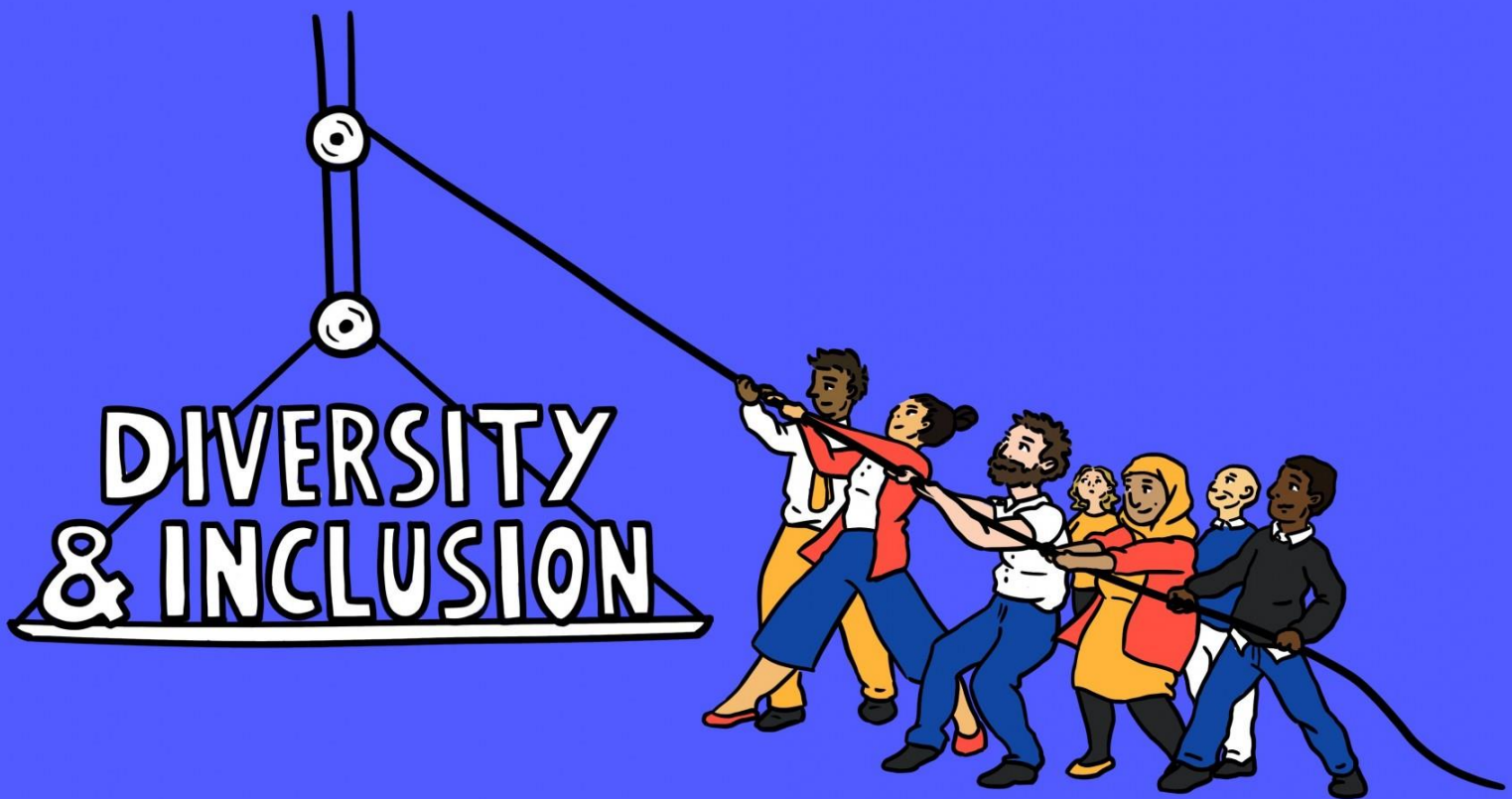




ICC Annual Survey 2021



INTERCULTURAL CITIES
BUILDING BRIDGES, BREAKING WALLS



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1. Introduction

In December 2020, the Council of Europe’s Intercultural Cities programme (ICC) launched a survey among its member cities to collect information about what ICC tools the cities find useful and which areas the cities are particularly interested in working on during the upcoming years.

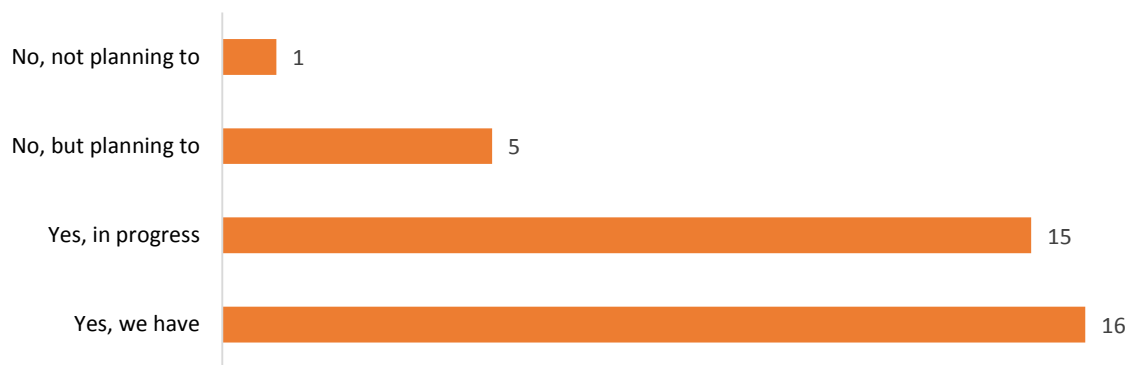
The results presented below are a summary of the data collected from 34 members, namely : Albufeira (Portugal), Amadora (Portugal), Ballarat (Australia), Bradford (United Kingdom), Bursa-Osmangazi (Turkey), Camden (United Kingdom), Casalecchio di Reno (Italy), Cascais (Portugal), Donostia/San Sebastian (Spain), Erlangen (Germany), Forlì (Italy), Geneva (Switzerland), Guro (South Korea), Ioannina (Greece), Jonava (Lithuania), Limassol (Cyprus), Loures (Portugal), Lutsk (Ukraine), Lyon (France), Melitopol (Ukraine), Modena (Italy), Montreal (Canada), Neumarkt/Opf (Germany), Novellara (Italy), Odessa (Ukraine), Oslo (Norway), Patras (Greece), Pavlograd (Ukraine), Reggio Emilia (Italy), Rochester (USA), Stavanger (Norway), Sumy (Ukraine), Melton (Australia), Vinnytsia (Ukraine).

