

2022

INTERCULTURAL CITIES  
BUILDING BRIDGES BREAKING WALLS



# Annual Survey

## Intercultural Cities



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

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## 1. Introduction

In January 2022, the Council of Europe’s Intercultural Cities (ICC) programme launched a survey among its member cities to collect information about what tools of the programme the cities find useful and which areas the cities are particularly interested in working on as a network during the upcoming years.

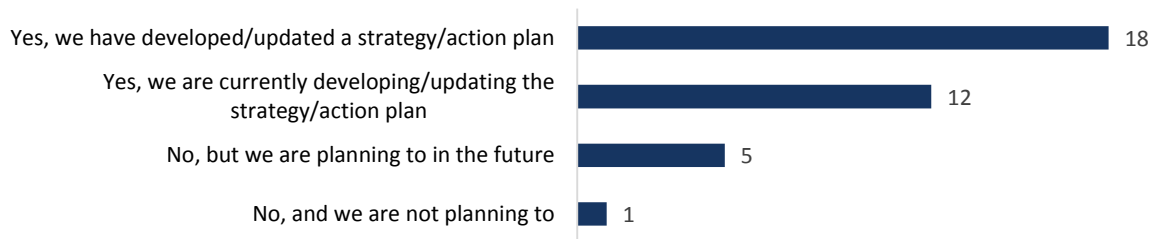
The results presented below are a summary of the data collected from 37 member cities: Albufeira (Portugal), Ansan City (Republic of Korea), Ballarat (Australia), Barcelona (Spain), Bilbao (Spain), Botkyrka (Sweden), Bradford (United Kingdom), Bucharest (Romania), Bursa-Osmangazi (Turkey), Casalecchio di Reno (Italy), Castelló de la Plana (Spain), Donostia/San Sebastian, (Spain), Dudelange (Luxembourg), Geneva (Switzerland), Ioannina (Greece), Jonava (Lithuania), Kirklees (United Kingdom), Limassol (Cyprus), Lublin (Poland), Lutsk (Ukraine), Melitopol (Ukraine), Melton (Australia), Modena (Italy), Montreal (Canada), Neumarkt (Germany), Novellara (Italy), Odessa (Ukraine), Oeiras (Portugal), Oslo (Norway), Patras (Greece), Pavlograd (Ukraine), Reggio Emilia (Italy), Sherbrooke (Canada), Strasbourg (France), Sumy (Ukraine), Torino (Italy) and Vinnytsia (Ukraine).

In addition, the national coordinators of the Italian, Portuguese, Spanish and Ukrainian national ICC networks responded on behalf of their respective national networks, together representing an additional 68 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 past two years have largely been impacted by the ongoing health crisis. The ICC programme has therefore adapted the working methods to fit the online context. Through the survey, the ICC 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 2021 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 (83%) 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 84% from 2021.

Only six out of the 37 cities which responded to the survey (Albufeira, Osmangazi/Bursa, Jonava, Lublin, Modena and Oeiras) have not yet adopted either an intercultural strategy, an integration strategy with intercultural elements, or an action plan. A number of the cities responding to the survey have intercultural strategies which enter into force during 2022 (Ballarat, Lutsk, Melton, Odessa, Oslo and Sherbrooke).

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



A majority of the respondents (63%) are using the ICC Index to monitor their progress, with the percentage of cities remaining the same as in 2021. 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 or are already using the index for planning (this relates for example to Albufeira, Lublin, Modena, Novellara, Sherbrooke, Bradford, Pavlograd and Reggio Emilia).

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



The results indicate many cities are planning on taking action within this area during the upcoming year(s).

Out of the cities, 28% are planning to run an anti-rumours campaign, many of them already in 2022 (Ansan City, Ballarat, Jonava, Geneva, Lublin, Novellara, Neumarkt, Oeiras and Sherbrooke). Further 8% have run campaigns in the past (Botkyrka, Strasbourg and Reggio Emilia) and 30% are currently running anti-rumours campaigns in their cities (Albufeira, Barcelona, Bilbao, Bradford, Casalecchio di Reno, Castelló de la Plana, Lutsk, Melitopol, Odessa and Vinnytsia).

From the national networks, the Portuguese and Ukrainian ICC networks have run campaigns in the past, the Italian and Spanish ICC networks have run campaigns in the past and are also planning to do so in the future.

### Have you included any of the following mainstreaming components in your intercultural strategy/action plan/policy?



Out of the 37 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, migrants, internally displaced persons, minority groups, rights of the child, public health, refugees, and inclusion. Some cities also state that while the mainstreaming components are not explicitly mentioned, they address for example questions of intersectionality or implicitly include the mainstreaming components in the strategy.

