



LIMASSOL (DISTRICT)

INTERCULTURAL CITIES INDEX ANALYSIS 2022



Diversity, Equality, Interaction

**BUILDING BRIDGES,
BREAKING WALLS**



Co-funded
by the European Union



EUROPEAN UNION

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

Co-funded and implemented
by the Council of Europe

Limassol (District)
INTERCULTURAL CITIES INDEX ANALYSIS

Published in April 2022

Intercultural Cities Secretariat
Council of Europe
F-67075 Strasbourg Cedex
France

www.coe.int/interculturalcities

This report was prepared under 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.

It was produced with the financial assistance of the European Union and co-funded by the Council of Europe. The views expressed herein can in no way be taken to reflect the official opinion of the European Union or the Council of Europe.

INTRODUCTION.....	3
Intercultural city definition	3
Methodology	3
Limassol: AN OVERVIEW	8
COMMITMENT	9
THE CITY THROUGH AN INTERCULTURAL LENS.....	10
Education	11
Neighbourhoods	13
Public Services	15
Business and the labour market	17
Cultural and social life	18
Public Space	20
MEDIATION AND CONFLICT RESOLUTION	22
LANGUAGE	24
MEDIA AND COMMUNICATION	26
INTERNATIONAL OUTLOOK.....	27
INTERCULTURAL INTELLIGENCE AND COMPETENCE.....	29
WELCOMING NEWCOMERS	31
LEADERSHIP AND CITIZENSHIP	33
ANTI-DISCRIMINATION	35
PARTICIPATION.....	37
INTERACTION.....	38
OVERALL CONCLUSIONS	40
RECOMMENDATIONS.....	42

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 124 (including Limassol) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 30 cities (including Limassol) have between 200,000 and 500,000 inhabitants and 18 (including Limassol) have between 15% and 20% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Limassol District, Cyprus in the year 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.

Taking into account 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, 39 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Limassol. Thus, the city 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.

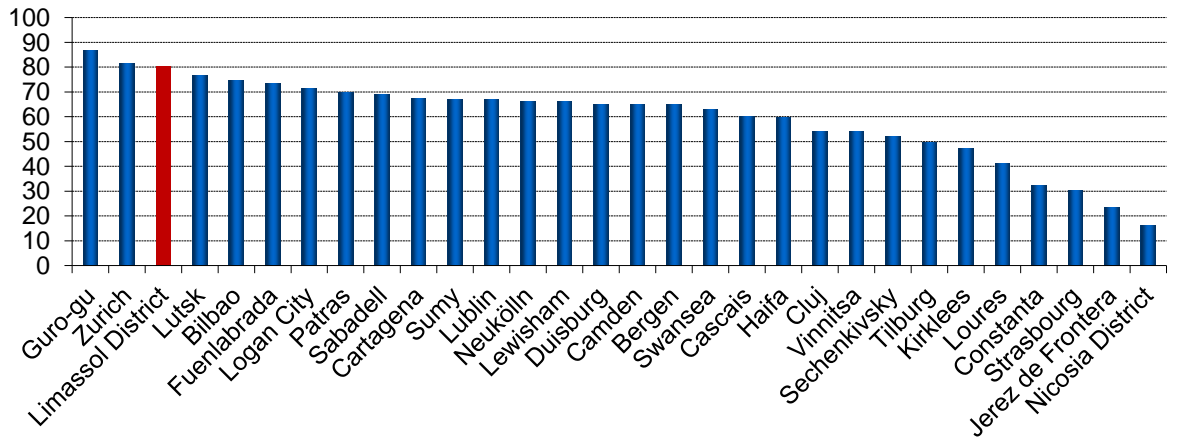
According to the overall Intercultural Cities Index results, *Limassol District* has an aggregate Intercultural Cities Index result of 80 (out of 100 possible points). The details of this result will be explained below.¹

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.

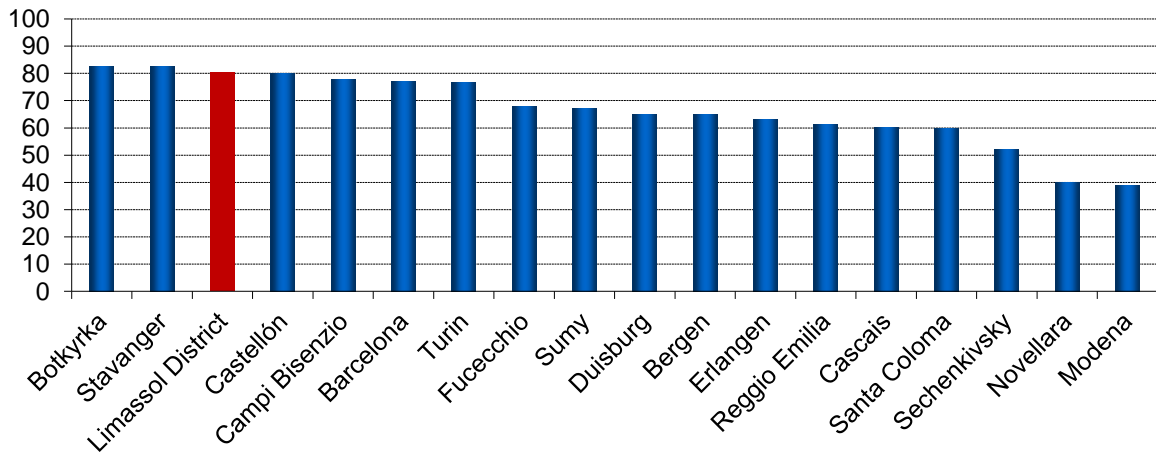
Per inhabitants

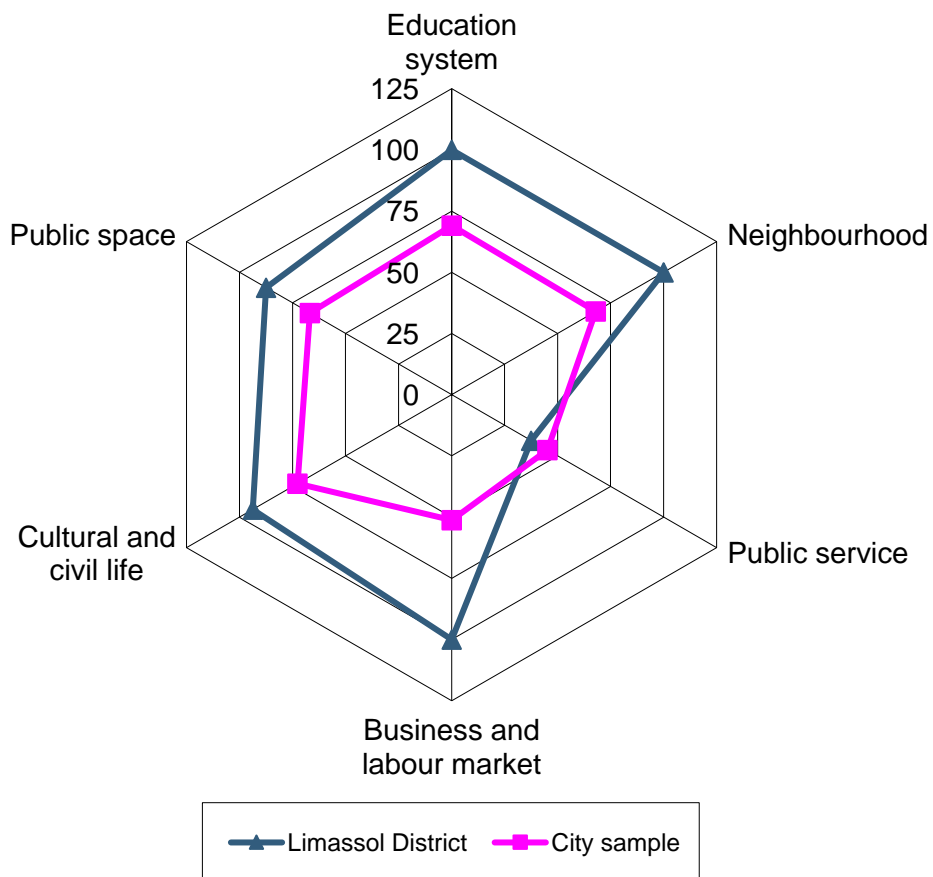
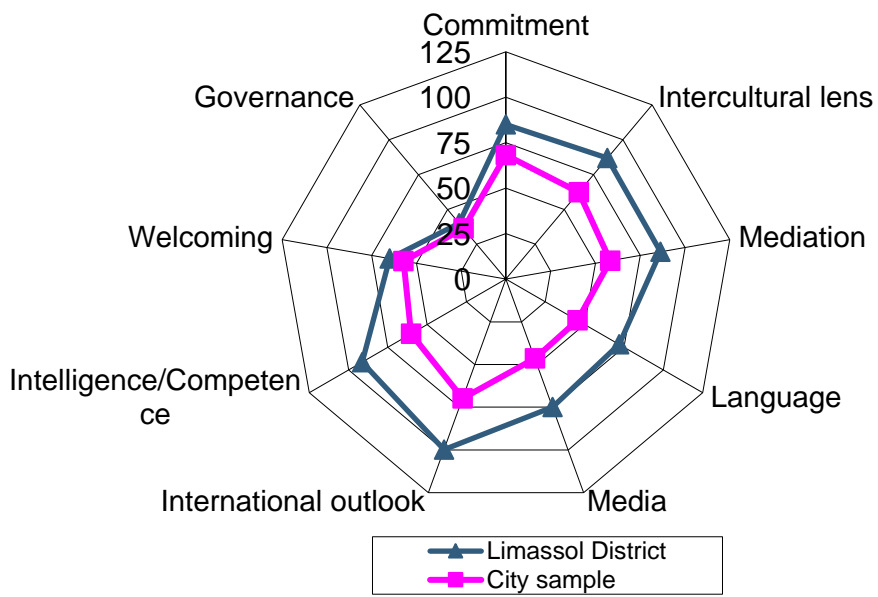
Intercultural City Index (ICC) City sample (inhabitants 200'000 - 500'000)

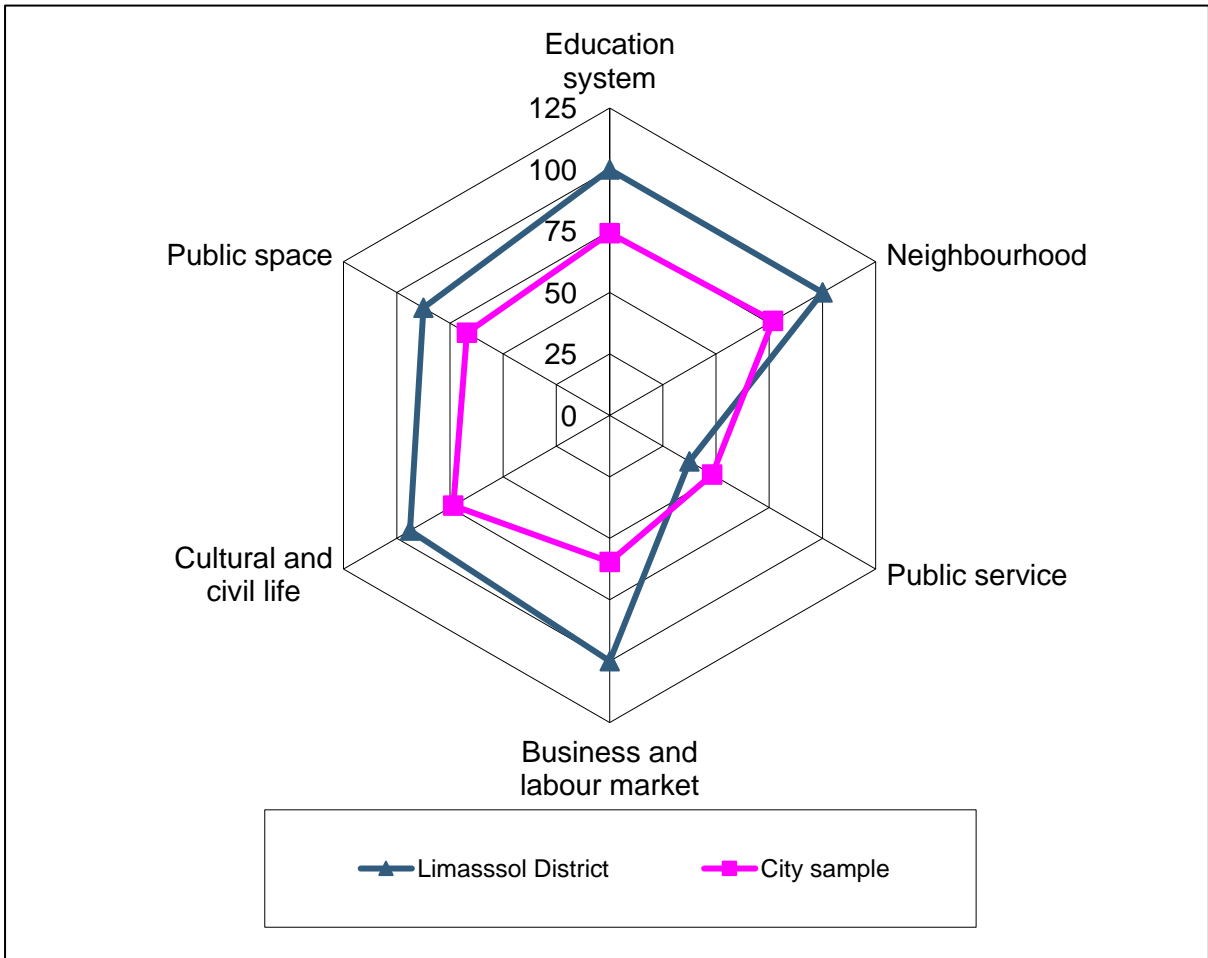
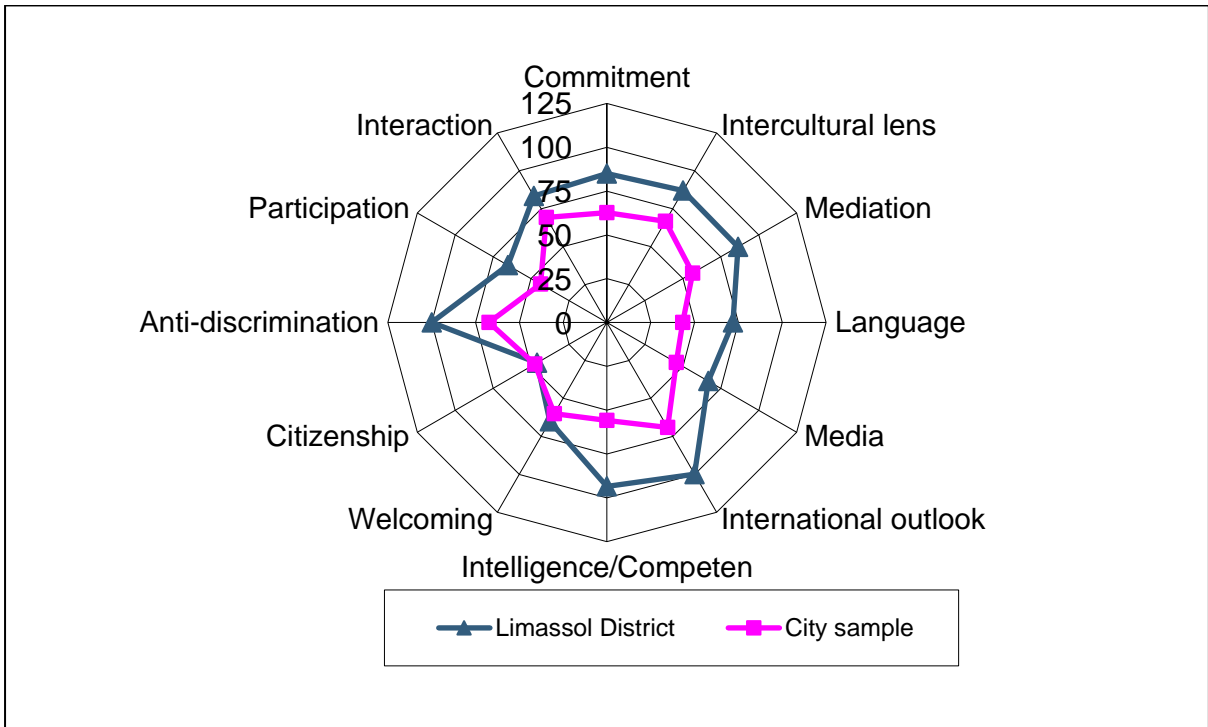


Per diversity

Intercultural City Index (ICC) City sample (non-nationals/foreign borns 15% - 20%)







LIMASSOL (DISTRICT): AN OVERVIEW

Limassol District or **Lemesos** (in [Greek](#): Λεμεσός) is one of the six [districts of Cyprus](#). Its main city is [Limassol](#), located on the southern coast of the Republic of Cyprus. It is the second largest city and the country's main port. The city is known for its harbour, one of the largest in the eastern Mediterranean sea, for tourism and for its cultural traditions.

The island of Cyprus renowned since ancient times for its mineral wealth, wines, and natural beauty, stands at a cultural, linguistic, and historic crossroads between Europe and Asia and is the third largest and third most populous island in the Mediterranean. Since ancient times, Limassol and the other cities of Cyprus, have absorbed the influences of the diverse people that inhabited it. Internal migration since the 1960s and the arrival of displaced persons after 1974 significantly increased the population of Limassol and its suburbs.

The Republic of Cyprus is bi-communal with Greek Cypriots and Turkish Cypriots as constitutive communities. The recognised religious/ethnic groups are Maronites, Armenians and Latin-Catholics. There is also a local Roma community. Limassol District comprises 6 main municipalities and 104 communities with a community council, mainly in rural areas. The municipalities in the Limassol district are the Limassol municipality, which is the central municipality of the city, Ypsonas, Kato Polemidia, Mesa Geitonia, Agios Athanasios and Germasogeia².

According to the last official census done by Cyprus Statistical Services (CYSTAT) in 2011, the Republic of Cyprus has 840 000 inhabitants. The Municipality of Limassol has 101 000 inhabitants; the greater metropolitan area of Limassol has around 180 000, while the Limassol District has at 235 056 inhabitants (urban areas 179 937, rural areas 55 119). However, the size will be much higher in the new 2021 census with preliminary results expected in June 2022. Even in the 2021 census it must be taken into account that certain groups of populations are not accounted for, so the size of population is still estimated to be higher (i.e., undocumented migrants, EU citizens). The total population estimated in 2011 for Limassol District was 235 330 (Cypriots 188 797, EU citizens 25 957, non-EU citizens 20 205). The available data from 2011³ refers to the following numbers: Limassol District 57 854, urban areas 45 099, rural 12 755. Among the six greater Limassol urban area municipalities, the Municipality of Limassol is the largest by population.

Among the non-nationals living in Limassol between 55% and 60% are from Bulgaria, Romania, Poland, the Slovak Republic, Greece, Serbia, and the United Kingdom. Between 40% and 45% of the non-nationals come from Eastern Europe, the Middle East (mainly Syria and Iraq), Turkey, Asia, Sub-Saharan Africa, and Latin America. The city also enjoys a wealth of different cultures with residents from many different ethnic and cultural groups including Greek-Cypriots, Turkish-Cypriots, Roma, and religious groups like Maronites and Latin-Catholics.

