

RESULTS OF THE INTERCULTURAL CITIES INDEX



Dublin

June 2018



Intercultural cities
Building the future on diversity

www.coe.int/interculturalcities



RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 93 cities¹

Introduction

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

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

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

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

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

Among these cities, 43 (including Dublin) have more than 200,000 inhabitants and 40 (including Dublin) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Dublin (Ireland)** in 2017 and provides related intercultural policy conclusions and recommendations.

Intercultural city definition

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

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

⁴ Former Castelvetro di Modena.

METHODOLOGY



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

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

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

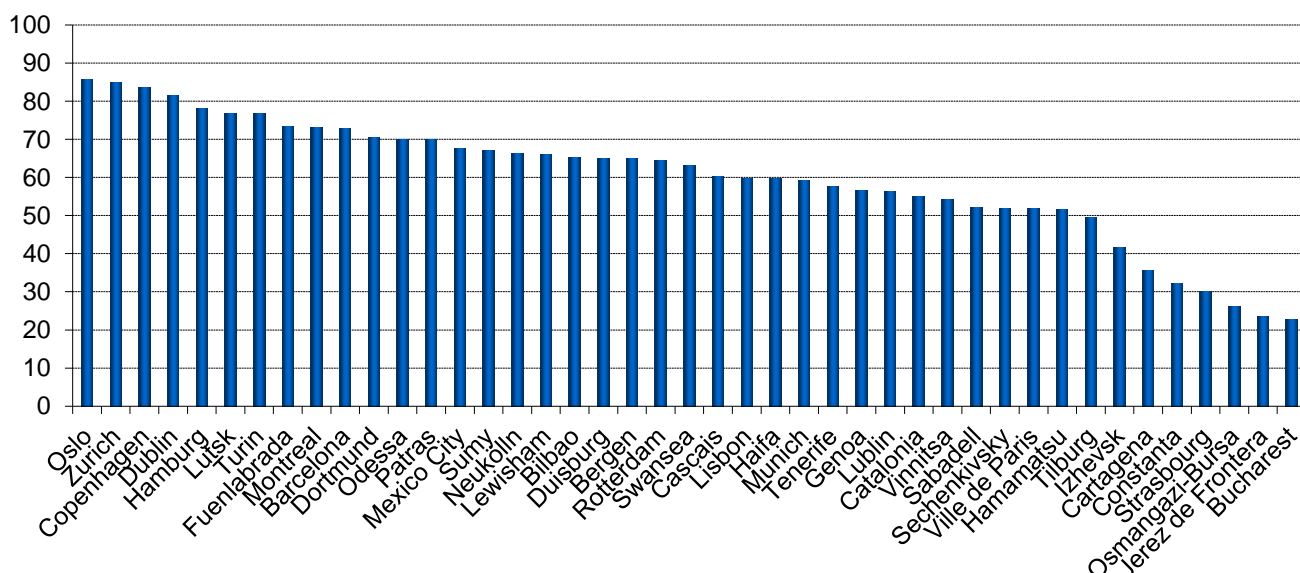
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

According to the overall index results, Dublin has been positioned **8th** among the 93 cities in the sample, with an aggregate intercultural city index of **82%**. The city has been ranked **4th** among cities with more than 200,000 inhabitants and **6th** among cities with more than 15% of foreign-born residents.

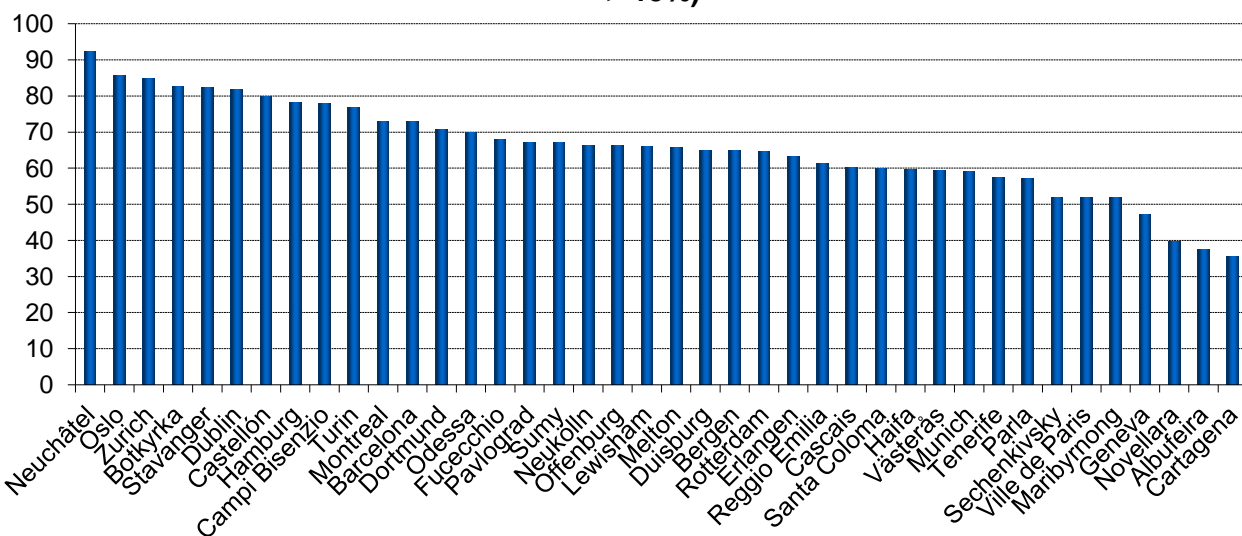
INTERCULTURAL LENS

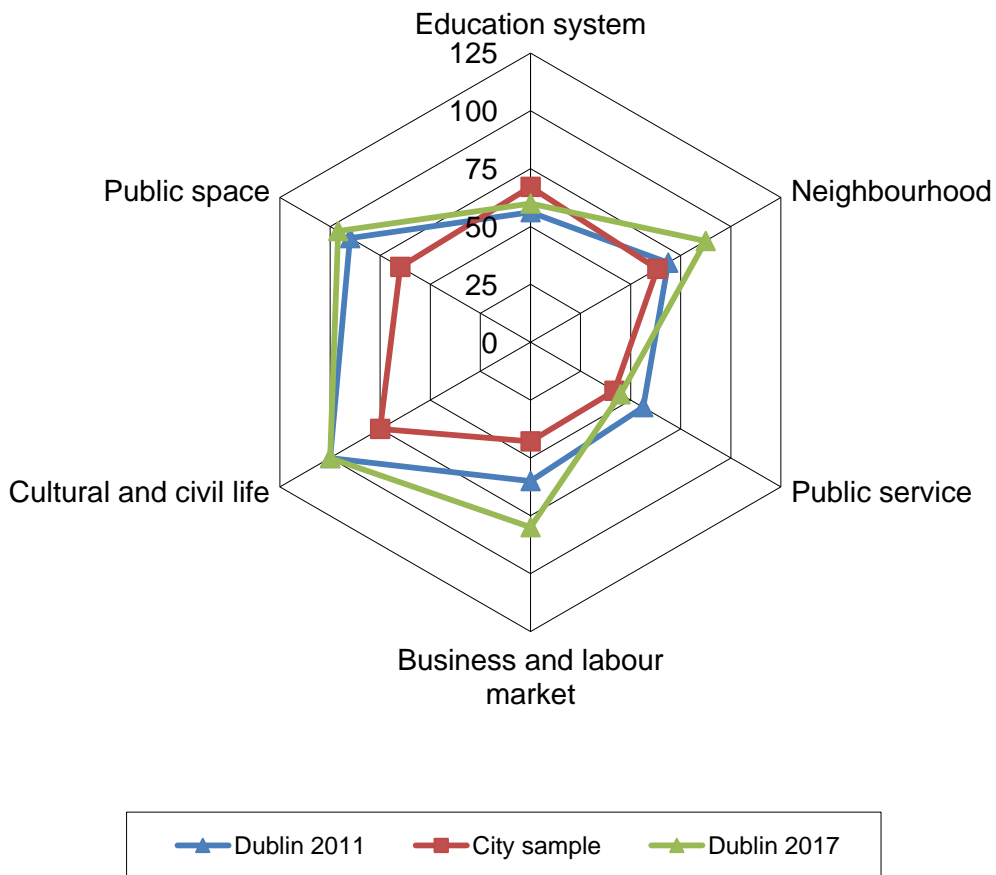
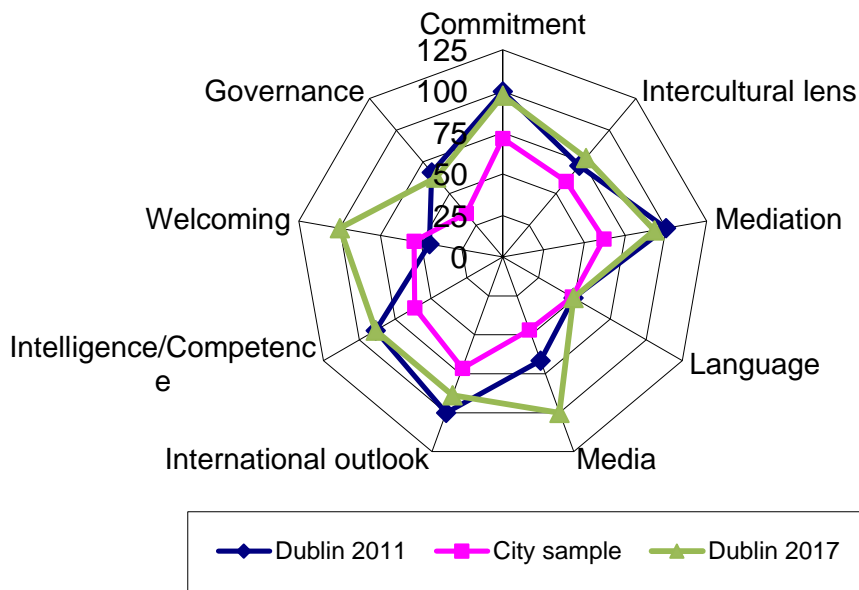


Intercultural City Index (ICC) - City sample (inhabitants > 200'000)



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





Dublin – An overview

Dublin is the capital and the largest city of Ireland. Dublin is located in the province of Leinster on the east coast of Ireland

Historically, the debate on where the Celtic-speaking people initially established the city in the 7th century is still going. Later, with the Viking settlement, the Kingdom of Dublin became Ireland's principal city.

Today, the city is a world-wide known centre for education, arts, administration, economy and industry.

Demography

In 2017, the city counted **554,000 inhabitants** and, as of the 2011, white Irish people compose the 78% of the population whereas the percentage of foreign-born nationals is of the 21%.

In the future, Dublin might wish to investigate the percentage of non-nationals resident in the city, the percentage of second/third generation migrants and if there are a minority group that represents more than 5% of the overall population.

Economically, in 2016, the GDP was of 124 billion. Positively there is a city department with leading responsibility for intercultural integration: *The International Relations & Social Inclusion Unit*, within the Dublin City Council.

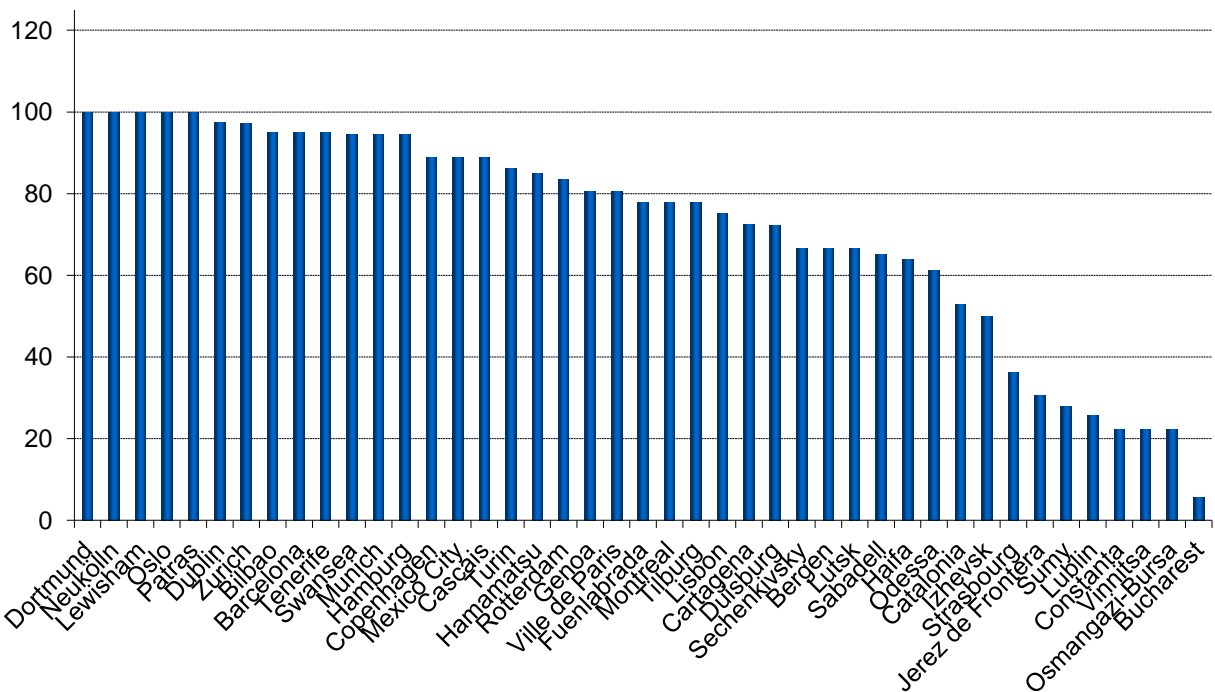
Everyone, including non-EU, can be employed in public administration as long as they meet the specified criteria to fulfil the role and present all the appropriate documentation, such as working visa.

