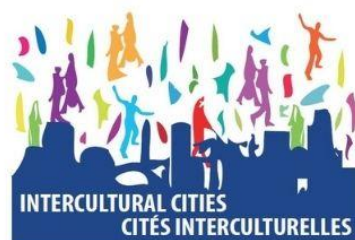


2023



Annual Survey Intercultural Cities



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

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Introduction

From 12 December 2022 to 9 January 2023, the Council of Europe's Intercultural Cities (ICC) programme launched a survey among its member cities to collect information about the intercultural work they are currently carrying out or planning for the future. The survey also aimed at gathering respondent' views on some of the recommendations stemming from the independent evaluation of the ICC programme's services and tools carried out in 2022¹. This edition of the survey was different from past years² and did not aim at collecting information on the use of the programme's different tools. This was done via the evaluation to which all member cities were invited to contribute in 2022 through interviews and/or an online survey. It is also worth mentioning that respondents were not asked to give inputs on the areas of work and activities the ICC programme should focus on in 2023. This omission was driven by the fact that a Steering Committee will be set up in 2023, as a result of the evaluation recommendations, and will set the programme's priorities in the middle and long term. The results of this survey and the findings of the evaluation will be considered in conjunction as the ICC programme is working on its modernisation and on the design of its strategic and operational frameworks by implementing the evaluation recommendations in 2023 and beyond.

The results presented below are a summary of the data collected from 32 member cities out of 156³: Ansan City (Republic of Korea), Ballarat (Australia), Barcelona (Spain), Bucharest (Romania), Bursa-Osmangazi (Turkey), Canton de Neuchâtel (Switzerland), Cartagena (Spain), Casalecchio di Reno (Italy), Donostia/San Sebastian (Spain), Dudelange (Luxembourg), Forlì (Italy), Geneva (Switzerland), Guro-gu (Republic of Korea), Hamamatsu (Japan), Jonava (Lithuania), Limerick (Ireland), Manlleu (Spain), Melton (Australia), Modena (Italy), Neumarkt (Germany), Odesa (Ukraine), Oslo (Norway), Patras (Greece), Reykjavík (Iceland), Salt (Spain), Sherbrooke (Canada), Stavanger (Norway), Tenerife (Spain), Valladolid (Spain), Vila Verde (Portugal), Vinnytsia (Ukraine), Wrocław (Poland). These 32 respondents cover geographically 63% of the whole ICC network territory, representing 20 countries out of 36.

In 2022, the geopolitical crisis that has affected the European continent has only reinforced the vital role of the ICC Programme in building peaceful, human rights based and intercultural societies. The members of the ICC international and national networks 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. This annual survey is a way for ICC to take the pulse of the Network, taking into account the challenges each of its members faces, and plan for the future.

¹ The full evaluation report will be published on the ICC website in Spring 2023.

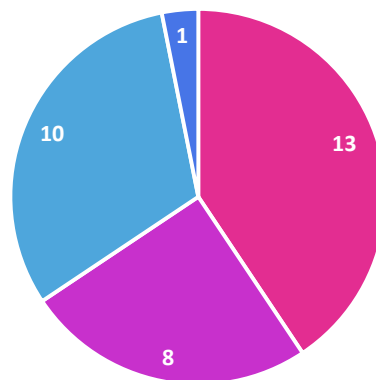
² Link to the previous reports: [2022](#), [2021](#) and [2020](#).

³ At the time of the survey.

1. Intercultural tools and instruments

The ICC Programme provides a number of intercultural tools and instruments to its members and supports them in devising their own, in particular intercultural strategies and action plans. The following questions have been devised to assess the use cities make of these tools and instruments and how relevant they are for their work.

