

INTERCULTURAL CITIES INDEX ANALYSIS 2024

Building bridges, breaking walls



Diversity, Equality, Interaction

HÄMEENLINNA

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HÄMEENLINNA
INTERCULTURAL CITIES
INDEX ANALYSIS
2024

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INTRODUCTION

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 Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

While this report is being written (December 2023) 162 cities embraced the ICC programme and approach, and 130 (including Hämeenlinna) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 32 cities (including Hämeenlinna) have less than 100,000 inhabitants and 40 (including Hämeenlinna) have more less than 10% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Hämeenlinna, Finland, in 2023, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. 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.

METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 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 Intercultural Cities Index).

These indicators comprise the following (including the two new indicators in bold):

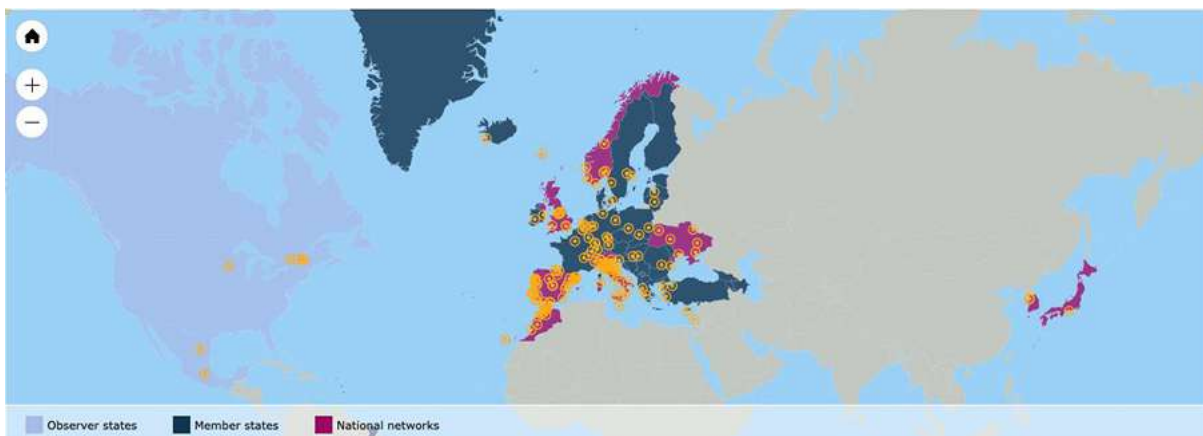
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

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/benchlearning**, 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 so far: the size (below 100,000 inhabitants; between 100,000 and 200,000; between 200,000 and 500,000; and above 500,000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 46 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Hämeenlinna. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall Intercultural Cities Index results, Hämeenlinna has an aggregate Intercultural Cities Index result of 51 (out of 100 possible points). The details of this result will be explained below.¹

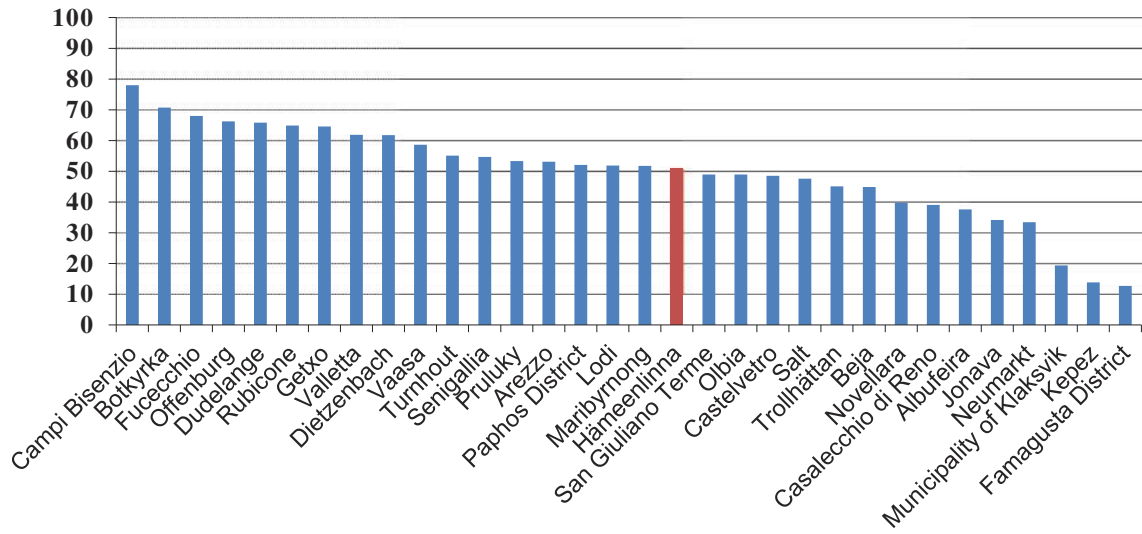


¹ The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global achievement rate.

In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.

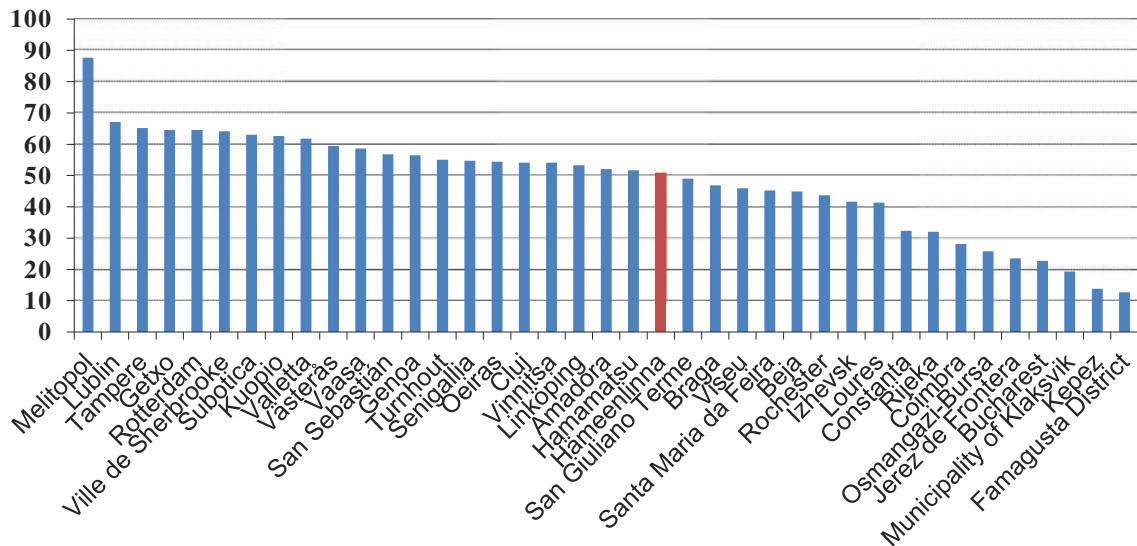
Per inhabitants

Intercultural City Index (ICC)
City sample (inhabitants < 100'000)

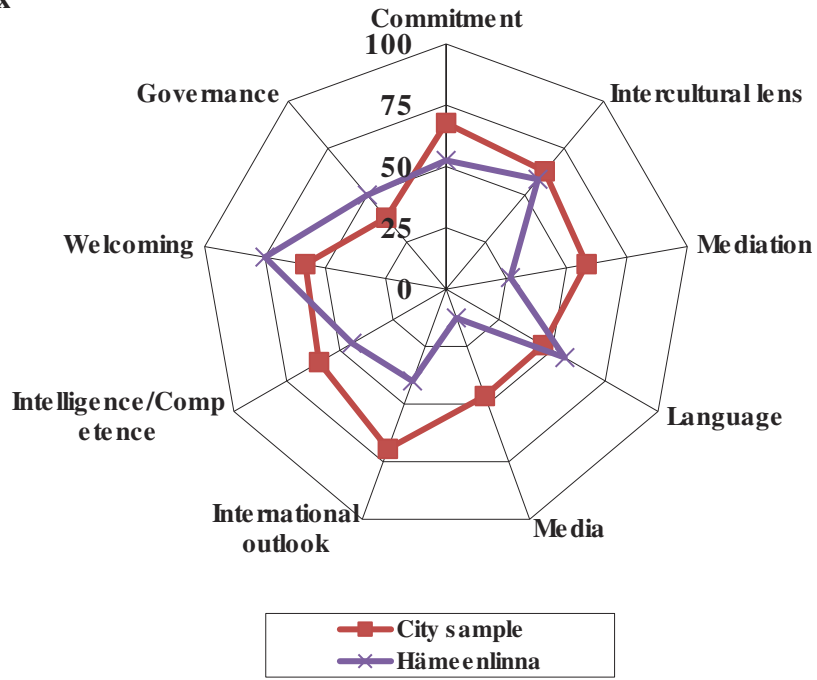


Per diversity

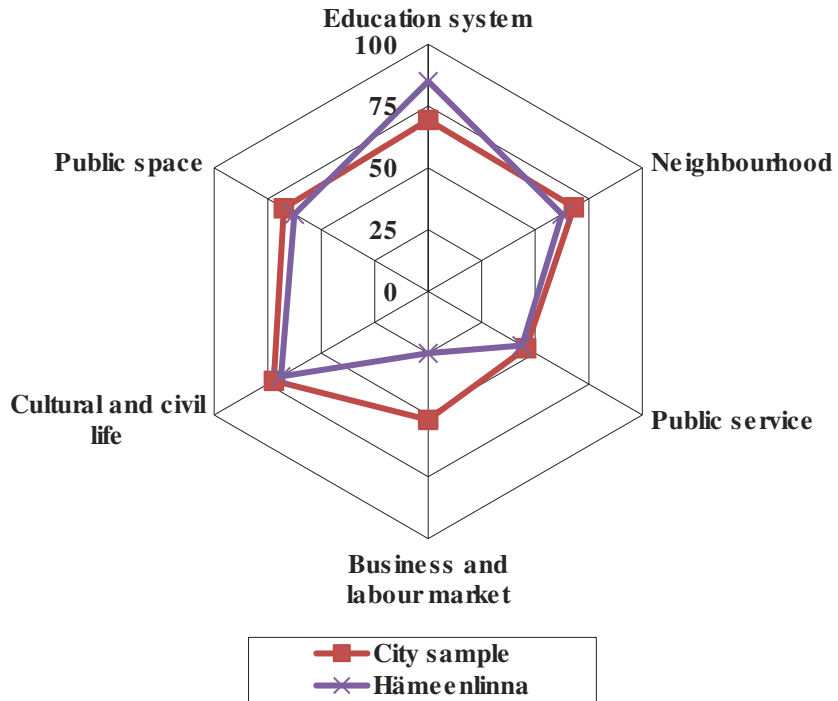
Intercultural City Index (ICC)
City sample (non-nationals/foreign borns < 10%)



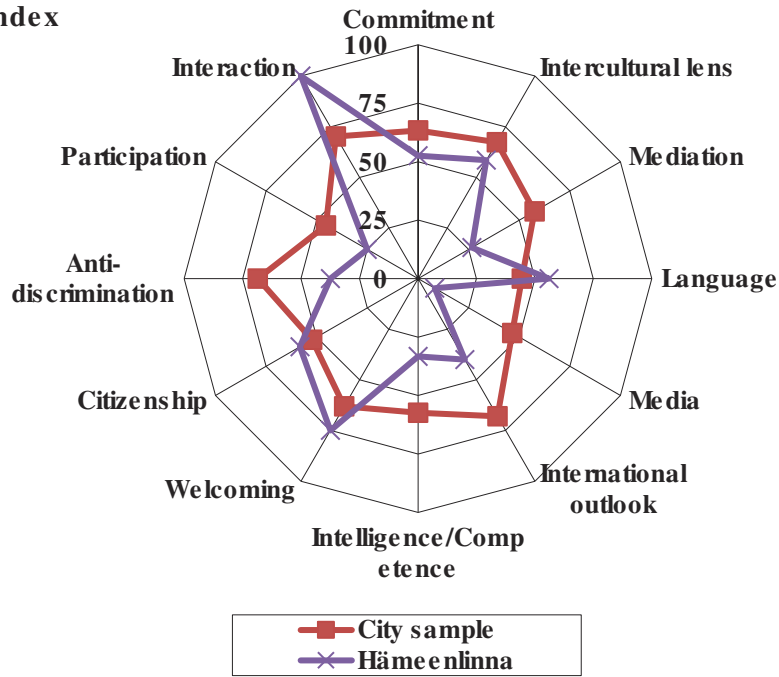
Core Index



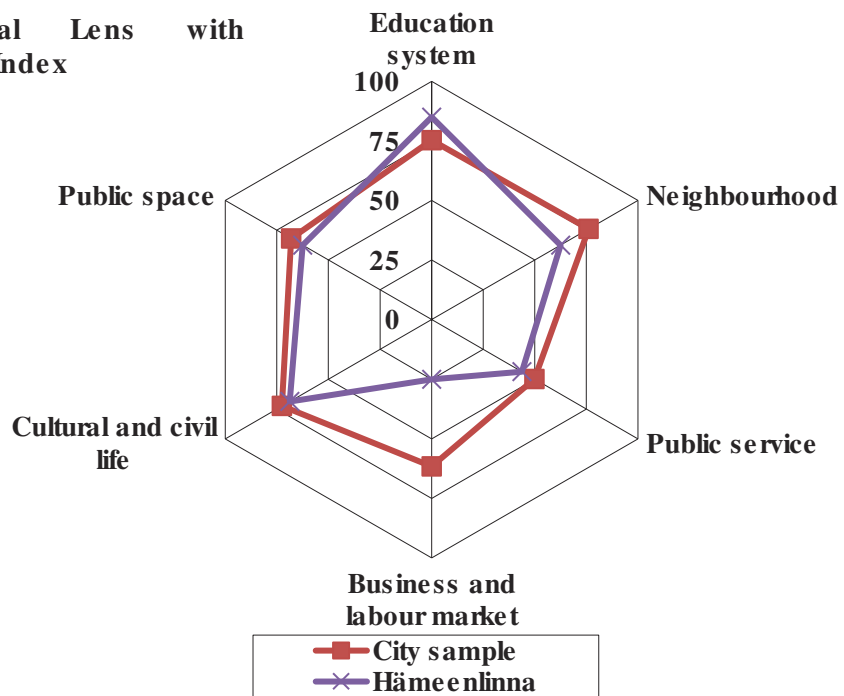
Intercultural Lens with Core Index



Extended Index



Intercultural Lens with Extended Index



HÄMEENLINNA: AN OVERVIEW

Hämeenlinna is a Finnish city of about 68,000 inhabitants in the heart of the modern province of Kanta-Häme in the south of Finland. There are a total of 339 lakes in part around the city of Hämeenlinna, including Lake Vanajavesi, Lake Kukkia and Lake Kuohijärvi. The city has several nature reserves, the largest of which are located in the popular recreation areas of Aulanko and Ahvenisto on the outskirts of the city, including the Finland's first national urban park, established in 2001. It is situated about 98 kilometers north of the capital city, Helsinki.

Hämeenlinna is the oldest inland city in Finland and has a rich history dating back to the 13th century. It was one of the most important Finnish cities until the 19th century. The medieval Häme Castle (also Tavastia Castle) is in the city. The castle was built in the late 13th century to secure Swedish power in central Finland. A village was established near the Castle to provide services and goods to its inhabitants. The village was granted city rights on January 19, 1639. Finland's first railway line, the Finnish Main Railway opened between Hämeenlinna and Helsinki in 1862. The city has served as an administrative and cultural centre for the region throughout its history.

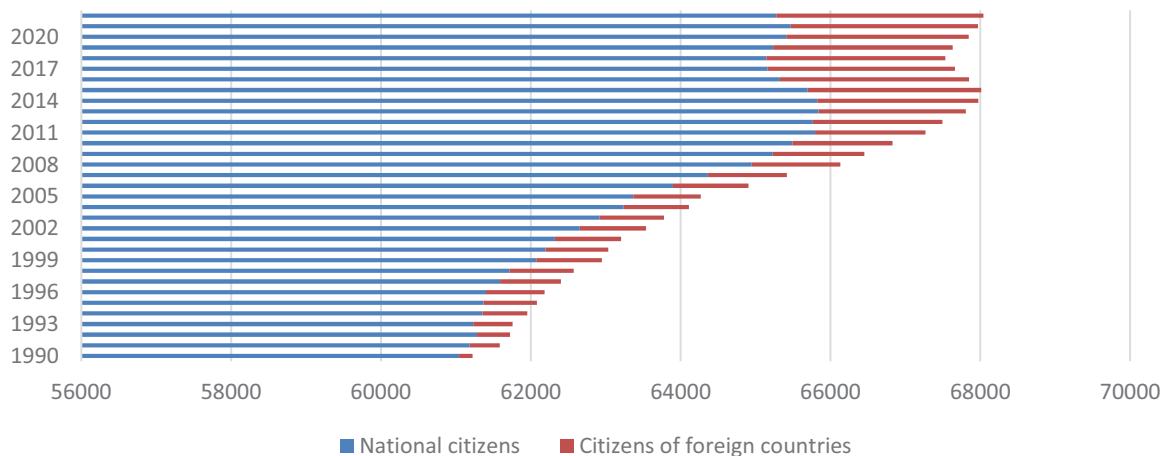
During the Finnish Civil War in 1918, Hämeenlinna was initially in the area controlled by the Reds, but the Whites captured the city with the help of the Germans in the Battle of Hämeenlinna. After the war, the Hämeenlinna prison camp established for red prisoners operated in the Poltinaho barracks area, and it was known as one of the most notorious high-discipline camps in the history of the Civil War, where female prisoners were also kept.

Today, the city remains an important regional centre. The former municipalities, Hauho, Kalvola, Lammi, Renko and Tuulos, were consolidated with Hämeenlinna on 1 January 2009.

The city is known for its schools and academies where many famous Finns have studied. Schools, government and the military are part of the life of Hämeenlinna throughout history. The city is home to the Häme University of Applied Sciences (HAMK), which offers a range of degree programs in fields such as business, technology, and health care. Hämeenlinna is also known for its vibrant cultural scene, with various events, festivals, and exhibitions held throughout the year. The city is known as the birthplace of Finnish national composer Jean Sibelius.

