

# INTERCULTURAL CITIES

Building bridges, breaking walls

# 2022



## ANNUAL REPORT



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

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## Background information

INTERCULTURAL CITIES (ICC) is a capacity building programme that supports cities and regions in reviewing and adapting their policies through an intercultural lens, with the aim of developing comprehensive intercultural strategies to manage diversity as an advantage for the whole society.

Based on extensive research, a range of international legal instruments, and the collective input of the ICC community, the programme has shaped the intercultural integration approach and a set of analytical and practical tools to help local stakeholders through the various stages of building societies which are truly inclusive.

The intercultural approach aims to articulate public actions under four key principles:

- **Real equality**, i.e. promoting equal rights, duties, and opportunities, within the framework of an inclusive concept of “resident citizenship”, including by taking positive action measures to redress the inequalities experienced by members of minority communities, and adapting the city’s governance, institutions and services to the needs of a diverse population;
- **Valuing diversity**, i.e. recognising and preserving diversity as an intrinsic feature of human communities; and pursuing the diversity advantage that accrues from the presence of diversity when coupled with specific policies and strategies that enable diverse contributions to shape the cultural, economic and social fabric of the city, and with the management of conflicts which may threaten community cohesion.
- **Meaningful interaction** between diverse individuals and groups, i.e. designing the city and the urban space in a way that facilitates contact, interpersonal relationships, and positive interaction between citizens of diverse profiles and socio-cultural backgrounds, with the view to promoting trust and sense of belonging which are necessary building blocks of a thriving society.
- **And active citizenship and participation** i.e. ensuring that no-one is left aside, that even those who do not enjoy formal citizenship have a voice into shaping their local society.

### ➤ **A coalition of inclusive cities – Responding to the consequences of the military aggression against Ukraine**

Intercultural Cities is not only a capacity building programme: it is also a network of local authorities committed to building peaceful, human rights based intercultural societies, and a platform to connect cities and leaders globally into a community where initiatives and practice from one city are analysed and shared to inspire the others. In 2022, the members of the ICC Network closely monitored the situation in the Ukrainian Network of Intercultural Cities (ICC-UA), and addressed some of the most pressing needs in Ukraine as well as in Poland, where ICC member cities are directly confronted with welcoming people fleeing Ukraine. On 4 March 2022, an extraordinary gathering of the ICC Network concluded with the adoption of a [Declaration of Mayors](#) containing programming measures for peer support to cities confronted with the war. A dedicated webpage compiling good practices in support of Ukraine has been published and disseminated. The ICC-UA network held 5 online thematic or coordination meetings to implement – amongst others - ICC sponsored projects on: Inclusive Narratives to Promote Intercultural Interaction; and psychological training and support for unaccompanied minors, youth and women through intercultural Art Therapy. Delegates of **Melitopol**

and **Vinnitsia** participated in the ICC Study visit on Greening Intercultural Cities and in the ICC Media training on Promoting Inclusive Narratives in Difficult Times.

In addition, after a series of needs assessment sessions carried out with the Polish members of the ICC programme, three policy briefs have been developed on: Rethinking welcoming policies from an intercultural perspective; Good practices on data-collection for refugee reception at the community level; and Long-term sustainable housing solutions for the Intercultural City. These policy briefs were particularly useful to rapidly setting-up refugee reception centres designed taking into account human rights principles. The ICC programme also supported specific projects on [welcoming Ukrainian refugees in Portugal](#).

Finally, the ICC programme, together with the OSCE-ODIHR, the UNHCR, and the OECD has been working on a joint project to build up a capacity building programme and trainings for local authorities in Poland, to be implemented in 2023 in cooperation with the Union of Polish Metropolises.

## Membership

In 2022, the number of members of the ICC Programme increased to 158. The majority of new members are located in countries where the ICC Programme has set up national networks, such as Italy (**Zagarolo**), Portugal (**Vila Verde, Vila Nova de Famalicão, Barcelos**) and Spain (**Manlleu, Valencia**). New memberships also included **Bucharest** (Romania) and **Wroclaw** (Poland). New regional/national networks have been/are being set up in [Cyprus](#) and [Australia](#).

All new members have received the ICC membership certificate and hard copies of the [welcome pack](#) which contains practical documents for a quick dive into the ICC programme, including the [Mission description of ICC coordinators](#); a brief for politicians; a revised version of the [ICC Glossary](#); and a resource pack referencing the main ICC documents and resources.



### ➤ Benefits of membership

The **positive impact of membership** to the ICC programme has particularly increased for national network structures, and further solidified thanks to a number of EU-funded projects based on the intercultural integration approach. One of these projects has brought together 15 cities and four national ICC networks to develop intercultural competence, international co-operation on the local level as well as youth empowerment and participation.

As in past years, the continuous increase in memberships is indeed a positive sign as it shows the relevance of the ICC programme for local and regional authorities worldwide, and enriches the knowledge base with more diversity, more good practices to share, and more occasions for peer learning. However, it also means an increased diversity of needs, of demands, of tools, which requires the adaptation and possibly the reprioritisation of the services provided to the members. To this end, a thorough **evaluation of the impact of the services and tools** provided by the Intercultural Cities programme has been carried out in 2022. Among the main findings, the evaluation report shows that the Intercultural Cities Index and the process linked to it boost the implementation of interculturalism in the cities. The majority of member cities report that they have implemented or are in the process of implementing intercultural integration strategies. A number of cities are also mainstreaming gender equality, Roma and Traveller inclusion, as well as sexual orientation and gender identity issues in their

polices. The evaluation further highlights that peer learning, networking and the opportunity of piloting new methodologies are particularly useful for the member cities in their development of intercultural strategies. However, it also concludes that the number of tools and services provided by the ICC programme is too wide, which means the risk of dispersion of knowledge. A set of recommended actions has been proposed to enhance the strategic outlook and operationalisation of the programme, namely the setting up of an ICC Steering Committee, the prioritisation of services and tools supporting the indexing process and its follow-up, the restructuring of the information on the website and the clear communication around benefits, objectives and governance. The final report including all findings and recommendations will be available on the ICC programme website in February 2023.

## ICC Services and tools

### 1. Diagnostic and profiling

As cities embrace the intercultural approach to diversity management, they need to take stock of their achievements and challenges as a point of departure for the development of their intercultural strategies. In order to sustain motivation and adjust their efforts, cities also need to be able to assess progress over time and see whether they can learn from other cities which have concrete experience in a given field. The Intercultural Cities programme offers a comprehensive methodology for city leaders and officers and a range of analytical and assessment tools, the most relevant of which is the Intercultural Cities INDEX. Cities are expected to complete the Intercultural Cities INDEX questionnaire upon joining the ICC network and to repeat the exercise periodically (approximately every four years or when a new intercultural strategy is planned). The ICC programme invites all cities which are in either of those two situations to consider filling in the INDEX questionnaire as soon as possible. The benefits of using this tool are recalled below.

#### ➤ The ICC Index



Completed **192** times by **124** cities and towns across **37** countries since 2009, the ICC Index assesses where a city stands in the different governance/policy areas that foster intercultural integration. The Index questionnaire serves to collect information on **policy inputs**, i.e. the actions, measures and vision implemented by a city to fulfil the core principles of the intercultural policy model. The questionnaire contains 90 questions/indicators, grouped in twelve indices with six sub-indices grouped in a composite index called “intercultural lens”.

**To reply to the Index questionnaire, cities need to launch a discussion within the local government about what intercultural integration means in practice, which helps raising awareness on the necessity to work horizontally with all city departments and services with the view to fulfil the intercultural agenda.**

The analysis of the replies is carried out by the Council of Europe and delivered under the form of “ICC Index report”. The latter helps identifying strengths and weaknesses and determine in which governance/policy areas efforts should be concentrated in the future; it also contains - for each policy area – tailor-made recommendations and inspirational practices from other cities.

In **2022** the ICC programme produced nine Index reports for the local authorities of: **Jonava** (Lithuania), **Camden** (United Kingdom), **Famagusta**, **Larnaka**, **Limassol**, **Nicosia**, **Paphos** (Cyprus), **Barcelona** and **Valencia** (Spain – the latter report will be published in 2023). In addition, **Botkyrka** (Sweden) submitted for assessment its replies to the Index questionnaire in December 2022.

The programme further conducted an ICC Experts' visit to **Leeds** (United Kingdom – in person), to assess the strengths and discuss specific needs in relation to intercultural policies and governance together with the city leaders and officials. The intercultural profile of **Neumarkt** (Germany), prepared following the ICC Experts' visit carried out in 2021, was published early 2022.

A **video recording providing training** on the Intercultural Cities INDEX has been produced and is sent upon request to interested member cities. Further, a **commented power point** was produced and is made available upon demand in English and French to help coordinators of ICC national network provide technical assistance to their member cities.

