



LARNACA (DISTRICT)

INTERCULTURAL CITIES INDEX ANALYSIS 2022



Diversity, Equality, Interaction

**BUILDING BRIDGES,
BREAKING WALLS**



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LARNACA (DISTRICT)
INTERCULTURAL CITIES INDEX ANALYSIS

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INTRODUCTION

Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view.

In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

While this report is being written (March 2022) 154 cities embraced the ICC programme and approach, and 121 (including Larnaca District) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 36 cities (including Larnaca District) have between 100,000 than 200,000 inhabitants and 38 (including Larnaca District) have between 10% and 15% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Larnaca District, Cyprus, in 2022, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict and to enhance participation. It encourages greater mixing and interaction between diverse groups in the public spaces.

METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general Intercultural Cities Index).

These indicators comprise the following (including the two new indicators in bold):

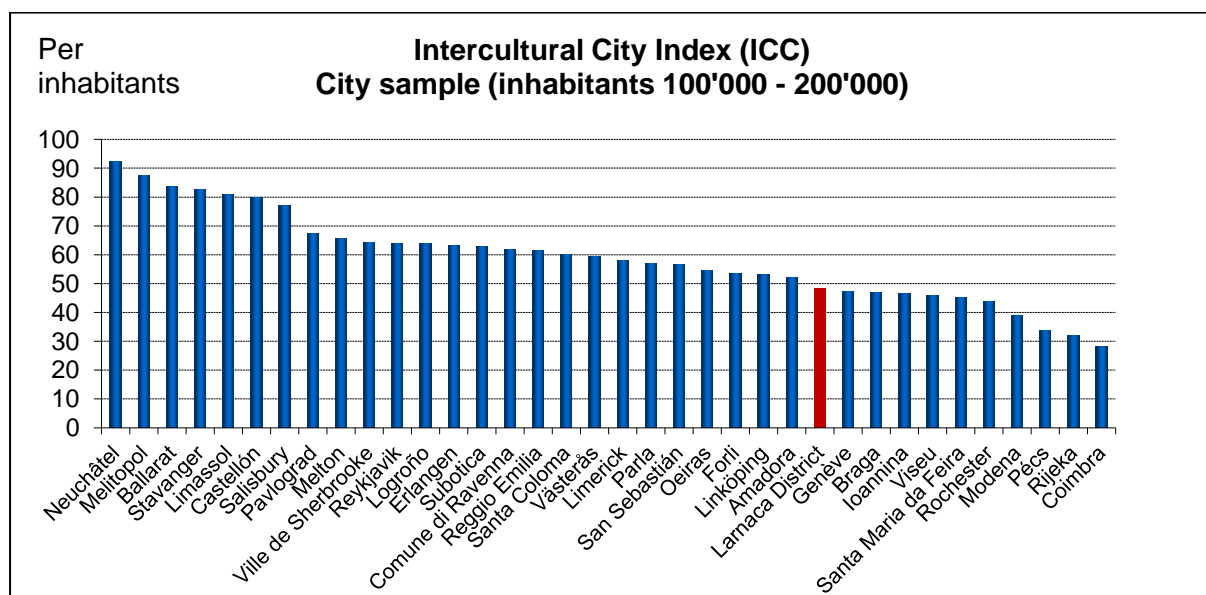
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended **only as a tool for benchmarking/benchlearning**, to motivate cities to learn from good practice.

Considering the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (below 100,000 inhabitants; between 100,000 and 200,000; between 200,000 and 500,000; and above 500,000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 36 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Larnaca District. Thus, the district will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall Intercultural Cities Index results, Larnaca District has an aggregated Intercultural Cities Index result of 48% (out of 100 possible points). The details of this result will be explained below.¹



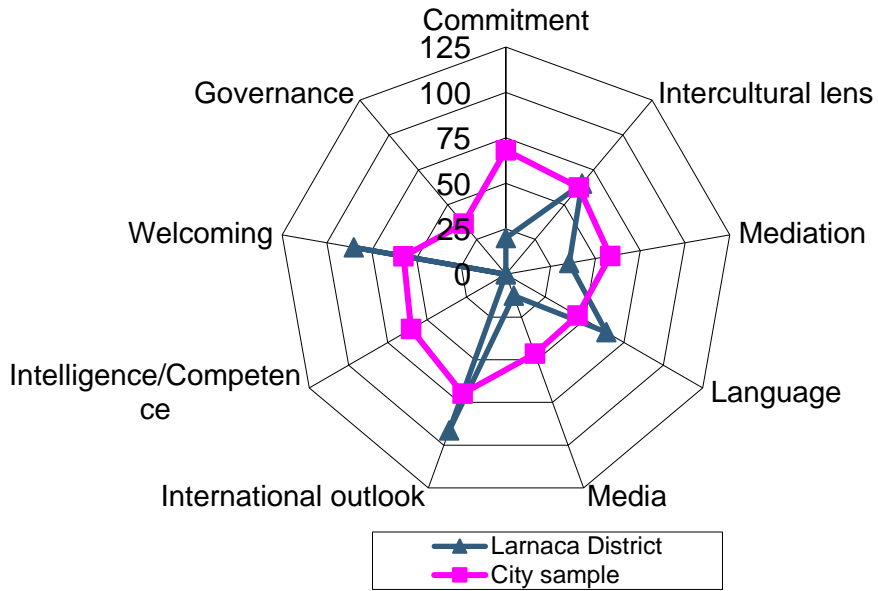
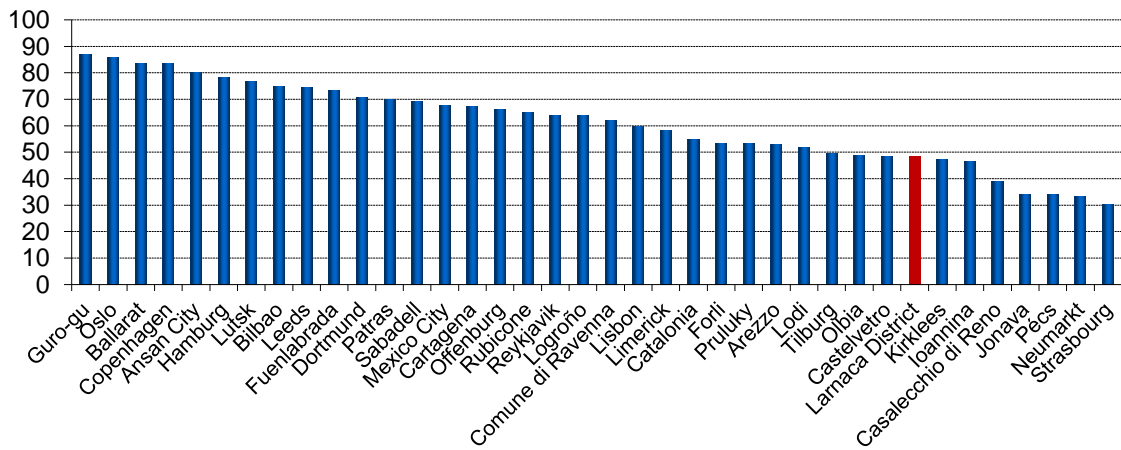
¹ The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global score.

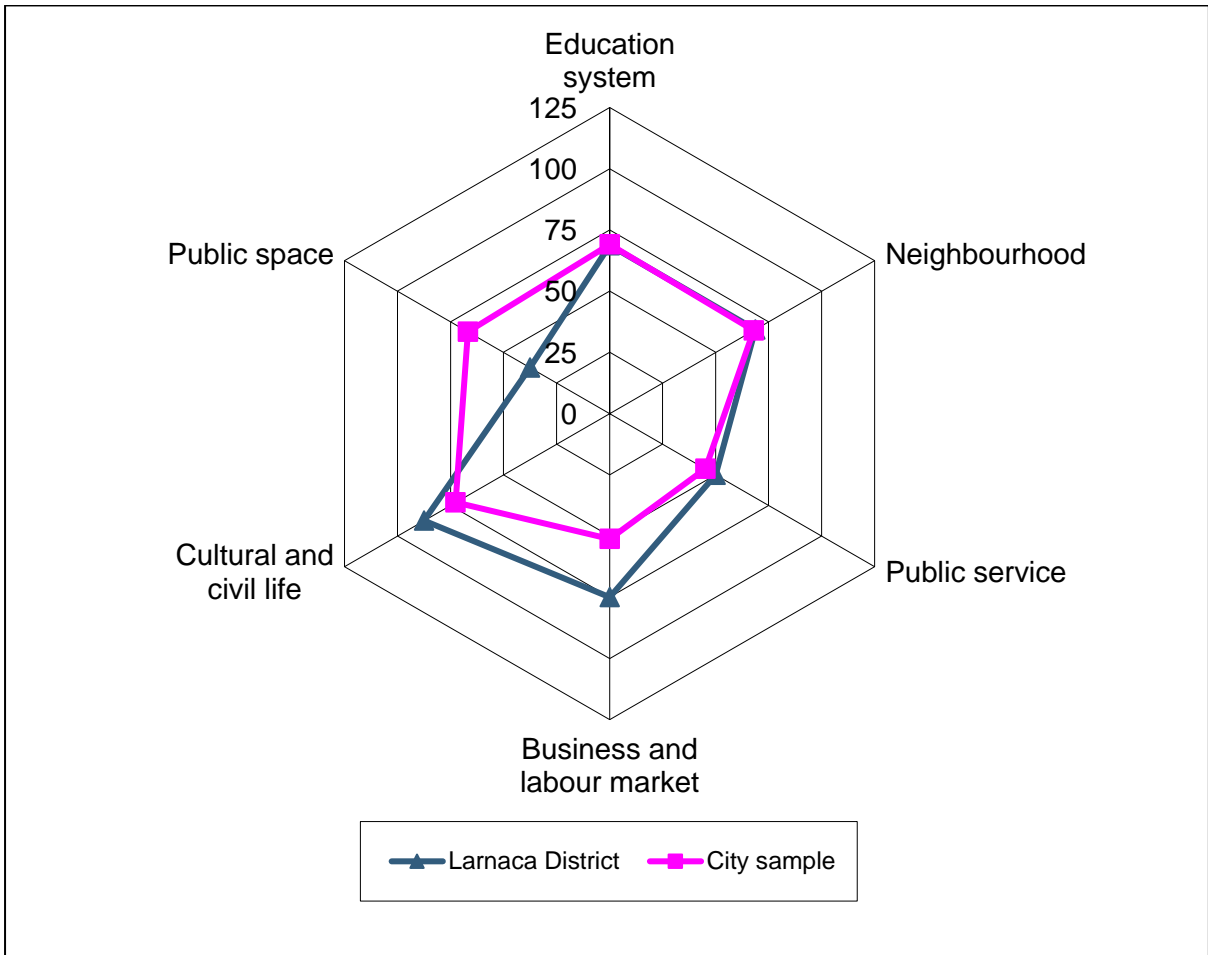
In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.

The extended Intercultural Cities Index for Larnaca is also 48/100.

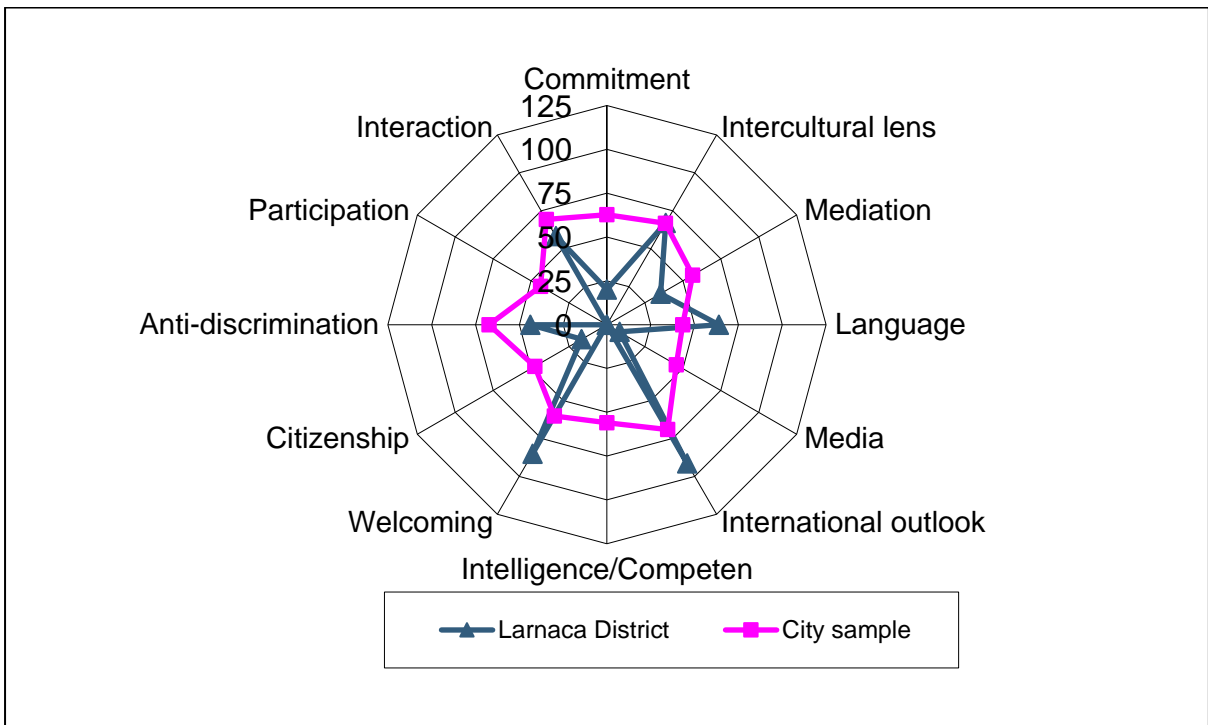
Per diversity

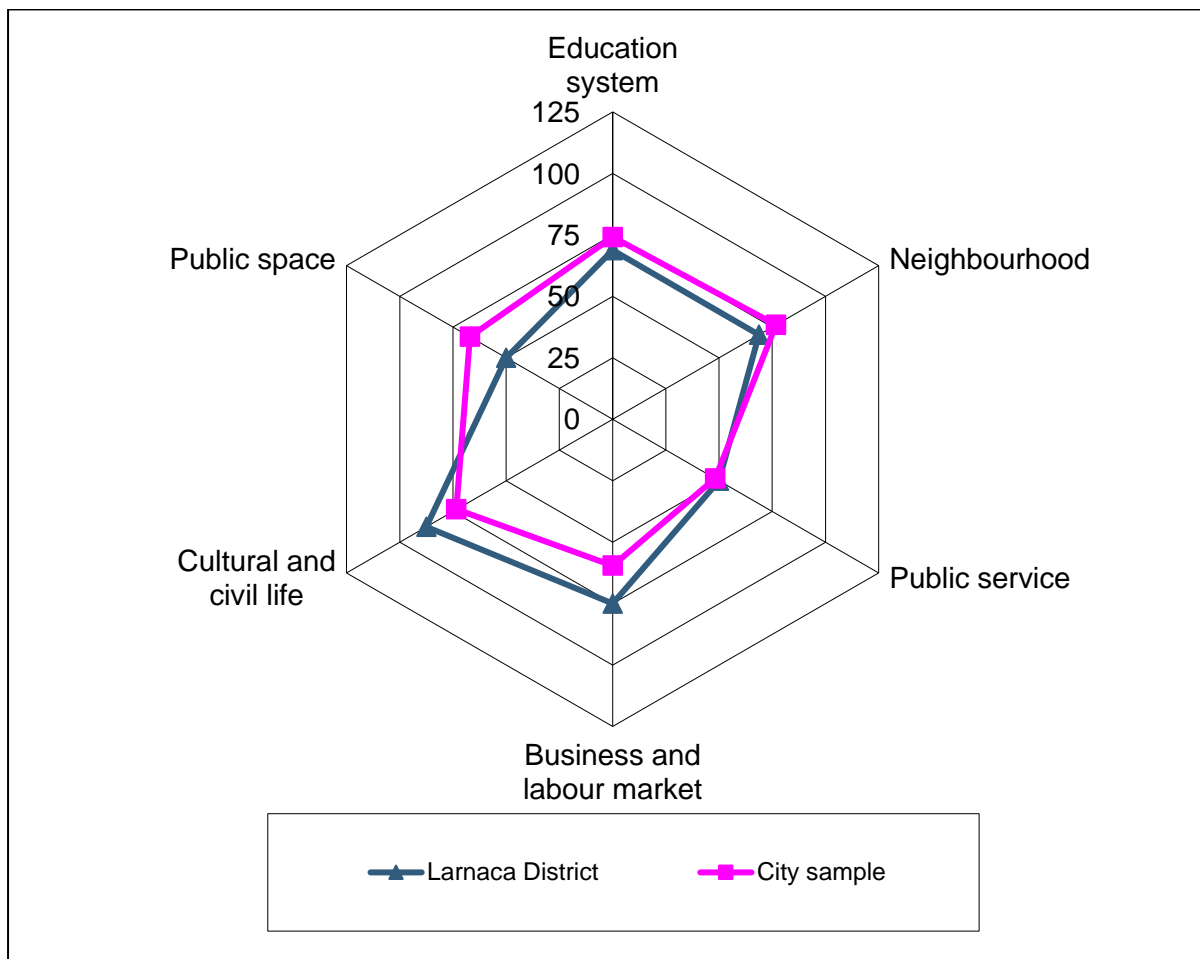
Intercultural City Index (ICC) City sample (non-nationals/foreign borns 10% - 15%)





Including new indicators (smaller sample which is not yet statistically relevant):





LARNACA DISTRICT: AN OVERVIEW

Cyprus is divided into six districts (in Greek: επαρχίες). The districts are subdivided into municipalities and local communities. The Larnaca District (both urban and rural areas) is positioned in the South-East of Cyprus and is divided into 54 local entities/authorities, consisting of six municipalities and 48 local communities. The district capital is Larnaca, which is the largest municipality in Larnaca by population. The other greater Larnaca municipalities are Aradippou, Athienou, Dromolaxia-Meneou, Lefkara and Livadia. The Larnaca District shares borders in the east with Famagusta District, in the north with Nicosia District and in the west with Limassol district. The communities of Melouseia, Tremetousia and Arsos lie in the occupied zone, while the municipal/community areas of Athienou, Troulloi and Pergamos are partially occupied. In 2011, Larnaca District had a population of 143,192, of which 59% was urban.

The foreign communities in Cyprus are diverse and range from: i) EU/EFTA or candidate citizens (Bulgaria, Romania, Poland, the Slovak Republic, Greece, Serbia, and the United Kingdom); ii) Eastern Europe (Russia, Ukraine, Belarus, Moldova, Armenia, and Georgia), iii) Middle East (Israel and Arab states: Lebanon, Egypt, Jordan, Palestine², Syria, and Kurds (from Syria, Iraq and Turkey), iv) Asia (China, Vietnam, Philippines, Sri Lanka, Iran, India, Nepal, Bangladesh, Pakistan (the latter are mainly students) etc), v) Sub-Saharan Africa, vi) Latin America (various), vii) Others – citizens of many other countries in smaller numbers. The above information is provided by the Cyprus Statistical Service (CYSTAT), in the “Census of Population, Population - Migration Flows” 2011.

There are statistics on the number and type of migrants in Cyprus as a whole, but not specifically for the District of Larnaca. According to the latest update of CYSTAT data from 2011, there are 17 398 (non-Cypriot) EU citizens in

² This designation shall not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of Council of Europe member States on this issue.

the District of Larnaca and 10 241 non-EU foreigners. This estimation is based on the CYPSTAT economic sectors of employees i.e. large numbers of house keepers who were employed through agencies from Philippines, Sri Lanka, Vietnam, as well as international businesses and investments from Russia, China, Israel, Arab states and United Kingdom, students from India, Nepal, Bangladesh, services sector employees from EU member states, and refugees and asylum seekers from the Middle East and Africa etc.