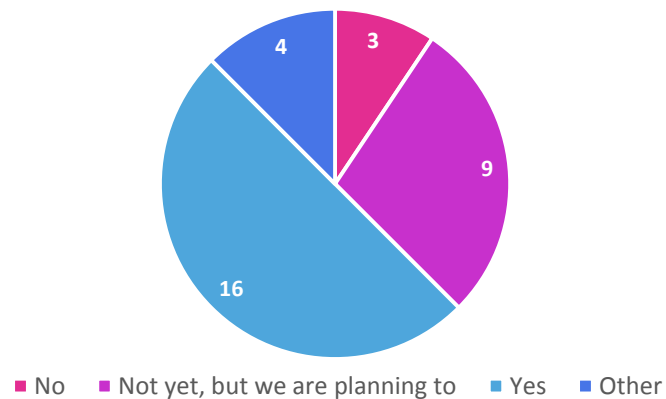
Is your city/region developing, updating, or implementing an intercultural strategy/action plan or a diversity/integration strategy with intercultural elements?



- Yes, we have developed/updated a strategy/action plan
- Yes, we are currently developing/updating the strategy/action plan
- No, but we are planning to in the future
- No, and we are not planning to do so

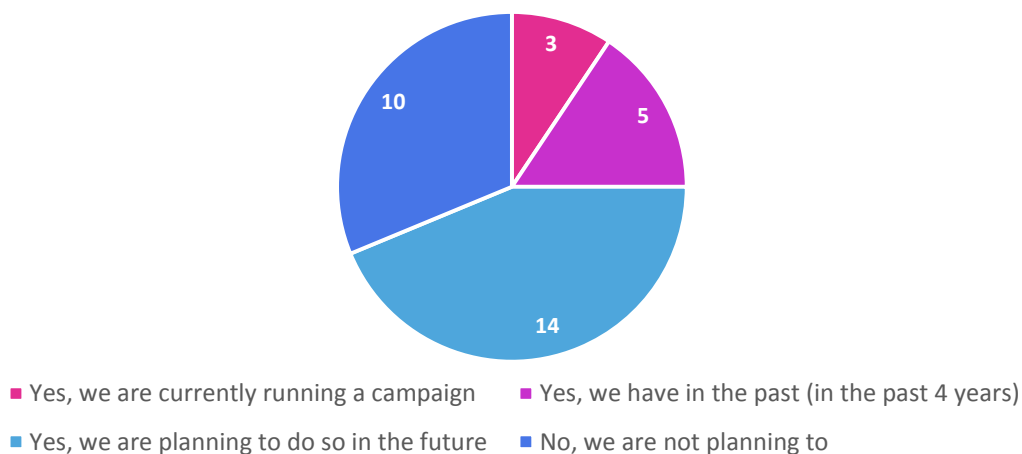
41% (13 in total) of the respondents replied having already developed and adopted an intercultural strategy, an action plan, or a diversity/integration strategy with intercultural elements. This number is lower compared to the 83% of cities that replied with the same answer in 2022 (18 in total). Nonetheless, 8 cities indicated they are currently developing/updating their strategy/action plan, while 10 more (Bursa-Osmangazi, Cartagena, Dudelange, Forlì, Guro-gu, Jonava, Manlleu, Modena, Odesa and Reykjavík) plan to do so in the future. Only one of the responding cities indicated that they are not planning to develop an intercultural strategy/action plan or a diversity/integration strategy with intercultural elements.

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



Half of the respondents is currently using the ICC Index to monitor their progress, while another 28%, even though it is not using the Index for the time being, plans to do so in the future. The 4 cities grouped under “other” (Donostia/San Sebastian, Modena, Stavanger and Wrocław) have either not done the Index yet, have done it but cannot use the results for the time being or state can only use the Index partially to measure progress on intercultural policies. Compared to 2022, there seem to be slightly more cities that have not used the ICC Index yet, but plan to.