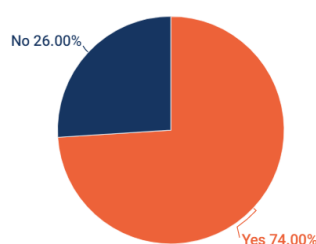
### Thematic toolbox

- [How to fill in the Index ? A methodological guide \(+ Italian version + Spanish version\)](#)
- [How to fill in the Index? Video Tutorial](#)
- [Index results per city](#)
- [Intercultural profiles](#)

### ➤ The ICC Charts and the “Facts and Figures”

The ICC **Index Charts** allow for the graphical display of all cities' index results, including the level of achievement of each city, progress over time, and comparison with other cities through filtered searches by size, demographic diversity, population, country and policy areas. Besides, the ICC Charts compare results obtained by a city in the “extended intercultural index” which encompasses the assessment of the original (core) index as well as the new questions added in 2019. The Charts were updated four times in 2022 to take into account the latest data collected. The next update will be carried out in April 2023.

Has your city adopted a process of policy consultation and/or co-design including people of all ethnic or cultural backgrounds?



#### Participation and inclusion

Inclusion 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. 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.

In addition, the **Facts and Figures** provides a quicker, more visual, and simplified overview of the ICC member cities composition and main results in the implementation of the Intercultural integration policy model. The page displays graphs based on a few indicators of the Intercultural Cities Index that have been chosen because they are more suitable for wider communication and understanding.



## 2. Policy advice, capacity building, and innovation

### ➤ Improving identification and prevention of systemic discrimination through equality data collection and analysis – Webinar and training tool

**Systemic discrimination** involves the procedures, routines and organisational culture of any organisation that, often without intent, contribute to less favourable outcomes for minority groups than for the majority of the population, from the organisation’s policies, programmes, employment, and services. Identifying and preventing systemic discrimination is a key topic for intercultural cities, because where there is discrimination, all of the intercultural inclusion principles are undermined and compromised. For this reason, the ICC programme included the issue of systemic discrimination into its [priority areas of work](#) back in 2020. After focussing on local authorities’ actions to identify and prevent systemic discrimination at the local level (2020 – 2021), the actions undertaken in 2022 concerned the development of targeted guidance to help local and other public authorities meeting



the challenges related to effective equality data and evidence collection and analysis for combating systemic discrimination. In doing so, the ICC programme has worked in cooperation with the Committee of Experts on the Intercultural Integration of Migrants (ADI-INT), with the view to further strengthen the capacity of public authorities at all levels of governments in this field.

The rationale behind this approach is twofold:

- “Competence building on systemic discrimination” and “Data collection methods with regard to discrimination and inequalities” have been identified as posing challenges to many ICC member cities<sup>1</sup>.
- The need for capacity building on preventing and addressing systemic discrimination is acknowledged both in the [Recommendation CM/Rec\(2022\)10 on multilevel policies and governance for intercultural integration](#) (Appendix, §19) and in the [Model framework for an intercultural integration strategy at the national level](#) (Section II, Ensuring equality, p.19).

Good practices were collected and identified across cities, regions and states, and publicly presented during a webinar organised in May 2022, that also provided the basis for discussion on related challenges. Further research led to the development of a training methodology and tools, namely a [Pilot online course](#) made available on the ICC website in October 2022. In addition, around 35 ICC international coordinators benefitted from an in-person training to test out the training tool and methodology. Their feedback is being used to review the draft “Training Manual on Equality Data Collection & Analysis to Prevent and Address Systemic Discrimination” currently being developed in the frame of the ADI-INT. Its adoption is expected in 2023.

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<sup>1</sup> See [ICC Annual Survey](#) (2022).

## Thematic toolbox

- [Training on equality data collection and analysis to prevent and address systemic discrimination](#)
- [Policy Brief - Identifying and Preventing Systemic Discrimination at the Local Level \(+ Italian version\)](#)
- [Policy Study - Identifying and Preventing Systemic Discrimination at the Local Level \(+ Italian version\)](#)

### ➤ **Welcoming and including Refugees – Good practice exchange and Policy briefs**

Cities are at the forefront of receiving people seeking international protection, or ‘asylum’. Services to support these asylum seekers and refugees are mostly delivered at local level, and the places where they find work or connections to their own communities tend to be in towns and cities. While this is a well-known fact, the role of cities in receiving and welcoming refugees has become even more crucial in 2022 when the exodus of civilians fleeing Russian aggression against Ukraine prompted an emergency situation that however triggered an unprecedented solidarity response, including a new network of laws offering time-limited asylum - with wide civic and social rights - specifically for Ukrainian nationals.

#### **a. Rethinking welcoming policies**



The way in which societies welcome newcomers is extremely important not only for the individuals who arrive, but also for the local communities. While work carried out so far on welcoming policies must be acknowledged, the increasing demographic diversity and geopolitical changes European societies are facing call for rethinking and reformulating the collective response. The intercultural approach has proved to be an effective tool for promoting human rights and equality in diverse societies and can be successfully incorporated in reception or ‘welcoming’ policies and actions.

To help public administrations and other entities working with migrant and refugee welcoming and reception, the ICC programme has produced a policy brief which also aims to facilitating a discussion amongst

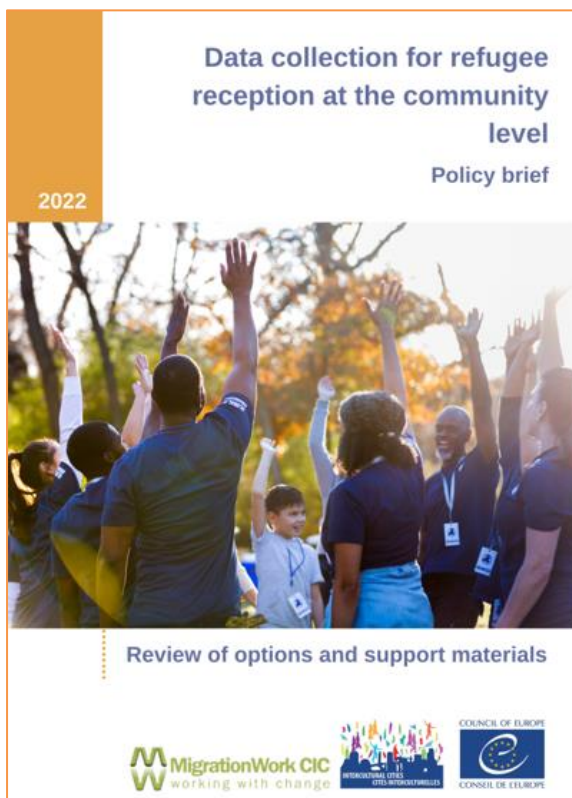
field officers, as well as to assist them in identifying challenges and in finding new ways of addressing them through the intercultural integration approach. This policy brief was the first of a series of policy guidance prepared to build local authorities’ capacity to respond to situations of crisis, including the challenges resulting from the Russian Federation’s aggression against Ukraine. The brief is partly based on a paper produced by the working group on welcoming policies set up by the Spanish Network of Intercultural Cities (RECI) in 2021.

## b. Welcoming Ukrainian People in Portugal

“Welcoming Ukrainians” is an ICC sponsored project implemented by the cities of **Vila Verde**, **Vila Nova de Famalicão**, and **Santa Maria da Feira**, and managed by the RPCI cooperative (Portuguese Network of Intercultural Cities). This initiative was motivated by the consequences of the War in Ukraine and the need for the cities to improve their capacity and networking opportunities to better welcome people coming from this country. According to the Portuguese Immigration and Border Service (SEF), since 24 February 2022, more than 37,000 people have moved to Portugal from Ukraine, making the Ukrainian community the second largest group of foreign people living in the country. By October 2022, more than 2,000 people had obtained a work contract and about 4,000 children were studying.

The Welcoming Ukrainians project started with a practice-sharing meeting gathering RPCI member cities, with focus groups being held by **Famalicão** and **Vila Verde** with Ukrainians living in the city. Based on these exchanges, each participating city developed their local welcoming guides. RPCI’s “Portugal Incoming” guide – previously produced with support from the ICC programme - was translated into Ukrainian. Sixteen ICOON posters for refugees were translated into Portuguese. A guide to provide guidelines and recommendations for refugee reception has also been developed and published in Portuguese and English and a [short video](#) was produced. One podcast episode was recorded.

## c. Data collection for refugee reception at community level



Making the welcoming process of refugee reception a success for both the established residents and the newcomers requires for public authorities and agencies the ability to access to information: statistical data on the newcomers’ demographic and socio-economic attributes, plus a picture of their needs and aspirations. This can only come from engagement with individuals. However, even cities with long experience of monitoring demographic change may find, when refugees arrive, that the city lacks effective ways of gathering such information. Because of forced displacement, people seeking protection typically arrive in a new country with few of the linkages to the official systems, services and social networks through which a city authority usually gathers data on its residents. Refugees, even when that status is officially recognised, may spend a long time without a fixed residential address to bring them within the scope of an official census or household

survey. This places people in an even more precarious situation. Until refugees become visible in local data and their voices become heard, the city cannot work with maximum effectiveness and efficiency to support them.