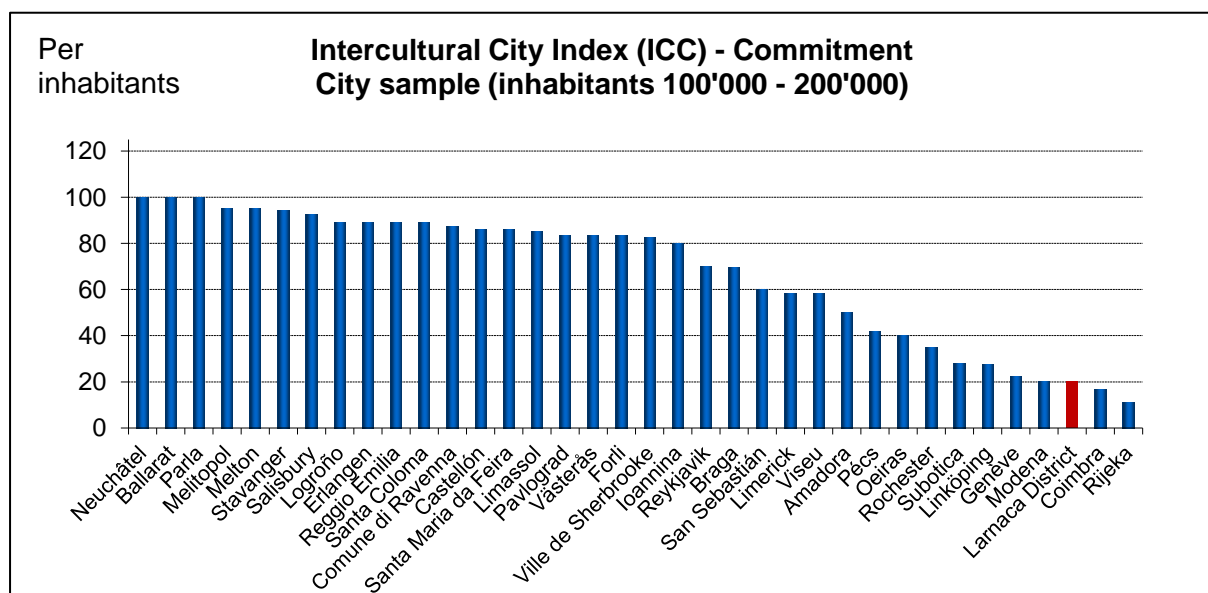
Larnaca is the third largest city in Cyprus and is known for its palm-tree seafront called Foinikoudes, as well as the Church of Saint Lazarus, Hala Sultan Tekke, Kamares Aqueduct, and Larnaca Castle. It is built on the ruins of an ancient city-kingdom, Citium, which was the birthplace of Stoic philosopher Zeno. The city is also famous for its salt lake which fills with water during the winter season and is visited by flocks of flamingos from November until the end of March. It usually dries up in the summer. The salt from the lake is now considered unsuitable for consumption.

Larnaca is home to the main international airport and Larnaca Port, the country's second busiest port. The service sector, including tourism, employs three-quarters of Larnaca's labour force. Many travel and tour operators and other travel-related companies have a head office in Larnaca. The surrounding region is largely agricultural. Crops include wheat, barley, potatoes, fruits, vegetables, and nuts. Industry is based mainly on agricultural produce and includes milled flour, canned fruit and vegetables, and beverages.

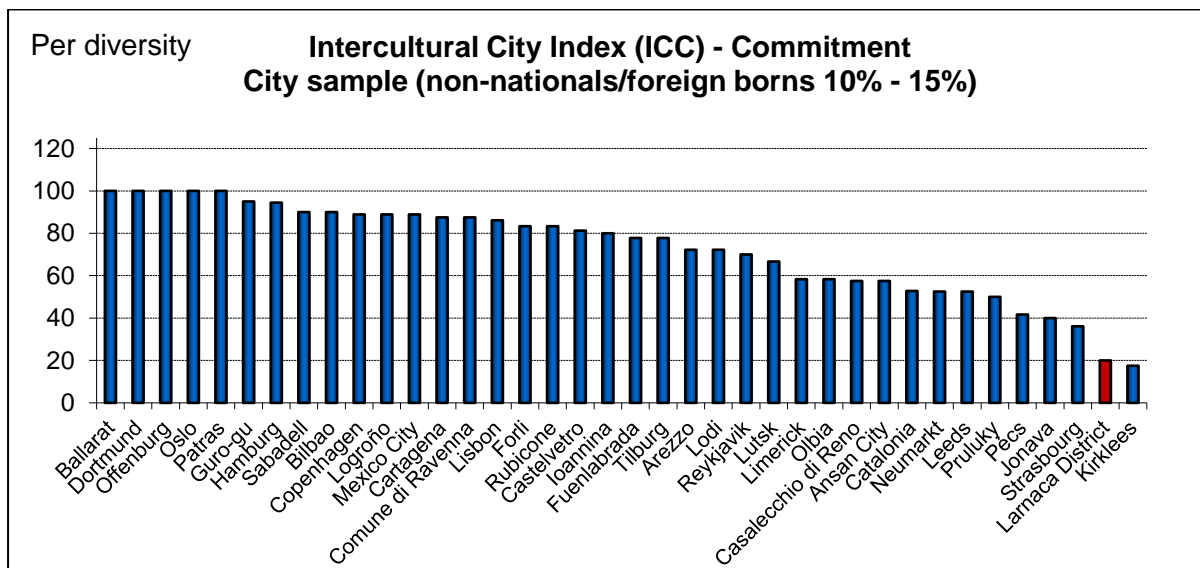
COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

Larnaca District achieved a rate of 20%, which is considerably lower than the city sample's achievement rate of 68%. At the beginning of its intercultural path, Larnaca is already showing a certain political commitment that might soon be turned into practice.³



³ Larnaca' score in the extended Intercultural Cities Index for Commitment is 20/63.



Although the municipalities of the Larnaca District have not yet adopted a public statement that they are, or aspire to be, intercultural cities, there is firm evidence demonstrating the willingness of the Larnaca city leadership to improve its intercultural integration policies. At the political level, apart from participation in several projects and events that facilitate integration, the Mayor of Larnaca, in his role as the current President of the Union of Municipalities of Cyprus, provided support to the European Union and Council of Europe joint project, [“Building structures for intercultural integration in Cyprus”](#) with a letter urging municipalities across the country to participate in the project. The Mayor also offered his political support to the project’s newly formed Larnaca Region Intercultural Network,⁴ during his opening statement at the 1st network meeting on 15 December 2021.

The local authorities of the Larnaca District do not have an Intercultural Strategy or an Intercultural Action plan, nor the financial allocation for them. Nevertheless, the communication between the regional coordinator⁵ from the Larnaca Region Intercultural Network and the staff of the Municipality of Larnaca, as well as the municipality’s assistance in completing the Intercultural Index questionnaire for this report, demonstrates their willingness to improve intercultural integration in the district, and the project will provide an opportunity to start preparing such a plan. The consultation process with local and national stakeholders has therefore started already.

Although city officials rarely make public statements on the intercultural commitment of the city, nor is such commitment visible through a dedicated website, and there is not yet a dedicated body for the implementation of intercultural policies in the city, there is a recognition award for residents promoting intercultural inclusion. The Larnaca municipality gives prizes to organisations which implement projects for integration. They also provide third country nationals (TCNs) who participate in such projects (eg. computer lessons) with certificates of attendance.

Recommendations

Larnaca district is moving towards its first intercultural strategy. The first step towards it would be an adoption of a public statement. The inspiration on this document could be found on [Lisbon Declaration from 2017](#). The city might find further inspiration in [Limassol Intercultural Strategy 2018-2020](#), which was developed by the Limassol Intercultural Council and adopted in a joint session with Limassol Municipal Council in January 2018. The strategy covered 11 chapters from Culture, Education, Safety, Family, Housing to International outlook and Media.

Another important segment in the development of the intercultural policies is the sustainability of the actions. The provision of necessary human and financial resources and the evaluation process, which shall include the timeline for the renewal of the strategy are of utmost importance. For instance, the city of Bergen (Norway) has formally adopted a public statement of its intentions as an Intercultural City. It has designed an integration strategy with intercultural elements and has developed [an integration action plan](#) to put it in practice. An evaluation process for the integration strategy has been planned. The city also provides a diversity award as a means of acknowledging local services that have succeeded in this field. Bergen is now considering a dedicated cross-departmental co-

⁴ The creation of the Larnaca Region Intercultural Network was supported by the [“Building structures for intercultural integration in Cyprus”](#) project which is being carried out with funding from the European Union, via its Structural Reform Support Programme, and in co-operation with the European Commission’s DG for Structural Reform Support.

⁵ The intercultural regional coordinator for the Larnaca district is [‘Citizens in Power’](#)

ordination structure for its integration strategy. The city has not allocated a budget for integration, as it has been considered as a cross-cutting field. The different fields which are affected by the topic amend their budget to achieve the goals of integration. Furthermore, some services related to migrant integration, such as the Introduction Centre for Refugees and the Centre for Learning Norwegian are funded by State grants.

Lastly, as a good example of a cross-departmental co-ordination structure responsible for implementing a intercultural strategy, the example of Bradford (UK) could be interesting. In Bradford, the structure responsible for the implementation and evaluation of the “Stronger Communities Together Strategy” is the [Bradford Stronger Communities Partnership Board](#), which was created to ensure that programmes delivered under this strategy achieve the best outcomes for all people living in the Bradford District. The Board is chaired by an independent chair, Bishop Toby Howarth, and includes strategic leaders from the voluntary, private and faith sector, as well as local people who live in the district.

THE CITY THROUGH AN INTERCULTURAL LENS

Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

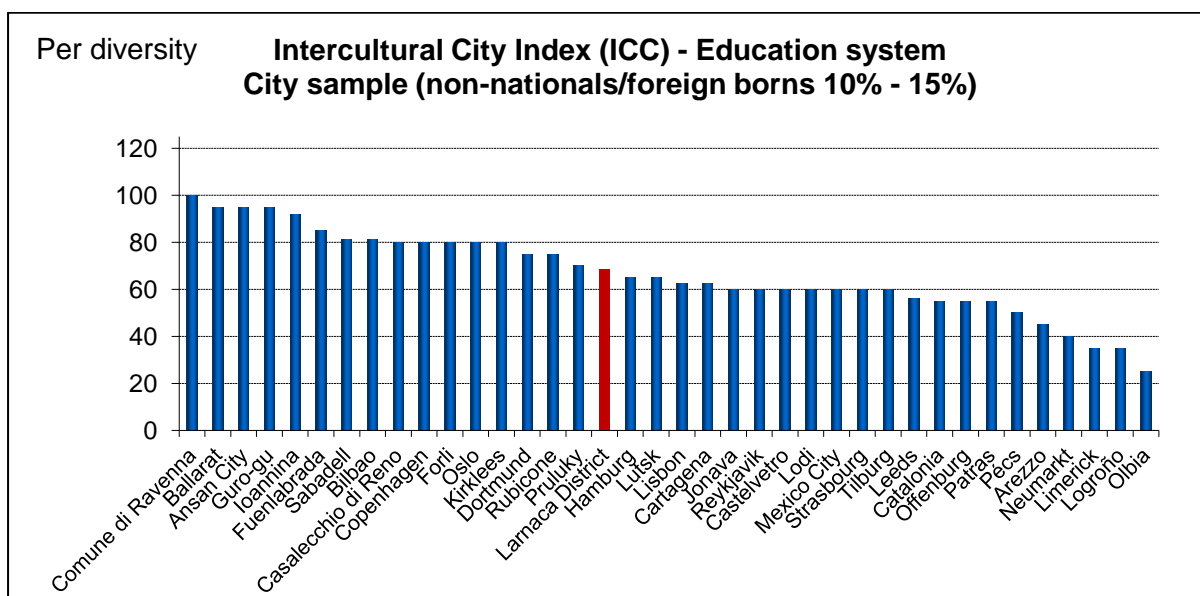
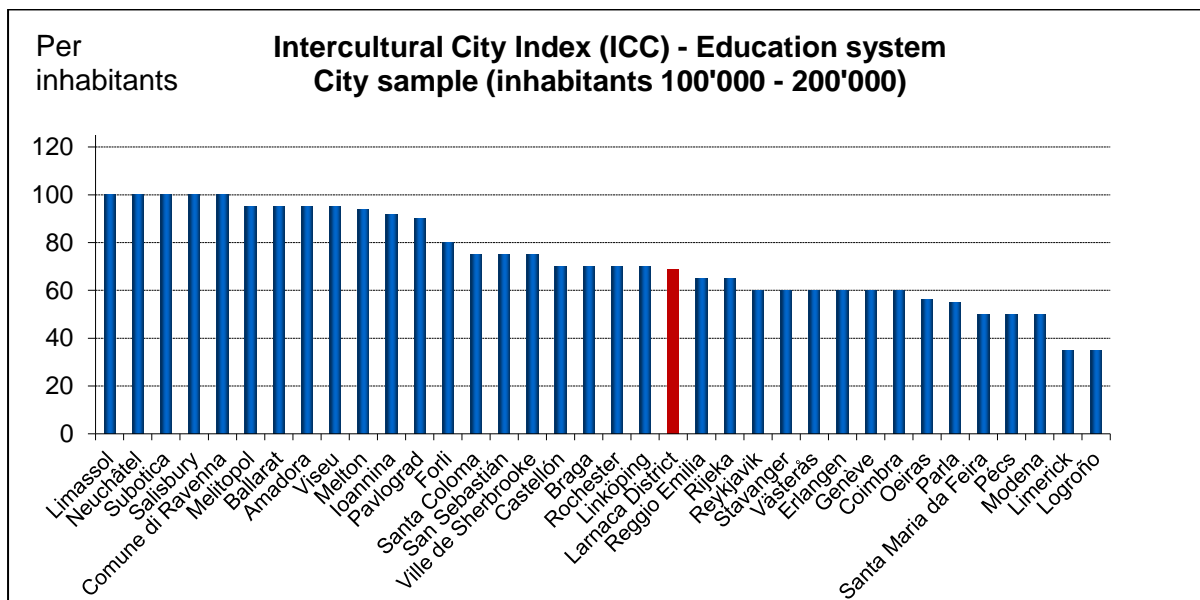
The overall rate of achievement of the urban policies of Larnaca, assessed as a whole through an "intercultural lens" is slightly higher to that of the model city: 65% of these objectives were achieved while the rate of achievement of the model city reaches 62%.

EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

Larnaca achieved a rate of 69%, which is equal to the city sample's achievement rate of 69%. The city's intercultural policies in the education field are already at the level of other Intercultural cities with a great possibility for further development.⁶

⁶ Larnaca's score in the extended Intercultural Cities Index for Education is 69/74



The schools in the Larnaca District are diverse in terms of ethnic composition, something that has rarely been reflected in the profile of the teachers, due to national human resources management system in the field of public education. It is encouraging to see that certain schools in Larnaca make efforts to involve parents of migrant origin in their work. For example, the Primary school of Agios Lazaros attempted to involve migrant parents in the committee for the parents. The language barrier that seems to be a burning issue in many cases, was overcome by the pupils themselves, who acted as interpreters for their parents. Ethnical mixing in Larnaca, like in all Cyprus districts is encouraged in order to avoid the “white flight” phenomena, through national policies, where children are obliged to enrol in the geographically closest school with very few and clearly defined exemptions.

Schools in the Larnaca District organise a wide range of intercultural inclusion activities. There are 7 public kindergartens, 19 public primary schools and 3 public secondary schools in the district that participate in DRASE (ΔΡΑ.Σ.Ε.), which is co-financed by the European Social Fund and offer inclusive afternoon extra-curricular activities. This is a programme implemented by the Ministry of Education for social inclusion actions, such as the provision of Greek as a second language lessons, social, sport, cultural and art activities.

Suggestions

In order to improve already good score in the field of education, Larnaca might consider the example of the city of Sherbrook (Canada) and its practice of [Intercultural communication with immigrant parents of schoolchildren](#). To disseminate information in a format that is accessible to and appropriate for immigrant parents who do not speak the local language fluently or are unfamiliar with the way schools work, schools are invited to use the services of

an interpreter to aid oral communication with parents and thereby foster intercultural communication focused on gaining a better understanding of others and building relationships of mutual trust. Other initiatives include the use of images and pictograms in various documents shared by schools to which parents can refer quickly if necessary and the production of a short video by one of the schools to give a clearer picture of what start-of-year parents' meetings are like.

Some aspects of the [Co-existence and Mediation](#) initiative in Barcelona could also usefully be explored by schools in Larnaca. This wide-ranging initiative seeks to introduce interculturalism as a mainstream element in the curriculum and encompasses learning of first languages, teacher training, involvement of families in the educational process, linking the school with its wider neighbourhood, and teaching about the neighbourhood's cultural diversity.

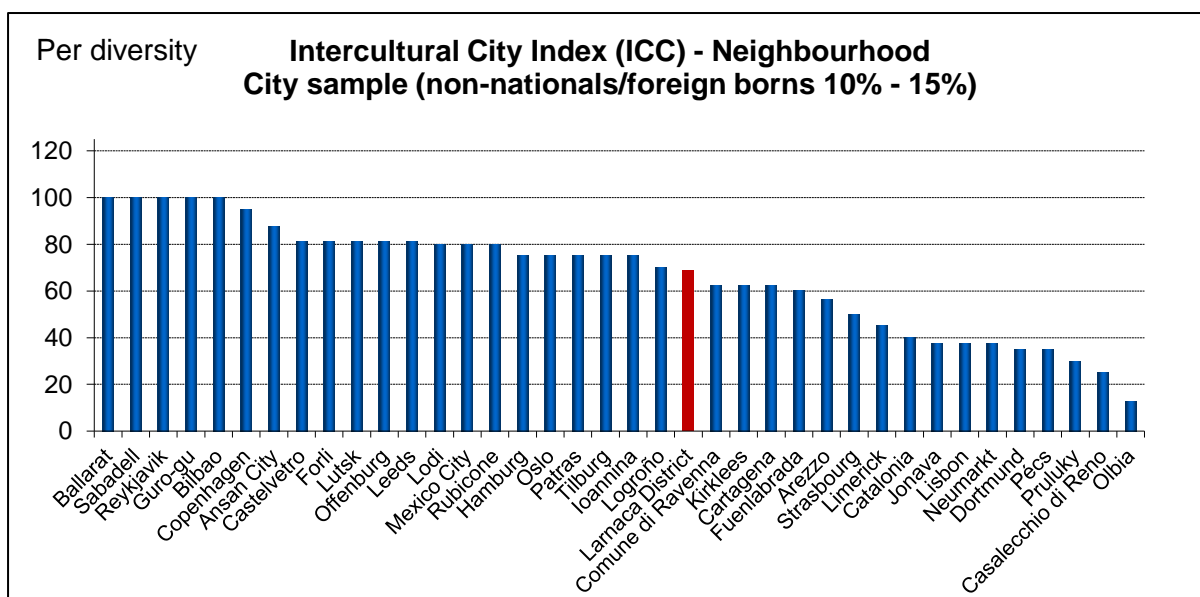
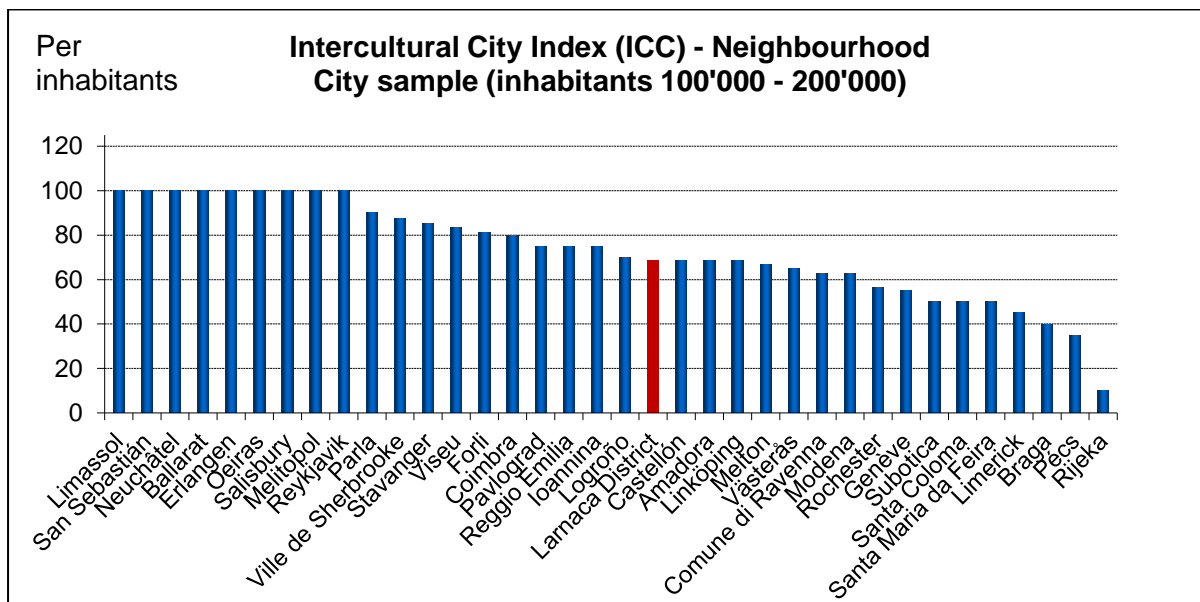
Donostia/San Sebastian also offers a good example through the introduction of a comprehensive intercultural approach in the schools, working with all levels of actors within the school system. In the same city, a primary school started a very interesting programme called "[Onqi etorri eskolara](#)", consisting of the appointment of (volunteer) mentor families to help newcomer families to be part of the local community. Usually, families have children in the same classrooms so that the two-year programme of support can include both scholar and extra-scholar/social activities. The interaction and exchange of cultures is crucial for the programme, but the main focus is to be found in the shared situation (parents with children at the same school and in the same classes). The programme has so far positively impacted professors, classes, students and parents, while raising awareness about the diversity advantage for the overall population. The programme identifies families in the class meetings at the beginning of the course to mentor and to be accompanied, and several activities are planned during the year. Complementary, most of the families organise social activities (via WhatsApp groups) to share spare time, and to strengthen social capital for all. Specific instruments for the programme as well as evaluation processes have been developed over time.