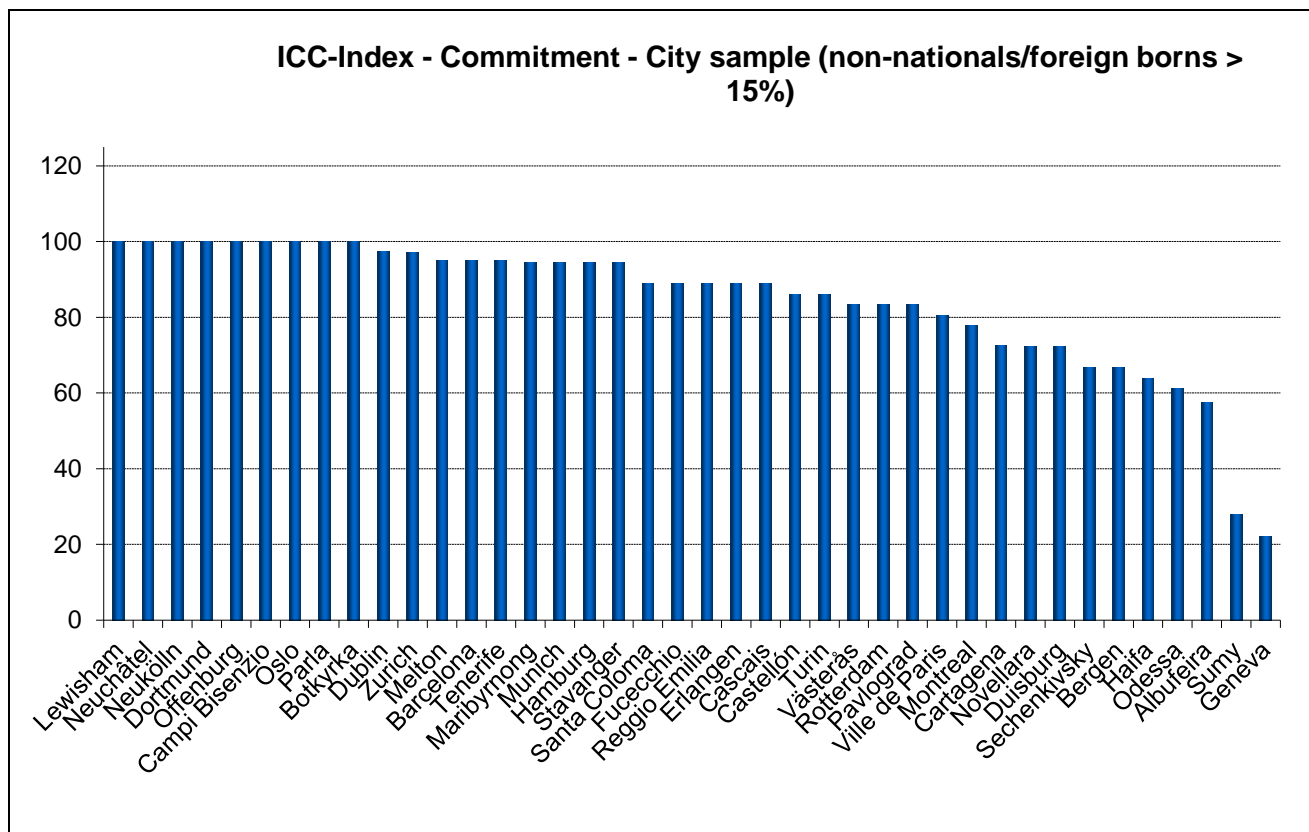
COMMITMENT



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

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





Dublin’s rate in the field of Commitment in 2017 corresponds to the **100%**, two points higher compared to the result obtained in 2011 of 98%. An excellent result compared to the city sample result of 71%.

Dublin has been formally adopted a **public statement** to celebrate its belonging to the Intercultural Cities Programme.

The city has adopted an **intercultural integration strategy with intercultural elements** and has established an intercultural action plan outlined in the document **Dublin City Council Integration Strategy 2016-2020⁵**.

The city has adopted a **budget** for the implementation of the intercultural strategy and the action plan and prior building renewal, the city consults all communities, involving people of diverse background in policy formulation. The statutory is public, open for consultation process for Dublin City Development Plans and Local Development Area Plans, Public Participation Network⁶ (PPN). This process of **policy consultation** will be very helpful in involving people of all kinds of ethnic/cultural backgrounds in the co-design of public spaces.

There is an **evaluation and updating process** of the intercultural strategy/action plan: the Integration Strategy takes action form part of the Social Inclusions Team Work Plan for the year/s and responsibility for the

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<http://www.dublincity.ie/sites/default/files/content/Community/SocialInclusion/Documents/DCC%20Integration%20Strategy%20Final%20PDF.pdf>

⁶ <https://dublincityppn.ie/members/>

delivery of the actions are integral part of PMDS / Personal Development Plans which are evaluated twice yearly.

Often, **official speeches** and communication make clear reference to the city's intercultural commitment. In addition, the city has an **official webpage** to communicate its intercultural activities.

The Dublin City Council International Relations & Social Inclusion Unit is the dedicated department that co-ordinates the intercultural strategies and the intercultural integration.

Lastly, Dublin **acknowledges and honours** local citizens or organizations that have done exceptional things to encourage interculturalism: *the Citizen Awards Ceremony*. In 2016, 49 nominees were shortlisted from approximately 300 nominations received from communities across the city, and the winners in nine categories were announced at the ceremony in the Round Room at the Mansion House by the Lord Mayor and Keith Duffy⁷.

Another initiative is the *Social Inclusion Week* whose programme includes many interesting events to encourage citizens to mix and interact. Some examples are: Fitness classes, Tai Chi for over 55s, films screening, mindfulness, language exchanges, theatre performances, dance classes and many more⁸.

Suggestions:

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

Botkyrka's intercultural and integration strategies titled: "*Strategy for an Intercultural Botkyrka*" and "*Strategy for equality in Botkyrka*" merge in the concept of interculturalism, gender equality, a range of human rights and freedom from honour-related oppression and violence into a single strategy.

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

⁷ <http://www.dublincity.ie/goodcitizen>

⁸

<http://www.dublincity.ie/sites/default/files/content/Community/SocialInclusion/Documents/SocialInclusionWeekEventsProgramme.pdf>

representatives of the education, culture and youth movement. Thanks to this project, our city hosts the youth movement "Positive Pavlograd" and "Funduk".

Again to honour citizens committed in improving the interculturality in their city, Botkyrka proposes many activities. For example: Yearly, the municipality awards a cultural grant and has also created the *Creative Fund* to encourage innovation and new interactions between inhabitants. Several of the ideas that have been developed through the support of the Creative Fund have since been established as associations or companies, such as Changers Hub, Democracy gardening, etc.

Another initiative from Botkyrka is Unesco LUCS (Local Unesco Centre for Cooperation): an initiative that aims to solve social challenges through intercultural development in the local community. Botkyrka is engaged in pilot projects to this end and a basic requirement is that the work is designed and pursued together with local stakeholders. Unesco LUCS annually awards a prize to an individual who endeavours to achieve sustainable and intercultural local development.

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

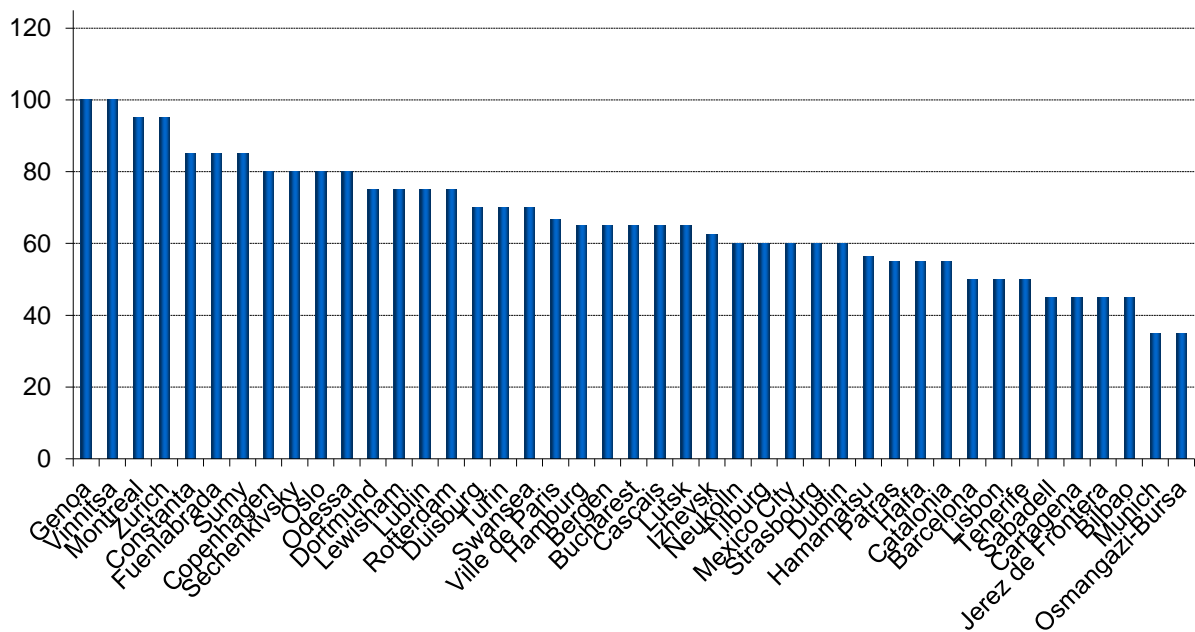
EDUCATION

through intercultural lens

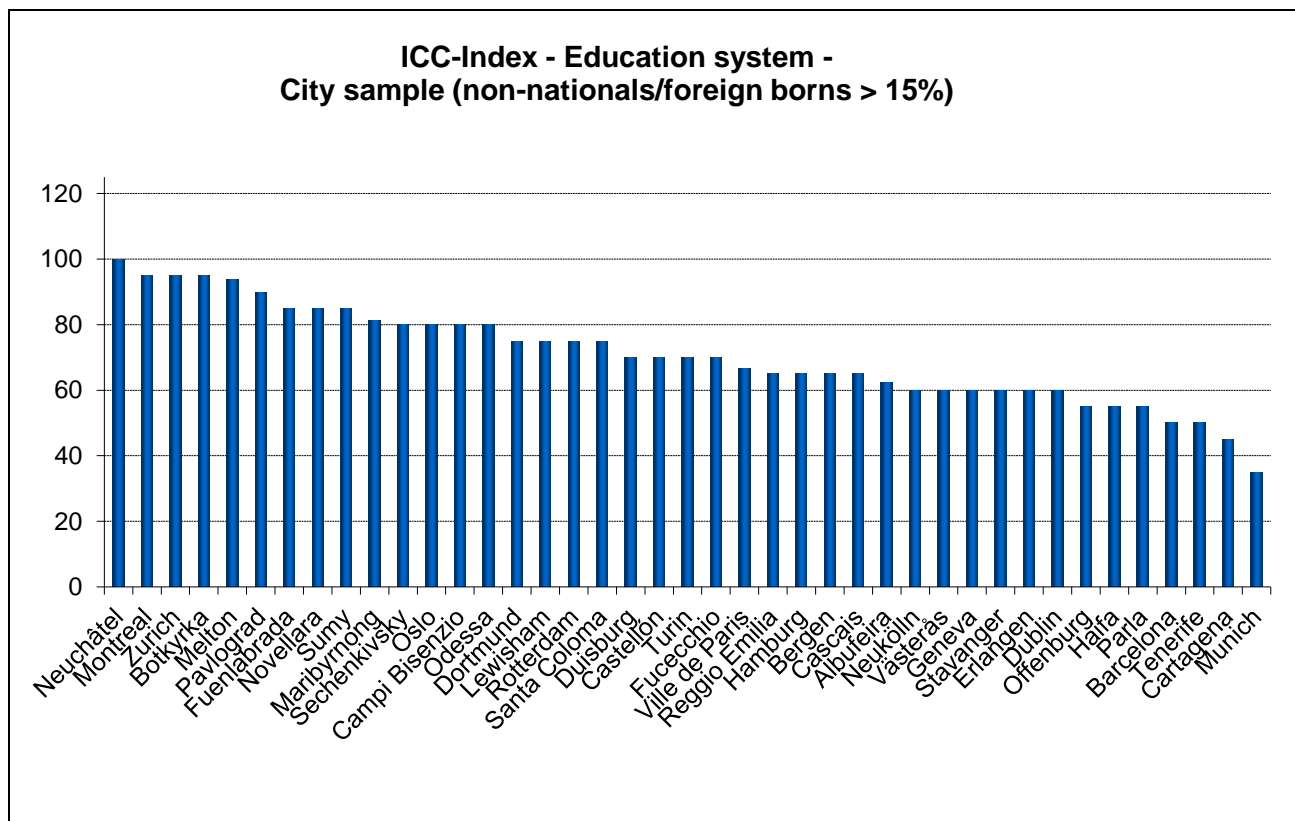


School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.⁹

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



⁹ The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).



Dublin's **education** policy indicators in 2017 are the **60%**, slightly lower than the city sample's rate of 67%. The city slightly improved since 2011, when it scored 56%.

In **no** schools children belong to the same ethnic background and never **teacher's ethnic backgrounds mirror pupils'**.

However, **most** schools make a strong effort to involve parents from minority/migrant background in school life; one of the activities carried out is the **Yellow Flag Programme** that actively encourages schools to engage in the promotion of interculturality, diversity and equality. The Yellow Flag programme launches many competitions and activities throughout the year, for instance an Art competition of primary school pupils.

The **Cara Park project** is a photographic exploration through the eyes of 12 children who were participating in the youth organisation TravAct while living on the halting site Cara Park in Coolock.

Suggestions:

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

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

Botkyrka's schools are carrying out many intercultural activities that Dublin may find inspiring, such as a Skype twinnings projects between a preschool in Grödinge (majority swedes area) and a preschool in Fittja (minority swedes/immigrant area) and a Skype project between a school in Tullinge (majority swedes area) and a school in India.

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

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

- **Welcome** programme for new families: information about the education system are translated into seven languages
- Annual Bilbao North-South award for Schools that promote the values of Solidarity, Interculturalism and Human Rights. Seven schools have presented their candidacy for this award during 2017.
- Workshops and **awareness-raising** activities to fight discrimination, prejudice and stereotypes in relation to diversity. In this respect, Bilbao City Council has published a manual aimed at schools to set up activities and awareness-raising dynamics with these contents.

Alternatively, Oslo's (Norway) project called "*Gamlebeyn Skole*" promotes cultural diversity through arts. In fact, cultural and intercultural education will help to counteract the "*white flight*" phenomenon in kindergartens. In Oslo, kindergartens tend to be characterised by great ethnic mixing but there are signs that primary and secondary schools are gradually becoming more ethnically-polarised as more affluent parents opt out of some schools and into other. This has been countered by limiting the right to choose and also by investing in those schools that have been threatened by 'white flight'. For example, the Gamlebyen Skole is a classic inner city primary school with a wide range of languages and a combination of complex social and cultural issues. The

school's physical environment is shaped to involve references of migrant children's culture of origin such as the climbing wall made up of letters of all world alphabets, the original carved wood pillar of a destroyed Mosque in Pakistan, kilims and other objects which create a warm, homely atmosphere. The curriculum in the school involves cultural and intercultural learning. There is a benchmarking tool allowing teachers to check whether they stand in diversity matters such as engaging parents from different origins. Moreover, the school has edited a book from a joint project from Ankara and is now running a film project with schools from Denmark and Turkey.