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

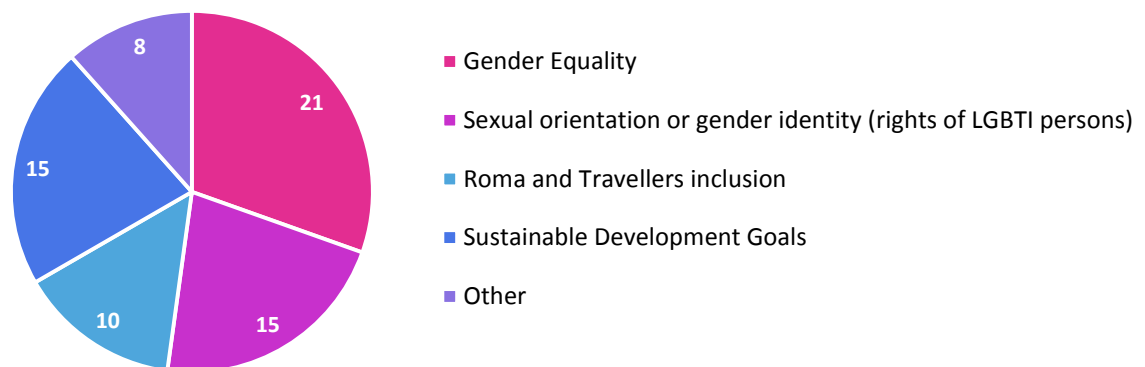


As in 2022, the highest number of respondents is either running a campaign, has run a campaign or plans to run one in the future, confirming that anti-rumours is a relevant and important topic for ICC network members. Concerning future campaigns, most are planned to start either in 2023 or 2024.

However, 31% of the cities affirms not to be running a campaign or planning to. This might be explained by a lack of capacities, or a different prioritisation compared to last year.

The city of Dudelange mentioned the campaign “*Mois du respect - Comment tu me parles?*” which will take place in May 2023, while Limerick highlights their 2022 campaign: [Limerick United Against Racism](#) and Oslo talks about the creations of “norms for internet and social media”.

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



26 out of the 32 responding cities indicate they have included at least one of the mentioned mainstreaming components (Gender equality, Sexual orientation or gender identity (rights of LGBTI persons), Roma and Travellers inclusion and Sustainable development goals) in their intercultural strategy. Additional mainstreaming components mentioned by responding cities are inclusion of ethnic minorities, refugees, equality and diversity. In the survey 2023, the new mainstreaming component of the Sustainable Development Goals was added, and 15 cities have already included this area of work to their policies.

The respondents which have included **Gender Equality** as a mainstreaming component in their intercultural strategy are: Ballarat, Bucharest, Bursa-Osmangazi, Canton de Neuchâtel, Cartagena, Casalecchio di Reno, Donostia/San Sebastian, Dudelange, Geneva, Odesa, Patras, Reykjavík, Salt, Sherbrooke, Vila Verde and Vinnytsia.

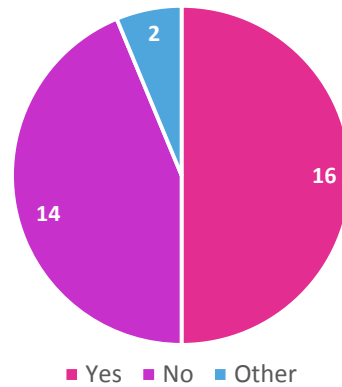
The respondents which have included **Sexual orientation or gender identity (rights of LGBTI persons)** as a mainstreaming component in their intercultural strategy are: Ballarat, Bucharest, Canton de Neuchâtel, Cartagena, Casalecchio di Reno Dudelange, Forlì, Geneva, Melton, Modena, Odesa, Oslo, Reykjavík, Sherbrooke and Vila Verde.

The respondents which have included **Roma and Travellers inclusion** as a mainstreaming component in their intercultural strategies are: Barcelona, Bucharest, Canton de Neuchâtel, Casalecchio di Reno, Donostia/San Sebastian, Geneva, Odesa, Patras, Vila Verde, Vinnytsia and Wrocław.

The respondents which have included the **Sustainable Development Goals** as a mainstreaming component in their intercultural strategies are: Ansan, Ballarat, Bucharest, Canton de Neuchâtel, Cartagena, Dudelange, Geneva, Manlleu, Neumarkt, Odesa, Oslo, Patras, Tenerife, Vila Verde and Vinnytsia.

While some cities have designed specific policies to cover the above-mentioned areas, for most of them these topics are embedded in a broader, multi-annual strategy or plan for the city.