NEIGHBOURHOODS

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a 'perfect' statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

Larnaca achieved a rate of 69%, which is slightly higher than the city sample's achievement rate of 68%. Larnaca provides a wide range of initiatives for interaction between residents on the neighbourhood level.⁷

⁷ Larnaca's score in the extended Intercultural Cities Index for Neighborhoods is 69/77



The relatively small size of the population and moderate number of foreigners in the city in comparison to other districts in Cyprus, means that only a few neighbourhoods are diverse and there are only occasional measures to prevent high ethnic concentration. The municipalities of Larnaca have various policies and actions where residents from one neighbourhood meet and interact with residents with different migrant backgrounds from other neighbourhoods. There are many local societies and charities that organise events, in particular cultural ones, that contribute to celebrating diverse and more vibrant neighbourhoods. Some of these events are also supported officially by municipalities in the region of Larnaca. Municipalities often cooperate between them, meaning that residents from different neighbourhoods are encouraged to participate in common events. One example is the Municipality of Athienou which, in cooperation with the Municipality of Larnaca, has run a programme for teaching traditional Cypriot dances which targeted non-EU nationals.

In addition to that, there are numerous examples of how the local authorities encourage residents with migrant backgrounds to meet and interact with other people living in the same neighbourhood. These examples include the Women Association of Rural Larnaca (WARL) festival with local food or Larnaca municipality's Gala Dinner organised by the Committee on Social Welfare, Volunteerism and Refugee Affairs. The civil society organisation, [OASIS](#) also provides a welcoming and inclusive community for refugees in Larnaca district. The municipalities of Larnaca district also organise events where residents can donate items or exchange products, in addition to similar events organised by Red Cross Larnaca office. Even though some local charities concentrate on other social fields such as combating domestic violence or economic exclusion, both migrants and locals receive the same help, if and when needed. Other examples are books such as "Larnaca: The Anthology" and "I am Cyprus" which are

collections of poetry and intercultural articles, which aim at bringing people together, locals and migrants, while similar book projects were organised in combination with networking and intercultural mixing activities.

Suggestions

Despite being at the start of its intercultural path, Larnaca District already has interesting policies in the field of neighbourhoods but since the migrant population in the district will increase, the municipalities in the district may already consider measures avoiding ethnic concentration in neighbourhoods. The city of Zurich (Switzerland) for instance [encourages actions where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from other neighbourhoods](#). Generally, the integration policy, the housing programme, and the social culture strategy (Soziokultur) include useful guidelines. More specifically, projects that promote an improved cohabitation of 'locals' and 'foreigners', can sometimes be financed by the city of Zurich. Three different funds are available: a) Credit for integration projects (Integrationskredit): 200,000 CHF available per year. Yearly, around 30-40 projects that are implemented mainly on a voluntary basis are financially supported; b) Credit for exchange and cohabitation (Kredit Austausch und Zusammenleben): 250,000 CHF available per year. Yearly, around 3-6 projects are financially supported. From 2019 onwards, the City of Zurich is financing intercultural programme weeks (Interkulturelle Programmwochen), which will take place every two years and seek to make lived diversity in the city visible. The Zurich community centres (Gemeinschaftszentren) were founded in 2010 and aim to promote community development as well as the implementation of equal opportunities and participation of all resident groups. Among other things, community centres are implementing their own programmes on education, integration, and cultural mediation.

The experience of the [EMPO Multicultural Resource Centre](#) in Bergen (Norway) could offer further ideas to municipalities and CSOs in the district. Empowerment is the goal of this centre which pursues initiatives to create dialogue, mutual understanding and change. These include women's groups, men's gatherings, course, theme days, seminars, counselling, parental guidance, language and work practice and social network across cultures.

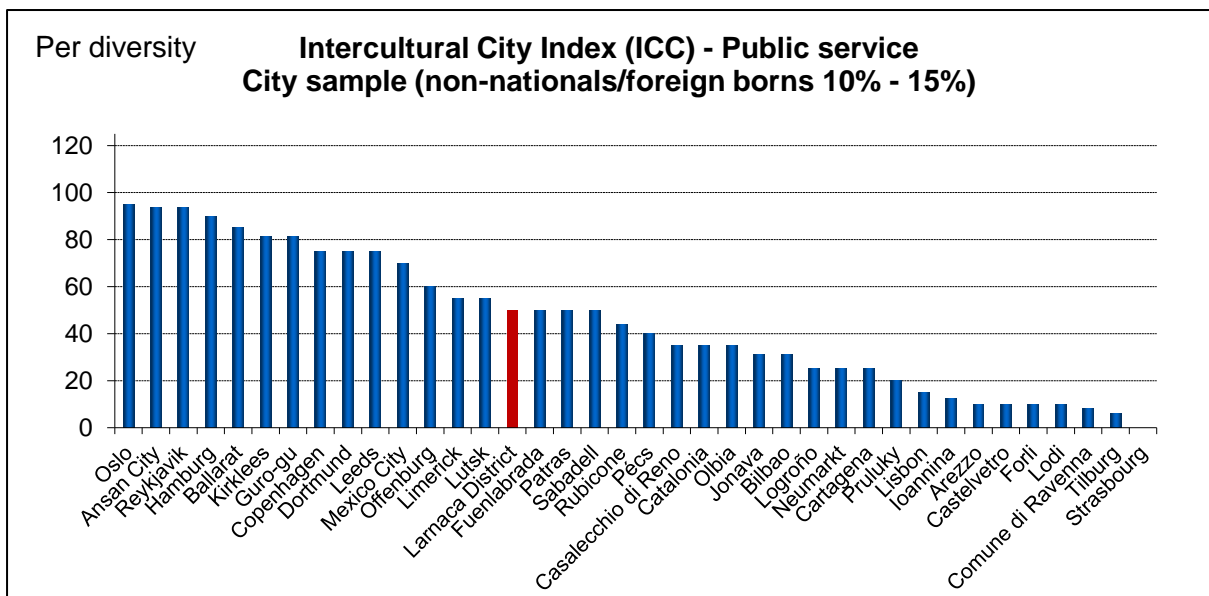
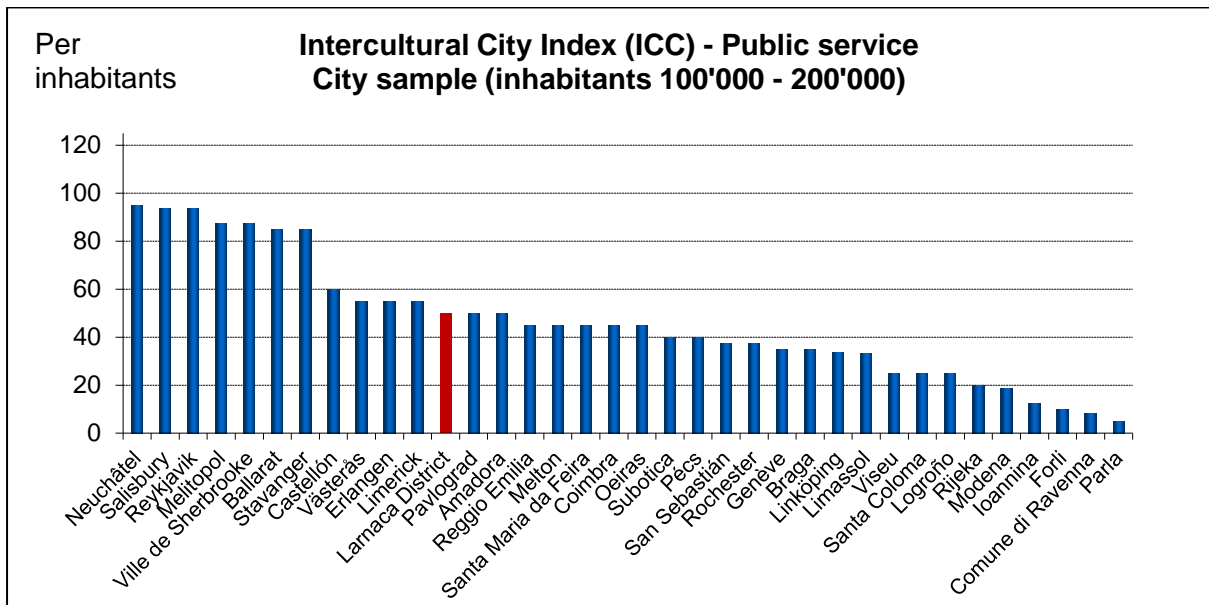
Another example from Sabadell (Spain) could also be of interest to Larnaca district, there is a ["Espacio Mujeres"](#) (Women's Space) programme which provides personal tools to women in different parts of the city whilst also creating links within the community. The programme offers relational learning spaces located in four points in the city (Sabadell north, Sabadell south, Can Puiggener and Torre-romeu) and different activities focused on topics related to the physical and mental health of the participants (knowledge of the environment, female health, personal growth, women's rights, sexist violence, etc.).

PUBLIC SERVICES

As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.

Larnaca achieved a rate of 50%, which is slightly higher than the city sample's achievement rate of 45%. The city provides a range of public services which are sensitive to religious/ethnic customs.⁸

⁸ Larnaca's score in the extended Intercultural Cities Index for Public Services is 50/48



There is little evidence that the municipal staff in Larnaca District reflects the ethnic composition of Larnaca's population, as the diversity in the municipal workforce is visible only on the lower levels and lower paid jobs. One reason for this is the relatively limited powers of local authorities in Cyprus to make their recruitment more migrant-friendly. Also, municipal links with the private sector and joint actions promoting intercultural mixing in workplaces do not yet exist. Nevertheless, the district is sensitive to a number of cultural issues and provides places of worship and funeral/burial services. One example is the Cyprus Jewish Community Centre - Chabad Lubavitch of Cyprus located in Larnaca, as well as the Jewish Cemetery of Cyprus, which is located in the Mackenzie area of the district. Also, the Armenian Apostolic Orthodox Sourp Stephanos Church serves the Larnaca Armenian Community. Although sports facilities (and public places in general) do not offer women-only slots, different changing rooms for males and females still exist. Schools provide meals sensitive to religious customs.

Suggestions

It remains a challenge to expand the range of employees in public services so that they reflect the diversity of the population they serve. This would further strengthen trust in public services, enhance their capacity to engage effectively with a diverse population, and secure gains for public services from diversity advantage in achieving their objectives for all in the city. Despite the limitation of national legislation, which regulates the policy of non-discrimination (including the positive one, except for some cases of religious groups recognised by the Cyprus Constitution), the municipalities of Larnaca District should still strive towards obtaining a more diverse work force.

This might be done through the development of ethnically sensitive job descriptions (i.e. for people fluent in migrants' languages) for positions working with migrants, which cannot be necessarily related to the ethnic origin of the employees.

For instance, again, the city of Sherbrooke (Canada) proceeds with a number of [actions to promote diversity in the labour market](#). Sherbrooke is committed to promoting diversity in employment, namely through recruitment actions to attract candidates from visible and ethnic minorities. Initiatives implemented by the city include: transmission of job offers to the organisations responsible for assisting immigrants in their job search; posting job offers on the Emploi-Québec website; mentioning in job offers that the city of Sherbrooke is subject to the Equal Access to Employment Act and encourages target groups to submit their applications; participation in all editions of the Diversity and Employment Fair; participation in career days organised by the Université de Sherbrooke and the Cégep de Sherbrooke; participation in the Student Job Fair - Opération Emploi; information sessions on the city of Sherbrooke's recruitment process, job requirements and featured jobs; adding a Diversity [French only] section to the City's Employment page.

Additionally, Stavanger (Norway) has an interesting practice of having mandatory external publishing on the platform Inkludi.no (a Norwegian recruitment service with main focus on jobseekers from minorities) in the case of consultant and managerial positions. Furthermore, if there are qualified applicants with a minority background, at least one must be summoned for an interview.

[Montreal](#) (Canada) reports significant success in staff diversity with 20% of staff being from an ethnic minority background, this was achieved though implementing good practices in various public services such as: specific recruitment calls for minority ethnic groups; professional sponsorship to enable people facing labour market barriers to get their first paid working experience; preferential appointment rate for minority ethnic job applicants; and action to review and address any systemic discrimination in recruitment processes.

The [Future Workplace](#) action plan in Bergen (Norway) is another interesting example. This includes actions to encourage minority ethnic job applicants in the public administration and intercultural competence in the private sector.

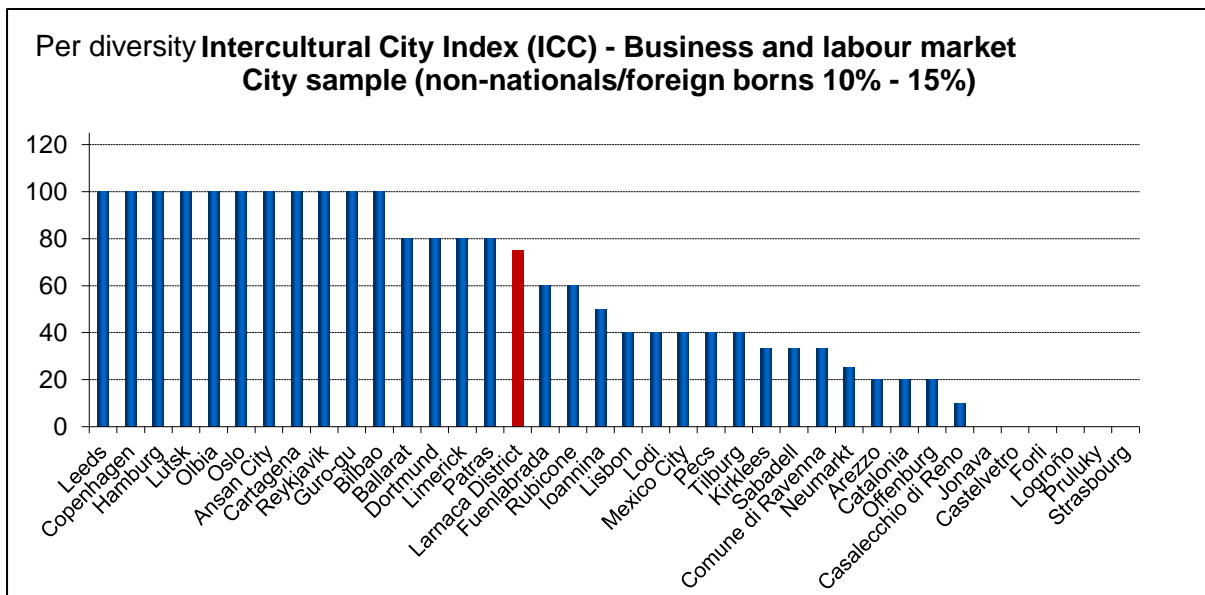
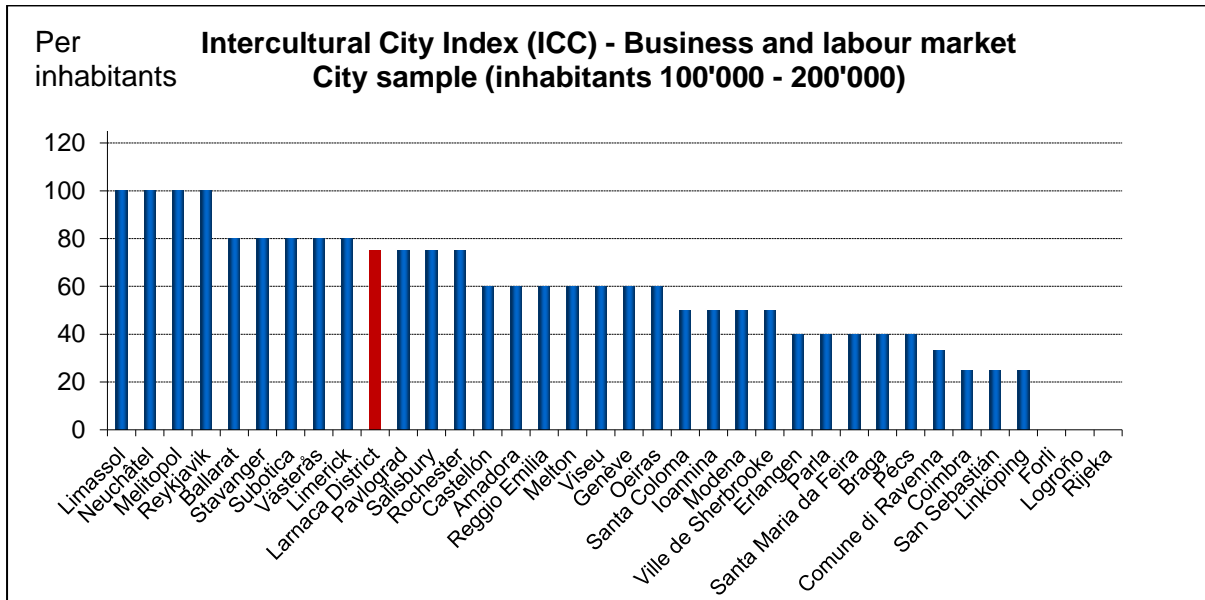
Such or similar actions would place the local authorities in a position of leadership towards wider societal change in the Larnaca district.

BUSINESS AND THE LABOUR MARKET

Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

Larnaca achieved a rate of 75%, which is considerably higher than the city sample's achievement rate of 51%. This means that Larnaca strongly promotes the diversity in the workplace and encourage by engaging with national and local business and labour stakeholders.⁹

⁹ Larnaca's score in the extended Intercultural Cities Index for Business and labour market is 75/60.



Larnaca is home to a number of district branches of different business umbrellas and trade unions, which at a certain level promote diversity on the workspace. For instance, the Cyprus Federation of Employers and Industrialists (OEB) have lobbied for more diversity, non-discrimination (level playing field) and improved procedures for the employment of foreign workers. The Pancyprian Labour Union (PEO), also actively promotes diversity, including the inter-communal dialogue and participates in the Advisory Committee of the Ministry of Interior on the implementation of the National Integration Action Plan. The PEO's Labour Institute (INEK - www.inek.org.cy), organises Greek language courses for immigrants in their branch office in Larnaca. In addition to this, the Larnaca and Famagusta Development Company and Women Association of Rural Larnaca (WARL), non-profit organisations that promote the entrepreneurship and gender equality of its members, as well as the volunteering. WARL currently has 380 members, mainly women from the rural mountainous District of Larnaca producing local traditional products. The Cyprus Cow Breeders Association (ENAK LTD) is based in Athienou and has a high number of migrants in its workforce, since farming is one of the sectors in which asylum seekers are allowed to work, according to the national legislation. The municipalities of Larnaca District also have strong connections and synergies with the Larnaca Chamber of Commerce and Industry.

According to the Migrants Hub Larnaca (MiHub), there are numerous examples of migrants successfully running their own small business such as Syrian people selling traditional sweets and foods, Palestinians operating car wash points, bakeries, people from Africa hired privately or in organisations working as interpreters etc. In addition to this there are many shops selling traditional food of ethnic minorities, like [GlattCafe Kosher shop](#) etc.

Despite the fact there are no explicit policies favouring businesses with strong intercultural components or strategy, Larnaca hosts a number of business support structures, which are open and inclusive for the migrant population. For example, [iDesk.Space](#) is Larnaca's first independent co-working space, while the [Youth Makerspace Larnaca](#) offers young people the opportunity to have access to high-end technological equipment that will enable them to develop their business ideas and put them into practice.

Suggestions

In order to further develop the score in the field of business and labour market, the municipalities in Larnaca District might work further on the opening the migrants' entrepreneurship to the mainstream economy. It could also make more efforts to promote the advantages of diversity in workspace. In order to do so, the local stakeholders might wish to improve the data-collection and analysis abilities through joint bodies with business and labour representatives, as many other intercultural cities. For instance in Kirklees (United Kingdom), the local council has formed the [DIVERSITY = INNOVATION project group](#) with local employers including SMEs and larger businesses such as Cummins Turbo Technologies and Syngenta agrochemicals to monitor the diversity of recruitment and promotion locally, and work with employers to champion diverse workplaces. These employers seek to be ambassadors for diversity in their own right: for example, Cummins recently partnered with Conscious Youth to deliver an international event on black leadership in recognition of Black History Month. In addition, the council has itself adopted an approach of name-blind recruitment, resulting in a more diverse pool of interviewees than more conventional methods of CV-sorting, as the latter can be subject to both explicit and implicit bias. Instead, applications and CVs are judged on the applicant's credentials, rather than their names or other personal details.

Larnaca could also do a preliminary mapping in order to try and understand the gaps and challenges that exist in the development of migrant entrepreneurship, publicly acknowledging the role of migrants as entrepreneurs and highlighting their contribution to the local economy, inviting entrepreneurs to corporate events, facilitating the inclusion of migrant entrepreneurs in traditional commercial and professional networks, removing existing barriers for migrant-owned businesses in contract offers, etc.

