

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE



# Intercultural Cities Annual Survey Report

2024

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## Introduction

From 12 December 2023 to 26 January 2024, the Intercultural Cities (ICC) Programme of the Council of Europe conducted a survey among its member cities to collect information about the intercultural work they are currently carrying out or planning for the future.

The results presented below are a summary of the data collected from the following 37 respondents (35 member cities and two national networks) out of 163 ICC members<sup>1</sup>: Ballarat (Australia), Bradford (UK), Canton of Neuchâtel (Switzerland), Casalecchio di Reno (Italy), Donostia/San Sebastián (Spain), Gatineau (Canada), Geneva (Switzerland), Getafe (Spain), Guadalupe (Mexico), Hamamatsu (Japan), Jonava (Lithuania), Lewisham (UK), Lisbon (Portugal), Loures (Portugal), Lublin (Poland), Lutsk (Ukraine), Melton (Australia), Neumarkt (Germany), Odesa (Ukraine), Oslo (Norway), Parma (Italy), Patras (Greece), Pavlohrad (Ukraine), Porto (Portugal), Reykjavík (Iceland), Riga (Latvia), Rimouski (Canada), Salisbury (Australia), Stavanger (Norway), Strasbourg (France), Vila Verde (Portugal), Vila Nova de Famalicão (Portugal), Vinnytsia (Ukraine), Wrocław (Poland), Zagarolo (Italy), and the Spanish Network of Intercultural Cities (RECI) as well as the Portuguese Network of Intercultural Cities (RPCI). These 37 respondents come from 18 countries out of 36.

The ICC Programme Secretariat would like to warmly thank all respondents that took the time to reply to this survey.

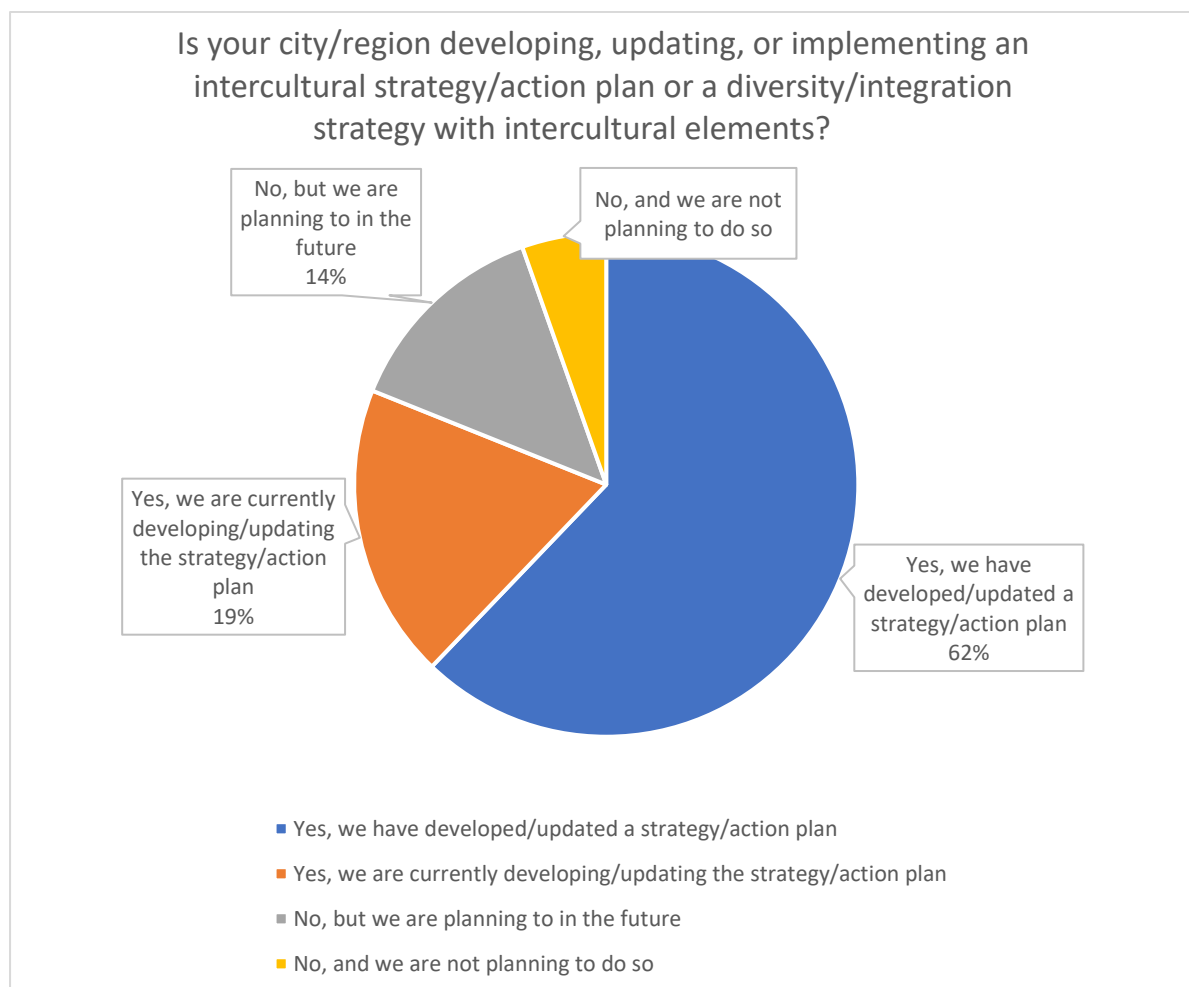
ICC members continued supporting Ukrainian cities and welcoming people fleeing from Ukraine following the Russian Federation's military aggression which started in February 2022. 2023 also brought concrete developments through the implementation of recommendations emanating from a 2022 independent external evaluation of the ICC Programme on which the annual survey builds on. It is a time for member to disseminate information about changes happening in their cities/network that have been inspired by the programme and beyond. Through it, members can express their expectations of the Programme and reflect on what worked well for them. Through the survey, the Programme sought feedback on the changes made and on how to best move forward together.