Hämeenlinna is a monolingual Finnish-speaking municipality. Most of the population (around 94%) speak Finnish as their first language. Around 0,4% of population are Swedish speakers, and 5.8% of the population of the city have a mother tongue other than Finnish or Swedish. At least 40 different languages are spoken in Hämeenlinna. The most common foreign languages are Estonian (0.7%), Russian (0.6%), Arabic (0.6%), Farsi (0.5%), Polish (0,4%) and Somali (0,3%).

National and foreign-national citizens in Hämeenlinna, 1990-2022

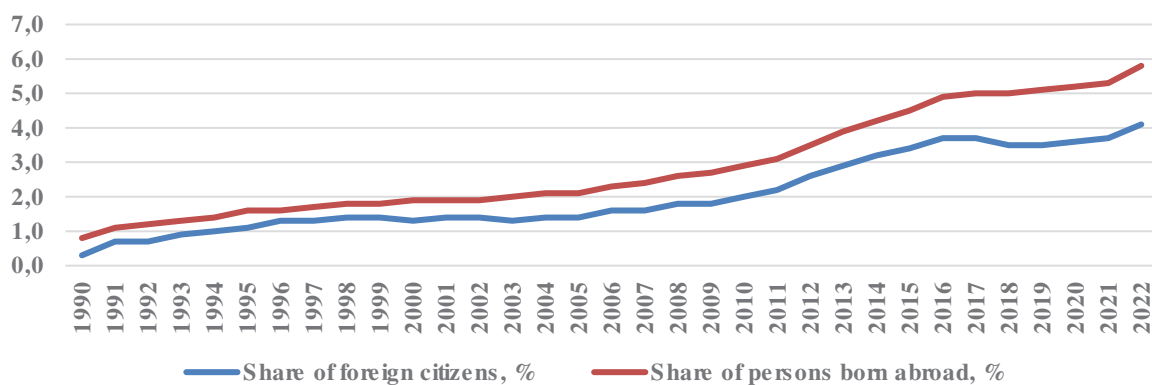


Source: Tilastokeskus -Statistics Finland

The number of residents who were born abroad was 6% of the population, and 2% come from other EU countries (2022). Most foreign-born citizens came from Estonia, the former Soviet Union, Iraq, and Poland. The relative share of immigrants in Hämeenlinna's population is below to the national average. However, the city's new residents are increasingly of foreign origin. This will increase the proportion of foreign residents in the coming years.

There are around 600 refugee people in the city. The number of Ukrainian refugees has been rising since 2021. Over five hundred Ukrainians registered in the asylum system and living in Hämeenlinna (August 2023). Many of the persons who arrived in 2021 are already living in the city outside of the asylum system as municipal citizens. The previous substantial rise in non-national residents was in 2015, mostly people coming from Afghanistan and Iraq.

Share of foreign citizens and people born abroad in Hämeenlinna, 1990-2022



Source: Tilastokeskus -Statistics Finland

Among the residents of Hämeenlinna there are also members of national minorities such as Roma and Sami people.

Hämeenlinna's economy is diverse, with industries such as manufacturing, services, and tourism playing significant roles. The city's strategic location and good transportation connections contribute to its economic development.

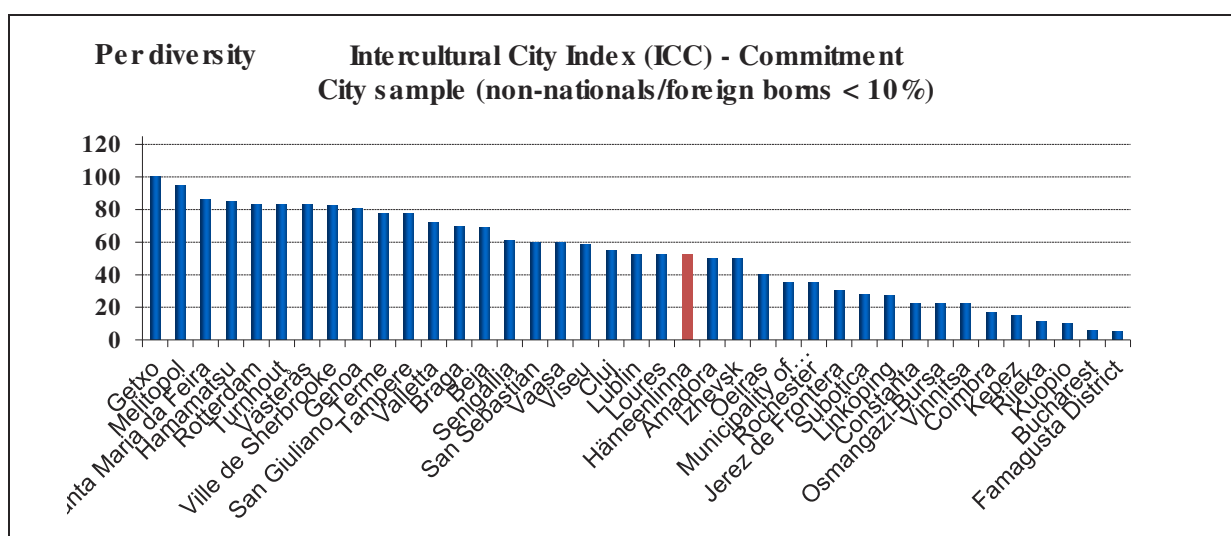
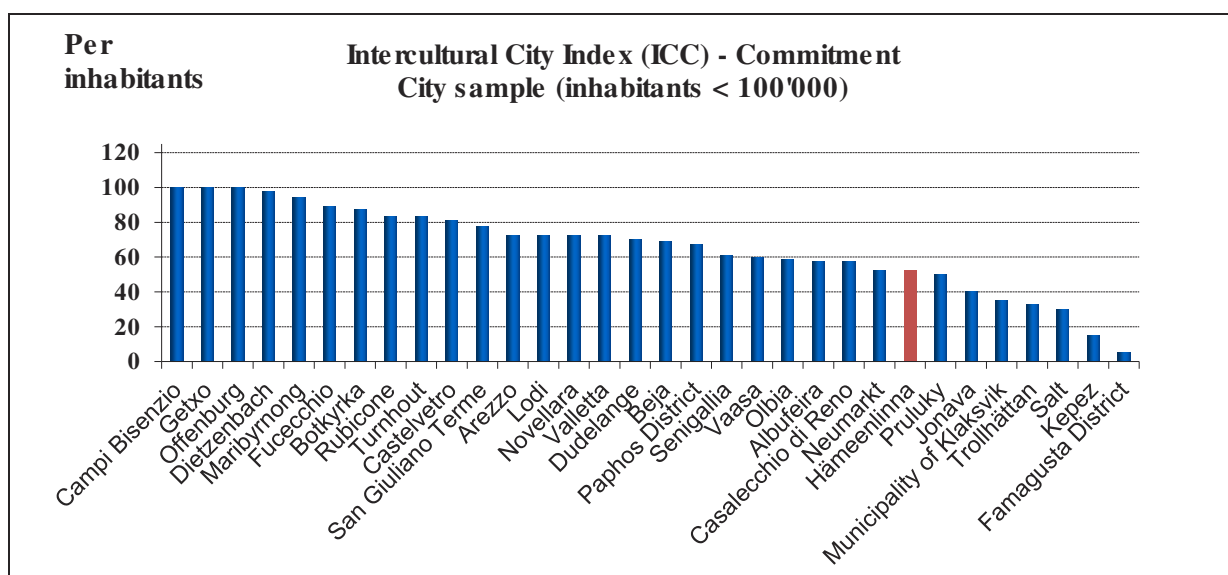


COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policymaking. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

Hämeenlinna's achievement rate of 53% falls below the sample city's rate of 68%. There is a lack of references and statements regarding Hämeenlinna's diversity, and the city has not yet adopted a public statement aspiring to be recognized as an Intercultural City.

The city has the [Hämeenlinnan kaupungin kotouttamisohjelma 2021-2025](#), an integration strategy with intercultural elements. The document is currently only available in Finnish, and it could be translated as the "Integration Promotion Program 2021-2025."



The purpose of the program is to serve as a guide for promoting integration to Hämeenlinna's political decision-makers, officials, and residents; to produce collaborative information and tools to advance immigrant integration and foster positive population relations in Hämeenlinna; to provide practical information and resources for government and everyday practices; to mainstream integration promotion efforts; to facilitate the organization of services and activities while considering the needs of immigrants; to ease the monitoring and evaluation of integration promotion during the program's validity period and to serve as a tool for strategic guidance. According to the program, integration promotion refers to services and actions by authorities and other entities to promote society's receptivity. Receptivity in society refers to the realization of equality, participation, and positive population relations in society. Integration requires both the active participation of immigrants and the receptivity of the surrounding society. Integration is a multi-level, multi-dimensional, and comprehensive process. The Finnish Integration Act ([Kotouttamisohjelma](#)) defines the content of the municipal integration program.

There is no budget specifically allocated for the implementation of an intercultural strategy, nor are there any public statements on the topic. Additionally, the policy consultation process for the Integration Promotion Program has not included people from different ethnic or cultural backgrounds. The Program will be evaluated and updated every four years. The process of updating the new integration programme will begin in 2024 and the new program will be implemented beginning of 2025.

The official communications by Hämeenlinna usually make clear reference to the city's intercultural commitment.

The city provides a website "[My Integration](#)" which holds information in different languages (Finnish, English, Somali, Arabic, Russian, Ukrainian).



Hämeenlinna has a cross-departmental co-ordination body that surveys and works to achieve the goals set in the integration program. The body meets four to five times a year. New members of the body were selected in September 2023 to continue the work of the previous body. The city doesn't acknowledge or honour local residents or organizations that have done exceptional things to encourage interculturalism in the community.

Hämeenlinna is one of the Finnish cities involved in the "**Building an inclusive integration approach in Finland**" EU/CoE joint project. The project provides technical support to the implementation of inclusive integration policies based on the [Finnish Good Relations](#) concept and the Council of Europe's Intercultural Integration model. The aim is to improve community relations and to support better integration of migrants across society in areas such as participation, education, cultural and social life, urban planning, business, labour market, anti-discrimination, and multilingualism. The Good Relations Model, promoted by the Finnish Ministry of Justice, provides indicators for the comprehensive fostering of equality between people.

Suggestions

To better incorporate the principles of the intercultural integration approach into various local programs and plans, it is essential to emphasize the core values of equality, non-discrimination, and fostering positive relations. Introducing the intercultural approach in Hämeenlinna could be relatively straightforward, as the city's existing statements and programs already address these principles.

Several cities have made important efforts to communicate their intercultural commitment. In Bilbao (Spain), for instance, the municipality presented in December 2021 its third intercultural plan. The Plan is divided into 10

mainstream areas and 6 sectorial areas of intervention, with a total of 83 actions focussing on four priorities: i.) welcoming policies, ii.) awareness-raising and social impact, iii.) intervention with migrant groups with greater social vulnerability, iv.) participation and interaction. The mainstream areas set a shared framework for the development of general local policies and actions; the sectorial areas incorporate the intercultural lens into existing lines of work, thus enabling the advantages of diversity and the principles of inclusion to be promoted. During the public launch, the Mayor of Bilbao, Juan Mari Aburto, stated that "this Plan reflects Bilbao's pride of its social plurality" and contains the necessary political commitment that will allow everyone "to promote and defend this plurality, while at the same time consolidating the city as a socially cohesive municipality, without losing its identity".

In Dublin (Ireland), the city has developed its intercultural and integration strategy for the five-year period 2021-2025. The development of the strategy was entrusted to the Dublin City Local Community Development Committee (LCDC), a committee created in 2014 following the publication of the Local Government Reform Act. This is the second strategic document prepared by the municipality on the issue of integration and the committee intends to make it a living document, a strategic plan consisting of actions already tested or in the process of being tested. The implementation of the strategy requires the involvement of all departments and units of the City of Dublin. The works started in December 2020, when the City Council instructed its officer in charge for integration to collect proposals and comments in order to allow a review of the previous city integration strategy by the staff of the different municipal departments and by the main stakeholders of the Municipality (organizations and external groups working with the Municipality on the issue of social inclusion, including groups representing migrants and foreign communities). Based on the opinions collected, the LCDC has developed a reference framework for the development of the intercultural and integration strategy 2021-2025 including vision, values, and strategic objectives to be pursued. Unlike the previous strategic plan (2016-2020), particular attention is paid to the category of Dublin's commuters and to the inclusion of nomadic cultures and the Roma population.

THE CITY THROUGH AN INTERCULTURAL LENS

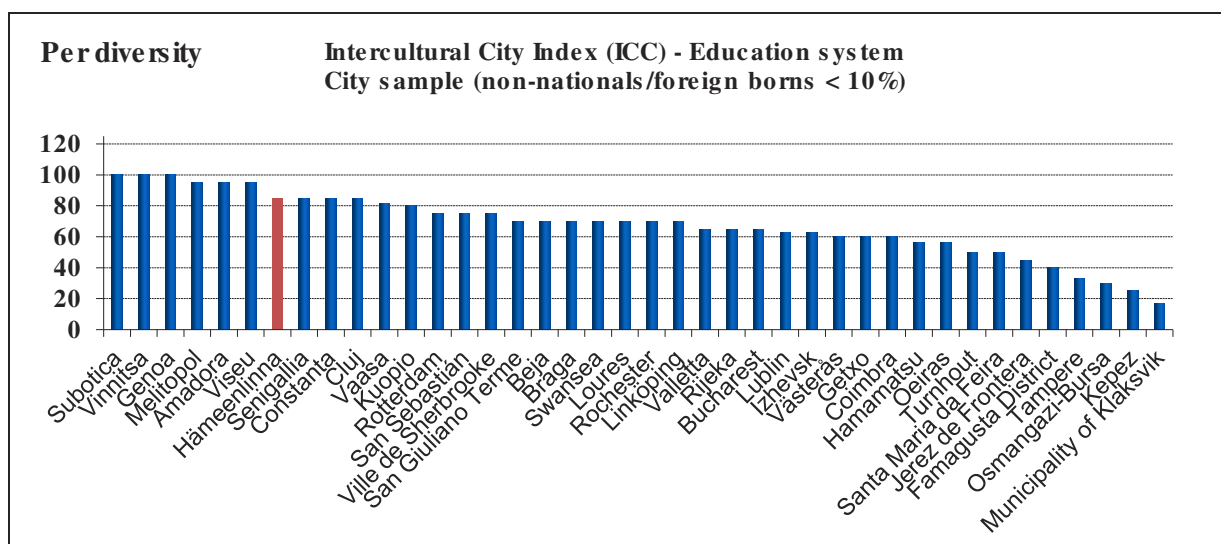
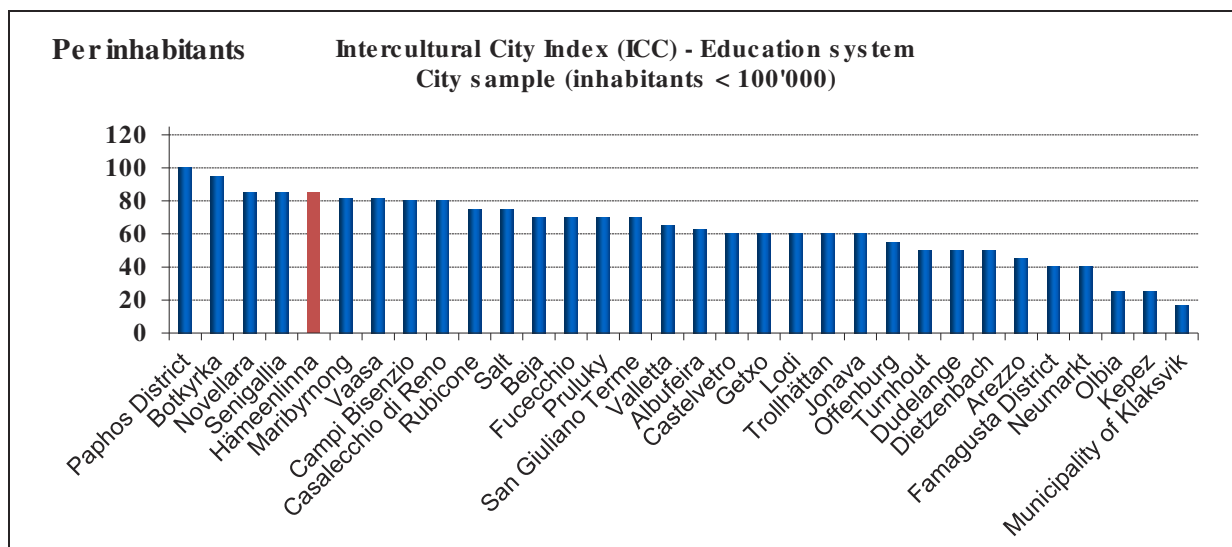
Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

The overall rate of achievement of urban policies in Hämeenlinna, assessed comprehensively through an 'intercultural lens,' is slightly lower than that of the model city. While 58% of these objectives were achieved in Hämeenlinna, the model city achieved a rate of 63%.

EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

Hämeenlinna achieved a rate of 85%, which is considerably higher than the city sample's achievement rate of 69%.



In Hämeenlinna, as in all Finland, basic education is free of charge. Compulsory education of a child who lives permanently in Finland begins in the year they turn seven and ends when the student reaches the age of 18 or if they complete an upper secondary qualification (or equivalent). Usually, children are enrolled in schools closest to their residence in the city, so it could be that in some areas, people with different languages or background are more represented than in others. In Hämeenlinna, the municipality does not appreciate that segregation is a problem in the local school system, as most of the children in primary schools do not share the same ethnic or cultural background. Differently, the ethnic/cultural background of teachers in schools rarely reflects the composition of the city's population.

Many schools are actively striving to engage parents from migrant or minority backgrounds in school life by implementing various initiatives. These efforts include providing information in multiple languages, offering the option to utilize interpreters, and encouraging participation and collaboration during celebratory events. Most of schools carry out intercultural projects.

The municipality provides extra funding for schools with low-income or low-education families, and in most of them sports and arts clubs are free of charge.

Suggestions

Hämeenlinna shows a good experience in education, promoting an education system that emphasizes equality, high standards, and student-centred learning. Hämeenlinna is working to increase interculturalism in their city, combat segregation and support an intercultural educational environment for students.