The cities which have included **gender equality** as a mainstreaming component in their intercultural strategy include: Ansan City, Ballarat, Barcelona, Bilbao, Botkyrka, Bradford, Bucharest, Bursa-Osmangazi, Castelló de la Plana, Casalecchio di Reno, Melitopol, Melton, Modena, Neumarkt, Odessa, Oeiras, Patras, Pavlograd, Reggio Emilia, San Sebastian, Strasbourg and Vinnytsia. Additionally, the Spanish and Ukrainian ICC networks report member cities in their networks 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: Barcelona, Bradford, Bucharest, Casalecchio di Reno, Melton, Oeiras, Oslo, Pavlograd and Strasbourg. Additionally, the Spanish ICC network reports member cities in their network 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: Ansan City, Bradford, Bucharest, Casalecchio di Reno, Castelló de la Plana, Lutsk, Melitopol, Odessa, Oeiras, Oslo, Patras, Pavlograd, Reggio Emilia, San Sebastian, Strasbourg and Sumy. Additionally, the Spanish and Ukrainian ICC networks report member cities in their networks include Roma and Travellers inclusion as a mainstreaming component in their intercultural strategies.

## Why is the ICC programme beneficial to your city?



The ICC Programme wished to gain further insight into what 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 and will also inform the planned evaluation of the tools and service provided by the programme.

Guidance, political support and networking opportunities were deemed to be most useful, while multi-level cooperation and inter-city grants were awarded less importance. This is aligned with the information provided by the responding cities in relation to which events and tools have been most useful and was similar to responses in previous years.

The areas scoring lower, even if the differences between the two groups are small, are either newer areas of work such as the intercity grants and multi-level governance, or areas which have not been possible to carry out during 2021 due to the ongoing health pandemic.

Other additional responses included the following areas of importance:

- The ICC team provides ad-hoc advice to the city when needed
- The national ICC network applies for funding for joint projects

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 ICC network. The ICC thanks all cities who have contributed to the 80 new good practices published during 2021. The database of good practices is available [here](#) and is highly recommended as an inspiration in the daily work of all ICC city coordinators.

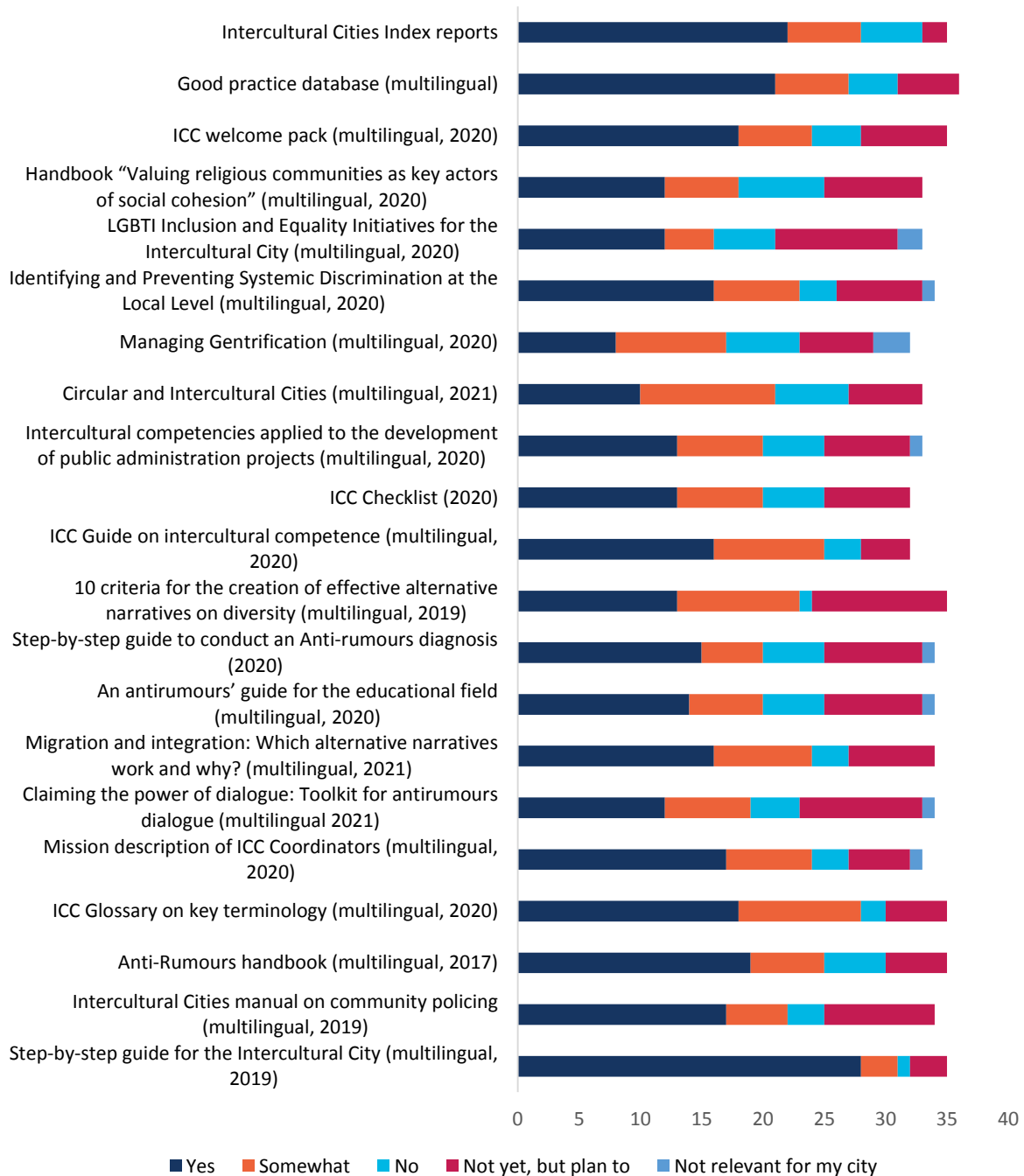
Has your city displayed the ICC certificate at the City Hall?