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<sup>1</sup> At the time of the survey.

## 1. ICC members and intercultural instruments

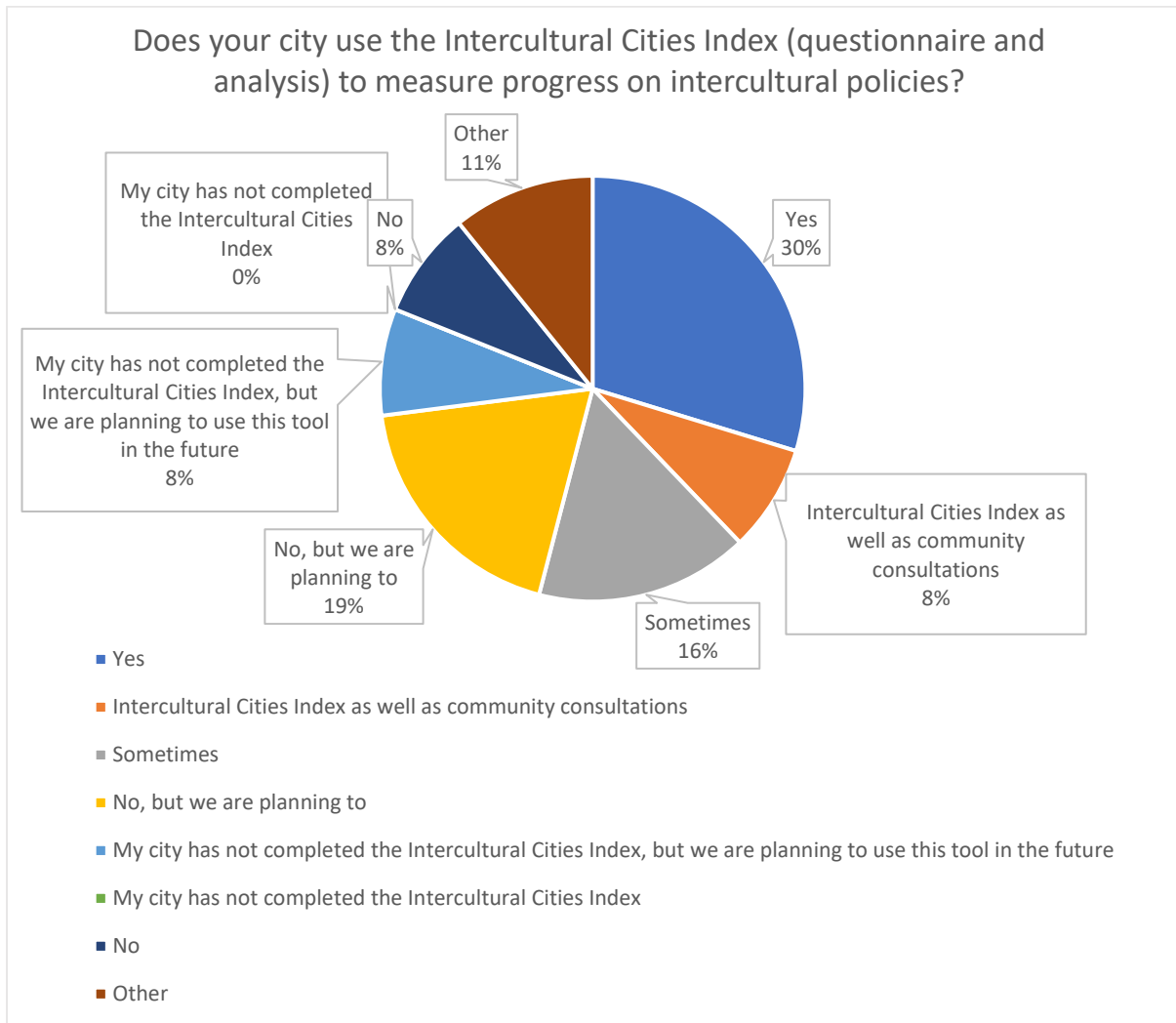
The ICC Programme provides a number of intercultural tools and instruments to its members and supports them in devising their own, in particular intercultural strategies and action plans. The following replies show the ongoing intercultural work among members, the use they make of ICC tools and instruments and how relevant they are for their work.



94.6% of the respondents replied having already developed and adopted an intercultural strategy, an action plan, or a diversity/integration strategy with intercultural elements, are in the process of doing so or plan to do it in the future. 23 cities (Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Gatineau, Geneva, Guadalupe, Hamamatsu, Jonava, Lewisham, Lisbon, Loures, Lutsk, Melton, Odesa, Oslo, Patras, Riga, Rimouski, Salisbury, Vila Nova de Famalicão, Vinnytsia, Zagarolo,) already developed and adopted an intercultural strategy/action plan. 7 cities (Getafe, Lublin, Porto, RECI, Reykjavik, Stavanger, Wroclaw) indicated they are currently developing/updating their strategy/action plan, while 5 more (Neumarkt, Strasbourg, Pavlohrad, Vila Verde and Parma plan to do so in the future, whereas 2 do not have any such plans (Donostia/San Sebastian and RPCI).