Whilst in more of schools' teachers do not always represent the ethnic or cultural background of the students, Hämeenlinna could consider encouraging more interaction between families. The Good Relations project is an interesting opportunity to do that, linking the initiative with the CoE's intercultural integration approach.

Hämeenlinna could consider the example of Camden (UK), where uses "Music as a tool for promoting interculturality" in schools. Teachers in elementary/primary schools receive training in intercultural communication and pedagogy. For example, the Camden Music Service arranged a session for school music teachers and instrumental tutors on decolonising the curriculum, followed by a series of conversations. Camden is looking at diversifying the instrumental offer in schools and the activities offered out of school, to encompass more genres and ways of music-making, and also trying to think of ways to diversify recruitment, so that the profile of the instrumental tutors reflects more the composition of the borough.

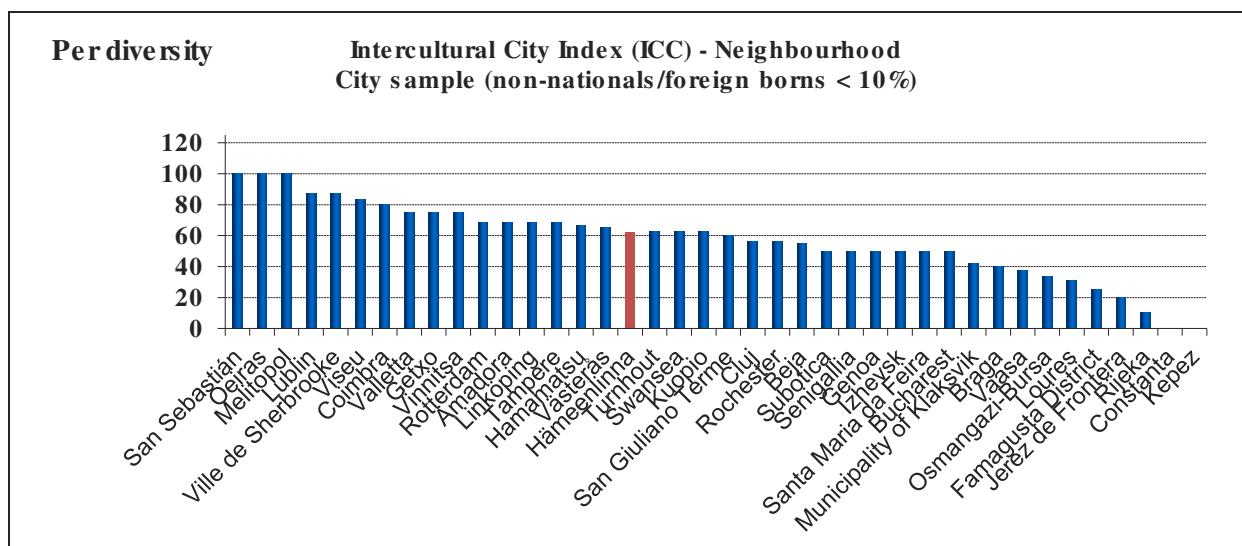
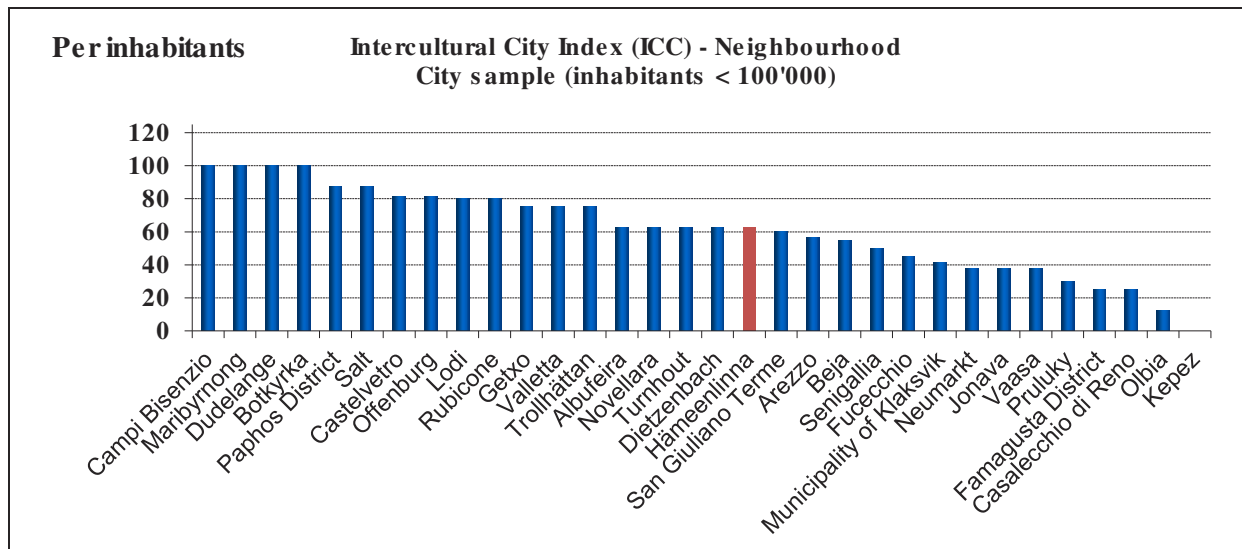
In Strasbourg (France), there is the Equality Space (Espace Égalité), a one-of-a-kind experience for children and young adults to get familiar with 26 discrimination criteria and fully understand the impact of discriminatory behaviours so to prepare to counter those. It is an interactive and playful experience to confront children, youngsters and adults with real situations of discrimination, so to develop their critical thinking. The "Espace Égalité" is composed of different rooms and spaces where visitors are invited to live different experiences linked with equality of with discrimination, while accompanied by skilled personnel who mediates and facilitates all the interactions. Since 30 September 2019, the Equality Space has become an all-year-round experience, having been allocated a permanent space by the city of Strasbourg. The project is currently coordinated by the anti-discrimination department of the city of Strasbourg, in partnership with various community services (including the Directorate of children and education) and other local stakeholders and associations, and with the support of the Academic directorate of the departmental service of national education and urban policy.

Lastly, ICC programme resources on education are also available [here](#).

NEIGHBOURHOODS

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a 'perfect' statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

Hämeenlinna achieved a rate of 63%, which is marginally lower than the city sample's achievement rate of 68%.



In Hämeenlinna, most of the neighbourhoods are culturally and ethnically diverse. Nevertheless, the municipality is seriously considering preparing a policy to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration.

The city encourages actions where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from other neighbourhoods. There is a municipal centre called [Kumppanuustalo](#) for multicultural activities and organisations. The Hämeenlinna Kumppanuustalo (Partnership House) is a civic centre open to everyone. The Hämeenlinna Elderly Housing Foundation, Hämeen Settlement, Kettuki, Volunteer Center Pysäkki, the Kanta-Häme welfare area's social support service office and rehabilitative work activities, and the Hämeenlinna city integration promotion service operate permanently in the building. In addition, many other local associations and communities organize activities in the evenings and weekends. The House rules emphasize that everyone is welcomed; people must respect each other and face each other as equals, and the goal is to create an open and safe environment for everyone.

Additionally, local organizations can seek financial support for their activities through the city administration. Moreover, the municipality offers specific funding that ethnic groups can access to obtain small financial assistance for organizing events or activities.

Differently, there are no policy to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood.

Suggestions

Hämeenlinna, like the average ICC city, has opportunities for improvement in its neighbourhood areas.

For instance, in Barcelona (Spain), the city has launched its [Neighbourhood Plan](#) (Pla de Barris) that implements social, economic, and urban actions to improve the neighbourhoods that need it most in collaboration with local residents. The Directorate of Community Action Services, Neighbourhood Plan and the city's districts work together to create links and good neighbourhood relations. They consider the intercultural perspective which includes combatting segregation and fostering positive interaction. In addition, a person from the Intercultural team works on the Neighbourhoods Plan, bringing cross fertilisation of experience. District personnel are even taking the initiative to design their own Intercultural Action Plans. The “territorialisation” of the intercultural perspective through the involvement and connections between different districts and neighbourhoods shows how embedded interculturalism is in the city. There are actions where neighbourhoods meet and interact with each other. The city of Barcelona encourages different actions such as “Trobada BCN Ciutat Diversa” aimed at visualizing and sharing the city’s diversity, the Celebration of the Chinese New Year, the Matsuri Festival of Japanese Culture, and Festival Raval(s) to encourage intercultural dialogue in different neighbourhoods. Moreover, the city conducts an annual campaign #CelebremBCN where it collects and disseminates the main celebrations organised by neighbours of different origins and cultural contexts through a calendar year.

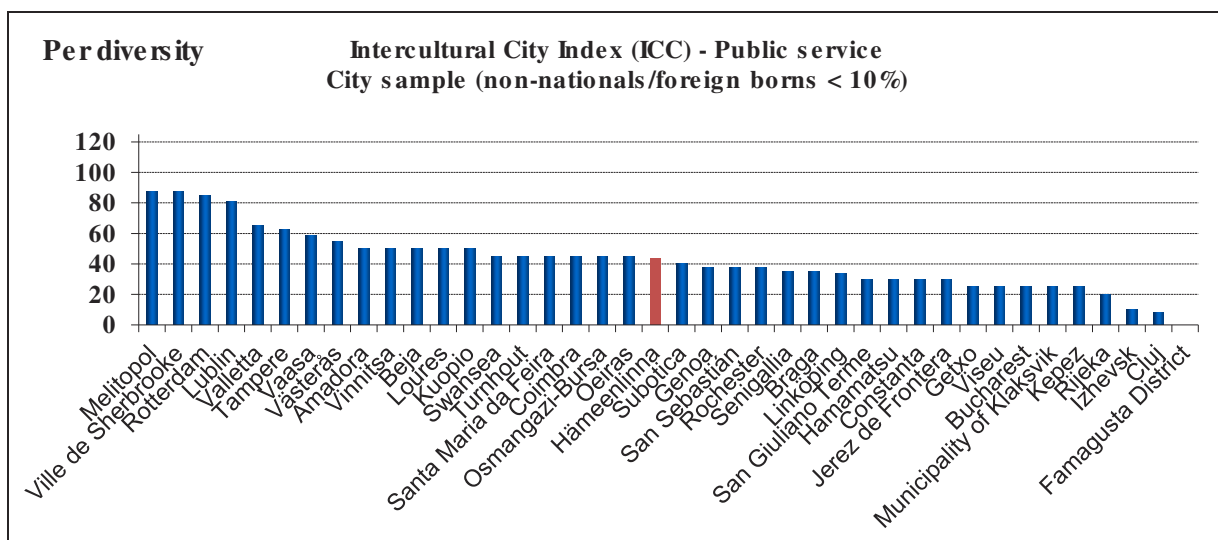
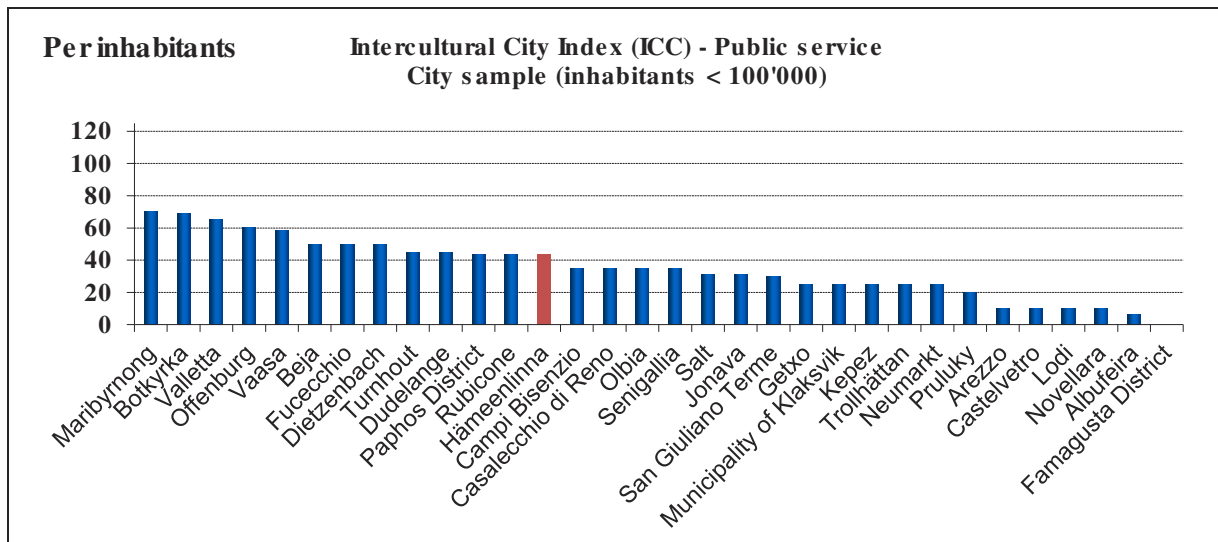
In Reggio Emilia (Italy), the city promoted the Neighbourhood Pacts, where residents and authorities agree their rights and responsibilities in renewal of multi-ethnic districts. As in many cities, the area around Reggio Emilia’s railway station was always a dynamic area of social and cultural change, and had been allowed to develop a concentration of social problems. Through its association, as an arrival point, with new immigrants, its physical decline and links to crime and public fears of safety, all risked undermining intercultural trust in the city. The city council resolved special and comprehensive action was necessary and introduced a new policy innovation – a Neighbourhood Pact – and work began in 2007. Adopting consultative and participatory methods with all residents, users and property owners, the city developed a strategic plan for physical, economic and community renewal. Since the physical work was completed there has been ongoing dialogue to ensure original stakeholders remain committed and to ensure new generations also adopt the spirit and principles.

The [ICC study on managing gentrification](#) offers a range of strategies and examples of how to create inclusive public space, manage positively socio-cultural mixing, nurture sense of belonging and encourage diverse businesses to thrive.

PUBLIC SERVICES

As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a ‘one size fits all’ approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.

Hämeenlinna achieved a rate of 44%, which is faintly lower than the city sample’s achievement rate of 46%.



The demographic composition of Hämeenlinna's public employees does not adequately mirror that of the city's population. Additionally, the city lacks a recruitment plan aimed at fostering diversity within its workforce to ensure equitable representation.

Differently, the city is taken action to encourage diverse workforce, intercultural mixing, and competence in private sector enterprises. Improving cooperation between integration and employment services is a priority for the city. Efforts are underway to enhance the capabilities of local businesses by exploring innovative strategies. Collaborations with educational institutions play a crucial role in this endeavour. Specifically, initiatives focus on enhancing recruitment skills, organizing targeted recruitment events, and developing customized solutions for successful hiring, considering the diverse cultural backgrounds of employees, such as Ukrainians. The City and Linna Business Development Ltd are actively supporting these initiatives through various EU-funded projects. One notable example is the development of a model for collaboration, co-creation, and networking between companies and international students, along with facilitating student attachments to companies in the region. Several projects are currently in progress, including [Häme Smart Growth](#) and [Pitovoima](#), aimed at advancing these objectives.

In terms of services, the city takes into consideration the migrant/minority backgrounds of all residents in providing burial and funeral services and school meals. The city also provides tailored service to cater to the diverse needs of the community. For instance, women-only swimming groups are available. Integration services offer specialized groups, including men's groups, stay-at-home mothers' groups, and discussion groups for different language

speakers, facilitating social connections within specific backgrounds. Moreover, schools and day-care facilities consider special dietary requirements, such as religious restrictions, ensuring inclusivity and accommodation for all individuals. Besides, the local library hosts [language cafes](#) and provides a diverse collection of books in multiple languages, fostering language learning and cultural exchange.

Suggestions

There is room for improvement in this area and Hämeenlinna could explore other initiatives from ICC cities.

In Bergen (Norway), within the framework of the international project “Building Dignity”, the city is working to create a centre combining services and learning – bringing all essential activities under one roof at an attractive location. The centre will be placed in a former education centre for teachers, Landås. The Bergen Inclusion centre will gather the introduction centre for refugees, the adult training centre and administration into one place, which at the same time will feature sports and cultural facilities to ensure the building can be used throughout the day. The centre will be open to the local community and organisations and aims to foster inclusion and intercultural interaction. The building process aims to place human rights at the centre of all stages of the conception, be it in how materials are used, how the project or building is designed or how the services are planned. The aim is for the project to be a forerunner in using architecture as a mean to build inclusive societies.

In Portimao (Portugal), the city has created the CLAIM-Migrant Integration Local Support Centre with the support of the High Commission for Migration at national level. The centre 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. 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.

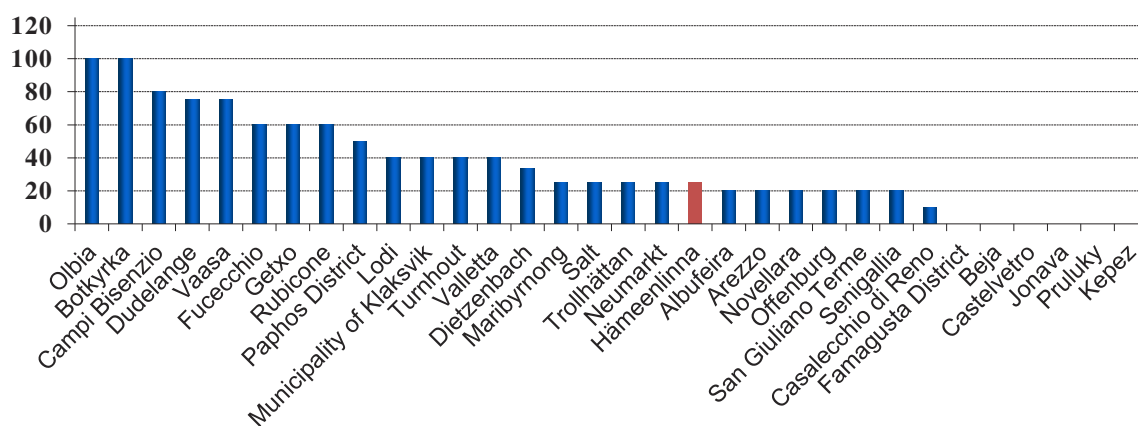
ICC programme resources on public and community services are available [here](#).