In addition, **the national coordinators of the Portuguese, Spanish and Ukrainian national intercultural cities networks responded on behalf of their respective national networks**, together representing an additional 39 cities, some of which also chose to respond to the survey separately. Finally, a number of cities had submitted surveys which were blank, it remains unclear whether this was due to technical issues or intentional.

The year 2020 and the upcoming 2021 have largely been impacted by the ongoing health crises. The Intercultural Cities Programme has therefore adapted the working methods to fit the online context. Through the survey, the Programme sought feedback on the changes made and on how to best move forward together. The discussion was launched already during the ICC International Coordinators meeting in November 2020 and the survey builds on the results of that discussion.

2. Intercultural Tools and Instruments

Is your city/region developing, updating or implementing an intercultural strategy/action plan or a diversity/integration strategy with intercultural elements?

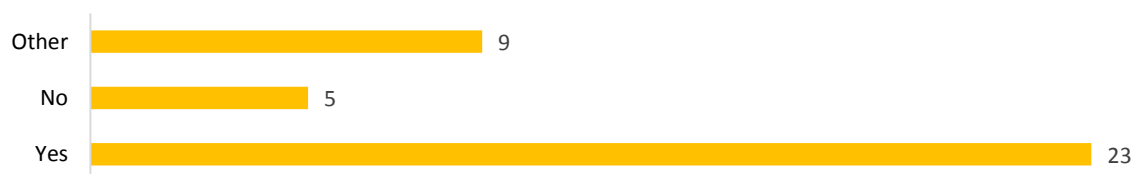


A majority of the cities which answered the survey (84%) have developed and adopted an intercultural strategy, an action plan, or a diversity/integration strategy with intercultural elements. This can be compared to the corresponding 88% from 2020.

Only six out of the 34 cities which responded to the survey (Albufeira, Camden, Forli, Jonava, Bursa-Osmangazi and Rochester) have not yet adopted either an intercultural strategy, an integration strategy with intercultural elements, or an action plan. Notwithstanding, the majority of the cities which answered negatively, have joined the ICC network relatively recently and are in the process of adopting a strategy. From the survey last year, Ioannina has made progress since they have implemented a strategy during the past year. A number of the cities responding to the survey have intercultural strategies which enter into force during 2021 (Erlangen, Ioannina, Limassol, Melitopol, Melton, Odessa, Pavlograd and Vinnitsia).

Finally, 2020 will see the closing of the operational period of the strategic framework in the cities of Ballarat and Lutsk.

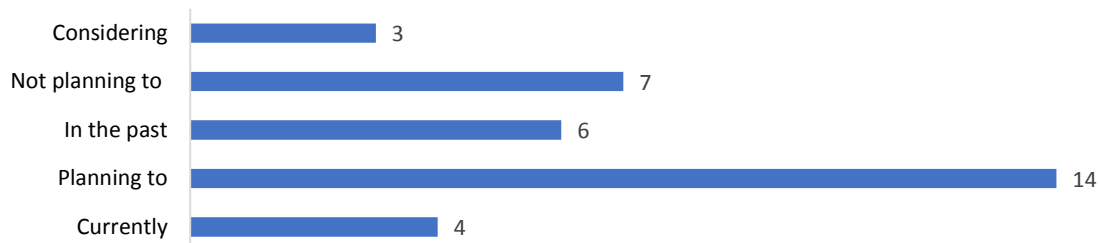
Does your city use the ICC Index (questionnaire and analysis) to measure progress on intercultural policies?



A majority of the respondents (62%) are using the ICC Index to monitor their progress, with the percentage of cities remaining the same as in 2020. Many of the cities answering “other” to the

question are however planning to use the index in the future, re-establish the use of the index, are already using the ICC Index for planning or have yet to complete the ICC Index (this relates for example to Albufeira, Amadora, Erlangen, Forlì, Lyon, Stavanger, Patras, and Sumy).

Have you run or are planning to run an anti-rumours campaign (or similar)?



A majority of the cities have not run an anti-rumours campaign; however, many are planning on taking action within this area during the upcoming year(s).

Out of the cities, 38% are planning to run an anti-rumours campaign (Albufeira, Casalecchio di Reno, Geneva, Jonava, Melitopol, Melton, Modena, Neumarkt, Novellara, Odessa, Oslo, Rochester and Sumy) and 8% are considering an anti-rumours campaigns (Camden, Loures and Lyon). 12% are currently running anti-rumours campaigns in their cities (Bradford, Erlangen, and Pavlograd).