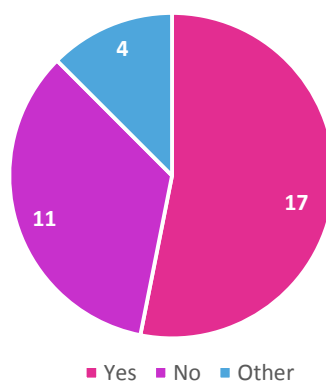
Have you sent at least one good practice to the Council of Europe in 2022 (or to your national network coordinator in case your city belongs only to a national network)?



Half of the responding cities have shared at least one good practice over the past year with the ICC network. 1 respondent (under “Other”) mentions a practice that is not yet featured in the online database, while another respondent (also under “Other”) mentions the practice which they have shared and was added to the database. The cities that did not share practices this year mention the lack of time, language barrier, recent accession to membership in the programme and the uncertainty on whether good practices have to be sent regularly to the ICC Unit of the Council of Europe, as reasons for this.

The ICC team thanks all cities who have contributed to the new 93 good practices published during 2022 and wishes to remind the others that the **sharing of good practices for the benefit of the whole network is an obligation stemming from the membership agreement that should be complied with annually**. The database of good practices is available [here](#) and is highly recommended as an inspiration in the daily work of all ICC city coordinators.

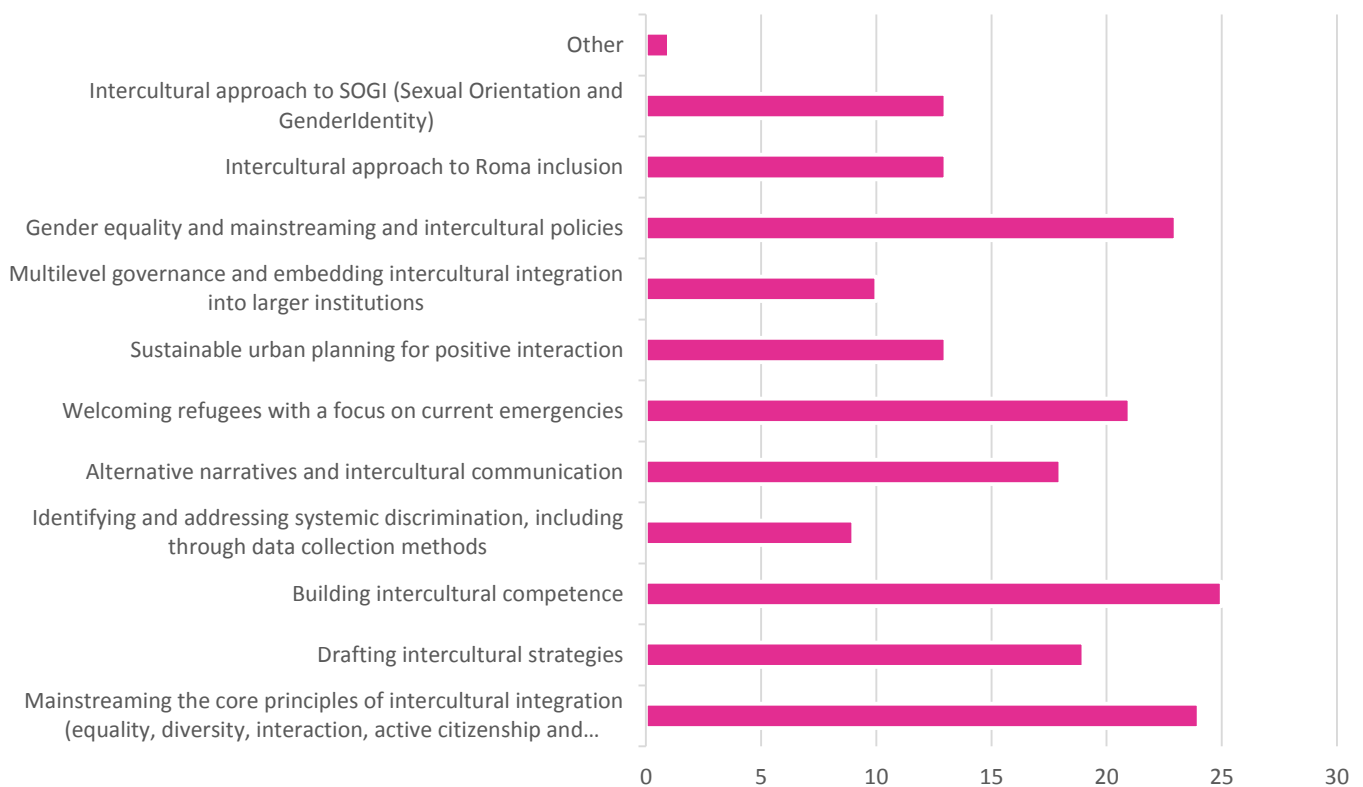
Has your city displayed the ICC membership certificate at the city hall?