The city could also consider adopting a charter or another binding document against ethnic discrimination and encourage businesses from ethnic minorities to enter in the mainstream economy. It could also give priority to companies with a diversity strategy.

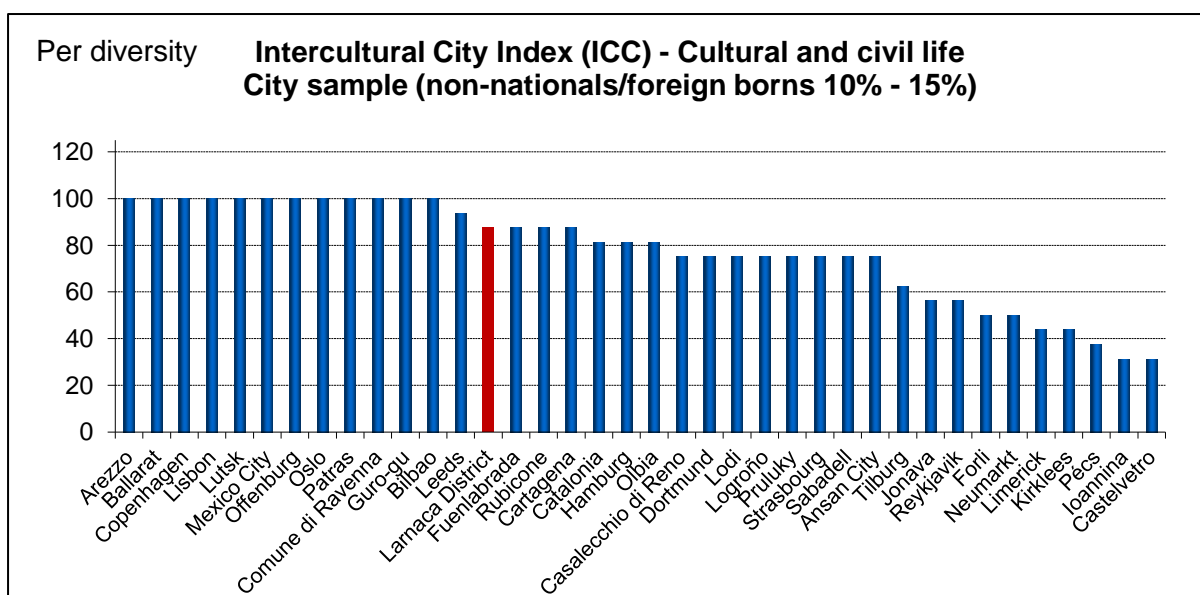
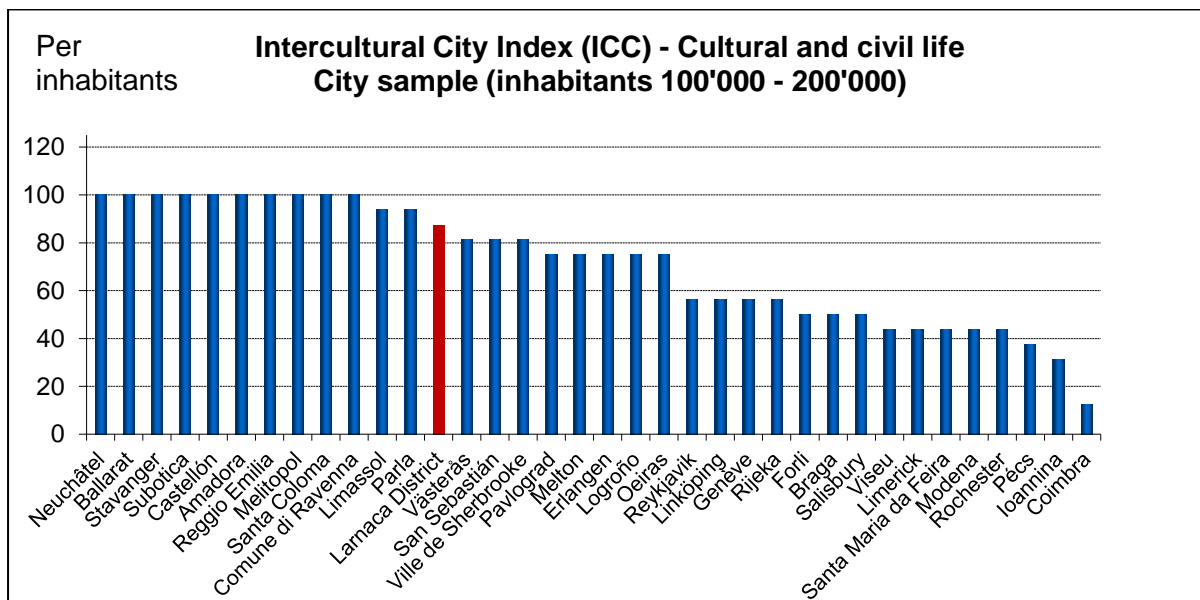
Finally, Larnaca may wish to test a pilot methodology experimented within the Intercultural Cities programme to promote the development of "[Diversity Connectors](#)". Micro-enterprises and SMEs create most of the new jobs in many cities and many of these businesses are owned by people from under-represented groups. Many cities are creating incubators to support these start-ups, and studies show that those who participate in these incubators have a better chance of thriving and lasting. Incubators tend to recruit only trendy high-tech start-ups with added value and high development potential. The "Diversity Connectors for Start-Ups" pilot project aimed to reconfigure these incubators to become workspaces where under-represented start-ups and mainstream start-ups share workspace and services. These Diversity Connectors offer general services such as technical training, access to potential funders, meeting space, etc. as well as specific services for under-represented start-ups. They accelerate the learning curve for under-represented start-ups while providing expertise on untapped markets to other start-ups.

CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

Larnaca achieved a rate of 88%, which is considerably higher than the city sample's achievement rate of 73%. Larnaca utilises wide range of cultural and sport activities for the purposes of intercultural integration and mixing.¹⁰

¹⁰ Larnaca's score in the extended Intercultural Cities Index for Cultural and civil life is 88/73.



The municipalities of Larnaca District have scored very high in the field of cultural and civic action, due to numerous actions providing clear evidence on their promotion of an inclusive cultural and civic life. These examples range from the EU AMIF funded actions by the Municipality of Athienou and Municipality of Larnaca Open Society Foundation, involving third country nationals in intercultural festivals and events, through to cultural tourism initiatives showcasing intercultural heritage in urban and rural areas such as the international initiative “Beyond Cultural Tourism”, and the infrastructural projects such as the one renovating Larnaca Mosque, to a wide range of ad hoc and developmental projects carried out by the Larnaca and Famagusta Development Company in collaboration with numerous local and international partners.

The city of Larnaca also organises events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic/cultural backgrounds to interact. Some of the examples are exhibitions like, “A territory without terrain” by local artist Efi Savvides in collaboration with UNHCR, which took place at Larnaca Municipal Art Gallery and music performances organised by Sistema Larnaca Nucleo aiming at the social inclusion of children through music. Larnaca Biennale festival regularly hosts intercultural events or events which promote cross-border collaborations.

“Sport for all” is a national initiative implemented in the District of Larnaca and run by the Cyprus Sports Organisation. The Larnaca Christmas food festival includes culinary experiences and music from different places

of the world. There are also numerous Erasmus Larnaca student events taking place in tertiary education institutions within the district.

There are numerous examples of regularly organised cultural events by the national minorities. One example is the Latin/Catholic community exhibition dedicated to local artist/musician: 'Armando Josephen 1931-2011' at Pierides Museum Under the auspices of the Latin Representative in the House of Representatives within the series of exhibitions 'The Latins of Cyprus' with support from the Phivos Stavrides Foundation - Larnaca Archives, St. Joseph's Catholic Schools in Larnaca.

Intercultural trends are visible in the Larnaca district through the co-creation of initiatives implemented as a part of annual events that have a diverse and multicultural aspect, even if some of these events used to be more traditional in the past – e.g. the Kataklysmos (Pentecost) Fair - they are becoming more intercultural as time passes by, reflecting the increased diversity of the local population.

Public debates or campaigns on the subject of cultural diversity and living together are also regularly organised in the district. Examples include those of the Europe Direct Larnaca and Pedagogical Institute, providing a good basis for the development of intercultural education on the national and local levels.

Suggestions

Learning from other cities, the municipalities of Larnaca District could, for example, organise team sports tournaments in which team members are selected based on various diversity criteria (origin, gender, age, etc.). It could also initiate cultural and artistic events that emphasise the positive impact of external influences on the creative process, or celebrate World Heritage Day or European Language Day, etc.

Larnaca could consider further encouraging existing cultural institutions and actors in the borough to diversify their programming and make links to diverse communities, for example by effectively introducing an intercultural criterion for the allocation of grants and funding as in [Sabadell](#) (Spain), and setting up an intercultural centre as in [Botkyrka](#) (Sweden).

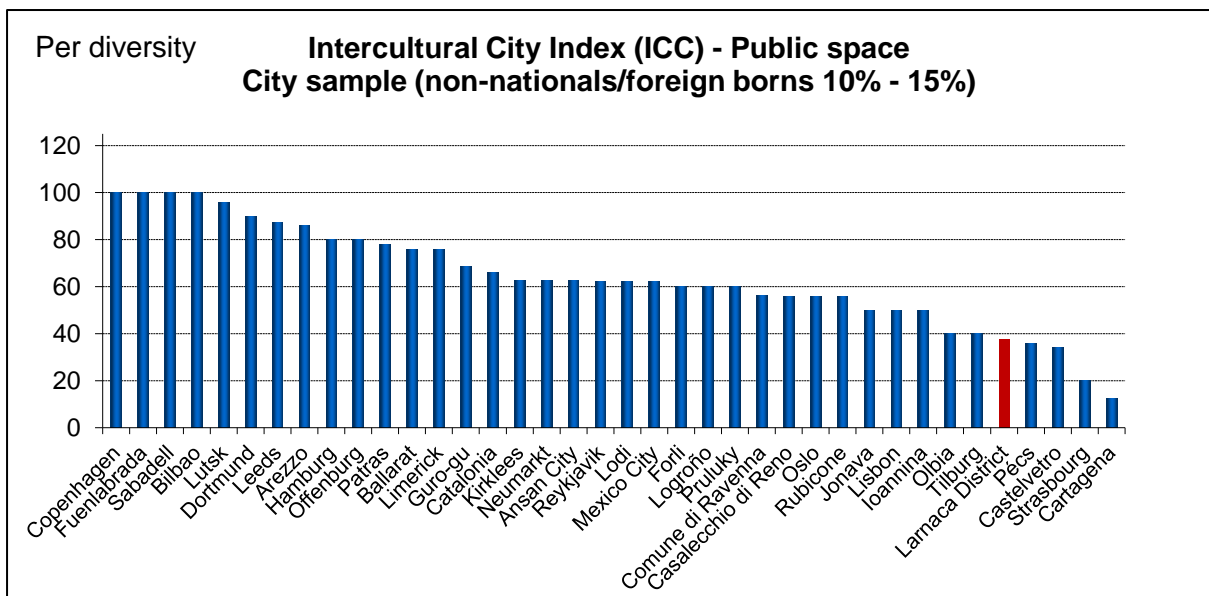
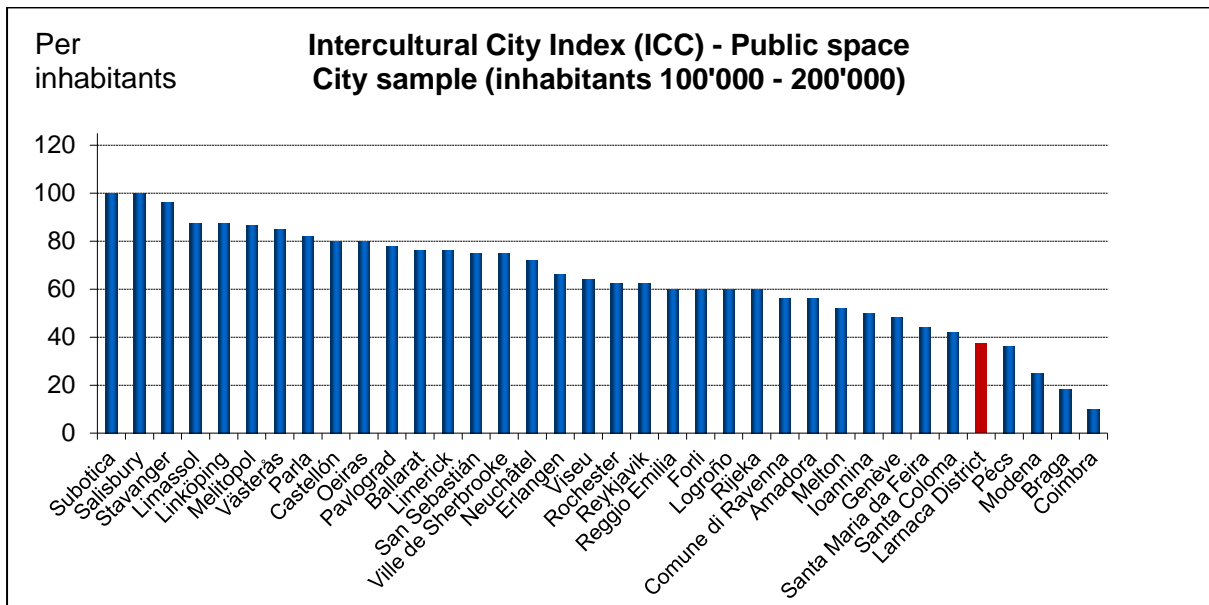
In order to further enrich the intercultural aspect of the cultural and social life, the municipalities could consider improving the field of (inter-)cultural co-productions, especially those involving local communities. For instance, the city of Lyon (France) runs the project called [La Maison de Passages](#). The Maison was founded by a multi-ethnic cultural association which set up the centre as an autonomous space of cultural production with and for local people. Their interest was in researching 'hidden history': the colonial past, collaboration in the Second World War, racism and torture in the Algerian War of Independence, racism towards gypsies - subjects which have prevented second generation immigrants from learning of their parents' history and from which French school children have been kept in ignorance. It also organises cultural events where people of different cultural backgrounds can meet and interact; participatory projects based on shared activity: artistic, cultural, workshops, conferences; training in interculturality, cross-cultural awareness and competence to professionals and city council officers; events to debate discrimination and racism; research, colloquiums, and a library.

PUBLIC SPACE

Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the "other". When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely supported by them.

Larnaca achieved a rate of 38%, which is considerably lower than the city sample's achievement rate of 67%. Despite of the lack of consultation process with migrant communities on the use of public space, Larnaca offers many cultural and civic programmes in public spaces aiming at their joint and inclusive use.¹¹

¹¹ Larnaca's score in the extended Intercultural Cities Index for Public space is 50/67



The municipalities of Larnaca District take some actions to encourage meaningful intercultural mixing and interaction in public spaces including museums, playgrounds, squares and parks. They include various community spots, where people of all origins can spend their free time, communicate with each other and freely create social networks. These public spaces also host annual events (Christmas markets, Festivals etc.), which is also an opportunity for intercultural mixing. Some museums in the Larnaca district (eg. Kato Drys Bee & Embroidery Museum) provide specific access for people with migrant backgrounds to encourage diverse audiences to experience Cypriot culture.

The local authorities in the Larnaca District could take steps to consult the local and migrant population when developing new building projects or reconstructing the existing ones. There are no spaces or areas in the Larnaca district that are dominated by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe. Although according to the interviewees, such phenomena might start to be more visible in the near future, especially in the Finikoudes area, if steps are not taken by the by local authorities.

Recommendations

Like many other towns in Cyprus, Larnaca is entering in the epoque of rapid urban development. Those developmental works often comprise reconstruction of existing areas and gentrification or the development of the entirely new ventures. Public consultation, not only with the mainstream stakeholders, but also with hard-to-reach communities, might prevent the phenomena of ethnic concentration or “ghettoization” of urban areas, as well as many social and inequality issues that can arise from the rapid urban development process. Other steps could include identifying the specific needs of families, women, the elderly, children, adolescents, etc. and designing

public buildings/spaces so that no one feels excluded, adapting opening hours and providing services tailored to the needs of a diverse population, etc.

At present, when the municipality decides to rebuild an area, it does not use diverse methods and places for consultation and to ensure the significant involvement of people with different ethnic and cultural backgrounds. It could do so, for example, collecting residents' opinions through mapping, collaborative workshops, door-to-door surveys, in collaboration with intercultural mediators, field workers, migrant and faith organisations, etc.

The municipalities in the Larnaca District might consider following the example of Bradford (United Kingdom), which is acting to [support social interaction and environmentally solutions for buildings with data platform](#). In Bradford, Yeme Architects design buildings that are green and aim to also encourage communities to thrive and mix. Through a 'Community Data' platform, they seek to use technology to rejuvenate social interaction within the built environment and find environmentally sustainable solutions for buildings. Yeme Tech is composed of a team of information architects, as well as social and regeneration specialists. It has a vision of increasing community harmonization and social capital through the use of digital technology. Yeme Architects is currently working on Sunwin House, where it aims to transform an old department store into a cultural creative community.

Libraries can play an important intercultural role in a city. These are valued public spaces, tend to be used by a diversity of people, and can offer a diversity of opportunities. The potential for libraries to be meeting places for dialogue could usefully be pursued. Programmes of events or projects could be devised and provided by libraries as a means of sharing and discussing historical and cultural influences and experiences between the various ethnic groups in the city, both majority and minority.

In [Bergen](#) (Norway), the public library plays a key role in integration. It is a hub for cultural activities, stocks books in several languages, has a learning centre with a range of learning activities that are organised in partnership with CSOs, and serves as a meeting place for dialogue. In [Botkyrka](#) (Sweden), four anti-rumour cafes were set up in public libraries as a public platform to discuss and explore specific rumours and prejudices. Particular efforts were made to secure majority population participation in these.

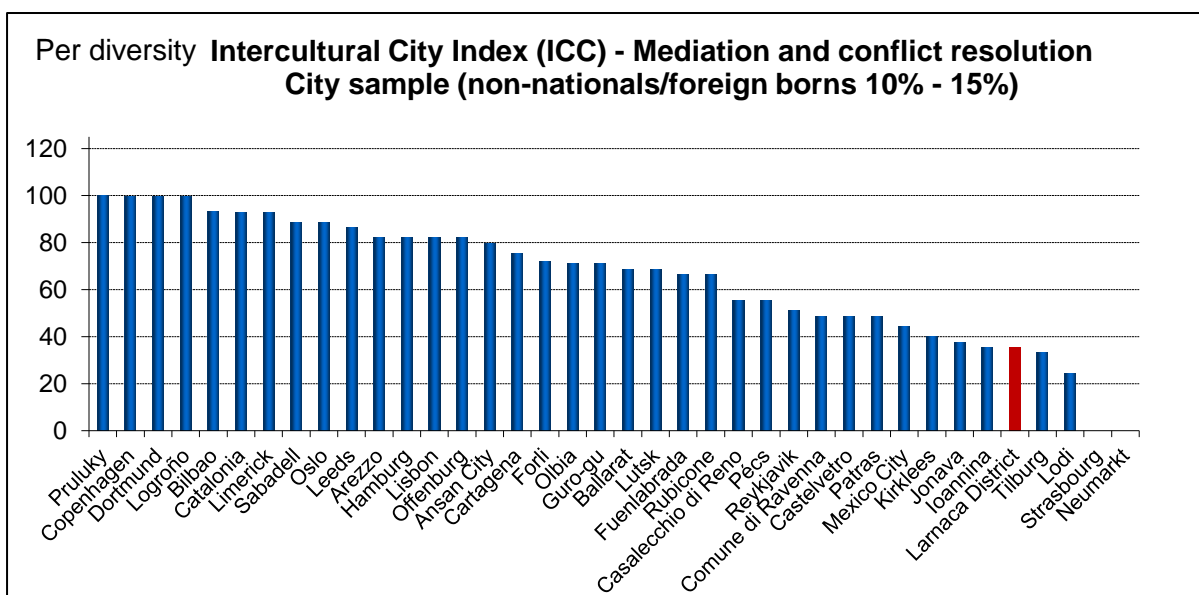
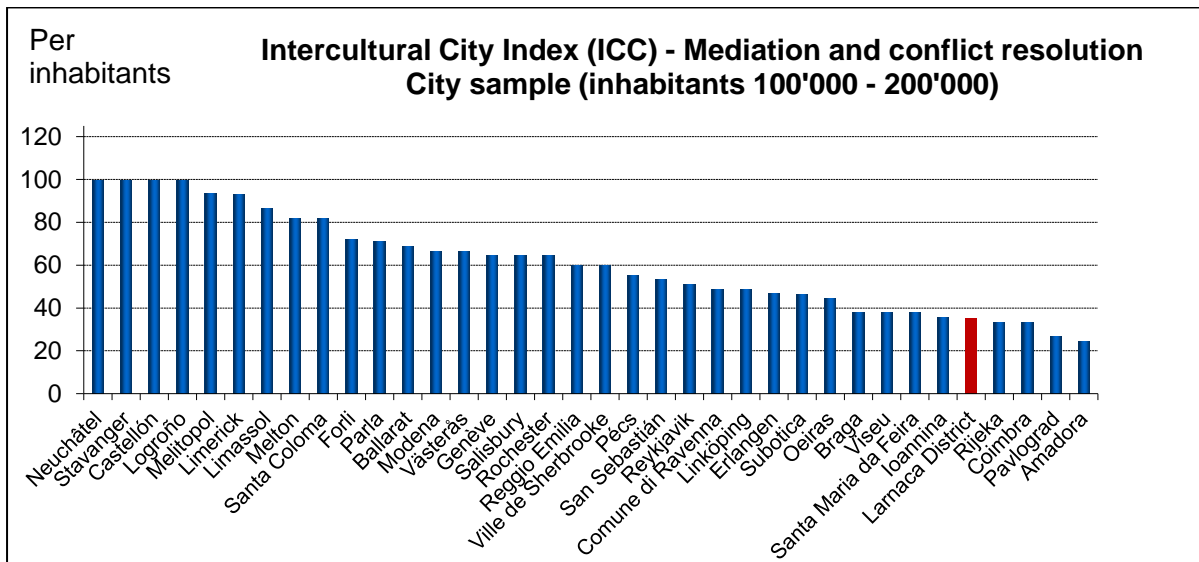
Additionally, it is important to underline that the process of meaningful involvement of migrant communities can take some time. The Larnaca District Intercultural Network might consider addressing this issue while developing its Intercultural strategy and action plan. The collection of data (intercultural intelligence), the development of culture of debate and the participation, are inevitable segments that are mentioned in the respective part of this report.

