

Valuing diversity – Indicator 3: Promoting diverse participation

You may wish to consider thinking again about your project and any opportunities to reach out to different groups of residents. If you are interested in learning more about multilingualism you could read our workshop report on [multilingualism as a resource for cities](#) or our policy brief on [language policies for the intercultural city](#).

You may also be interested in this short [video on inclusive communication](#).

Inspiration from other cities

In [Lewisham](#), United Kingdom, the Council talks at Local Assemblies to the residents, community organisations, police, and businesses. The community is much more active in the integration process and people of underrepresented backgrounds are more engaged in the city's social life and in the decision-making process.

On multilingualism there are good practice examples in cities such [Ansan City](#), Republic of Korea. Ansan City offers Korean language education for non-nationals. The city itself runs Korean language education programmes while commissioning private organisations to complete the offer. There is a course in preparation for the Test of Proficiency in Korean (TOPIK), which is considered a necessity for non-nationals to find a job in Korea, and a social integration programme as a compulsory course to acquire Korean nationality. With the view of helping intercultural children and youth retain their mother tongue, Ansan City also offers mother tongue classes primarily centring on Russian. Additionally, to help locals understand interculturality and acquire language proficiency, the city runs a range of other foreign language education courses (English, Chinese, Vietnamese, etc.). Ansan City publishes quarterly newsletters to inform residents of updates related to their daily lives in eight languages. Ansan City purchases books from many different countries and lends them to both locals and non-nationals. The current collection contains 122,187 books, with new books added to the collection annually with the goal of improving the diversity of language. Notably, the city runs two multicultural libraries for non-nationals.

[Leeds](#), United Kingdom, has implemented the Leeds Citizens Panel to ensure broad consultation and engagement in co-design involving people with diverse backgrounds in policy formulation. The panel enables the city to engage with diverse groups when considering proposals which have a wider impact on the communities. The city has over 3000 online members and 600 offline members who engage both via survey and face-to-face consultation. To ensure representation, the city measures the demographics of participants. One example is the development of the domestic violence communication and engagement strategy, where the city worked with the organisation Voluntary Action Leeds to meet the gaps in consultation. The organisation used their links with local community organisations to ensure the city enabled these groups to voice their concerns. This the city highlights, led to a community approach to the development of the strategy, including the co-designing of publicity materials.

“[Do it in Barcelona](#)”, Spain, aims to attract foreign entrepreneurs to the city by providing them with support services for the development of their businesses. The programme helps newcomers by ensuring they have knowledge of the new environments in which they find themselves and the tools that can guide

them towards success. Set up by Barcelona's development agency Barcelona Activa in 2009, the scheme is built on close cooperation between educational institutes, the city and regional governments, and business organisations. This enables it to provide a broad range of services, starting from the person's arrival in Barcelona and learning of city procedures to fundraising and professional guidance for business creation. Because Do it in Barcelona focuses on attracting individual talent rather than corporations, it provides personalised services that are tailored to individual needs.

The "[VoisinMalin](#)" project in Paris, France, selects neighbours for their communication and language skills, trains and remunerates them. They have different cultural backgrounds and ethnic origins, and many speak several languages, making it easy to approach recent migrants with limited knowledge of French. They work by knocking on doors, trying to reach everyone in the neighbourhood to give out information about various projects and services, and raise awareness about residents' rights and opportunities. They provide information about housing, transport, recycling, access to education, social benefits, health, and cultural activities. At the same time, they enquire about people's needs and feed back to the different agencies and companies in order to help adapt the services to the needs. You can find other examples of good practice on our website.

This is an extract from the guide "[How intercultural is your policy or project](#)". For all indicators, checklists, and good practice, please see the full guide.