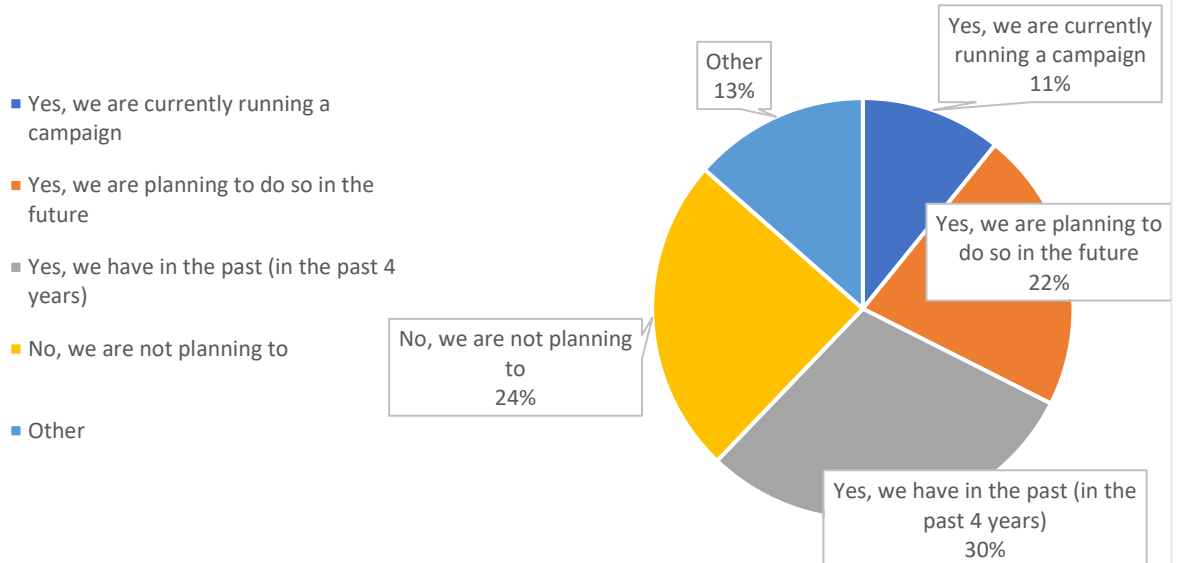
This number is slightly lower compared to the same answers in 2023 (98.6%). This result can easily be explained by a higher number of respondents in 2024. In numerical value, 35 ICC members are working, will work or have worked toward including intercultural elements in their policies/strategies against 31 members last year.

Only one of the responding cities and one network indicated that they are not planning to develop an intercultural strategy/action plan or a diversity/integration strategy with intercultural elements.



54% of the respondents are currently using the ICC Index to monitor their progress, while another 27%, even though they are not using the Index for the time being, plan to do so in the future. The 4 cities/networks grouped under “other” (RECI, RCPI, Bradford and Stavanger) have either done the index but for the time being cannot use the results or are planning to do it, while the networks promote the use of the Index among their members without using it themselves. Compared to 2023, the situation seems to have remained stable.

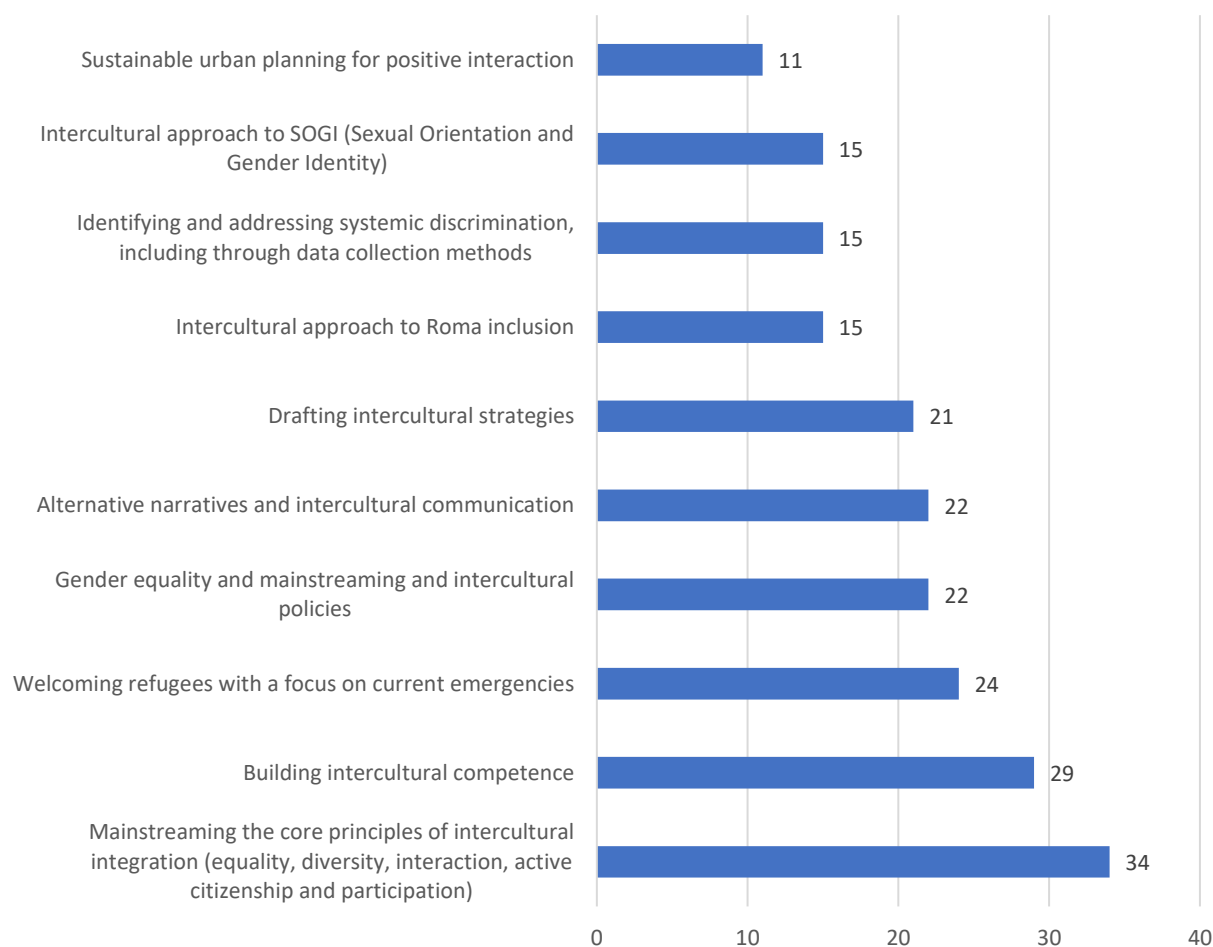
### Have you run, or are you planning to run, an anti-rumours campaign (or similar)?