The majority of responding cities report the ICC certificate is displayed in the city hall or another official location in the city including those cities who responded "other". Some cities raise they have not yet displayed the certificate due to the ongoing Covid-19 pandemic and little use of the official buildings. Out of the cities responding the certificate is not displayed, the city of Castelló de la Plana report they have not yet received the certificate.

### 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 and 2021 surveys, together with the general guidance in the [good practice database](#), the [index reports](#) and the [Anti-rumours handbook](#). Newer additions to the ICC guidance, including the [ICC Glossary on key terminology](#) (2020), [Mission description for coordinators](#) (2020) and [ICC welcome and brand packs](#) (2020) are also popular. [Identifying and preventing systemic discrimination at the local](#)

[level](#) (2020) and the [Intercultural Cities manual on community policing](#) (2019) together with the policy brief [Migration and integration: Which alternative narratives work and why?](#) (2021) and the [ICC Guide on intercultural competence](#) (2020) also received high scores. Further, the national networks have given similar responses as the international network.

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.

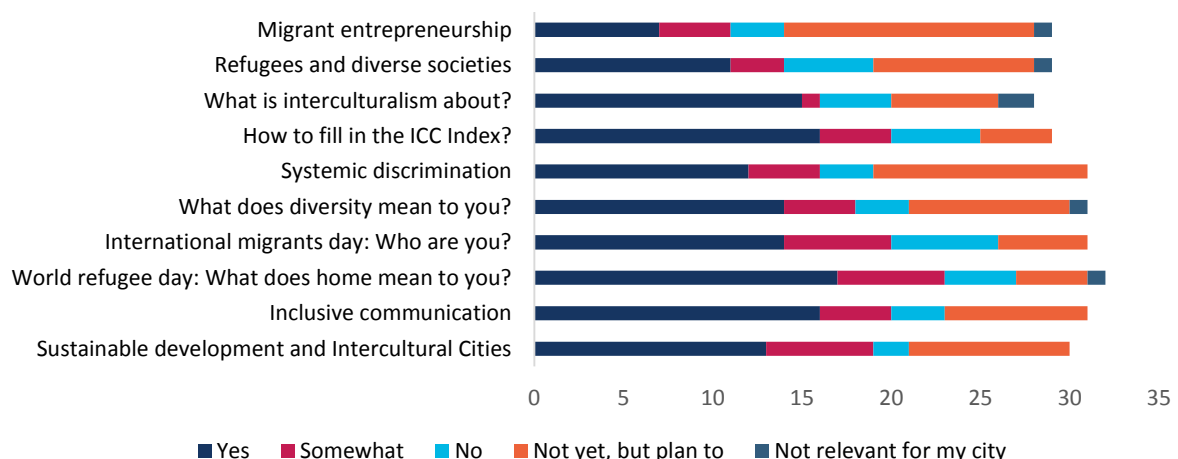
### Have you used the Intercultural citizenship test?



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. Cities report to have disseminated the Intercultural citizenship test through social media, to have used the test in group activities with different stakeholders, in community consultations as well as when developing their intercultural strategy.

The Intercultural citizenship test is already available in English, French, German, Italian, Portuguese, Spanish, Turkish, Ukrainian, and Basque. The following cities expressed interest in potentially assisting with further translations of the tool: Ansan City, Botkyrka, Bucharest, Ioannina and Jonava. The ICC programme is always happy to cooperate with member cities to produce translations which benefit several cities in the ICC network. Any additional translations are dependent on demand and available funding.