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

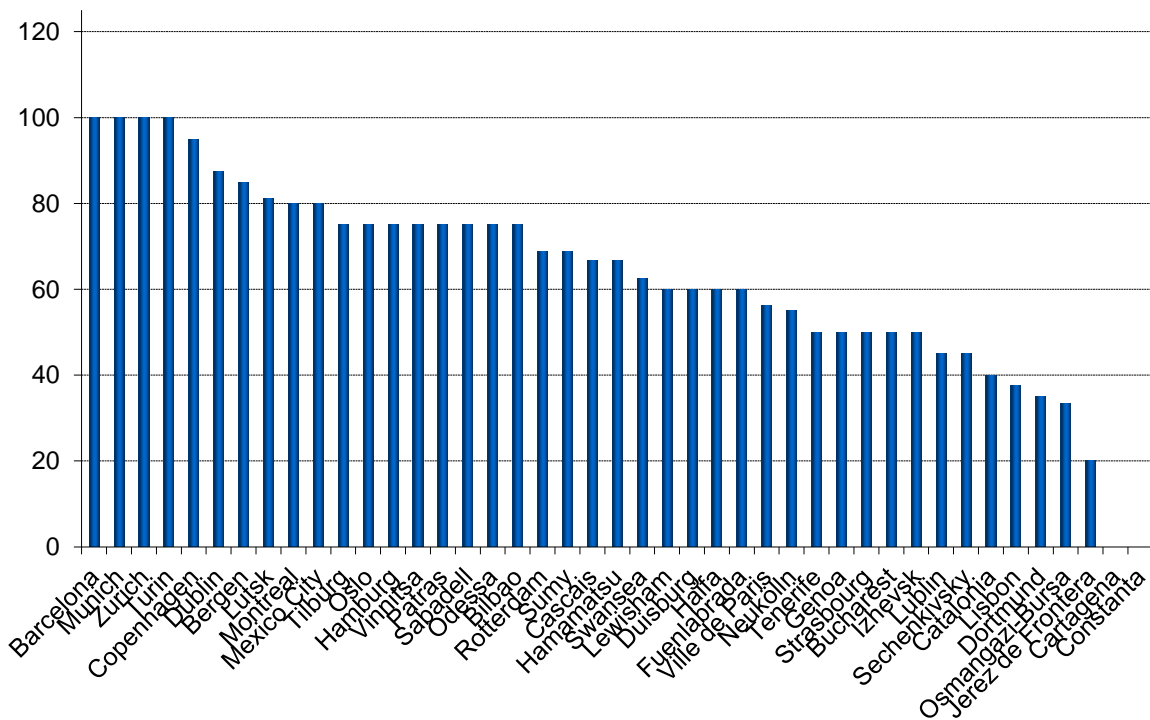
NEIGHBOURHOOD

through intercultural lens

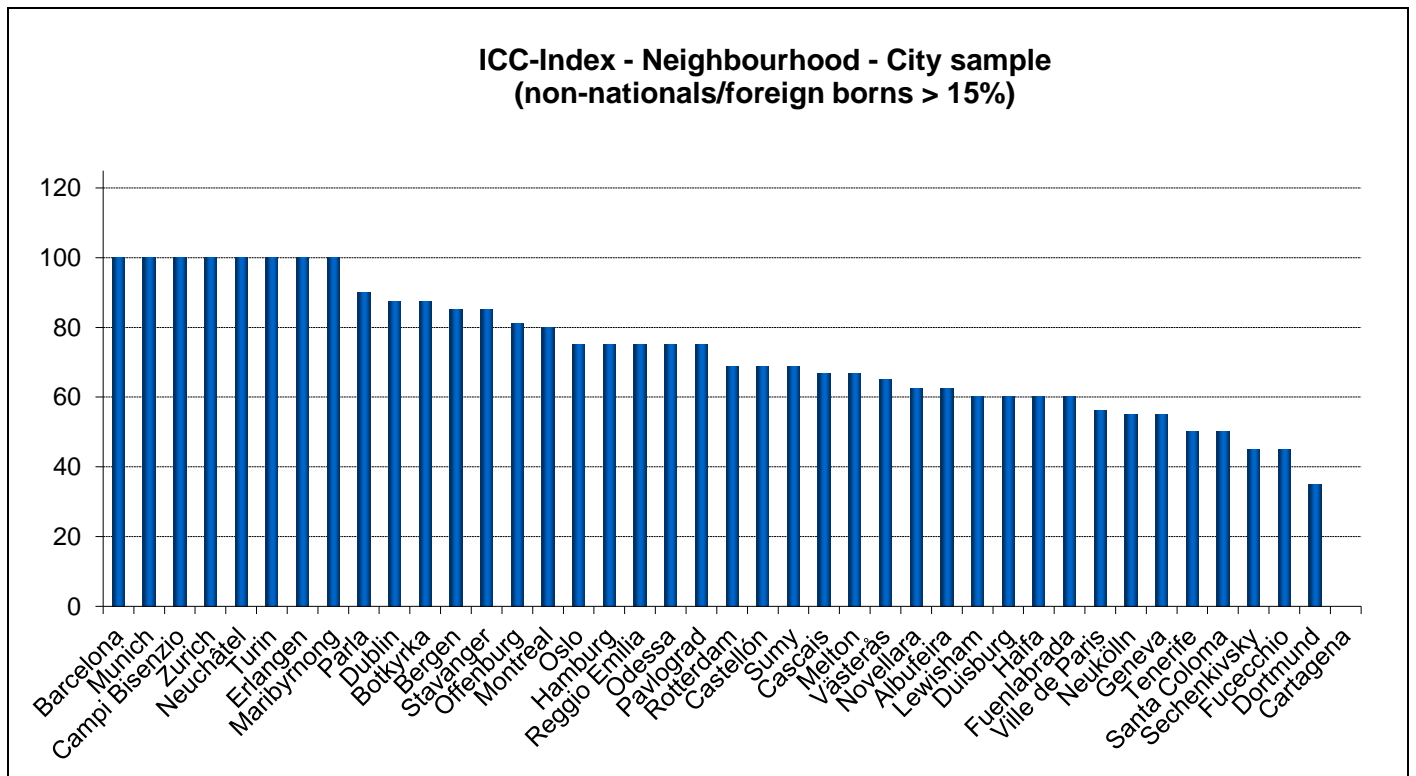


An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to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

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



¹⁰ By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.



The analysis of the questionnaire shows that Dublin’s neighbourhood policy achievement rate corresponds to the **88%**; higher than the result achieved in 2011 (69%) and higher than the city sample of 63%.

In **no neighbourhoods** of the city there is a vast majority of residents with the same ethnic background but in one or two neighbourhoods people from minority ethnic group constitute the majority of the residents.

The city takes action to encourage citizens to mix and interact through:

- Intercultural Family Day events;
- Religious festivals e.g. Ramadan, Diwali, Holi;
- Sporting events;
- Citywide annual operational works programmes delivered by the Council’s Community & Social Development Officers

Furthermore, the city has a **policy to increase diversity** of residents in the neighbourhood, hence avoiding ethnic concentration.

Positively, **some activities** are carried out to encourage people to mix and interact. These activities aim to:

- Expand interfaith initiatives by promoting and encouraging participation in multifaith events and conferences, and use the communication channels available through the faith forums to reach minority faith groups.

- NGOs will work with socially excluded migrant groups at local level to foster their integration and social inclusion
- NGOs will increase participation among different communities developing linked initiatives to promote and celebrate Dublin's diverse communities and actively encourage intercultural exchange.

Suggestions:

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

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

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

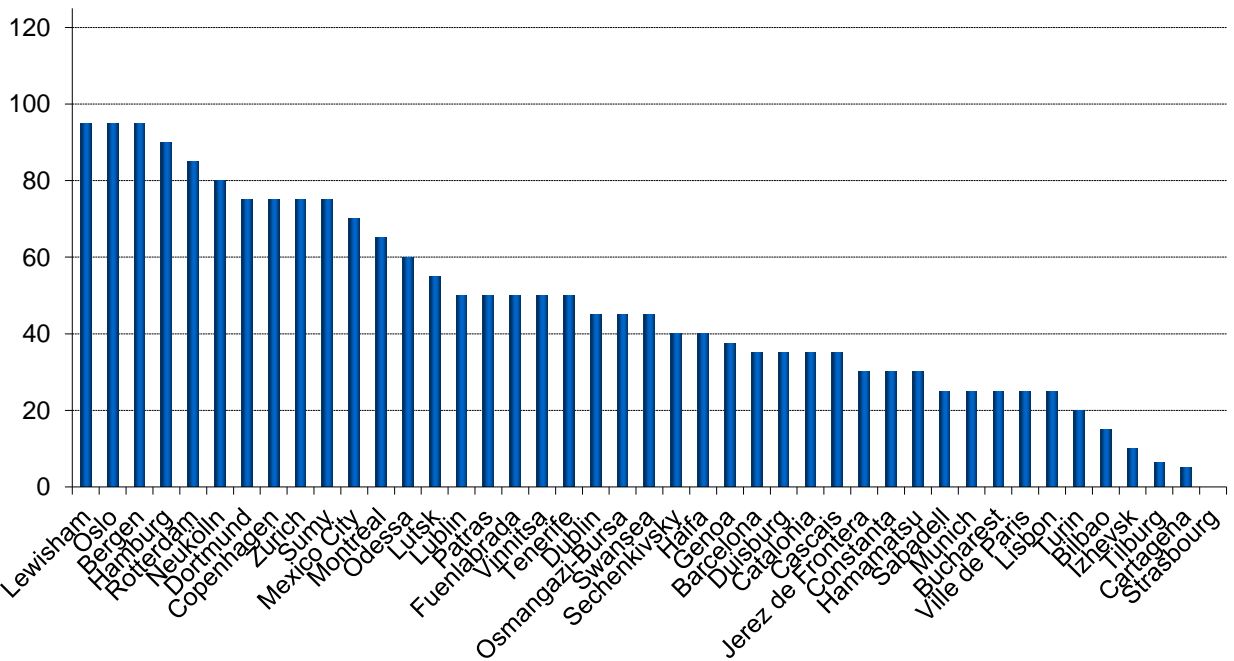
PUBLIC SERVICE

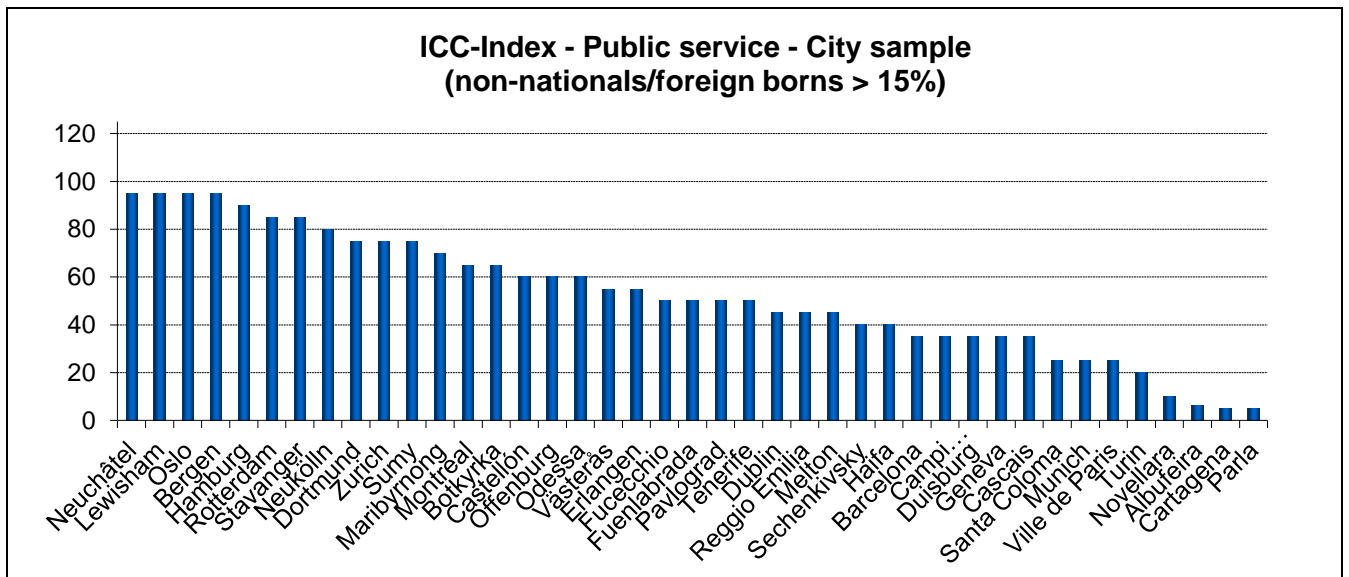
through intercultural lens



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

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





Dublin’s public service rate in 2017 corresponds to the **45%**, slightly higher than the city sample result of 42%. It is worth noticing that the achievement in this field dropped down since 2011, when Dublin scored the 56%.

The ethnic background of public employees does **not** reflect the composition of the city’s population and the city has **not** a **recruitment plan** to ensure adequate diversity in the workforce. However, the city takes action to encourage diversity workforce and intercultural mixing in the public service¹¹.

When it comes to public services, the city only offers funeral/burial services to suit the different needs of the multi-religious inhabitants.

Suggestions:

In order to be more inclusive, Dublin should provide different school meals to satisfy pupils’ alimentary needs and women-only sport sections.

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

Dublin might find inspiration in the city of Bergen (Norway) that to encourage intercultural mixing and competences in both public and private sectors, has developed a project called “*The Future Workplace and the Global Future*”: a specific recruitment strategy to ensure that the ethnic background of public employees mirrors the composition of the city’s inhabitants.

¹¹ National Legislation - Equality Act 2004; Dublin City Council H R Dept Policies / Dignity At Work Policy

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

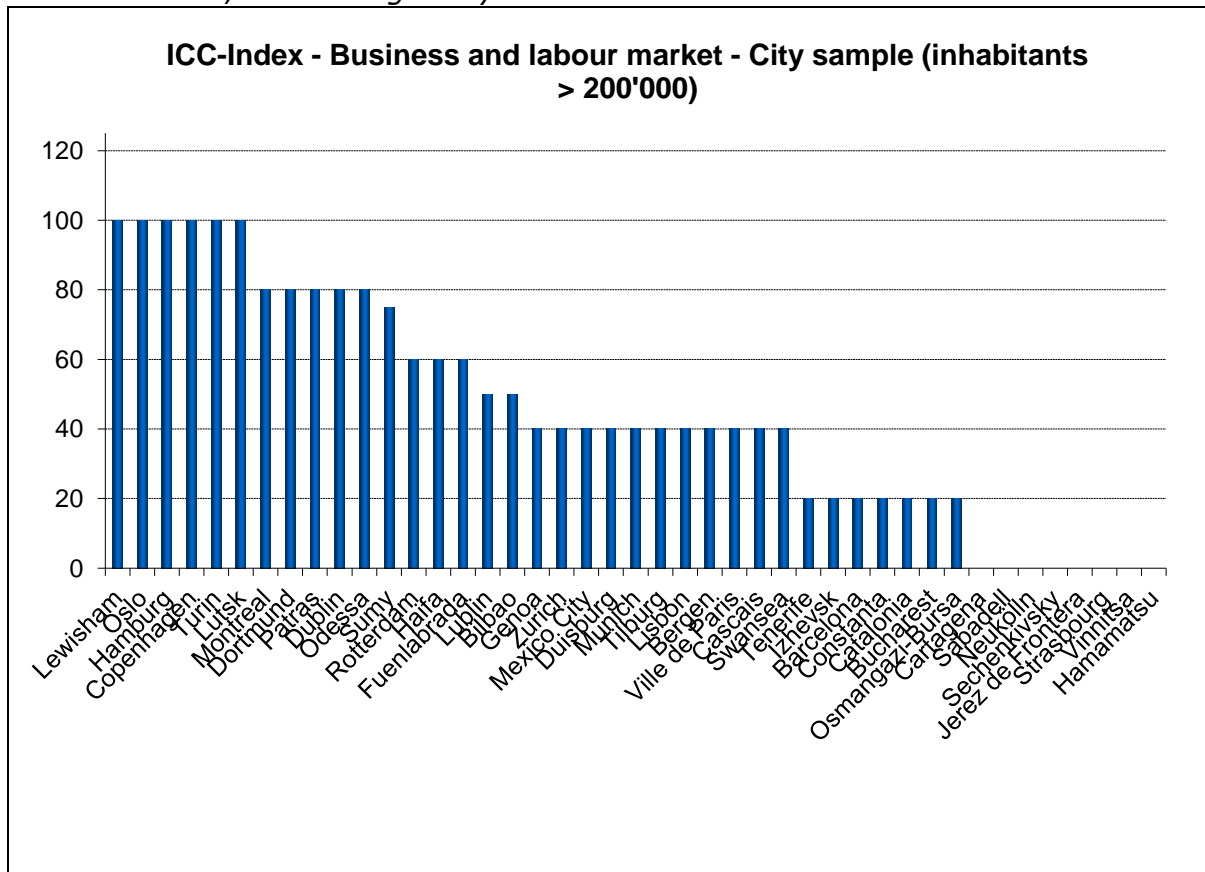
- Annual competition of mini-grants "Community with their own hands".
- Opening of the Center for Business and Cultural Relations of Ukraine and Greece "Anatolia".
- Conducting trainings in the "Business-club" (association of entrepreneurs, including different nationalities).
- The action of DTEK "Pavlogradvugillya" - "Tourist take-off" of workers of the miner's departments under the slogan of cultural-national diversity.