To explore the challenge of collecting data about (and with) asylum seekers and refugees, the ICC programme carried out research and produced a Policy Brief based on the experience of cities in Poland and other European states that received people fleeing the Russian military aggression against Ukraine from February 2022 onwards. The brief offers an overview of the methods of gathering information about newly arrived asylum seekers and refugees, and helps cities in reviewing their options in this field, showing how different methodologies may fit with different aspects of refugee reception and integration, or different kinds of refugee movement. Some key features apply to the ICC approach: the need to collect and analyse both quantitative (statistical) data and qualitative data; a set of ethical values and principles that the brief consolidates into a Code of Practice for collection of information on refugees; a mix of ways of gathering data and other information which can potentially engage communities within the city, and of more conventional methodologies that look at city residents as broad demographic categories. Whilst the focus of the brief is on people seeking protection, the data collection methods described will typically also pick up information from ‘migrants’, meaning people who changes their country of residence to spend twelve months or more in the new country, with whatever motive.

#### d. Long-term housing solutions for the intercultural city



Housing, and especially the long-term process of creating and settling into a home plays a key role in successful migrant integration. In building intercultural cities, housing is both an area of concern and an opportunity to put the core intercultural integration principles into effective action, while contributing to a more sustainable urban environment.

However, housing inequality is a significant issue for migrants in Europe. They are more likely to find themselves in overcrowded accommodation, find housing more difficult to access and/or pay for, and are more subject to suffer the negative effects of gentrification. Moreover, the present geopolitical crisis has also put additional pressure on sustainable housing, in particular cities that are on the frontline of providing refuge to people fleeing Ukraine.

Initiated to respond to the concerns expressed by the Polish cities that are member of the Intercultural Cities programme, this policy brief focuses on exploring good practice and solutions from cities and communities who seek sustainable and long-term housing solutions for residents. The solutions proposed here are therefore not specific to frontline cities but have been developed in many countries for a variety of migrants, both forced and voluntary with the view to respond to both emergency and long-term needs and reap the full benefits of migration.

#### Thematic toolbox

- [Rethinking welcoming policies from an intercultural perspective – Policy Brief](#)
- [Long-term, sustainable housing solutions for the Intercultural City - Policy brief](#)

- Data collection for refugee reception at community level – Policy brief – (to be published in 2023 [here](#))
- [Ukrainian people in Portugal: a practical welcoming guide](#)
- [Welcoming Ukrainian People in Portugal: video](#)
- [Welcome Guide Portugal incoming \(+ Portuguese version\)](#)
- [Reception of women and children refugees in Europe's cities and regions](#) - Congress of Local and Regional Authorities Recommendation and Explanatory memorandum

➤ **Sustainable cities – Policy brief and Study visit**

The climate and health crises have shown that it is frequently socially disadvantaged groups who face the largest negative impact. This is often due to risk factors such as urban segregation, unsatisfactory housing conditions, and job precarity. While cities across the globe are increasingly addressing the climate crises through greening strategies and urban renewal, it is noted that these solutions seldomly specifically address the situation of those who are most vulnerable, ensuring the impact is spread across the city, benefitting all residents equally and contributing to decreased inequalities.

In 2021 the Intercultural Cities programme (ICC) launched work on [Sustainable Intercultural Cities](#), with the view to ensure that sustainable development policies and actions contribute to achieving equal rights and opportunities for all, build on the diversity advantage, and enable meaningful intercultural interaction, active participation, co-creation, co-development and co-evaluation. In that context, the programme produced guidance on [Including migrants and diversity in circular, green and inclusive economic models](#) (now also available into [Italian](#), [Portuguese](#) and [Spanish](#)).

**a. Green urban planning for the intercultural city**

In 2022 the ICC programme launched the second phase of Sustainable Intercultural Cities, with a focus on Green urban planning. Whether due to costs of implementation, city commodification, or the financial plus value produced for landowners, urban renovation processes often result in cities losing identity, diversity and opportunities for intercultural interaction. With the view to find a response to these challenges, the Intercultural Cities programme has collected practices from the member cities and beyond to assess which policy solutions could be efficient in reducing segregation, increasing intercultural interaction, furthering real equality and building on the diversity advantage, while effectively achieving the green targets for the cities.

The result is a Policy brief on [Green Urban Planning for the Intercultural City](#) that suggests a set of local policy solutions that ensure that the greening of cities not

only creates a more sustainable environment but also becomes a factor in reducing segregation and increasing intercultural interaction. The policy brief further aims to inspire reflection on what cities can do to contribute to a more equitable green transition, based on eco-inclusive planning guidelines



and inspirational case studies. The brief has been officially launched at a Workshop organised by the ICC programme within the Placemaking Week, in **Pontevedra** (Spain).

Under the title “Merging the green and inclusive agendas: joint planning for mutual benefit”, the ICC workshop examined how greening strategies can in practice be used to help build more inclusive cities, by focusing on the social impact of urban policies, and the need to promote the participation of various groups of urban dwellers in political and urban decision-making.

### **b. ICC Study visit to the Placemaking week – Pontevedra**



In 2022 the ICC programme resumed the ICC study visits and supported the participation of 18 ICC international coordinators in the “Placemaking Week”, Europe's founding and largest placemaking gathering. Taking place in **Pontevedra** (Spain), on 26-30 September 2022, this year's Placemaking Week gathered over 400 practitioners to share knowledge, learn and network.

By placing social innovation, the commons, and local communities at the heart of a co-creative process, the placemaking approach helps create healthier, more resilient, and more equitable public spaces lasting for the future. The Placemaking Week included round tables, workshops, walk-talks, trainings and field visits to address inclusive urban space related challenges and opportunities.

#### **Thematic toolbox**

- Green urban planning for the Intercultural City - ICC [Policy brief](#)
- [Towards a green reading of the European Charter of Local Self Government](#) – Congress of Local and Regional Authorities
- Circular and intercultural cities: Including migrants and diversity in circular, green and inclusive economic models – ICC [Policy brief \(+ Italian version + Portuguese version + Spanish version\)](#)
- Managing gentrification : ICC [Policy study](#) and [Policy brief](#)
- [Intercultural Cities: How to make them more sustainable?](#) Round table with ICC leaders
- [Video presentation](#) of the Policy brief on Circular and Intercultural Cities
- [Awareness video on Sustainable cities](#)

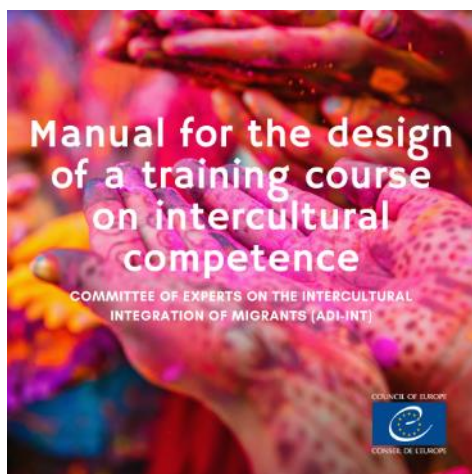
#### **➤ Intercultural Competence**

Intercultural competences refer to the set of knowledge and skills necessary for people and organisations to act in an intercultural way in diverse societies.

### **a. Manual for the design of a training on intercultural competence**

The Intercultural Cities Index incorporates intercultural competence as an indicator of intercultural cities' performance. Public officials in an ideal intercultural city should be able to detect and respond

comprehensively to the challenges posed by cultural differences, and modulate their approach accordingly, rather than trying to impose a single model of behaviour on all actions.



[Recommendation CM/Rec\(2022\)10 on multilevel policies and governance for intercultural integration](#) (adopted by consensus by the Committee of Ministers on 6 April 2022) states that “[...] institutions and organisations should develop intercultural competences and attitudes among their staff, encouraging them to acquire the skills to enable constructive exchanges, dialogue and co-design based on shared values and goals [...]”

The Steering Committee on Anti-discrimination, Diversity and Inclusion has further stressed that having an interculturally competent staff in public administration becomes even more relevant in the contexts of geopolitical, sanitary and climate crisis. However, public officials may not always be prepared to meet the demands and needs generated by a diverse population.

To overcome these barriers, the Committee of Experts on the intercultural integration of migrants has produced a [Manual for designing intercultural competence training](#) which targets public authorities at all levels of government. Benefitting from the experience and contributions of the Intercultural Cities programme and member cities, the Manual is a tool for public authorities willing to design their own training course, by adapting it to the specific needs of their staff. The Manual focuses on communicating to the participants the value of intercultural integration and on spreading it further, as well as on reinforcing their skills to tackle prejudice and stereotypes, and to identify and address multiple discrimination. It further discusses ways to foster inclusive communication, provides practical tips to trainers on creating a “judgment-free”, stimulating environment and proposes model quizzes and exercises.