### Have you found the ICC videos useful?

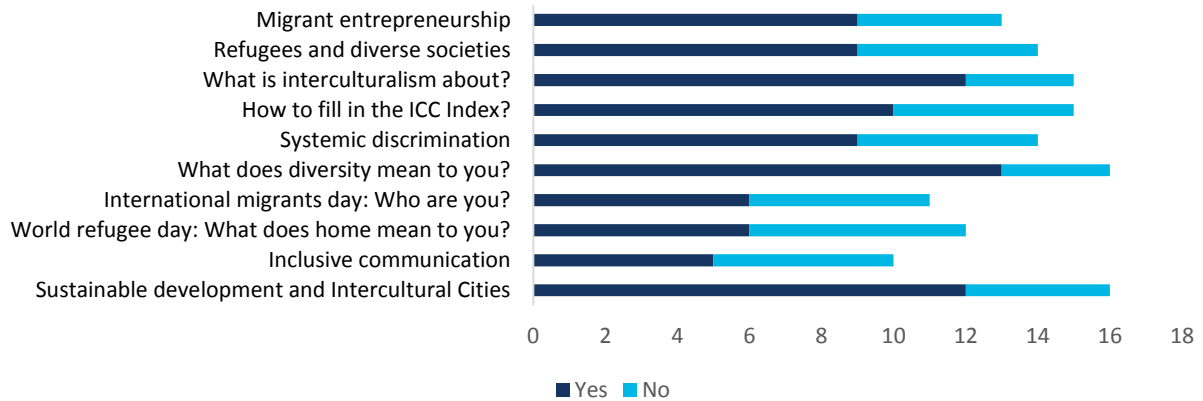


Out of the [ICC videos](#) currently available, the videos “Inclusive communication”, “What is interculturalism about?” and “[How to fill in the index](#)” together with the videos produced for Refugee Day and “What does diversity mean to you?” were found most useful by the respondents. This is also 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 ICC programme is



always happy to cooperate with member cities in producing additional translations which benefit several cities in the ICC network.

### Would you like additional subtitles to the videos?



The requests for subtitles by the cities and national networks cover all ICC videos listed with the video “What does diversity mean to you” receiving the largest number of requests (13), followed by the video on sustainable development (12), “What is interculturalism about” (12), “How to fill in the Index?” (10), “Refugees and diverse societies” (9), “Systemic discrimination” (9) and “Migrant entrepreneurship” (9).

The following additional subtitles were requested for each video:

- Sustainability development and Intercultural Cities: French (1), Italian (2), Korean (1), Lithuanian (1), Spanish (2), Ukrainian (3).
- Inclusive communication: Greek (1), Korean (1), Lithuanian (1).
- World Refugee Day/International Migrants Day: Greek (2), Korean (1), Lithuanian (1), Ukrainian (2).
- What does diversity mean to you?: French (1), Greek (1), Italian (2), Korean (1), Lithuanian (1), Spanish (1), Ukrainian (3).
- Systemic discrimination: Italian (2), Korean (1), Lithuanian (1), Spanish (1), Ukrainian (1)
- How to fill in the Index?: Italian (2), Korean (1), Lithuanian (1), Spanish (1), Ukrainian (3)
- What is interculturalism about: French (1), Greek (2), Italian (2), Korean (1), Lithuanian (1), Ukrainian (3)
- Refugees and diverse societies: French (1), Greek (1), Italian (1), Korean (1), Lithuanian (1), Ukrainian (3)
- Migrant entrepreneurship: French (1), Greek (1), Italian (2), Korean (1), Lithuanian (1), Ukrainian (2)

The following cities expressed preliminary availability to assist with translations of subtitles: Ansan City, Bilbao, Botkyrka, Bucharest, Ioannina, Jonava, Melitopol, Melton, Novellara, Odessa, Oeiras, Patras, Pavlograd, Reggio Emilia, Sherbrooke, Sumy and Vinnytsia.

### Have you used the 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. In addition, the ICC networks from Portugal, Spain and Ukraine have used the charts. General feedback on the ICC Index Charts includes:

- The charts are used within proposals.
- The charts assess the strengths and weaknesses of the intercultural state of the city.
- It is interesting to understand the indexes of similar cities and review good practice which could be useful for us.
- Very useful and interesting.
- Much clearer than before, however, further options for crossing data should be provided.

The ICC programme is happy of this positive feedback on the ICC Index Charts and is working on small adjustments to take the feedback into account.