[There were 7 094 applications](#) for international protection in 2020 while it has been recorded that there were [more than 13 235 asylum applications in 2021 and 1 335 already registered in January 2022](#)

There is no specific GDP data for Limassol, but an estimation shows that it is higher than the national GDP (32 093 USD in 2019) as the economy of Cyprus relies on the service sector for over 85% of its GDP, and Limassol is the biggest financial, economic, and cultural centre of the country.

Since the 1980's Limassol gained great popularity as a portal for foreign investment from the West and East, becoming a place with financial incentives and tax facilitation. More recently, there have been increasing investment flows from the West and Eastern Europe through Cyprus into Asia, particularly China and India, South America and the Middle East. In addition, businesses from outside the EU use Cyprus as their entry-point for investment into Europe. The business services sector remains the fastest growing sector of the economy, and had overtaken all other sectors in importance. [CIPA](#) has been fundamental towards this trend. As of 2016, CySEC (the Financial Regulator), regulates many of the world's biggest brands in retail forex as they generally see it as an efficient way to get an EU operating license and industry know-how.

Limassol operates the main Cyprus port and hosts numerous social and cultural events including famous Limassol Carnival and the Wine Festival.

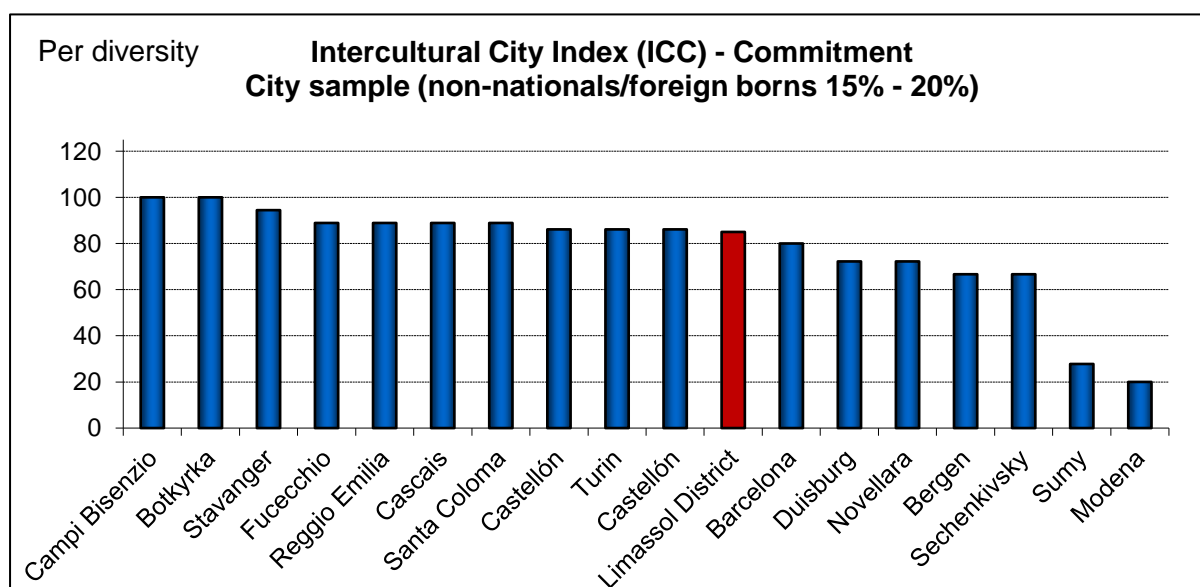
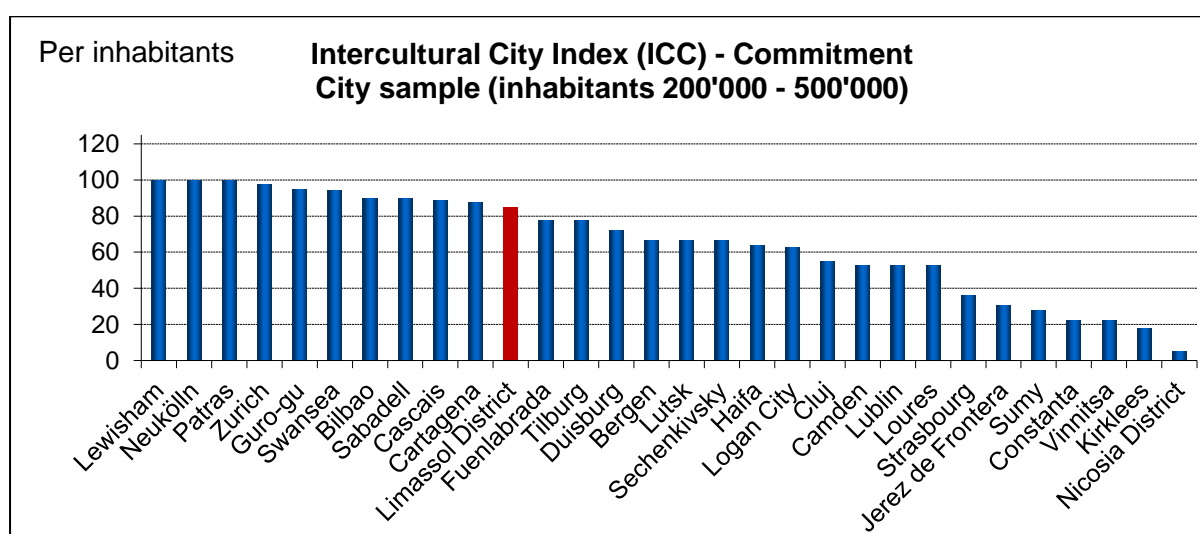
² The current questionnaire attempts to incorporate answers relevant to all municipalities although some questions are not applicable due to the small size of Cyprus as a country and consequently its cities.

³ [Available information from the 2021 census is provided as of 15/11/2021](#)

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.

Limassol District achieved a rate of 85%, which is considerably higher than the city sample's achievement rate of 68%. This score shows the continued commitment of Limassol as an intercultural city.⁴



Limassol municipality's official communications make clear reference to the city's intercultural commitment. The city has formally and publicly stated that it is an Intercultural City and has successfully adopted a comprehensive Intercultural Integration Strategy 2018-2020, which was developed by the Limassol Intercultural Council and evaluated. Currently, the city is developing its new Intercultural strategy for the period 2022-2025.

⁴ Limassol (district) score in the extended Intercultural Cities Index on Commitment is 85/63.

In 2017, the Municipality of Limassol has established a migrants' advisory body called "Limassol Intercultural Council" and as of 2021, through the joint European Union and Council of Europe project ['Building Structures for Intercultural Integration in Cyprus'](#)⁵ with [AGAPI Limassol](#) as the regional coordinator working closely with the municipality, the Intercultural Council was upgraded to a broader network of intercultural stakeholders working across the entire Limassol District.

The new strategy will further involve various cross-departmental stakeholders not only from the Municipality of Limassol but also from other Limassol district municipalities, namely their social affairs, European and other municipal departments such as the cultural, urban and technical planning departments, but also external stakeholders (business and employer organisations, youth, migrant NGOs, labour unions, diplomatic representations etc).

The broader public consultation policies are visible also through initiatives such [E-meeting Consultation with local foreign nationals relating to the prevention of the spread of COVID-19](#), [Launch of Limassol region intercultural network](#) (under the 'Building Structures for Intercultural Integration project' and other policy consultations by other Limassol municipalities (i.e., Agios Athanasios Municipality ["Border Towns and Islands Network" \(BTIN\)](#))

Although there is no official recognition, such acknowledgment does take place during speeches at different events and meetings. It is however worth mentioning that for its contribution to intercultural dialogue, Limassol was awarded by the prize of the [1st Euro-Mediterranean Capital for Dialogue in 2021 by the Anna Lindh Foundation](#).

Suggestions

Limassol already demonstrates its commitment to being a member of the intercultural city network in many ways, not least through completing the ICC Index. The [evaluation of the implementation of the Intercultural Strategy 2018-2020](#) was a good opportunity to identify strengths and room for improvement in the intercultural policymaking of Limassol. Since the EU is the main funding source for intercultural programmes, the municipalities might consider further involvement of migrants' bodies like the intercultural council and regional network in the development of intercultural actions and budget for them in a more participatory manner. For example, the city of Leeds (United Kingdom) organises an [Equalities Assembly, participatory budgeting](#), intercultural dialogue platforms/round tables as well as MAP+ and the Migrant Community Networkers weekly drop-in. Additionally, the city has the Intercultural dialogue platform which was developed in 2010 when creating the 'Vision for Leeds' for the next 30 years. The city then undertook a public consultation to allow people who live and work in Leeds to respond on both short and long-term priorities. This was ground-breaking in terms of equal participation and was the first time the city used social media in the council on a mass scale, including blogging the opinions of each focus group and using people's opinions inform the decision-making on future policy for the city. Further, the MAP+ ran 'U Choose' which provided an opportunity for individuals to apply for a small pot of funding. A community event was run in order to decide on the projects that would receive funding, which included intercultural projects.

The new intercultural strategy which will be developed by the Limassol Region Intercultural Network could contain concrete actions to in reach its objectives. One example could be the intercultural policies which have been developed by the city of Reggio Emilia (Italy) ["Reggio a city for everyone/ Reggio città Ditutti."](#) Ditutti represents a project-path of participation and activation of the territory promoted by the Municipal Administration - through the Mondinsieme Foundation - for the multiplication of networks and contacts between formal and informal subjects of the territory with the aim of promoting intercultural dialogue. The intercultural policy of the city of Reggio Emilia contains clear actions to reach their goal of being a community that cares for differences, a city "For Everyone" where no one should feel like a stranger.

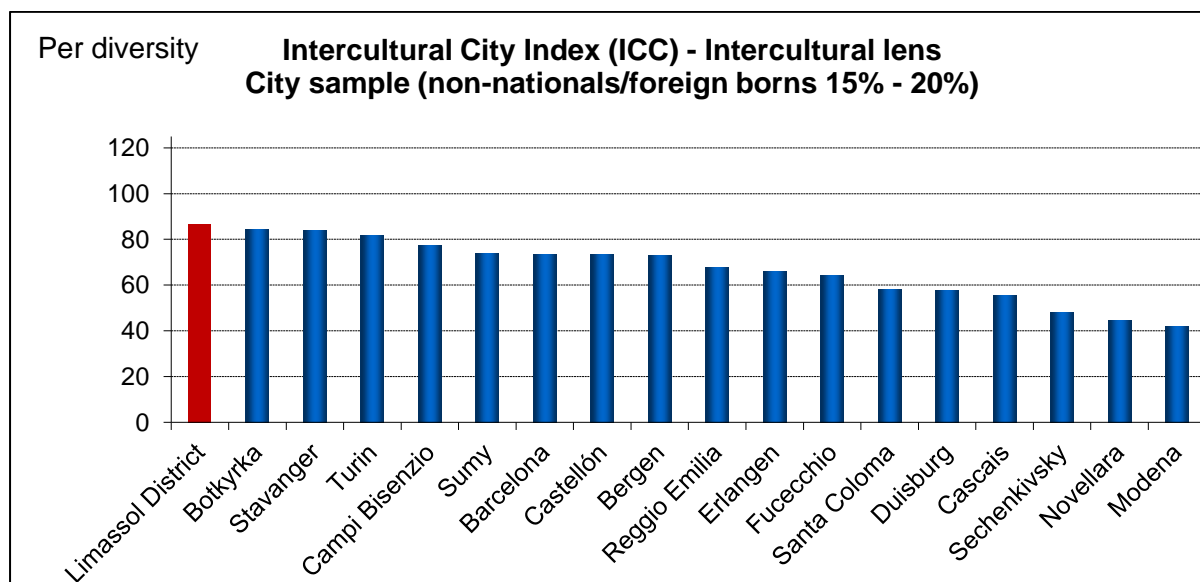
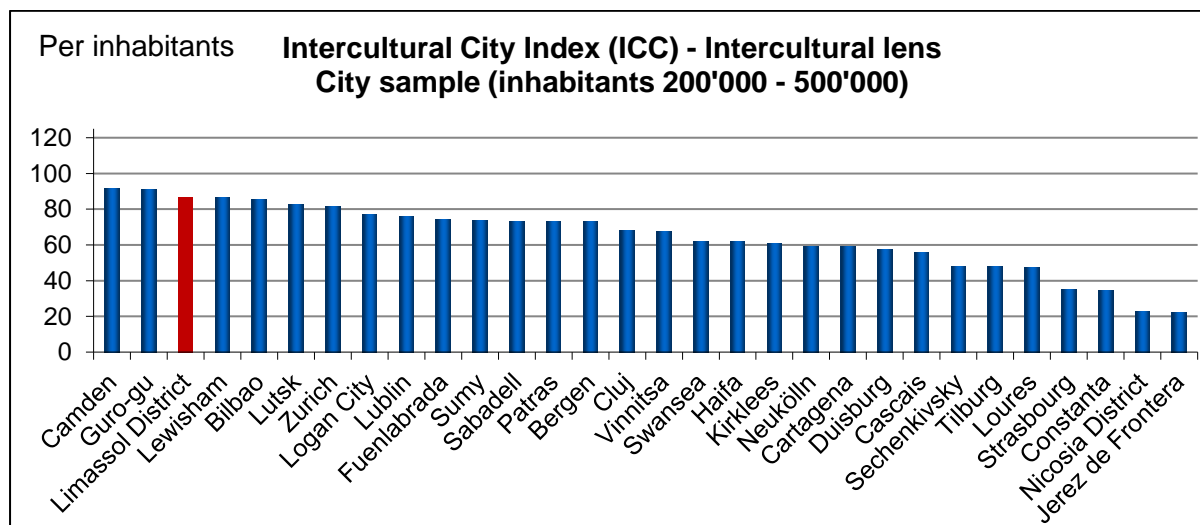
THE CITY THROUGH AN INTERCULTURAL LENS

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,

⁵ 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.

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.

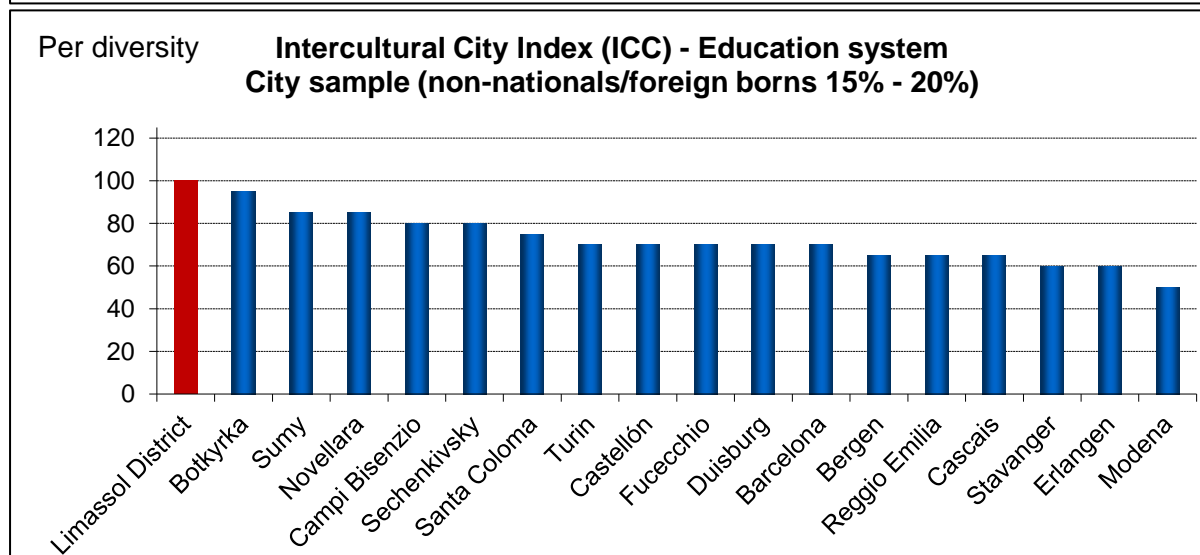
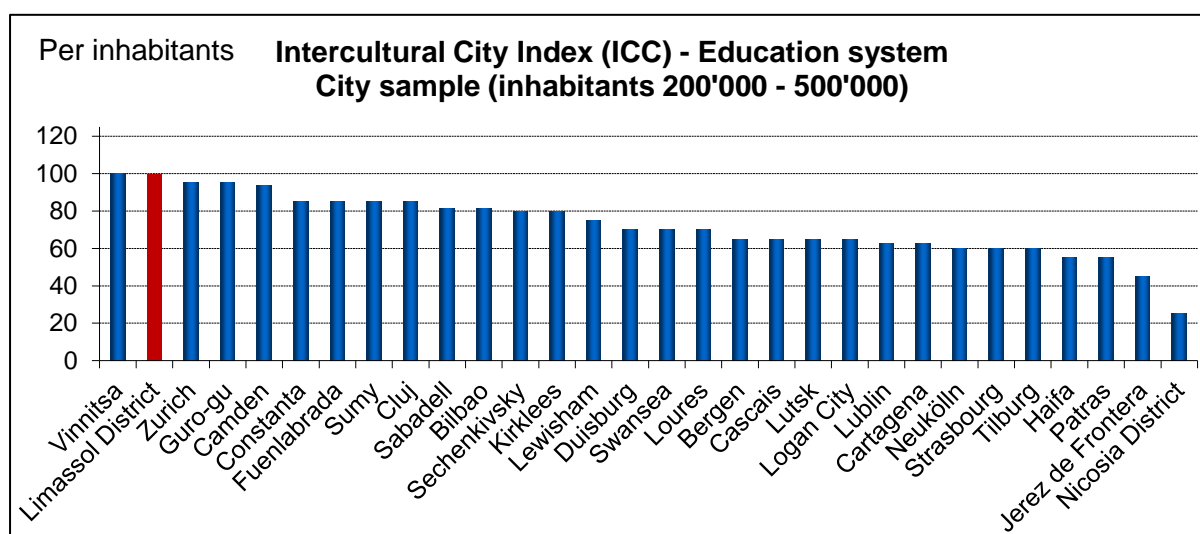
The overall rate of achievement of the urban policies of Limassol district, assessed as a whole through an "intercultural lens" is slightly/considerably lower/higher/equal to that of the model city: 87% of these objectives were achieved while the rate of achievement of the model city reaches 62%.



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.

Limassol (district) achieved a rate of 100%, which is considerably higher than the city sample's achievement rate of 69%. Limassol hosts and offers a wide range of intercultural education activities to its diverse citizens.⁶



Limassol's schools are diverse, and the city authorities make strong efforts to involve parents with migrant/minority backgrounds in school life.

Despite the fact that the municipalities in Cyprus do not have competence in the formal public education, various synergies have been developed by the Municipality of Limassol, in order to enhance the extracurricular activities of the schools.

Through the project "Limassol – one city, the whole world", the Municipality of Limassol is realising the programme "[Intervention to schools](#)" through which teams are set up to promote the cooperation between families from third countries and teachers through the implementation of experiential workshops, with the objective to develop the social skills of the children. The pilot programme, which is in place in three schools, is expected to be expanded to other schools as of September 2020.

The Municipality also runs a special music-education programme called "[Multi-coloured Music](#)" supported by private and municipal funds, where teachers from the municipal music school visit public schools in the afternoon hours and provide free music lessons to children from deprived urban areas. The exchanges with schools with different ethnic, cultural, or social background strengthen the cooperation and collaboration skills of the children through creative activities. Within the framework of the EU [funded DRAsis Sholikis ke kinonikis Entaxis \(DRASE\) programme](#) run by the Ministry of Education, Culture, Sport and Youth, the Gymnasium of Agios Antonis runs anti-

⁶ Limassol (district) score in the extended Intercultural Cities Index on Education is 100/74.

racism extra-curricular classes under the title “[Mosaic](#)”, where the teachers work with socially diverse students (including children of migrant background and mixed families) to fight racism and increase awareness about other cultures. The DRASE programme additionally aims at facing various social challenges for diverse social groups, including migrants and asylum seekers, to which the Municipality and the school board provide different kinds of support. It [has been extended to include about 170 schools](#) providing equitable access to education through enhanced education, extracurricular & creative activities.