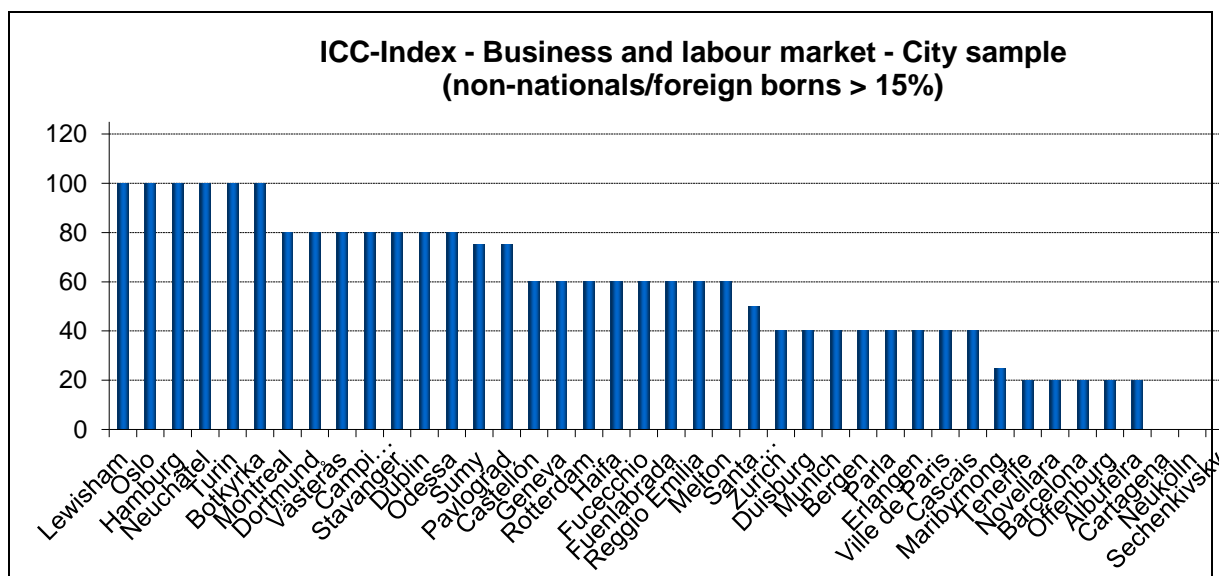
BUSINESS & LABOUR

through intercultural lens



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





Dublin has achieved the **80%** in the field of Business and Labour market, higher than the city sample's result of 43% and higher than the 60% achieved in 2011.

Dublin has a **business umbrella organisation** which promotes diversity and non-discrimination in employment as well as a legal document against ethnic discrimination.

The city takes action to **encourage business from ethnic minorities** to grow and expand, for instance the local enterprise office offers support on how to "Start your own business" to all the interested parties in the community.

Suggestions:

In order to foster multiculturalism in the workplace, Botkyrka's project called *Qvinna i Botkyrka* supports foreign-born women in finding employment, they receive training in Swedish, one day a week for one year and after the first year, the idea is that they will receive permanent employment at Botkyrkabyggen. Moreover, the *plattform/Plattformen* is a municipal network for cooperation with idea-driven organisations towards innovation and equality. The Labour Market and Adult Education Board have decided to prioritise the target groups new arrivals and jobseekers in a vulnerable position 2018, with a particular focus on women. As an example, the *Women's Resource Centre* is one of the members working to ensure that more women with a foreign background in northern Botkyrka are able to enter the labour market in the county. *Jobseekers* in vulnerable positions include those born outside of Europe. These groups constitute a large part of the work being done at the Botkyrka Job Centre and have also been prioritised groups for the Board in previous years.

Parla is encouraging the integration of **Chinese businesses** into the local market through training and counselling. Positively, the city on April 29th, celebrates this connection with the Chinese market. Moreover, through

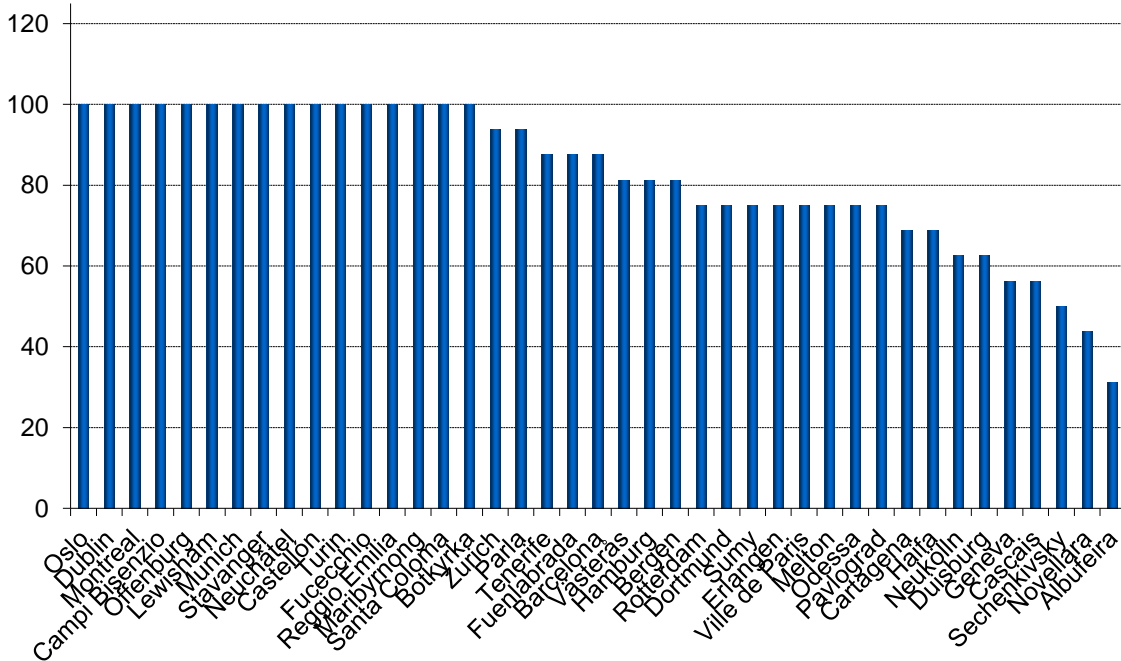
campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

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

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

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

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



Dublin scored a result of **100%** in the field of cultural and civil life, higher compared to the cities average (75%) and positively it has been stable over the years, maintaining the 100%.

Dublin City Council's Community Grant Scheme Funding & Intercultural Integration Funding Applications gives approximately 40% of the grants basing their choice using **interculturalism as a criterion**.

The city **regularly** organizes a wide-range of events and activities to encourage people from different ethnic groups to mix. Some of the celebrated events are:

- Funds Intercultural Family Day events;
- Religious festivals;
- Community sporting events;
- Citywide annual operational works programmes delivered by the Council's Community & Social Development Officers

Dublin also encourages cultural organisations to deal with diversity and intercultural relations in their productions. For instance, DCC Venues provided free of charge or cover costs for hire of private venues for the groups; Libraries, Parks, Galleries and the Farmleigh House (state owned) are open for National Celebration Days (many supported by DCC).

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

- Seminars and conferences,
- Media campaigns,
- Surveys organised regularly and aiming to highlight the diversity advantage.

Suggestions:

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

The city of Botkyrka organizes the following activities to promote public debates and campaigns:

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

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

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

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

Limassol is carrying out several activities which have been proven of being of great help. The city organises **ballets** and **music** events in the Garden Theatre: they witness a long and rich tradition and show that dance is an artistic expression strictly linked to the history of the city. The Embassy of the Russian

Federation in Cyprus organizes events to celebrate the **friendship between Russia and Cyprus**: Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme. **Sportive events** - Limassol organizes several competitions: marathons, gymnastic and rhythmic gymnastics, break dance, skateboard, football match, cycling tour, etc.

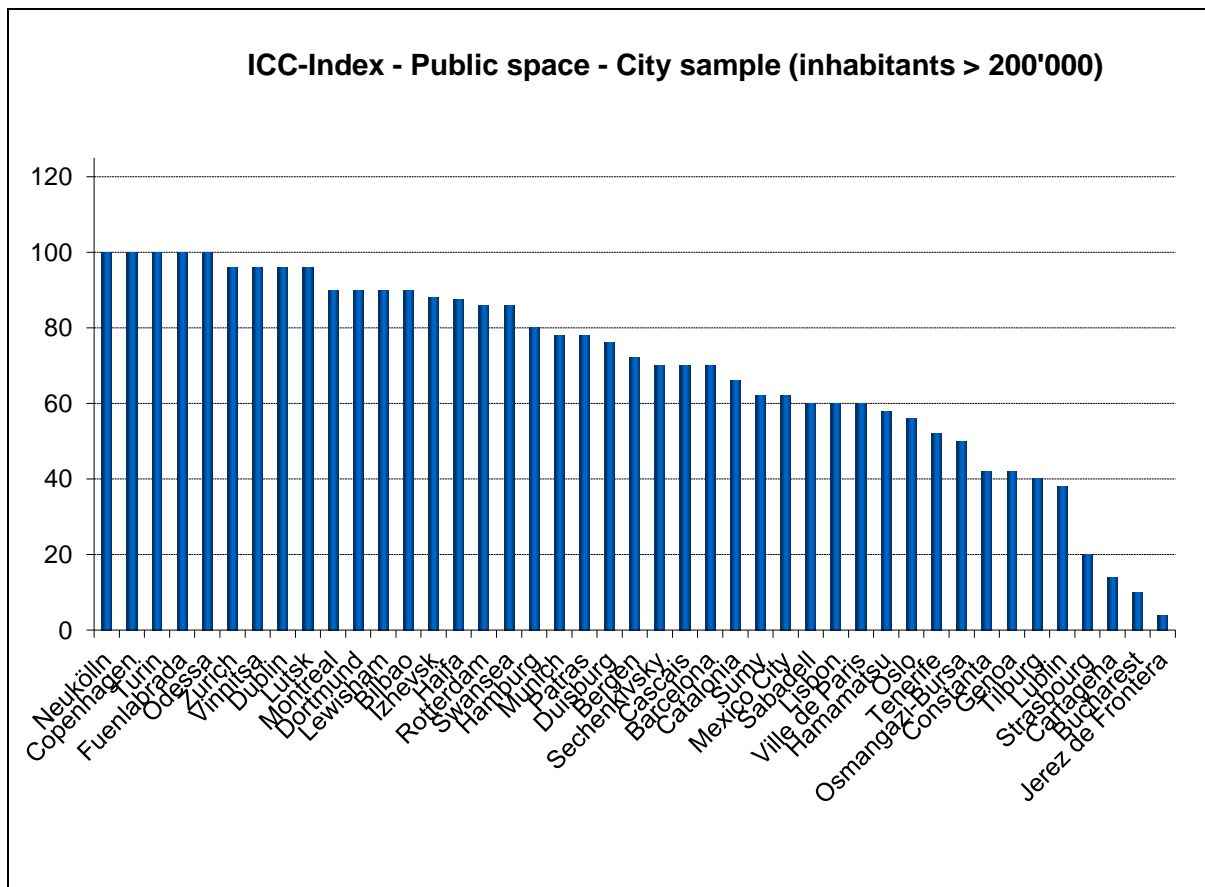
Pavlograd organizes several events: Constitution Day of Ukraine, Independence Day and the Day of Pavlograd, Celebration of the city mayor "Pride of the city". The project "Interaction - A STEP TO ACTION", which is being implemented in Pavlograd with the support of the European Union within the project "Facilitating the Rehabilitation and Sustainable Resolution of the Problems of HIP and the Resulted from the Conflict of Population in Ukraine" by the International Organization for Migration.

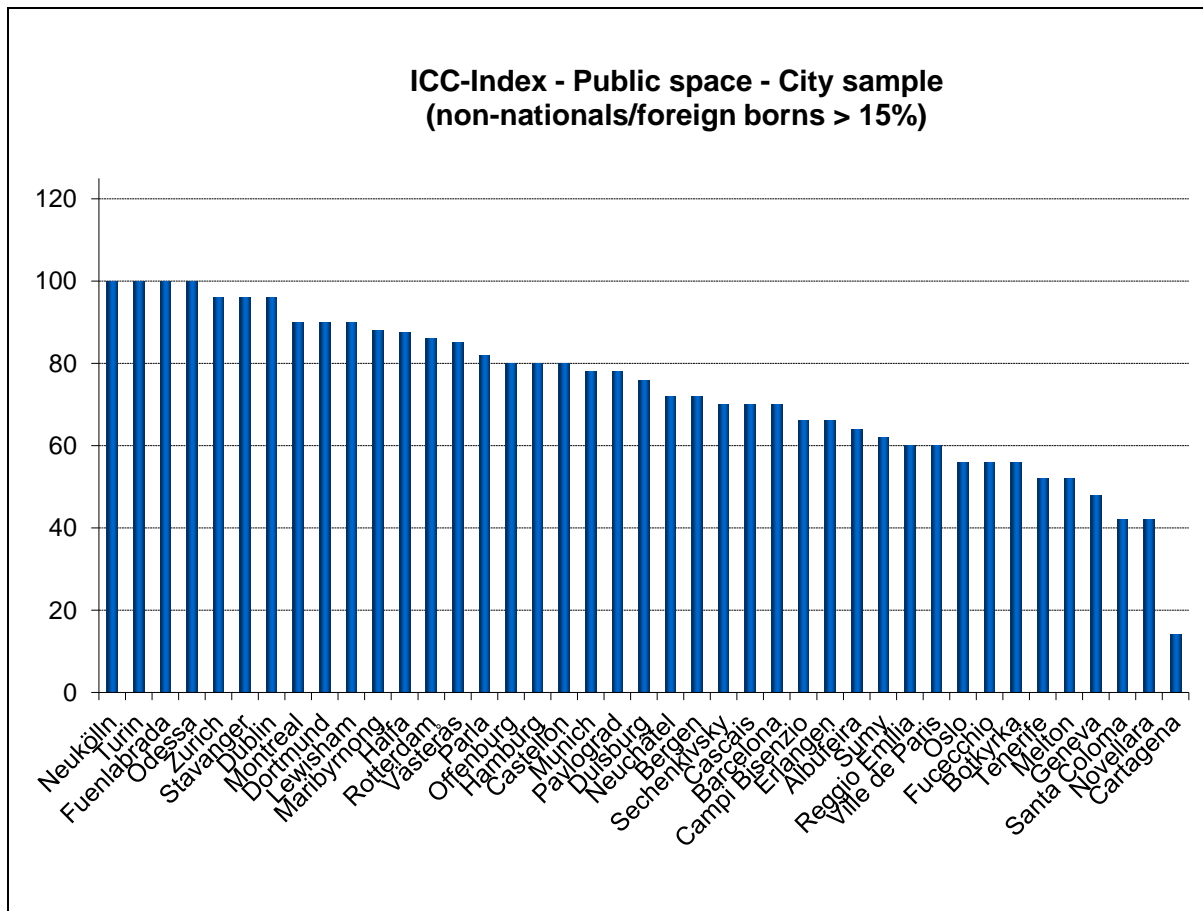
PUBLIC SPACE

through intercultural lens



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





In the field of Public Space, Dublin has achieved the **96%**, slightly higher compared to the result obtained in 2011 of 90% and considerably higher than the city sample's result of 65%.