The majority of responding cities report that the ICC certificate is displayed in the city hall or another official location in the city. Some cities raise they have not yet displayed the certificate but plan to do so in the future, while the city of Bucharest responded they have not received the certificate yet,

having only very recently re-joined the programme after a technical issue. In addition, a number of respondents that have not displayed the ICC membership certificate in the city hall explain that this is because either they have it online (on their website or others) or it is not a common practice to display membership certificates in their city.

Is your city carrying out specific work (projects, policy development, specific activity, training, etc.) in one or more of the following ICC core topics?



“Building intercultural competence” is the topic on which most respondents (25) indicated they are working, closely followed by “mainstreaming the core principles of intercultural integration” (24) and “gender equality and mainstreaming and intercultural policies” (23).

The respondents which are working on **intercultural approach to SOGI** are: Ballarat, Canton de Neuchâtel, Cartagena, Casalecchio di Reno, Dudelonge, Geneva Limerick, Manlleu, Modena, Odesa, Oslo, Reykjavík and Sherbrooke.

The respondents which are working on **intercultural approach to Roma inclusion** are: Barcelona, Bucharest, Canton de Neuchâtel, Casalecchio di Reno, Donostia / San Sebastian, Geneva, Odesa, Patras, Tenerife, Valladolid, Vila Verde, Vinnytsia and Wrocław.

The respondents which are working on **gender equality and mainstreaming and intercultural policies** are: Ansan, Ballarat, Barcelona, Bursa-Osmangazi, Canton de Neuchâtel, Cartagena, Casalecchio di Reno, Donostia / San Sebastian, Dudelonge, Forli, Geneva, Limerick, Manlleu, Melton, Modena, Odesa, Patras, Reykjavík, Sherbrooke, Stavanger, Tenerife, Vila Verde and Wrocław.

The respondents which are working on **multilevel governance and embedding intercultural integration into larger institutions** are: Ansan, Ballarat, Barcelona, Canton de Neuchâtel, Melton, Oslo, Patras, Sherbrooke, Tenerife and Vinnytsia.

The cities which are working on **sustainable urban planning for positive interactions** are: Ansan, Ballarat, Barcelona, Bursa-Osmangazi, Dudelange, Melton, Neumarkt, Odesa, Oslo, Patras, Stavanger, Vinnytsia and Wrocław.

The respondents which are working on **welcoming refugees with a focus on current emergencies** are: Ballarat, Barcelona, Bucharest, Canton de Neuchâtel, Cartagena, Donostia / San Sebastian, Dudelange, Geneva, Jonava, Limerick, Modena, Neumarkt, Odesa, Oslo, Reykjavík, Sherbrooke, Stavanger, Tenerife, Vila Verde, Vinnytsia and Wrocław.

The respondents which are working on **alternative narratives and intercultural communication** are: Ansan, Ballarat, Barcelona, Canton de Neuchâtel, Cartagena, Donostia / San Sebastian, Dudelange, Geneva, Hamamatsu, Jonava, Manlleu, Modena, Patras, Salt, Tenerife, Valladolid, Vinnytsia and Wrocław.

The respondents which are working on **identifying and addressing systemic discrimination, including through data collection methods**, are Ballarat, Barcelona, Canton de Neuchâtel, Casalecchio di Reno, Dudelange, Geneva, Melton, Oslo and Stavanger.