The results indicate many cities are planning on taking action within this area during the upcoming year(s). As last year, 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 the campaigns, most were ongoing in 2023 or will start in 2024.

24% of the respondents affirm not to be running a campaign nor planning to. This percentage dropped down 7 points since last year. One city mentioned that despite starting the process to implement such strategy, it had to abandon the project due to lack of political support. Another city mentioned that budget cuts may compromise the ability to continue delivering anti-rumours work.

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



The ICC Programme wished to gain further insight into what value the programme brings to the member cities and what core topics of the programme are of interest for the members. This information will be used to assess in which topics the programme undertakes actions in the future to ensure it best supports the needs of the member cities. At the same time, it allows the ICC programme Secretariat to identify which cities are already working on which topics and thus potential peer-to-peer learning opportunities.

Gender equality, drafting intercultural strategies, building intercultural competence, promoting alternative narratives and intercultural communication, mainstreaming the core principles of intercultural integration and welcoming refugees were recognised as areas of work by members, while intercultural approach to Roma inclusion, identifying and addressing systemic discrimination, sustainable urban planning and intercultural approach to SOGI appeared less prominent in cities' workplan. It should be noted however that the difference in scores between most cited topics and less cited topics is rather small and that both Roma and Travellers inclusion and Sexual Orientation or Gender Identity were mentioned as mainstreaming components by 30 respondents (as shown in the following question).

The respondents working on **mainstreaming the core principles of intercultural integration** are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Donostia/San Sebastián, Gatineau, Geneva, Getafe, Guadalupe, Hamamatsu, Jonava, Lewisham, Lisbon, Loures, Lublin, Lutsk, Melton, Oslo, Parma, Patras, Pavlohrad, Porto, RECI, Reykjavík, Riga, Rimouski, RPCI, Salisbury, Strasbourg, Vila Nova de Famalicão, Vila Verde, Vinnytsia, Wrocław, Zagorolo.

The respondents working on **building intercultural competence** are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Donostia/San Sebastián, Gatineau, Geneva, Guadalupe, Jonava, Lewisham, Loures, Lublin, Lutsk, Melton, Odesa, Oslo, Pavlohrad, Porto, RECI, Reykjavík, Riga, RPCI, Salisbury, Stavanger, Vila Nova de Famalicão, Vila Verde, Vinnytsia, Wrocław, Zagorolo.

The respondents working on **welcoming refugees with a focus on current emergencies** are: Bradford, Casalecchio di Reno, Donostia/San Sebastián, Geneva, Getafe, Guadalupe, Jonava, Lewisham, Lisbon, Loures, Neumarkt, Odesa, Parma, Pavlohrad, Reykjavík, Riga, Rimouski, Salisbury, Stavanger, Strasbourg, Vila Nova de Famalicão, Vila Verde, Vinnytsia, Wrocław.

The respondents working on **alternative narratives and intercultural communication** are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Geneva, Guadalupe, Hamamatsu, Jonava, Lewisham, Lisbon, Loures, Lublin, Lutsk, Odesa, Pavlohrad, RECI, Stavanger, Strasbourg, Vila Nova de Famalicão, Vila Verde, Vinnytsia, Wrocław.

The respondents working on **gender equality and mainstreaming and intercultural policies** are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Donostia/San Sebastián, Geneva, Guadalupe, Lewisham, Lisbon, Loures, Lutsk, Melton, Parma, Patras, Pavlohrad, Porto, Reykjavík, RPCI, Salisbury, Strasbourg, Vila Verde, Wrocław.

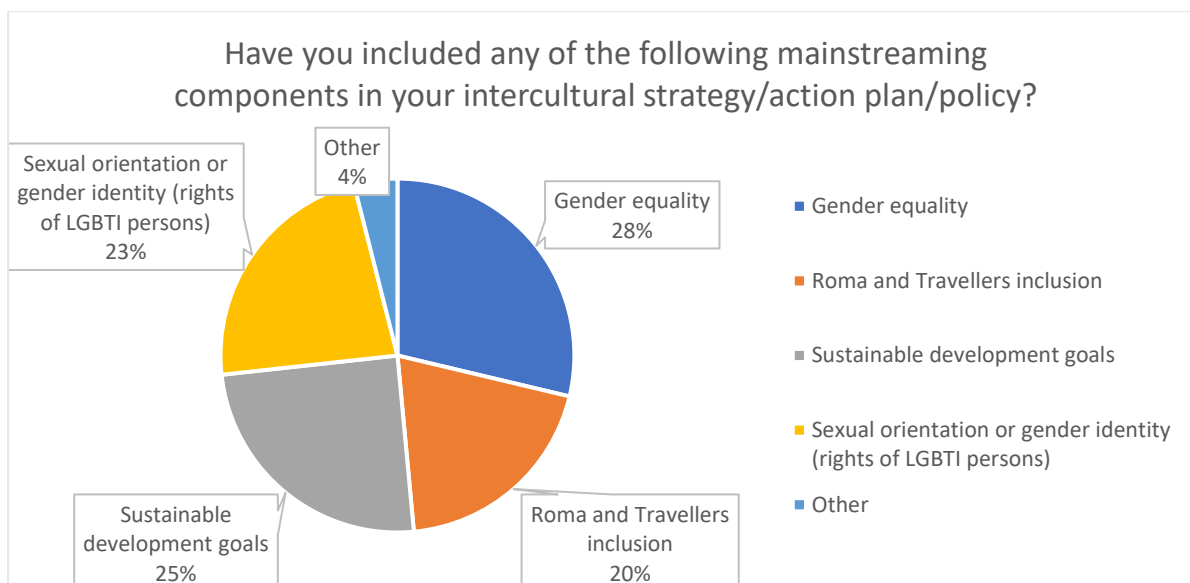
The respondents working on **drafting intercultural strategies** are: Bradford, Canton of Neuchâtel, Casalecchio di Reno, Gatineau, Geneva, Guadalupe, Hamamatsu, Jonava, Lewisham, Loures, Melton, Pavlohrad, Porto, RECI, Riga, Rimouski, RPCI, Vila Nova de Famalicão, Vila Verde, Wrocław, Zagorolo.