The [Pedagogical Institute](#) of the Ministry of Education, Culture, Sport and Youth also has strong anti-racism policies and formal documents related to the subject. They include [Guides for intercultural education by the Pedagogical Institution Cyprus](#) (PIC); [Intercultural Education workshops by PIC](#), [Antiracist education \(including programs, code, projects\)](#) (PIC)

Various private schools in Limassol (from nursery to high school) regularly engage with projects concerning diversity. Little Wonders, intercultural activities, Kidsperience: [Diversity week](#), L.I.T.C. Russian-English Private School: [Cultural & linguistic diversity](#), Heritage School: [Cultural diversity](#).

The city does not have a policy to increase ethnic/cultural mixing in schools because such policy exists at the national level – the children go to the geographically closest school. The Ministry of Education of Cyprus applies a system of high mobility and rotation of teachers in all public schools nation-wide with a one-year term aiming to provide better quality in the field of education and know-how exchange, as well as to avoid the phenomena of favouritism and disbalance in the education services and between various social groups/neighbourhoods/schools.

In addition to that, the municipality of Limassol runs the Bi-communal Social Centre supporting youngsters from deprived areas in extracurricular activities, cultural and sport activities. A number of migrants NGOs provide lessons for the children of their respective origin including [Romanian](#), [Bulgarian](#), Russian and [Polish](#).

Suggestions

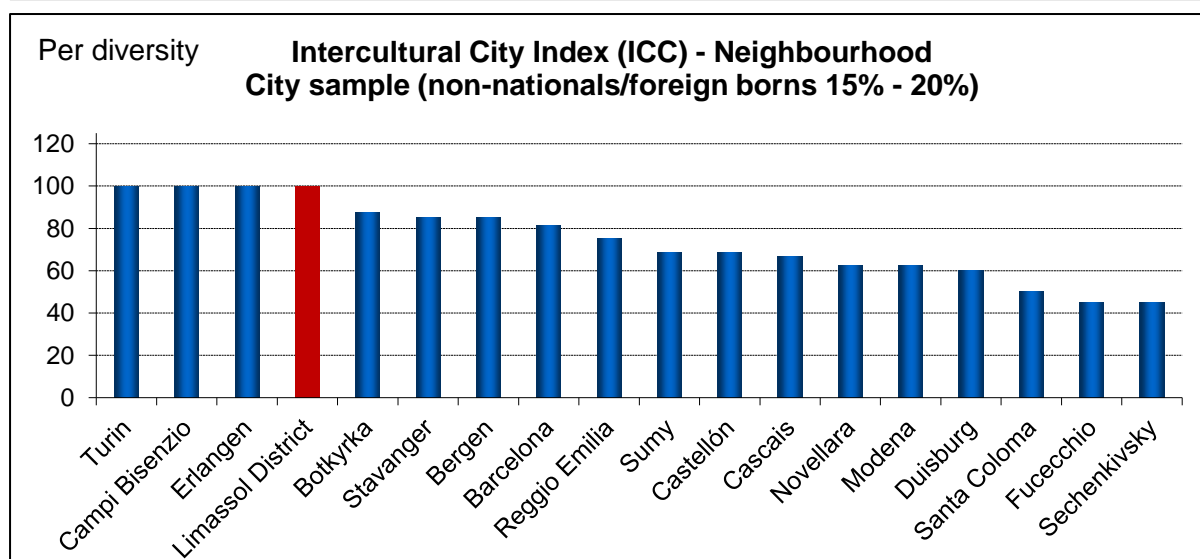
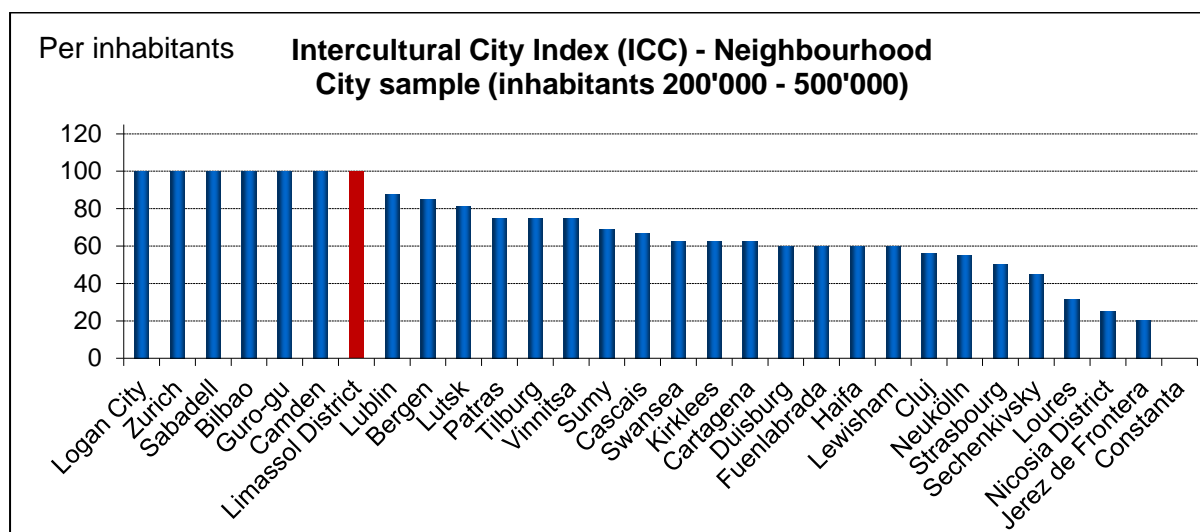
Anticipating a further diversification of the school population, Limassol could consider undertaking a leading role in Cyprus in the field of non-formal education. It could increase its already excellent offer through additional infrastructural projects to foster greater intercultural competence, following the example of the city of Bergen (Norway). Within the framework of the international project “[Building Dignity](#)”, Bergen (Norway) is working to create a centre combining services and learning – bringing all essential activities under one roof at an attractive location. The centre will be placed in a former education centre for teachers, Landås. The Bergen Inclusion centre will gather the introduction centre for refugees, the adult training centre and administration into one place, which at the same time will feature sports and cultural facilities to ensure the building can be used throughout the day. The centre will be open to the local community and organisations and aims to foster inclusion and intercultural interaction. The building process aims to place human rights at the centre of all stages of the conception, be it in how materials are used, how the project or building is designed or how the services are planned. The aim is for the project to be a forerunner in using architecture as a means to building inclusive societies.

One example that schools in the Limassol District could follow is the [Schools Linking Network](#) in Bradford (United Kingdom) which provides an interesting example of inter-ethnic linking of pupils and schools. The network promotes exploring identity, championing diversity, and building community. The Linking Network works with children and young people to build relationships with people they might otherwise not meet – people of different ages, ethnicities, religions and backgrounds. Through the network children and young people are supported to unlock a life-long commitment to taking action in their communities.

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.

Limassol (district) achieved a rate of 100%, which is considerably higher than the city sample's achievement rate of 68%. The city and its municipalities organize a wider range of programs promoting community action and mixing.⁷



Limassol municipality has no problems of ethnic concentration and most of its districts are culturally/ethnically diverse. The city encourages actions where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from the same and from other neighbourhoods. Limassol successfully operates a programme called “Neighbourhood councils” which, among others, also provide support to the organisation of various mobile cultural events like the rotating cultural festival [Neighbourhood Day](#), held every year in different neighbourhoods.

The public services, both, national and local, are spread around the city as there are specific local and national policies encouraging this. Concretely the social services of the Municipality of Limassol are placed in an area with higher percentage of migrants population. Additionally, the social activities related to the various educational, sport and cultural events have a centuries-long tradition in Limassol.

In collaboration with the neighbourhood councils and the city’s Theatre Development Company (ETHAL), the city organises the [“Neighbourhood Theatres”](#) which are open to all residents and characterised by a popular and high quality artistic approach. The free entrance the participation and mixing of all residents. The city also organises satellite (parallel) events within the traditional city festivities; for example, carnival choirs visit the neighbourhoods during the carnival days, the “Europe day” activities take place outside the main promenade area, and always offers free entrance and intercultural content. Additionally, various sport and cultural events take place regularly

⁷ Limassol (district) score in the extended Intercultural Cities Index on Neighborhoods is 100/77.

all over the city including Agios Athanasios Municipality: [children's theatre \(inclusion & diversity\)](#) and Mesa Geitonia Municipality organizing [various cultural activities including traditional dance, choirs, plays](#).

Suggestions

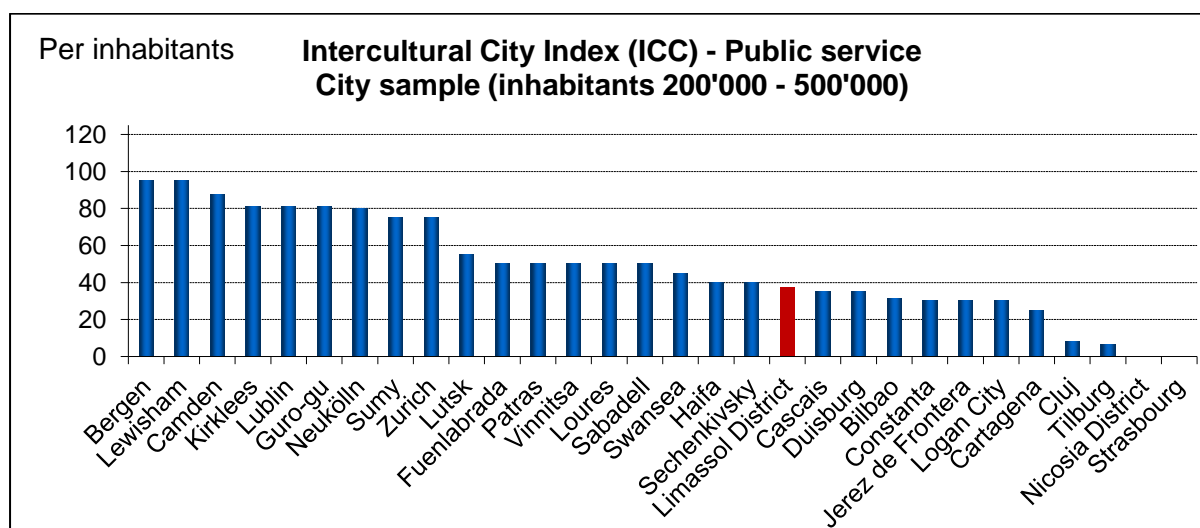
The remarkable score of Limassol in the area of neighbourhoods should serve as a motivation for the city's authorities to sustain their excellent work in this field. To go even further, a great inspiring initiative can be found in Leeds (United Kingdom) project Migrant Access Programme (MAP) which aims to promote community cohesion and enhance resilience and sustainability of local communities in Leeds. The Programme uses asset-based engagement tools to work to bring new migrants and settled communities together in a way that benefits everyone in their local area. As part of this programme the city trains '[Migrant Community Networkers](#)' (MCN's) to lead, train and advocate for their community. Whilst there are many strands to the role of the networkers, one of the key aspects is encouraging people to meet in the Buddying system where the Programme links migrants living in the same area but from different communities to work together and develop initiatives to help other migrants in their area, whether that be running events, applying for funding or meeting with new arrivals in their community.

Further, the ICC has published a study and policy brief on [Managing Gentrification](#), which together with other city policies on housing, could offer further inspiration within the field.

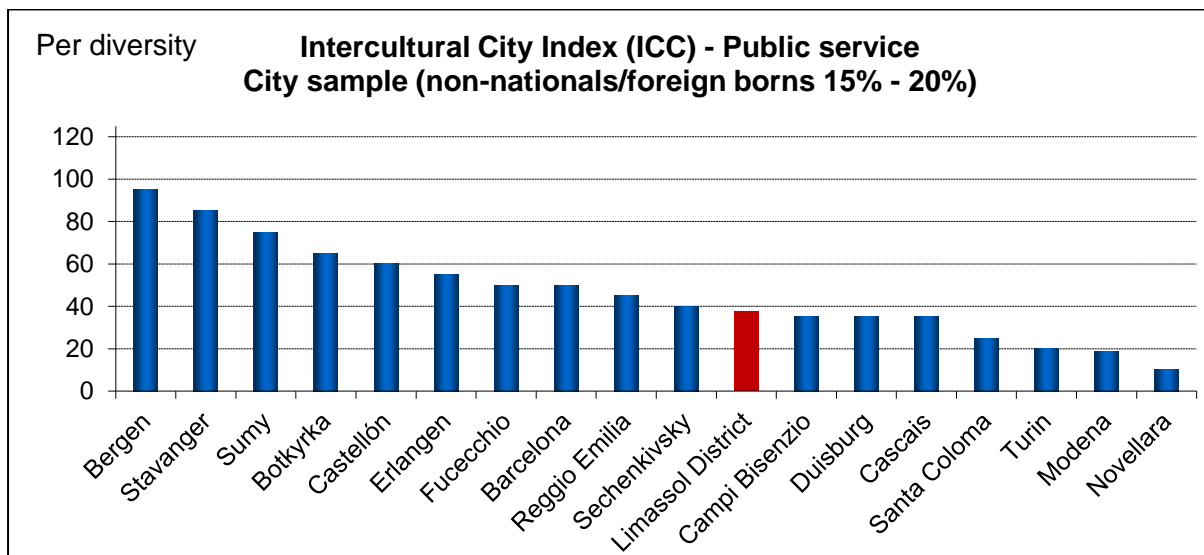
PUBLIC SERVICES

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 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.

Limassol District achieved a rate of 38%, which is slightly lower than the city sample's achievement rate of 45%. Within its competences, the city offers a number of public services to its diverse communities.⁸



⁸ Limassol (district) score in the extended Intercultural Cities Index on Public Services is 38/48.



Limassol is taking action to encourage a diverse workforce, intercultural mixing and competence in private sector enterprises. The city has developed a local "diversity for business" project with the participation of numerous employers, associations, the chamber of commerce, trade unions, youth NGOs and universities. A series of focus-group meetings produced the Intercultural Twinning Declaration of the Municipalities of Limassol and Ioannina, dedicated to the role of cultural diversity for inclusive growth. The "[diversity for business](#)" project also made possible the creation of the Greek version of the Intercultural Cities Step-by-step guide. As a result the project, Limassol and Ioannina have signed the joint declaration '[Cultural Diversity as an advantage for economic development and social cohesion](#)'.

However, it should also be noted that the city does not have a recruitment plan to ensure an adequate rate of diversity within its workforce, but the Mayor of Limassol envision the creation of such plan through [legislative and budgetary tools at local level](#).

The diversity has been also promoted in the district through "Limassol – a city, the whole world" [online anti-rumours workshop](#) (participating Municipality of Germasogeia, the Municipality of Agios Athanasios, the Community Volunteer Council of Mesa Geitonia), which although not specifically targeted towards the workforce it is still relevant in encouraging diversity.

Recommendations

Limassol's score in the field of the public services show that there is room for improvement. The public employees of the city do not reflect the composition of its population and there is no plan to ensure it. A good point is that the city is lobbying for more competences in the public services area.

[Montreal \(Canada\)](#) reports significant success in staff diversity with 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.

An example which can be used as a starting point in order to create a long-term planification is Ansan (Korea). Guided by its vision "A Global City and Leader in Korea," the city of Ansan makes pioneering efforts to develop policies for non-nationals and make the city a place for the co-prosperity of nationals and non-nationals. Ansan City sees non-national policy as one of its key policy areas and has the nation's only bureau-level organisation responsible for non-national policy with 33 staff members. City offers [one-stop administrative services ranging from administration to civil petition, immigration, labour, health, leisure, and finance](#) and pursues a range of projects intended to improve the quality of their lives and social inclusion in the fields of education, culture, welfare, and human rights.

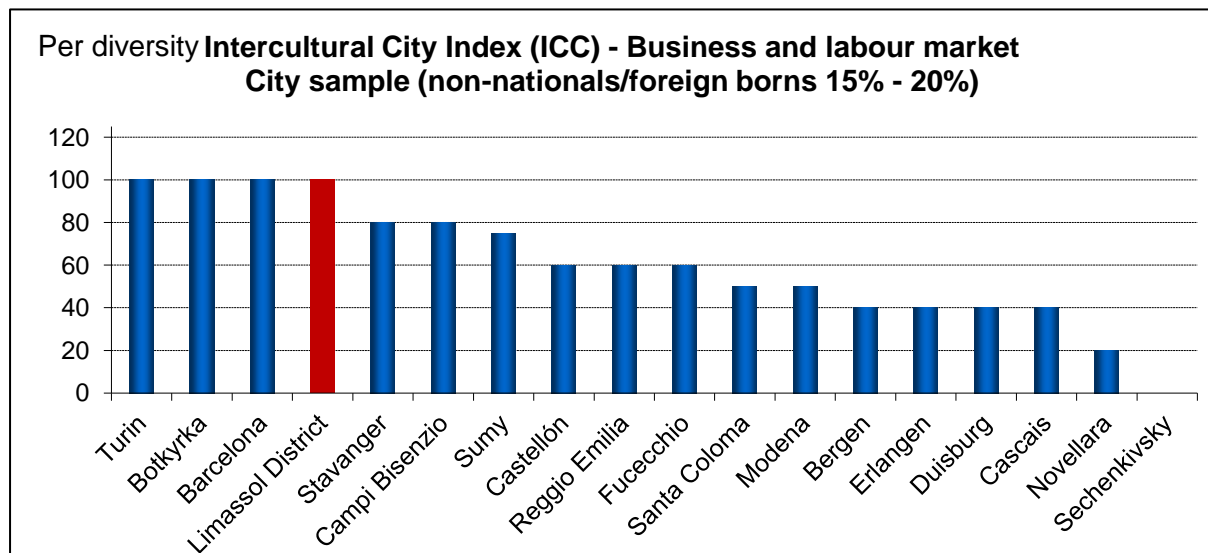
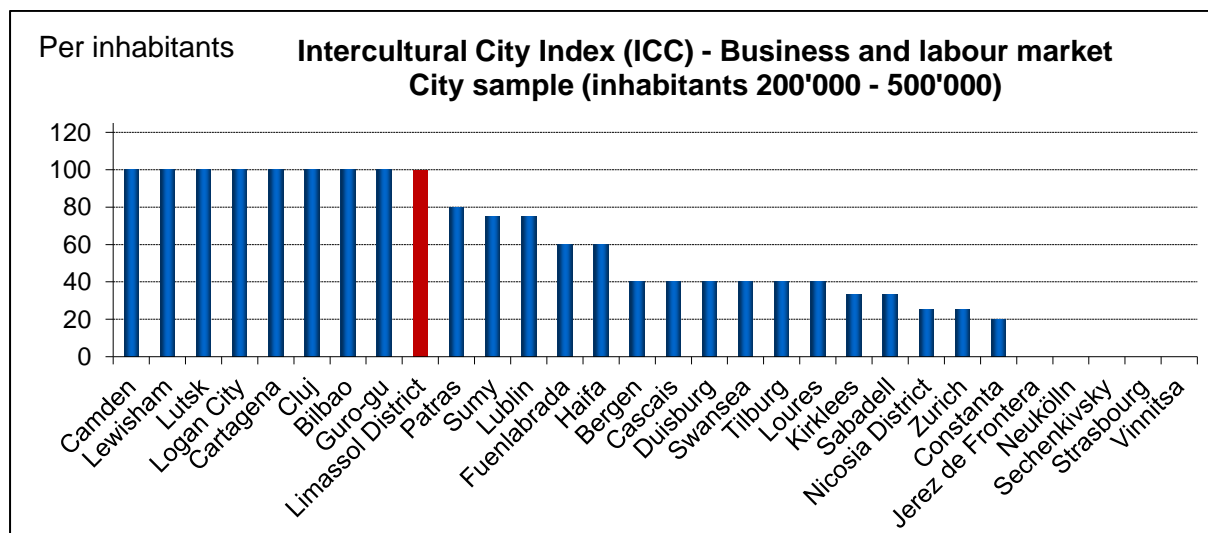
A municipal community service centre for non-nationals, the largest in South Korea, supports 15 languages (English, Chinese, Vietnamese, Indonesian, Russian, Uzbek, Kazak, Kyrgyz, Pakistani, Thai, Philippine, Sri

Lankan, Cambodian, Mongolian, and Nepalese), and hires native speakers of respective languages in proportion to the sizes of ethnic groups in Ansan. More languages will be supported as the city's ethnic group composition changes. The centre also offers consultation services to help resolve disputes and arguments. It handles 33,000 cases annually, covering a range of topics from wages to retirement allowances, occupational accidents, healthcare, and legal assistance.