MEDIATION AND CONFLICT RESOLUTION

In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.

Larnaca achieved a rate of 35%, which is considerably lower than the city sample's achievement rate of 58%. Despite the lack of specialized mediation services, these services are provided through police and asylum and migration departments.¹²

¹² Larnaca's score in the extended Intercultural Cities Index for Mediation is 35/56.



Municipalities in the Larnaca district do not have an officially appointed body in charge of mediation and conflict prevention, the role is performed by the police. The approach in cases of any conflict is the same in all cases. Firstly, the police arrive to assess the situation, tries to resolve the issue by communicating with the conflicted parties. If the conflict continues and escalates, for instance with violence, then charges are raised against specific people, like in any criminal case. Still, such mediation services are becoming more and more culture-sensitive and the community policing officers are receiving training from time to time.

The areas with higher migrant populations have been regularly visited by police officers, while the refugee camp in Kofinou village, which is part of Larnaca District, is regularly visited by the immigration officers of the Ministry of Interior. There are also some examples of general support services from the municipalities and/or public transportation services offering in-kind help. There is no examples of inter-religious panels although within the Orthodox Church (Ecumenical Patriarchate), there are various global inter-religious (ecumenical) initiatives.

Recommendations

As Larnaca District will continue to become more and more diverse in terms of migration and cultures living in it, the question of structured mediation and conflict resolution will be more and more relevant. In order to face any the intercultural conflicts, the municipalities in the Larnaca District might consider developing specialized mediation services, supported by all district municipalities and local communities and sharing the cost of their functioning. Such services might be well trained in conflict resolution and mediation, familiar with all main cultural frameworks present in Larnaca and preferably familiar with the languages of the origin of migrants. Such a role could be initially

assigned to a cross-departmental committee with representatives from local and national authorities, as well as the civic society representatives.

To further support the community work of the police in the district it might be interesting for them to look at the [“Community policing manual”](#) which provides local police, including high-rank police managers, public safety directors, managers, and decision makers, with guidance to implement policing principles to design new procedures, protocols, structures and specialised units in their police community, to effectively address the challenges that diversity may pose to the achievement of peaceful coexistence, in the medium and long term.

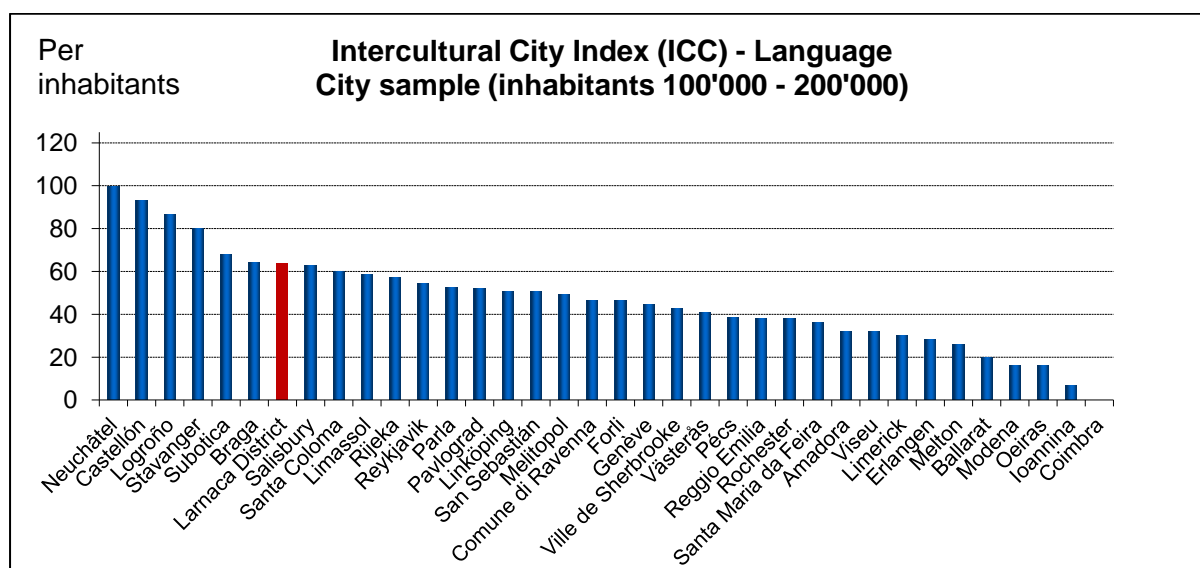
The example of the Intercultural city of Reggio Emilia (Italy) provides a model of an [intercultural centre of mediation with variety of ethnic and language backgrounds](#). The idea behind the social mediation is that it is a management procedure and resolver of conflicts amongst members of a community, by which an impartial third person, the mediator, assists the parties in the conflict by facilitating communication, guiding their negotiations and directing them towards the search for mutually satisfactory agreements in an informal and confidential environment. The intervention is aimed at managing conflicts arising from neighbourly relations and proximity between people and is intended to improve social relationships so there is an alternative to the legal system. In Reggio Emilia, the Centre for Social Conflict Mediation identifies and support the mediation of conflicts in a network perspective (municipal police, Carabinieri, State Police, ASL, Social Services, URP, schools, voluntary associations, etc.), achieving greater integration of initiatives and projects that are located in the locality. It is particularly skilled in the integration of foreigners and locals, for example in the use of common spaces and conflicts caused by noise, presence of animals, air pollution, informal groups of young people, and other uses of public space.

Regarding inter-religious dialogue, Larnaca could build on the island-wide initiative called [Religious Track of the Cyprus Peace Process](#), run by the Swedish Embassy, providing it with a local dimension. The platform brings together representatives of all major religious confessions on the island for dialogue and joint actions.

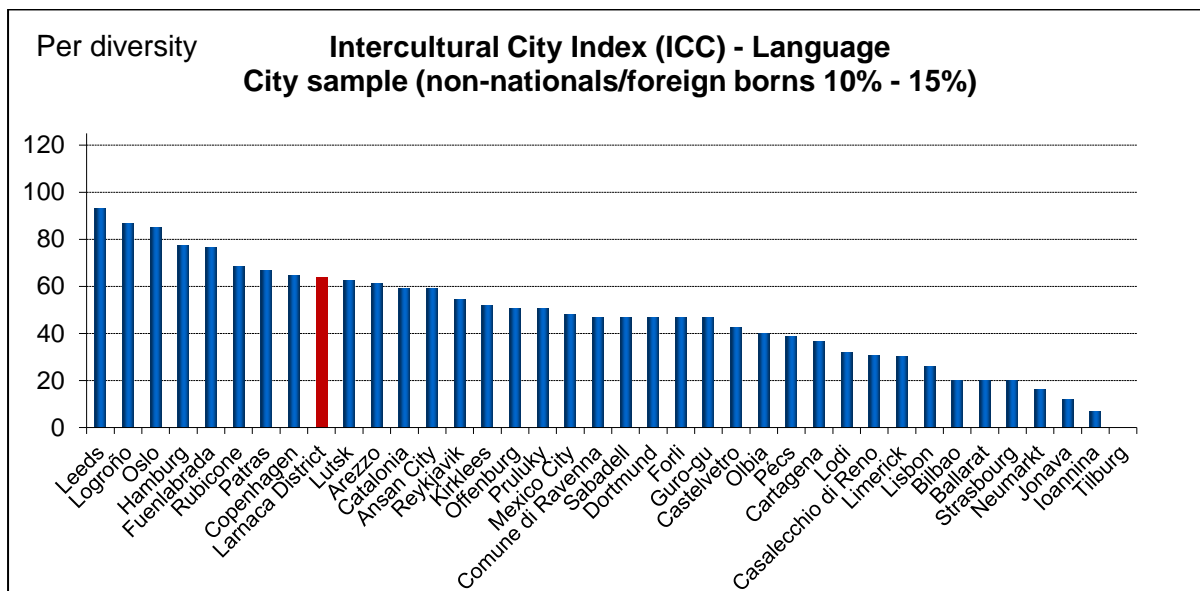
LANGUAGE

The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country’s language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

Larnaca achieved a rate of 64%, which is higher than the city sample’s achievement rate of 45%. Larnaca offers a wide range of language services and programmes in order to support its diverse population.¹³



¹³ Larnaca’s score in the extended Intercultural Cities Index for Language is 64/43



Multilingualism is traditionally well promoted in Cyprus, not only due to the historical bi-communal nature of Cyprus society and colonial past, but also due to the geographical position of the island between three continents, which causes continuous flow of people, products, services and ideas. The use of multiple languages is therefore a kind of cultural heritage of Cyprus.

Therefore, it is not a surprise that Larnaca has many interesting policies in the field of multilingualism. Apart from offering various foreign languages in formal education (i.e. Arabic and Russian), in addition to mandatory English, the Ministry of Education of Cyprus provides a wide range of courses through its Adults Education scheme with minimum financial contribution from the students. Free Greek lessons are offered also in Kofinou Refugee Reception Center, while the civil society sector offers even more language learning opportunities. Such examples are Project Phoenix, with online English lessons, the [DREAMM](#) project which aspires to do something similar but in Greek, while there are a number of free digital courses and resources available for learning Greek. The Labour Institute of Cyprus (INEK) offers Greek lessons in all Cyprus districts, including Larnaca.

Turkish, as the second official language of the Republic of Cyprus and national minority languages (Armenian and Cypriot Maronite Arabic), or English are strongly promoted at the national level. Concretely, the national TV & Radio Cyprus Broadcast Corporation (CyBC) offers regular programmes in those languages. The Ministry of Education supports the network of Armenian schools Nareg in all major cities in Cyprus.

In addition to above, the Republic of Cyprus has ratified the [Council of Europe European Charter for Regional or Minority Languages](#) which is designed to protect and promote regional and minority languages and to enable speakers to use them both in private and public life. The Sixth Evaluation Report on Cyprus has been duly commented on by the Government of Cyprus and the conclusions of the European Charter for Regional or Minority Languages in Cyprus are currently under implementation.

Suggestions

There are many ways through which municipalities in the Larnaca District could raise awareness on the different languages represented in the district and promote multilingualism. For instance, in celebration of International Mother Language Day (21 February), a press release could be issued, and a series of events could be organised, as done in Manchester (UK)

In order to improve policies in the field of multilingualism in the district, Larnaca municipalities might consider developing a paradigm shift in understanding the role of migrants' languages on its territory. The first suggestion would be to promote Greek (and/or English) among hard-to-reach groups. An excellent example of the outreach of language education can be found in the city of Novellara (Italy). In 2017, Novellara launched [Italian courses dedicated to women](#). Thanks to the patient work of capable and trusted female mediators, word was spread amongst the migrant and minority communities and the project was a great success and it led to the creation of two courses (A1 and A2 level).

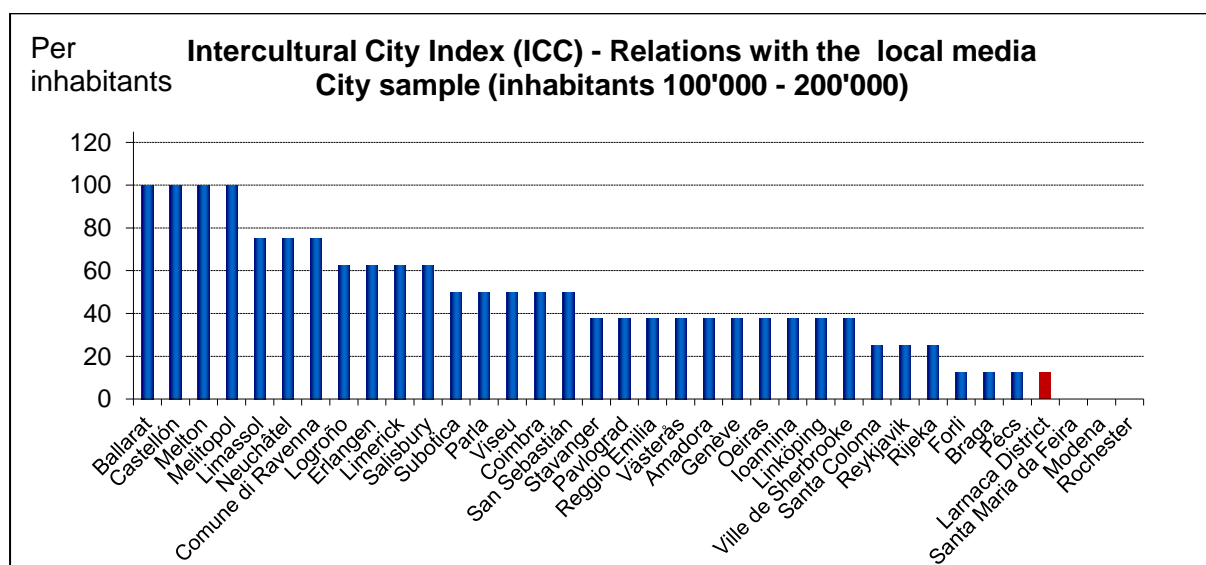
The second idea would be the promotion of the migrant's language amongst the local population. An inspiration for that can be found in the example of the city of Reggio Emilia (Italy). In 2011 the Intercultural Centre Mondinsieme opened for the first time an Arabic language course for non-Arabic speakers ["Italy learns Arabic!"](#). This was a project in collaboration with the Local Health Authorities to improve linguistic cultural relations between foreign citizens and health services. Basic Italian language courses are provided for mothers of children attending primary schools to offer initial language support and correct communication with the school. In order to help families, preserve the competence of migrant children in their mother tongue, two schools in Reggio Emilia hold classes in the native languages of children and in parallel their parents learn Italian. There are also summer schools to teach youth who do not know Italian and who attend secondary schools. The summer school aims to provide students with a minimum knowledge of the language to facilitate access to school, as well as preventing the summer "scattering" of youth and social marginality from their peers.

Lastly, Larnaca could also consider offering support to local minority initiatives, such as written press or radio. Alternatively, the local radio could include some programmes led by migrant/minority neighbours who express themselves in their mother language. The example of [Limassol](#) could be interesting in this regard.

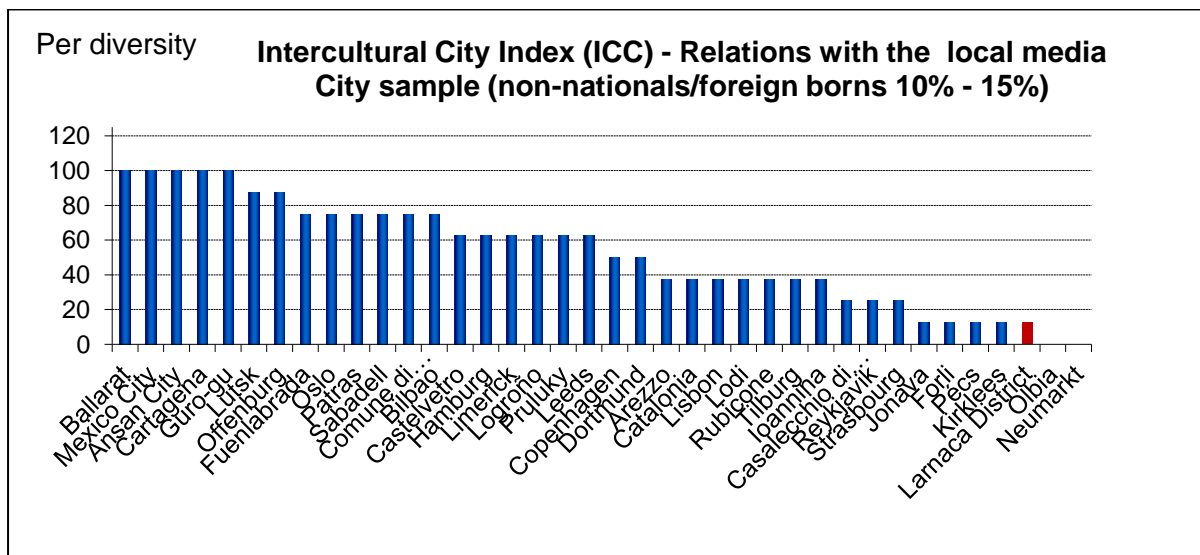
MEDIA AND COMMUNICATION

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.

Larnaca achieved a rate of 13%, which is considerably lower than the city sample's achievement rate of 47%. Larnaca might consider making more efforts in its own communication work and in dealing with local news and social media.¹⁴



¹⁴ Larnaca's score in the extended Intercultural Cities Index for Media 8/46



The communication between the local authorities in the district and local media is frequent, but not specifically about interculturalism and immigration. There are occasional actions around the promotion and visibility of minorities, i.e. the Latin Catholic community is promoted through its YouTube Channel and by respective national instances. The municipalities in the Larnaca District do not yet instruct their communication department on highlighting and promoting the diversity of local population as an advantage. Also, the municipalities do not encourage or support initiatives from journalists or activists with a migrant background, although there is a number of groups on social media, covering almost all migrant communities. The local authorities in Larnaca do not monitor how migration is portrayed by local printed or electronic media.

Recommendations

Communication is an important arena for an intercultural city for its influence on public values, perspectives, and understanding. Work in this area could usefully start with the city's own communication work and, more specifically, with an integration mission statement.

A communication initiative could be developed through a public statement on the city's commitment to interculturality would bring its commitments, and its core values to the attention of specific institutions, audiences, and the general public. This could be an ongoing initiative on a number of levels:

- Communication of the statement itself to key stakeholders to encourage and support their sign-up to its commitments.
- Development of promotional materials and posters to communicate the key commitments in the mission statement.
- Highlighting the mission statement or specific elements in public events and public communications of the city.
- Including the mission statement and its specific commitments as an ongoing feature in internal communications.
- Communication of the values that underpin the statement as a constant across all city communications

The '[Together We're Auckland](#)' communications guide developed in Auckland (New Zealand), provides a thoughtful approach to the inclusion of the value of 'togetherness' into all its communications. This guide addresses messaging, language, tone, and imagery and the approach could inform a communication initiative on the integration mission statement.

Oslo (Norway) also provides an example of a sustained communication campaign through its [OXLO OSLO Extra Large](#) initiative. This campaign has a particular focus on children and young people and includes an annual OXLO week, an OXLO prize, OXLO ambassadors, and local activities.