The respondents working on **intercultural approach to SOGI** are: Bradford, Casalecchio di Reno, Geneva, Guadalupe, Lewisham, Lisbon, Loures, Melton, Oslo, Pavlohrad, Reykjavík, Salisbury, Strasbourg, Vila Nova de Famalicão, Vila Verde.

The respondents working on **identifying and addressing systemic discrimination, including through data collection methods**, are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Geneva, Jonava, Lewisham, Melton, Oslo, Pavlohrad, RECI, Reykjavík, Stavanger, Strasbourg, Vila Nova de Famalicão.

The respondents working on **intercultural approach to Roma inclusion** are: Bradford, Casalecchio di Reno, Donostia/San Sebastián, Geneva, Jonava, Lisbon, Loures, Lutsk, Patras, Pavlohrad, Porto, Strasbourg, Vila Verde, Vinnytsia, Wrocław.

The cities working on **sustainable urban planning for positive interactions** are: Ballarat, Bradford, Guadalupe, Lewisham, Odesa, Patras, Pavlohrad, Salisbury, Strasbourg, Vila Nova de Famalicão, Vinnytsia.



92% (34 out of the 37) of responding cities and networks 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. One additional mainstreaming component was mentioned by responding cities which is inclusion of refugees. In the previous survey, Sustainable Development Goals were added as a mainstreaming component and between 2022 and 2023, the number of respondents having included this area of work to their policies increased greatly (from 15 to 25).

The respondents which have included **Gender Equality** as a mainstreaming component in their intercultural strategy are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Donostia/San Sebastián, Gatineau, Geneva, Getafe, Guadalupe, Lewisham, Lisbon, Loures, Lutsk, Melton, Oslo, Parma, Patras, Pavlohrad, Porto, RECI, Reykjavík, Rimouski, RPCI, Salisbury, Stavanger, Strasbourg, Vila Verde, Vinnytsia, Wrocław.

The respondents which have included the **Sustainable Development Goals** as a mainstreaming component in their intercultural strategies are: Ballarat, Bradford, Canton of Neuchâtel, Geneva, Getafe, Guadalupe, Hamamatsu, Lewisham, Loures, Lutsk, Neumarkt, Odesa, Oslo, Parma, Patras, Pavlohrad, Porto, Reykjavík, Rimouski, Salisbury, Stavanger, Strasbourg, Vila Verde, Vinnytsia, Wrocław.

The respondents which have included **Sexual orientation or gender identity (rights of LGBTI persons)** as a mainstreaming component in their intercultural strategy are: Ballarat, Bradford, Canton of Neuchâtel, Casalecchio di Reno, Geneva, Getafe, Guadalupe, Lewisham, Lisbon, Loures, Melton, Oslo, Patras, Pavlohrad, Porto, Reykjavík, Rimouski, Salisbury, Stavanger, Strasbourg, Vila Verde, Vinnytsia, Wrocław.

The respondents which have included **Roma and Travellers inclusion** as a mainstreaming component in their intercultural strategies are: Ballarat, Casalecchio di Reno, Donostia/San Sebastián, Geneva, Getafe, Jonava, Lewisham, Lisbon, Loures, Lutsk, Odesa, Patras, Pavlohrad, Porto, RECI, RPCI, Strasbourg, Vila Verde, Wrocław, Zagarolo.

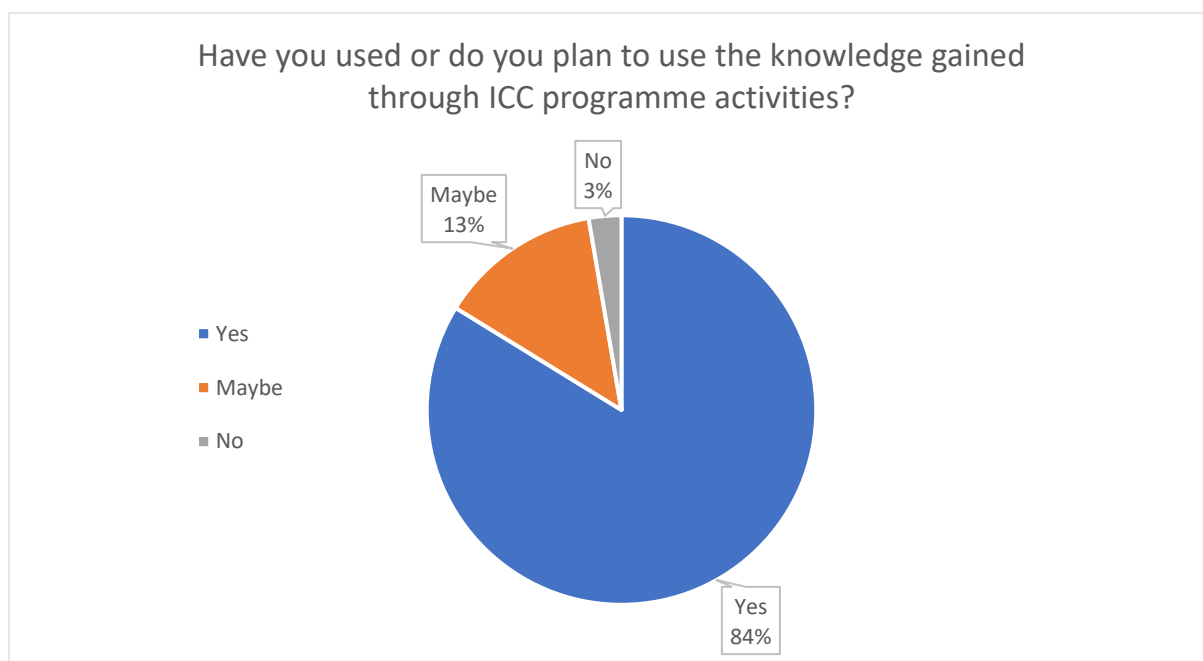
While some cities have designed specific policies to cover the above-mentioned areas, for most of them these topics are embedded in a broader, multi-annual strategy or plan for the city. Lastly, three respondents (Salisbury, Stavanger, San Sebastián) report taking into account intersectionality in their strategies and actions.