Have you included any of the following mainstreaming components in your intercultural strategy?



Out of the 31 responding cities who have implemented or are in the process of implementing an intercultural strategy, the majority have included at least one of the mainstreaming components; Roma and Travellers, SOGI or gender equality in their intercultural strategies. Additional mainstreaming components included by responding cities are persons with disabilities, religious and faith dialogue, young persons, vulnerable communities, new communities/arrivals, minority groups, violence against women/men, refugees and inclusion.

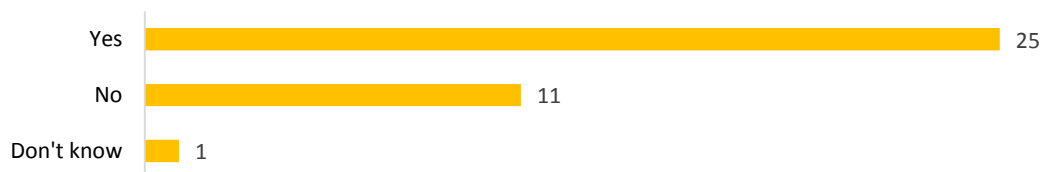
The cities which have included **gender equality** as a mainstreaming component in their intercultural strategy include: Amadora, Ballarat, Bradford, Bursa-Osmangazi, Casalecchio di Reno, Donostia/San Sebastian, Erlangen, Guro, Ioannina, Limassol, Lutsk, Lyon, Melitopol, Melton, Modena, Montreal, Neumarkt/Opf, Novellara, Odessa, Oslo, Patras, Pavlograd, Rochester and Vinnytsia. Additionally, the Spanish and Ukrainian national networks report member cities in their networks to include gender equality as a mainstreaming component in their intercultural strategies.

The cities which have included **SOGI (rights of LGBTI persons)** as a mainstreaming component in their intercultural strategy include: Casalecchio di Reno, Forlì, Melton, Modena, Montreal, Neumarkt/Opf,

Oslo and Pavlograd. Additionally, the Spanish and Ukrainian national networks report member cities in their networks to include SOGI (rights of LGBTI persons) as a mainstreaming component in their intercultural strategies.

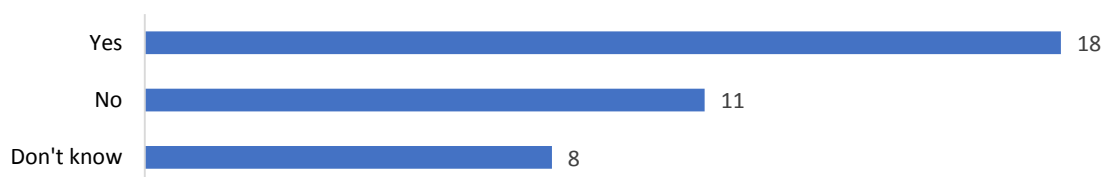
The cities which have included **Roma and Travellers inclusion** as a mainstreaming component in their intercultural strategies include: Bradford, Casalecchio di Reno, Donostia/San Sebastian, Ioannina, Jonava, Loures, Lutsk, Lyon, Modena, Neumarkt/Opf, Odessa, Oslo, Pavlograd, Patras, Reggio Emilia, Sumy and Vinnytsia. Additionally, the Portuguese, Spanish and Ukrainian national networks report member cities in their networks to include Roma and Travellers inclusion as a mainstreaming component in their intercultural strategies.

Have you sent at least one good practice over the past year to the Council of Europe (or to your national network's coordinator)?



The vast majority of the responding cities have shared at least one good practice over the past year with the Intercultural Cities Network. The ICC thanks all cities who have contributed to the 117 new good practices published during 2020, on top of the good practices related to the Covid-19 sanitary emergency. The database of good practices is available [here](#) and is highly recommended as an inspiration in the daily work of all Intercultural City Coordinators.

Has your city displayed the ICC certificate at the City Hall?



The majority of responding cities report the Intercultural Cities Certificate is displayed in the city hall or another official location in the city. Out of the cities responding the certificate is not displayed, the cities of Camden, Lutsk, Reggio Emilia and Vinnytsia report they do not have yet the certificate.

The ICC programme is beneficial to your city because:



The Intercultural Cities Programme wished to gain further insight into the value the Programme brings to the member cities. This information will be used to assess which actions the Programme undertakes in the future to ensure it best supports the needs of the member cities.

Even though all areas scored relatively highly, the areas which stand out are:

- It represents the political support of an international organisation to my city's intercultural policies and actions, 4.35 out of 5 on average.
- It provides useful guidance, new methodologies, and opportunities for knowledge and good practice exchanges, 4.42 out of 5 on average.
- It provides opportunities for networking with peers worldwide, 4.39 out of 5 on average.
- It contributes to the international outlook of my city, 4.27 out of 5 on average.
- It organises interesting events, 4.05 out of 5 on average.

The above is aligned with the information provided by the responding cities later on in relation to which events and tools which have been most useful.