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.

Limassol (district) achieved a rate of 100, which is considerably higher than the city sample's achievement rate of 51%. Limassol is one of the leading intercultural cities in the field of business and labour.⁹



⁹ Limassol (district) score in the extended Intercultural Cities Index on Business and Labour market is 100/60.

As showed by the Index score, the field of business and labour market is a priority for Limassol's authorities. An example of this is the recently implemented project "diversity for business", as described in the section for public services.

Additionally, the economy of Limassol and Cyprus are largely based on foreign investment. Before becoming a member of the European Union, Limassol was one of the biggest centres for the offshore sector. Thousands of international businesses still operate in the city, especially international companies (maritime, banking etc). The city administration and the mayor carefully maintain the relationships with various stakeholders including bi-lateral chambers of commerce (Cyprus-Russia, Cyprus-China, Cyprus and EU countries etc.) which function on a national level and the city also organises various events and business forums.

The city is the headquarters of the national Cyprus International Business Association (CIBA), and the city administration has strong connections to the association and similar structures.

The city takes action to encourage businesses from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy and other higher value-added sectors. The city also encourages the migrants from a lower income background to move into entrepreneurship through various activities funded by EU grants, including training and business incubators. The city for example organised a [training course on Online Marketing](#) in 2018 together with the neighbouring Municipality of Agios Athanasios.

During last years a number of new actions have been observed organized by external stakeholders island-wide include the Erasmus+ project "[CREATION](#)", online event "[Entrepreneurship as a driver of migrant integration](#)", [Project Phoenix](#), project [FEMME- Fostering Entrepreneurial Mindset in Migrants through Education](#).

Suggestions

Similarly, to Limassol, In Montréal (Canada), particular efforts have been made to [integrate new migrants into the workforce](#). A work training programme led by the city government provided training for both qualified migrants and the human resource departments of local businesses to improve intercultural communication and therefore employment outcomes. In addition, the city's Economic Development Department provides funding for training in entrepreneurship for those from diverse backgrounds, as well as access to local entrepreneurship networks, to support those who want to create their own businesses.

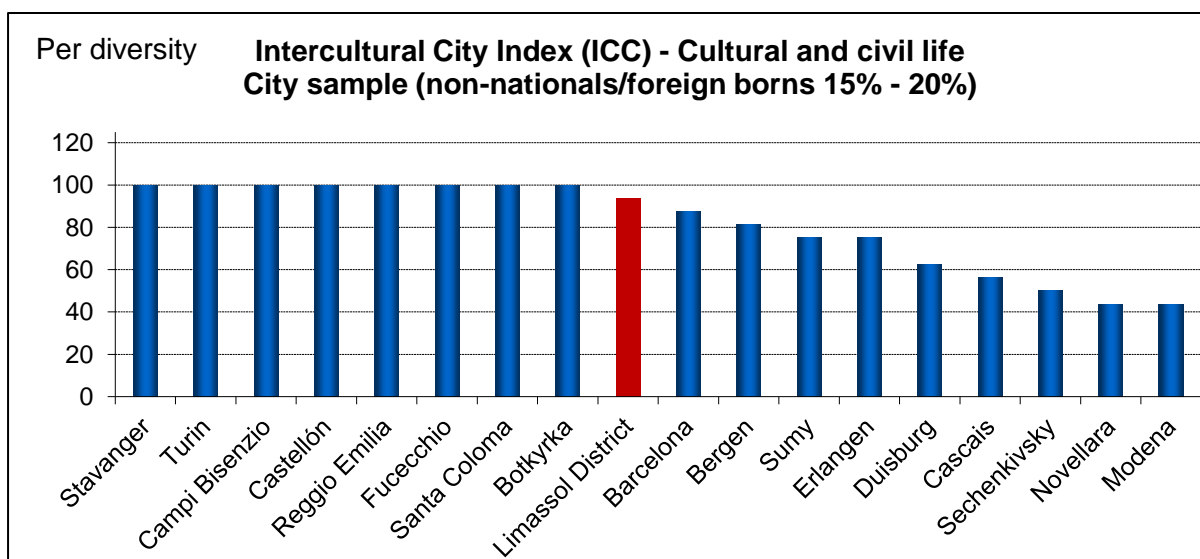
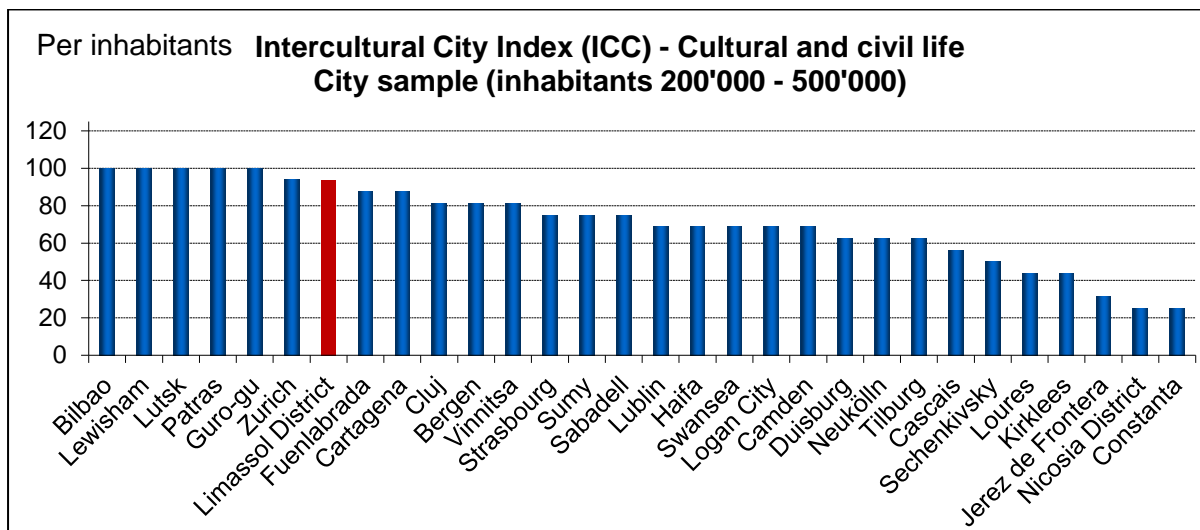
Furthermore, Limassol might utilise its strong tourism sector in a similar way to the city of Bilbao (Spain). Inspired by the model of the European network MIGRANTOUR, [Diversitours](#) has been developed as a specific intercultural business model, consisting of educational and community-led guided walk that contribute to the generation of new narratives for the targeted neighbourhood, empowering the local community through co-creation and implementation, while dismantling negative perception and stereotypes about the territory and its residents. Moreover, the project made two areas of the participating cities attractive for tourists in a responsible and sustainable way. In the course of the project, the two participating cities have developed a methodology for intercultural visits, tours and interaction experiences in neighbourhoods with high representation of migrant population.

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.

Limassol District achieved a rate of 94, which is considerably higher than the city sample's achievement rate of 73. This score confirms a wide range of cultural and civic actions ensuring intercultural integration for all citizens.¹⁰

¹⁰ Limassol (district) score in the extended Intercultural Cities Index on Cultural and civic life is also 94/73.



The Limassol municipality promotes access to culture for the whole population with a broad programme of free events and activities. The City Council uses interculturalism as a criterion when allocating funds to associations and initiatives. Limassol also has a policy to facilitate and support cultural manifestations and organisations founded by migrants. These organisations can address the municipality through the Intercultural Council and obtain various benefits including logistic support. This was the case, for example, for the [Vietnamese Festival in February 2019 and 2020](#) which enjoyed the participation of 7 000 participants of Vietnamese origin who are currently residing in the cities of Nicosia and Limassol. A number of art performances were performed by youth to the delight of the watching crowds and an “Ao Dai”, a Vietnamese traditional long dress fashion show, fascinated the audience and promoted Vietnamese culture.

The city regularly organises, co-organises, or supports intercultural festivals and other activities which encourage people from different ethnic backgrounds to interact. The [“Musical Footprints”](#) Festival held on the central Heroes Square has become a tradition. For twelve years this initiative has successfully promoted intercultural dialogue and cooperation among organisations, third country nationals who live and work in Cyprus, as well as the civil society of Limassol.

The municipalities in the Limassol District regularly (co)-organise and support various events and projects that encourage intercultural interaction, some of which are EU-funded including: [Neighbourhood day](#) (regional); [Cultural Summer](#) (K. Polemidia Municipality); [Musical Footprints](#) (Limassol Municipality); [Clarinet Project](#) (Ag. Athanasios Municipality) and [Anthestia](#) (Germasogeia Municipality); [Wine Festival](#) (Limassol Municipality).

In addition to this, the municipalities in the Limassol District encourage and support various (inter) cultural events thus promoting diversity through cultural festivals like the [Cyprus Russian festival](#), the [Chinese Cultural Festival](#),

[Euro Mediterranean Folk Star Festival](#), the [Limassol Ballet Festival](#), [Multicultural Dance Trip Festival of Ag. Athanasios](#) and bringing together various artists and individuals to celebrate cultural diversity. Limassol municipality often promotes intercultural events through its official [Facebook page](#), among other means.

A very interesting initiative was developed thanks to the ICC mini-grant scheme between the Municipalities of Limassol, Ioannina (Greece) and the city of Haifa (Israel) under the title [Youth water sports](#) in the context of "[Mediterranean Intercultural Cities Network: Youth – Sport – Inclusion 2021](#)". The three cities worked to produce a [policy brief](#) on the topic, allowing all Intercultural Cities to draw on the experience from the project. The policy brief concludes sports have a great ability to mobilise young people, to break down boundaries and organise them towards a common goal. The brief also states that although sport has been seen and recognised as one of the main inclusion drivers, its potential is far from realised in local government.

Limassol city encourages debates or campaigns on cultural diversity primarily through participation in European projects and the [Limassol Intercultural Council](#)/Regional Intercultural Network involving representatives of various migrant communities and other relevant stakeholders. Other activities in the district include [Snapshots From The Borders](#) (Ag. Athanasios Municipality), [MuNet](#) (management and the integration of Third Country Nationals in their local communities - Ag. Athanasios Municipality), Community Volunteerism Council of K. Polemidia has been involved in various [AMIF and Erasmus projects](#) on migration and many others.

Suggestions

In order to continue the good dynamic in the field of cultural and civil life, Limassol could take inspiration from the city of Copenhagen (Denmark). The Danish Centre for Arts and Interculture (DCAI) acts as a [‘centre of the mind’ or think-tank for the intercultural transformation of the cultural sector](#), rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence. The means to achieve this are through working with partners to make the presence felt of a new generation of Danish artists of immigrant background, who have grown up on the periphery of the five major cities of Denmark. DCAI is seeking to change the structures of representation so that the life experience of the migrant suburbs is fully reflected in the culture which remains dominated by the rural popular or urban high culture. It has canvassed migrants in the suburbs to gather their stories and images and encouraged the national theatres to widen their repertoire by engaging in co-productions and partnerships with artists of immigrant background. It also argues for them to increase access to broaden the audience in their own self-interest.

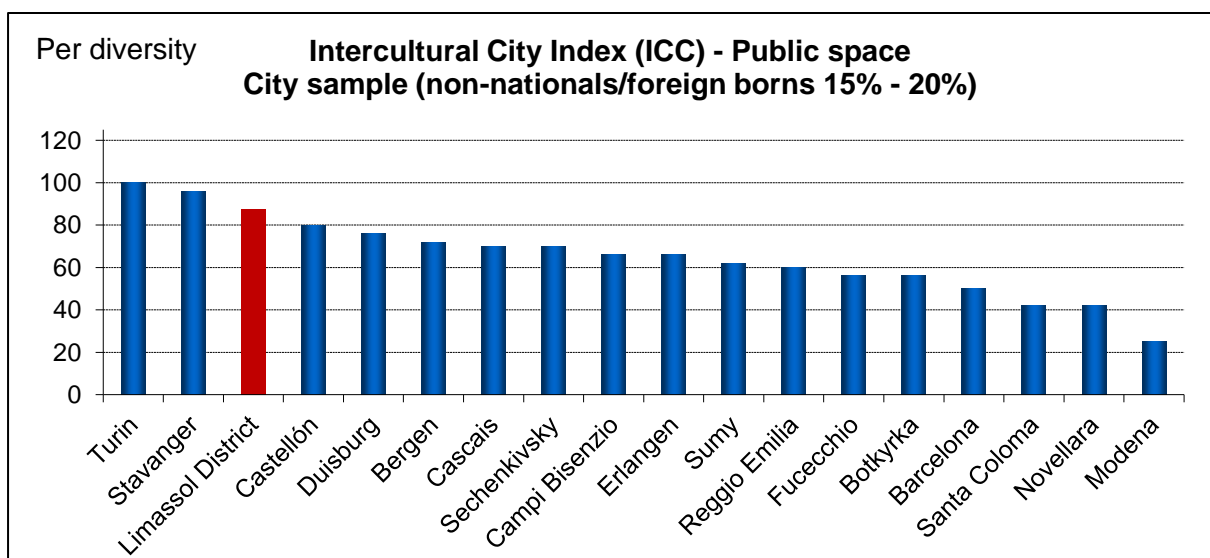
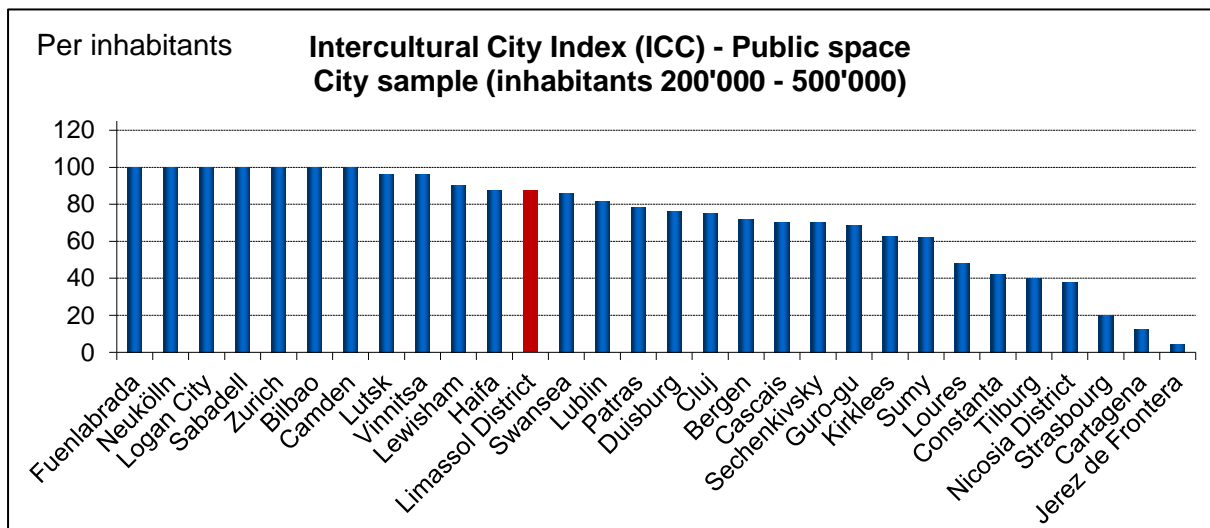
Based on the existing initiatives and the vitality of its cultural sector, Limassol could **draw an “intercultural map”** which would not only promote the events, but also the different areas of the borough and their businesses. For example, Melitopol (Ukraine) has included intercultural tourism and hospitality as one of its priority areas and has designed an “Intercultural Map” to showcase different ethnic restaurants in the city that specialise in cuisines such as Georgian, Karaim, Tatar, Hungarian, Jewish and German. A short video was also prepared about each ethnicity featuring costumes, music and traditions. The action raised awareness of Melitopol residents and its visitors about the intercultural history of Melitopol and boosted the number of customers for the participating ethnic cuisine restaurants. This action also relied on the close collaboration of local SMEs, local University historians and students and the Melitopol City Hall.

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 support by them.

Limassol District achieved a rate of 88%, which is considerably higher than the city sample’s achievement rate of 67%. Limassol offers numerous public spaces encouraging intercultural mixing through them.¹¹

¹¹ Limassol (district) score in the extended Intercultural Cities Index on Public space is 88/67.



The municipalities in Limassol District take action to encourage meaningful intercultural mixing and interaction in public spaces, such as public libraries, museums, and squares, among others. They also regularly organise visits for migrants and asylum seekers to cultural sites like museums. Such activities are funded by a current AMIF programme co-ordinated by the Limassol metropolitan and surrounding municipalities, whose terms can be consulted on the [dedicated page](#) on the city's website.

Limassol municipality takes into account the diversity of the population in the design, renovation and management of new public buildings or spaces. Public parks (including the Municipal Garden) and playgrounds are designed as places for intercultural mixing and are regularly visited by migrants, tourists, mixed and Cypriot families. There are several playgrounds and parks accessible to all which encourage intercultural mixing and interaction and many of which have been designed with the purpose of encouraging socialisation and interaction among all residents, such as [Molos](#) (multifunctional seaside park), [Limassol Municipal Garden](#) and [Zoo, Pano Polemidia Park, Garyllis Park K. Polemidia, linear parks](#), in the mountain district of Limassol such as Troodos and Platres there is the [Troodos square and playground, geopark, platres playground](#).

The city has developed mechanisms of public consultation in order to take into account the diversity of the population in the design, renovation and management of new public buildings or spaces. The city authorities follow all EU regulations regarding new urban developments, including the measurements of environmental and socio-economic impact. The Intercultural Council representatives are regularly invited to take active part in the public consultation process. For example, when the "2021-2027 Development and Innovation Strategy" and the city's "Cultural Development and Cooperation Strategy" as part of "Limassol Integrated Development programme 2021-

2035” were presented by the local authorities of the greater Limassol area, representatives of the Intercultural Council were also invited to the public consultation.

Additionally, the Intercultural Strategy of Limassol also proposes various [working groups on urban development](#), which are under the responsibility of the central government. The development of relatively under-developed areas, such as areas with a higher number of migrants, refugees, internally displaced people or Roma, are an integral part of the city strategy. An example of this are the developments around Misiaouli & Kavazoglou street which have been planned around social goals and include the creation of an Intercultural Centre.