The respondents which are working on **building intercultural competence** are: Ansan, Ballarat, Barcelona, Bucharest, Canton de Neuchâtel, Cartagena, Casalecchio di Reno, Donostia / San Sebastian, Dudelange, Geneva, Guro-gu, Limerick, Manlleu, Melton, Modena, Odesa, Oslo, Reykjavík, Sherbrooke, Stavanger, Tenerife, Valladolid, Vila Verde, Vinnytsia, Wrocław.

The respondents which are working on **drafting intercultural strategies** are: Ansan, Ballarat, Barcelona, Bucharest, Canton de Neuchâtel, Cartagena, Geneva, Hamamatsu, Jonava, Limerick, Melton, Modena, Neumarkt, Odesa, Stavanger, Tenerife, Valladolid and Wrocław.

The respondents which are working on **mainstreaming the core principles of intercultural integration** are: Ansan, Ballarat, Barcelona, Bursa-Osmangazi, Canton de Neuchâtel, Cartagena, Casalecchio di Reno, Donostia / San Sebastian, Dudelange, Hamamatsu, Limerick, Manlleu, Melton, Modena, Neumarkt, Oslo, Patras, Sherbrooke, Stavanger, Tenerife, Vila Verde, Vinnytsia and Wrocław.

Concerning the type of work that cities do around these ICC core topics, most of the respondents are in the process of implementing their multiannual intercultural strategy, some of them in cooperation with local partners. They also affirm having a series of other policies and guidelines, such as inclusion and diversity papers, working with their communities, organising trainings and gatherings with and for them. Finally, some of them report very good practices such as population surveys to collect data on specific topics and transversal work supporting other administrations.

2. ICC coordinators and the ICC programme

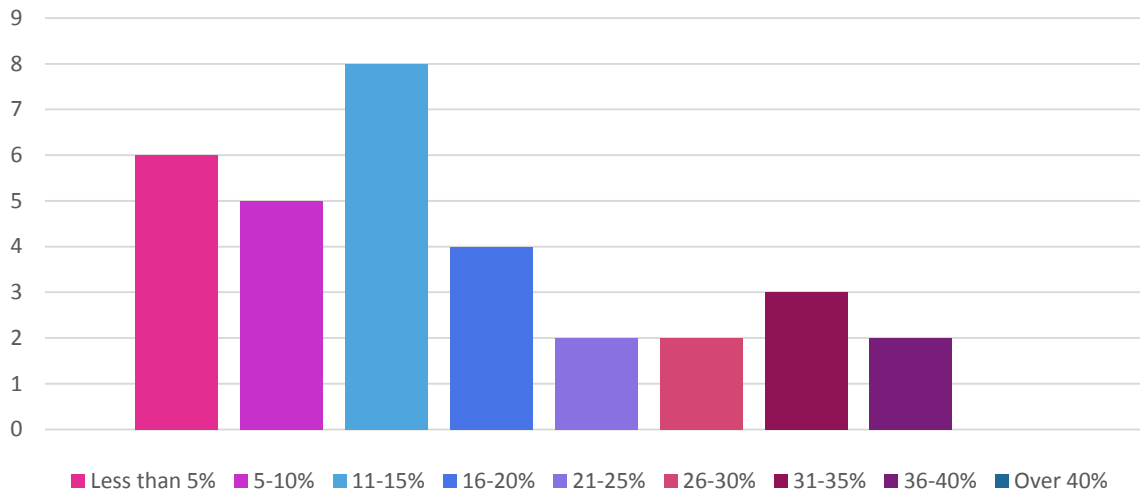
ICC coordinators (groups or individuals) act as the points of contact for the ICC programme. Their role is to engage all the departments of their city to review its policies through the intercultural lens and adopt new approaches. One of the most important tasks of a city coordinator is to spread information about the ICC programme and interculturalism as a cross-cutting issue, the core principles and learnings as well as to ensure the knowledge stretches throughout the organisation, resulting in a coherent and participatory response across the city. The ICC coordinator is expected to lead with



example, embracing the intercultural mindset in all actions, showing a high level of ethics and commitment, and promoting a pluralistic city identity.