The areas scoring lower, even if the differences between the two groups are small, are either newer areas of work or areas which have not been possible to carry out during 2020 due to the ongoing health pandemic. They are listed below:

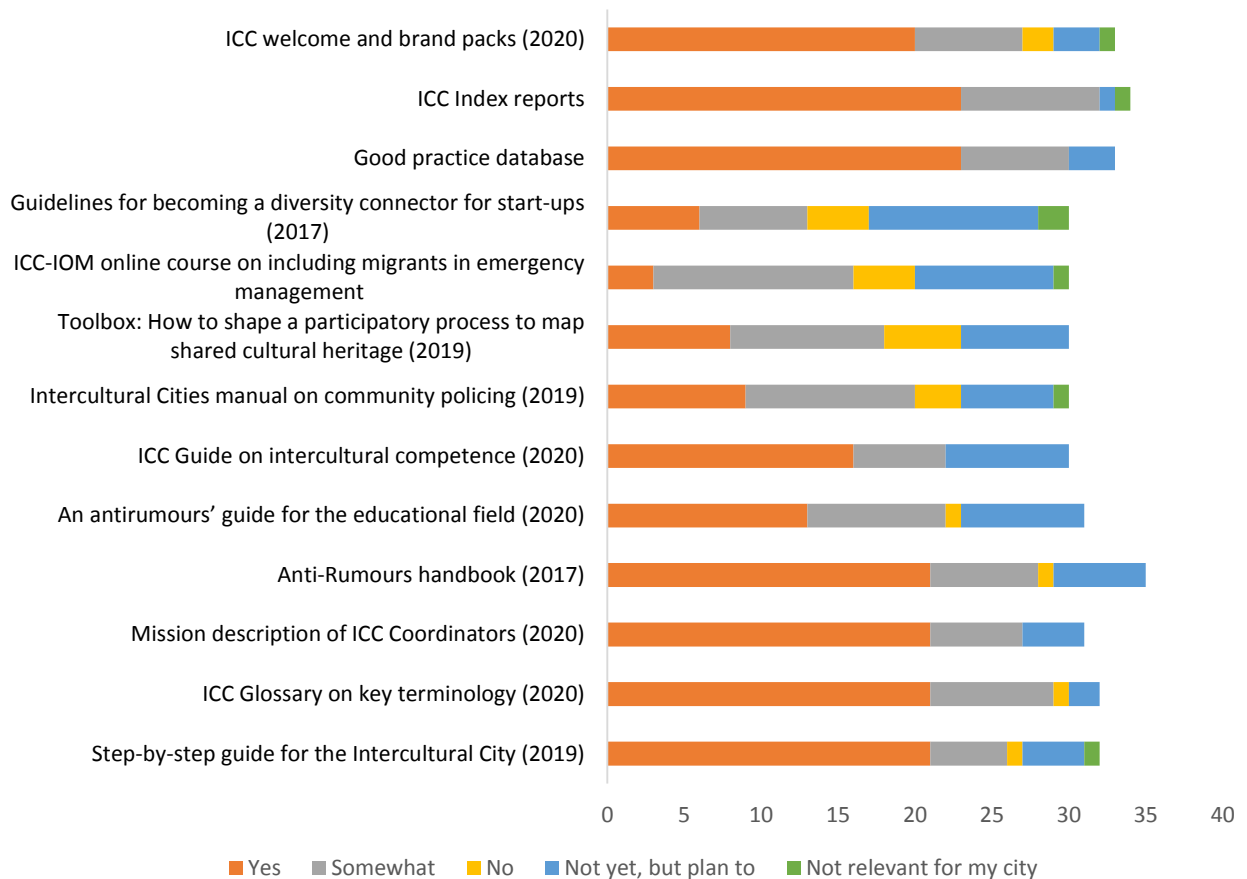
- It organises experts' visit to my city and makes useful recommendations on the way forward, 3.78 out of 5 on average.
- It supports my city actions with small grants, 2.86 out of 5 on average.
- It provides answers to practical challenges, 3.92 out of 5 on average.
- It provides a platform for cooperation among all levels of government, 3.57 out of 5 on average.

Other additional responses included the following areas of importance:

- I don't have this information because the team changed.
- Until now our city's participation in the network has not been sufficiently active to benefit from all the afore mentioned areas.
- It is the unique framework with measurable indicators for intercultural integration.
- A great experience to adapt in a community.
- It provides opportunities for the exchange of experience between the participating cities.

3. Intercultural Guidance and Events

Have you found any of the following ICC guidance useful?



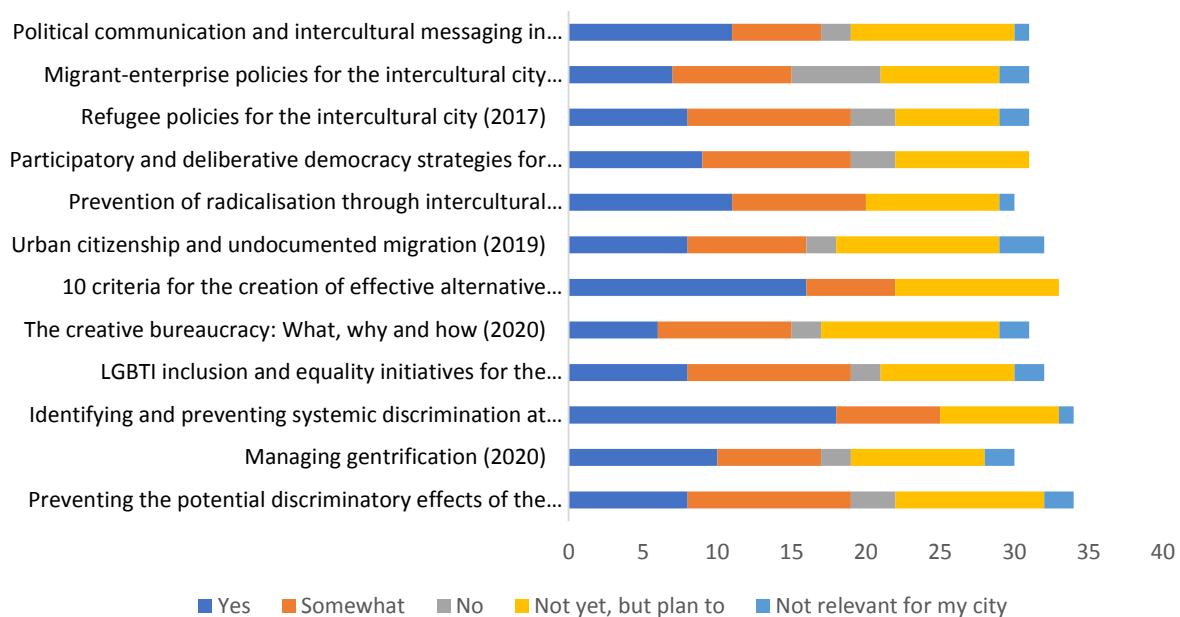
From the survey it is clear that the Step-by-step guide remains popular among the cities exactly as in the 2020 Survey, while the newer additions to the ICC guidance, including the ICC Glossary on key terminology (2020), Mission description of ICC Coordinators (2020) and ICC welcome and brand packs (2020) have been almost as appreciated by the cities. Further, the cities have found the Anti-rumours manual (2018), index reports and good practice database useful. The Antirumours' guide for the educational field (2020) and ICC Guide on intercultural competence (2020) have also been used, even if they were published very shortly before the launch of the survey.