## **b. Intercultural competence training for local officials – Why and how? - Webinar**

The ICC programme has further developed specific resources for city officers that will allow them advancing further in the building of strong intercultural territories through better municipal services, increased users’ satisfaction and greater trust and sense of belonging. In July, the programme organised a webinar targeting city officials willing to discuss the utility and need of providing intercultural competence training for local staff, as well as ways and means to carry out these training programmes in practice. The well attended webinar gathered member cities of the international and national networks, Intercultural Cities experts and participants from across the globe. During the event, participants heard presentations from a theoretical background as well as practical examples from fellow cities.

## **c. Checklists for policies/projects’ assessment – New edition**

Three easy-to-use checklists were developed over the past years to help assess whether the project ideas and policies of intercultural cities are truly intercultural. In 2022, the online format of these practical tools was improved and a **French** version was created to enhance their reach. The online

checklists are practical tools now available to all for measuring to what extent a project, activity or policy:

- 1) [positively addresses diversity](#);
- 2) [promotes real equality](#); and
- 3) [fosters meaningful intercultural interaction](#).

They can also be used for completed projects, as well as for grant applications by civil society organisations. A [practical guide](#) completes the tool.

### ➤ **Alternative narratives and Intercultural Communication**

In the time of fake news, polarisation of debates, hate speech and dividing discourses, intercultural cities face a growing need of telling their story. This need has also created an increased urgency in capacity building and joining forces to share the message of equality and diversity in all institutional communication.

#### **a. Training on promoting intercultural narratives in difficult times**

Mayors, deputy mayors, councillors, and policy officers participated in the training course on “Communication and media training for mayors: promoting intercultural narratives in difficult times” on 27-28 October 2022 in Strasbourg,



The two-day course provided the participants with the tools, techniques, and confidence to carry out effective media interviews (TV, radio or print) regardless of the media scenario or the circumstances. Participants also learnt how to promote effective messages, narratives, and stories about intercultural integration, thereby helping to create and promote the very best of intercultural cities. The training also covered good communication practices from other cities and techniques on how to deal with potential backlash and hate speech.

#### **b. Online training on Alternative narratives and inclusive communication**

Communication is an essential part of building intercultural cities, in particular when it comes to promoting positive intercultural messaging and developing a public discourse to counter rumours, stereotypes and ultimately the spread of hate speech. To contribute to capacity-building of its members cities in this regard, the ICC programme has published a new and improved online training on Alternative narratives and inclusive communication in 2022. It is now hosted in English on the ICC website and is open to all. Guidance on this topic will be made available in French in 2023.

#### **Thematic toolbox**

- [Online training](#)
- [Claiming the power of dialogue: Toolkit for antirumours dialogue - Policy Brief + Spanish version](#)
- [Migration and integration: Which alternative narratives work and why? - Policy Brief](#)
- [Video on Inclusive Communication](#)



## ➤ Business and Employment – Guidance and capacity building

The “diversity advantage” is real also in business, and there is sound evidence that diverse team, enterprises and communities have strong economic powers and strategic potential in terms of productivity, creativity, problem-solving and innovation.

But to achieve the diversity advantage societies need to ensure not only equal rights but also equal opportunities for all, including in the economic sphere. The local governments can help realise this potential by means of innovative and inclusive economic policies.

### a. Business and diversity – Round tables and Policy brief



In 2021-2022 the ICC programme launched a partnership with the charity “Belong – The Cohesion and Integration Network” to organise roundtable discussions involving the ICC-UK members and businesses in their cities on how business can help to support cohesive, inclusive communities. Throughout the pandemic, businesses of every size mobilised to support those who are most vulnerable, demonstrating the capacity for business to act quickly and directly in response to community need. There is now an opportunity for businesses to build on some of this recent engagement and interaction with local communities and for local authorities to explore the role that businesses can play in helping to build inclusive societies. The purpose of the roundtables organised under the Business and diversity was to draw out examples of what businesses are already doing and to start a conversation as to how businesses and councils can start work together to facilitate more of this. The

last of these roundtables took place in February 2022 and was the occasion to present the ICC-Belong Policy brief on [EVERYBODY'S BUSINESS: the role that business can play in supporting cohesive communities](#). The Policy brief contains best practice guidance for businesses that want to make a contribution to community cohesion in their areas and for local authorities that want to support them in doing so.

### b. Employability Networks – A pilot project for the RPCI

“Employability Networks” is a project sponsored by an ICC programme intercity grant, and implemented by the cities of **Loures** and **Lisbon**, under the coordination of the RPCI cooperative. The project aimed to develop the City’s Employability Strategies as tools to support intercultural integration. A “practice-sharing” meeting was organised in June with participants from the RPCI and the cities of **Loures**, **Lisbon**, **Cascais**, and the **Arroios Parish**, together with the Social Entrepreneurs Agency of **Sintra**. A training on “Employability Networks” was offered to participants from Loures and **Braga**; a set of four survey questionnaires were developed and implemented by Loures to collect



feedback from local stakeholders. Under the title “Intercultural Talent: bridges between the third sector, employers and cities”, a final in-person event was held in a Lisbon Public Library to promote the awareness of employers on matters related to employment and diversity. The event was also broadcasted via live streaming on Facebook. During the event, advice and testimonials from guests were recorded in 3 awareness [videos](#): “Intercultural Talent: recommendations for employers”; “Intercultural Talent – what is an employability network?” and “Intercultural Talent:

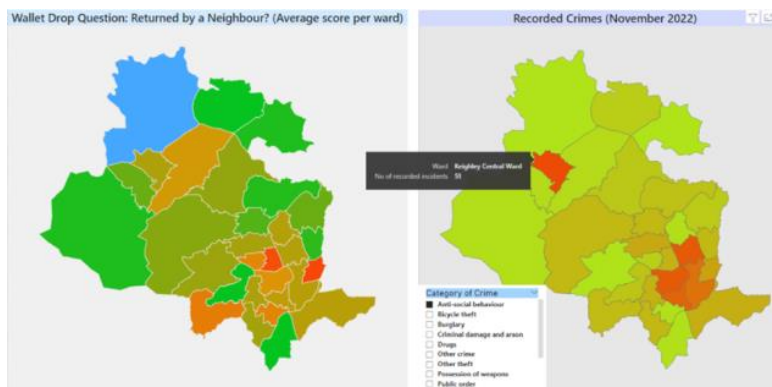
Benefits for Inclusion”. Finally, the project further delivered a podcast episode that was recorded with CEPAC, an organisation working with Migrants in Lisbon and managing employment networks; and an Ukrainian version of the guide produced by the RPCI in 2021, about hiring migrant workforce in Portugal.

### Thematic toolbox

- [Employability networks – awareness video](#)
- [Policy brief - EVERYBODY’S BUSINESS: the role that business can play in supporting cohesive communities](#)
- [Inclusive Labour Market - A handbook for intercultural organisations + Portuguese version](#)
- [Inclusive Labour Market - Brochure for migrants' information + Portuguese version + Nepalese version + Bengali version + Arabic version](#)
- [Diversity Management approaches in the public-private partnership industry - Full report + Summary report](#)
- [Circular and Intercultural Cities - Policy Brief \(2021\) + Italian version + Portuguese version + Spanish version](#)
- [Migrant-enterprise policies for the intercultural city – Policy Brief](#)
- [Guidelines for Becoming a Diversity Connector for Start-ups](#)
- [Diversity Assessment tool for public and private enterprises](#)

### ➤ Measuring trust and interaction: the Social trust barometer

**Bradford** (United Kingdom) continued their research into developing a social trust barometer with Social Trust Collaboratory (Canada). The financial support from the ICC programme has enabled significant development of the Social Trust Barometer Platform which is beginning to provide



Bradford District with an accessible and innovative way for system leaders and policy makers to better, and more rapidly, understand societal trends, their directions and what might be generating or influencing them, and to do so at all levels from small neighbourhoods to a district of over half a million

inhabitants. Bradford has become the first area to begin a large-scale pilot of innovative mechanisms to facilitate the measurement and analysis of Social Trust levels at the neighbourhood and district-wide level, and to develop a Social Sensing Network of relevant professionals who can help us move from indicators to insights and then actions.

Firm foundations have been laid, systems and processes established, awareness raised at all levels, professionals engaged in an ever-growing network, and testing and analysis have commenced. The next step will be the creation of a “**Resource for cities**” - a ‘How to’ guide for cities to creating a Social Sensing and Action Network incorporating lessons learned from Bradford’s prototyping experience, tips on measuring and mobilising around Social Trust, and case-making support for engaging senior leaders around the importance and value of utilising Social Trust as a key measure in their towns, cities or regions. These new tools are expected to be published in 2023.