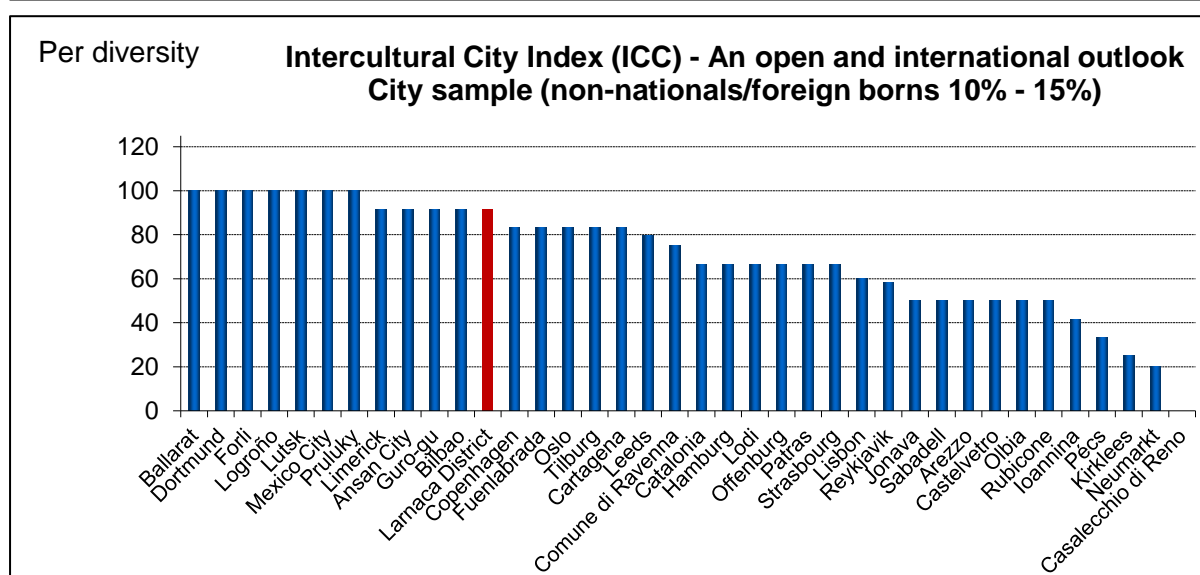
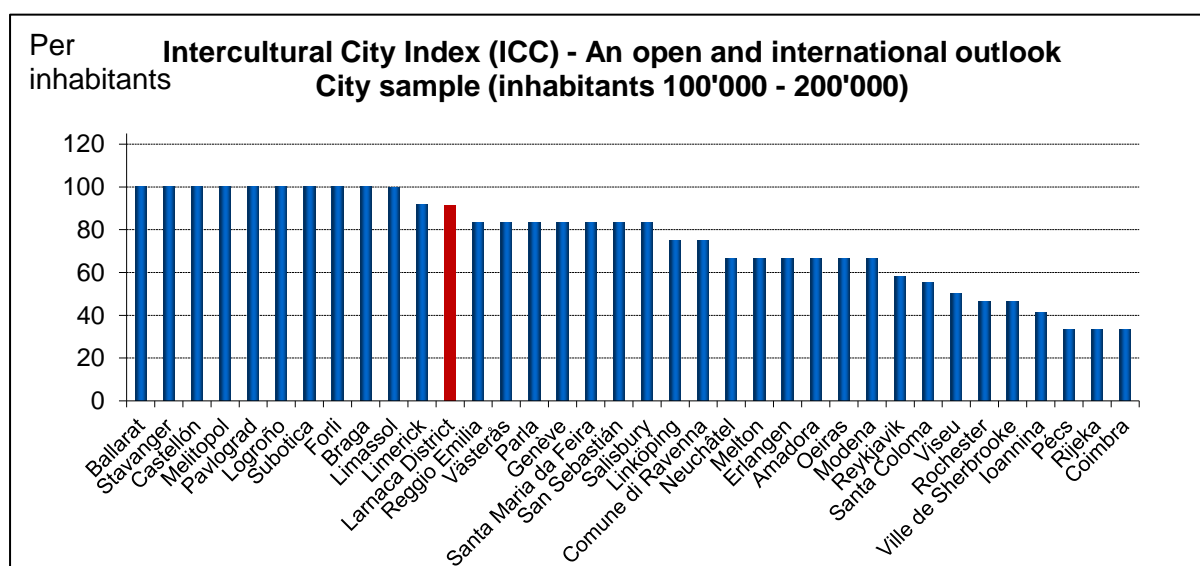
In order to improve the field of working with local media, the municipalities in the Larnaca District might consider the development of monitoring mechanisms on how media portray immigration. An inspiration for that could be found in the city of Donostia/San Sebastian (Spain), which developed a [partnership with civil society](#) on this issue.

In Donostia/San Sebastian, SOS Racismo developed several educational projects and awareness-raising activities, a good part of which were supported by the municipality, such as: “Kumunikation”, a project aimed at educating for media literacy; awareness-raising activities addressing local police and administration officers regarding hate crimes; other actions such as an exhibition about the Holocaust or a project on Islamophobia. Similarly, SOS Racismo provided support and information for complainants to denounce discrimination, as well as support to specific groups (such as women in care services) to understand and claim their rights. The CSO also has an observatory on media reporting on migration and diversity issues (financed by the municipality) with daily updates. Actions, research and publications can be consulted at www.mugak.eu

INTERNATIONAL OUTLOOK

Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.

Larnaca achieved a rate of 92%, which is considerably higher than the city sample’s achievement rate of 70%. The city provides numerous examples of cross-border collaboration and partnerships.¹⁵



¹⁵ Larnaca’s score in the extended Intercultural Cities Index for International Outlook is 92/69

Even though there are no strategic documents on international collaboration, the municipalities in the Larnaca District undertake and fund a wide range of international and cross-border activities in different fields. The Municipality of Larnaca participated in the 17th MedCities General Assembly, where it attended online capacity building sessions aiming at training selected replicating territories on the tools and methodologies developed by the INCIRCLE project, for the creation of territorial strategies to increase circularity and sustainability of tourism. During the forthcoming period, Larnaca will work firstly in the assessment phase of their circularity and in the organisation of Stakeholder Working Group meetings and secondly in the development of their own circular tourism strategies under the guidance and support of an expert on sustainable tourism. Peer-review sessions and a study visit to Larnaca will be organised from January to May 2022.

Other examples cover the fields of sport, culture and education with the Larnaca International Marathon, Erasmus+ programmes by local UCLan University and Larnaca Biennale providing platforms for international visibility and collaboration in respective fields. Furthermore the rural areas of Larnaca District, namely Lefkara Municipality are signatories of the [Charter of European Rural Communities](#), while Larnaca and [Athienou](#) Municipality actively develop partnerships within the framework of EU funded projects – many of them targeting migrants.

Through hosting one of the biggest tertiary education institutions, Larnaca District is home to numerous students, to whom the city connects through the Erasmus+ programme of the European Union.

Being a host of various migrant communities and the largest international airport in Cyprus, Larnaca develops business relations with numerous cities. The city holds events such as the one with Lebanese developers, which was organised by the Larnaca Chamber of Commerce and Industry, aiming at the improvement of relations with Lebanon and the Middle East in the context of business relations and investments. They also organised the Cyprus Arab Business Conference in 2018, 2019 and 2020 (also in collaboration with the Beirut Chamber of Commerce).

As a result of these international relations actions, Larnaca Municipality took 3rd place in the “[International Awards for Livable Communities](#)” held in Rome in 2019.

Suggestions

A first suggestion would be to develop a strategic and policy level approach to international relations. Municipalities and local communities in Europe today are overwhelmed with various opportunities and proposals for collaboration. The decisions on which opportunities the municipalities participate in could be based on an internal evaluation and strategic analysis of the local contexts and needs of each entity.

When it comes to developing explicit policies in this area, the example of [Leeds](#) (UK) might be inspiring. Leeds has a policy to encourage international cooperation in economic, scientific, cultural, or other areas. The policy has a specific financial provision, and the city actively takes steps to further the international relations. An international relations team was set up to work alongside the visitor economy (tourism) and inward investment (economic attractiveness) teams within the economic development unit. The team also promotes the active involvement of the city council, the universities, and other partners in international networks.

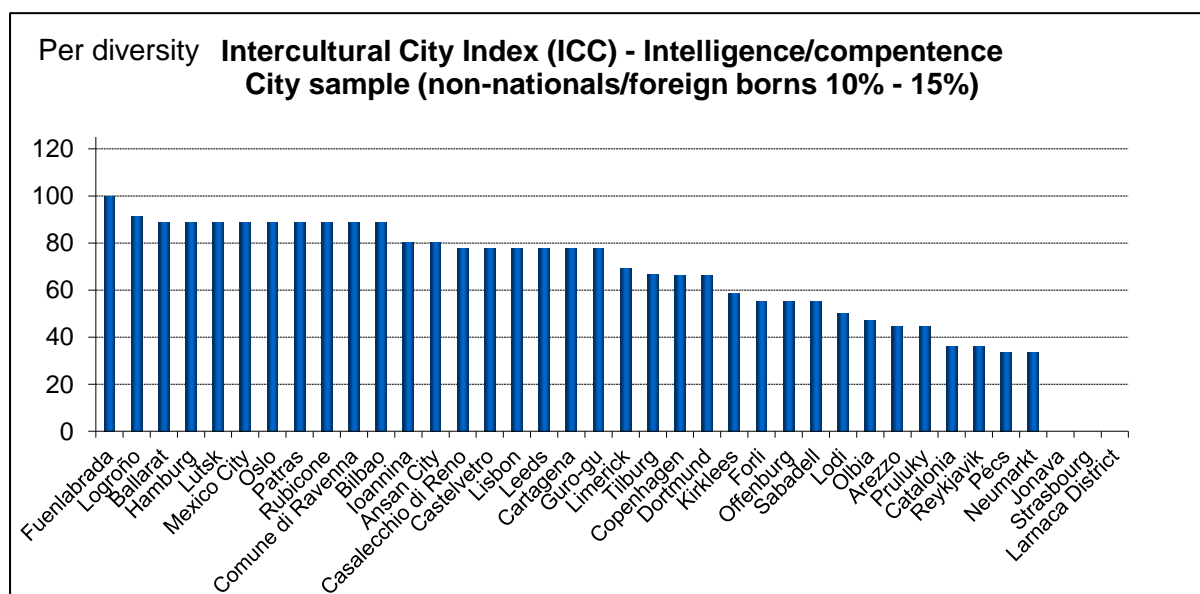
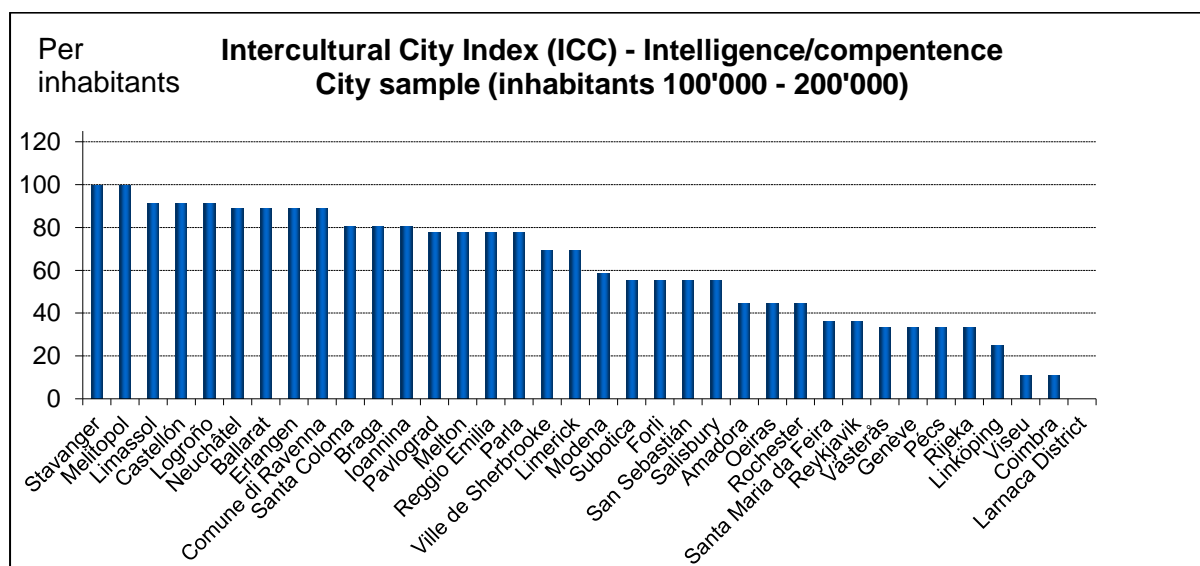
Another suggestion would be the appointment of respective bodies or departments for the development of such actions, which might further involve other municipal departments in international collaborations. Finally, in order to sustain the international work, international structures could be developed to provide a continuous platform for dialogue and collaboration through various fields.

Such a structure was implemented between Auckland (New Zealand), Guangzhou (China) and Los Angeles (USA), aiming at meaningful and substantive trade and investment, while fostering intercultural relations. The [Tripartite Economic Alliance](#) increases meaningful and substantive trade and investment opportunities for Auckland-based businesses, entrepreneurs, and investors with two of its key international partner cities (Guangzhou and Los Angeles). At the same time, it allows the city to foster its intercultural relations. A Tripartite Summit is organised every year. Last year's theme was 'Converging Innovation and Business Opportunities', focused on the following sectors: advanced manufacturing, digital and creative, food innovation, education, bio-medicine, design and urban planning, tourism and e-commerce. The Tripartite was also the first international agreement Auckland signed in Maori language.

INTERCULTURAL INTELLIGENCE AND COMPETENCE

Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence is not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.

Larnaca achieved a rate of 0%, which is considerably lower than the city sample’s achievement rate of 60%. The city needs to provide more efforts in collecting and managing data for the evidence-based intercultural policies.¹⁶



Although there is no evidence that the municipalities in the Larnaca District directly, or through an external body, carry out surveys including questions about the public perception of migrants or on the feeling of security/safety with respect to people with migrant/minority backgrounds, it seems that there are some carried out by the national level authorities. In the past Larnaca has organised various trainings aiming at development of competences of its officials and staff, in administration and public services themselves, but these training courses were not on intercultural competences which can create specific skills, knowledge and awareness within public organisations.

¹⁶ Larnaca’s score in the extended Intercultural Cities Index for Intercultural Competence is 0/56.

The presence of universities and colleges in the district might provide an opportunity for the collection of statistical and qualitative information about diversity and intercultural relations in order to inform and facilitate the municipal council's process of intercultural policy formulation.

Recommendations

The collection of data in Larnaca district might be a particular challenge. In order to be able to develop evidence-based policies, the municipalities of Larnaca district might consider collaborations with its rich educational sector, national authorities, existing local and national CSOs, while utilising the funding opportunities from EU programmes. The district might also consider developing joint initiatives in order to share the costs of such research among various stakeholders and interested parties.

The Intercultural Cities Programme of the Council of Europe provides a number of best practices in this field. For instance, for several years the city of Montreal (Canada) has [collected statistical data](#) that are used to paint a sociodemographic picture of the migrants in its territory. The data are obtained from the population censuses conducted on a five-yearly basis by Statistics Canada and can be used, among other things, to monitor the trends in each community and hence distinguish population groups which are declining from those which are growing from year to year. The data also provide vital information for analysing and understanding the main socioeconomic characteristics of migrants by comparing them with non-migrants, in particular concerning issues relating to schooling, labour market integration and the gap between the earnings of migrants and non-migrants. The analyses produced on the basis of these data are published on the city of Montreal's website and feed into the city administration's discussions in connection with the development of several policies and programmes covering specific population groups. In 2014, the Police Department also conducted a poll on public perceptions of safety and security and related issues in their neighbourhoods. By responding to the short survey (online and by telephone), residents played a part in drawing up an action plan and helped to prioritise police action. Lastly, the city runs training courses to develop the intercultural skills of its managers, recruitment staff and staff as a whole. These involve modules which vary according to the participants' job profiles and may cover intercultural communication in the workplace, reasonable accommodation and motivating diverse teams.

Other examples of training and learning opportunities on intercultural competences for city officials and staff include the [Inclusive Auckland Framework](#) developed by Auckland (New Zealand) which includes a focus on promoting intercultural competences to create inclusive workplaces and to enable leadership for inclusion. This includes anti-racism workshops and e-learning resources on unconscious bias.

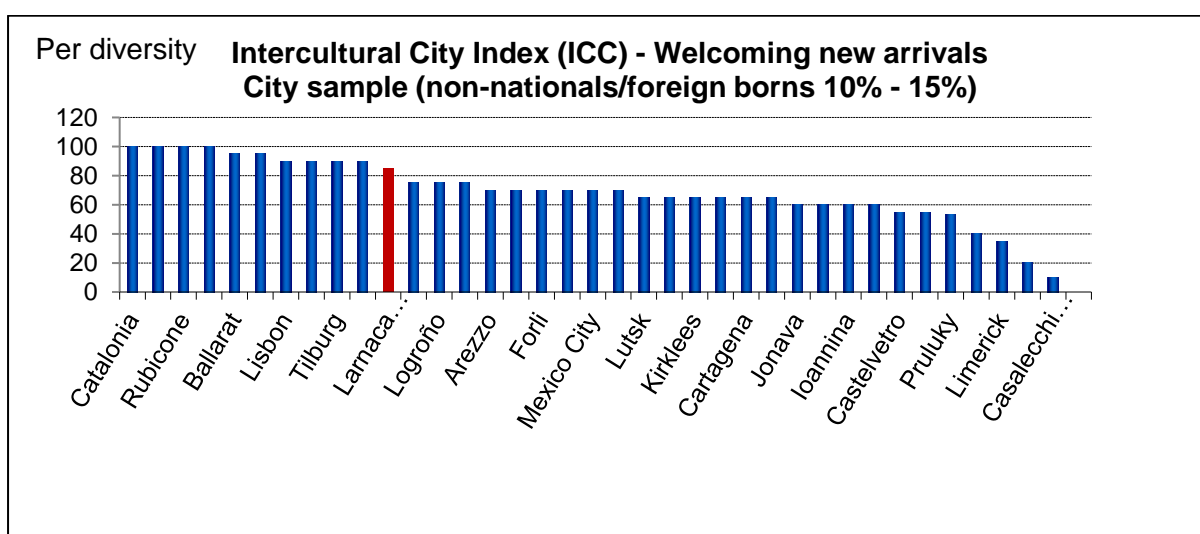
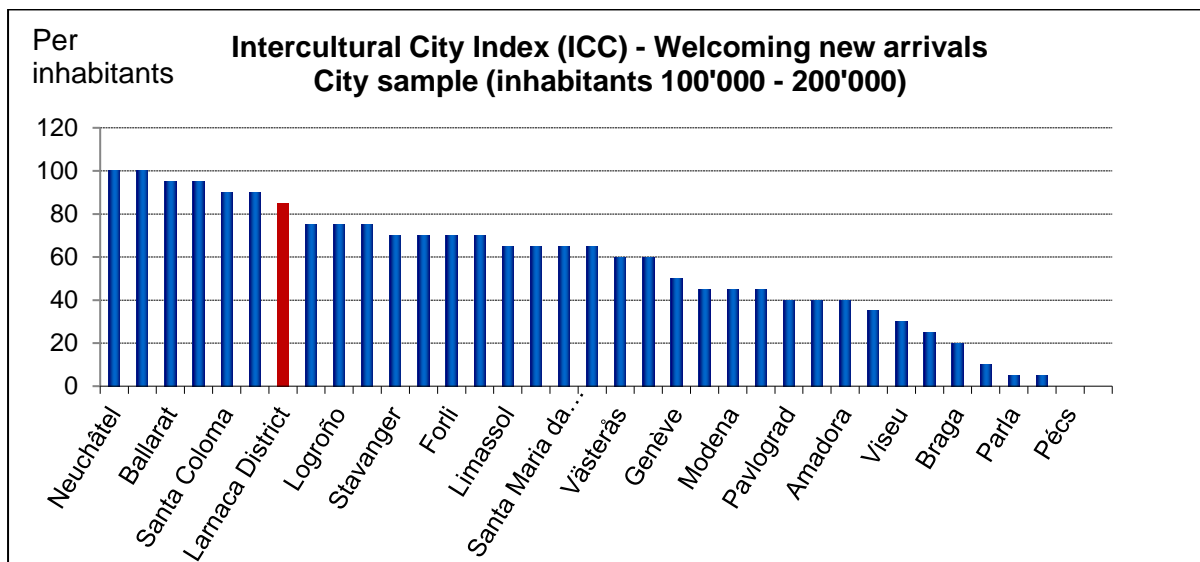
Also, the Human Rights Office of the city of Reykjavik (Iceland) designed a [specific training course for city employees](#) to prevent potential misunderstandings in a diverse workplace and to open up a dialogue about discrimination, equality, prejudice, and stereotypes. All city departments are targeted and the action is specifically workplace-oriented in its focus.

WELCOMING NEWCOMERS

People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural "ghetto". This also depends to a great degree on whether the rest of the city's population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.

Larnaca achieved a rate of 85, which is considerably higher than the city sample's achievement rate of 57. The city provides initial support and welcome packages to the newcomers to a great extent.¹⁷

¹⁷ Larnaca's score in the extended Intercultural Cities Index for Welcoming Newcomers is 85/60.



The fact that Larnaca District hosts the biggest refugee camps in Cyprus, the Reception and Accommodation Center in Kofinou village, inevitably make it the centre of attention and actions of national civic and public sectors, which are active in that field. So, the [Information Leaflet](#) for Applicants for International Protection, although not city specific, does include information about the District of Larnaca. Also, the [Larnaca Migrant Information Centre \(MiHub\)](#) offers wide support for all migrants, including newcomers. The information is provided in English. Larnaca municipality has a person appointed for welcoming the newcomers and there is, though not city-specific, a large amount of material in various languages introducing Cyprus to the arriving migrants, and the national transportation authority offers free bus transfer to asylum seekers from and to the Refugee camp in Kofinou.