Other comments regarding the available ICC tools and wishes for the future included:

- As a new member we have not used the tools yet, but they seem interesting.
- They are highly useful.
- All very helpful and of highest standards!
- Additional translations would be beneficial.
- Thank you for ICC materials and online webinars organised in 2020.
- It would be useful to always have notification when new resources become available.

- The variety of ICC guidance tools helps the cities to find those that correspond to their challenges at the time of need, i.e. the needs may change and it is great that through these tools, the city can find "answers".
- All materials are useful, but they have few practical examples and less visual filling.
- An ICC Index reflecting Asian cultures, history and environment for intercultural cities in Asia would be beneficial.

Have you found any of the following ICC policy briefs useful?



Out of the ICC policy briefs, the new brief on Identifying and preventing systemic discrimination at the local level (2020) and the 10 criteria for the creation of effective alternative narratives on diversity (2019) have been useful to the responding cities. Additionally, the briefs on Prevention of radicalisation through intercultural policies (2018) and Political communication and intercultural messaging in times of crisis (2016) remain popular. Further, the new briefs on Preventing the potential discriminatory effects of the use of artificial intelligence in local services (2020), Managing gentrification (2020) and LGBTI inclusion and equality initiatives for the Intercultural City (2020) have been interesting. Finally, some interest was also expressed in the briefs Participatory and deliberative democracy strategies for the Intercultural City (2017) and Refugee policies for the intercultural city (2017).

The Intercultural Cities Programme have - during 2020 - updated the working methods when producing the policy briefs. The briefs on Identifying and preventing systemic discrimination at the local level, on Preventing the potential discriminatory effects of the use of artificial intelligence in local services, and on Managing Gentrification have included a combination of input directly from member cities through a survey and interviews as well as desk research. The publication of these policy packages has been combined with webinars on each topic.

The additional feedback on the ICC Policy Briefs included:

- Thank you for giving the opportunity to participate in the gentrification discussions. It has stimulated research at the local level.
- Generally useful. We were not aware of those predating our membership (2018) so have not been familiar with, or utilised, them.
- The ICC policy briefs are always of top quality. The answers above relate to how "close" they are to priorities of the Municipality (and the vision of each Municipal authority).

Many cities have used a number of guidelines and briefs. ICC will use the annual survey to understand which supporting documents are most useful and in which areas to work with more policy guidance.

Have you used the Intercultural Citizenship Test?



The Intercultural Citizenship Test was launched at the end of October 2020 and is a quick and easy way for the general public to learn more about what it means to be an intercultural citizen. The online Intercultural Citizenship Test is accompanied by a facilitator guide and a version of the test which can be downloaded. The cities which have already used the Intercultural Citizenship Test report to have used it in several different ways:

- with the staff team to test the application to the work;
- in strategy development;
- presented the test in forums and seminars;
- used it as an instrument in a study module in a university course;
- to study the intercultural profile of the audience during intercultural trainings;
- are planning to use it in a web-conference with local NGO-partners as a method of reflexion;
- for personal use.

Some cities also report to have promoted the test on social media.

In 2021 the Intercultural Citizenship Test will be available in the following languages: English, French, Italian, Portuguese, Spanish, Turkish and Ukrainian. The responding cities expressed interest in the following additional translations of the test: Basque (2), German (2), Greek (2), Norwegian (2), Catalan (1), Lithuanian (1), Arabic (1) and Korean (1). Additional translations of the Intercultural Citizenship Test are dependent on demand and available funding. The Intercultural Cities Programme is always happy to cooperate with member cities to produce translations which benefit several cities in the ICC network.

The following cities reported they are or may be available to assist with translations of the Intercultural Citizenship Test: Albufeira, Amadora, Ballarat, Camden, Cascais, Donostia/San Sebastian, Erlangen, Forlì, Guro, Ioannina, Jonava, Limassol, Loures, Lutsk, Melton, Melitopol, Modena, Neumarkt, Odessa, Oslo, Bursa-Osmangazi, Pavlograd, Reggio Emilia, Stavanger and Sumy.

Additionally, the national networks in Portugal, Spain and Ukraine expressed their interest in assisting with the process.

Would you be interested in working with other cities to develop new ways to use the Intercultural Citizenship Test?