BUSINESS AND THE LABOUR MARKET

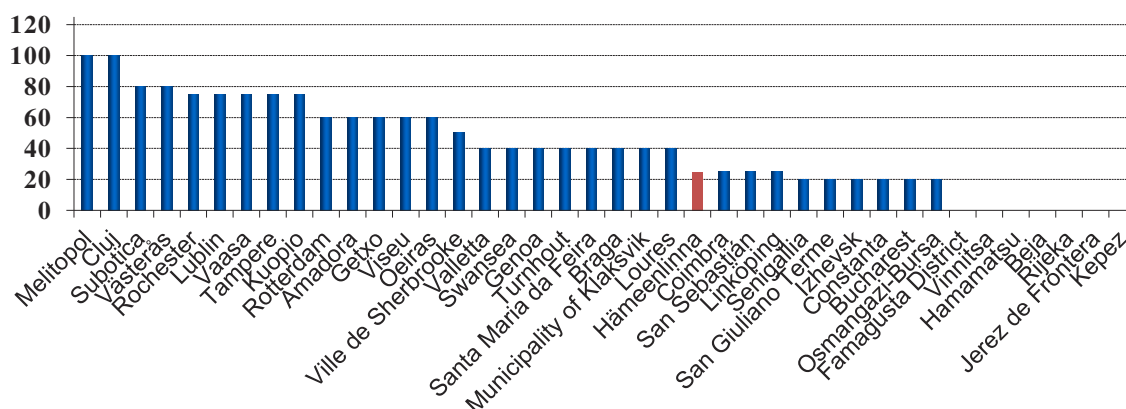
Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

Hämeenlinna achieved a rate of 25%, which is considerably lower than the city sample’s achievement rate of 52%.

Per inhabitants Intercultural City Index (ICC) - Business and labour market
City sample (inhabitants < 100'000)



Per diversity Intercultural City Index (ICC) - Business and labour market
City sample (non-nationals/foreign borns < 10%)



The city does not have a local organization which aims to promote of diversity and non-discrimination in the labour market, although these goals are shared by the city and the Chamber of Commerce and business associations. The municipality works with the [ELY Centres](#) (Centres for Economic Development, Transport, and the Environment), a national initiative which is responsible for promoting regional competitiveness, well-being and sustainable development and curbing climate change.

The city currently lacks initiatives aimed at encouraging businesses owned by ethnic minorities to transition from operating solely within the ethnic economy to integrating into the mainstream economy and higher value-added sectors. Similarly, the city doesn't take actions to encourage 'business districts/incubators' to involve entrepreneurs with migrant/minority backgrounds. The municipality's approach to service provision is centred on ensuring equality, leading to the absence of targeted services in this regard.

Finally, the city does not have any kind of instrument to favour companies with an intercultural/diversity strategy when taking decisions related to the procurement of goods and services.

Suggestions

There is room for improvement in this field for Hämeenlinna, and it is always useful to learn from the experience of others. Hämeenlinna could be inspired by;

The networking work done by the city of Vaasa (Finland). [VASEK](#) is a regional business and development company owned by the municipalities in the Vaasa region. A part of VASEK is Startia, that helps people set up their own business. Business guidance is provided in Finnish, Swedish and English. Nearly 20% of the customers have a minority background that are introduced and helped in how to start a business in Finland. Startia is part of the national Agency that consist of 30 Agencies that covers over 80% of the Finnish population. Actions are taken to raise awareness about entrepreneurship and entrepreneurship as an alternative to employment and integration and to raise awareness about and to exclude discrimination on the labour market. Another significant organization promoting and supporting entrepreneurs in general is Suomen Yrittäjät that is an interest and service organization for small and medium-sized enterprises (SMEs) from around entire Finland and their owners.

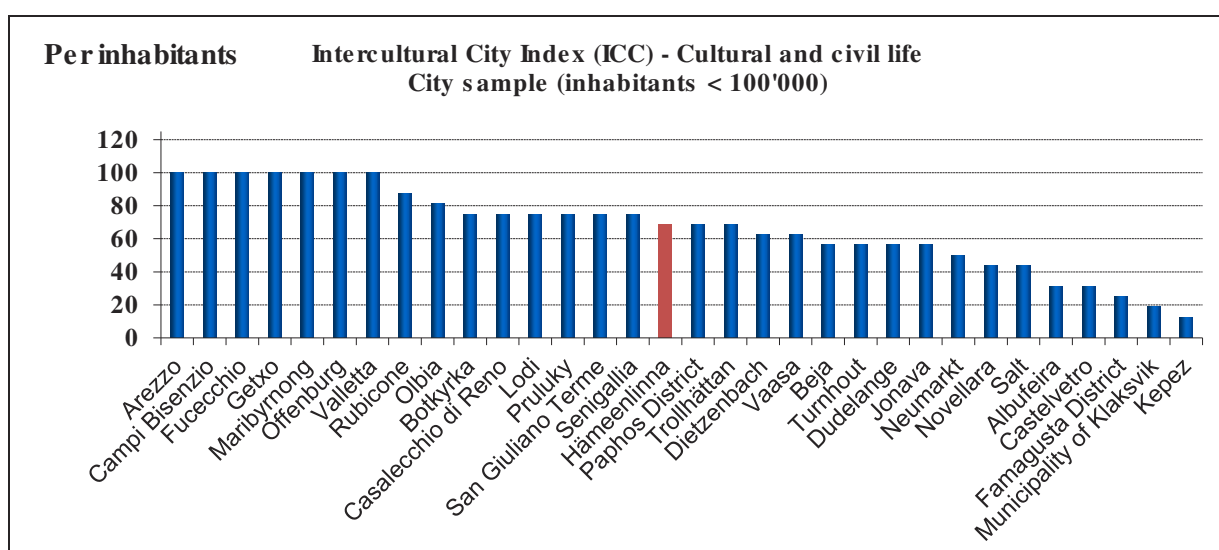
In Calderdale (United Kingdom), the city has committed to social value creation through its Inclusive Economy Strategy. All its procurement activity must be in line with social value requirements and organisational key targets which includes: 1) addressing the climate emergency, 2) reducing inequalities and deprivation and 3) creating thriving municipal economies. As part of the Inclusive Economy Strategy, Calderdale also has some designated initiatives to improve economic activity in the most deprived and diverse communities through community development and project funding to encourage creative and innovative approaches to improving people's economic lives. It has target groups that include the most disadvantaged people in communities with refugees, black and minority ethnic women, black and minority ethnic young people.

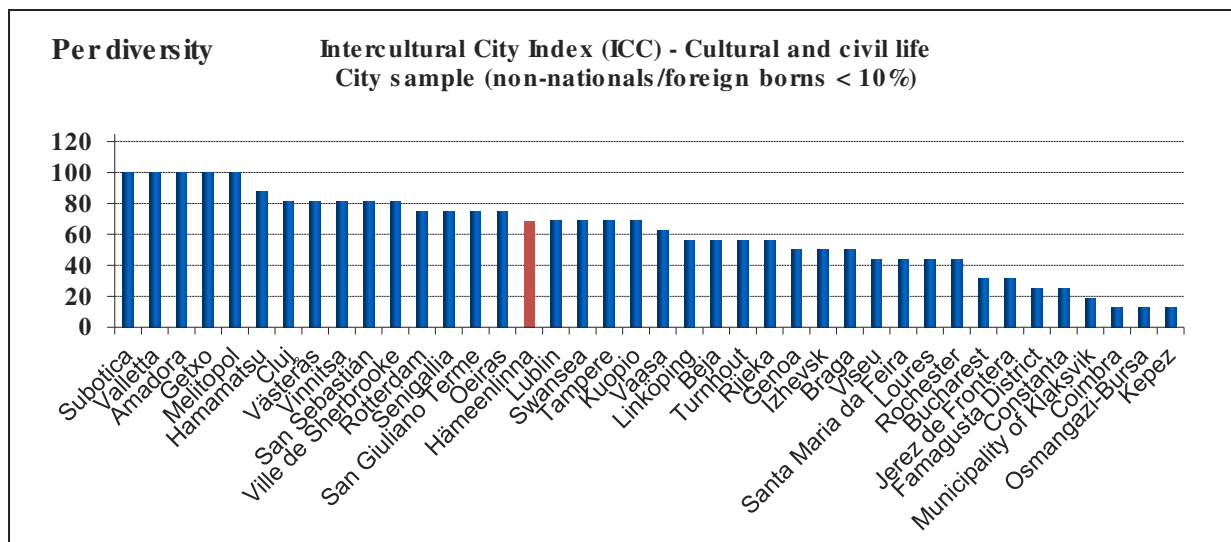
ICC programme resources on business and employment are available [here](#).

CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

Hämeenlinna achieved a rate of 69% in cultural and civil life, which is marginally lower than the city sample's achievement rate of 72%.





Cultural and civil life is well supported by the municipality. The Municipal Council uses interculturalism as a criterion when allocating funds to associations and initiatives. The [Community Grant](#) is a ‘minipilot’ funding for ethnic communities and groups allocated specifically to promote interculturalism. The main goal of this grant is to support small-form activities that promote good relations of population groups in the area, including actions to promote integration into Hämeenlinna and Finnish society; to promote tolerance and prevent racism; to promote joint activities of immigrants and Finns; and to support immigrants’ cultures to support immigrants’ own activities.

The city regularly organises events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic/cultural backgrounds to interact. The [Hippalot](#) is a children’s art festival since 1978, and includes a cornucopia of activities, including workshops, exhibitions, dance, music, films and circus. Other cultural activities promoted by the municipality could be found at [Culture and Leisure](#) website of the city.

Occasionally, the city encourages cultural organisations to deal with diversity and intercultural relations in their productions. Similarly, the city occasionally organises public debates or campaigns on the subject of cultural diversity and living together. In 2022 and 2023, Hämeenlinna has hosted the [‘Well Said’](#)-project. The project is a five-year initiative, from 2021 to 2026, led by Yle and the Timeout Foundation. The purpose of the project is to strengthen the best aspects of Finnish conversational culture and create safe environments that foster discussion and conversations. The goal of the project is to raise the level of Finnish conversational culture and inspire people to participate in respectful discussions and conversations that take multiple perspectives into account.

Suggestions

Hämeenlinna has considerable efforts in this area but could still take inspiration from other cities, particularly given the prominence of cultural infrastructures such as libraries and museums in the city.

In Neuchâtel (Switzerland), the city aims to promote cultural participation and equal access to culture. This action promoting cultural participation was implemented in the frame of the intercultural strategy of the canton of Neuchâtel, which is based on the recognition of diversity, equality, inclusion and participation, thanks to a partnership with the social cohesion department of the city of Neuchâtel and the museum institutions. The objective is to promote the appropriation of the cultural environment by refugees and equal access to culture, which is a driving force for knowledge of others and of the society in which we live, but also a vehicle for contacts and sharing. To this end, refugees with a good command of French are trained to provide bilingual teaching to other refugees within ESPACE (Espace Social Professionnel Acquisition Compétences Expériences – a collective place of learning and exchange for people of migrant background) and thus contribute to their acquisition of knowledge and skills related to the historical and/or cultural environment. The participants are trained by the director of the museum institution, through a visit to the museum and/or a permanent exhibition. Based on this training, the participants

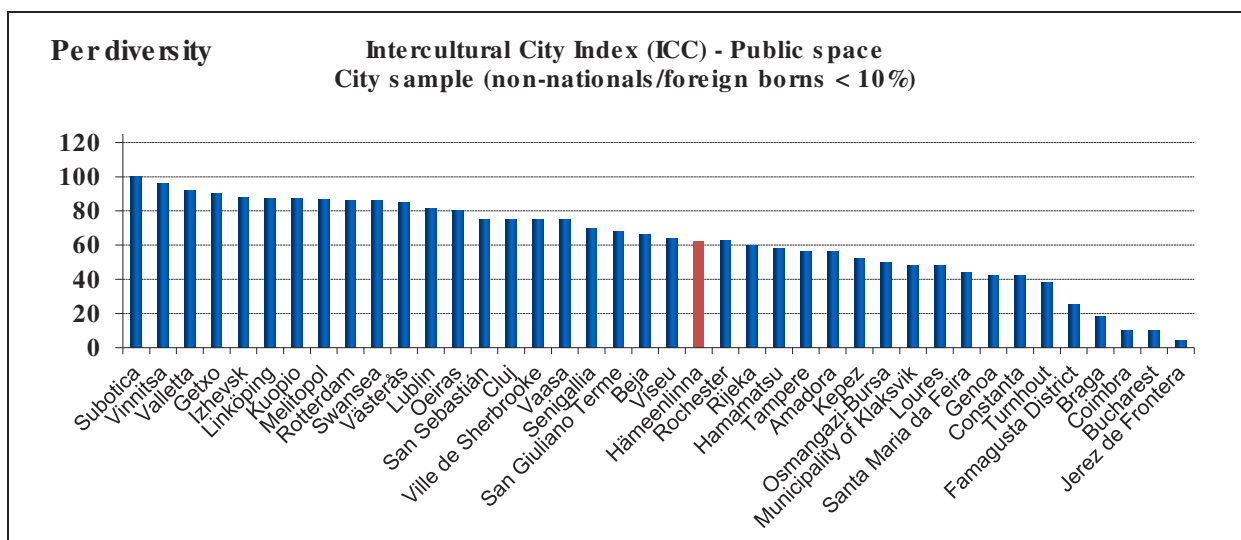
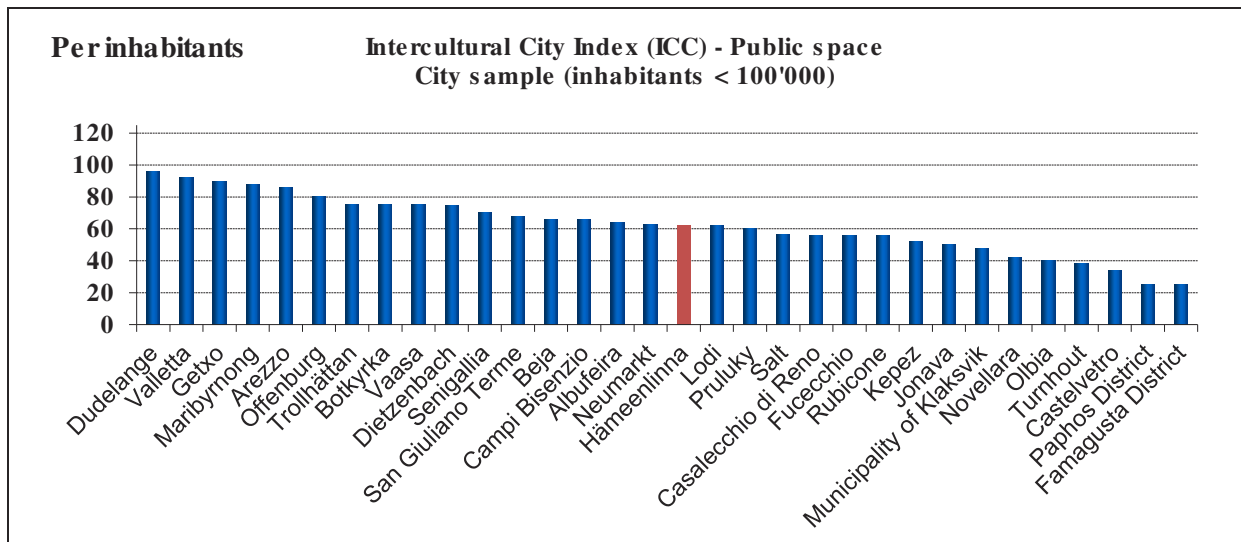
decide on the pedagogical path they wish to propose to their students and produce, together with the multicultural cohesion service, a pedagogical support that provides the keys to understanding the cultural, historical, geographical and environmental context of the region. Once trained, the teachers are then responsible for carrying out the bilingual guided visits of the exhibitions, including their prior preparation. This cultural practice is also a lever for the appropriation of oral and written French. This project encourages decision-making, autonomy, and creativity on the part of teachers, who are actors in its implementation. It encourages interaction between museum institutions and refugees, asylum seekers and foreign populations. The impact of the action will be evaluated by means of quizzes given to the learners and by their satisfaction.

The City Council of Limassol (Cyprus) promotes access to culture for the whole population with a broad programme of free events and activities. The City Council uses interculturalism as a criterion when allocating funds to associations and initiatives. Limassol also has a policy to facilitate and support cultural manifestations and organisations founded by migrants. These organisations can address the municipality through the Intercultural Council and obtain various benefits including logistic support. This was the case, for example, for the [Vietnamese Festival in February 2019 and 2020](#) which enjoyed the participation of 7,000 participants of Vietnamese origin who are currently residing in the cities of Nicosia and Limassol. The city regularly organises, co-organises, or supports intercultural festivals and other activities which encourage people from different ethnic backgrounds to interact. The "[Musical Footprints](#)" Festival held on the central Heroes Square has become a tradition. The initiative has a successful track of twelve years of intercultural dialogue and cooperation among organisations, third country nationals who live and work in Cyprus and the civil society of Limassol. Regular public campaigns related to the cultural diversity and the living together, have been organised jointly by the Intercultural Council and the Municipal Council, as part of the city's Intercultural Strategy 2018-2020. The representatives of the Intercultural Council are regularly invited to public discussions related to various municipal issues such as the creation of the Comprehensive Limassol Strategy and the City Innovation Strategy or for discussing the future of various urban developments.

PUBLIC SPACE

Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the "other". When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely support by them.

Hämeenlinna achieved a rate of 63%, which is slightly lower than the city sample's achievement rate of 67.



Hämeenlinna takes action to encourage meaningful intercultural mixing and interaction in public space. The city promotes and encourages intercultural initiatives in libraries, museums, playgrounds, squares, public parks, and also public kindergarten and schools' playgrounds that are open to public outside school hours. As it has been mentioned before, the [public library](#) provides language cafes and books in different languages.

In some buildings or places, the city takes into account the diversity of the population in the design, renovation and management of new public buildings or spaces. It should be mentioned that public building is guided by equality on national basis.

The city currently does not employ effective consultation methods to ensure meaningful engagement with individuals from diverse migrant/minority backgrounds.

Moreover, while there are no identified areas where residents feel unwelcome or unsafe, the city has not formulated a policy to address potential concerns in this regard.