Part of the welcoming information directly targets families and students. For instance the Ministry of Education has provided an [introduction guide](#) to Cyprus education in nine languages.

Although there is no official ceremony or award to the individuals and organisation contributing to the intercultural integration, a number of Civil Society stakeholders are active in welcoming newcomers. For example, the Larnaca office of Red Cross Cyprus, organises [regular activities](#) at the Kofinou reception centre.

Suggestions

The local authorities in the Larnaca District might consider the development of several measures to further improve their policies in the field of welcoming newcomers. The development of an inter-municipal body to be responsible for the development and provision of district-specific welcome packages, either in printed or electronic version would be a great step forward. Such structures might consider cooperating with the volunteers and speakers of the migrants' languages, possibly also with the Larnaca Region Intercultural Network. An annual ceremony

providing recognition and appreciation to the persons and organisations contributing to interculturalism at district level would boost the visibility and motivation of all parts involved.

Larnaca District municipalities and local communities might find inspiration from the intercultural city of Neuchâtel (Switzerland), whose State Council makes an annual award of 7,000 CHF to a group or an individual who, through their work, performance, an act or even a word or an attitude, has made an outstanding contribution to raising awareness of the need for inter-ethnic and inter-religious dialogue in order to promote respect for others and cultural diversity, promote tolerance and reject any exclusion based on ethnicity, religion or nationality. The entire population, and all public and private institutions are eligible to submit applications for the prize "[Salut l'étranger-ère!](#)".

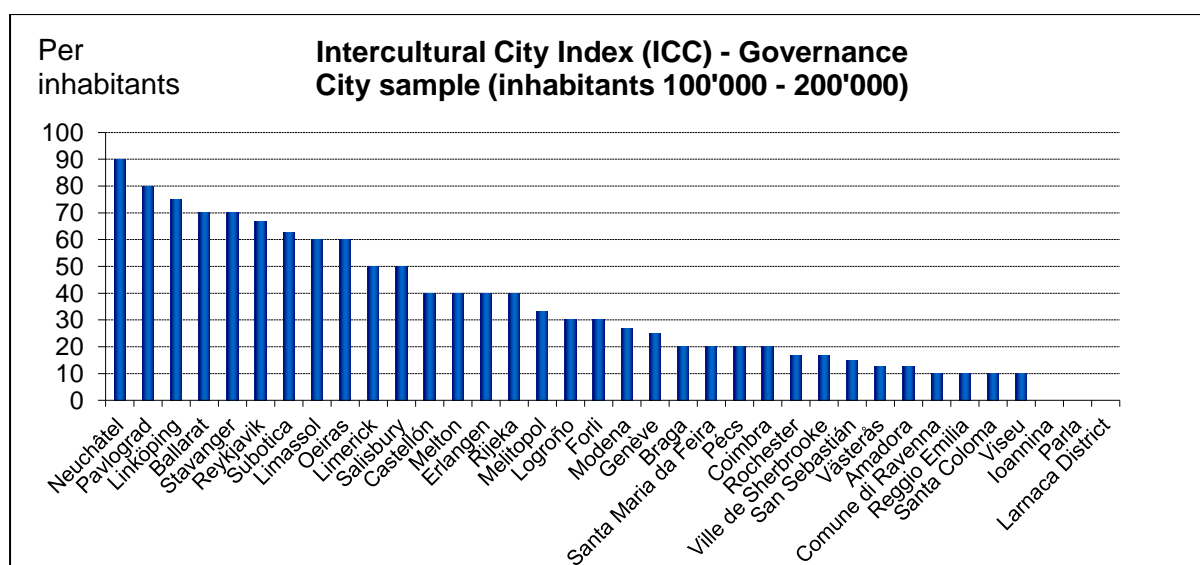
To further improve welcome efforts, the municipalities in the district could follow the example from [Botkyrka](#) (Sweden) which implemented a pilot project to explore how intercultural integration and refugee reception should be handled in the city to promote sustainable development, social unity, and a sense of community. This project used focus groups, interviews and research review to examine issues of migration, integration and human rights. This looked at issues of personal interaction and at a structural organisational level.

"[EatinCommon](#)" is another interesting welcome practice from Stavanger (Norway), that can demonstrate local hospitality and create new intercultural friendships. EatinCommon is a concept for all those who love food and like to meet new people. With EatinCommon you can host an event in the comfort of your own home or join someone else's. Whether it is breakfast, brunch, lunch, dinner, picnic, potluck, or dessert it can all be arranged at the website. Anyone can register and join someone's dinner or create their own and be part of a new social trend of eating in common. EatinCommon welcomes locals, new-in-town, families with kids, expats and open-minded souls to join.

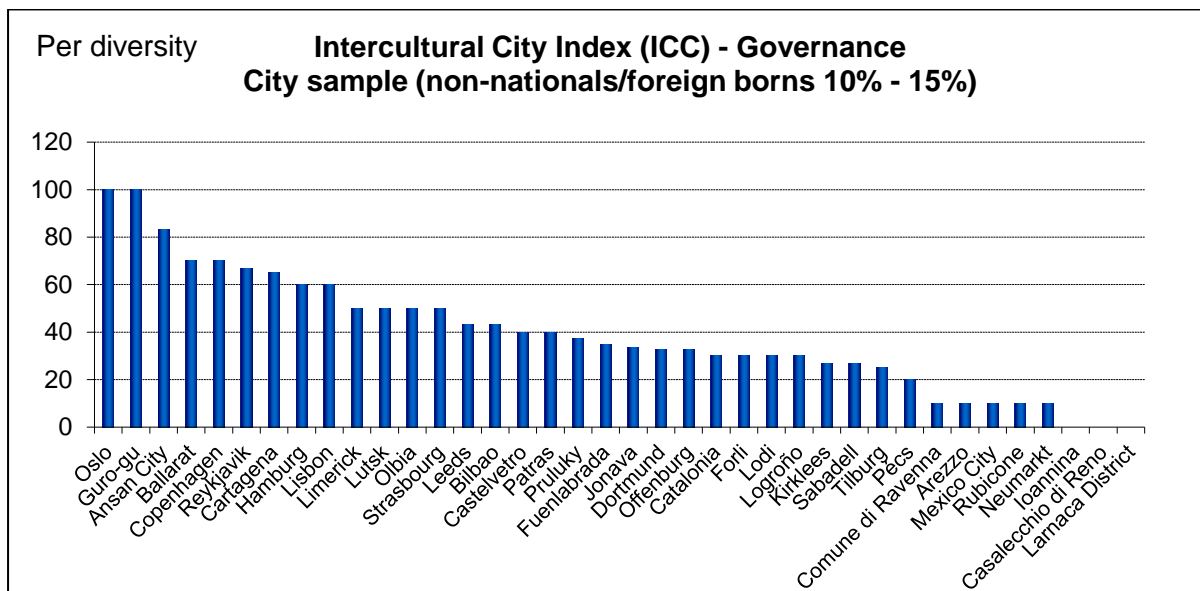
LEADERSHIP AND CITIZENSHIP

The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.

Larnaca achieved a rate of 0, which is considerably lower than the city sample's achievement rate of 36. The city needs to make additional efforts in order to improve the engagement and participation of diverse groups of residents to participate in civic and political life.¹⁸



¹⁸ Larnaca's score in the extended Intercultural Cities Index for Citizenship is 17/47.



Like in other districts and local authorities in the Republic of Cyprus, the right to stand as a candidate or vote at a local election is reserved for Cypriots and other EU citizens. Data on the double citizenship of members of municipal councils is not available for any of the municipalities, but there are examples of foreign-born municipal councillors. Until recently, Larnaca District did not have an independent consultative body through which people with migrant/minority backgrounds can voice their concerns and advise the municipal councils on diversity and integration matters. The recent creation of the Larnaca Region Intercultural Network¹⁹ is a step towards an institutional establishment of such body, which might also lead to an increased participation in Larnaca School Boards and respective policies for inclusive participation in civic life. The initiatives related to the encouragement of migrants to participate in political life are implemented mainly by CSOs and voluntary organisations which advocate for the rights of Third Country Nationals and promote psychosocial support services and other services for the wellbeing and inclusion of migrants within society. During election campaigns, many parties offer campaign material in foreign languages, English, Arabic, Russian etc.

Recommendations

In order to improve the engagement and participation of diverse groups in civic and political life, local authorities in the Larnaca District might consider introducing public discussions with a wide range of stakeholders. Such public discussions will allow people with migrant backgrounds, not only to express their view, concerns, and problems, but also to feel a sense of belonging and ownership in the development of local society.

The Intercultural Cities programme provides a wide-range of examples and instructions on the development of migrants' consultative bodies. One of them is the [Barcelona Municipal Immigration Council](#) - Consell Municipal d'Immigració de Barcelona (CMIB). It is an advisory and participatory body of the Barcelona City Council and was established in 1997 with the aim of contributing to the achievement of equal rights and opportunities for people with a migratory background, regardless of their legal status. The members of the council are organisations that deal with the reception of asylum seekers and refugees, political groups, social officials, observers, and people with a migratory background. All members participate on a voluntary basis. The CMIB aims to raise awareness on the issues of combating discrimination and the advantage of diversity in the social, cultural, and political context, in order to obtain the exercise of full citizenship of foreign residents and build a more cohesive and just city.

The city of Paris (France) established "[Neighbourhood Councils](#)" which are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighbourhoods, such as development projects, neighbourhood life, and all the strategies that could potentially improve the quality of life. The councils are a bridge between the residents, the elected officials and the mayor.

¹⁹ The creation of the Larnaca Region Intercultural Network was supported by the "[Building structures for intercultural integration in Cyprus](#)" project which is being carried out with funding from the European Union, via its Structural Reform Support Programme, and in co-operation with the European Commission's DG for Structural Reform Support.

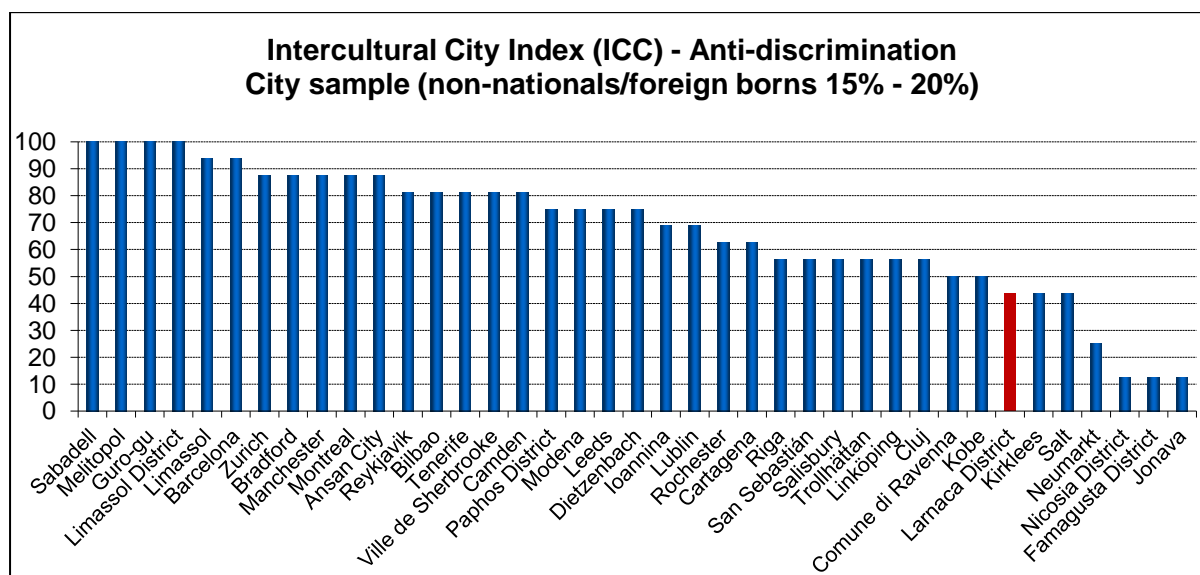
An important part of the governance field in intercultural integration policies is the participation of migrants in school boards, and parent-teacher associations. Larnaca District might find inspiration from good practices from [Montreal \(Canada\)](#). Though like most cities worldwide, the city of Montreal does not have any powers in the education sector, it does run or promote a very wide range of activities aimed at school pupils from primary to senior secondary level.

Cultural diversity is a reality in Montreal schools – to such an extent that some studies by school boards show that one or both parents of approximately 60% of primary and secondary school pupils were born abroad (2016). This diversity is also reflected in the teaching community, as the staff of Montreal School Board (CSDM) – one of the main employers in the metropolitan region – stand out for their cultural, linguistic and religious diversity. The Montreal School Board makes it clear – including on its website – that it wants schools to be places where all pupils become aware of diversity and prepare themselves for living in a pluralist society by acquiring the skills that enable them to appreciate the great opportunities of that diversity while recognising the challenges so as to overcome them more successfully.

ANTI-DISCRIMINATION

Racism, xenophobia, homophobia, intolerance against certain religious groups, gender discrimination, prejudice and ethnocentrism, are all conducive to discriminatory attitudes and practices. They often subsist in people’s minds despite laws proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation. An intercultural city assures every effort is made to ensure non-discrimination in all of its policies, programmes and activities. The city works in partnership with civil society organisations and other institutions that combat discrimination and offer support and reparation to victims. It also communicates widely on the risks discrimination presents for social cohesion, quality of life and the local economy.

Indicators on anti-discrimination have been included in the Intercultural Cities Index since 2019. The data collected so far is not yet relevant for statistical purposes. So far, 36 cities have replied to this new Intercultural Cities Index chapter. Larnaca’s rate of achievement in the field of anti-discrimination is 44% out of the city sample of 67%. Despite the lack of evidence on in-depth anti-discriminatory policies, the city provides financial and in-kind support to civic sector organisations active in combating discrimination.



The municipalities of Larnaca district did not yet revise municipal procedures and rules in order to avoid any kind of discrimination, but they follow the legal framework on non-discrimination provided by the national authorities. Despite the lack of an intercultural binding document proscribing any kind of discrimination, and a dedicated service to support the victims of discrimination, financial or logistic support for CSO working in the respective field, or any monitoring mechanism estimating the extent and the character of discrimination in the city, occasionally, Larnaca District municipalities support civil society initiatives in this field with either financial, or in-kind, or political support.

While the city sometimes runs various anti-discrimination actions such as campaigns, it also supports and participates in all initiatives that come from the central government especially those initiated by the Social Welfare Services. All Larnaca municipalities accept proposals and when possible, participate in projects that try to promote the integration of foreign citizens.

Recommendations

As general line towards the improvement of the anti-discrimination field, Larnaca municipalities and local communities might consider the revision of all municipal procedures and rules in order to avoid any kind of discrimination. They could also consider providing support to victims of discrimination. While doing this, the municipalities might also consider collaborating with respective national authorities, including the Human Rights Department of the Ministry of Justice and Ombudsperson's Office, as well as the Larnaca Region Intercultural Network.

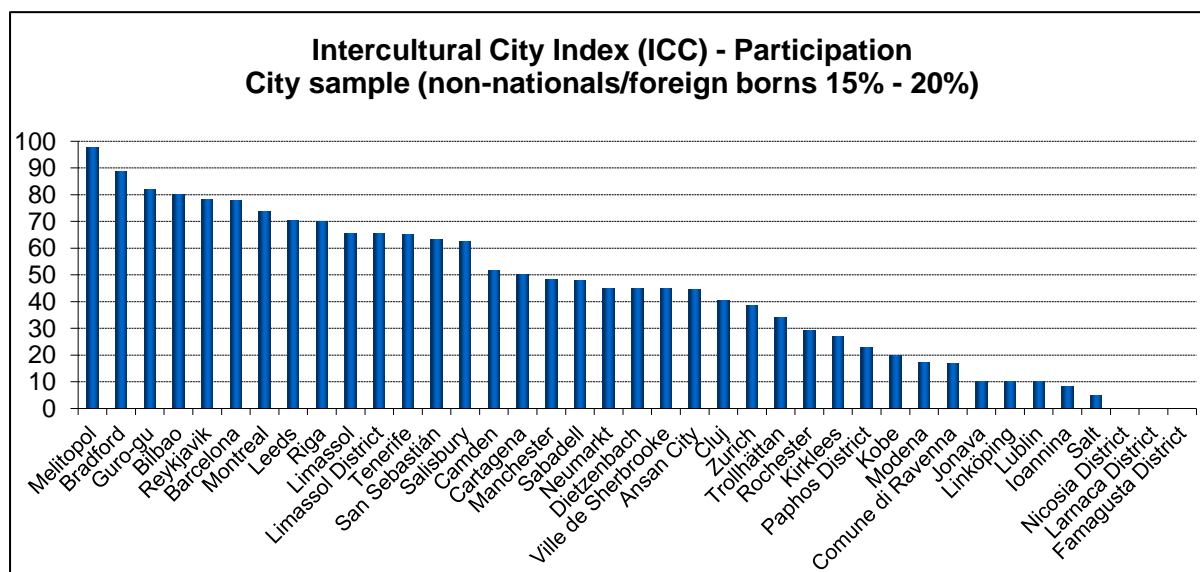
In making future plans, municipalities in the Larnaca district might find inspiration from the city of Sabadell (Spain) and its [anti-discrimination tools](#). In 2000, Sabadell signed the European Charter for the Safeguarding of Human Rights in the City, committing itself to incorporate its principles and norms into its local legislation. This charter recognises the guarantee of rights to all persons residing in the city without discrimination on the basis of colour, age, sex, sexual choice, language, religion, political opinion, national or social origin or income level. Municipal regulations have been revised to ensure that they comply with successive legislative changes, e.g. the law on places of worship, the law to guarantee LGTBIQ+ rights, etc. All the new ordinances are elaborated taking into account the perspective of diversity and in particular it is being contemplated as a priority in the legislation on coexistence that is currently being elaborated. Additionally, the Civil Rights and Gender Department is working on the review of all municipal legislation to incorporate the articles of the European Charter for the Safeguarding of Human Rights in the City. The municipality provides information and protection to victims of ethnic and racial discrimination through the Civil Rights Office. Besides the attention to victims and management of discrimination cases, the Office also trains and raises awareness of the rights and duties recognised in the city. Another body, the Coexistence Commission, made up of municipal and political parties' representatives, third-sector organisations and the police, monitors and intervenes in cases of aggression or discrimination due to xenophobia, racism or homophobia. The city also counts on the municipal Ombudsman. Sabadell regularly runs anti-discrimination programmes and campaigns. To cite some examples: The Human Rights programme, 'Mescla't' initiative, the Roma day, Open Day at Worship Centres, the campaign 'To ventilate wardrobes'. The municipality also supports different organisations that promote anti-discrimination work and practices such as the Roma Secretariat, the Citizens' Platform for Support to Refugees and Migrants, the Citizen Service for the Reception of Immigrants (SCAI), the Human Rights Institute of Catalonia IDHC, the Sabadell Bar Association. One of the mechanisms is by launching grants on anti-discrimination awareness-raising campaigns.

Larnaca municipalities might also consider the development of an [Anti-rumours strategy](#) and action plan. Understood as a public policy, the Anti-rumours strategy, is composed of a number of elements: identifying major rumours existing in a city; collecting objective data and also emotional arguments to dismantle false rumours; creating an anti-rumour network of local actors from civil society; empowering and training "anti-rumour agents"; and designing and implementing anti-rumour campaigns to raise awareness, including by creating and disseminating new tools and resources, both creative and rigorous. A good example of this can be seen in Bilbao (Spain) which has implemented their Anti-rumours strategy through work in [schools](#), [on the web](#) and a [creative writing initiative](#). The initiative raised participation in the anti-rumours work across the city.

PARTICIPATION

Inclusion, power-sharing and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, when people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.

Indicators on participation have been included in the Intercultural Cities Index since 2019. So far, 36 cities have replied to this new Intercultural Cities Index chapter. Larnaca District's rate of achievement in the field of participation is 0% out of 44% which is the city sample. The municipalities could make more efforts to actively seek the participation of all residents in the various decision-making processes that affect life in the community.



The Larnaca District is just starting its development of participation policies. From the above score, municipalities, and local communities in the Larnaca District might consider increasing their efforts towards that goal. Although the municipalities have not yet developed intercultural strategies and action plans, thanks to a joint Council of Europe and EU project,²⁰ the district recently introduced and started hosting a Regional Intercultural Network, which could develop participatory mechanisms, in order to enable all city residents, irrespective of their migrant/minority backgrounds, to participate equally in the decision-making process. Therefore, the development and support of the Larnaca Region Intercultural Network will be helpful to develop a draft intercultural strategy, action plan and budget for their implementation and which can be offered to the district municipalities for discussion and approval.