### ➤ **Anti-rumours: developing ARS strategies in Cyprus**

Rumours are stories or pieces of stories that might be true or false and that have the characteristic of quickly spreading from a person to another. They are not systematically negative, and we are all vehicles of rumours, in many situations in our daily life. Yet, they can become very harmful when they are based on stereotypes, i.e. on unchecked and prefixed ideas about what someone or something is like. Stereotypes feed into prejudice, which is an unfair and unreasonable opinion or feeling formed through a pre-judgment without enough thought or knowledge.

At the level of today diverse societies, the spreading of stereotypes and prejudice through rumours can actually impact the way in which we relate to each other, the way in which we interact - or renounce to interact - with people of diverse origin and backgrounds. They can set individuals and groups apart, marginalise and discriminate people,



putting individuals in boxes in which they don’t necessarily fit because identities, feelings and behaviours are very complex matters that intersect within each other and that may evolve depending on a lot of variables. Rumours, stereotypes and prejudice are indeed the first step towards feeding hate, which may lead to hate speech and sometimes to hate crime. But while many countries have started prohibiting hate speech by law, and while hate crimes are dealt by criminal law, rumours cannot be the object of legislation as they pertain to the private sphere, to the level of thoughts, they are not necessarily spread with the intention of causing harm, even if they may have a very negative impact on the ability of certain groups of people to be fully part of society.

To fill in this gap, the ICC programme has standardised the Anti-rumours methodology piloted by the city of **Barcelona** ten years ago, and continues developing and promoting it across the network. The anti-rumours work is complemented by the tools and guidance on alternative narratives and intercultural communication.

The coordinators and members of the Cypriot regional intercultural networks participated in an Anti-rumours training course in Limassol on 22 March 2022, under the framework of the EU/CoE joint project “Building structures for intercultural integration in Cyprus.” The participants included representatives from the volunteer and migrant community, police, and the education field. During

the day's training they looked at the key concepts of the Anti-rumours approach (stereotypes, prejudices, rumours), they diagnosed common rumours in Cypriot society and looked at counter and alternative narratives. The participants designed Anti-rumours actions for their districts (**Famagusta, Larnaca, Limassol, Paphos and Nicosia**), these actions will be further developed and incorporated into the intercultural strategies and action plans which are being prepared by the networks.

➤ **Online trainings – new tools now available**

Continuous learning is an important aspect of effectively building intercultural cities. To contribute to those efforts, the ICC programme offers a series of online trainings for member cities and other interested parties. In 2022, this new learning tools online have been expanded and previous courses have been modernised and made more user-friendly. Fully hosted on the ICC programme website, these trainings cover a wide range of relevant topics for the Intercultural City:

- [Equality data collection and analysis to prevent and address systemic discrimination](#). Available in English to build capacity on the topic at all levels of governance. New training developed in 2022. French version in preparation.
- [The intercultural city step-by-step](#). Available in English and French to facilitate intercultural strategy design and the application of an intercultural lens in daily work.
- [Alternative narratives and inclusive communication](#). Available in English to improve positive intercultural messaging.
- [Antirumours training](#). Available in English to facilitate antirumours strategy design and implementation.
- [Preventing the potential discriminatory effects of the use of artificial intelligence in local services](#). Available in English to raise awareness on the issue.

### 3. Peer learning

Peer learning is one of the pillars for the development of the ICC programme. This is intended as both occasions for cities to learn from each other, and for the ICC programme to pilot new methodologies at the local level, testing and developing small initiatives into a full policy approach.

➤ **Thematic webinars**

**a. Intercultural approaches to Roma and Travellers inclusion**

Over 60 participants from all over the world joined a webinar on [‘Intercultural approaches to Roma and Travellers Inclusion for the local level’](#) on 27 April 2022. The webinar was prepared by the Intercultural Cities Programme in co-operation with the Roma and Travellers Team.

The very rich programme included speakers with experience in increasing Roma inclusion in their cities from Albania, Bulgaria, North Macedonia, Romania, Spain



and the United Kingdom. There were presentations on good practice from the Intercultural Cities of [Bradford \(Roma Strategy 2021-25\)](#), and [Barcelona \(Council of Roma people\)](#) which have added to the [ICC database](#).

## b. Multilingualism and language policies in Europe and Japan: two-way inspiration



Around 50 experts and city representatives from Japan and Europe shared knowledge and experience on multilingualism and language policies on 17 November 2022. The hybrid meeting was organised by the ICC programme, with the contribution of the Government of Japan.

Based on the rich experiences of cities in Japan and in Europe, respectively **Hamamatsu**, **Bergen** and **Reggio Emilia**, participants exchanged on the different ways of approaching multilingualism at the local level and in national policies. Cities were encouraged to consider multilingualism as key to ensure social and economic integration of migrants into societies, as well as to promote multilingualism as a resource for education, business, tourism, cultural life, etc. Common challenges were identified, namely those of defining mother tongue as many families speak several languages at home, of

combating prejudice around migrant languages and of improving the accessibility of local languages for foreigners. On the latter, the concept and use of “plain Japanese”, a simplified version of Japanese language, was introduced as an inspiring good practice.

Integrating multilingualism as integral part of intercultural strategies was considered necessary. It could - among others - entail efforts towards promoting the diversity of languages present in a city, involving speakers in initiatives carried out, dignifying and valorising the languages of migrants and promoting migrant language learning.

### ➤ Peer-to-peer learning and support

#### a. Animation as Art Therapy in Lutsk

The project “Animation as Art Therapy” was implemented in **Lutsk** (Ukraine), thanks to the support of the city of **Stavanger** (Norway). The main objectives of the project were to provide psychological relief to internally displaced children and youth, and help them coping with the stress and challenges derived from the Russian military aggression against Ukraine. Creative activities and artistic work in general are known to be effective methods of psychological relief and emotional stabilisation. They can also be powerful tools to bring together residents from different origins and backgrounds. The city of Lutsk teamed up with the local NGO “Imago” to design and implement a series of animation workshops targeting youth. Workshops were designed and delivered to explain children what animation is, how to create their own short cartoons and animate characters, how to deal with anxiety, tension and stress through animation and various exercises. Under the mentorship and facilitation of Imago, participants created their own imaginary intercultural characters by sculpting them out of clay; they further learned to bring them to life through their own animated videos, through which they

could express their thoughts, opinions, emotions, desires and dreams. Dozens of children from different cities of Ukraine, such as **Kiev, Kharkiv, Sumy, Irpin, Zaporizhzhia**, participated in the workshops, developing their imagination, working on mutual understanding and developing their psychological stability and emotional intelligence skills.

The workshops helped reduce stress and anxiety, release destructive emotions, and achieve psychological balance among children and minors. Besides, an increased interest of the youth in art was observed. The "Animation as a method of art therapy" initiative was implemented with the methodological and financial support of the national coordinator of the Ukrainian network of ICC cities, Dr. Kseniya Rubicondo, and the Intercultural City of Stavanger, Norway, respectively.

## **b. Intercity grants**

The intercity grants' scheme was renewed to encourage member cities to kick-off innovative projects and methodologies to promote equality, the diversity advantage, and meaningful intercultural interactions in diverse societies. The scheme consisted in small grants, awarded upon a call issued at the beginning of the year. An important aspect of the call was the need for the cities to join forces and present proposals that would involve several local authorities, from the same country or internationally, with the view to enable peer learning, cross-border or national cooperation across local authorities. Four cities were awarded an intercity grant in 2022:

- **Lores and Lisbon** (Portugal): together with the RPCI (Portuguese Network of Intercultural Cities), they mapped and promoted sharing of practices on labour market inclusion from existing employment networks (with an emphasis on the groups facing multiple discriminations such as people of migrant and minority origins) with the view to reinforce their employability strategies. The cities will deliver one 'best practice' guide, and an inclusive Employment Guide which will be also translated into Ukrainian (more detailed info can be found above in this report).
- **Vila Verde, Santa Maria da Feira and Vila Nova de Famalicão** (Portugal): with the support of RPCI, the participating cities have run "Welcoming Ukrainians" (more detailed info can be found above in this report).
- **Fuenlabrada and Castellón de la Plana** (Spain): they have implemented the project "Un viaje artísticamente necesario" (A necessary artistic journey), designed to promote new narratives inspired on the [Travel booklet for the Intercultural City #anecessaryjourney](#). The project targeted young people with the view to promote their critical thinking and analyse the existing social discourse from an intercultural lens, through the creation of theatre and other artistic performances that were used to disseminate alternative narratives within young audiences.
- **Pontedera and Olbia** (Italy): they implemented the project "New Generations on the Wave", aiming to valuing the contribution of young people with a migrant background to the public debate. The general objective of the project was to increase active participation of new generations in the public debate within participating cities. This was achieved by: creating spaces for discussion and participation for young people at the local level; facilitating training and moderated discussions for empowering youth to develop their skills to advocate for their needs and present solutions at the public and community level; and by creating cultural products, including theatre plays, to raise their voices through the organization of public events. The impact of the project will be furthered assessed as a way to encourage public

authorities to develop local policies that take into account the complexities of intercultural relations.