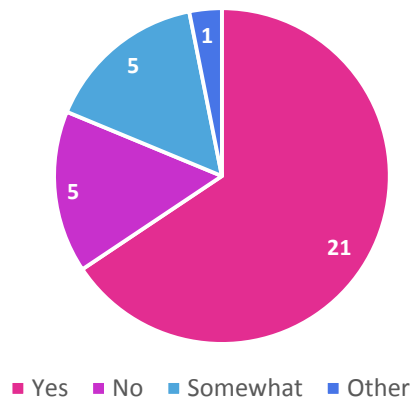
The following questions have been designed to get a clearer insight on how this role is perceived by those cities' coordinators themselves and assess how the ICC programme could best support them.

How much time does the ICC coordinator of your city devote to coordinating the city's participation in the ICC programme (percentage of total working time per year)?



Most of the respondents spend less than 20% of their yearly working time on tasks related to their ICC city coordinator role and none of the respondents covers the role for more than 40% of its time. While the survey did not include feedback on whether this amount of time seems adequate to the coordinators themselves, the issue of lack of time dedicated to their participation in the programme and their role is frequently mentioned by coordinators.

Does the job description of the person who ensures the role of ICC coordinator reflect the tasks they carry out in fulfilling this role?

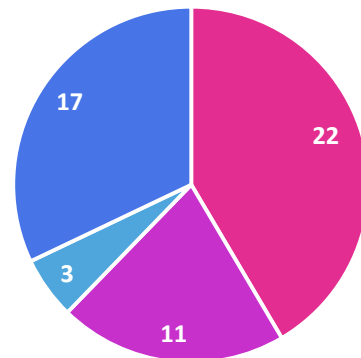


For 66% of the respondents, the job description they received when taking up their coordinator role is in line with the tasks they carry out. For 16% the job description seems to match only partially the

reality of things. The city of Limerick which replied under “Other”, reports that this is unclear. Finally, some cities that replied “no” propose to include more specific tasks to the job description, as the current ones are quite general and ask for the ICC programme to support them more in encouraging the municipal government to adopt intercultural approaches. Finally, one respondent replies that there is nothing the ICC programme could do to assist or help to amend the job description.

How would you prefer that the programme communicates with your city?

- Via emails to all member cities, whenever relevant
- Via emails to all member cities, once per month
- Web portal with tailored access (even if I will not get notifications when news or opening of registrations are published)
- Newsletter with clear thematic areas

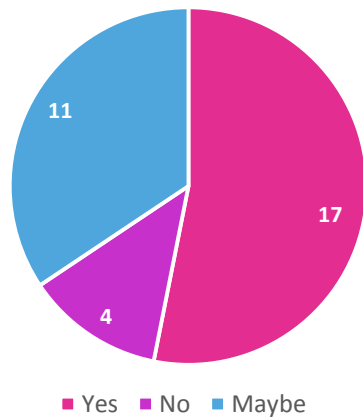


29 cities out of 32 respondents prefer email communications (at different frequencies) to be informed of ICC relevant news. The newsletter format is also widely appreciated (over 50% of respondents) while the web portal with tailored access seems to be the least favourite option.

3. Future of the ICC Programme

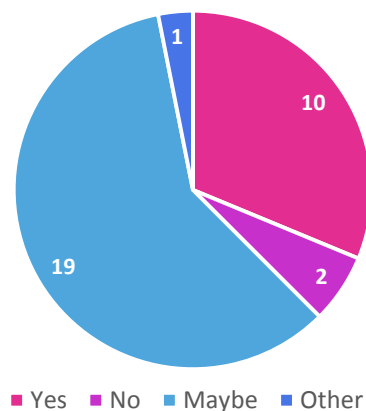
In 2022, an evaluation of the ICC Programme was commissioned by the Council of Europe’s ICC Unit, covering the period from 2016 to mid-2022. It was primarily a formative evaluation launched by the ICC Unit with an emphasis on identifying areas for enhancement and fine-tuning of the programme, rather than assessment of achievements and successes. The evaluation results are intended to be used by the ICC Unit in modernising the programme, namely in a context of growing and diverse membership, limited financial and human resources and introduction of a new fundamental aspect considered in its daily implementation, which is multilevel governance (as part of the intergovernmental work carried out under the [Steering Committee on Anti-Discrimination, Diversity and Inclusion \(CDADI\)](#) on intercultural integration and a way to strengthen the role of cities into the conception and implementation of national integration strategies). A number of recommendations have been proposed in the evaluation report, including a recommendation on the creation of a steering committee. The following survey questions and relative answers refer to this priority recommendation.