### Have you used the Facts and figures-page?



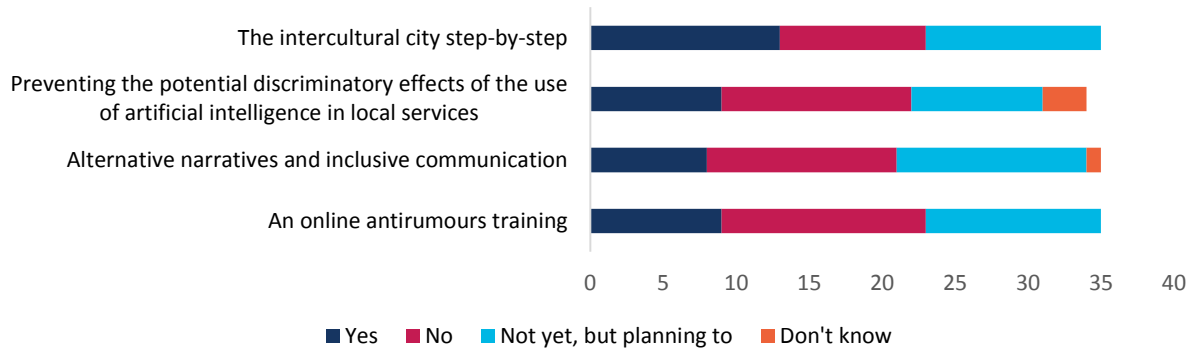
Many of the responding cities report to have already used the [Facts and figures page](#) or that they are planning to use it. Additionally, the ICC networks of Italy, Portugal and Ukraine report to already have used the tool, while the ICC network in Spain is planning to use it in the future. The general feedback on the page is positive with some cities saying they should look into how to better utilise the page.

### Have you read any of the Index reports published in 2021?



The majority of the responding cities have read at least one [index report](#) published in 2021. This is in addition to the report for those cities who took part in the index exercise during 2021. Further, many cities are planning to read index reports and the ICC networks of Italy, Spain and Ukraine reported to have read Index reports in 2021. 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 used the online trainings?



Many of the respondents have already used the [online trainings](#) or are planning to use them soon. The same goes for the national ICC networks who mostly report they have already used the trainings or are planning to do so. The general feedback on the trainings is positive raising the trainings have been useful and easy to understand, as well as positive feedback on the videos used.

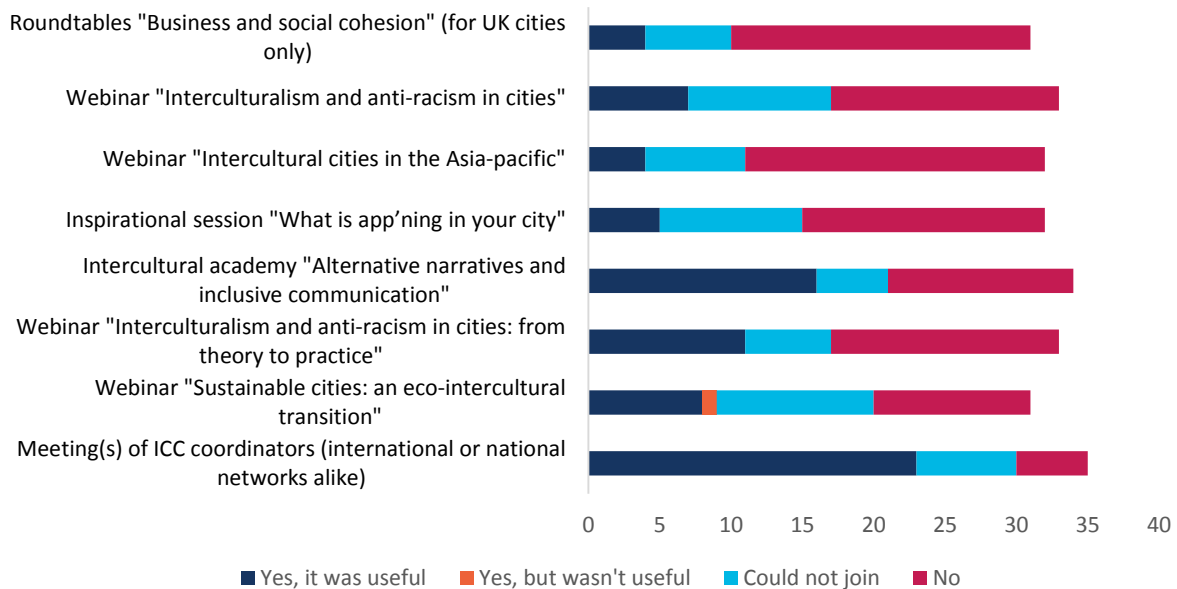
### Would you like the online trainings to be available in your language?



