (in 2 years – 2019)

Partnership: The action is being implemented by the City Hall and the Institute for Urban Development of Vinnytsia in collaboration with local civil society organizations, and educators.

### FOR MORE INFORMATION

<http://www.vmr.gov.ua/MunicipalEnreprise/Lists/CitiesDevelopmentInstitute/Default.aspx>