Suggestions

Limassol has very good public space policies and involves all sectors of the community in looking forward into the future. In order to continue its progress in this area and address the threat of future ghettoization of some neighbourhoods, the city can be inspired by Bergen’s (Norway) [Public library initiative](#) where the city’s library has become a meeting place for dialogue and has increased the number of activities aimed at multiplying the meeting opportunities between Norwegian residents and the new-comers. The library has a learning centre and some learning activities including a reading group, an IT club for immigrants - run by a Somali refugee - and a “Norwegian language café”, in cooperation with the Joint Immigrant Council in Hordaland. The library also organises events during which the refugees can present their countries through an historical and socio-cultural lens and explain the reasons that made them feel unsafe in their homeland. The last event of this kind was on Eritrea and the attendance of Eritreans and Norwegian was equal in proportions.

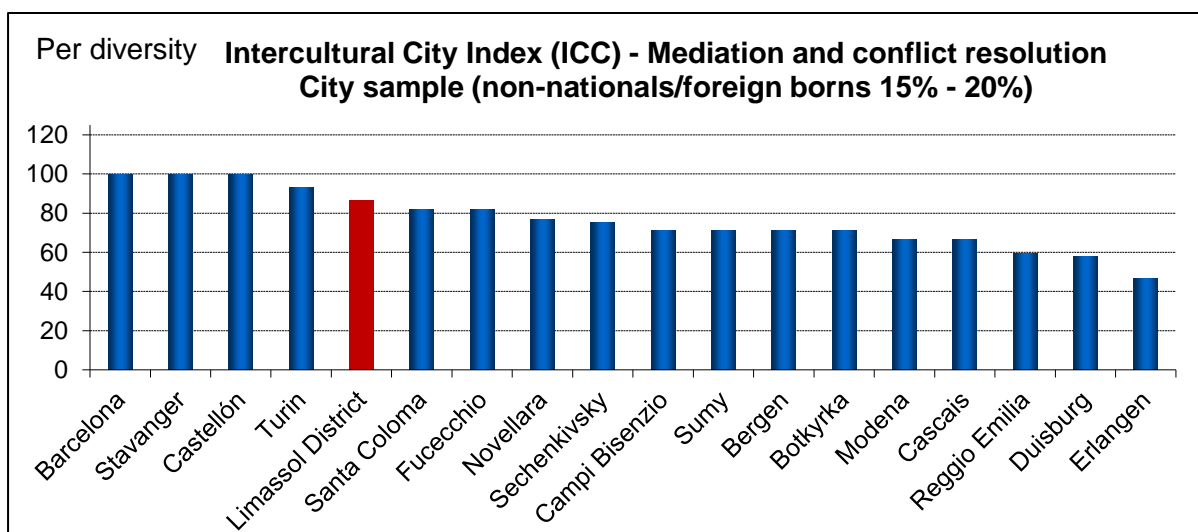
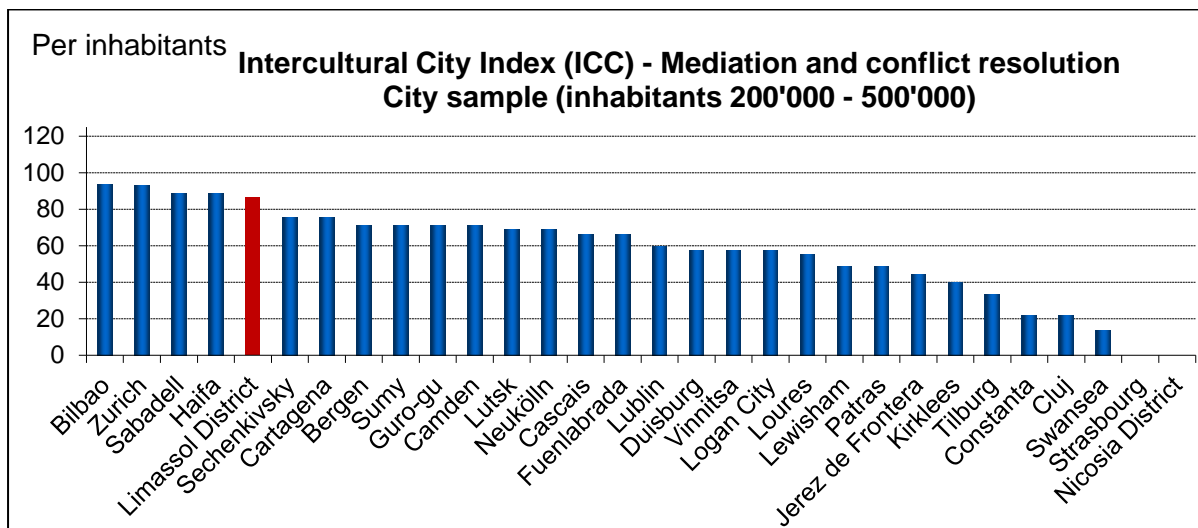
Another interesting example comes from Leeds, United Kingdom, where the city piloted [new ways of working to improve community cohesion](#) where new arrivals to the neighbourhood gave rise to some low-level tensions with more established communities. To address this, the city created a communications campaign to share messages that reinforce positive behaviour and warn of the potential consequences of poor behaviour in a simple and visual format that could be understood by speakers of multiple languages (wheelie bin stickers). The project also involved several sectors, including West Yorkshire Police, Leeds Anti-Social Behaviour Team and Communities, alongside partners to engage and bring local residents together to lead positive change in their area. A series of activities have taken place including weekly conversations, an ‘aspirations’ session with children, a community clean-up and a session where local roads were closed to create a play-space, facilitated by play workers and colleagues from Communities and Gypsy, Roma and Traveller Team.

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.

Limassol District achieved a rate of 86%, which is considerably higher than the city sample’s achievement rate of 58%. Despite a lack of specialised mediation services, the district provides the generic intercultural and conflict resolution services.¹²

¹² Limassol (district) score in the extended Intercultural Cities Index on Mediation is 86/56.



Limassol District has both a generic municipal mediation service which also deals with cultural conflicts (including those in the public space) as well as an intercultural mediation service run by civil society.

The intercultural mediation is divided among various instances including the municipal social services (including the Streetwork project), the intercultural counsellor who also coordinates the Intercultural Council, and NGOs working with migrants like [Mi HUB](#), [AGAPI](#) and the [Social Mediators Network](#) (stationed in Larnaca but includes members from other cities). The local police also have a Community Police Department in all major cities. Intercultural conflicts occur very rarely and in the case of increase of such cases, the municipality is ready to develop further measures.

The local Volunteering Community Councils often have the capacity to provide mediation services as part of their social work and welfare programs. Ypsonas municipality has recently established a [social support centre](#), while Kato Polemidia municipality provides [similar services](#) through its community volunteering council including mediation services, seminars and lectures.

Limassol does not have a local organisation which deals specifically with inter-religious relations. However, the city is relying on the [Religious Track of the Cyprus Peace Process initiative](#) (RTCYPP). Under the auspices of the Embassy of Sweden, this is a peacebuilding initiative with the religious leaders of Cyprus who are committed to work together for human rights, peace, and reconciliation. The office of RTCYPP contributes positively and constructively to the Cyprus peace talks with the help of the religious leaders of all main confessions.

The [Agapi](#) organisation in Limassol (Coordinators for the Regional Intercultural Network) has also actively encouraged inter-religious relations among individuals by organising various activities and friendship groups, celebrating various religious events such as Ramadan, Christmas bazaars and concerts (unfortunately these activities have been interrupted by the pandemic).

Suggestions

Various members of the ICC network have developed the 'horizontal' dimension to social relationships among diverse cities by developing cultural-mediation services, which use experienced professionals to address intercultural tensions. For example the city of Reggio Emilia (Italy) runs the [Centre for Social Conflict Mediation](#) which 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, noise, pets, private gardens; presence of animals; air pollution, informal groups of young people: and other uses of public space.

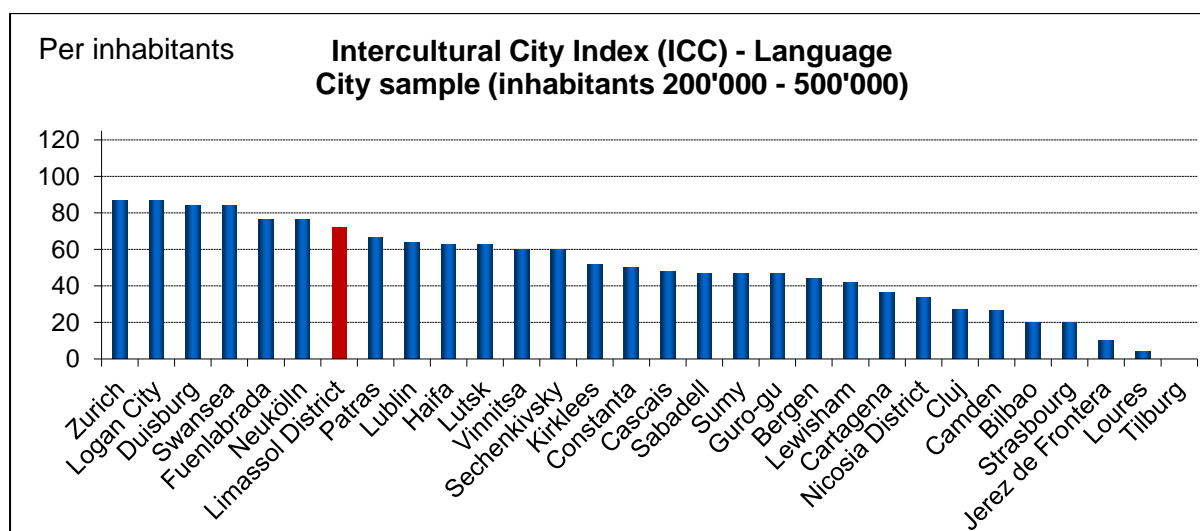
Another good example is Bergen, Norway. It is one of the cities that created a [municipal mediation service, with a specific focus on interreligious dialogue](#).

Sabadell, Spain, has some good examples of how to increase the understanding of different religions. The [map of the diversity of beliefs in Sabadell](#) shows all the spiritual, religious or non-religious and humanistic traditions present in the city. There is information about places of worship, when the religious groups meet, how to contact them, etc. The map is a tool to bring different religions closer and to encourage them to set up common projects. For the past ten years there has also been an open day including guided tours of places of worship to promote knowledge about religious diversity and freedom of conscience.

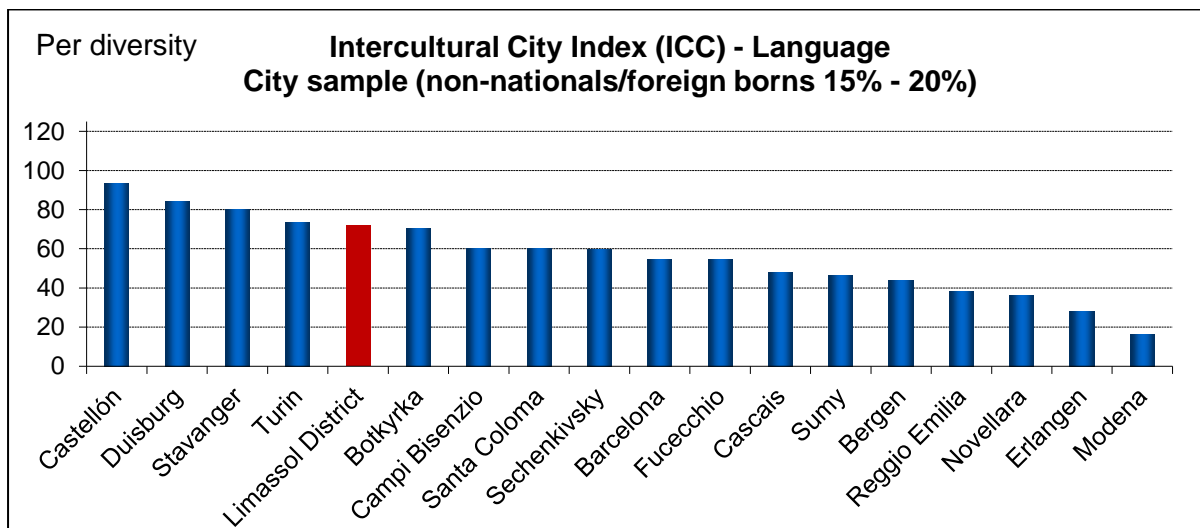
LANGUAGE

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.

Limassol (district) achieved a rate of 72%, which is considerably higher than the city sample's achievement rate of 45%. The city actively promote multilingualism and encourage learning of a wide range of languages.¹³



¹³ Limassol (district) score in the extended Intercultural Cities Index on Language is 72/43.



The municipalities of Limassol district are active in the provision of language learning services. During 2021-2022 the municipalities had a number of activities including: [Agios Athanasios municipality](#) has offered various languages (Russian, Greek, English, Turkish, Spanish, French, Italian, Turkish); [Kato Polemidia municipality](#) (Greek as a second language); [Limassol Municipality](#) (Russian, Greek as a second language); [Ypsonas municipality](#) (Russian).

The city of Limassol also proposes a wide range of language training activities, covered by the national authorities (Ministry of Education, Pedagogical Institute) and the civil sector (Cyprus Labour Institute).

There are [Adult Education Centres](#) of the Ministry of Education in the city, where the following foreign languages are taught: English, Arabic, Bulgarian, French, German, Greek (for repatriated Cypriots, repatriates, foreigners, asylum seekers and persons who are illiterate), Spanish, Italian, Romanian and Turkish. The development of new classes is easy and flexible, upon a request by a teacher.

In general, due to the history of the island, the English is widely spoken in the Republic of Cyprus, which facilitates the communication between migrants and locals to a great extent. Public servants are usually fluent in English.

The teaching of English language is mandatory in all public schools at all levels, while a number of languages are provided optionally, including French, Turkish, Russian, German and Arabic.

Limassol raise awareness about migrant/minority languages by providing logistical or financial support to newspapers in [English](#), [Russian](#), [Romanian](#) and [Bulgarian](#) languages. Their functioning is encouraged and facilitated by the city and the Intercultural Council. There are also privately owned Russian TV and Radio stations, whose activities go beyond the mass media and include social, cultural, business, and other fields. There are European and international newspapers available in Limassol supported/ encouraged by the municipality (i.e., Romanian, Russian, Bulgarian, English) as well as online media platforms in various languages which are not limited to the Limassol district although some are stationed there, such as the Russian radio and TV.

For example, Bulgarian media <http://bgfactorcy.net/>; Romanian news <https://www.facebook.com/z.r.cipru> & <https://www.facebook.com/jurnaldincipru/>; Russian Radio & TV <https://russianradio.cy/> & <https://en.russiantv.world/> & <https://www.kartina.tv/> or Cyprus Chinese Radio <https://liveonlineradio.net/cyprus-chinese-radio>

The city seeks to give a positive image of migrant/minority languages by supporting various cultural events and projects. Limassol supports various cultural events and projects including: a municipal website in Greek, English and Russian; intercultural shelves in the Public Municipal Library; the Day of Europe, [Cyprus Russian festival](#), [Chinese Cultural Festival](#), [Euro Mediterranean Folk Star Festival](#), [Limassol Ballet Festival](#), [Multicultural Dance Trip Festival of Ag. Athanasios](#), [Vietnamese Festival](#). The Limassol mayor has also actively supported businesses, institutions and movements that involve migrants and promote diversity (i.e., DOREA and Euro-Arab Youth Music Center, L.I.T.C. Russian-English School (attending school celebrations), lighting the municipality building in the colours of the flags of various countries in celebration of important events (i.e., Romanian National Day), World Poetry Day by Cultural Movement Epilogi, "Musical Footprints" intercultural festival.

Suggestions

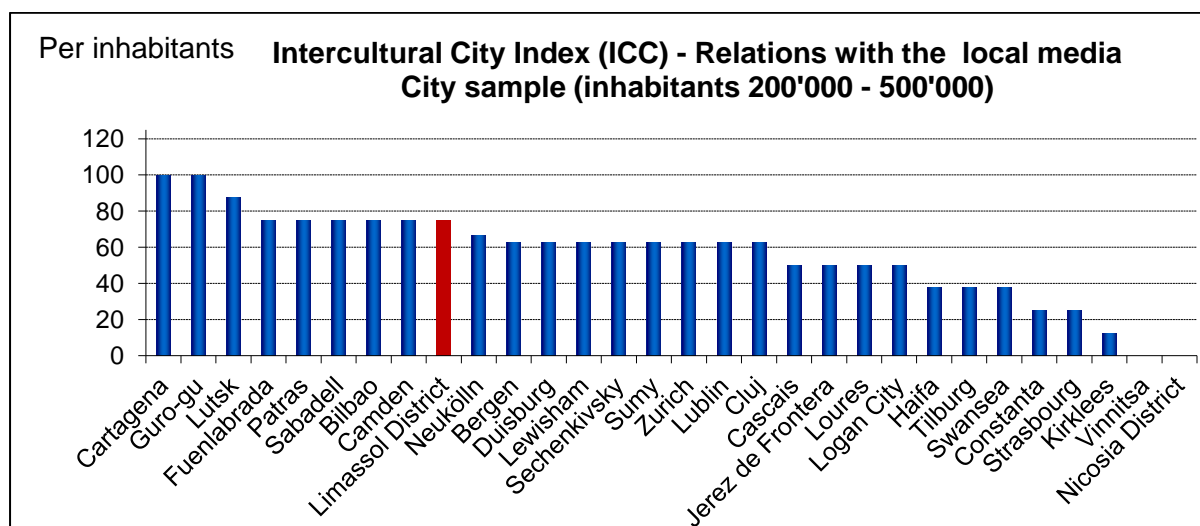
Given Limassol's dedication to promoting language and bilingualism, the city may want to look into [Barcelona's learning programme for family members' languages](#) in order to promote multilingualism at school and in the city. A learning programme for family members' languages - recognising and promoting the linguistic diversity in Barcelona's neighbourhoods - has been launched to: i) foster multilingualism in the city and within the educational system, ii) enable and strengthen links between the educational community – schools and Parents' Associations (AMPAs) – and the communities of each neighbourhood, iii) and turn schools into a welcoming and meeting space for families from various cultural contexts. Implemented in different districts of Barcelona, the project has been launched through different actions.

Another good practice which if applied could be very valuable to Limassol is also implemented by Barcelona (Spain). [The Barcelona Centre for Linguistic Normalization](#) (CLN) welcomes over 17,000 students from 127 different countries. The classes are thus an active example of diversity and the respect of difference. It is for this reason that the CNL has adopted intercultural dialogue as one of the strategic values of its educational project, in which new arrivals are acquainted with the characteristic traits of Catalan culture, not in terms of a single, homogeneous model but rather from the position of exchange, plurality, interaction and the miscegenation and hybridisation of culture.