## 2. ICC members' engagement with the ICC Programme

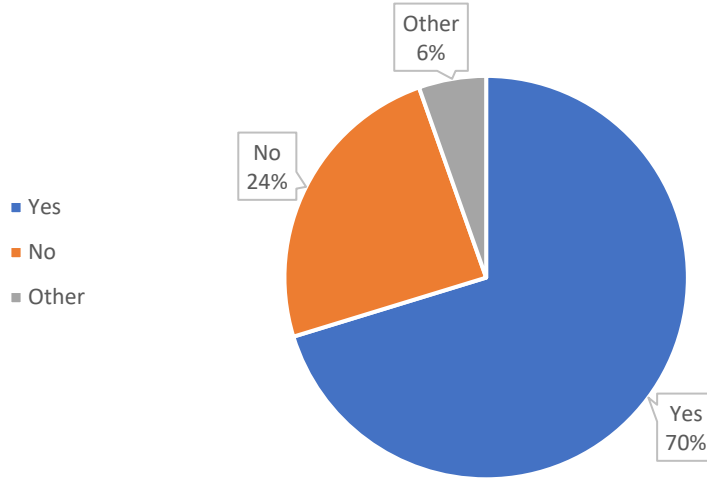
The survey also served as a way for the ICC Programme Secretariat to keep a record of participation to its activities, to monitor the knowledge gained by participants and to measure its outcomes. The ICC Programme wished to gain further insight into how the knowledge acquired by participants to ICC activities was used (or planned to be used). The replies will allow the programme to better tailor any future activities and gain insights on the benefits of activities.

Over 2022-2023, 11 activities were organised by the ICC Programme Secretariat, including webinars, training sessions and one annual coordination meeting. Out of 37 respondents, 17 members participated in at least one event demonstrating interest in the tools and activities developed by the Programme. When participation was not possible, respondents identified lack of time, changes in coordinators, the political situation in the country, as main reasons not to attend. In some instances, also the language barrier, the lack of financial resources or the time differences played a role. Annual meetings of international coordinators (2022 and 2023) and the ICC City talks on "ICC index for policy design – from data to strategy" and "Inclusive public space: is placemaking the solution", both organised online in 2023, are the most cited activities in which respondents participated.



A vast majority of the respondents indicated that they have used or that they will use the knowledge gained through the ICC Programme activities at the local level. Only one city responded "no", but the coordinator indicated that they took up the position recently and that consequently they did not attend any events proposed by the programme.

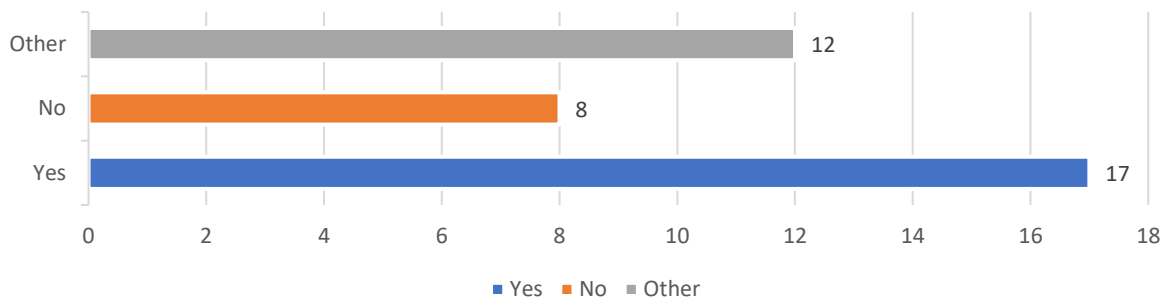
Have you sent at least one good practice to the Council of Europe in 2023 (or to your national network coordinator in case your city belongs only to a national network)?



66% of the responding cities have shared at least one good practice over the past year with the ICC network. One respondent (under “Other”) mentions that as they joined the Programme at the beginning of 2024, they did not have the chance to share one yet, while another respondent (also under “Other”) representing a national network, mentions that some cities of the network did send best practices but not all of them. The cities that did not share practices this year mostly mention the lack of time and human resources, recent accession to the programme and recent filling of the index report including some best practices, as reasons for this.

The ICC team thanks all cities who have contributed by sending in new good practices in 2023. This tool is highly recommended as an inspiration in the daily work of all ICC city coordinators. The database of good practices is available [here](#). It is currently being modernised and updated following a recommendation included in the ICC programme’s evaluation report. The ICC team also thanks all the cities who have contributed to the modernisation process launched in 2023.