#### 4. The ICC National /Regional networks

The main goal of the Intercultural Cities programme is to build capacity to devise and implement intercultural policies and strategies at the local level, in a sustainable and organic way. The setting up of national networks is a first step towards reaching autonomy and achieving the intercultural transformation of wider territories.

The governance of these networks varies, and some of them are led by the cities itself (Norwegian, Moroccan and Asia-Pacific networks). The Spanish network is coordinated by an external entity self-financed by the member cities; the Québec network is run by the REMIRI, an association of municipalities coordinated by the LABBRI; the UK network consists of international members only and has therefore direct relationships with the ICC team in Strasbourg. The Italian, Portuguese, and Ukrainian network are – for the time being - coordinated by experts whose work is sponsored by the ICC programme. The Italian, Portuguese and Spanish networks are also partnering in a number of projects funded by the European Commission to promote the intercultural integration principles.

##### a. Città del dialogo - Italy

The Italian network of Intercultural Cities saw its membership expanding in 2022 and welcomed the city of **Zagarolo**. The Network has been running several projects, including some funded by the European Commission which bring together several intercultural cities, within the Italian network and abroad. Some of the member cities further engaged into their intercultural strategy design process, and one adopted a new action plan on preventing racism and discrimination. Two of the projects implemented or launched in 2022 have a much-needed focus on youth, namely:

- **“Youth Spaces Free Of Rumours – Young people against discrimination”**: the project involved 8 members of the Italian network: **Milano, Torino, Venezia, Casalecchio di Reno, Novellara, Palermo, Modena, Reggio Emilia**. More than 310 young persons from 18 youth centres have been involved in training sessions aimed at youth activation and civic activism to establish youth centres “free of prejudices”, applying the antirumours” methodology. The last activity of the project consisted in the organisation of coordinated anti-rumours events in each of the participating cities. The antirumours actions and the multimedia contents produced under the project have been presented within events open to public. Young people became ambassadors of the work done in each youth centre and actively cooperated with associations and municipalities to hold events in their neighbourhoods (in open-air spaces, parks, etc). These actions strengthened young people engagement and, at the same time, increased the awareness of other youth groups and families, reaching out to about 900 people.
- **#DiversaMente** (double meaning: Diverse Mind / Differently) – **Youth against discrimination**: this is a new initiative launched in November 2022 to be implemented in 5 Italian ICC members (**Milan, Montesilvano, Pontedera, Turin and Reggio Emilia**). The project has been funded by the Italian Development Cooperation Agency and will last 24 months. The aim is to strengthen the role of youth and the educating community in building inclusive and



intercultural cities. In order to achieve these goals, the action will engage a multi-stakeholders partnership including civil society organizations in the 5 intervention cities and local authorities. Besides, important institutions will provide a direct contribution to the project: the Council of Europe, UNAR – National Office Against Racial Discrimination and UNITED for Intercultural Action (a network of European youth organizations).

Finally, the network has agreed on its priorities for 2023, out of which the main ones are: local anti-discrimination plans, participation and youth engagement, intercultural competences and communication, new generations, housing.

The full activity report can be found [here](#).

## b. RPCI – Portugal



In 2022 three new cities joined the Portuguese Network (raising the membership up to sixteen), and five meetings were held with the member cities: two regular RPCI coordination meetings, and three thematic practice-sharing moments. A Podcast entitled “Portugal Plural” was launched and six episodes were recorded. Created in 2021 to support the Network, the cooperative RPCI coordinated the implementation of five new projects: three funded by the Intercultural Cities programme, and two funded by the European Commission. In total, seven cities were actively engaged in these projects, five events were hosted (three online webinars and two face-to-face events), two Guidance documents with case studies and practice examples were produced and five videos were recorded and disseminated. In 2022, RPCI’s engagement on social media has grown exponentially. Some of the projects implemented by the RPCI have been already mentioned earlier in this document. One that deserves attention is the project:

- **Gender and Interculturalism:** this project was part of the RPCI strategic planning. Three cities led the project together with the RPCI cooperative: **Oeiras, Vila Verde, and Lisboa**. The project’s main goal was to assess how Gender and Interculturalism intersect and how they can become success factors for intercultural integration at local level. After a practice-sharing meeting, three webinars were held to address gender and interculturalism respectively in the health, communication, and education fields. Participants included guest women speakers from diverse origins and cultural backgrounds, and around one hundred other stakeholders. The recommendations made during these intense debates were compiled in a guide, available in English and Portuguese. A short version of the recommended actions was summarised in a [video](#) and three podcast episodes were recorded and added to the “Portugal Plural” podcast channel.

The full activity report can be found [here](#). More information on the Gender and Interculturalism project can be found below:

- [Gender and interculturalism: an inspirational guidebook](#)
- [Gender and interculturalism: some recommendations - video](#)
- [RPCI webinar on Communication, gender and interculturality](#), 27 June 2022
- [RPCI webinar on Health, gender and interculturality](#), 30 May 2022
- [RPCI Report of the thematic meeting on Gender and interculturality practice exchange](#), 27 April 2022



### c. RECI – Spain

The RECI had a very busy year which included a special event to celebrate its 10<sup>th</sup> anniversary. The celebrations culminated into the publication of the report “[RECI \(2011 - 2021\): a decade of interculturality](#)” which covers the history of the 10 years of RECI in eight chapters. Released in 2022, the document presents the ICC programme, the beginnings of the RECI, the implementation of intercultural actions and the ICC-RECI tools available for this purpose. Finally, it sets out a series of challenges for the second intercultural decade ahead.

Among the other highlights:

- **ICC Index review:** the RECI has given a boost to the completion of the ICC Index, offering the necessary support to those cities which had not done or recently reviewed the ICC Index exercise. Specifically, the **Barcelona** Index report has been updated (published in May 2022) and **Valencia** has sent the completed questionnaire to ICC while waiting to receive the report with the results.
- **Expert visits** of two/three-day were carried out by the RECI coordinators to meet with political representatives, municipal technical staff and different representatives of the city's civil society. The visits targeted **Cartagena** and **Manlleu**.
- **Assessing the impact of intercultural policies:** the RECI has set up a working group to work on a system of easy-to-use indicators for complementing the ICC index. The aim is to define a common framework to facilitate a quicker self-diagnosis by cities to evaluate the impact of their policies, with a system of indicators based on the principles of equality, diversity and interaction. The importance of the participation of civil society and citizens in general in this process has also highlighted. The working group will continue its work in 2023, in coordination with the ICC programme.
- **Campaign “A necessary Journey”:** The RECI working group on alternative narratives (**Fuenlabrada, Bilbao, Santa Coloma de Gramenet, Castelló de la Plana and Salt**), has focused on the validation of the design and elaboration of the materials for the first RECI communication and awareness-raising campaign. The main objective of the campaign is to disseminate the approach and principles of interculturality. In addition, the campaign aims to promote reflection, the creation of intercultural narratives and to strengthen the visibility of RECI.

The full activity report can be found [here](#).

### d. ICC-UA – Ukraine

2022 has been a tragic year for Europe as a whole but for Ukraine in particular, due to the Russian military aggression that is provoking griefs and destruction. Yet, the cities that are part of the Intercultural Cities Network of Ukraine (ICC-UA) continued with courage and commitment their intercultural work in times of war, also thanks to the support of their national coordinator. This tremendous effort deserves to be praised. Despite the occupation of one of the member cities (**Melitopol**), **Lutsk, Odessa, Pavlohrad, Sumy** and **Vinnitsia** tried to pursue the strategic goals and priorities defined in their Intercultural Strategies and Plans including: ensuring equality and participation, ongoing collaboration and exchange between cities; advancing intercultural competence skills and implementing the Antirumours approach; sharing best practice and creating more opportunities for intercultural mixing, direct communication and dialogue; promoting minority

rights and diversity of languages, including those of indigenous people; developing strategies and strengthening policies that foster equality, diversity, sustainability and inclusion in the modern urban environment. The ICC-UA cities were also among the first to host large numbers of internally displaced persons (IDPs) and to deliver humanitarian aid to those who needed it most.

Despite the emergencies Ukrainian ICC cities have managed to implement a number of local initiatives of intercultural nature, including thanks to the valuable support of ICC-UA's partner-city from Norway, **Stavanger**. In addition, three pan-Network initiatives were implemented this year:

- **Elements of Evidence:** a project focused on collecting stories about intercommunity interaction in Ukrainian ICC cities and identifying examples of 'interculturality in action' in critical times.
- A series of **Art Therapy initiatives** including training, focus groups, artistic actions and workshops for unaccompanied minors, women, youth, children and internally displaced families with particular focus on minorities and persons with different cultural backgrounds.
- Commemoration of the **International Migrants Day** on 18 December 2022: ICC-UA jointly worked on social media designs, banners and photos that were shared to mark the migrants day campaign.

The full activity report can be found [here](#).