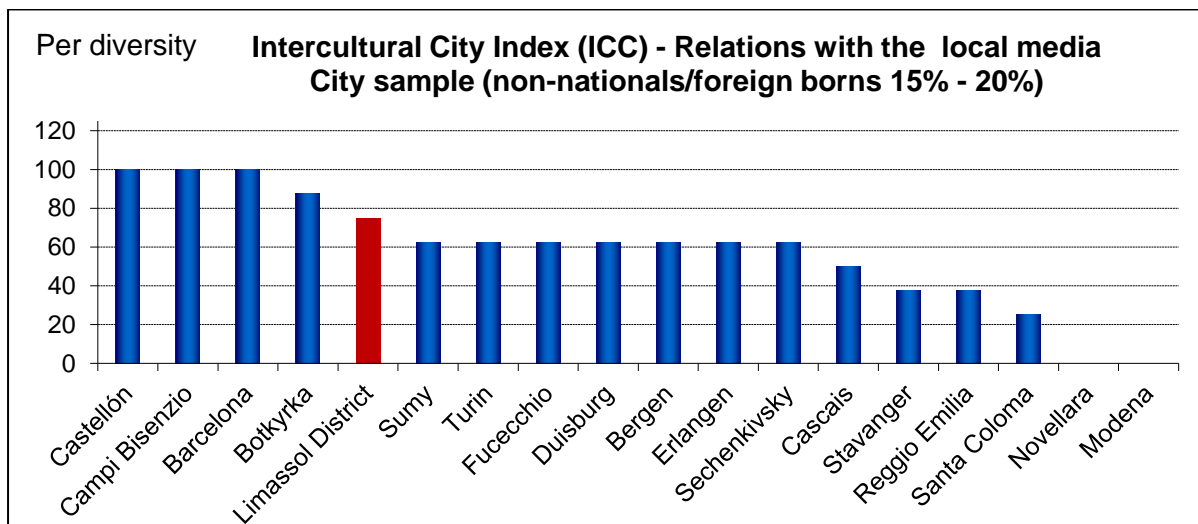
MEDIA AND COMMUNICATION

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.

Limassol District achieved a rate of 75%, which is considerably higher than the city sample's achievement rate of 47%. The score confirms that the city is promoting the intercultural through all available means.¹⁴



¹⁴ Limassol District score in the extended Intercultural Cities Index on Media is 67/46.



Limassol municipality has a communication strategy which is an integral part of the Intercultural Action Plan, implemented through the AMIF funded project “Limassol – one city, the whole world”. It combines various interesting activities for the media such as press conferences with the participation of the mayors of all municipalities in Limassol, [website](#) and [social media, project page](#).

The communication strategy aims to improve the visibility and positive image of persons with migrant/minority backgrounds in the local media. The city monitors the way in which traditional media portray persons with migrant/minority backgrounds. In addition, the city is currently in the preparatory stage of an Anti-Rumours Strategy, based on the Council of Europe methodology which is partially funded by the Council of Europe through the Intercultural Cities programme. The strategy aims to mobilize local civic and media stakeholders.

Limassol’s Intercultural Council monitors various types of media and prepared a public statement on how to portray persons with migrant/minority backgrounds in order to avoid negative stereotypes. A number of other NGOs with similar missions work on the city’s territory and their opinions are usually taken into serious consideration by the city.

Suggestions

As the city undertakes monitoring, it could consider training for the media in areas where it notes a need within a particular theme or approach. Limassol may wish to consider the good practice from the city of Sabadell (Spain). The city has a [welcoming programme and a communication campaign](#) associated that includes images, posters, press releases and social networks. In addition, the communication department is instructed to highlight diversity as an advantage. The city monitors local media and social networks to know how they represent migrants or minority groups. Indeed, when local media portray people with migrant/minority backgrounds through negative stereotypes, the communication department contacted the concerned media to explain the City Council’s communication policy. Additionally, the city has carried out training sessions addressed to media to avoid negative stereotypes under the Antirumours Strategy "Sabadell Antirumors".

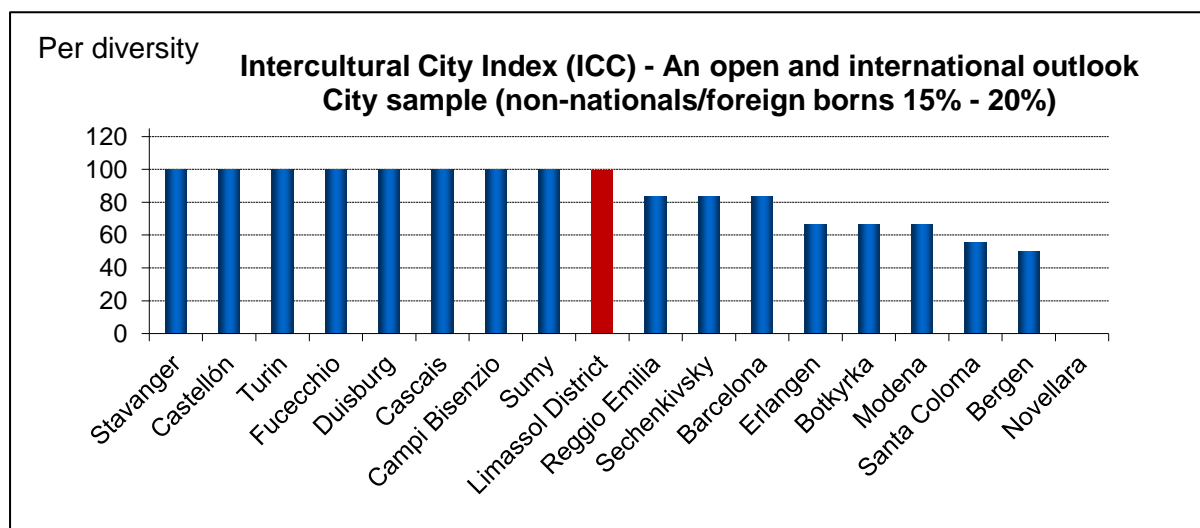
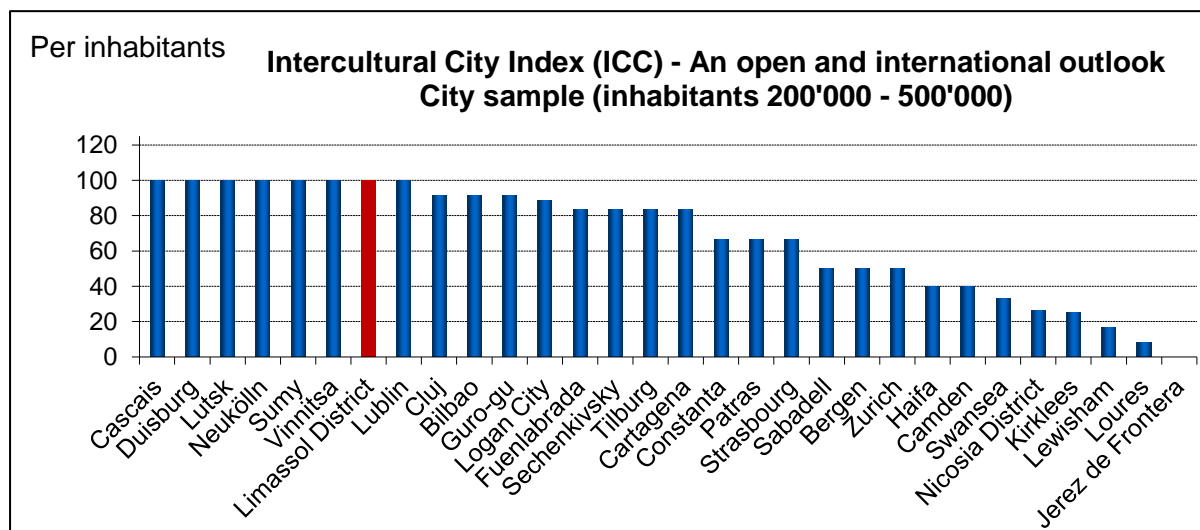
Another good example is the [media and social media intercultural literacy initiative](#) in Ansan, South Korea, which includes a multicultural newspaper subscription project which aims to provide non-nationals with a range of information and inform them about the city’s policies. The multicultural newspaper is published twice a month, with a circulation of 20,000 copies. The city invests 30 024 000 KRW (approximately 23 400 euros) annually in this project. The Ansan City media department also works with broadcasting companies in South Korea to publicise international cuisines, intercultural education, intercultural streets, and the Ansan City non-nationals policy. In 2019, seven episodes were filmed and aired. As part of its non-nationals’ employment support initiatives, Ansan City also runs a course for Information Technology Qualification (ITQ) test-takers. As part of the vocational capacity building education, the city runs classes to teach residents how to use YouTube, social networks, and blogs.

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.

Limassol District achieved a rate of 100, which is considerably higher than the city sample's achievement rate of 70. Limassol actively promotes international cooperation in various fields and its intercultural outlook.¹⁵



The municipalities in Limassol District have diverse policies to encourage international collaboration in economic, cultural, and other spheres. Cyprus has developed national policy mechanisms for financial, cultural, educational, and various kinds of (para)diplomacy. Over 200 000 new companies are registered in Cyprus every year, which is a high number considering the size of the country. As such, Limassol has a long tradition of international cooperation as the financial centre of Cyprus and the eastern Mediterranean region. The city is the seat of the Cyprus International Business Association (CIBA) and of many bilateral chambers of commerce. Being supportive to such national and international initiatives, Limassol also developed a network of twinned cities and regularly maintains relations with them. Numerous city missions which combine political, cultural, and financial stakeholders organise visits to other cities (e.g. St. Petersburg, Russia; Alexandria, Egypt and Marseille, France). Additionally, the city participates in several thematic networks, including [Medcities](#) and the [Global Covenant of Mayors for Climate and Energy](#). It is also a member of the [Business and Professional Women \(BPW\) Cyprus](#).

As mentioned earlier in the report under public services, Limassol developed the local "diversity for business" project with the participation of numerous employers, associations, chambers of commerce, trade unions, youth NGOs and universities. A series of focus-group meetings produced the Intercultural Twinning Declaration of the Municipalities of Limassol and Ioannina, dedicated to the role of cultural diversity for inclusive growth. The "diversity for business" project was also responsible for translating the [ICC Step-by-step guide into Greek](#).

¹⁵ Limassol (district) score in the extended Intercultural Cities Index on International outlook is 100/69.

The Municipalities in Limassol District seeks to develop business relations with countries of origin of its diaspora groups. Limassol is home of numerous bi-lateral chambers of commerce ([Cyprus-Russia](#), Cyprus-Vietnam, [Cyprus International Business Association](#), etc). The city's urban development is largely based on foreign investment and the municipalities provides a vibrant environment for them. Recent bi-lateral activities include [Limassol Municipality enhancing cooperation with Weinan city, China](#);

As previously mentioned, for its contribution to the Intercultural Dialogue, Limassol was awarded by the prize of the [1st Euro-Mediterranean Capital for Dialogue in 2021 by the Anna Lindh Foundation](#), which demonstrates the strong international outlook of the city.

Suggestions

This is another area of strength for Limassol. In the spirit of learning, Limassol municipalities have developed their international outlook through twinings, agreements and cooperation protocols. To continue this dynamic, the city may wish to consult the good practice of Reggio Emilia (Italy). The Municipality of Reggio Emilia has [a wide network of international contacts and projects aiming to share the city's best practices and opinions world wide](#). The city has established through the years a set of twinning and friendship agreements reaching to 15 official international institutional relations which are to be implemented through continuous exchanges of delegations study visits, conferences on topics of common interests, international joint project (such as EU projects or development cooperation projects). It includes cities in: Spain, France, Poland, Germany, Croatia, USA, Rep of Moldova, Serbia, South Africa, Mozambique, Brazil, China, Palestinian Territories , Saharawi Republic, Morocco. Besides these official relations the city participates to various different European Projects (within INTERREG , URBACT , LIFE programmes...) and International Networks (SERN, ALDA, EUROTOWNS). In 2008 RE was awarded the title of Italy's most intercultural city, it has a platform to lead a movement to counter the prevailing isolationist rhetoric.

Limassol municipalities might also follow the sample of Santa Maria da Feira (Portugal) where diversity and migration are perceived as a window to explore new opportunities and markets. The Municipality is planning the launch of [an online platform that will link local business owners of all backgrounds with the Portuguese diaspora](#) and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships. The Municipality has regular business exchanges with Kenitra, Morocco.

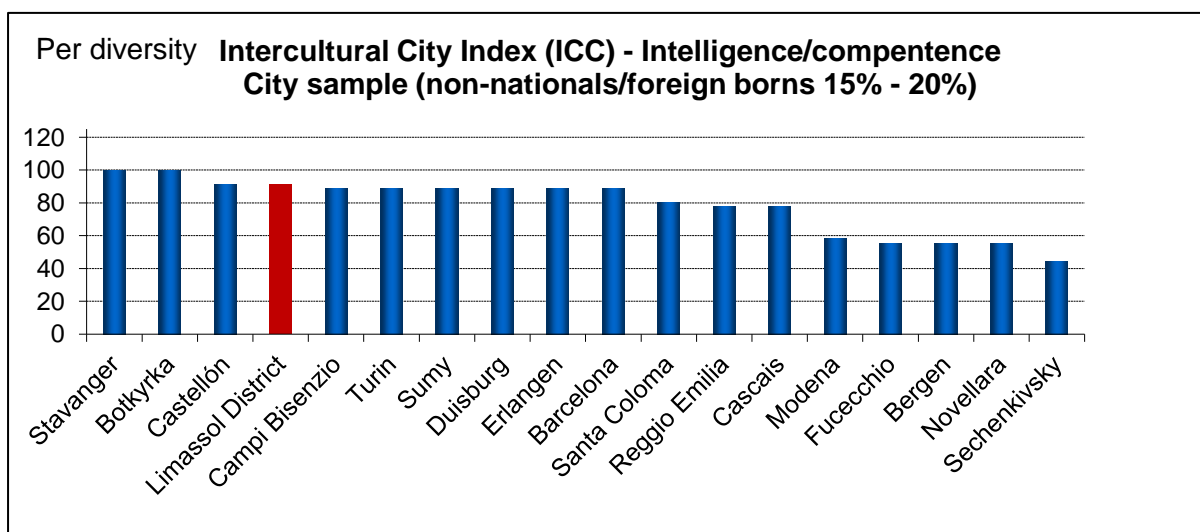
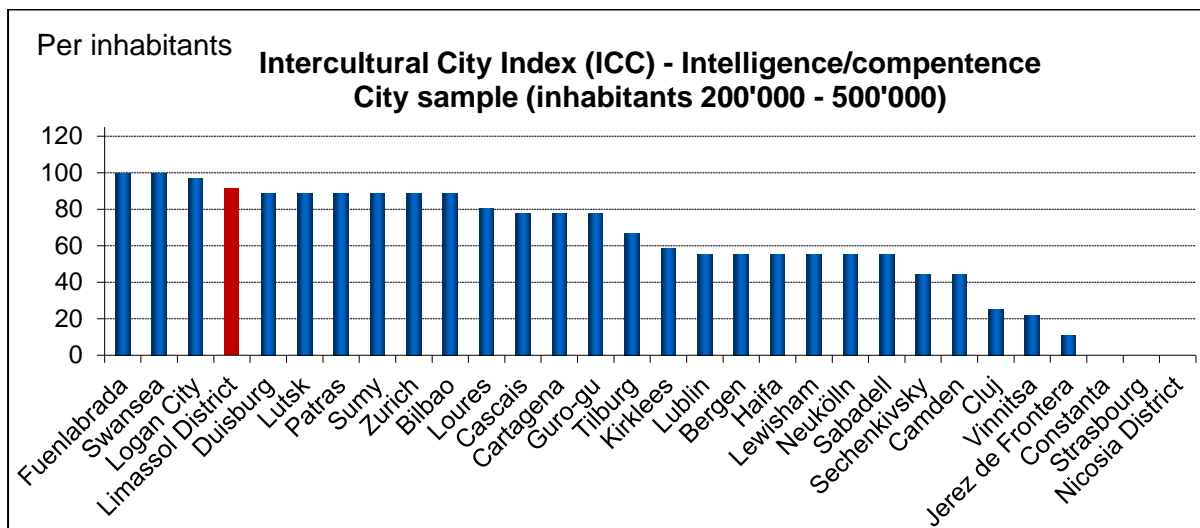
Limassol may also wish to draw inspiration from [Leeds, United Kingdom](#), who show similar practices through a policy to encourage international cooperation in economic, scientific, cultural, or other areas. The policy further has a specific financial provision and the city actively takes action to further the international relations. The city has an International Relations Team who 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. The team works closely with schools and the Children and Families Directorate to carry out projects which promote a sense of global citizenship in the younger generation. The city also runs an International Relationships Blog.

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.

Limassol District achieved a rate of 91%, which is considerably higher than the city sample's achievement rate of 60%. Another field where Limassol advance. It monitors and collects intercultural data and uses it in its evidence based policies.¹⁶

¹⁶ Limassol District score in the extended Intercultural Cities Index on Intercultural intelligence and competence is 94/56.



The municipalities in Limassol District, through different external collaborators, collect statistical and qualitative information about diversity and use it in the policy formulation process. When needed or requested the Intercultural Council and Network collect varied information and provide necessary support to the municipal administrations. Another platform for the intercultural data collection is the AMIF funded project “Limassol – one city, the whole world”, through which the local and national government level obtain narrative and technical reports.

The city itself does not have its own competences/capacity/responsibility to carry out surveys including questions about the public perception of migrants/minorities. However, such surveys are regularly organised by [private sector organizations and universities](#).

Limassol municipality promotes the intercultural competence of its officials and staff in the administration and public services through interdisciplinary seminars and networks, training courses and other activities. For example, they include workshops organised under projects (AMIF) like ‘Limassol – One city, the whole world’ involving various municipalities in Limassol; workshops by Agios Athanasios municipality on [“Migration flows and integration management” \(2017\) by the Mediterranean Migration Network](#) and the participation of Limassol Municipality and Intercultural Council and Network in the Intercultural Cities programme of the Council of Europe. Limassol municipality staff have presented their work in UNHCR’s annual Integration Conference, as well as in the European Migration Network (EMN).

Suggestions

Limassol has a high score in intercultural intelligence and a strong relationship with partners. It may be interested in the experience of Botkyrka (Sweden), which offers [another example of a successful implementation of the intercultural approach](#). Botkyrka municipality, the most ethnically diverse municipality in Sweden, took the lead to

promote such a change and started working to create the same possibilities and life opportunities for all individuals to enable all citizens to fully express their identities as a prerequisite for the growth and sustainable development of the city. To do so, Botkyrka chose an innovative approach to diversity: the intercultural policy model. Being an intercultural competent city means thinking, acting and planning in an intercultural manner. A cross-party consensus on intercultural integration is fundamental to ensure the long-term implementation of the related policies. Another key to a successful implementation of the intercultural approach is the development of a critical, systematic and constructive analysis of the practices and activities within the administration, at both strategic and operational levels. The third and last element is to set up a global strategy for inclusive integration, and to regularly monitor it.

Another good practice would be the city of Auckland, New Zealand, where all 170 elected members have a role description that includes [cultural awareness capability](#), requiring members to: understand and empathise with different people and cultures within the Auckland community; respect and embrace differences and diversity in a non-judgemental way; support equal and fair treatment and opportunity for all; understand the Māori Responsiveness Framework and the council's responsibilities under the Treaty of Waitangi; make an effort to support and use Māori and other languages where possible and appropriate; as well as to respectfully participate in cultural activities and ceremonies when required.