Many of the responding cities raise it would be useful to have the online trainings available in their languages. Further, all four national intercultural networks raise it would be useful to have the online trainings available in the languages of the national networks. There are specific translation requests for all trainings in different languages. The responding cities interested in assisting with translation include: Albufeira, Ansan City, Bilbao, Botkyrka, Casalecchio di Reno, Jonava, Melitopol, Novellara, Neumarkt, Odessa, Pavlograd, San Sebastian, Sherbrooke, Sumy, and Torino. As raised above, any additional translations are dependent on demand and available funding.

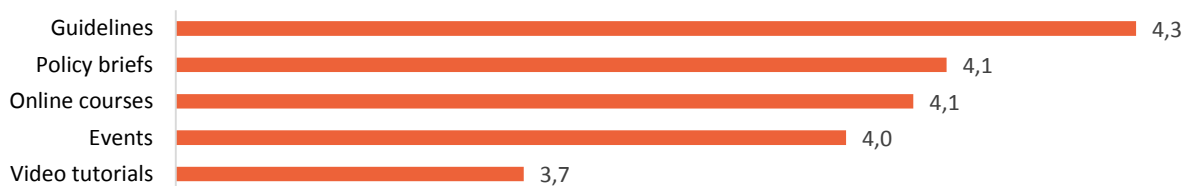
This section in the annual survey was completed with an open question on additional feedback on the resources provided by the programme. Overall, the feedback was very positive with many cities highlighting the usefulness of the tools within the city and various fields as well as the professionalism. It was raised that the materials are easy to access and read and useful in strategic planning. Improvements were suggested by some cities in relation to the length of the materials and in making the materials more practical in nature.

### Did you follow any of the following ICC events?



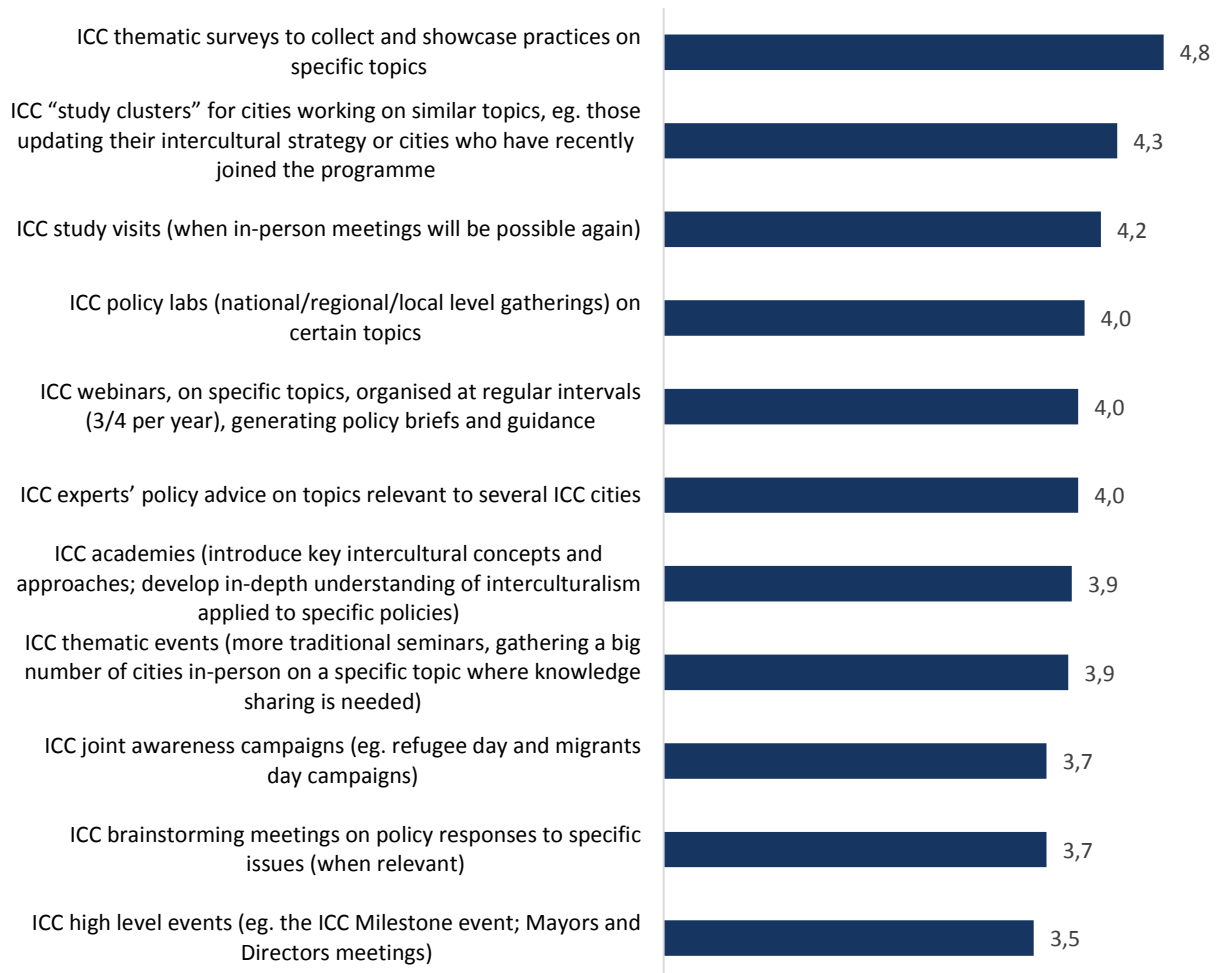
Out of the ICC events in 2021, the meeting of ICC coordinators and the intercultural integration academy on alternative narratives and inclusive communication were the most popular among the respondents. Only one respondent who participated in an ICC event in 2021 replied they had participated in ICC events and not found the content useful for their work. Overall, the events received positive feedback also from the national ICC networks who reported to have participated in the majority of the events and to have found them useful.