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

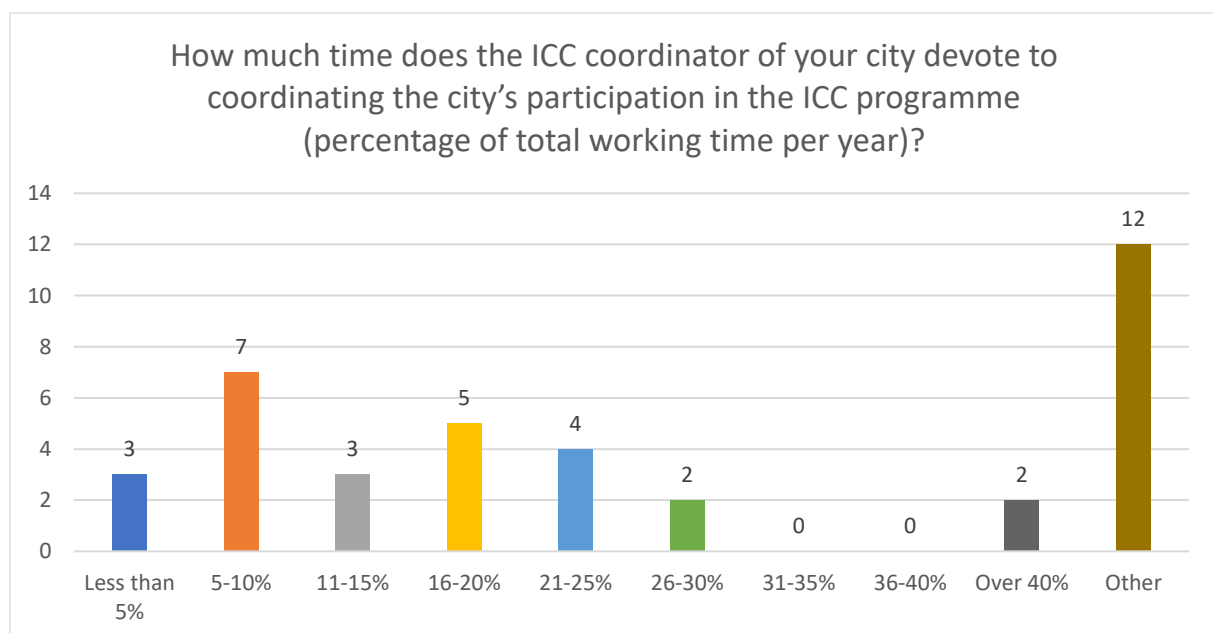


Around 50% of the responding cities report that the ICC certificate is displayed in the city hall or another official location in the city. Some cities share that they have not yet displayed the certificate but plan to do so in the future. Some cities having only joined the ICC programme recently, had not received the certificates at the time of the survey. In addition, a number of respondents that have not displayed the ICC membership certificate in the city hall explain that this is because they either have it online (on their website or others) or it is not a common practice to display membership certificates in their city.

### 3. ICC Coordinators and the ICC Programme

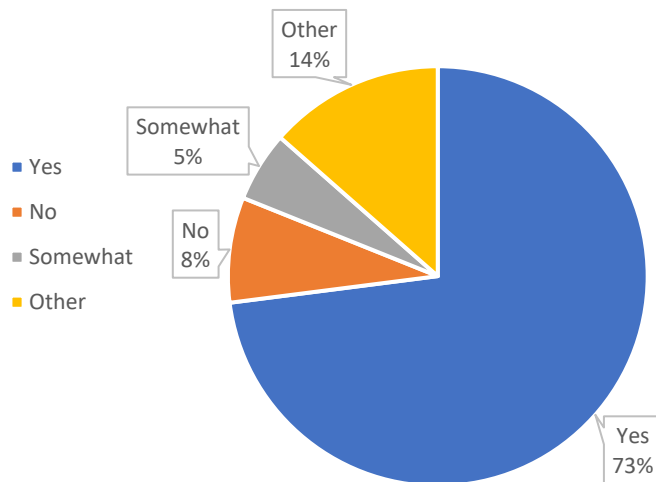
Local and regional authorities that are members of the ICC Programme, as well as national networks, have a coordinator (groups or individuals) whose aim is to spread information about the programme and intercultural principles as a cross-cutting issue. They ensure that the knowledge and learning is shared throughout the organisation, resulting in a coherent and participatory response across the city, region or network. Practically, ICC Coordinators act as points of contact for the ICC Programme. 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 coordinators themselves and assess how the ICC Programme could best support them.



50% of the respondents spent less than 20% of their yearly working time on tasks related to their ICC Coordinator role while a third of them were not able to quantify the actual time devoted to this role. This can be explained as the role is often perceived as a transversal one, embedded in their day-to-day job and not as something specific. For some, it can also be noted that the time dedicated to the programme varies depending on the year, increasing in years when the city carries out the ICC Index assessment or welcomes an ICC expert visit.