Almost all of the responding cities report to be, or potentially be, interested in cooperating with other cities to develop the Intercultural Citizenship Test. The cities include Albufeira, Amadora, Ballarat, Bradford, Casalecchio di Reno, Donostia/San Sebastian, Erlangen, Forli, Guro, Ioannina, Jonava, Limassol, Loures, Lutsk, Lyon, Melitopol, Modena, Montreal, Novellara, Odessa, Bursa-Osmangazi, Pavlograd, Reggio Emilia, Rochester, Stavanger, Sumy, Melton and Vinnytsia.

Have you used the ICC Index Charts?

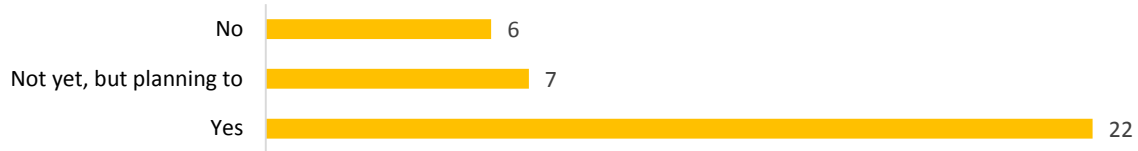


The new interactive ICC Index Charts were launched in November 2020. Many of the respondents have already used the charts and many others are planning to use them when the opportunity presents itself. The general feedback on the ICC Index Charts include:

- Useful way to quickly highlight positive aspects and areas where we can improve.
- Helps to introduce Intercultural Cities and our membership to partners.
- The cities appreciated the visual tool for showcasing their ICC engagement and degree of ICC policies implementation to the stakeholders and partners.
- Used to show the areas/topics we need to work on.
- Handy and accessible.
- Congratulations on the new design! Some small changes to facilitate temporal comparison would be welcomed.
- Used to provide arguments on ICC matters, making descriptions within projects, etc. They provide "positive" feedback.
- The better usability of the new charts is a real benefit for us!
- It helps us plan for the future and gives an understanding of the positions of our city in the international arena.
- The charts are used when developing the intercultural strategy.

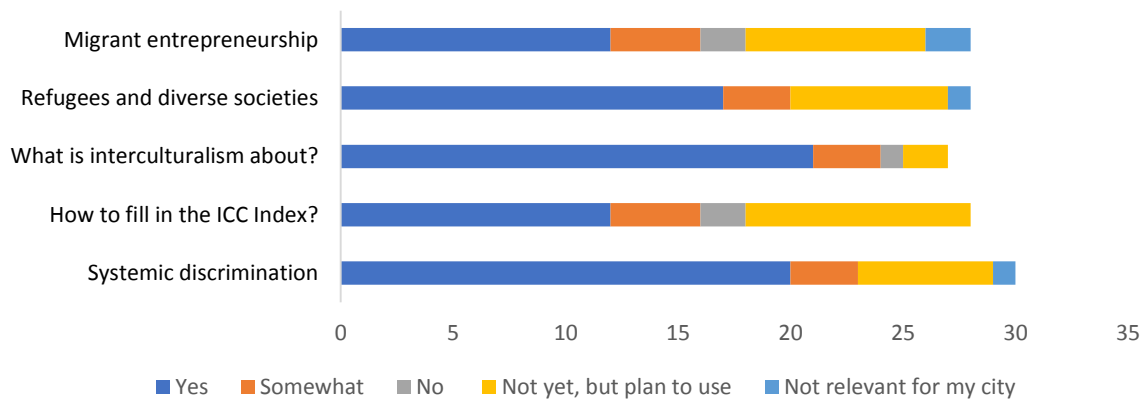
The ICC Programme is happy of this positive feedback on the ICC Charts and is working at some small adjustments to take the feedback received into account.

Have you read any of the ICC Index reports published in 2020?



The majority of the responding cities have read at least one index report published in 2020. This is in addition to the report for those cities who took part in the index exercise during 2020. The ICC recommends all member cities regularly review index reports other than their own in order to draw lessons and good practices from the other member cities in the network. The content is of great use to gain inspiration for projects as well as to find which cities have been struggling with similar challenges and found innovative solutions to address the same.

Have you found any of the ICC video tutorials useful?



Out of the ICC videos currently available, the videos on Systemic Discrimination and What is Interculturalism about are the most popular among the respondents. This is also seen from the requests of additional subtitles to the videos. As raised above, any additional translations are dependent on demand and available funding. When possible, the Intercultural Cities Programme is always happy to cooperate with member cities in producing additional translations which benefit several cities in the Intercultural Cities Network.

Request for subtitles in additional languages



The requests for subtitles cover all ICC videos listed with Systemic Discrimination receiving the largest numbers of requests (16), followed by What is interculturalism about? And Migrant Entrepreneurship (15), Refugees and diverse societies (13) and How to fill in the ICC Index? (12).