Do you think the ICC programme should set up a steering committee to guide the strategic and political development of the programme?



Most respondents think the ICC programme should set up a steering committee to guide its strategic and political development. It is not clear from the survey what would influence the opinion of those cities that answered maybe.

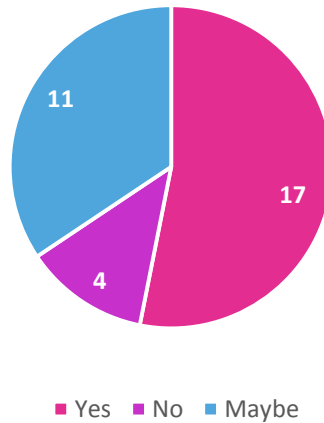
If the programme sets up a steering committee, would your city be interested in joining?



The cities of Ansan, Cartagena, Dudelange, Limerick, Modena, Odesa, Reykjavík, Sherbrooke, Tenerife and Vila Verde indicated they would be interested in joining the steering committee. While the Terms of Reference for this working group are still in the process of being drafted, these answers are very encouraging as this participation would cover the needs of the group.

None of the respondents answering “Maybe” outlined what would increase their interest in joining, but we can assume their hesitation might be linked to the voluntary nature of the role, combined with a lack of time and capacities.

Would your city be interested in taking part in a meeting on strategic planning to follow up the recommendations that will be contained in the evaluation report?



Over half of the respondents confirmed they would be willing to participate in a meeting on strategic planning to follow up on the recommendations of the evaluation report. These were the cities of Ansan, Ballarat, Bucharest, Donostia / San Sebastian, Dudelange, Limerick, Melton, Modena, Odesa, Oslo, Reykjavík, Sherbrooke, Stavanger, Tenerife, Vila Verde, Vinnytsia and Wrocław.

Also in this case, the survey answers do not give us indications on whether the respondents answering “Maybe” did so because they think such a meeting would not be relevant or because of a lack of time and resources.

4. Conclusions

The last survey question was about additional, general feedback about the ICC programme. Here are some of the points raised:

- The ICC programme should ensure a balance between quality and quantity. It is no use to have so many cities if they are not active.
- Several studies are only in English. More translations in French would be needed.
- More guidelines on specific subjects would also be appreciated, e.g., on the inclusion of sustainable development into intercultural strategies.
- Some cities feel they lack the necessary information to be able to undertake projects of interest at the international level. More international partnerships would be useful.
- Whenever possible, ICC should organise face-to-face meetings (as opposed to online) as it motivates more the coordinators.

It is worth noting that 32 out of the 156⁴ ICC members filled in this survey. We therefore acknowledge that the feedback reported here might not be representative of the whole ICC network. However, the 32 respondents cover geographically 63% of the whole ICC network territory, representing 20 countries out of 36, which in a way strengthens the validity of these results.

Following these remarks, we would like to thank all the cities that took the time to answer our survey and close with some words of praise received from respondents.

ICC is one of the most active networks we work with, containing a wide range of valuable materials with useful information, always trying to develop new issues, and in some cases much more advanced than the pace of smaller size public administrations, for example, data collection and systemic discrimination. (...) We really learn from our participation in projects with other cities

I wanted to tell you that the team is doing a great job. One suggestion that could ease the job of the secretariat is - an internal web where coordinators could find connections with the cities

Nous sommes très fiers de faire partie du programme ICC.

Patras wishes to congratulate the ICC Strasbourg team for the excellent work they are doing!! Events, seminars, webinars, study-visits, reports/policy briefs, awareness activities: each effort is of high professional standard and very useful to us, since it is always addressed

⁴ At the time of the survey.