As the questionnaire points out, Dublin's municipality **encourages intercultural mixing** in public libraries, museums, playgrounds and squares.

For some buildings or places, the city takes into account the population diversity in the design and management of the new area and Dublin City Council has an *Open public consultation process for City Development Plans plus Local Area Development Plans*. These plans encourage city authorities to consult people with different ethnic/minority backgrounds before reconstructing an area.

There are **no** areas reputed as "dangerous" and there are no areas dominated by one ethnic group.

Suggestions:

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

To encourage a more inclusive use of the city public space, in Genova, the Maritime Museum "Galata" hosts a permanent exhibition on migrations. This exhibition shows how deeply Italian society has been shaped by the

phenomenon of migration. One side of the gallery displays where Italians have gone when sailing out of the country, while the other side shows the migrants Italy have welcomed over the years.

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

To develop the level of interculturality, the city of Loures (Portugal) has taught of a very good method, transforming the neglected neighbourhood of Quinta do Mocho in a Public Art Gallery. It happened in in October 2014, when over 2000 artists and residents, 25 NGOs and 43 private companies painted breath-taking frescos on 33 buildings. The aim of this 3 days' intervention, known as "**O Bairro I o Mundo**" (the neighbourhood and the world), was to change the image of the "stigmatized" neighbourhood which used to be considered dangerous, destroy prejudices against the residents from diverse backgrounds, increasing their self-esteem and foster the sense of belonging to the neighbourhood.

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

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

In Copenhagen it has been set up the Danish Centre for Arts & Interculture (DCAI) that acts as a 'centre of the mind' or think-tank for the intercultural transformation of the cultural sector, rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence. The means to achieve this are through working with partners to make the presence felt of a

new generation of Danish artists of immigrant background, who have grown up on the periphery of the five major cities of Denmark. The goal of DCAI is to enable full and equal participation of individuals and communities from all origins in the continuing evolution and shaping of all aspects of Danish cultural life and to assist in the elimination of any barriers to such participation. DCAI promotes cultural diversity by strengthening the capacity of cultural industries to produce and distribute goods and services and helping them gain access to domestic and international markets.

Botkyrka municipality encourages intercultural mixing through the following activities:

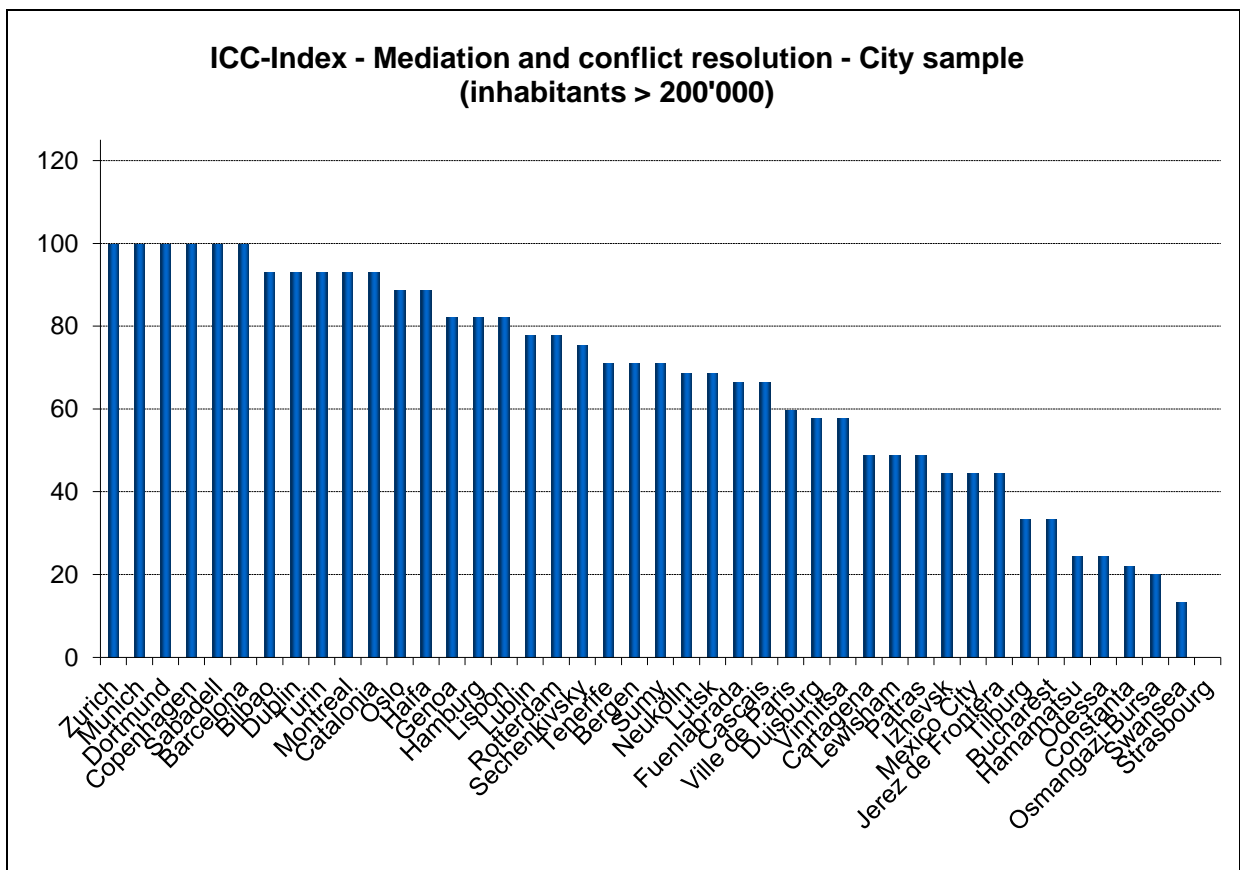
- Dance Camp: In collaboration with the National Theater give young people the opportunity to develop their dance during the autumn holiday. Different dance styles are offered and international dance artists are invited.
- Culture Hunters: an ongoing project that works to empower young adults in Botkyrka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

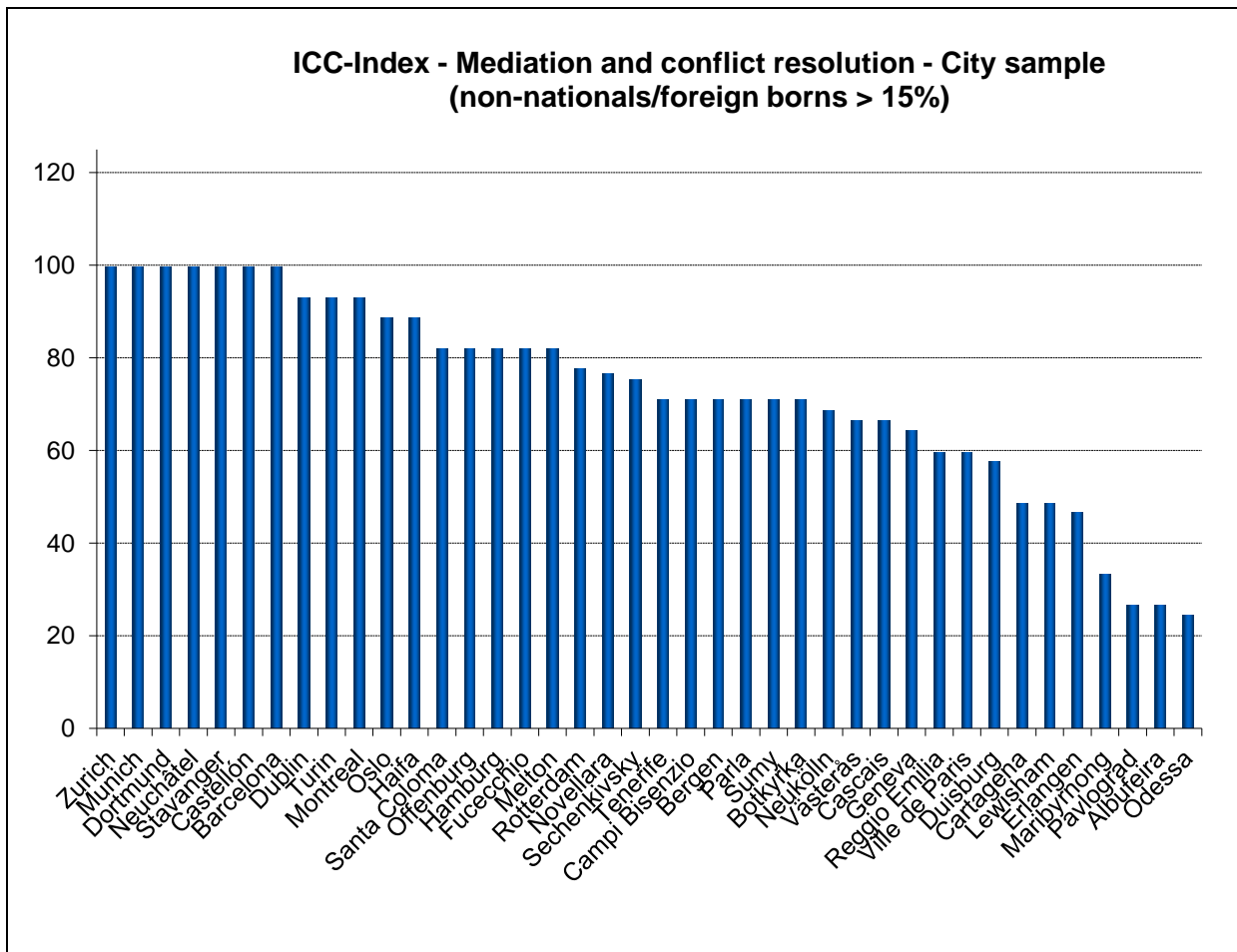
MEDIATION

and conflict resolution



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





The rate of achievement of Dublin mediation and conflict resolution policy is of **93%**, a decrease compared to the 100% achieved in 2011. Despite the worsening, the city achieved a higher result compared to the city sample's rate of 62%.

The city provides an intercultural mediation service run by a civil society organisation and a service state-run.

Dublin City Interfaith Forum and **other faith based organisations** in the City deal with inter-religious relations and act as consultative bodies for the City.

In addition, all Local authorities have active committees and annual work programmes to provide intercultural mediation, worth mentioning: Youth Workers and National Young Children's Council (Comhairle naOg).

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

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

Suggestions:

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

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

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

Dublin might wish to consider following Berlin-Neukölln initiative "**Good Daughters – Good Sons**" that get young people to understand conflicts while trying to find creative solutions to counteract violence and inter-ethnic conflicts. In fact, it would appear that there is great concern that violence is becoming increasingly prevalent particularly amongst young people, and this might – if not handled well – also develop an ethnic complexion. The work being undertaken to address this is impressive, for example the opening of a neighbourhood conflict mediation centre in Richardplatz; the theatre project 'Good daughters – good sons' designed to get young people to understand how conflicts can start.

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

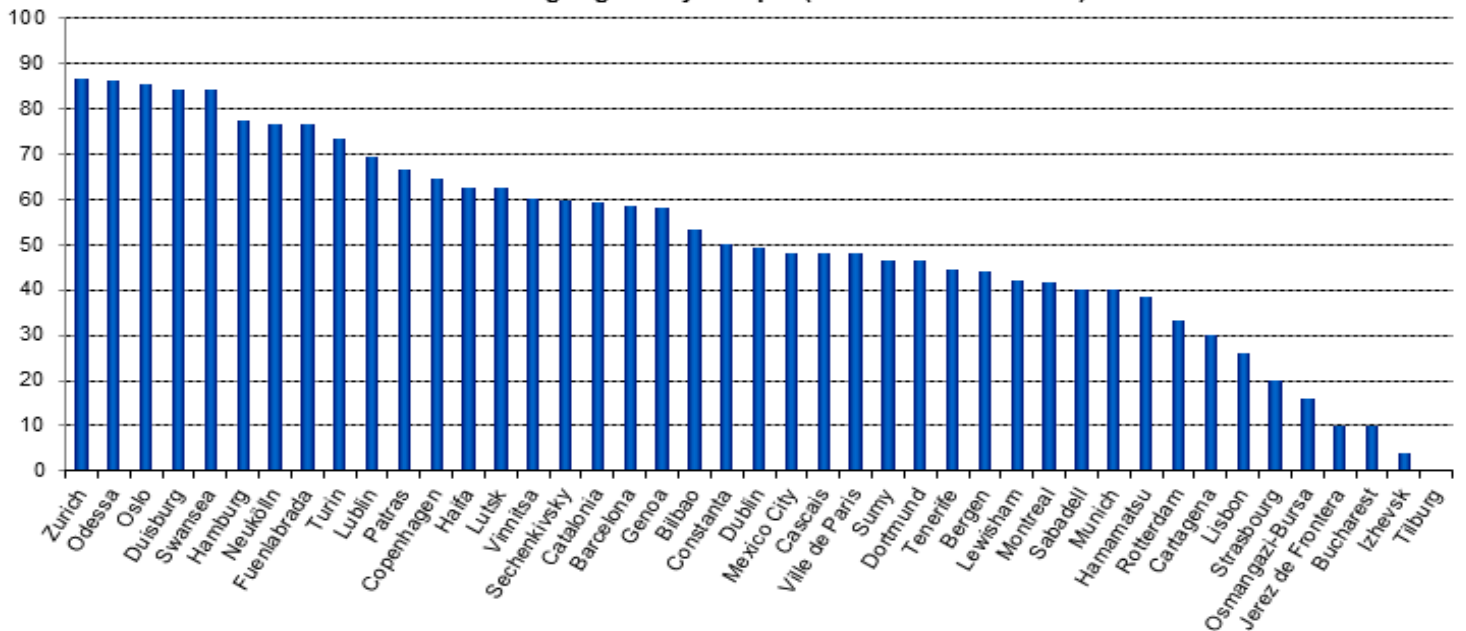
Botkyrka offers mediation to young victims of crime in fact it has established a violence prevention initiative in several schools, MVP (6-9) and Tåget/The Train (preschool and lower primary school). There is also an organised cooperation between the police, housing companies and the municipal authority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

LANGUAGE



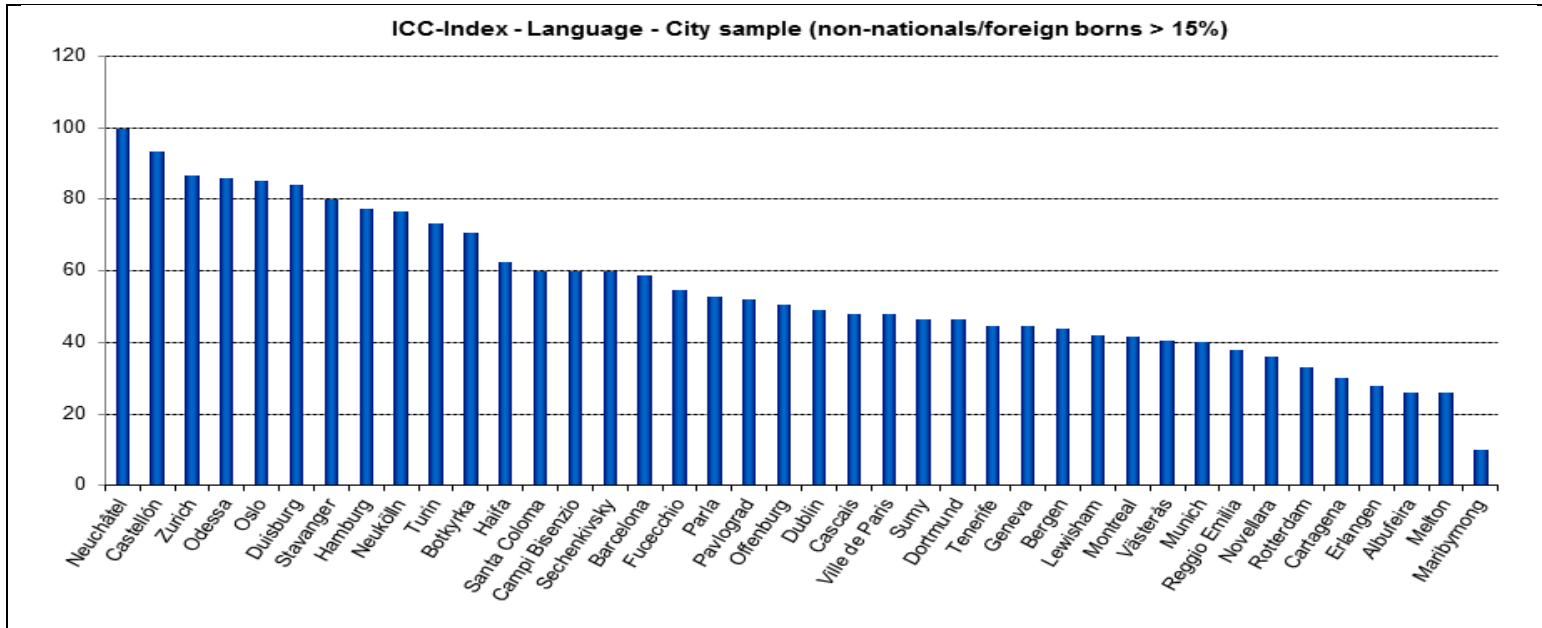
The learning of the language¹² of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

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



¹² By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

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



Dublin’s language policy in 2017 corresponded to the **49%**, the same result as in 2011, only one point percent higher than higher than the cities’ average result of 48%.