### Which learning support suits your city the best?



With regard to which learning support works best for the responding cities, written materials are found to be the most useful. The national networks find events, online courses, and guidelines to be most useful. While the responses from the national networks correspond to the overall responses received to the annual survey in 2020 with a focus on events and courses, the responses from the participating cities have shifted more towards written guidance in 2022.

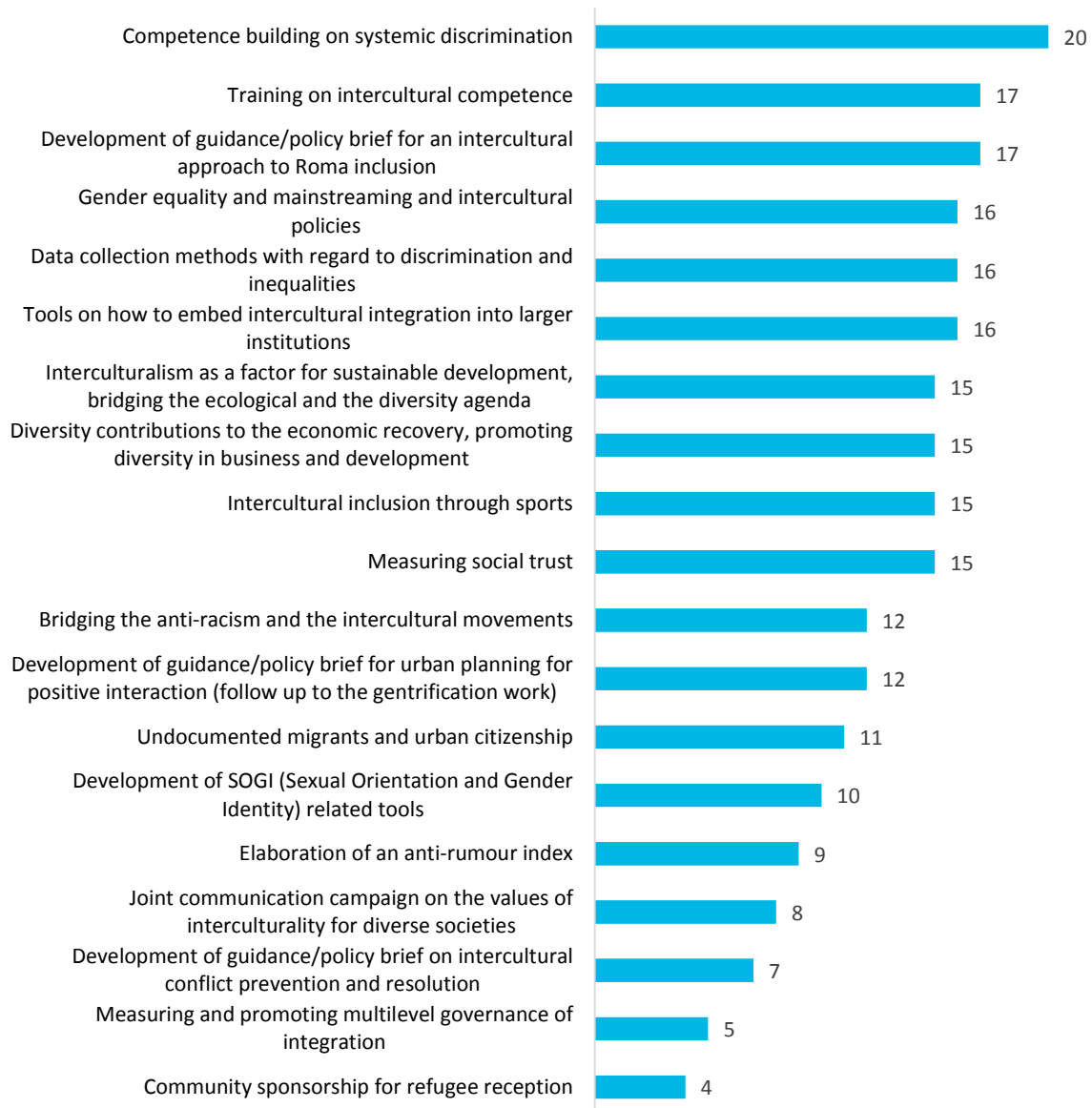
### Which of the following ICC activities (would) best respond to the needs of your city?