Suggestions

Cities are encouraged to strengthen policies and actions to support a public space for all. Hämeenlinna has already taken several steps to increase the accessibility of the public space and could draw further inspiration from other local practices.

In Donostia-San Sebastian (Spain), participation and interaction were promoted through renovation of public spaces. This is the case of Tabakalera, a former tobacco factory that was converted into a contemporary culture centre. Located in the Egia district, the building is an impressive space (13,277m²) that organises, since 2007, a wide sort of activities (exhibitions, short film screenings, etc.). Tabakalera programmes are mostly free and the funding is mostly public (30% comes from the municipality). By the time of opening this public space, it became clear that people were looking forward to use and engage the open spaces envisaged in the building: especially young people in rainy days. The center has been adapting its activities and spaces to these non-planned use from families, youth, etc. At some point, the centre identified a group of mainly youth male migrants who were used to spend long time at the centre, not always behaving correctly (security concerns, drugs, etc.). After discussing with them about their needs and aims, Tabakalera decided to open a programme to support them through cultural activities. A first project involved photography, and the initiative was really welcomed. Since then, the project has grown to the point of holding weekly meetings (every Friday with a mediator), during which the group has been, for example, creating music together or preparing artistic performances. The 2018 project has been a theatre play, and a group of around 25 people are participating, using the Theatre of the Oppressed as a working methodology. Most of these young people are unaccompanied migrants, and live in precarious situation: Tabakalera has become a place in which they feel welcome and can explore different ways to express themselves.

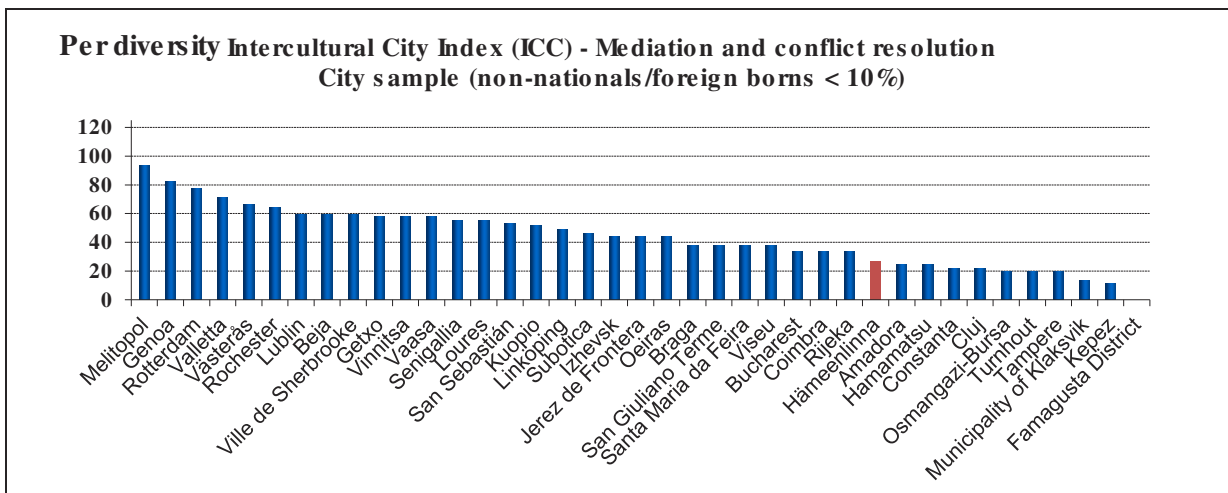
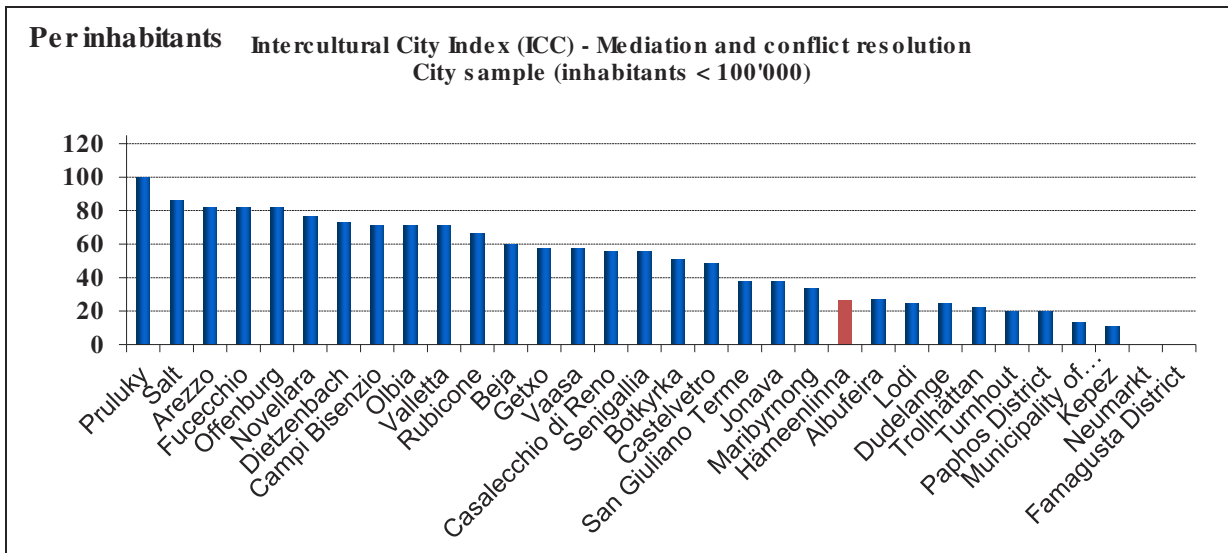
In Botkyrka (Sweden), from 2019 until 2022, the city implemented the programme “Creative city of Fittaj”, aiming to improve security and safety in vulnerable areas of the city by opening public spaces and making them more attractive through using their vivid culture and intercultural interaction to improve the image of those area. The programme started to be implemented in one of the areas that the police has put on a prioritised list. The areas prioritised by police are those with a low socioeconomic status, a rather high criminal impact on the local community, including public acts of violence and open drug markets, low collective social control, lack of trust in the society, low crime reporting rates, and low willingness to contribute to legality. The area targeted by the programme is nevertheless full of potential. City policies have to focus on those residents that want to contribute to giving the area a new and better image and encourage them to take action in this sense. Based on that, Botkyrka has started working on placemaking so push out criminality by making public places more attractive to a diverse public. The city has been working with the civil society, private and public housing companies, small and large traders of the area. The action is based on tested methodologies related to violence prevention in school that however have a whole-community-approach. A fundamental step is the identification of the areas of intervention and partnership opportunities so to involve all relevant actors within the targeted areas. Having a very good, aggregated knowledge of the problems specific to each area is part of the solution and helps mapping the strengths of the area so to create a safer environment. The programme is implemented by the municipality through a partnership with the police, the public utility housing companies, private housing companies, and the public transport agency. The partnership has a long-term structure and is embedded into the stakeholders planning to ensure a long-term impact.

ICC programme resources on housing, public spaces and urban planning are available [here](#).

MEDIATION AND CONFLICT RESOLUTION

In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.

Hämeenlinna achieved a rate of 27%, which is visibly lower than the city sample's achievement of 58%.



Hämeenlinna works with an intercultural mediation service run by a civil society organization. [Naapurussovittelun keskus](#) (Community Mediation Centre) offers mediation services in Southern Finland, and also provides consultations and trainings nationwide. The organization works in mediating neighbourhood disputes and promote restorative justice and mediation in Finland. Their community mediation work aims to address disturbances and difficult situations in neighbourhoods and living communities. These situations may include disturbing behaviour or use of shared spaces, disputes within residential committees, tensions arising in different communal living situations, distrust between residents and property companies, and conflicts associated with ethnic or cultural issues.

The city provides intercultural mediation in the neighbourhoods and on the streets, actively seeking to meet residents and discuss problems.

The city doesn't have an organization dealing specifically with inter-religious relations.

Suggestions

There is room for improvement for Hämeenlinna on intercultural mediation. If the municipality is interested in expanding its work in this area, it could be interested in the case of Novellara (Italy), where exists the La Rosa dei Venti - Mediation desk. Within the framework of gender equality and intersectionality, education and welcoming and social integration, the City of Novellara launched a project in 2017 with the aim to enhance social inclusion of

women - both foreign and Italian - through cultural and recreational activities. The project offers support to foreign citizens providing translations and information as well as helping them with bureaucracy and social related issues. The project started with Italian language courses and grew into a “socialisation” course. The project is still ongoing with a wide variety of activities. In summary, the project provides courses in Italian (level A1, A2, and B1) as well as intercultural cooking and sewing classes. Meetings with healthcare professional's such gynaecologists or paediatricians are also scheduled. Finally, recreational activities such as polaroid photography, a film club, creative workshops, a class on the history of photography and cooking lessons are organised. In addition, cultural mediators have weekly office hours at URP (the public relations office) and they also take part in other activities in other offices upon request. Civil society organisations also cooperate with the project such as Proloco (no-profit organisation that organises events to promote the territory), Milad (Turkish cultural association) and Coop (Italian consumers' cooperatives). Moreover, the local Sikh temple Gurdwara Singh Saba also cooperates with the project. The cultural mediators are provided by the social cooperative Dimora di Abramo.

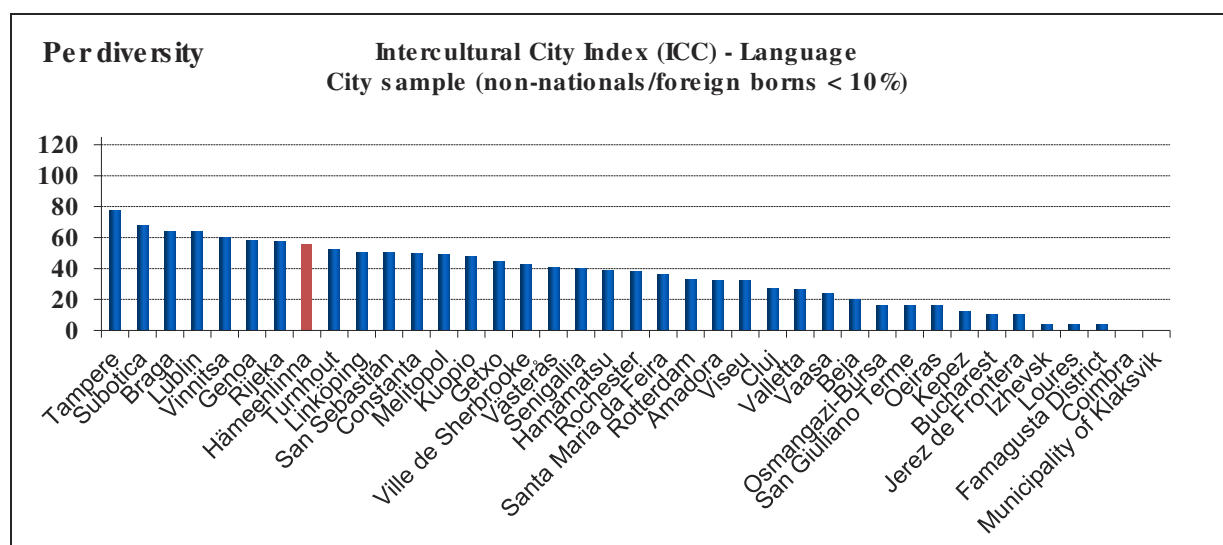
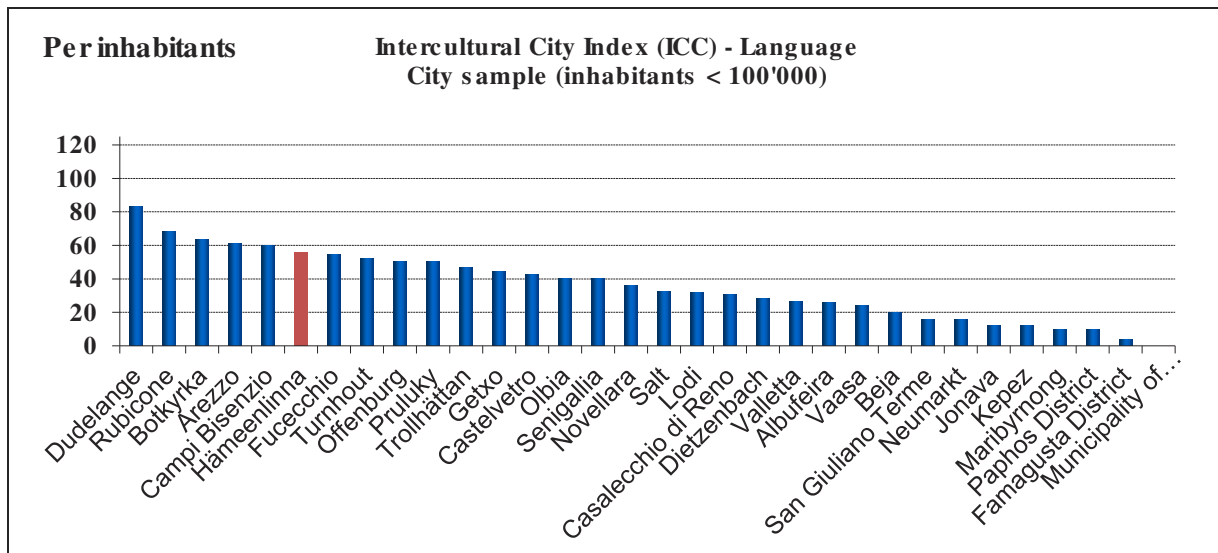
In Valladolid (Spain), the local intercultural mediation service is composed of an interdisciplinary team of professionals qualified to intervene in intercultural conflicts (conflicts for which cultural or ethnic differences are considered as explaining factors). The overall objective is the promotion of mediation as a mechanism of alternative conflict resolution that will help to foster peaceful and inclusive cohabitation in the municipality of Valladolid, in line with the principles as set out in the [Plan de Convivencia Ciudadana Intercultural 2019-2023](#) (Plan for intercultural Integration). The Service develops activities with a view to provide support and guidance for professionals from social and other municipal services, and leads the work in elaborating reports and recommendations regarding mediation of intercultural conflicts. When a conflict arises, the Intercultural Mediation Service works based on the following steps: acknowledging and notifying the conflict; analysing the claims and searching for prior information; contacting the parties in conflict; establishing mediation and/or negotiating processes with the parties involved; specifying and committing to the agreements and their follow-up; closing the conflict. In addition, activities, and actions to prevent conflicts, raise awareness and educate on the topic are carried out.

ICC programme resources on intercultural competence and mediation are available [here](#).

LANGUAGE

The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

Hämeenlinna achieved a rate of 56%, which is higher than the city sample's achievement rate of 46%.



Like all Finnish cities, Hämeenlinna ensures that primary and secondary education includes compulsory instruction in English and Swedish alongside Finnish. Additionally, students have the option to study additional languages such as French, German, or Russian, depending on the school's available offerings.

The city offers language services for various groups, including specific language training in the official language for the immigrant population in general, available at the [Kumppanuustalo Centre](#) (see Neighbourhoods section). Additionally, [unemployed migrants](#) and immigrants facing challenging situations or health issues can access language training services. It's worth mentioning that all unemployed immigrants receiving unemployment benefits are required to attend Finnish language courses provided by the Unemployment Office. Furthermore, the city provides Finnish language training tailored specifically for [stay-at-home parents](#), offering courses designed to meet their needs.

The city also provides teaching in migrant/minority languages as part of the regular curriculum at schools, and mother tongue languages. These options are available to everyone.

Hämeenlinna does not currently offer logistical or financial support to promote awareness of migrant or minority languages, nor does it support projects aimed at presenting a positive image of these languages.

Suggestions

Hämeenlinna could be interested in improving language provision, including more languages (besides Swedish and English) in the local services and communications.

In Rotterdam (the Netherlands), the city has created the Taal dichtbij! programme. Taal Dichtbij! is a low-threshold, community-based, language programme and the main factor of success is that the courses take situations from the participants' daily lives. Voluntary organisations, general and sports clubs as well as self-help organisations form an important pivot within this project because they are low-threshold and far-reaching. These organisations bring in the participants and facilitate the courses. A Taal Dichtbij! course comprises 24 weeks. The participants take 2.5-hour classes three times a week. The lessons are given by professional teachers in Dutch as a foreign language. They are supported by volunteers with a sufficient proficiency of Dutch reading and writing, have experience with the target group, and have an affinity with teaching. The lessons are low-threshold because they are given in the local community. Initially Taal Dichtbij! was a pilot aiming at parents and child carers in the 7 districts of the programme Kwaliteitsprong op Zuid (Quality Leap in the South). Besides learning the Dutch language, participating in society is also central to the course. This can be achieved by a more active involvement in the school of the children or by contributing more actively in the neighbourhood, etc. During the courses, parents are made aware of the importance of parental involvement in the school and the impact of their own "language behaviour" on that of their children. For instance, parents are encouraged to read to their children at home. They can do this in Dutch, but certainly also in their own language. The basic principle is that the children grow up in a language-rich environment. This has a positive influence on the Dutch language acquisition of the children.