English language acquisition is of fundamental importance to the process of immigrant integration and, consequently, the inability to speak English is the most effective impediment to immigrant success in Ireland. With the teaching of the language as a priority, schools provide specific language training in the official language(s) for hard-to-reach groups (e.g. non-working mothers, unemployed, retired people, etc.). Moreover, the **Dublin City Intercultural Language Centre** (DCILC) is an innovative and potentially wide-reaching pilot-project that seeks to make a positive impact on the pattern of immigrant support and service provision in Dublin. The centre provides two services: i) English language education and ii) welcome information provision. These are delivered to a mixed group of migrants, who are resident in the Ballybough/Fairivew area of the city and who are in demonstrable need of support in this regard.

Dublin financially supports minority newspaper such as the Russian Gazette and a minority radio programmes, as the NEAR FM Radio Station Community Radio, who is accessible to everybody in the community to promote their work/activities/festivals.

The city aims to communicate **positive images of minorities** and diversity through the organization of events:

- Culture Night;
- Dublin Culture Connects deliver citywide cultural community programme;
- Mobile library bus cultural events.

Suggestions:

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

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

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

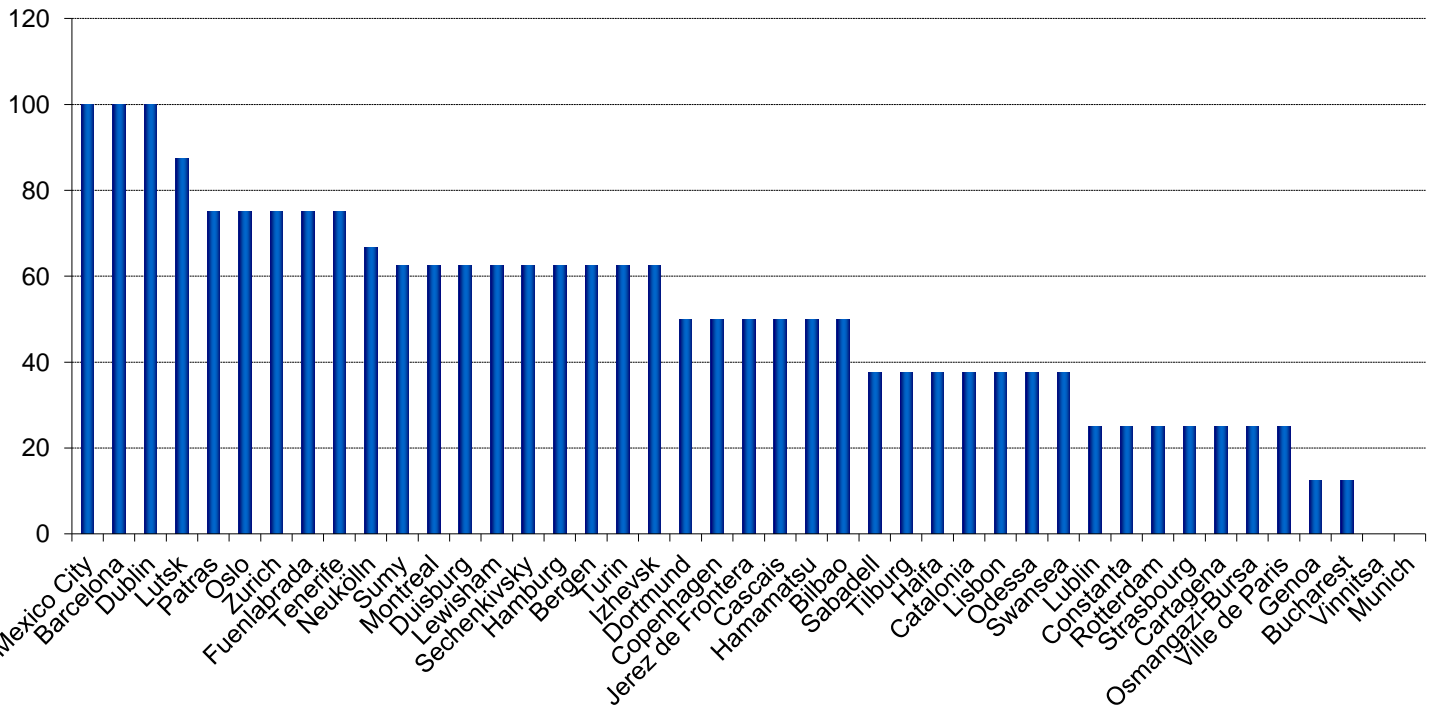
Alternatively, in Botkyrka, the municipality supports **youth media production** in collaboration with Fanzingo Media House, which is currently working on young people's stories. Another stakeholder is **Orten i fokus**, which, with its storytelling workshops about life and growing up in the stigmatized million program areas. It gives a voice to more stories about life in Botkyrka. This is a municipal strategy for indirectly communicating a more nuanced image of Botkyrka at both the local and national level. To promote media across minorities, the **local newspaper Södra Sidan/Botkyrka direkt** has a pronounced intercultural focus. They shape their news with support and footage from different inhabitant groups in order to provide a more composite picture of different issues compared to what the national media often conveys.

MEDIA policies

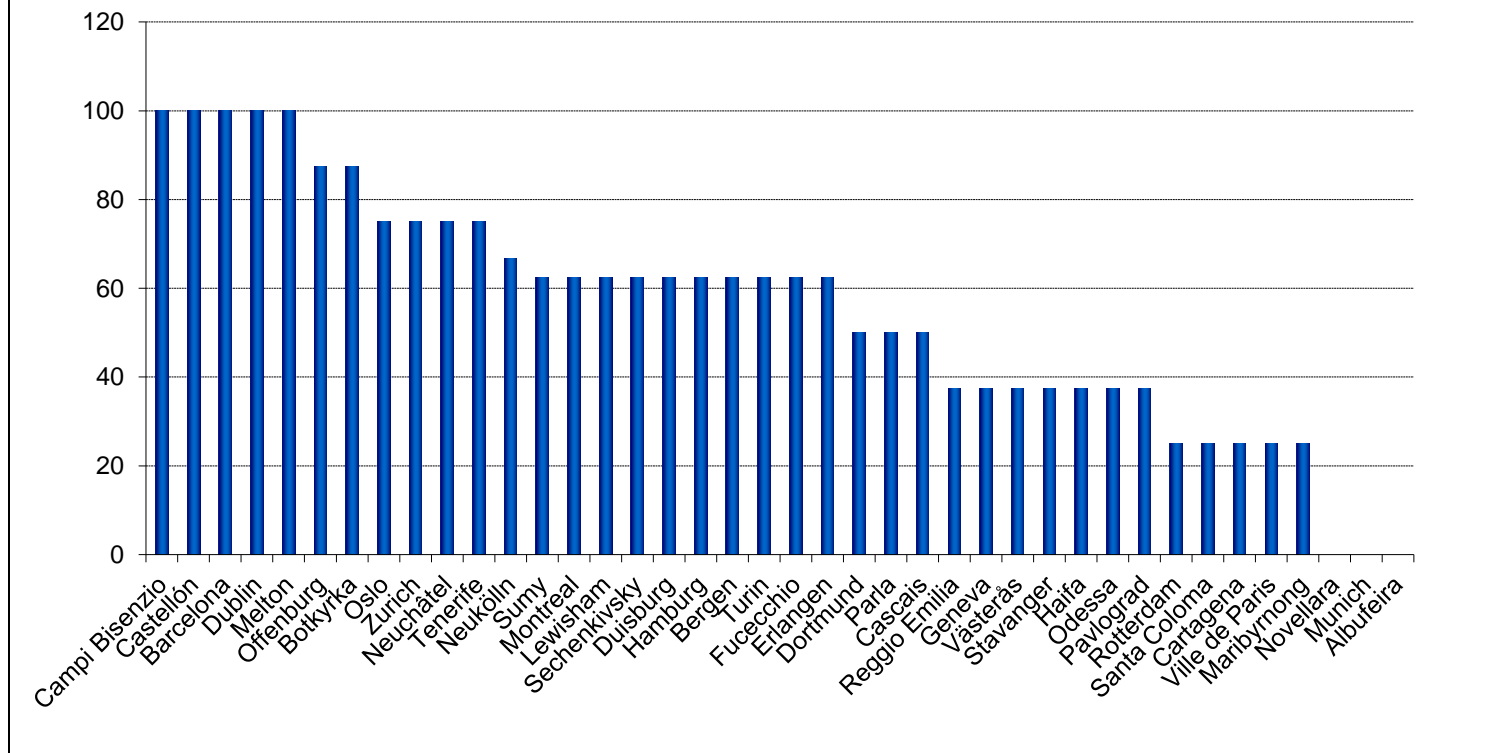


The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

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



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



In the field of Media, Dublin’s result reached the **100%**, considerably higher than the city average result of 47% and higher than the result achieved in 2011 of 67%.

Dublin has a **media strategy to improve the visibility of migrants/minorities in the media**: the City Council’s issue Press Releases for multicultural events and invite print and TV media to event. The city’s communication (PR) department highlights diversity as an advantage. Furthermore, the city monitors the way in which **media portray minorities** and provides **support for advocacy** and/or media **training** to mentor journalists with minority background.

Suggestions

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

To improve in the field of Media, Dublin might wish to consider these good practices:

Bergen promotes a positive image of migrants and aims to include minorities in the city life by publishing a newspaper with information about activities. This happens four or five times a year, and the journal is distributed to all households in the city.

"*Tomar Claro*" is an Intercultural Prize for Local Journalists organised in Cascais whose objective is to promote news/articles on the following themes: interculturality and identity, sense of belonging to the community, migratory pathways, social integration and education for intercultural citizenship.

The Parisian association: the *Maison des journalistes étrangers* (House for foreign journalists) is an association that welcomes foreign journalists persecuted in their home country in defense and promotion of the freedom of expression.

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

Alternatively, Bilbao set a **web application** to promote inclusion and integration while fighting rumours and stereotypes. The main metaphor used in the Bilbao communication campaign is the umbrella as a defence against rumours that fall from the sky. It has developed a short game, in two forms of a scratch card and a Web app, that can allow the user to assess whether they are 'protected' from or 'drenched' by rumours. Following a series of fact-based questions, it tests the **degree of knowledge** that people have about immigration, and illustrates the truth or otherwise of common rumours about immigrants. A final score is given, indicated the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the user may obtain additional 'medals' and join the campaign for the values of **multiculturalism**, social cohesion and combating racial discrimination.