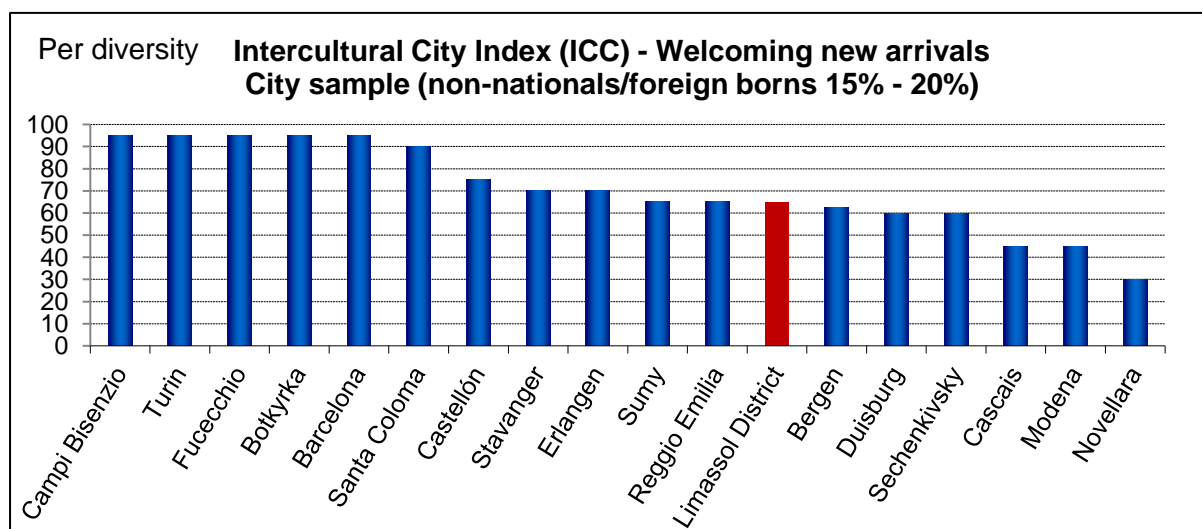
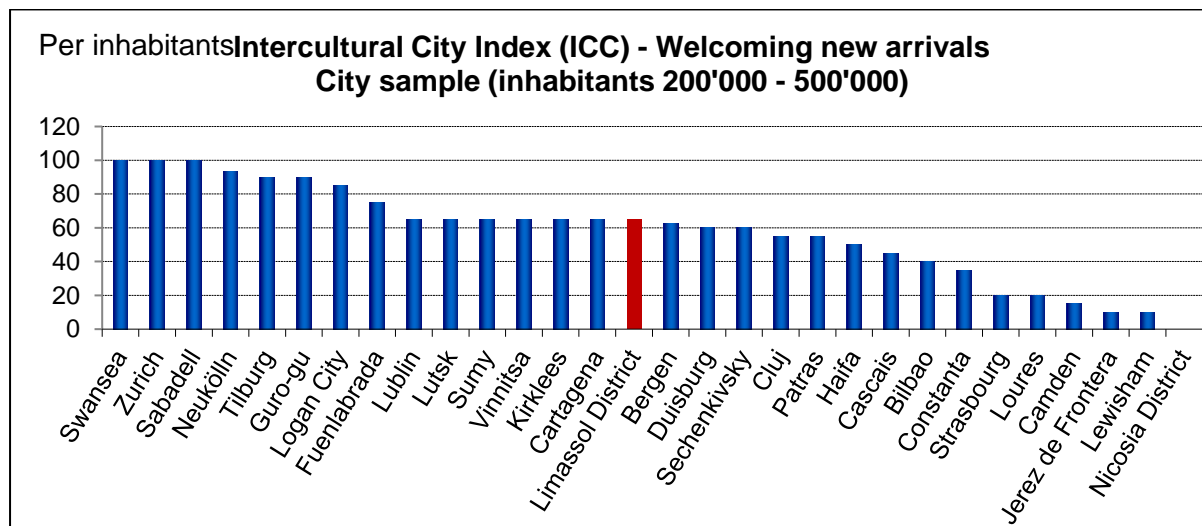
Another good practice that could be interesting is [the reflection on education and interculturality](#) in Spain, Barcelona. The BCN Interculturality Programme has encouraged periodic collaborative meetings with the technical area of Barcelona City Council 's districts in order to promote better policy implementation with regard to diversity with an intercultural perspective. These meetings have a training part on the different lines of action and another to exchange experiences, focused on areas of interest for adding an intercultural perspective to public policies (linguistic diversity education, participation, etc.). They allow participants to catch up with developments and the various districts to share the growing presence and relevance of an intercultural focus and the consolidation of related projects carried out by the districts.

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.

Limassol District achieved a rate of 65%, which is higher than the city sample's achievement rate of 57%. The score confirms that the district offers aid and welcoming services to newcomers.¹⁷

¹⁷ Limassol District score in the extended Intercultural Cities Index on Welcoming Newcomers is 65/60.



The Cyprus Information [Guide for Third Country Nationals](#) has been produced as part of an action co-funded by the AMIF and the Republic of Cyprus (Arabic, Filipino, Russian, Sinhala, Tamil). Additionally, a welcome [information guide](#) has been created by UNHCR Cyprus for people seeking international protection including information on emergency services, embassies, education system etc. (English, Arabic, French). Universities also have their own welcome packages and offices i.e., [TEPAK International Students Support Office](#) (English, Greek), Useful information for newcomers is also available on the websites of the municipalities in Limassol (Limassol municipality – Greek, English, Russian) (Agios Athanasios municipality – Greek, English). The various municipalities have their own websites with specific information for residents including events and resident support. The main Limassol municipality also includes a city guide with information about the city and the municipality including its social and other programmes, cultural events, residents' information and support, legislation, etc.

Other activities such as the “Sundays for you” (part of the AMIF-funded project “Limassol-One City, the Whole World”) have also provided welcoming introduction and even counselling (not only for newcomers).

The city services and agencies provide welcome support for various groups of newcomers. Additionally, a number of private stakeholders, including AGAPI Cyprus, provide welcome support for particular groups of newcomers. AGAPI Cyprus is a member of the Intercultural Council of Limassol. Furthermore, Limassol University welcomes foreign students and the national authorities welcome unaccompanied minors.

While the municipality departments/services do not provide a comprehensive welcome support for specific groups, there are various social programmes within the municipalities which deal with these groups (i.e. [ΞΧΕΑΙΑ](#), [Social Market](#)). Local NGOs who work closely with migrants in the context of humanitarian work also provide welcoming support (AGAPI Limassol who are the Network Coordinators for Limassol District and Limassol MiHub which is a member of the Intercultural Network).

Suggestions

Limassol may wish to look into an interesting example from Braga (Portugal). In 2018 the city of Braga launched the "[Braga Incoming Programme](#)", a digital tool that aims to help newcomers with much-needed information for their integration into the city. This programme was developed as part of a welcoming and social integration policy. Braga Incoming provides all new Braga residents and visitors with a digital tool that will help them adapt to their new host city. Besides, the application is also a means of contact between the municipal entities and the communities already settled in the city. The app contains all kinds of useful information (about schools, parishes, health centres, consulates) which is regularly updated and easy to get. In order to offer a full portrait of the city and promote interaction, the application has a strong focus on cultural aspects, ranging from information on the show spaces to the available local media. The mobile application is free and available on Apple Store and Play Store.

Another good example are the [refugee reception and integration policies](#) in Botkyrka (Sweden), which have been researched and developed for the local context. The questions posed through the pilot project have been answered by an analysis of the outcomes of focus groups and interviews, as well as based on existing policies and research on migration, integration, and human rights. The results derived from the pilot project show that intercultural reception is created in both interaction with refugees and newcomers, and on a structural organisational level. This entails looking at individuals as resources, affirming everyone's intrinsic dignity, providing the right information at the right time, encouraging awareness about standards and reasons behind social mobility, cooperating with civil society and NGOs and empowering newcomers in their self-organisation.

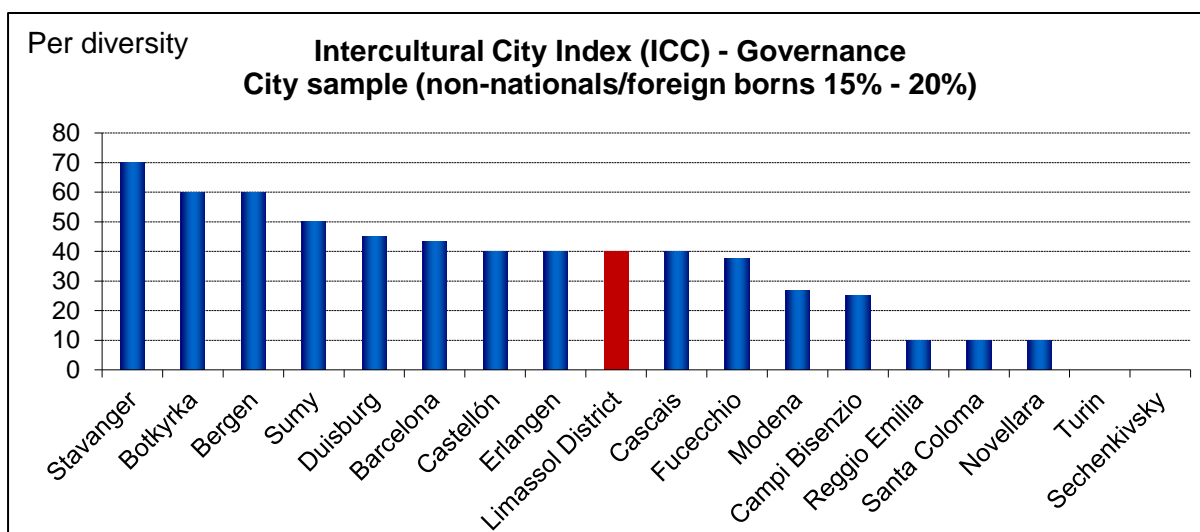
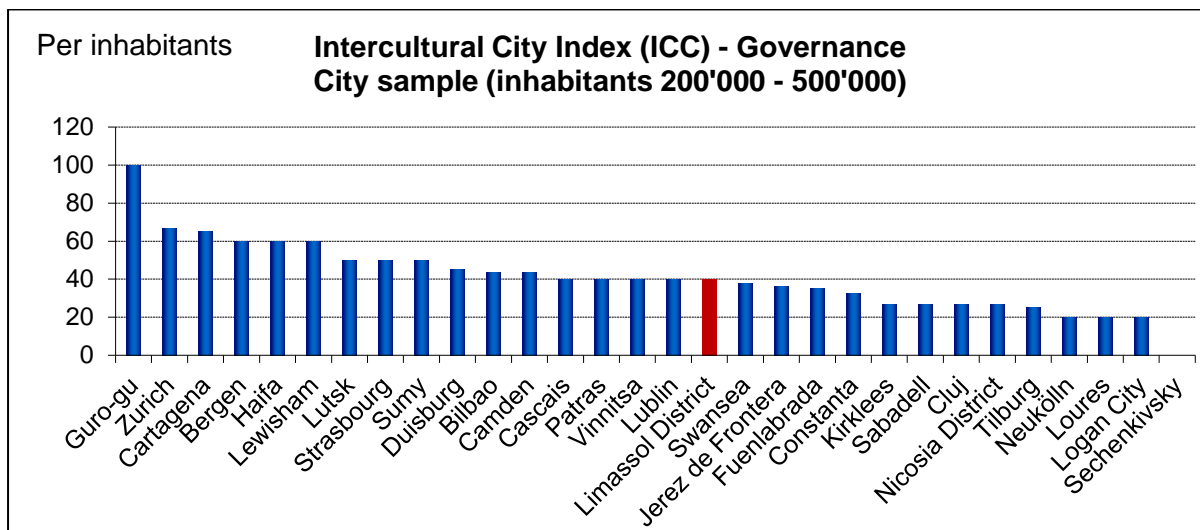
In [Montreal \(Canada\)](#), the Diversity and Social Inclusion Department now includes an Office for the Integration of Newcomers in Montreal (BINAM), which enables it to work hand-in-hand with the city's various other departments and directorates to ensure crosscutting, effective and concerted action. The office helps newcomers familiarise themselves with the way the various institutions operate and with trends in the labour market, while acclimatising with the host society and all areas of life in Montreal. It helps to bring players in the business sector, community sector and social services together to prepare the host society for the arrival of and harmonious coexistence with newcomers, with a view to speeding up the process of their socioeconomic integration and maximising their participation in community life in Montreal. A digital solution called "Montreal, a new beginning" has been launched to inform newcomers about local services and settlement support programmes.

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.

Limassol District achieved a rate of 40%, which is slightly higher than the city sample's achievement rate of 36. The city proceeds with certain actions encouraging the participation of diverse communities in the decision-making process.¹⁸

¹⁸ Limassol District score in the extended Intercultural Cities Index on Citizenship is 46/47.



In Cyprus, nationals of member states of the European Union, who can provide information that they have taken steps to be included in the relevant voting catalogues can stand as well as vote in the local elections and for the elections of the European Parliament. Migrants, minorities, people with migrant background or with dual citizenships are not explicitly targeted and encouraged to participate as members by the current political parties' system as there are no quotas or specific criteria for these groups. Still there are examples of participation of migrants on the municipal election list.

In 2017, the Municipality of Limassol established a consultative body which involves migrants/minorities, other citizens, as well as relevant public institutions, organisations, and experts, through which persons with migrant/minority backgrounds can voice their concerns and advise the municipal council on various diversity and integration matters. The Intercultural Council of Limassol advises the Municipal Council on intercultural policies. More than 40 migrant NGOs, diplomatic representations, labour unions, local cultural NGOs, development NGOs as well as youth and minority NGOs are members of the Intercultural Council. The Intercultural Strategy 2018-2020 was developed, put in place and evaluated through collaboration between all members. The work of the Intercultural Council is continued through Limassol Regional Intercultural Network increasing the scope to the district level, beyond the municipal borders. The Regional Intercultural Network is using a similar participative process for the development of the second edition of Limassol Intercultural Strategy (2022-2025).

Migrants are regularly involved in the political life either through the Intercultural Council/Network or through various activities prepared by the local, national and the European authorities (e.g. European elections). The Intercultural Council was invited to and involved in the development of a Comprehensive City Strategy for the period 2021-2035. The Intercultural Counsellor, appointed in April 2020, is regularly invited to the meetings of the European Affairs Committee, and to the meetings of different cultural organizations which were set up by the municipality.

Suggestions

Limassol District may find further inspiration from the city of Ballarat (Australia). The [Intercultural Ambassador Program](#) aims to enhance community awareness and social acceptance in Ballarat, foster leadership within multicultural and Indigenous communities, and highlight the positive contributions migrants and Indigenous Australians make to our community. Ambassadors are appointed every three years, with recruitment for our newest program anticipated in 2021.

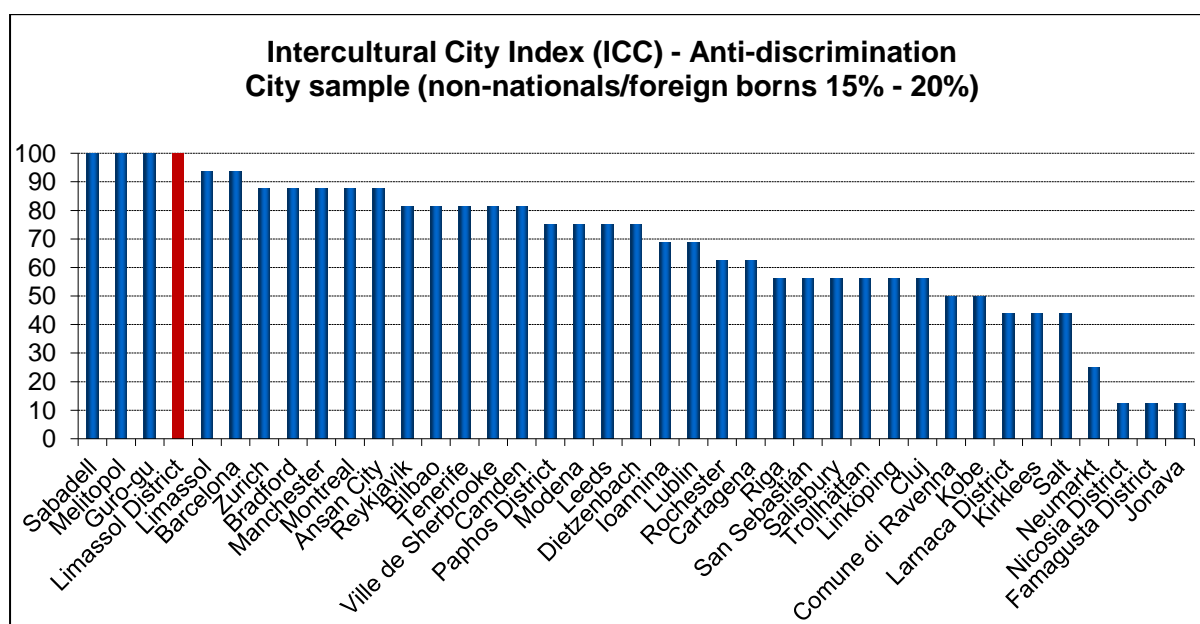
Limassol district municipalities might also find inspiration from Dublin (Ireland) where they have implemented [Public Participation Networks \(PPN\)](#) which enhance community participation in local government, promotes social inclusion and links citizens with local authorities. The Dublin City PPN is the main link through which Dublin City Council connects with the community and voluntary, social inclusion and environmental sectors. It is conceived as a formal structure for active citizenship and participation, providing a link for the local authority to connect with community groups promoting consultation, as well as to facilitate and articulate a diverse range of views and interests.

The London Borough of Lewisham, United Kingdom also gives a good example with its [Young Mayor initiative](#) - a robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The young mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget to initiate a programme of work, as well as to scrutinise the work of Lewisham mayor and of the city council.

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 in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 39 cities have replied to this new Intercultural Cities Index chapter. Limassol District's rate of achievement in the field of anti-discrimination is 100% with the city sample of 67%. The score confirms that Limassol provides strong anti-discrimination commitment and action.



The lack of a unified local authority for the Limassol District means there is a lack of coordination on adopting and implementing strategic documents throughout the municipalities and local councils. There is no evidence that a single charter or another binding document proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation in the municipal administration and services, but all local authorities follow national anti-discriminatory legislation. In January 2018, in a joint session of the Municipal Council and the Intercultural Council of Limassol, adopted the [2017 ICC Lisbon declaration](#) together with the Intercultural Strategy which was inspired by the Council of Europe's Intercultural Cities programme good practices database.

The city provides financial and/or logistical support to civil society organisations that advise and support victims of discrimination. Through participating in the Intercultural Council, NGOs could obtain various kinds of non-financial support, including facilitation of permissions for public events, meeting venues and capacity building activities. The municipality of Limassol gives recommendations related to the citizens' rights and procedures and is planning to open an Intercultural Centre that will provide regular support and better communication capabilities with the stakeholders.

The various municipalities provide social services and engage in various social programmes and support could be provided through these. The Intercultural Council also has the capacity to provide advice on issues of discrimination. However, support to victims of discrimination usually comes from civil society organisations and at the national level.

Additionally, Limassol runs anti-discrimination and awareness campaigns within the framework of the ["Limassol – one city, the whole world"](#) project, funded by the EU AMIF and the Republic of Cyprus. The geographical scope of the project creates a network which includes municipalities of the greater Limassol area. The city also addresses the issue of discrimination through its participation in the European Migration Network (EMN) which is run by the Immigration Department of the Ministry of Interior of the Republic of Cyprus.

In April 2021, municipalities in the Limassol District, had the opportunity to participate in a training on the Anti-rumours methodology, through a funding agreement with the Intercultural cities programme of the Council of Europe, with the aim to develop and implement their own Anti-rumours Strategy. The first campaign was implemented between October 2021 and February 2022, where visuals of famous Cypriot sport champions with a migration background were promoted through social media with the slogan "Diversity enriches us!". Furthermore, the preparatory and implementation activities of the Anti-rumours Strategy has been financially supported by the EU AMIF fund. The anti-rumours strategy will continue with the work of the Regional Intercultural Network and a [training course was held for members of the Network on 22 April 2022](#).