The ICC 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 years and the programme now wishes to evaluate which methods should stay in the long-term. The annual survey will also be complemented in 2022 by an evaluation of the tools and services of the programme. The national ICC networks gave similar responses with webinars, study visits, policy advice on topics relevant to several ICC cities and thematic events gaining most interest.

## 4. Intercultural plans for the future

Which of the following areas/topics you would you like the ICC programme to address in 2022?



Out of the areas of work suggested for 2022, competence building on systemic discrimination, training on intercultural competence, guidance on an intercultural approach to Roma inclusion, gender equality and mainstreaming as well as intercultural policies and data collection methods with regard to discrimination and inequalities were the most interesting for the responding cities, closely followed by tools on how to embed intercultural integration into larger institutions, interculturalism as a factor in sustainable development, diversity contributions to the economic recovery, sports and interculturalism as well as measuring social trust.

The national ICC networks gave similar responses with the following priority areas for at least three out of four ICC networks: training on intercultural competence, data collection methods with regard

to discrimination and inequalities, competence building on systemic discrimination, gender equality and mainstreaming and intercultural policies, guidance on an intercultural approach to Roma inclusion, diversity contributions to the economic recovery as well as interculturalism as a factor for sustainable development.

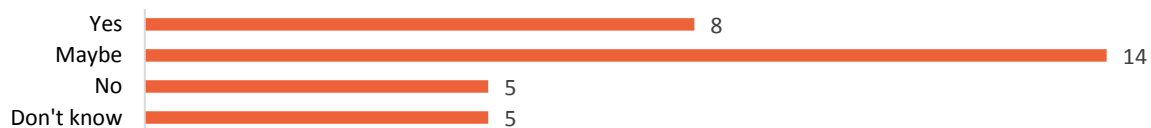
Several cities expressed preliminary interest in taking the lead on the work withing some areas:

- Competence building on systemic discrimination (Oslo)
- Training on intercultural competence (Odessa)
- Diversity contributions to the economic recovery, promoting diversity in business and development (Reggio Emilia)
- Intercultural inclusion through sports (Reggio Emilia)
- Measuring social trust (Ansan City)
- Development of guidance/policy brief for urban planning for positive interaction (Ansan City)

Further, the following cities expressed interest in potentially taking the lead on a topic without specifying specific topics of interest: Botkyrka, Melitopol and Pavlograd.

Additionally, some cities flagged they could be interested in taking the lead in the future, would like to participate in projects as a partner or that they have insufficient human resources to be able to take the lead on projects at this time.

### Would your city like to take part in a joint communications campaign in 2022?



In 2021, the Intercultural Cities network ran three joint campaigns for the World Day for Cultural Diversity for Dialogue and Development, World Refugee Day and International Migrants Day. In 2022, only two campaigns are planned: World Refugee Day and International Migrants Day, however, in slightly different formats than the previous year. Out of the responding cities, the following cities expressed interest in participating: Castelló de la Plana, Melitopol, Odessa, Pavlograd, Reggio Emilia, Sherbrooke, Strasbourg and Vinnytsia. The following cities expressed potential interest in taking part: Ansan City, Ballarat, Botkyrka, Bursa-Osmangazi, Bradford, Ioannina, Jonava, Kirklees, Lutsk, Modena, Neumarkt, Novellara, Sumy and Torino. Additionally, the ICC network in Italy is definitely interested in participating, while the ICC networks in Portugal, Spain and Ukraine may be interested in taking part.

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

- We would like to congratulate ICC for the excellent work accomplished! Thank you for the support and long-term high-quality cooperation.
- Being a member city has benefits in widening perspectives in policy development.
- Thanks for all your support, innovation, and guidance during the past year. A great team!
- Some of the latest materials produced have been very useful.
- Thank you for providing methodological assistance.
- Our city is an active ICC participant and always takes part in the global initiatives.