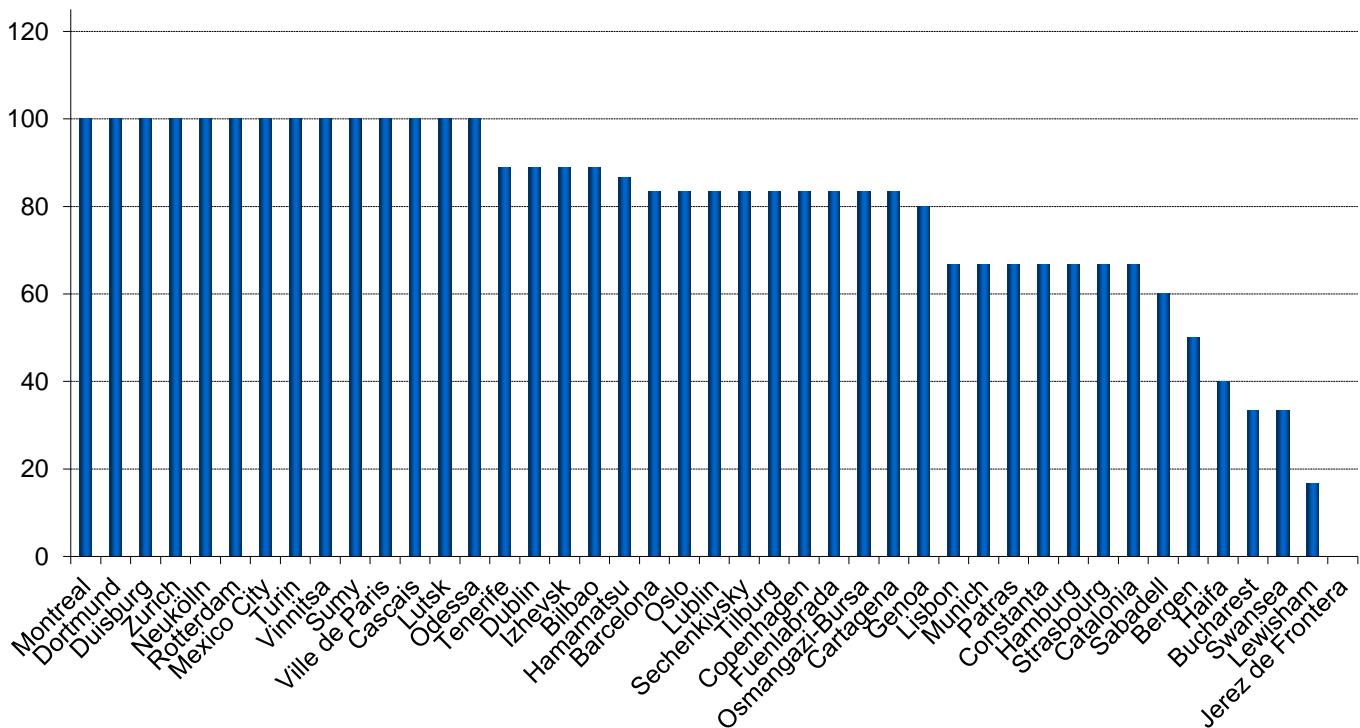
INTERNATIONAL

outlook policies

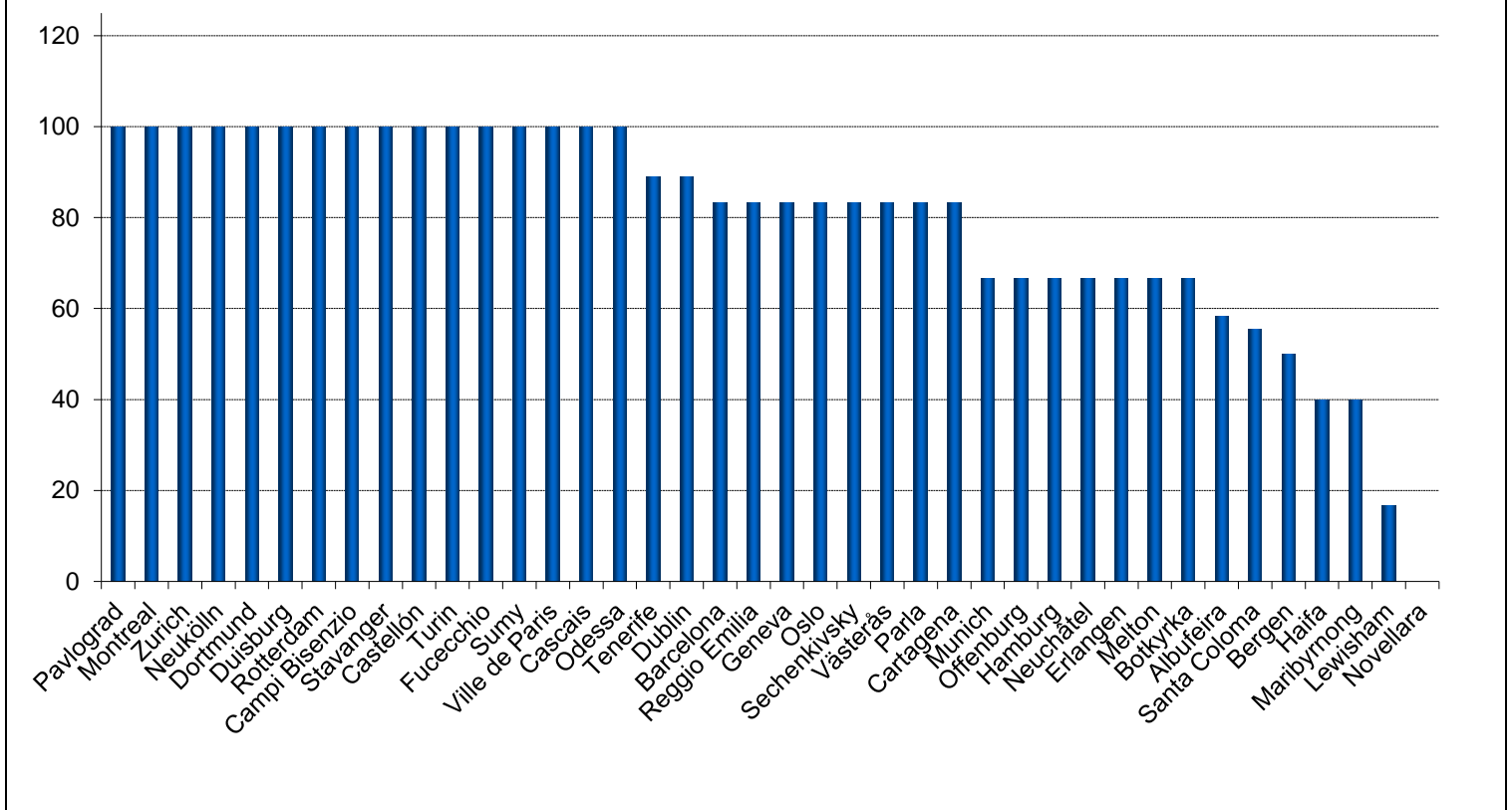


An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.

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



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



In 2011, Dublin achieved the 100% in the field of open and international outlook. Six years later, in 2017, the city faced a worsening in the rate achieving the **89%**. Even if the result is not as high as it was in 2011, it is still higher than the city sample's rate of 72%.

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

Combined with this, an **agency** has been established with specific responsibility for monitoring and developing the city's openness to international connections. Positively, Dublin **enhances economic relations with countries of origin of its migrant groups** via International Relations facilitating trade missions into Dublin as requested. In addition, Dublin supports universities to attract foreign students and encourages them to participate in the life of the city.

Suggestions

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

Pavlograd has adopted a specific economic policy to foster international cooperation: 1) Agreement on cooperation and establishment of partnership

relations between the cities of Pavlograd and Gori (Georgia); 2) Participation in the joint Ukrainian-Swedish project "Overcoming stereotypes" (Botchirka, Sweden).

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

Barcelona creates instruments and meeting points that will facilitate contact and cooperation between the city's traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought. Moreover, the programme "*Do It in Barcelona*" comprehends a multitude of initiatives whose goals are:

- 1) to strengthen the city's competitiveness;
- 2) Incorporate new methodologies into existing entrepreneurial support programmes that allow people with a business background in their home country to make the most of their experience;
- 3) Support the creation of intercultural teams to develop business efficiency and productivity;
- 4) Support initiatives aimed at finding multi-linguistic solutions;
- 5) Support the creation of social networks that encourage the integration of new residents into the city and that also make it possible to establish economic bridges with their home countries.

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

Lastly, the city of Sumy towards an economic sustainability has organized "*The*

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

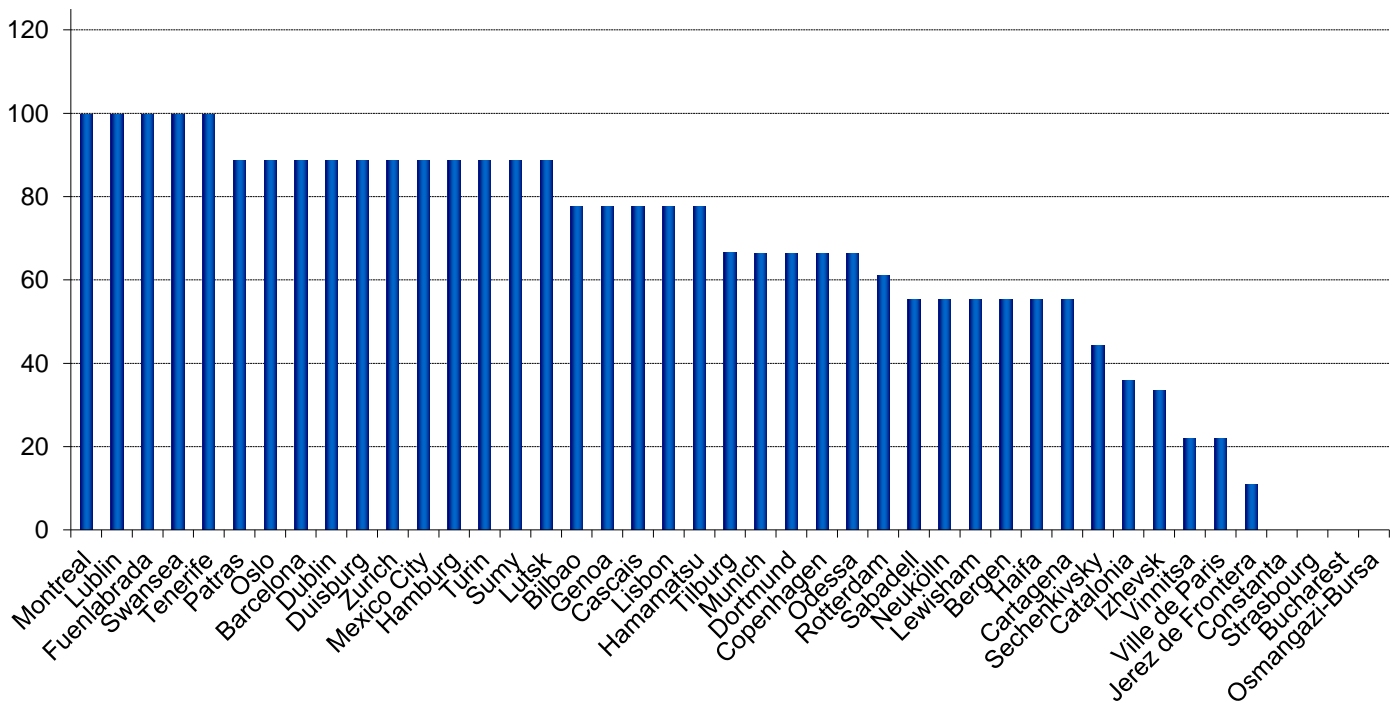
INTELLIGENCE

competence policies

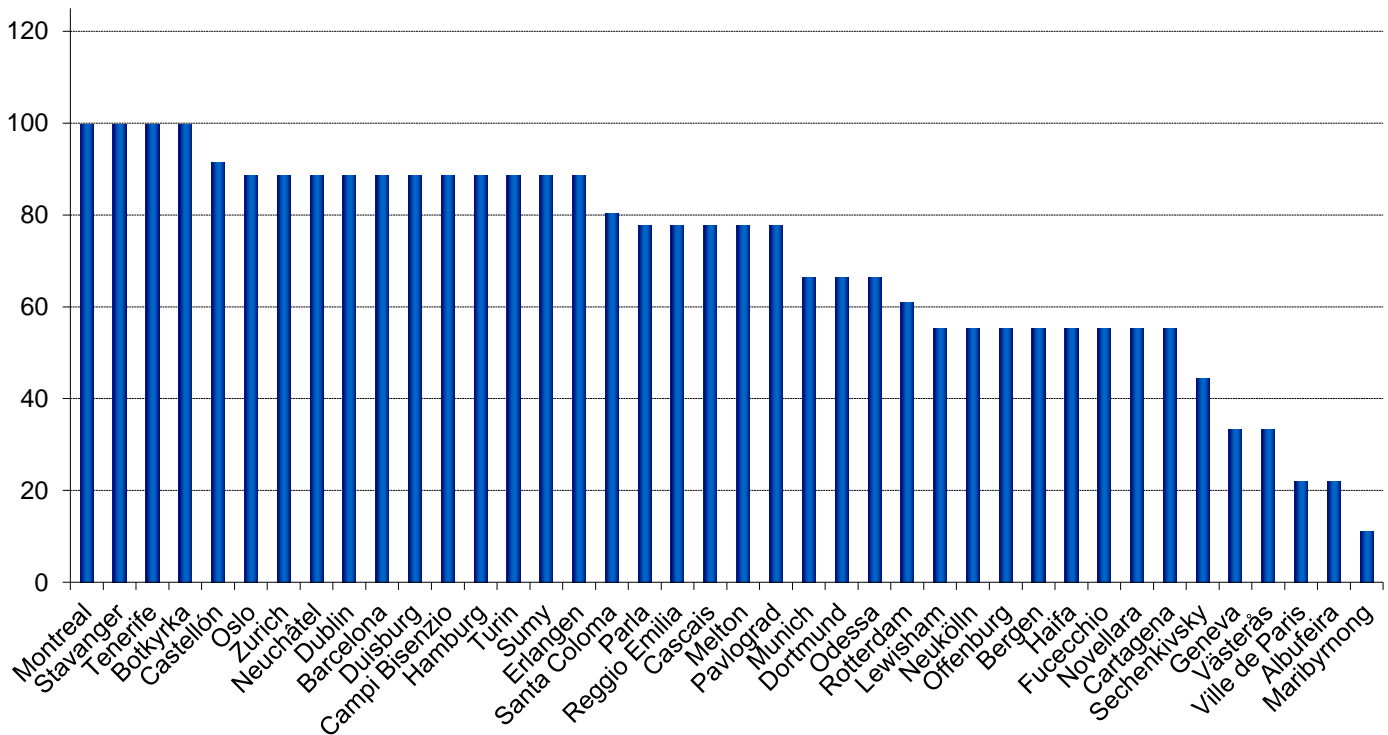


A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.

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



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



The attainment rate of Dublin in the field of intercultural intelligence competence has remained stable throughout the years with a result of **89%**. An higher result compared to the cities average of 61%.

Statistical and qualitative information about diversity and intercultural relations are mainstreamed to inform the city government/council's process of policy formulation via the Central Statistics Office, Research and mapping projects.

In addition, the city regularly takes **surveys** to monitor the public perception of migrants/minorities and Dublin **fosters** intercultural competences throughout interdisciplinary seminars, networks and training courses:

- EU projects;
- Eurocities Network;
- Collaborating with the Immigrant Council of Ireland and using their training modules to upskill staff;
- City Council's HR policies & staff training

Suggestions:

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

In Botkyrka, to foster intercultural competences, politicians receive intercultural training courses, employees and executives are expected to reduce gender gaps through guidelines for equality in the workplace. Furthermore, annually, employees receive courses on capacity building and civil servants within the municipal administration should act and plan based on an intercultural perspective.