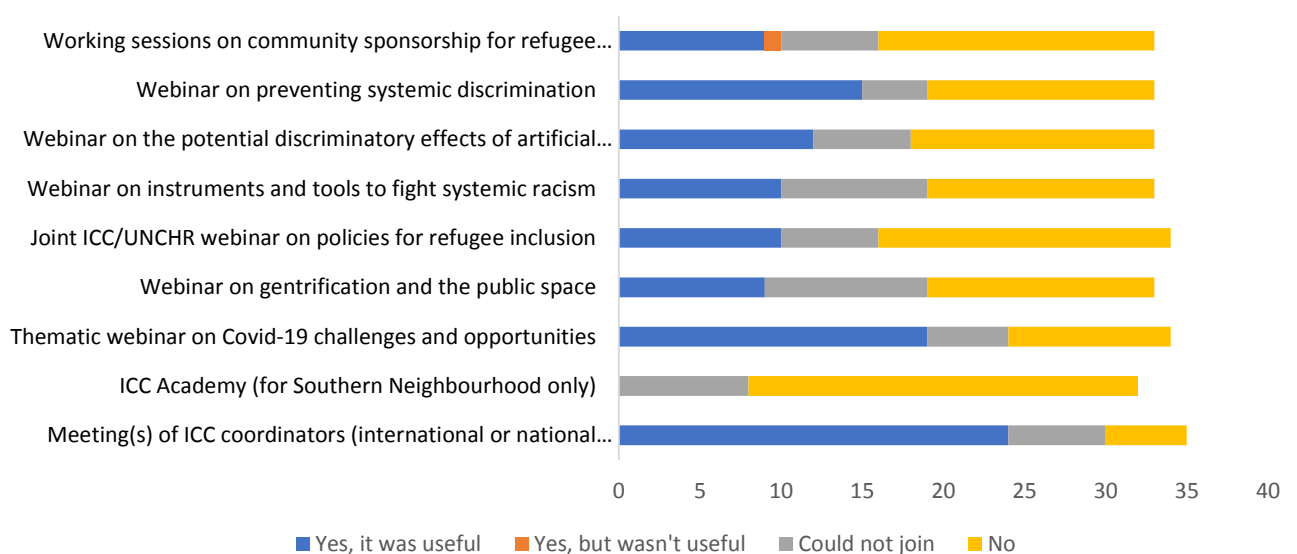
Additional subtitles to the already existing French (Systemic discrimination and How to fill in the ICC Index) and Spanish (What is interculturalism about?; Refugees and diverse societies; Migrant entrepreneurship) subtitles to the videos were requested in the following languages: Ukrainian (7), Italian (5), Greek (3), Portuguese (2), Basque (1), Lithuanian (1), Spanish (1) and Korean (1).

The following cities expressed preliminary availability to assist with translations of subtitles: Camden, Cascais, Donostia/San Sebastian, Erlangen, Guro, Ioannina, Lutsk, Melitopol, Novellara, Odessa, Oslo, RPCI and Stavanger. Additionally, the cities of Limassol, Patras, and Vinnytsia could potentially be interested in assisting.

This section was completed with an open question on which additional resources the member cities would like the Intercultural Cities Programme to produce. The following was highlighted:

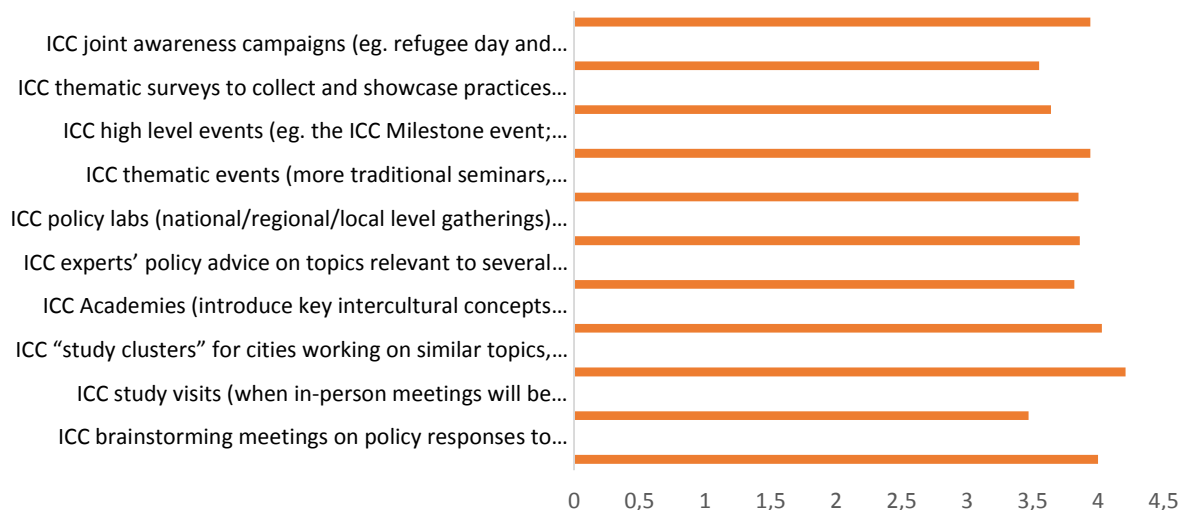
- E-learning package on interculturalism and being a member of Intercultural Cities. Perhaps to be rolled out within Local Authorities by Human Resources departments (Bradford).
- Resources to help with influencing the media, reducing online hate speech in a positive way, how to facilitate/encourage meaningful interaction between majority population and newer communities. How to engage the majority population in viewing diversity (and interculturalism) as positives for them and wider society/economy (Bradford).
- Guidance on 'How to start a City Welcoming Policy' (Vinnytsia).
- It would be very helpful to be able to submit grant applications that include amounts for hiring personnel and purchasing equipment (Patras).
- Confronting hate towards minorities on the net and social media (Oslo).
- Board games for group intercultural communication (Odessa).

Did you attend any of the following ICC events?



Out of the ICC events in 2020 the Meeting(s) of ICC coordinators (international or national networks alike) and the Thematic webinar on Covid-19 challenges and opportunities had the highest attendance of the responding cities. Only one respondent who participated in an ICC event in 2020 replied they had participated in ICC events and not found the content useful for their work. There were a number of respondents who could not participate in several ICC events in 2020, including Coordinators from cities outside of the European time zones. The ICC will in the future aim to have the events at varying times to allow for participants from all time zones in the network to join the events.