#### e. ICC-Quebec

Since December 2021, the Quebec Network of Municipalities on Immigration and Intercultural Relations (RÉMIRI) has been recognised by the ICC programme as a partner for the promotion of the intercultural integration approach in Québec. While in 2022 the frame of functioning of the network was efficiently set up, the RÉMIRI, together with the University of Montréal, have also been selected as finalists for the 2022 Prize of Excellence by the Institute of Public Administration of Québec (IAPQ), specifically for the category of "scientific collaboration". RÉMIRI stood out for the quality of its application and for its unique mode of governance, which is based on close collaboration between professionals from the municipal sector and the research community.

Members of the network met regularly online and in person and have participated in a series of initiatives throughout the year, including a comparative analysis of intercultural cities in three countries (Australia, Spain, and Canada) and a book on intercultural cities in Québec. Furthermore, they have also shown solidarity with their Ukrainian counterparts by participating in a fundraiser to purchase generators for several cities in Ukraine.

Lastly, good practices from cities in the network continue to be source of inspiration for their counterparts from all over the world. In particular, **Montreal's** good practice related to the fight against systemic discrimination was featured during a webinar on the topic, as well as in the online training course. More good practices from other cities in the network have been identified and will be added to the good practice database in 2023.

#### f. The Intercultural Regions

Since 2020 the ICC programme is providing technical assistance for the further development of the Intercultural Regions network, set up under the coordination of the Assembly of European Regions (AER).



As part of this support, the ICC is a member of the Advisory Committee for the 3-year AER project “[EU-Belong](#)” which includes 11 EU regions (Catalonia, Navarra (Spain), Pomerania, Wielkopolska (Poland), Emilia-Romagna (Italy), Donegal County Council (Ireland), Arad, Timis (Romania), Salzburg (Austria), Leipzig/Aufbauwerk (Germany), Västra Götaland (Sweden). The aim of the project is to improve the

socio-economic inclusion and the sense of belonging for migrants through the development and implementation of integration strategies in European Regions with a strong intercultural approach, focusing on the principles of equality, diversity, and positive interaction. The ICC has provided input for the development of intercultural competencies training courses for the regions and advice on the elaboration of a regional intercultural integration questionnaire.

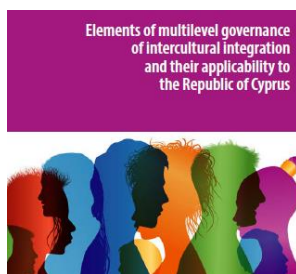
## CoE-EU joint programmes implemented by the ICC Unit

### ➤ Building structures for intercultural integration in Cyprus

The “[Building structures for intercultural integration in Cyprus](#)” is a 2-year project (June 2021 to June 2023) being implemented by the Intercultural Cities Programme and the European Commission’s Directorate General for Structural Reform Support, in partnership with the Civil Registry and Migration Department of the Ministry of Interior of the Republic of Cyprus.

Five regional intercultural networks have been established in each district of Cyprus: **Famagusta, Larnaca, Limassol, Paphos and Nicosia**. The networks completed the Intercultural Cities Index, the results of the index analysis for each district were published online and presented and discussed at the networks 2nd meetings. The index analysis report is being used as a basis to develop an intercultural strategy or action plan for each region with the support and agreement of the stakeholders in the networks.

Co-ordinators and members of the regional intercultural networks, which included municipal staff and representatives of the Ministry of Interior and Ministry of Education participated in [a study visit to Italian intercultural cities in the region of Emilia Romagna \(29 May-1 June\)](#). The participants learnt about the intercultural good practices and projects in the cities of **Modena, Reggio Emilia and Novellara**.

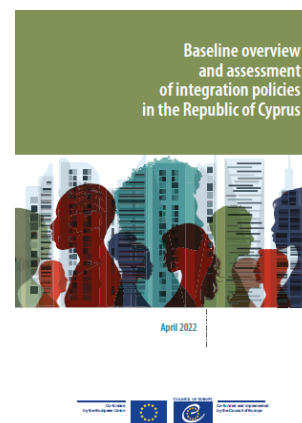


A new study was published on the “[Elements of multilevel governance of intercultural integration and their applicability to the Republic of Cyprus](#)”.

This publication maps existing multi-level coordination mechanisms in the field of integration policies across Europe. From this research, the report outlines eight elements which could work in the context of Cyprus to create a multilevel governance framework, and which will be used as a basis for further consultations within the country. National institutions named the representatives to participate in these consultations to agree on a blueprint for multilevel coordination mechanism.



The [“Baseline overview and assessment of the state of integration policies and of the state of community cohesion/social integration in Cyprus”](#) was completed and published. This study aims to understand and assess integration policies and levels of community cohesion/social integration in Cyprus and offer proposals and recommendations on how the situation could be improved by the involvement of all levels of governance and the communities. It includes interviews and surveys with relevant stakeholders, and it reveals the day-to-day life and challenges faced in all sectors at local and national levels regarding the current conditions of migrant integration policies and strategies as concerns:



The research and work on the development of a prototype methodology to monitor social cohesion at the local level in Cyprus continued, with the preparation of a draft toolkit and step-by-step guide.

### ➤ **Building an inclusive integration approach in Finland**

"[Building an inclusive integration approach in Finland](#)" is a 2-year project being implemented by the Intercultural Cities programme and the European Commission’s Directorate General for Structural Reform Support, in partnership with the Ministry of Justice of Finland.



The project started on 15 September 2022. It aims to support Finland in building an inclusive integration approach taking into account the Finnish concept of [good relations](#) and the Council of Europe intercultural integration model. It will do so by empowering local authorities and putting in place structures that will enable capacity-building, exchange of good practice, local policy-development and horizontal and vertical coordination, through the

design of a national coordination mechanism to ensure continuous dialogue and co-management of the integration policies between all levels. The main stakeholders of the project are national, regional and local authorities, as well as civil society actors working in the field.

## **Transposing the intercultural approach to the national level**

In 2020 the Council of Europe set up the Committee of Experts on Intercultural Integration of Migrants (ADI-INT) to support member states in overcoming the challenges created by diversity, complexity and fragmentation of institutional competencies in immigration and integration, and ensuring policy consistency and complementarity and transfer of innovation and good practice from local to regional and national levels and vice-versa.

The Committee of experts is therefore the first intergovernmental committee composed of representatives of national, regional and local governments of European states. [Eight members](#) of the Intercultural Cities programme are taking part in this intergovernmental work, alongside with two Regions that are member of the Intercultural Regions Network.

The Committee completed its first term in December 2021 by producing a Model Framework for an Intercultural Integration Strategy for the national level which is the first international guidance providing a basis for national intercultural integration strategies grounded on human rights standards. The purpose of the Model Framework is to guide national policy practitioners in their efforts to design integration policies which help build inclusive and cohesive societies for everyone, using a multilevel governance approach that requires the participation of the local and regional levels in all stages of the strategy process (from conception to implementation and evaluation).

Based on a draft produced by the ADI-INT, in 2022 the Committee of Ministers adopted by consensus Recommendation CM/Rec(2022)10 on multilevel policies and governance for intercultural integration. This is the second international standard in this field following the adoption back in 2015 of CM/Rec(2015)1 on intercultural integration, and the first ever legal standard co-drafted by representatives of local and national authorities jointly.

The new Recommendation is a big step forward for local and regional authorities in the sense that while the previous CM Recommendation mainly requested states to encourage the promotion of intercultural integration principles at the local level, the new CM Recommendation directly addresses the national level, recommending that their national integration strategies should be based on the four key principles of the intercultural integration model. According to the Recommendation, intercultural integration strategies should be designed based on evidence, in a participatory manner, and implemented in cooperation and coordination with all levels of governments.

The Recommendation contains further guidance for national authorities to put in place the structures for co-operation, defining the processes for policy co-construction, and the modalities for community participation through an intersectional and individualised approach to public policies that address society as a whole.

In its second term, which began in January 2022, the Committee is working on the tools that will enable member states to implement the Recommendation on multilevel governance. It has already delivered a model capacity building programme and a manual to design intercultural competences trainings. Next steps include – among others - developing a new European tool on inclusion, and a Multilevel Governance Index to measure the effectiveness of multilevel co-operation mechanisms that member states will implement.

Intercultural Cities members are strongly encouraged to make use of these new instruments that targets all levels of governments, with the view to progress towards a real multilevel governance of intercultural integration.

#### **Thematic toolbox**

- [Recommendation of the Committee of Ministers to member States on multilevel policies and governance for intercultural integration](#)
- [Capacity building programme and tools for migrant integration](#)
- [Model Framework for an Intercultural Integration Strategy for the National Level](#) + [Romanian version](#) + [Slovakian version](#) + [Polish version](#) (Ukrainian version coming in 2023)

## Strategic development

In order to foster the strategic development of the ICC programme, the secretariat of the programme commissioned an independent evaluation of its services and tools, focusing on the criteria of relevance, effectiveness, impact and sustainability. The evaluation was conducted from April to September 2022 and covered the timeframe of 2016-2022. The overall aim was to identify areas for enhancement and fine-tuning of the programme. This was deemed necessary in a context of continuing increase in the number of ICC member cities, limitations on the financial and human resources available to the secretariate of the programme, as well as need to promote a multilevel governance approach and better link the ICC programme with the intergovernmental work.