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

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

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

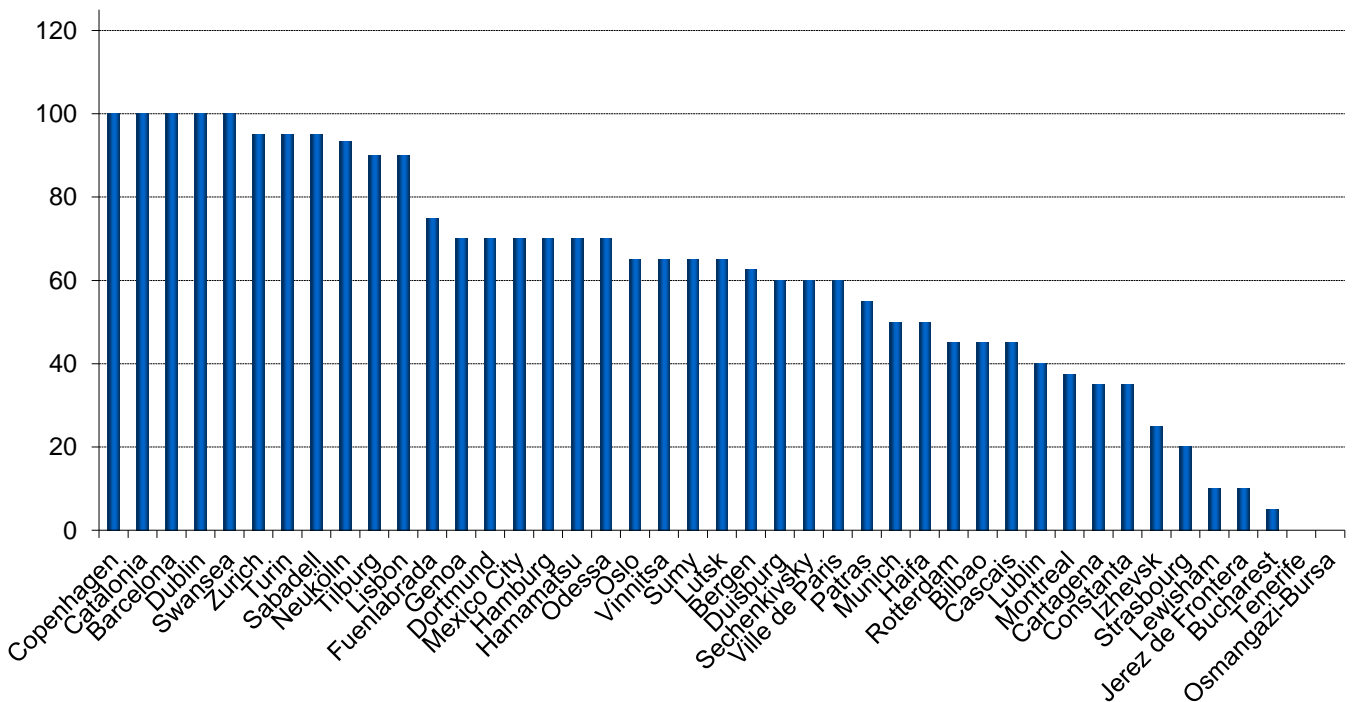
Similarly, Dublin might find interesting this integration programme carried out in Neuchâtel to raise citizen awareness and to help migrants to become acquainted with their new environment, helping them to practice the French language in everyday situations. Depending on the program, emphasis is put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

WELCOMING

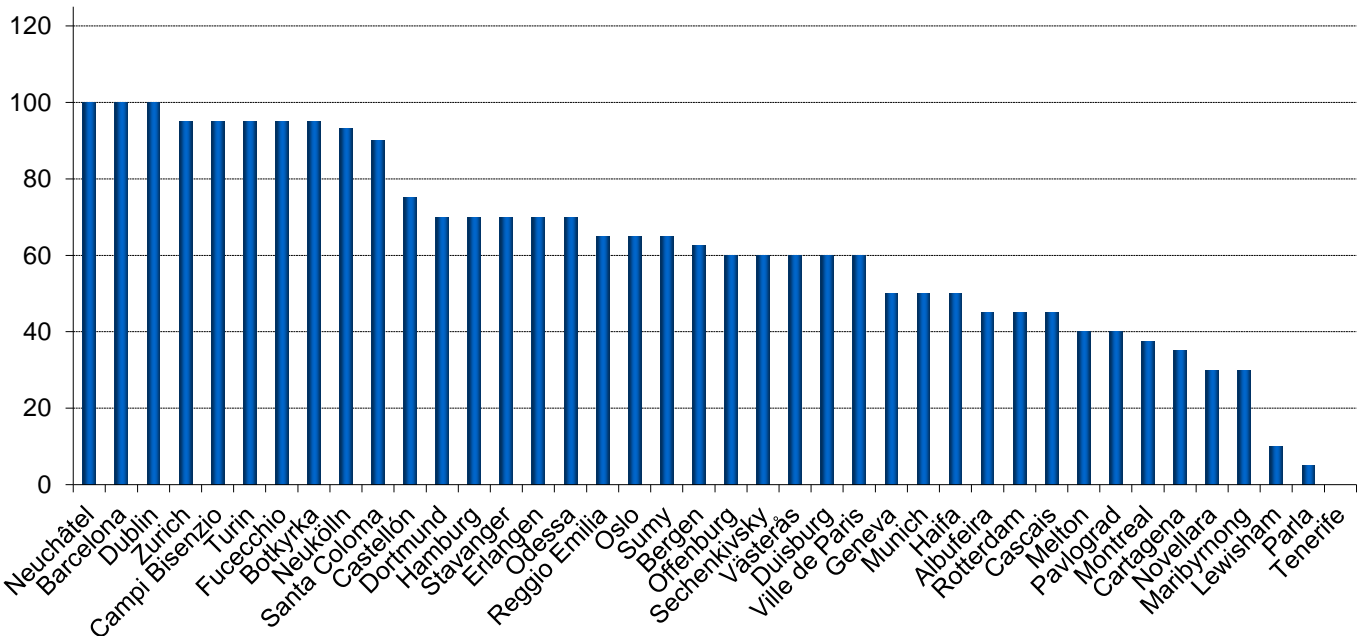


People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles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

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



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



The attainment rate of Dublin welcoming policy in 2017 is the **100%**, higher compared to the 54% of the City's sample and sensitively higher compared to the result achieved in 2011 of 45%.

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

Positively, the city **supports** and **welcomes** the following categories of newly arrived: family members, students, refugees and migrant workers. Newcomers can find support in Dublin City Libraries Services:

- "Find Your Way" is a comprehensive directory of services available throughout the city (App is being developed up also);
- Dublin.ie website;
- Welcoming Policies Toolkit.

Positively, Dublin established a **special public ceremony** to greet those who achieved the Irish National Citizenship Ceremony with an annual celebration called "*Certificate of Naturalisation*".

Suggestions:

For instance, Ballarat organizes an initiative called "Refugee Welcome Zone". A Refugee Welcome Zone is a Local Government Area which has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. The Refugee Welcome Zone initiative began in June 2002 as part of Refugee Week celebrations.

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

Botkyrka greets newcomers on the magazine "*Nyinflyttad*" (New in the city). The content is usually produced by the municipality's information departments, a content that will help the newly moved to quickly and comfortably inform and familiarize themselves with their new home municipality, activities and events.

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

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

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

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

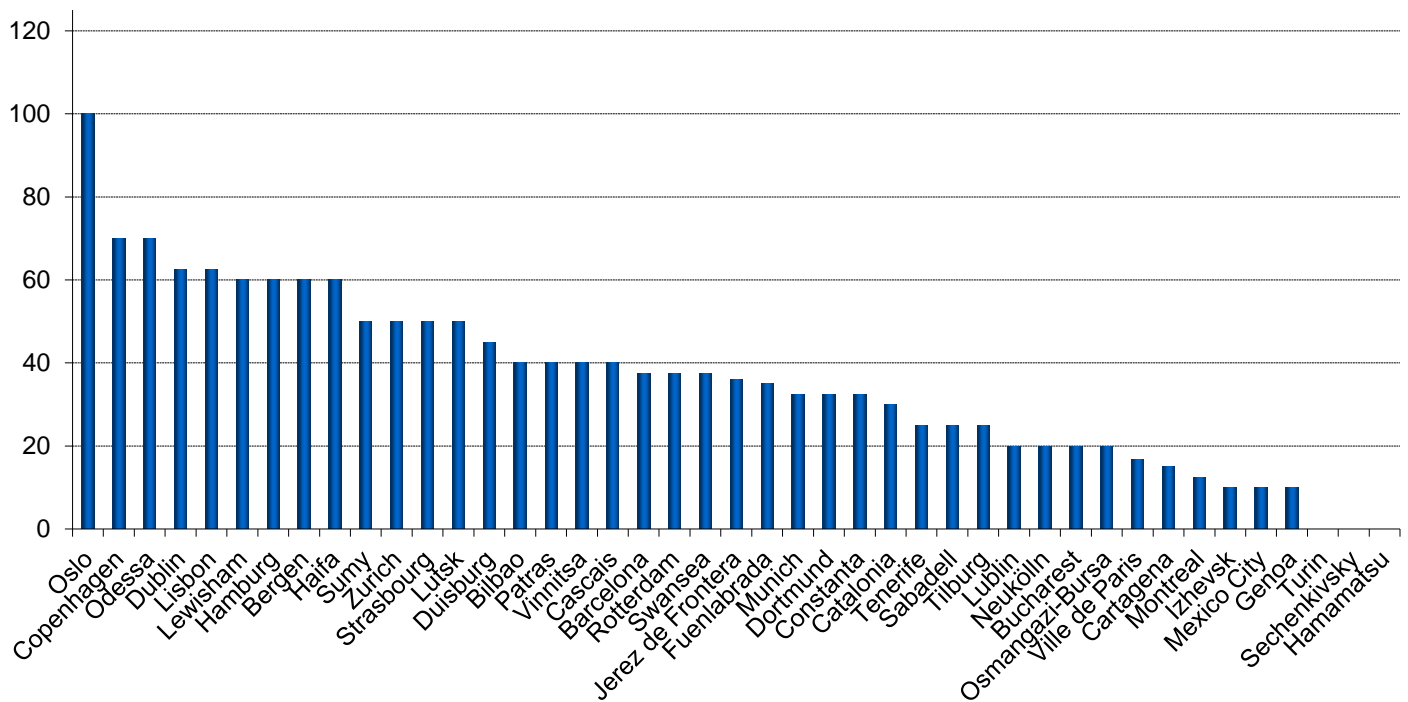
system, work etc. as well as social events such as Portuguese wine evenings,
Visit the USA, Italian evenings.

GOVERNANCE

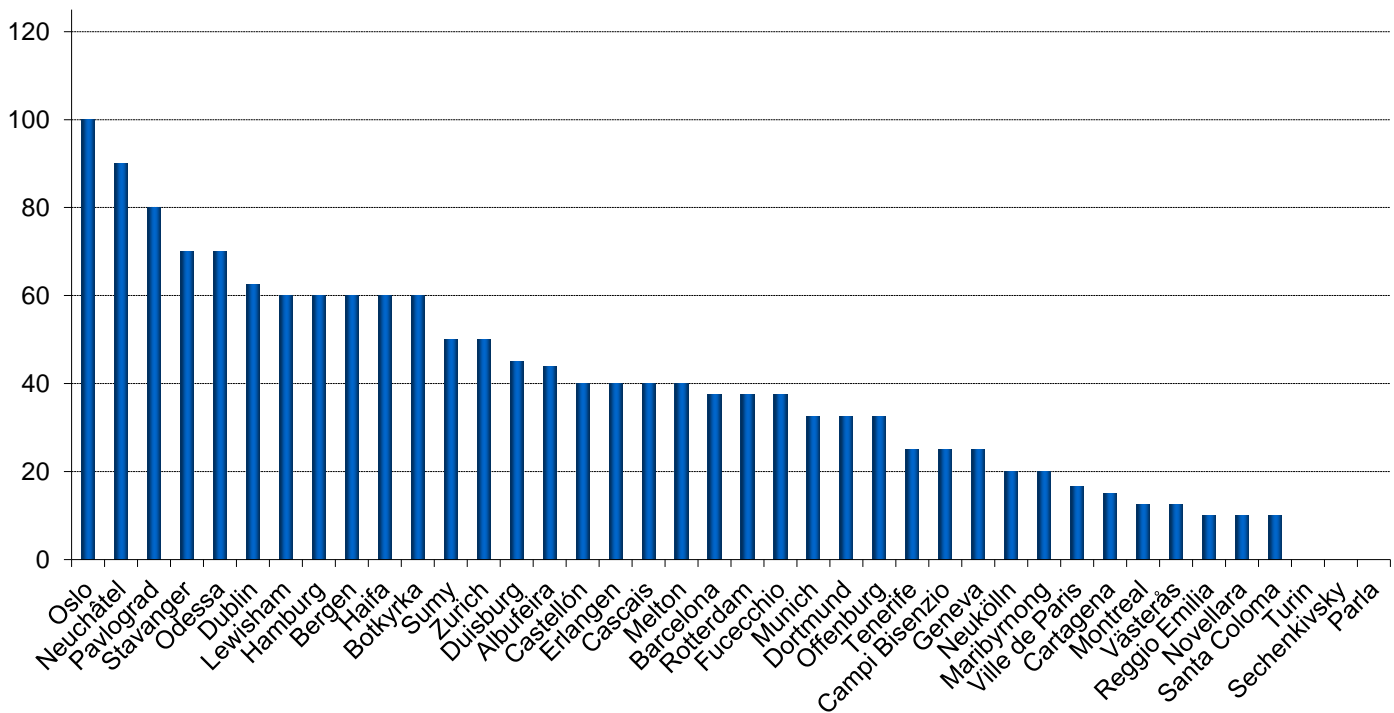


Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.

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



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



The analysis of the questionnaire shows that Dublin's Governance, leadership and citizenship policy achievement rate corresponds to the **63%**, higher than the cities' average of 34% but lower than the result achieved in 2011 of 67%.

Foreign nationals (excluding EU nationals) **can vote** in local elections after three years (or less) of residence. The **ethnic background of elected politicians** do **not** reflect the composition of the city's population although there is an advisory board that represents migrants/minorities and their organisations.

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

- Dublin City Council's Integration Strategy (Theme 2): Supporting Inclusive Communities.
- Action 2.10: hold public workshops in Libraries to encourage voters registration;
- Initiate VR awareness campaigns with Immigrant Council of Ireland;
- Use of pop-ups to encourage registration at multicultural festivals

Suggestions:

Dublin might find the following activities inspirational:

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

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

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

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

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

London Lewisham's initiative called the "young Mayor" is an important innovation in governance and participation because puts power and responsibility in the hands of young people. Many local authorities have adopted the idea of youth parliaments but these can often appear tokenistic. On the other hand, the Lewisham Young Mayor seems a much more robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The Young Mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget (£30,000 per annum) to

initiate a programme of work, as well as to scrutinise the work of Sir Steve Bullock and the Council.

ANTI DISCRIMINATION



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

- Anti-Racism Week: Collaborate with Immigrant Council of Ireland on Anti-Racist Campaigns in conjunction with National Transport Authority – large window banner;
- on buses, trains and outdoor media displays at stations;
- distribute leaflets citywide;
- World Refugee Day.

Good Practices:

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

Bilbao City Council has been implementing the [antiRumores strategy](#), which is used in 4 Municipal Districts and in Youth centres. Educational and awareness-raising activities are carried out within the framework of this project with the direct participation of citizens. The antiRumores network of agents currently includes more than 200 people and during the year 2016 it is estimated that the impact of the initiative has reached 170,000 people who have received information on the project via different means. In addition, "*International Day for the Elimination of Racial Discrimination*", on 21 March and "*International Migrants Day*", on 18 December are commemorated every year with communications campaigns and activities.

Paris has established the "*Réseau parisien de repérage des discriminations (REPARE)*" (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The

REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

Patras has a project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. "Patras Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

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

Sumy, for example, The **Department of Youth and Sports** promotes a project called "*Friendly clinic for youth*". This project offers a wide range of activities, for instance it organizes competitions developed by civil society organizations with the financial support of the city. However, the priority is given to youth, families, to the promotion of a healthy lifestyle and to anti-discrimination initiatives. In addition, the department of social welfare conducts HIV awareness campaigns.

CONCLUSIONS



Dublin showed an aggregate intercultural city index of **82%**, rating **8th** among the 93 cities in the sample. Moreover, Dublin has been ranked **4th** among cities with more than 200,000 inhabitants and **6th** among cities with more than 15% of foreign-born residents.

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

On the other hand, the **weakest field** where the city's municipality should strengthen its policies is education.

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

RECOMMENDATIONS



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

- **Education:** Schools should increase ethnic/cultural mixing as well as encourage a more various ethnic background among the teachers. It is worth repeating that the school environment should adopt an intercultural perspective at all times. For instance, they could adopt a calendar with several multi-cultural and multi-religious activities. This would enormously help students from a minority background through the integration process and it would foster the feeling of acceptance. It is important remembering to offer a wide range of activities to attract as many pupils as possible. As an idea, schools could adopt a calendar with several multi-cultural and multi-religious activities that will help students to integrate, enhancing feelings of welcoming and acceptance. The City Council may also wish to reinforce parents' participation in the education system.

In Sumy, schools are enhancing parents' participation through a so-called "triangle" principle: parents, children and teachers are equally involved to monitor misunderstandings and prevent conflicts in the school environment. In addition, psychologists mediate different cultures and aim to assure a balanced communication and proper understanding between children and adults.

Dublin may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database¹³.

¹³ <http://www.coe.int/en/web/interculturalcities/>