Which of the following ICC activities (would) best respond to the needs of your city?



The Intercultural Cities Programme wishes to gain a better understanding of which types of services and events best serve the member cities. A number of new methods have been tried and tested in the past year and the Programme now wishes to evaluate which methods should stay in the long term and which face to face events the member cities have missed during 2020 when these events were not possible to organise.

Even though all areas scored relatively highly, the areas which stand out are:

- ICC study visits (when in-person meetings will be possible again), 4.21 out of 5 on average.
- ICC "study clusters" for cities working on similar topics, for example those updating their intercultural strategy or cities who have recently joined the programme, 4.03 out of 5 on average.
- ICC webinars, on specific topics, organised at regular intervals (3/4 per year), generating policy briefs and guidance, 4.0 out of 5 on average.
- ICC thematic events (more traditional seminars, gathering a big number of cities in-person on a specific topic where knowledge sharing is needed), 3.94 out of 5 on average.
- ICC joint awareness campaigns (for example World Refugee Day and International Migrants Day campaigns), 3.94 out of 5 on average.

Other events which the responding cities expressed interest in include:

- Online forum where ICC coordinators could communicate more instantaneously and also have an area to socialise, share practice and ideas. Somewhere for people to more regularly communicate in between dates of more formal meetings.
- Exchange of good practices, tools and communication strategies on the diversity advantage and the actions taken.
- Attending of city events, such as festivals, contests etc.
- Local/regional ICC resource Centres with specific geographic scope (i.e. Euro-Med).
- Australasia Network forum.

Would your City be interested in participating in a policy lab at national or international level?



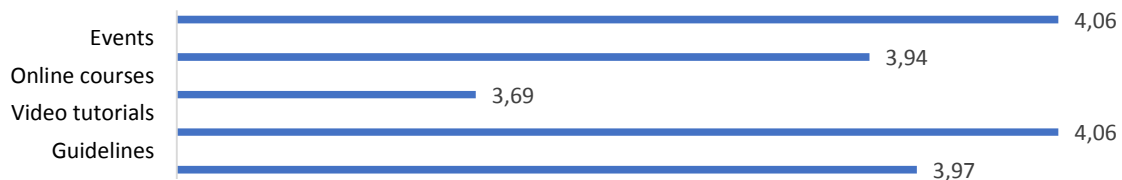
Most cities express some form of interest in taking part in policy labs in the upcoming year. The cities expressing preliminary interest include: Amadora, Erlangen, Guro, Ioannina, Limassol, Lutsk, Melitopol, Melton, Modena, Montreal, Bursa-Osmangazi, Reggio Emilia, Rochester, Sumy and Vinnytsia.

Additionally, the national networks in Portugal and Ukraine expressed interest.

2020 saw the kick-off of the Steering Committee on Anti-Discrimination, Diversity and Inclusion (CD-ADI) and the working structure for intercultural integration (GT-ADI-INT). GT-ADI-INT works with the aim to draft a standard on multilevel governance of intercultural integration policies at the national level and is composed of 10 Council of Europe member states and 10 local authorities from the ICC Programme. The first draft of the standard has been presented to CD-ADI in February 2021. The work of GT-ADI-INT has - during 2020 - replaced the work of the national-level policy labs. However, policy labs may be reconducted in the next biennium as a way to pilot the methodological framework for multilevel cooperation in the field of intercultural integration, as recommended by the standard currently under development.

4. Intercultural Plans for the Future

Which learning support suits your City the best? Average Policy briefs



While the average scores for the various ways of working within the ICC are fairly evenly distributed, events and video tutorials are the most popular ways of working. The ICC will take this into consideration when planning the future work and is happy to share that several video trainings will be available in 2021.

Which of the following areas/topics you would you like the ICC programme to address in 2021?



Out of the areas of work suggested for 2021, interculturalism as a factor for sustainable development, bridging the ecological and the diversity agenda and training on intercultural competence were the most interesting for the responding cities, closely followed by competence building on systemic

discrimination and a joint communication campaign on the values of interculturality for diverse societies. Additionally, the areas of diversity contributions to the economic recovery; promoting diversity in business and development; tools on how to embed intercultural integration into larger institutions; creative bureaucracy, how to find new innovative methods for diversity management; bridging the anti-racism and the intercultural movement and development of guidance/policy brief on intercultural conflict prevention and resolution were shown keen interest.

Several cities expressed preliminary interest in taking the lead on the work withing some areas:

- Interculturalism as a factor for sustainable development, bridging the ecological and the diversity agenda (Forlì, Limassol, Rochester).
- To continue the work on developing intercultural competence by developing more concrete approaches tailored to specific target audiences and cities (Ukrainian National Network, Odessa).
- Joint communication campaign on the values of interculturality for diverse societies (Melitopol).
- An intercultural approach to Roma inclusion (Pavlograd).
- Measuring Social Trust (Rochester).

Overall, the cities expressed 66% willingness to commit time and resources to intercultural projects/actions developed under the ICC Programme in 2021. This was a new question for the annual survey and the Intercultural Cities Programme will follow up on the commitment of the cities in the future.

Finally, the cities were given the opportunity share any other information they thought interesting:

- We are proud to be an ICC member and wish to congratulate and thank the ICC team and CoE for ALL high-quality support it provides, constantly!!
- ICC could collaborate with the Anna Lindh Foundation on the promoting interculturalism in urban areas in the Euro-Med region.
- Hard to participate in online seminar or meeting due to time difference.