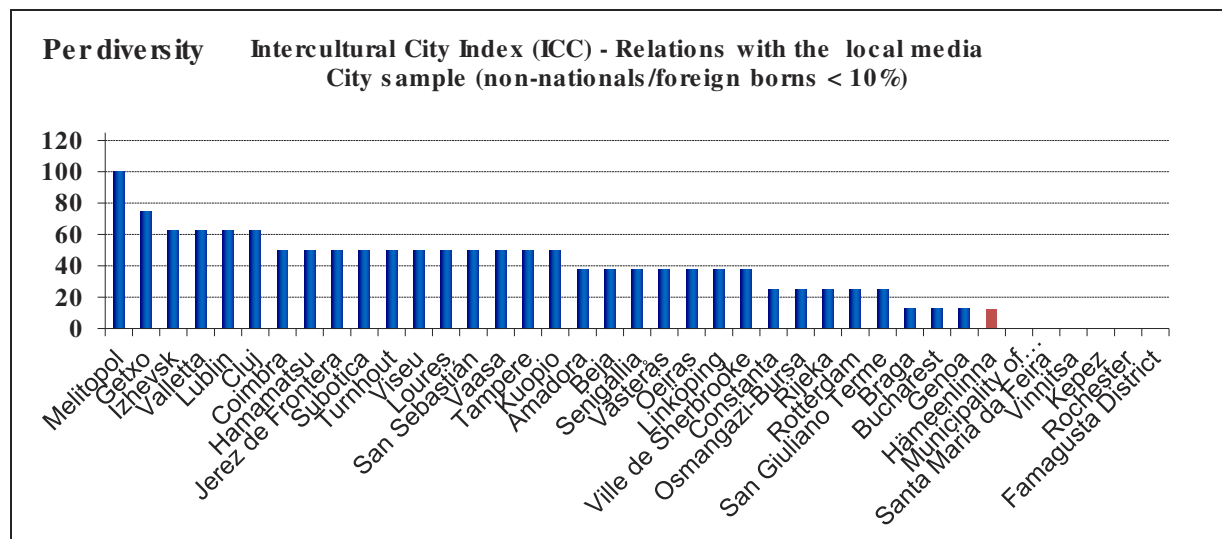
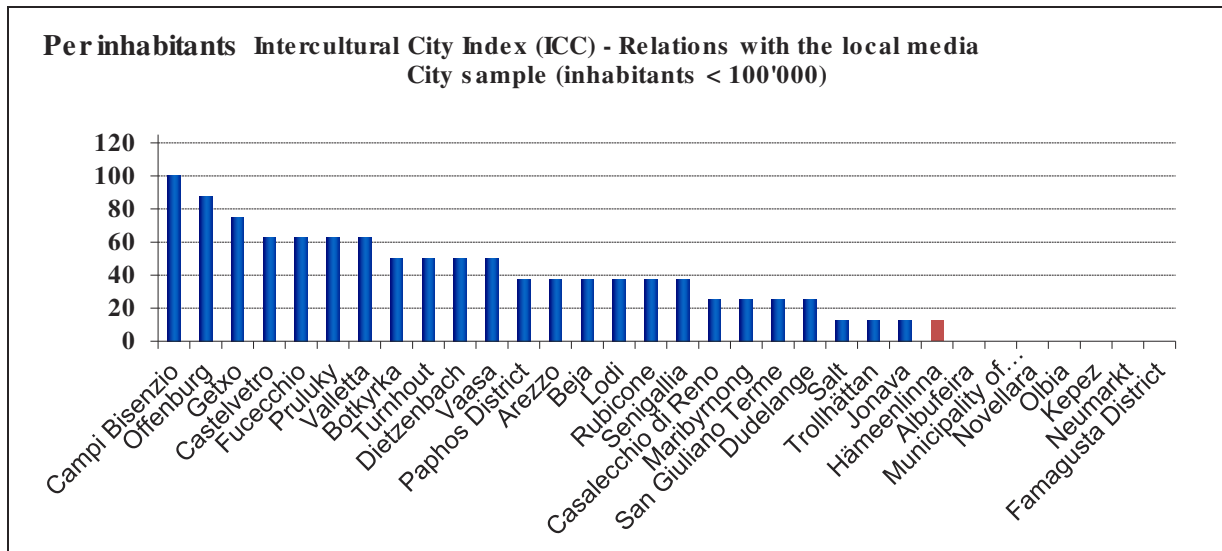
Ansan City offers Korean language education for non-nationals. The city itself runs Korean language education programmes while commissioning private organisations to complete the offer. There is a course in preparation for the Test of Proficiency in Korean (TOPIK), which is considered a necessity for non-nationals to find a job in Korea, and a social integration programme as a compulsory course to acquire Korean nationality. With the view of helping intercultural children and youth retain their mother tongue, Ansan also offers mother tongue classes primarily centring on Russian. In addition, to help locals understand interculturality and acquire language proficiency, the city runs a range of other foreign language education courses (English, Chinese, Vietnamese, etc.). The city also publishes quarterly newsletters to inform residents of updates related to their daily lives. Published in eight languages (Korean, English, Chinese, Russian, Vietnamese, Indonesian, Nepalese, and Cambodian), the newsletter's circulation is around 40,000 copies a year. The city also publishes a guide to life and legal affairs in the Republic of Korea for non-nationals in eight languages, 5,000 copies annually. A local TV programme, entitled Wongok-dong Neighbourhood Meeting, is produced six times a year and representatives from different countries are invited.

ICC programme resources on multilingualism are available [here](#).

MEDIA AND COMMUNICATION

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.

Hämeenlinna achieved a rate of 13%, which is considerably lower than the city sample's achievement rate of 46%.



Håmeenlinna does occasional actions to improve the visibility and image of people with migrant/minority backgrounds in the local media. Nevertheless, the city does not have instructed its communication department to highlight diversity as an advantage regularly and in various types of communication.

The city does not provide support for advocacy/media training/mentorship/setting up of online media start-ups for journalists with migrant/minority backgrounds. Similarly, the city does not monitor the way in which traditional local and/or national media portray people with migrant/minority backgrounds. Håmeenlinna does not engage with the local media when they portray people with migrant/minority backgrounds through negative stereotypes.

Suggestions

Håmeenlinna may be interested in developing a more comprehensive media strategy aimed at raising awareness on interculturalism and diversity, including monitoring how social and traditional media portray those with a migrant or minority background.

During COVID, the City of Erlangen (Germany), made a point of uplifting the stories of contributions by people with migrant backgrounds via [their website and communications](#). These ranged from sewing and donating masks, to video keep-fit courses, helping neighbours to shop, telephone counselling, and cooking for the Erlangen hospitals. This is similar to the [2020 UNHCR video](#) that uses a narrative of refugee ‘heroes’ but includes in the

montage not only images of life-saving refugee doctors but also refugees going to the supermarket for elderly neighbours or undertaking other everyday acts of kindness.’

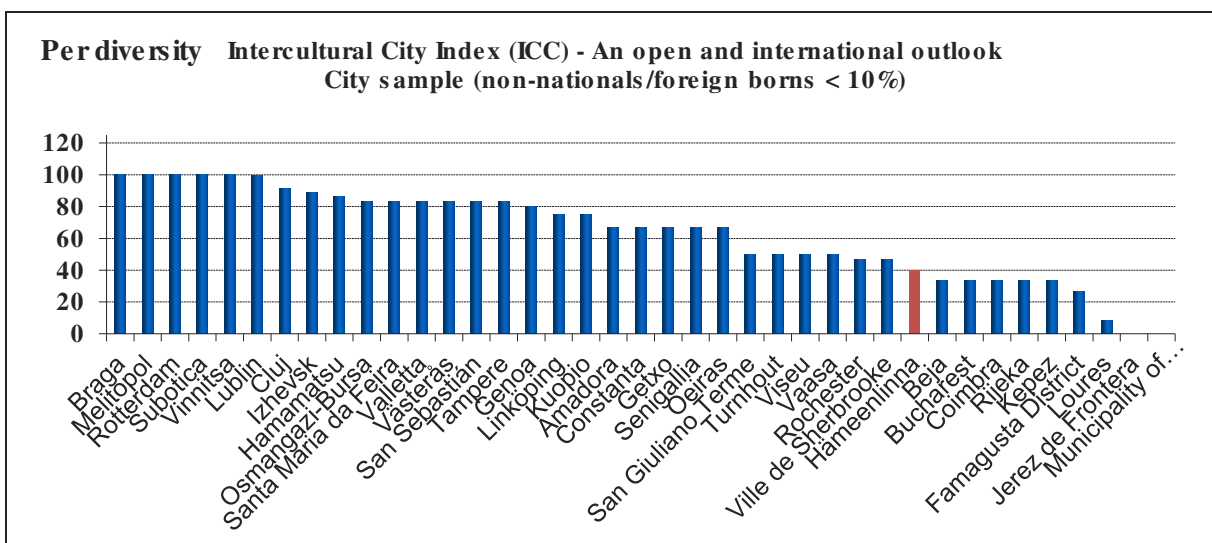
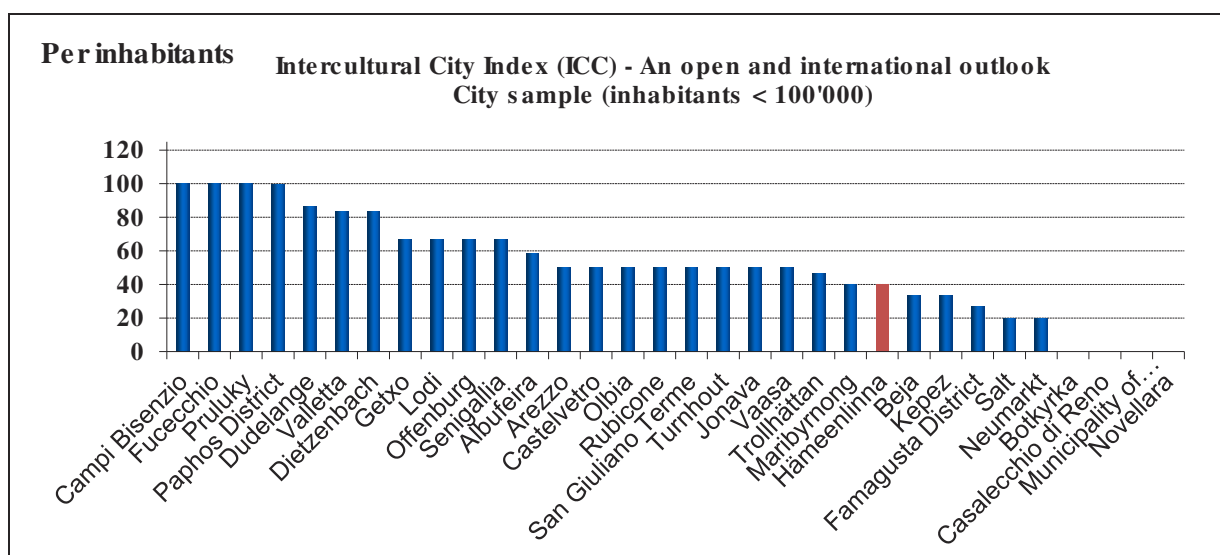
Otherwise, an example of city’s support in creating an online safe space for journalists of migrant origin is the “Maison des journalistes (Foreign Journalists’ House)” - an initiative implemented in Paris (France) which supports refugee journalists. The organisation helps them through all the stages of their asylum process and gives them the means to continue to produce written and audio-visual information materials freely on its [website](#).

ICC programme resources on communication and public awareness are available [here](#).

INTERNATIONAL OUTLOOK

Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.

Hämeenlinna achieved a rate of 40, which is lower than the city sample’s achievement rate of 69%.



While Hämeenlinna may not possess an official document outlining this policy, it actively promotes international cooperation in economic, scientific, cultural, and various other sectors as an integral part of its routine operations. Notably, the city contributes to funding the EU Office of the Regional Council of Häme, further demonstrating its commitment to fostering international collaboration. The financial for this provision is done by Linna Business Development company.

The city takes actions to develop international connections as part of the normal activities of different areas and departments.

Hämeenlinna cooperates with the local University for Applied Sciences in organizing international events and providing services for foreign students. Education consortiums also have partnership cooperation to reach international students. Many students have completed their studies directly in workplaces, as numerous companies and public sector entities offer internships.

The city does not develop business relations with countries or cities of origin of its diaspora groups.

Suggestions

Hämeenlinna could reinforce its role as a multicultural and welcoming city by improving its international outlook.

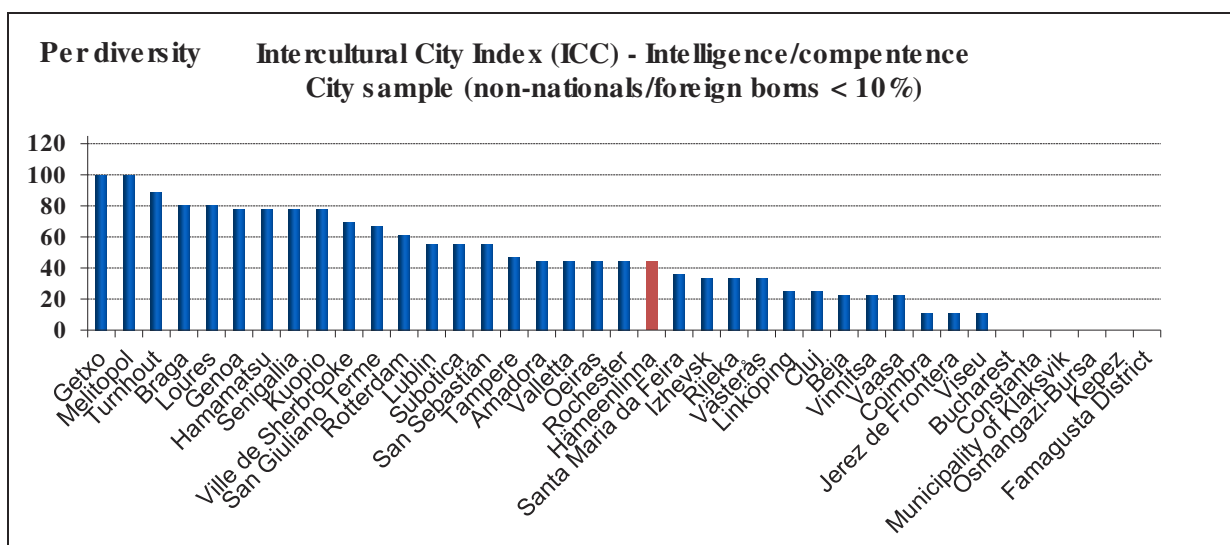
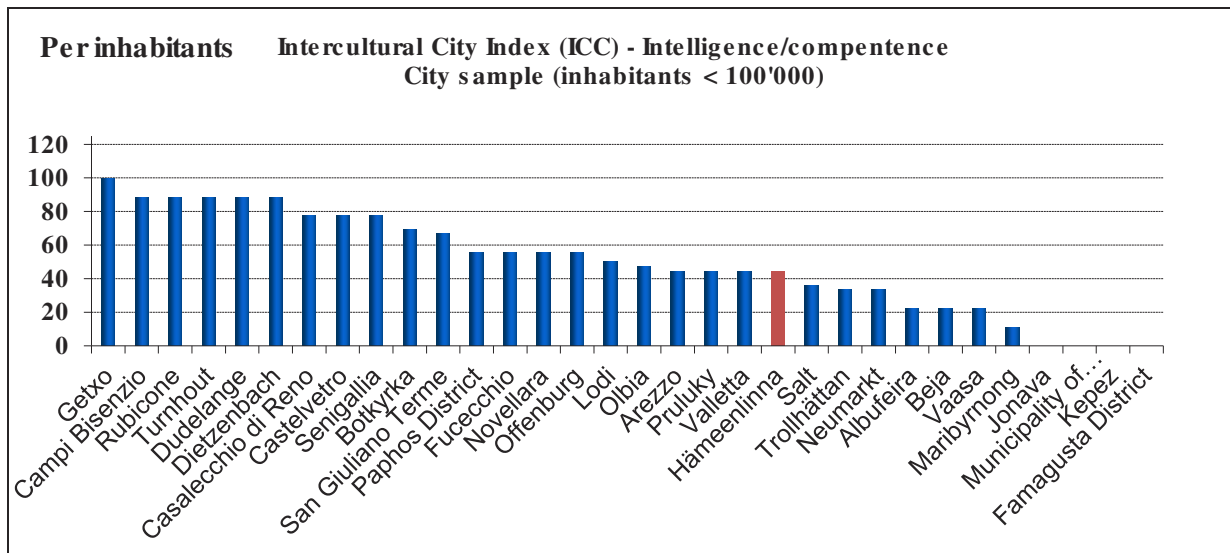
In Tampere (Finland), the city has established a systematic network of [Tampere Ambassadors](#), consisting of internationally recognized researchers, business pioneers, prominent cultural figures, and experts from diverse fields. These Ambassadors serve as advocates for Tampere, promoting it as an attractive destination for living, studying, investing, establishing businesses, and hosting events and conferences. Their primary mission is to bolster Tampere's internationalization endeavours by utilizing their expertise and extensive networks. Additionally, the city supports organizations aiming to foster business relationships with countries or cities associated with its diaspora communities. This support is primarily facilitated through initiatives like the Tampere Ambassadors program and the [Business and Talent Ambassadors](#) network.

In Cascais (Portugal), the city encourages social and cultural harmonization through twinning, agreements and cooperation protocols which promote 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, through a cooperation agreement. 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.

INTERCULTURAL INTELLIGENCE AND COMPETENCE

Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence are not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.

Hämeenlinna achieved a rate of 44%, which is lower than the city sample's achievement rate of 60%.



Hämeenlinna utilizes both statistical data and qualitative information concerning diversity and intercultural relations to inform the Municipal Council during the policy formulation process. Part of the city's knowledge-based management includes the provision of specific statistical and qualitative information to the Council upon request.

The city does not carry out surveys including questions about the public perception of migrants or minorities. Otherwise, the city does not carry out surveys on the feeling of security/safety with respect to people with migrant/minority backgrounds.

Hämeenlinna actively enhances the intercultural competencies of its officials and staff through interdisciplinary seminars and networks. The Integration Service of the city offers seminars and courses, and the municipality also encourages participation in additional trainings provided by the national government and NGOs for local staff and officials.

Suggestions

Despite the scoring for this indicator, Hämeenlinna could easily improve its intercultural work in this area. In that sense, it could be interesting to check the case of Montreal (Canada), that launched a major survey in order to determine Montrealers' views of migration and enable it to target the obstacles to migrants' labour market integration. The results feed into the policymaking to ensure an informed response. The city has also involved various stakeholders to map the views to address in the awareness-raising campaign. In the context of a future project, the city wishes to involve its employees, elected representatives and all local people in eliminating the

main obstacles to the socio-economic integration of newcomers. This project reaches out to the host society in all its diversity, it is intended to be a fun, positive exercise and will be developed in co-creation with the relevant players. Apart from trainings for staff on core intercultural competences, the city may wish to consider other capacity building forms, for instance trainings on managing communications in a multicultural workplace or on communications skills to organise inclusive outreach campaigns.