There is no evidence that the municipalities and local communities in the Larnaca District monitor the representation of migrants in the governing and school boards, other working groups or trade unions. Also, the monitoring of participation based on gender is still not taking place

Recommendations

Participation is one of the three main elements of intercultural integration policies. In order to improve this essential field, the municipalities and communities in the Larnaca District might be inspired by the city of Turin (Italy). In a time when social inequalities grow, the fear for “the other” rises together with violence and rage, an effort was needed to re-define policies and improve their coordination. With two major objectives: the fight against any form of discrimination (in particular racism) and the building of spaces, tools and policies to ensure equal and free participation to the democratic process and strengthen a sense of community in the city. In order to achieve these objectives, the City of Turin (Italy) adopted new [“Guidelines for intercultural and participation”](#), a theoretical and practical framework of action for the public administration to help it setting up a participated environment to define rules, rights, duties and behaviours needed for living together in diversity. The guidelines consisted of a three-pillar strategy: a) changes in the structure of public administration, which include horizontal synergy, the intersectional approach and two-way communication, b) creation of community working groups and c) activities and projects jointly organised by the local authority and associations.

The city of Dublin (Ireland) is also a champion of participation. Dublin relies on an extensive [Public Participation Network \(PPN\)](#) to engage with a wide range of organisations to inform the city's decision-making. The network has over 600 member organisations. These groups are extremely diverse in their role and composition, ranging from Scout troops or drug treatment groups to social inclusion groups such as African World Youth. The network is open

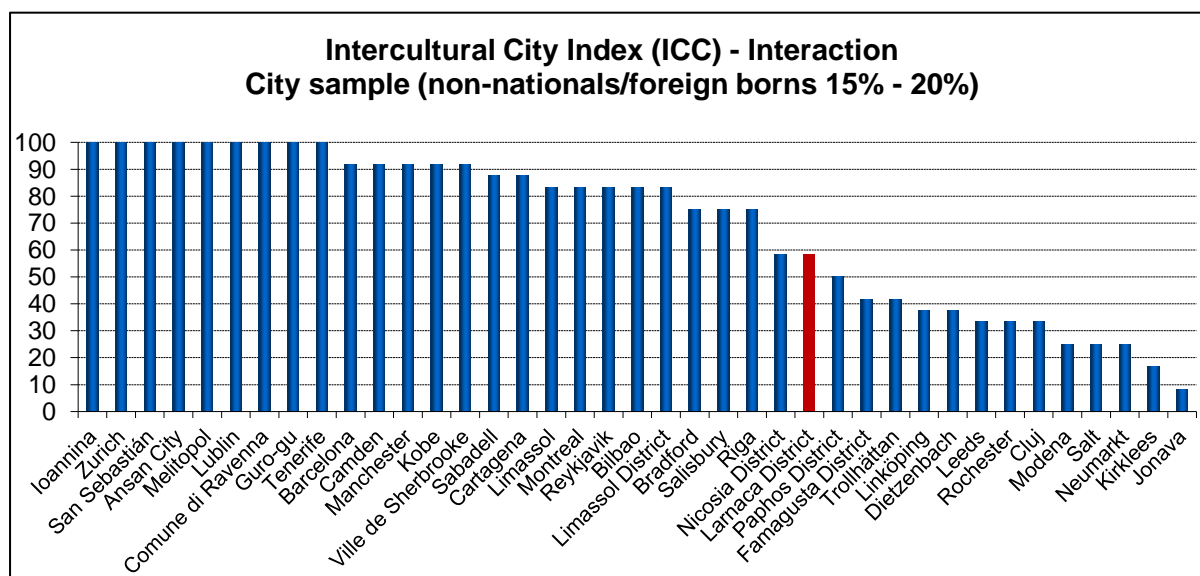
²⁰ The creation of the Larnaca Region Intercultural Network was supported by the [“Building structures for intercultural integration in Cyprus”](#) project which is being carried out with funding from the European Union, via its Structural Reform Support Programme, and in co-operation with the European Commission's DG for Structural Reform Support.

to all non-profit or co-operative organisations in Dublin and is easy to join. Representatives of the network sit in the City Council's decision-making bodies and participate in committees and other bodies responsible for influencing policy. This close collaboration between the City Government and the Public Participation Network has resulted in a number of achievements. For example, the City of Dublin has developed its Local Economic and Community Plan 2015 in consultation with the PPN. Based on demand from various members of the NPP, the plan includes several initiatives that address the needs of migrant people. The first of these priorities is a renewed focus on the implementation of the City's Integration Strategy for 2016-2020 (which was developed in consultation with relevant community stakeholders).

INTERACTION

Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

Indicators on interaction have been included in the Intercultural Cities Index since 2019. The data collected so far is not yet relevant for statistical purposes. So far, 36 cities have replied to this new Intercultural Cities Index chapter. Larnaca's rate of achievement in the field of interaction is 58% out of 69%, which is the city sample. The city engages and partners with the civil society and education sectors in order to increase the interaction between its diverse residents.



The municipalities in the Larnaca District collaborate regularly with civil society organisations, although the methodology and the framework of collaboration is not clearly defined. In addition to national databases, the city of Larnaca has its own list of registered civil society and grassroots organisations active in the various fields concerned by intercultural integration. The Ministry of Education of the Republic of Cyprus and its Pedagogical Institute regularly organises trainings for teachers in intercultural integration, with the course “Refugees and Immigrants: Pedagogical Approaches” organised in 2018 being one of the examples.

Recommendations

The municipalities in the Larnaca District might further develop a structural cooperation and support measures with civil society organisations working in the integration field through defining priorities and target groups, providing

funding for targeted actions and permanent evaluation methods. As well as this, a number of CSOs might be supported by in-kind support like offices, technology and other incentives. Such support could be tailor-made for the district although similar policies can be found all over the world.

In order to increase the interaction between their diverse residents, the municipalities and local communities in Larnaca District might be inspired by the city of Barcelona (Spain), which has committed to promoting equality as a fundamental right in the field of health. The project [Cartografía de Conocimientos \(Knowledge Cartography\)](#) was born in 2012 to build intercultural encounters based on positive interaction that favour the exchange of resources, practices, and knowledge between migrants and natives. To strengthen intercultural society and local dynamics, institutions need to be enriched and nurtured by contributions which are already present thanks to the migrants living in Catalonia. It is essential to generate spaces for dialogue and debate, for mutual knowledge and reflection, understanding and recognition of the "other". This is a proactive defence of the rights of equality among all citizens, regardless of their origin.

The city of Bergen (Norway) has a good example of how interaction between diverse groups is enhanced through making music together. The festival [Fargespill \(Kaleidoscope\)](#) focuses on what happens when differences meet through traditional music and dance: Ethiopian shoulder dance meets Norwegian "gangar". Mogadishu meets Kollywood, "fallturillturalltura" meets "habibi habibi". Children-rhymes from all over the world unite in one grand polyphonic mantra. The result is an intimate, musical meeting with young peoples' stories about who they are and where they come from, told through music and dance from their respective cultures. The experience is elevated by professional musicians, choreographers, instructors, sound- and light designers and set designers.

OVERALL CONCLUSIONS

Larnaca District aggregate intercultural index is 48/100, which is very good result for a city filling the Intercultural City Index questionnaire for the first time. In several categories, it scored the very high. The table below lists many of Larnaca's strengths and selected areas where there could be interesting mutual learning to be gained together with other cities.

COMMITMENT	✓	The Mayor of Larnaca has provided the letter of support to Larnaca Regional Intercultural Network. Municipal officials make positive references to diversity.
	✗	Municipalities have not yet adopted an intercultural integration strategy or action plan with financial resources. There are no municipal web pages to communicate intercultural news and initiatives.
EDUCATION	✓	Larnaca offers a wide range of intercultural education programmes throughout the education system.
	✗	The city needs to further involve the parents of migrant origin.
NEIGHBOURHOODS	✓	Larnaca encourages mixing between diverse people of the same or different neighbourhoods.
	✗	The municipalities need to work on preventing ethnic concentration in certain areas.
PUBLIC SERVICES	✓	The city is sensitive to religious issues and customs and offers a wide range of services.
	✗	There is no intercultural policy in staffing public services with staff reflecting the diversity of the population or the knowledge of frequently used languages.
BUSINESS AND THE LABOUR MARKET	✓	The district works actively on networking with business and labour unions; The city works on establishing the links and connections with the countries of origin of local migrants population.
	✗	There is no strategy for encouraging businesses to have an intercultural agenda. More could be done to integrate migrants' businesses into the mainstream economy.

CULTURAL AND SOCIAL LIFE	✓	The municipalities offer a wide range of cultural and intercultural social activities.
	✗	More could be done to encourage further the creativity of migrant population and intercultural artistic/cultural productions.
PUBLIC SPACE	✓	The municipalities provide inclusive content on public spaces: parks, squares, museums etc.
	✗	The municipalities do not currently consult or structurally consider diversity when planning, building or renovating the public infrastructure.
MEDIATION AND CONFLICT RESOLUTION	✓	Mediation services are only available through the police and certain social services.
	✗	There is no trained and structured mediation and conflict resolution services. There is no inter-religious platform at the local/district level.
LANGUAGE	✓	There are a wide range of language learning opportunities in the district. The district strongly promotes multilingualism and almost all services are available in English, as well as in Greek.
	✗	The city might further promote language learning to hard-to-reach groups, i.e. migrant women.
MEDIA AND COMMUNICATION	✓	The district has a number of migrant online media.
	✗	The municipalities do not monitor how migration is portrayed by local printed or electronic media or support the initiatives by migrant journalists or activists.
INTERNATIONAL OUTLOOK	✓	The district has a wide range of international cooperation actions in many fields.
	✗	The district might develop a policy and a strategic framework for the international cooperation.
INTERCULTURAL INTELLIGENCE AND COMPETENCE	✓	There were some training courses on aspects of intercultural competences in the past.
	✗	The municipalities do not carry out surveys about the public perception of migrants or on the feeling of security/safety with respect to people with migrant/minority backgrounds.
WELCOMING NEWCOMERS	✓	The district provides a wide range of welcoming packages to the newcomers.
	✗	The municipalities might improve the city-specific packages. There is no formal celebration or ceremony for welcoming newcomers.
LEADERSHIP AND CITIZENSHIP	✓	There are examples of foreign-born citizens serving in municipal councils
	✗	Municipalities do not actively encourage the participation of migrants in political life.
ANTI-DISCRIMINATION	✓	Municipalities follow national anti-discrimination framework; they organise and participate in anti-discrimination campaigns.
	✗	Municipalities in the district have not yet reviewed municipal rules and processes in order to avoid any discrimination.
PARTICIPATION	✓	The district is supporting its Regional Intercultural Network.
	✗	The municipalities do not monitor the participation of migrants in any governing body, board, council or working group.
INTERACTION	✓	The municipalities collaborate regularly with civil society organisations.
	✗	The collaboration with civil society is not done in a structured and strategic manner. More opportunities for diverse groups to interact could be developed.

In view of the above, we wish to congratulate municipalities and communities in the Larnaca District for the efforts taken and we are confident that if the district follows our guidelines and other Intercultural Cities' practices the results will rapidly be visible and tangible.

RECOMMENDATIONS

When it comes to the intercultural efforts, with reference to the survey, Larnaca District could enhance the sectors below by introducing different initiatives:

Commitment: the municipalities in the district may wish to adopt a public statement on their intercultural approach to integration. Inspiration could be drawn from the [Lisbon Declaration 2017 \(Portugal\)](#) and the municipalities might find further inspiration in the [Limassol Intercultural Strategy 2018-2020](#), and the [integration action plan from Bergen \(Norway\)](#). A good example of cross-departmental structure to devise and implement an intercultural statement or strategy can be seen in the [Bradford Stronger Communities Partnership Board \(United Kingdom\)](#).

Education: the district might consider the example of the city of Sherbrook (Canada) and its practice of [Intercultural communication with immigrant parents of schoolchildren](#). Another good practice that could be easily implemented in the district comes from Donostia/San Sebastian (Spain) which consists of the appointment of (volunteer) [mentor families to help newcomer families](#) to be part of the local community.

Neighbourhoods: the municipalities might already consider taking measures to avoid ethnic concentration like the city of Zurich (Switzerland), which [encourages actions where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from other neighbourhoods](#). Increasing interaction between residents in neighbourhoods could be developed through community centres and activities as can be seen in the [EMPO Multicultural Resource Centre](#) in Bergen (Norway) and the ["Espacio Mujeres"](#) (Women's Space) programme Sabadell (Spain).

Public services: to meet the challenge of expanding the range of employees in public services so that they reflect the diversity of the population they serve, the municipalities could take some relevant examples from the city of [Montreal](#) (Canada) which has had significant success in staff diversity with 20% of staff being from an ethnic minority background. This was achieved through implementing good practices in various public services such as: specific recruitment calls for minority ethnic groups; professional sponsorship to enable people facing labour market barriers to get their first paid working experience; preferential appointment rate for minority ethnic job applicants; and action to review and address any systemic discrimination in recruitment processes. The [Future Workplace](#) action plan in Bergen (Norway) is another interesting example. This includes actions to encourage minority ethnic job applicants in the public administration and intercultural competence in the private sector. The city might also consider following the example of Sherbrooke (Canada) which has a number of [actions to promote diversity on the labour market](#).

Business and the labour market: the municipalities in the Larnaca District could continue to build on the existing good practice by carrying out a preliminary mapping in order to try and understand the gaps and challenges that exist in the development of migrant entrepreneurship, publicly acknowledging the role of migrants as entrepreneurs and highlighting their contribution to the local economy, inviting entrepreneurs to corporate events, facilitating the inclusion of migrant entrepreneurs in traditional commercial and professional networks, removing existing barriers for migrant-owned businesses in contract offers, etc.

The city could also consider adopting a charter or another binding document against ethnic discrimination and encourage businesses from ethnic minorities to enter in the mainstream economy. It could also give priority to companies with a diversity strategy. The municipalities may also consider following the example of Kirklees (United Kingdom), where the local council has formed the [DIVERSITY = INNOVATION project group](#) with local employers to monitor the diversity and recruitment diverse workplaces.

Cultural and social life: the municipalities in the District of Larnaca carry out many cultural and social activities and events that can promote and encourage positive intercultural interaction and exchanges. Municipalities could consider further encouraging existing cultural institutions and actors in the region to diversify their programming and make links to diverse communities, for example by effectively introducing an intercultural criterion for the

allocation of grants and funding as in [Sabadell](#) (Spain). The district might also consider improving the field of (inter)cultural co-productions by following the example of the city of Lyon (France), which runs the project called [La Maison de Passages](#) which organises cultural events where people of different cultural backgrounds can meet and interact; participatory projects based on shared activity: artistic, cultural, workshops, conferences; training in interculturality, cross-cultural awareness and competence to professionals and city council officers; events to debate discrimination and racism; research, colloquiums, and a library.

Public space: The municipalities could strengthen the intercultural role that libraries can play in the community. In [Bergen](#) (Norway), the public library is a hub for cultural activities, stocks books in several languages, has a learning centre with a range of learning activities that are organised in partnership with CSOs, and serves as a meeting place for dialogue. In [Botkyrka](#) (Sweden), four anti-rumour cafes were set up in public libraries as a public platform to discuss and explore specific rumours and prejudices. Particular efforts were made to secure majority population participation in these. The municipalities might consider to follow the example of the city of Bradford (United Kingdom), which is acting to [support social interaction and environmentally solutions for buildings with data platform](#).

Mediation and conflict resolution: To further support the community work of the police in the district it might be interesting for them to look at the [“Community policing manual”](#) which provides local police, including high-rank police managers, public safety directors, managers, and decision makers, with guidance to implement policing principles to design new procedures, protocols, structures and specialised units in their police community, to effectively address the challenges that diversity may pose to the achievement of peaceful coexistence, in the medium and long term. Larnaca might also follow the example of the Intercultural city of Reggio Emilia (Italy), which runs an [intercultural centre of mediation with variety of ethnic and language backgrounds](#).

Language: The city may consider following the example of the outreach of language education which is found in the city of Novellara (Italy), which launched [Italian courses dedicated to migrant women](#). Another good intercultural practice is the promotion of the migrant’s language amongst the local population. An inspiration for that can be found in the example of the city of Reggio Emilia (Italy). In 2011 the Intercultural Centre Mondinsieme opened for the first time an Arabic language course for non-Arabic speakers [“Italy learns Arabic!”](#). This was a project in collaboration with the Local Health Authorities to improve linguistic cultural relations between foreign citizens and health services.

Media and communication: Communication is an important area for an intercultural city to influence public values, perspectives, and understanding. Work in this area could usefully start with the municipalities own communication work and, more specifically, with an intercultural mission statement which underlines the diversity advantage.

Also, in order to improve the field of the working with local media, the municipalities in the Larnaca District might consider the development of monitoring mechanisms on how media portray immigration. An inspiration for that can be found in the city of Donostia/San Sebastian (Spain), which developed a [partnership with civil society](#) on this issue.

International outlook: in order to sustain its international work, Larnaca District might develop international structures that could provide a continuous platform for dialogue and collaboration through various fields, like the cities of Auckland (New Zealand), Guangzhou (China) and Los Angeles (USA), who formed [Tripartite Economic Alliance](#) that increases meaningful and substantive trade and investment opportunities businesses, entrepreneurs, and investors. The municipalities could also be inspired by the example from [Leeds](#) (UK) which actively takes steps to further international relations. An international relations team was set up to work alongside the visitor economy (tourism) and inward investment (economic attractiveness) teams within the economic development unit. The team also promotes the active involvement of the city council, the universities, and other partners in international networks.

Intercultural intelligence and competence: Larnaca District might consider following the example of the city of Montreal (Canada), which for several years has [collected statistical data](#) which are used to paint a sociodemographic picture of the migrants recorded in its territory. The municipalities could also develop training and learning opportunities on intercultural competences for city officials and staff as shown in the example of Auckland (New Zealand) through its [Inclusive Auckland Framework](#) which promotes intercultural competences to

create inclusive workplaces and to enable leadership for inclusion. This framework includes anti-racism workshops and e-learning resources on unconscious bias.

Welcoming newcomers: The local authorities in the Larnaca District might consider the development of several measures to further improve their policies in the field of welcoming newcomers. The development of an inter-municipal body to be responsible for the development and provision of district-specific welcome packages, either in printed or electronic version would be a great step forward. As a first step to improve welcome efforts, the municipalities in the district could follow the example of [Botkyrka](#) (Sweden) which implemented a pilot project to explore how intercultural integration and refugee reception should be handled in the city to promote sustainable development, social unity, and a sense of community. Larnaca might also find inspiration in the prize "[Salut l'étranger-ère!](#)" provided by the city of Neuchâtel (Switzerland), whose State Council makes an annual financial award to a group or an individual who worked to raise awareness, inter-ethnic and inter-religious dialogue, to promote respect for others and cultural diversity, promote tolerance and reject any exclusion based on ethnicity, religion or nationality.

Leadership and citizenship: Larnaca district might find the inspiration in the best practice of [Barcelona Municipal Immigration Council](#) - Consell Municipal d'Immigració de Barcelona (CMIB), which is an advisory and participatory body of the Barcelona City Council and was established in 1997 with the aim of contributing to the achievement of equal rights and opportunities for people with a migratory background, regardless of their legal status. Another example are the "[Neighbourhood Councils](#)" which were established in Paris (France) which are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighbourhoods.

Anti-discrimination: As a first step towards the improvement of the anti-discrimination field, Larnaca municipalities and local communities might consider the revision of all municipal procedures and rules in order to avoid any kind of discrimination. They might find inspiration from the activities of the city of Sabedell (Spain) and its [anti-discrimination tools](#) ensuring the equal treatment of all its residents. Larnaca municipalities might also consider the development of an [anti-rumours strategy](#) and action plan following the excellent example of Bilbao (Spain) which has implemented their anti-rumours strategy through work in [schools](#), [on the web](#) and through a [creative writing initiative](#).

Participation: Larnaca District might be inspired by the city of Turin (Italy), which has adopted new "[Guidelines for intercultural and participation](#)", a theoretical and practical framework of action for the public administration to help it set up a participatory environment to define rules, rights, duties and behaviours needed for living together in diversity. The city of Dublin (Ireland) is also a champion of participation. Dublin relies on an extensive [Public Participation Network \(PPN\)](#) to engage with a wide range of organisations to inform the city's decision-making. The network has over 600 member organisations. These groups are extremely diverse in their role and composition, ranging from Scout troops or drug treatment groups to social inclusion groups such as African World Youth.

Interaction: Larnaca District might get inspired by the city of Barcelona (Spain), which has committed to promote equality as a fundamental right in the field of health through the project [Cartografía de Conocimientos \(Knowledge Cartography\)](#). The municipalities could reflect on how interaction between diverse groups is enhanced through music and dance as is seen in the city of Bergen's (Norway) [Fargespill \(Kaleidoscope\)](#) festival where differences meet and interact through the celebration and mixing of traditional music and dances.

Larnaca may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

The Member States of the European Union have decided to link together their know-how, resources and destinies. Together, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.

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