The evaluation was based on desk research, quantitative analysis of data, 40 stakeholder interviews, and an online survey of ICC member cities. It assessed the added value of the programme and its influence on city policies and practices, and reviewed the support provided to member cities, their engagement in programme and network activities, as well as the institutionalisation of ICC principles and practices by ICC cities and the functioning of national ICC networks.

The evaluation results will be used by the ICC secretariat to modernise the ICC programme and increase its impact, namely by better aligning its work with the work carried out by the ADI-INT.

With a view to support the ICC secretariat in preparing the management response to the evaluation's recommendations, selected actions were discussed with international coordinators and coordinators of national networks in the frame of the annual meeting of ICC coordinators held on 16-17 November 2022 in **Reggio Emilia**, Italy. The final Evaluation report including all findings and recommendations will be available on the ICC programme website in February 2023. ICC member cities and networks will be given opportunities to further contribute to the Strategic development process in 2023: a call will be launched to collect applications for participating in a new ICC Steering Committee.

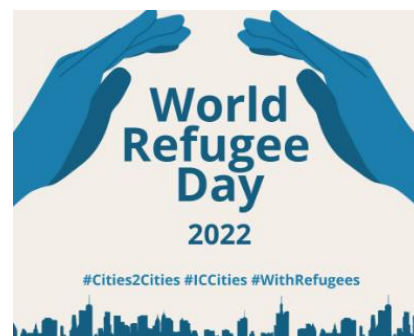
The **report of the Annual meeting of ICC international Coordinators** is available [here](#).



## Awareness raising and visibility

### ➤ World Refugee Day, 20 June 2022

The theme for this year joint Intercultural Cities campaign was solidarity, in support to the campaign run by the UNHCR. The Intercultural Cities programme wished to acknowledge the city-to-city support that was seen across Europe over 2022, as well as the fact that cities are on the front line of welcoming refugees and providing them with immediate and long-term assistance which can enable refugees to thrive



The [campaign](#) provided a social media toolkit and gathered and shared filmed testimonials, statements, and refugee stories from cities in the intercultural network who supported each other with the hashtag #Cities2Cities. Through this campaign, the Intercultural Cities continue to support the UN Refugee Agency (UNHCR) campaign to stand together #WithRefugees.

### ➤ More than migrants – International Migrants Day

To mark International Migrants Day on 18 December 2022, the [Intercultural Cities programme shared](#) some of the events organised by the network on social media and on the website. Celebrating International Migrants Day is an opportunity to dismantle prejudice and raise awareness of migrant contributions to society including in economic, cultural, and social fields, for the benefit of both their country of origin and their country of destination.

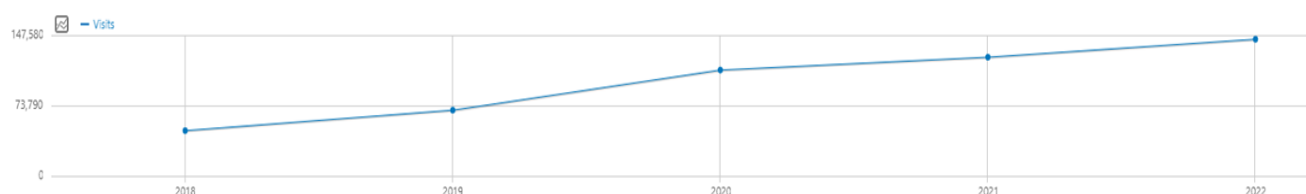
### ➤ Other visibility actions

The ICC published a total of **86 news** and **93 good practices** from member cities.

The ICC [newsletter](#) was issued four times over the year to its 5,255 subscribers with an open rate average of 24%. The newsletter will be discontinued while new communication tools are being designed following the evaluation of the ICC programme. Communication is also regularly shared in the monthly newsletter of the Special Representative of the Secretary General for Migrants and Refugees. Regarding social media, the number of followers on Twitter and Facebook continued to increase, with respectively a total of 4.324 (+357) and 7.242 (+170) followers. The ICC twitter account was closed in January 2023 and future tweets will be shared by the new [Anti-Discrimination Department thematic twitter account](#) as part of the new Council of Europe social media strategy.

As for the ICC website, it got over 147.000 visits with 746 downloads.

Visits Over Time



## Appendix I - Main materials produced in 2022

### Policy briefs

- [EVERYBODY'S BUSINESS: the role that business can play in supporting cohesive communities - \(French version\)](#)
- [Long-term, sustainable housing solutions for the Intercultural City](#) (French coming soon)
- [Green urban planning for the Intercultural City - \(French coming soon\)](#)
- [Rethinking welcoming policies from an intercultural perspective](#) (French coming soon)
- Data collection for refugee reception at community level – Policy brief – (to be published in 2023 [here](#))

### Guidance and other resources

- [ICC Glossary – revised version](#)
- [Ukrainian people in Portugal: a practical welcoming guide](#)
- [Gender and interculturalism: an inspirational guidebook](#)
- [Travel booklet of a Journey to Intercultural Cities](#)
- [Designing intercultural strategies](#) (new webpage)
- [DECLARATION BY INTERCULTURAL CITIES ON SOLIDARITY WITH UKRAINE](#)
- [Welcoming Ukrainian People in Portugal: video](#)
- [Gender and interculturalism: some recommendations - video](#)
- [Employability networks – awareness video](#)

### ICC reports

- ICC Annual report 2021 - [\(French version\)](#)
- [International meeting of ICC coordinators 2022 – Meeting report - \(French version\)](#)
- [ICC Annual survey 2021 - 2022 - \(French version\)](#)

### Online tools and training manuals

- [Online course - Equality data collection and analysis to prevent and address systemic discrimination](#)
- [Online course - The intercultural city step-by-step](#) (new version)
- [Online course - Antirumours training](#) (new version)
- [Online course - Alternative narratives and inclusive communication](#) (new version)
- [Online course - Preventing the potential discriminatory effects of the use of artificial intelligence in local services](#) (new version)
- Intercultural checklist: [Written guide](#) | [Valuing diversity](#) | [Real equality](#) | [Positive intercultural interaction](#) (new version)
- Intercultural Citizenship Test: [EN](#) | [FR](#) | [BQ](#) | [IT](#) | [PT](#) | [SP](#) | [TR](#) | [UA](#) (new version)
- [Manual for facilitators of the Escape roomours](#)
- [Manual for the design of a training course on intercultural competence](#)
- [Campaigning Manual - Together against hate speech](#)



### Index reports and intercultural profiles

- [Barcelona \(Spain\) - ICC Index report](#)
- [Camden \(United Kingdom\) - ICC Index report](#)
- [Jonava \(Lithuania\) - ICC Index report](#)
- [Neumarkt \(Germany\) - Intercultural profile](#)

### National networks Activity and Annual reports

- Italian Network of Intercultural Cities (Rete Città del Dialogo)- [RCD Annual report - 2022](#)
- Portuguese Network of Intercultural Cities - [RPCI Annual Report - 2022](#)
  - [RPCI webinar on Communication, gender and interculturality](#), 27 June 2022
  - [RPCI webinar on Health, gender and interculturality](#), 30 May 2022
  - [RPCI Report of the thematic meeting on Gender and interculturality practice exchange](#)
- Spanish Network of Intercultural Cities - [RECI Annual Report - 2022](#)
  - The RECI: [10 years of interculturality – Anniversary report](#)
- Ukrainian Network of Intercultural Cities - [ICC UA Annual Report – 2022](#)

### Policy briefs and guidance documents published in 2022 related to projects implemented in 2021

- [Policy brief - Youth, sports, inclusion](#) (published in 2022; projects implemented in 2021)
- [Diversitours methodological guide - \(French version\)](#)
- [Project report - Diversity Management approaches in the public-private partnership industry \(Summary report\)](#)
- [Inclusive Labour Market - A handbook for intercultural organisations - \(Portuguese version\)](#)
- [Inclusive Labour Market - Brochure for migrants' information - \(Portuguese version\) + \(Nepalese version\) + \(Bengali version\) + \(Arabic version\)](#)
- [Project report – Inclusion Influencers](#)
- [Project report - Inclusive recruitment](#)
- [Project report - Together against hate speech](#)

### Other relevant documents

- [Model Framework for an Intercultural Integration Strategy for the National Level - \(French version\) + \(Polish version\) + \(Romanian version\) + \(Slovakian version\)](#)
- [Recommendation of the Committee of Ministers to member States on multilevel policies and governance for intercultural integration \(French version\)](#)
- [Manual for designing intercultural competence training](#)
- [Capacity building programme and tools for migrant integration](#)

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.

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.