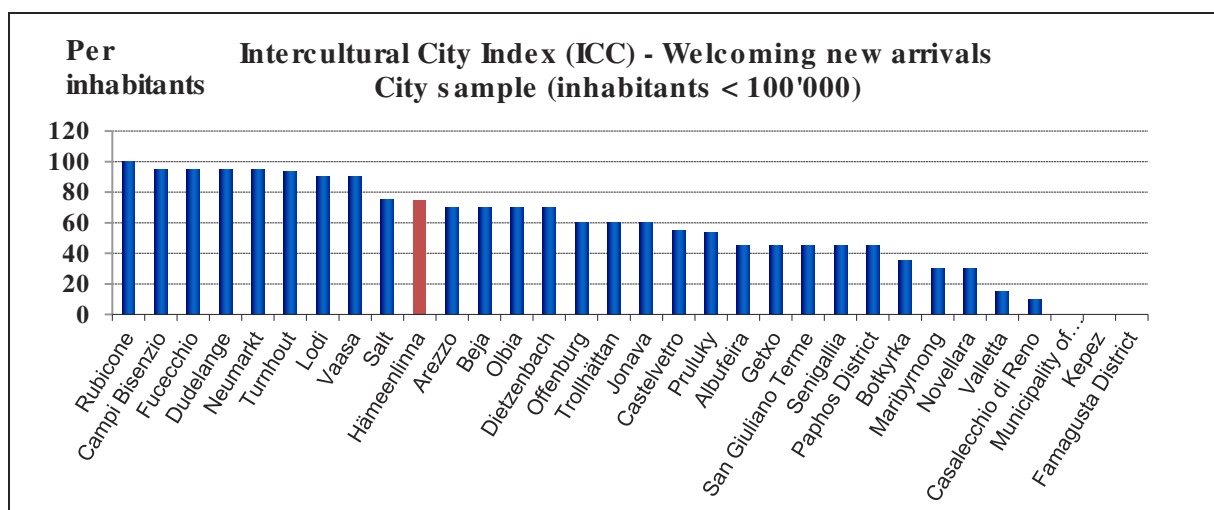
Regarding intercultural training, the city of Reykjavík (Iceland) has designed a specific training course “[Can't I do or say anything anymore?](#)” for city employees to prevent misunderstandings in a diverse workplace and to open up a dialogue about discrimination, equality, prejudice, and stereotypes. All city departments are targeted. It is specifically workplace oriented in its focus. Likewise, the [Inclusive Auckland Framework](#) developed in the Australian city of Auckland includes a focus on promoting intercultural competence to create inclusive workplaces and to enable leadership for inclusion. This includes anti-racism workshops and eLearning resources on unconscious bias.

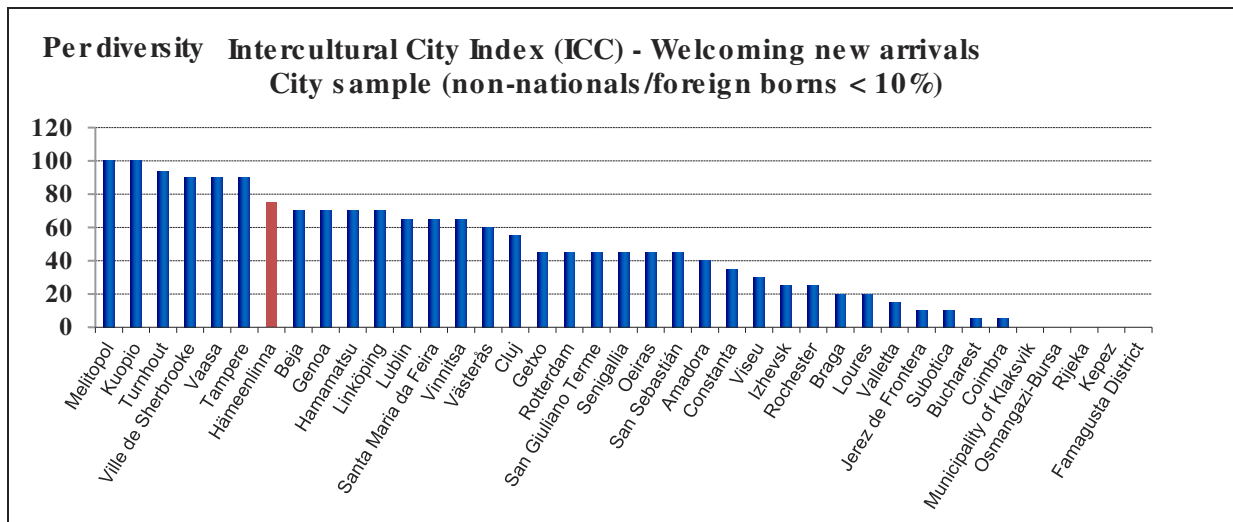
ICC programme resources on intercultural competence are also available [here](#).

WELCOMING NEWCOMERS

People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural “ghetto”. This also depends to a great degree on whether the rest of the city’s population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.

Hämeenlinna achieved a rate of 75%, which is considerably higher than the city sample’s achievement rate of 58%.





The city of Hämeenlinna has a designated unit to welcome newcomers. [Promoting Integration](#) is included in the municipality website, and provides general links to specific services and the MyIntegration website.

All newcomers arrived at the city receive a welcome information package that provides specific information on the city in different languages, that is available at the [MyIntegration website](#). Refugees are provided with tailored services. The MyIntegration website offers multilingual information on guidance and services available in the city, tailored for different groups including family members, students, unaccompanied minors, migrants and refugees. Additionally, a multilingual video showcasing the services provided by the site can be accessed [here](#).

The city does not organise a public ceremony to greet all people arriving to live in the city regardless of origin or nationality.

Suggestions

Hämeenlinna already holds welcoming events for new citizens and provides particular welcoming support for refugees, students and unaccompanied minors who arrive at the city. MyIntegration website provides a lot of information and support for the newcomers. Nevertheless, it could be always inspiring to discover what other cities are doing in this area.

Neumarkt (Germany) offers an annual reception and all newcomers are invited four times per year. Welcome packs and the reception address all aspects of city life including sustainability, fair trade and integration. Surveys are conducted for feedback as to why people move to Neumarkt and the city enjoys hearing the stories of new arrivals. Information materials are also provided to newcomers including flyers on the community centre; free time offers; the city newsletter with all the programmes at the community centre; school and education information; and the sustainability strategy. There is also information on support for older newcomers from the Genial/genius club who help older people live for longer in their own house. After the reception there is a 1.5-hour tour of the town and a small meeting in the Bürgerhaus with snacks.

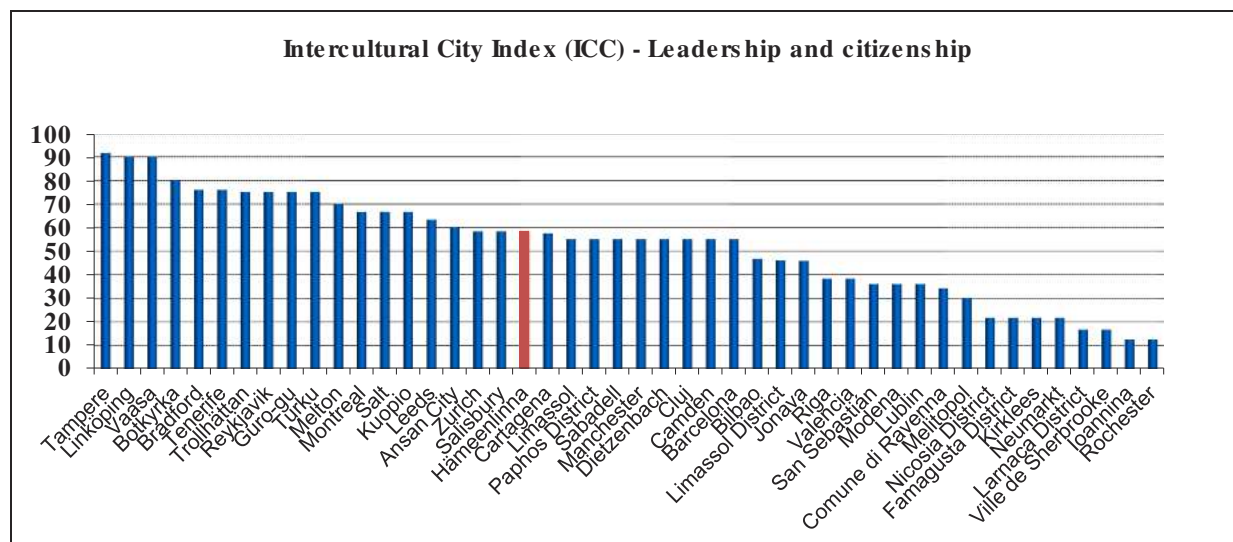
Smaller initiatives can also have an impact in welcoming newcomers such as the regular Migrant Morning Tea organised by Ballarat (Australia). These morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available.

ICC programme resources on refugees and welcoming policies are also available [here](#).

LEADERSHIP AND CITIZENSHIP

The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.

Hämeenlinna achieved a rate of 58, which is slightly higher than the city sample's achievement rate of 52.



Hämeenlinna is developing a good work in the governance (leadership and citizenship) area. According to the Finnish law, people who reside in a municipality could vote and stand as candidate in local elections after two years of residence. EU and EFTA nationals could stand as candidates in the local elections if they have live 51 days previous to the elections in the municipality. At this moment, there are elected members of the Hämeenlinna' City Council that are foreign-born or have dual nationality.

The city does not have an independent consultative body through which people with migrant/minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters. Similarly, there is no standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services.

The city itself does not undertake initiatives to encourage individuals with migrant or minority backgrounds to participate in political life. However, other organizations within the city are involved in such efforts.

Suggestions

There is room for improvement in this area, and the work of others can always provide inspiration to take forward new initiatives.

Since 2014, the City of Geneva (Switzerland) has been developing a public policy on cultural diversity and fight against racism. Placed among its priorities by the Administrative Council, the policy aims, more specifically, to create conditions conducive to the integration of migrants and foreign nationals, working in particular to open up the host society and its institutions, as well as to fight against all forms of racial discrimination and discrimination

based on ethnic origin, nationality, beliefs or residence status. In 2020, the evaluation of the 2016-2020 roadmap was published, and based on the assessment, it was decided to renew the initiative for the 2020-2025 period. The new roadmap for the 2020-2025 legislature was adopted by the Administrative Council in 2022 under the title "Cultural Diversity and Anti-Racism Policy". It focuses on five priority areas: welcoming, accessibility, non-discrimination, responsibility and participation. Coordinated by the Agenda 21 - Sustainable City department, it was developed jointly with the City of Geneva's Diversity Network (Rédige) and the departments concerned, on the basis of a questionnaire sent to all the departments in the administration. The 2020-2025 roadmap presents the objectives pursued to translate into actions the priorities of the policy on cultural diversity and anti-racism adopted by the Administrative Council. It aims at developing synergies and coherence between the projects and actions underway in the various departments and services of the municipal administration, and at providing a tool for evaluating the public policy over a five-year period.

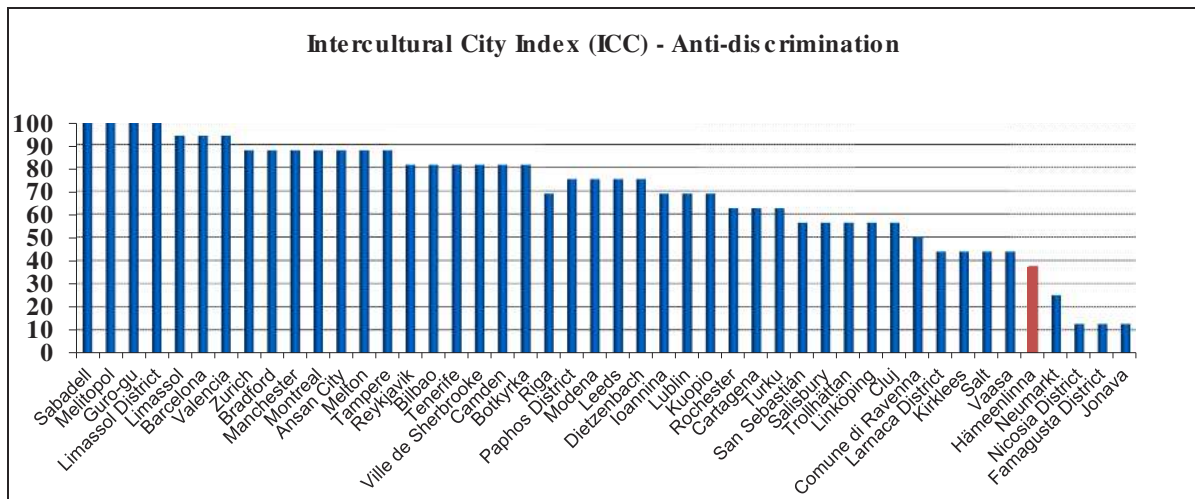
In Erlanger (Germany), the city has redacted an Integration Charter that illustrates the integration strategy plan. The Charter outlines the key elements required to achieve a high level of integration. Integration and coexistence should be considered a global objective, concerning every area of local administration: The City Council should hire more employees with a migration background in the public administration and in the municipal businesses. In fact, employees with foreign origin firstly speak several languages and secondly have intercultural competences. People with a minority background will equally benefit from all city programs and services – this means that services already in place may be modified to suit specific requirements. The city of Erlangen actively discourages and stands against any form of discrimination and racism, on the contrary, it guarantees every citizen the right to preserve their religious and cultural identity. Moreover, the Integration Charter points out that citizens with immigrant backgrounds are indispensable and their customs and traditions must be recognized as an enrichment to the host society. For this reason, the municipality of Erlangen aims to strengthen the feeling of self-confidence and openness to ensure peace and mutual understanding.

ICC programme resources on political and public participation are also available [here](#).

ANTI-DISCRIMINATION

Racism, xenophobia, homophobia, intolerance against certain religious groups, gender discrimination, prejudice and ethnocentrism, are all conducive to discriminatory attitudes and practices. They often subsist in people's minds despite laws proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation. An intercultural city assures every effort is made to ensure non-discrimination in all of its policies, programmes and activities. The city works in partnership with civil society organisations and other institutions that combat discrimination and offer support and reparation to victims. It also communicates widely on the risks discrimination presents for social cohesion, quality of life and the local economy.

Indicators on anti-discrimination have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 46 cities have responded to this new chapter of the Intercultural Cities Index. Hämeenlinna's achievement rate in the field of anti-discrimination stands at 38%, whereas the average achievement rate among the sampled cities is 68%.



Hämeenlinna is a member of the [Advisory Board for Ethnic Relations](#) (Etno), that serves as a national forum for dialogue. The main purpose Etno is to enable dialogue, in other words regular cooperation and better understanding, between immigrants, ethnic minorities, authorities, political parties and civil society organizations.

Hämeenlinna does not carry out systematic reviews of all municipal rules and regulations to identify mechanisms that may discriminate residents. The city does not have a binding document proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation in the municipal administration and services.

There is a regional/national service that advises and supports victims of discrimination, and the city does not provide financial nor logistical support to civil society organisations that advise and support victims of discrimination.

The city does not monitor or research the character or the extent of discrimination in the city.

Hämeenlinna takes part in the annual national [Week Against Racism](#) promoted by the Red Cross. The city has been involved in EU funded projects which include anti-discriminatory elements and criteria.

The city does not currently have an anti-rumours strategy, or any anti-rumours activities implemented.

Suggestions

There is room for improvement in the anti-discrimination area. The work done in the framework of ETNO and the Good Relations initiative could help in fighting discrimination and promoting equal treatment.

In 2019, the city of Montreal (Canada) started the “Fearless Access to Municipal Services Policy” and an Intervention and Protection Unit for immigrants, particularly those without status or with precarious status, who have been victims or witnesses of abuse or criminal acts and who are afraid to report this situation. Based on the principle of inclusion, the Fearless Access to Municipal Services Policy allows each resident and their family to benefit from all municipal services, such as libraries, sports facilities and day camps, regardless of their immigration status. In concrete terms, the City will relax the rules and requirements for personal identification and residence for immigrants, who cannot provide the supporting documents usually required. However, they must identify themselves, as well as the entire population, but they may use the services of third-party organizations approved and recognized by the municipal administration, including Médecins du monde, to provide them with a card and a form to certify their identity and residence. These documents will give them access to the various sports and recreational services offered by the City.

In order to fight discrimination, the city of Modena (Italy) has set up the "Anti-Discrimination Listening Point", which is part of the municipality. This service is open for everyone who is experiencing discriminatory acts based on

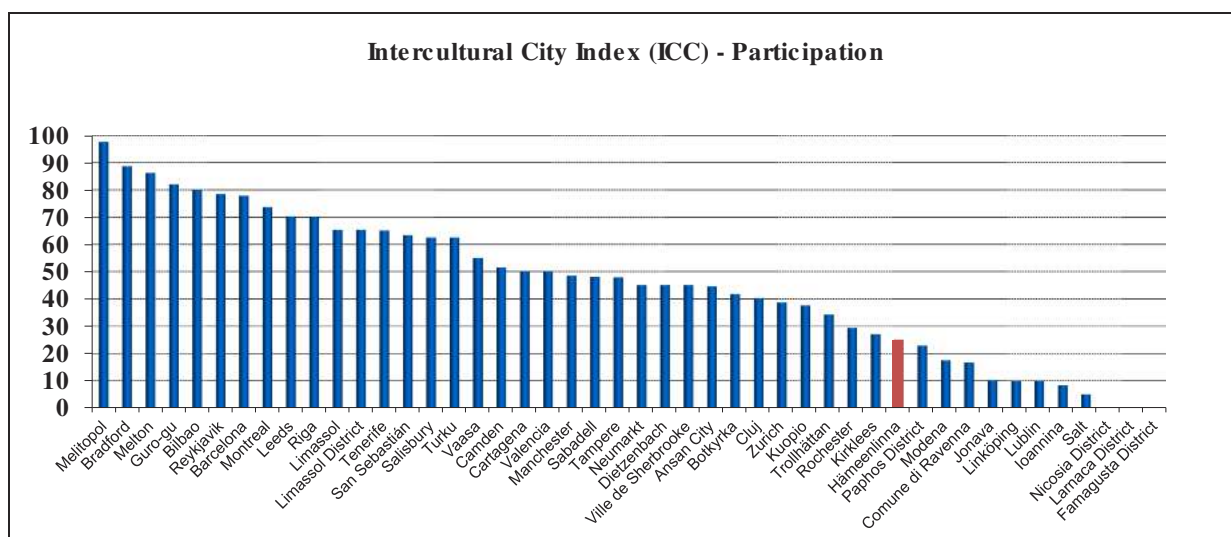
language, ethnic or social origin, geographical origin, sexual orientation, skin colour, age, political orientation, beliefs, religious practices, or handicaps. Operators listen to complaints, help to activate relevant resources, offer guidance, and accompanies them on the most effective path to protect their rights. The service offers consultancy interviews, guidance, and accompaniment to other services, including prevention activities through pathways in schools. The city also has several centres and associations which deal with the issue of discrimination and gender-based violence. The city provides financial and/or logistical support to civil society organizations that advise and support victims of discrimination. However, it does not regularly monitor or research the extent and character of discrimination in the city, leaving this work to be done by a private organization supported by the city.