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

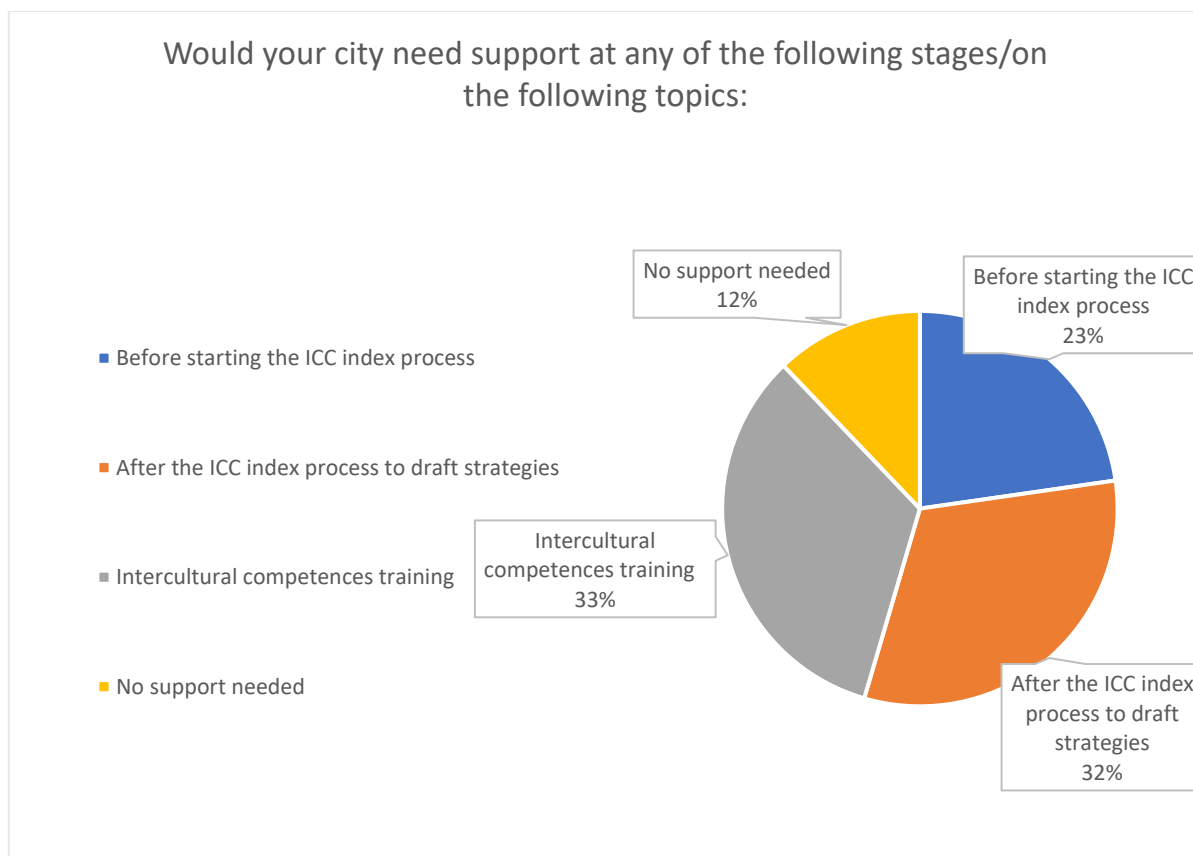


For 73% of the respondents, the job description they received when taking up their coordinator role is in line with the tasks they carry out. For 2 of them, the job description seems to match only partially the reality. Another 2 respondents indicated that there is no specific mention of the role of ICC Coordinator because either the job descriptions are broad and include only a general description of duties or a special request had to be made to management to take up such duties.

The respondents indicating other reasons can be divided in three categories: new members which have not yet had time to include this role in the job description, a network whose objective is partially to coordinate the action of local members of ICC, and those needing to assess the specific needs of the city before officially including this role in job descriptions.

#### 4. Needs and impact

Following the 2022 external evaluation of the ICC Programme and the setting up of an ICC Programme Advisory Group, it was decided to periodically assess members' needs and establish at which stage specific support would be beneficial. In addition, it was decided to collect information on the impact of the programme at local level. The following survey questions refer to these goals.



Out of the 37 respondents, 21% (8) consider that no additional support is needed, but the vast majority expressed a demand for more support. 57% (21) indicated a need for support for intercultural strategy design (after the ICC Index process) and 59% (22) for intercultural competence training. Both of these areas are key but complex elements for intercultural cities. In the last years, the ICC Programme has started focusing more on these topics, in particular by producing tools<sup>2</sup> and information providing guidance on the design of intercultural competence training. Intercultural competence training was also identified as a priority area for members (as part of a prior survey<sup>3</sup>) and will continue to be an area of focus for the ICC Programme over 2024-2025.

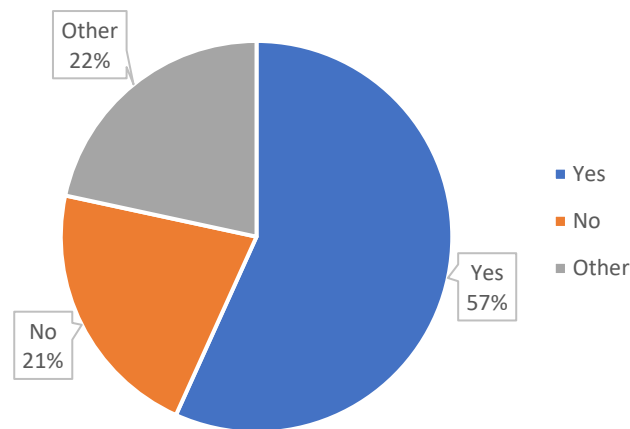
Finally, 41% (15 respondents) indicated a wish for support prior to the ICC Index process. The ICC Index is a tool, not only for new members, but for all members who are invited to periodically take stock of their intercultural achievements and challenges. The process – although deemed very beneficial and inspiring by members – can appear complex and lengthy, for newcomers especially, which can explain the high demand for support here as well.

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<sup>2</sup> Manual for the design of a training course on intercultural competence: [Part 1 - The core principles of the Council of Europe intercultural integration model \(+ Polish version\)](#) | [Part 2 – Concepts related to the Council of Europe intercultural integration model \(+ Polish version\)](#)

<sup>3</sup> [2023 Annual coordinators meeting report](#), p.5

In the year 2023, have there been any changes in your city that have been influenced and/or inspired by the ICC programme?



More than 50% of the respondents indicated that changes in their cities were influenced or inspired by the ICC programme and its activities. These changes include:

- New or revised policy documents: strategies, action plans, etc.
- Increased skills on intercultural competence and communication (social workers, city officials, citizens, etc.).
- New structures (municipal commissions, citizens committees) and dedicated staff.
- New partnerships at national and international level.

Respondents having replied “No” mention reasons such as changes in leadership, difficult local contexts, or recent adhesion to the ICC Programme, while others were unable to answer the question. Overall, members seem to agree that the ICC Programme offers benefits such as peer-to-peer learning and support, as well as increased legitimacy.

## 5. Conclusions

The last survey question was about additional or general feedback about the ICC Programme. An overwhelming number of respondents reiterated their thanks to the ICC Programme Secretariat, for its support and for the benefits of the network. Additional feedback also includes the following:

- The need to continue with the improvement and simplification of the website to make the tools more accessible.
- A demand for more international training opportunities and projects.
- A demand for more support to cities filling in the Index questionnaire.
- A wish for an increased possibility to participate remotely in ICC events.

It is worth noting that 37 out of the 163<sup>4</sup> 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 37 respondents cover geographically more than half of the whole ICC network territory which in a way strengthens the validity of these results.

The ICC Programme Secretariat would like to encourage all ICC members to participate in the next survey.

*Thank you for your support of our intercultural city and Ukraine as a whole. We deeply appreciate your assistance and from other countries; a highly valued tool for us.*

*Nous sommes très satisfaits des apports et contributions de l'ICC.*

*The bilateral exchange among the ICC member-cities is a great advantage for us, as well the various tools (good practices included) that we fully exploit within the implementation of local actions and networking.*

*Thanks for another great year as an Intercultural Cities member.*

*We are so pleased to be a part of the ICC, and are looking forward to submitting our new review, best practices, attending more meetings and learning more about new programmes in the coming years.*

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<sup>4</sup> At the time of the survey.