ICC programme resources on systemic discrimination are also available [here](#) and resources on anti-rumours are available [here](#).

PARTICIPATION

Inclusion, power-sharing and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, when people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.

Indicators on participation have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 46 cities have replied to this new Intercultural Cities Index chapter. Hämeenlinna's achievement rate in the field of participation stands at 25%, whereas the average achievement rate among the sampled cities is 45%.



Hämeenlinna has adopted [Hämeenlinnan kaupungin kotouttamisohjelma 2021-2025](#) (Integration Promotion Program 2021-2025). The elaboration process of this document involved gathering input from individuals from various ethnic and linguistic backgrounds. However, it is worth noting that there was not a proper consultation process specifically involving people with migrant/minority backgrounds.

The city has an intercultural platform run by the city twice a year. The Kotofoorumi consists of seminars, training, cooperation with third sector, discussion sessions, etc.

There is no available data on the participation of city residents with migrant/minority backgrounds. Hämeenlinna does not take actions to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions or organisations. In any case, following the Finnish law stipulates that in any political body the representation men/women need to be at least 40% to 60%.

Suggestions

Comprehensive monitoring of the participation of residents with migrant/minority backgrounds in the decision-making process is key to design better strategies to overcome barriers to participation.

The city of Bradford (UK) has developed a project called "[Citizen Coin Bradford](#)" as part of the "Stronger Communities Partnership's Strategy and Delivery plan" as one of its goals to increase civic participation. This means getting more people from all backgrounds to connect with others, participate in civic life and get involved in their own communities through local activities. The Citizen Coin scheme enables people to earn digital discount coins when undertaking social value activities, such as volunteering, that they can then use to get discounts off goods and services. Those earning the digital discount coin can also choose to donate their coins to other people and organisations. Bradford is using pioneering technology to involve all its citizens in the opportunities that the city and district offers. Through an app-based technology, the Citizen Coin scheme rewards people for doing social good, connects local voluntary organisations with their neighbourhoods, and communities with businesses, just when the local economy needs it most. Bradford believes in the power of sharing kindness, creating a culture where people help each other to feel safe, get along, get involved and get on. The project is 'holistic'; underpinning the Council plan by promoting better skills, creating more good jobs and better health. It supports the community to ensure they create safe, strong, active communities, whilst helping the local economy to grow, sustainably.

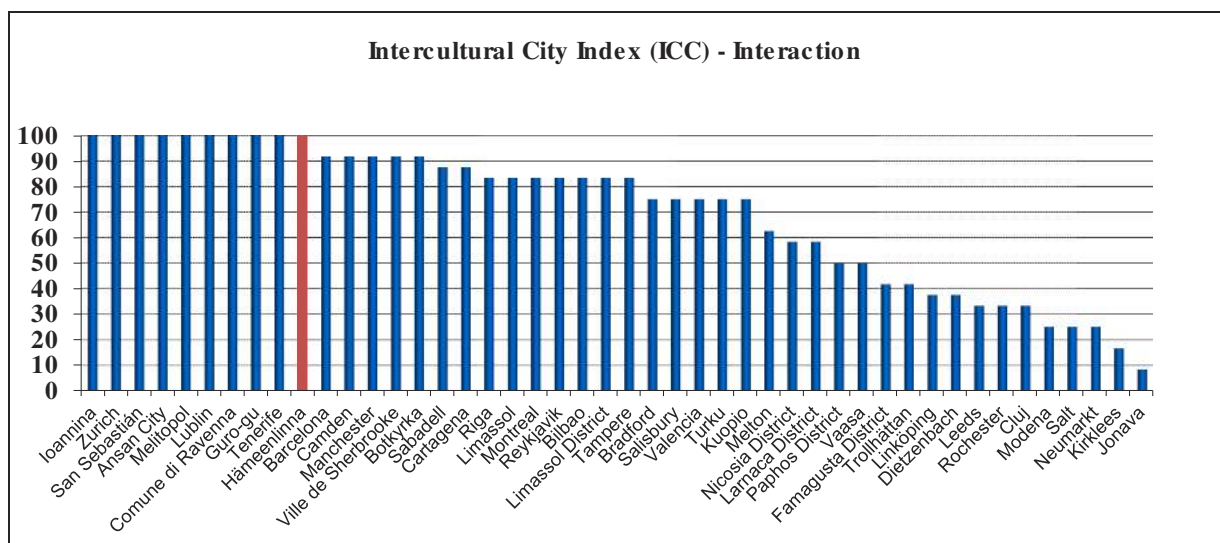
The city of Sabadell (Spain) has taken several measures to guarantee that gender equality is well represented in organisations that work with the municipality and participate in the decision -making on issues related to the reception and inclusion of migrants and ethnic minorities. The Gender Plan 2018-2022 addresses these issues in axes 3 and 4 on 'Diversity and Intersectionality' and 'Visibility and Social and Political Participation'. These axes contemplate different lines of action that include the empowerment of migrated and Roma women and the promotion of their associative activity; as well as the diversification of the participants in the different spaces of participation and decision making incorporating the intersectional perspective. The "**Espai Dones**" (**Women's Space**) programme has been launched in different neighbourhoods of the city, to provide personal tools to women and to create links within the community. The program offers relational learning spaces located in different parts of the city and activities focused on topics related to the physical and mental health of the participants (knowledge of the environment, female health, personal growth, women's rights, sexist violence, etc.). The Espaci Dones also offers to foreign women with little command of the language, the opportunity to participate in activities in the neighbourhood and the city.

ICC programme resources on political and public participation are also available [here](#).

INTERACTION

Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

Indicators on interaction have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 46 cities have responded to this new chapter of the Intercultural Cities Index. Hämeenlinna's achievement rate in the field of interaction stands at 100%, whereas the average achievement rate among the sampled cities is 70%.



Hämeenlinna does have a database of civil society and grassroots organisations that work in intercultural inclusion topics, which is permanently updated. The list is an appendix of the [integration programme](#) (see Commitment and Participation).

The city collaborates with different civil society and grassroots organisations working in intercultural inclusion by holding regular meetings. Teachers in elementary schools receive intercultural training regularly.

Suggestions

Hämeenlinna has made significant work done in the field of interaction. Examples from other cities can still serve as inspiration and help strengthen the positive efforts that are already underway.

In Melton (Australia) the Intercultural Advisory Committee (IAC) works together with communities to support the Melton City Council to be inclusive of all people, acknowledging the contribution of people and communities from diverse backgrounds, within the municipality. Primarily their focus is on working together on common goals; on presenting the view of the community; on advising the Council on policy matters related to people and communities from diverse backgrounds; on encouraging people and communities from diverse backgrounds to participate in community matters affecting their lives and on valuing the contribution that cultural diversity offers to the community.

In Braga (Portugal), the “(Re)Writing our neighbourhood” project was developed from 2017 to 2020. The main goal was promoting integrated Approaches for Active participation in social and civic life. In addition to the physical improvement of the municipal housing in different neighbourhoods, the project integrated 8 measures to be implemented in the field to foster interaction and public participation.

ICC programme resources on anti-rumours are also available [here](#) and resources on intercultural competence and mediation are available [here](#).

OVERALL CONCLUSIONS

Hämeenlinna's aggregate Intercultural Cities Index achievement rate was 51, marking the first step of Hämeenlinna on its intercultural journey. The city achieved particularly high scores in several areas, although lower achievements sometimes stemmed from the lack of an intercultural approach in its policymaking. There is room for improvement from an intercultural perspective.

The following table gives more information on what Hämeenlinna does well and areas it could learn more from the experience of other cities.

COMMITMENT	✓	Hämeenlinna has an Integration Promotion Program 2021-2025 and does references on its intercultural commitments in official communications. The city was a website on integration in different languages.
	✗	Hämeenlinna does not have an intercultural approach in its policymaking. There is need for creating a comprehensive understanding across all city bodies and sectors of the responsibility of all services (and leadership thereof) in the implementing of intercultural integration/inclusion and good relations in the city.
EDUCATION	✓	Hämeenlinna does not face a clear problem of segregation in schools, and in general, children in primary schools do not have the same ethnic/cultural background. Most of the schools carry out intercultural projects. The municipality provides extra funding for schools with low-income or low-education families, and in most of them sports and arts clubs are free of charge.
	✗	Hämeenlinna could work more to ensure teachers' ethnic or cultural backgrounds reflect those of their students more and encourage more linking between schools and students in the city.
NEIGHBOURHOODS	✓	In Hämeenlinna, most of the neighbourhoods are culturally and ethnically diverse. Nevertheless, the municipality is seriously considering preparing a policy to increase the diversity of residents in the neighbourhoods and avoid ethnic concentration.
	✗	Hämeenlinna may explore a policy to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood.
PUBLIC SERVICES	✓	The city takes into consideration the migrant/minority backgrounds of all residents in providing burial and funeral services and school meals. The city also provides tailored service to cater to the diverse needs of the community.
	✗	Hämeenlinna's public employees does not adequately mirror that of the city's population. Additionally, the city lacks a recruitment plan aimed at fostering diversity within its workforce to ensure equitable representation.
BUSINESS AND THE LABOUR MARKET	✓	In Hämeenlinna, a national organisation encourages businesses from ethnic minorities to enter in the mainstream economy.
	✗	The city currently lacks initiatives aimed at encouraging businesses/business incubators owned by ethnic minorities. The city does not have any kind of instrument to favour companies with an intercultural/diversity strategy when taking decisions related to the procurement of goods and services.

CULTURAL AND SOCIAL LIFE	✓	Cultural and social life is well supported by the municipality. Grants are given to organisations that are open to work with everyone, and occasionally interculturalism is used as a criterion when allocation funds. Hämeenlinna occasionally organises events and activities to encourage people to meet and interact.
	✗	Hämeenlinna could organise public debates and campaigns in a more regular basis. The city could encourage cultural organizations to deal with diversity and intercultural relations in their production.
PUBLIC SPACE	✓	Hämeenlinna takes action to encourage meaningful intercultural mixing and interaction in public space. The city promotes and encourages intercultural initiatives in the public library and public parks.
	✗	The city currently does not employ effective consultation methods to ensure meaningful engagement with individuals from diverse migrant/minority backgrounds.
MEDIATION AND CONFLICT RESOLUTION	✓	Hämeenlinna works with an intercultural mediation service run by a civil society organization.
	✗	The city doesn't have an organization dealing specifically with inter-religious relations.
LANGUAGE	✓	Hämeenlinna offers language services for various groups, including specific language training in the official language for the immigrant population in general. The city also provides teaching in migrant/minority languages as part of the regular curriculum at schools, and mother tongue languages.
	✗	Hämeenlinna does not currently offer logistical or financial support to promote awareness of migrant or minority languages, nor does it support projects aimed at presenting a positive image of these languages.
MEDIA AND COMMUNICATION	✓	Hämeenlinna does occasional actions to improve the visibility and image of people with migrant/minority backgrounds in the local media. Nevertheless,
	✗	The city does not have instructed its communication department to highlight diversity as an advantage regularly and in various types of communication. The city does not provide support for advocacy, media training or mentorship for journalists with migrant/minority background and does not monitor in which way traditional local/national media portray people with minority/migrant backgrounds. The city does not engage with local media when they portray people through negative stereotypes.
INTERNATIONAL OUTLOOK	✓	Hämeenlinna actively promotes international cooperation in economic, scientific, cultural, and various other sectors as an integral part of its routine operations.
	✗	The city does not develop business relations with countries or cities of origin of its diaspora groups.
INTERCULTURAL INTELLIGENCE AND COMPETENCE	✓	Hämeenlinna utilizes both statistical data and qualitative information concerning diversity and intercultural relations to inform the Municipal Council during the policy formulation process.
	✗	The city does not carry out surveys including questions about the public perception of migrants or minorities. The city does not carry out surveys on the feeling of security/safety with respect to people with migrant/minority backgrounds.

WELCOMING NEWCOMERS	✓	The city of Hämeenlinna has a designated unit to welcome newcomers. All newcomers arrived at the city receive a welcome information package that provides specific information on the city in different languages, that is available at the MyIntegration website
	✗	Hämeenlinna could organise a public ceremony to greet all people arriving to live in the city regardless of origin or nationality.
LEADERSHIP AND CITIZENSHIP	✓	Hämeenlinna is developing a good work in the governance (leadership and citizenship) area.
	✗	The city does not have an independent consultative body through which people with migrant/minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters. There is no standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services.
ANTI-DISCRIMINATION	✓	Hämeenlinna is a member of the Advisory Board for Ethnic Relations (Etno). The city takes part in the annual national Week Against Racism promoted by the Red Cross.
	✗	The city does not out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with /migrant/minority backgrounds or run regular campaigns against racism. The city does not monitor or research the character or the extent of discrimination in the city and does not develop anti-rumours actions.
PARTICIPATION	✓	The city has an intercultural platform (Kotofoorumi) run by the city twice a year.
	✗	There is no available data on the participation of city residents with migrant/minority backgrounds. Hämeenlinna does not take actions to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions or organisations.
INTERACTION	✓	Hämeenlinna does have a database of civil society and grassroots organisations that work in intercultural inclusion topics, which is permanently updated. The city collaborates with different civil society and grassroots organisations working in intercultural inclusion by holding regular meetings. Teachers in elementary schools receive intercultural training regularly.
	✗	Hämeenlinna achieved a 100% score in this area.

In view of the above, we wish to congratulate Hämeenlinna for the efforts taken and we are confident that if the city reflects more on its different areas of work and what it is already doing, as well as 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, Hämeenlinna could enhance the sectors below by introducing different initiatives:

Commitment: Hämeenlinna could develop an integral strategy for creating a comprehensive understanding across all city bodies and sectors of the responsibility of all services (and leadership thereof) in the implementing of intercultural integration/inclusion and good relations in the city. Hämeenlinna may wish to reference its intercultural commitments in official communications more frequently and give its intercultural statement and strategy more prominence on the website.

Education: The city could work more to ensure teachers' ethnic or cultural backgrounds reflect those of their students more and could encourage more linking between schools and students.

Neighbourhoods: Hämeenlinna may explore a policy to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood.

Public services: The municipality could consider reinforcing its recruitment plan to ensure public employees does adequately mirror that of the city's population. The city could design a recruitment plan aimed at fostering diversity within its workforce to ensure equitable representation. It also may explore working more directly to encourage a more diverse workforce in the private sector.

Business and the labour market: Hämeenlinna may wish to consider encouraging initiatives to promote business opportunities for ethnic minorities. The city may wish to explore local regulations to favour the procurement of goods and services in favour of companies with an intercultural inclusion/diversity strategy.

Cultural and social life: Hämeenlinna may wish to encourage cultural organizations to deal with diversity and intercultural relations in their production.

Public space: The city could consider the diversity of the population in designing public spaces and urban planning more systematically.

Mediation and conflict resolution: The municipality could explore creating/collaboration with an organization dealing specifically with inter-religious relations.

Language: Hämeenlinna may consider to facilitate the awareness-raising of migrant languages in the city, and could support initiatives seeking to give a positive image of migrant/minority languages.

Media and communication: The city may explore providing support for advocacy, media training or mentorship for journalists with migrant/minority background and does not monitor in which way traditional local/national media portray people with minority/migrant backgrounds. The city could also engage with local media when they portray people through negative stereotypes.

International outlook: Hämeenlinna could benefit from developing a strategy on how it wishes to engage with the area of international outlook in the context of interculturalism. The city could explore to develop business relations with countries/cities of origin of its diaspora groups.

Intercultural intelligence and competence: The municipality could conduct surveys that include questions about public perceptions of migrants or minorities, as well as inquiries about feelings of security and safety regarding individuals from migrant or minority backgrounds.

Welcoming newcomers: Hämeenlinna could organise a public ceremony to greet all people arriving to live in the city regardless of origin or nationality.

Leadership and citizenship: Hämeenlinna might wish to develop initiatives to encourage people with migrant/minority backgrounds to engage in political life, for example by improving their knowledge of local politicians and municipal staff jobs and raising their awareness of their rights to vote or stand as candidates in local elections. The city could also usefully develop a strategy and procedures to support and achieve a minority ethnic representation on key public boards.

Anti-discrimination: The city could consider a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with /migrant/minority backgrounds and consider running regular campaigns against racism. Hämeenlinna may explore the options to provide financial or logistical support to civil society organisations that advise and support victims of discrimination.

Participation: Hämeenlinna could take actions to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions or organisations.

Interaction: Hämeenlinna could consider sharing some of its experiences in interaction with other ICC cities through the database.

Hämeenlinna 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 above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

This report was written within the framework of the Joint Project "Building an inclusive integration approach in Finland", co-funded by the European Union via the Technical Support Instrument and the Council of Europe, and implemented by the Council of Europe in co-operation with the European Commission and the Ministry of Justice of Finland. The project aims to provide technical support to the implementation of inclusive integration policies in Finland, based on the Finnish Good Relations concept and the Council of Europe's Intercultural Integration model. The project is working with the municipalities of Hämeenlinna, Kuopio, Tampere, Turku, Vaasa and Vantaa in Finland to promote the implementation of local integration strategies.



www.coe.int/interculturalcities

The member states of the European Union have decided to link together their know-how, resources and destinies. Together, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.

<http://europa.eu>

The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

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