Suggestions

The efforts in the area of anti-discrimination are important as they engender a 'diversity advantage' by ensuring that all individuals are able to develop their talents to the full, without barriers being placed in their way.

The municipalities in the district of Limassol might look at an interesting practice from Oslo (Norway). The [mediation panel](#) organised by the Norwegian Peoples Aid is a service where victims of discrimination can present their complaints, get advice, and engage in dialogue through mediation with the offenders the police and the discrimination tribunal in cases that do not meet the criteria of documentation and evidence required by the law for prosecution. The panel provides professional mediation services; outreach and counselling to victims organised by the Norwegian Centre Against Racism and Queer World; courses for businesses, organisations and public services on how to recognize and prevent discrimination; and an annual conference on human rights, in collaboration with the Oslo Pride Foundation and other stakeholders.

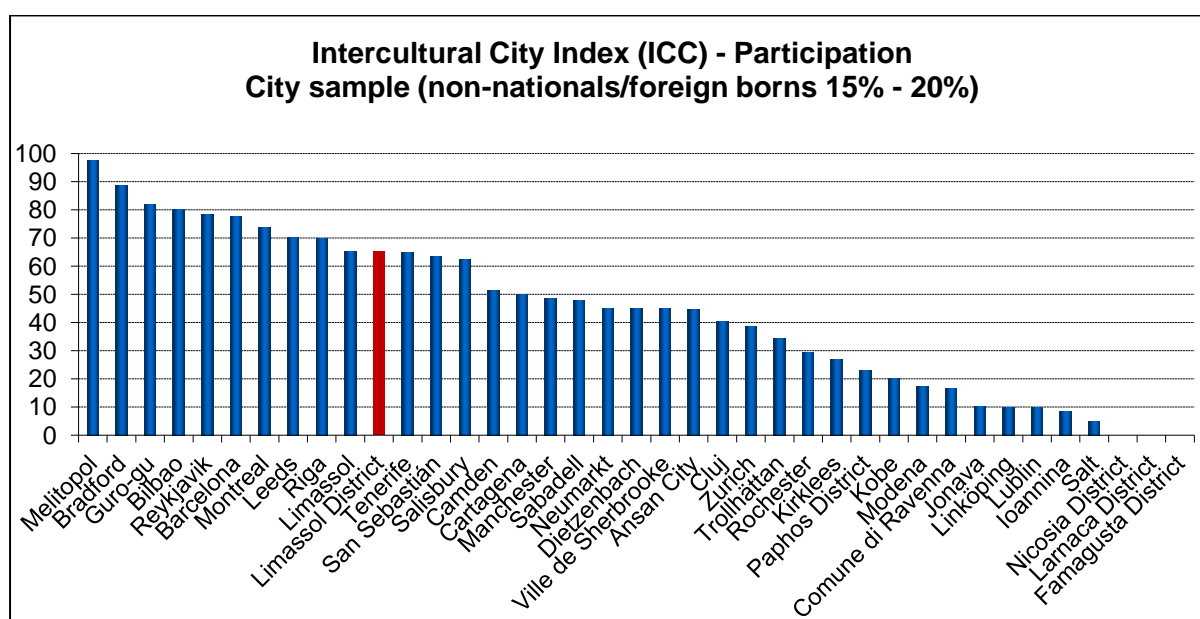
Montreal (Canada) has taken steps to identify internal practices. The city recently introduced gender-based analysis plus (GBA+) in order better to respond to challenges in the area of diversity and inclusion. This method refers to the concept of intersectionality and adds analysis of needs and effects differentiated by other criteria to gender-based analysis. The approach is used to measure the impact of multiple discrimination on grounds that include gender, class and ethnocultural background, as well as disability, socioeconomic circumstances, sexual orientation, and gender identity. These factors interconnect, and sometimes reinforce each other, although not always. The method involves in-depth analysis which shows, among other things, that a person can be disadvantaged for several reasons and that an overview of discriminatory factors is necessary so as to respond appropriately to the needs of a diverse population.

Further inspiration for campaigns can be drawn from the cities of Milan, Palermo and Turin, Italy, which launched the project #iorispetto (I respect). The project promotes civic awareness and active empowerment oriented towards the realization of a more inclusive society. The project methodology combines training for teachers; intercultural mediators and volunteers; workshop and labs in schools; and finally, the launch of initiatives of active citizenship, with the use of participatory methodologies and the involvement of all realities present at local level.

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. The data collected so far is not yet relevant for statistical purposes. So far, 39 cities have replied to this new Intercultural Cities Index chapter. Limassol District's rate of achievement in the field of participation is 65% and the city sample 44%. This score confirms city's commitment to the engagement and participation of its diverse communities.



A consultation process which included persons with migrant/minority backgrounds was used in the preparation of the Intercultural Strategy 2018-2020. The process was the result of a mapping of intercultural stakeholders and contacts, needs assessments workshops, brainstorming sessions, grouping of themes, strategy drafting and approval by the Intercultural Council and the Municipal Council. The strategy is currently being updated by the [Limassol Region Intercultural Network](#) for the period 2022-2025.

The Intercultural Council of Limassol is regularly invited to participate in a wide range of city consultations, including for the Limassol Comprehensive Strategy. Under the Anti-rumours Strategy, citizens have been invited to rumour-detecting workshops. The municipalities of Limassol District also run a number of projects including the Council of Europe funded “**Intercultural Twinning: Cultural Diversity for Inclusive Growth**” through the Intercultural Cities programme, which brings together migrant communities, employers and labour union organisations.

Additionally, migrants in Limassol are regularly invited to participate in a wide range of public consultations on the urban development strategy, the innovation strategy, the operations of cultural organisations and others.

The municipality is seriously considering the introduction of mechanisms in order to ensure that gender equality is respected in organisations that participate in the decision-making process on matters related to the inclusion of city residents with migrant/minority backgrounds.

Still some work remains to be done to ensure an equal representation of migrants in decision making bodies, especially women.

Suggestions

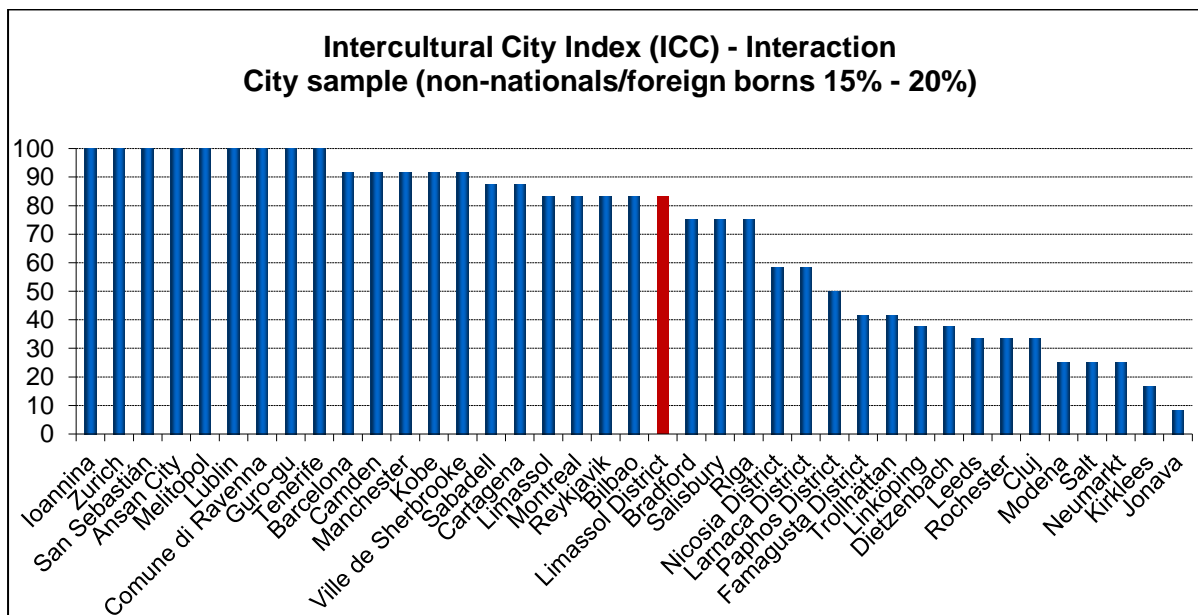
In order to advance its progress in the field of participation, municipalities in the Limassol District may wish to look at the city of Botkyrka (Norway). The municipal council in Botkyrka has developed specific [systems to advance the goal of an equal](#) Botkyrka and give expression to its values that include: citizen-focus, diversity as an asset, staff competence, flexibility and adaptability of organisation, and commitment to realising citizen's entitlements. The city combats systemic discrimination through goal-driven and evidence-based processes and activities. This is a comprehensive approach covering the workplace and service provision and encompassing a range of groups experiencing inequality.

Inspiration can also be drawn from [Leeds, United Kingdom](#), who have a number of practices to ensure participation. Leeds organises an [Equalities Assembly](#), participatory budgeting, intercultural dialogue platforms/round tables as well as MAP+ and the Migrant Community Networkers weekly drop-in. Additionally, the city has the Intercultural dialogue platform which was developed in 2010 when creating the 'Vision for Leeds' for the next 30 years. The city then undertook a public consultation to allow people who live and work in Leeds to respond on both short and long-term priorities. This was ground-breaking in terms of equal participation and was the first time the city used social media in the council on a mass scale, including blogging the opinions of each focus group and using people's opinions inform the decision-making on future policy for the city. Further, the MAP+ ran 'U Choose' which provided an opportunity for individuals to apply for a small pot of funding. A community event was run in order to decide on the projects that would receive funding, which included intercultural projects. Further, the city has developed the [migration map](#) through which the city has mainstreamed statistical and qualitative information about diversity and intercultural relations to inform the local/municipal council's process of policy formulation.

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, 39 cities have replied to this new Intercultural Cities Index chapter. Limassol District's rate of achievement in the field of interaction is 83% and the city sample 69%. This confirms that the city actively works on improving the interaction between its diverse communities.



The municipalities of Limassol District have (separate) databases of all the relevant intercultural interaction associations which operate in the district and actively inform them on the city's intercultural inclusion policy. The mapping of relevant stakeholders to be invited to the Regional Intercultural Network meetings is an ongoing task of the district network Co-ordinator. The network includes individuals, activists, representatives of migrant associations, NGOs, diplomatic representations, labour unions, and others.

Teachers in the elementary/primary schools in Limassol receive training in intercultural communication and pedagogy. The Pedagogical Institute of Cyprus, part of the Ministry of Education and Culture, [declared its commitment to the smooth integration of pupils with a migrant background](#). It runs a number of programmes for teachers regarding the integration of migrants and intercultural communication. The municipality of Limassol does not have authority over the public schools, but a number of synergies have been developed with various municipal departments.

Suggestions















It is important to hold regular meetings with the stakeholders that are active in various fields of the intercultural inclusion. Limassol's authorities could be inspired by Montreal (Canada) which is using the [Public space as a tool for positive interaction](#) between its diverse citizens. Through intercultural events and initiatives geared towards integration, Montreal helps to ensure mixing between the various communities present within its boundaries. Every year for the past five years, under a partnership with the Quartier des spectacles entertainment district, the city has run an open-air event called "[Les Jardins Gamelin](#)" designed to encourage living together in public spaces through an extensive cultural programme. All neighbourhood library services are designed to take account of the diversity of the local communities and run their collections (print, audiovisual, digital) and mediation activities in such a way as to turn libraries into places where all cultures can exchange with one another and learn without criticism.








The municipalities of Limassol district could be also inspired by the [Mondinsieme Assembly](#) of the city of Reggio Emilia (Italy) where the municipality values citizen engagement and participation through addressing the needs, concerns and interests of the residents. This is made possible by collecting their views and proposals through formal and informal actions and initiatives

OVERALL CONCLUSIONS

The District of Limassol's aggregate intercultural index is 80/100. In several categories, Limassol scored the highest points possible, including in areas such as education, neighbourhood, business and labour market, international outlook and anti-discrimination. The table below lists many of Limassol District strengths and selected areas where there could be interesting mutual learning to be gained together with other cities.

COMMITMENT	✓	The city (Municipality of Limassol) has formally stated its participation in the Intercultural Cities network; the city has adopted an intercultural integration strategy with allocated budget which is regularly evaluated and updated; the city systematically carries out public consultations with diverse groups; the city's official communications make clear reference to the city's intercultural commitment; the city have an official webpage to communicate news and initiatives.
	✗	The city has not adopted formally an intercultural action plan through consultation process, but it is in the process of drafting the action plan.
EDUCATION	✓	The district's schools are diverse and often carry out intercultural projects; the city makes strong efforts to involve parents with migrant/minority backgrounds in school life.
	✗	The district does not have a policy to increase ethnic/cultural mixing in schools, but such policy exists at the regional/national level.
NEIGHBORHOOD	✓	The city has no problems of ethnic concentration and most of the districts are culturally/ethnically diverse; the city encourages actions where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from the same and from other neighbourhoods.
	✗	The district might wish to prevent the ethnic concentration and ghettoization in certain areas.
PUBLIC SERVICE	✓	The city is taking action to encourage a diverse workforce, intercultural mixing and competence in private sector enterprises.
	✗	The public employees do not reflect the composition of the city's population; the city does not have a recruitment plan to ensure an adequate rate of diversity within its workforce but is working to achieve such plan.
BUSINESS AND LABOUR	✓	The city has a business umbrella organisation which has among its objectives the promotion of diversity and non-discrimination in the labour market; the city takes action to encourage businesses from ethnic minorities to move beyond the ethnic economy and enter the mainstream economy and higher value-added sectors.
	✗	The city may wish to develop the interculturalism by businesses and NGOs as criteria when allocating public tenders.
CULTURE AND SOCIAL LIFE	✓	The city promotes access to culture for the whole population, with a broad programme of free events and activities; the city uses interculturalism as a criterion when allocating funds to associations and initiatives; the city has a policy to facilitate and support cultural manifestations and organizations funded by migrants.
	✗	The district might wish to organise public debates or campaigns on the subject of cultural diversity and living together more regularly.
PUBLIC SPACE	✓	The city takes action to encourage meaningful intercultural mixing and interaction in public spaces, such as public libraries, museums, and squares, among others. The city takes into account the diversity of the population in the design, renovation and management of some of the new public buildings or spaces; when city authorities decide to reconstruct an area, they use different methods and places for consultation

	<p> The city does not always take into account the diversity of the population in the design, renovation and management of new public buildings or spaces, through consultative processes.</p>	to ensure the meaningful involvement of persons with different /migrant/minority backgrounds;
MEDIATION	<p> The city has a generalist municipal mediation service which also deals with cultural conflicts (including those in the public space) as well as an intercultural mediation service run by the civil society; intercultural mediation services are provided in the city administration and in hospitals, police, youth clubs, retirement homes as well as on the public space.</p> <p> The city does not have a local organisation/initiative which deals specifically with inter-religious relations however, the city is relying on a national one.</p>	
LANGUAGE	<p> The city proposes a wide range of language training activities, covered by the national authorities and the civil sector; the city raises awareness on migrant/minority languages by providing logistical or financial support to local minority newspaper/journals in (a) /migrant/minority language(s); the city support projects that seek to give a positive image of migrant/minority languages.</p> <p> The city does not propose teaching migrant/minority languages as part of the regular curriculum at schools and to the hard to reach groups; the city does not support local TV programmes in (a) migrant/minority language(s).</p>	
MEDIA AND COMMUNICATION	<p> The city has a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media; the city's communication (PR) department is instructed to highlight diversity as an advantage regularly and in various types of communication; the city monitor the way in which traditional media portray people with migrant/minority backgrounds.</p> <p> The city does not monitor the way in which social media portray persons with migrant/minority backgrounds in a systematic way.</p>	
INTERNATIONAL OUTLOOK	<p> The city has a clear policy to encourage international collaboration in economic, cultural, and other spheres; The city seeks to develop business relations with countries/cities of origin of its diaspora groups</p> <p> The city may wish to share further good practices with the international network to facilitate further peer to peer learning.</p>	
INTELLIGENCE AND COMPETENCE	<p> The city promotes intercultural competence of its officials and staff, in administration and public services through interdisciplinary seminars and networks, training courses and other activities.</p> <p> The city's statistical and qualitative information about diversity and intercultural relations is sometimes mainstreamed to inform the local municipal council's policy formulation process.</p>	
WELCOMING	<p> The city services and agencies, as well as its civic sector provide welcome support for various groups of newcomers.</p> <p> The city does not have a designated agency, unit, person, or procedure to welcome newcomers as well as its own package of information and support for newcomers.</p>	
LEADERSHIP AND CITIZENSHIP	<p> The city has an independent consultative body through which persons with migrant/minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters; the city takes initiative to encourage persons with migrant/minority backgrounds to engage in political life.</p>	

		Only nationals from certain foreign countries can stand as candidates/vote in local elections; the city does not have a standard for the representation of persons with migrant/minority backgrounds in mandatory boards supervising schools and/or public services, but is working on achieving this.
ANTI-DISCRIMINATION		The city has a charter or another binding document proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation in the municipal administration and services; the city provides financial and/or logistical support to civil society organisations that advise and support victims of discrimination; the city has an anti-rumours strategy or implement anti-rumours activities following the official Council of Europe methodology.
		The city does not carry out a systematic review of all municipal rules and regulations in order to identify mechanisms that may discriminate residents with /migrant/minority backgrounds, relying purely on the national legislation, although district stakeholders are seriously considering this. The city is relying on the national Ombudswoman office in order to provide therapy to the victims of discrimination.
PARTICIPATION		A consultation process which included persons with migrant/minority backgrounds was used in the preparation of the Intercultural Strategy 2018-2020 which includes an intercultural action plan; the city takes action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations, on boards or ruling bodies of work councils.
		The city has not introduced mechanisms to ensure that gender equality is respected in organisations that participate in the decision-making process on matters related to the inclusion of city residents with migrant/minority backgrounds but is seriously considering to introduce such mechanisms.
INTERACTION		The city stakeholders have a regularly updated (separate) databases of all the associations relevant to intercultural interaction operating in Limassol; teachers in the city's elementary/primary schools receive training in intercultural communication and pedagogy.
		The city does not hold regular meetings with civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion.

In view of the above, we wish to congratulate Limassol 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, Limassol District could enhance the sectors below by introducing different initiatives:

Commitment: Since the main funding for Limassol intercultural programs is coming from EU funds, the municipalities might consider further involvement of migrants' bodies like intercultural council and network in the development of actions and budget for them in a more participatory manner. For instance the city of Leeds (United Kingdom) organises an [Equalities Assembly, participatory budgeting](#), intercultural dialogue platforms/round tables as well as MAP+ and the Migrant Community Networkers weekly drop-in.

Education: Anticipating a further diversification of the school population, Limassol could consider undertaking a leading role in Cyprus in the field of non-formal education. It could increase its already excellent offer through additional infrastructural projects to foster greater intercultural competence, following the example of the city of Bergen (Norway). Within the framework of the international project "[Building Dignity](#)", Bergen (Norway) is working to create a centre combining services and learning – bringing all essential activities under one roof at an attractive location.

Neighbourhoods: The remarkable score of Limassol in the area of neighbourhoods should serve as a motivation for the city's authorities to sustain their excellent work in this field. To go even further, a great inspiring initiative can be found in Leeds (United Kingdom) project Migrant Access Programme (MAP) which aims to promote community cohesion and enhance resilience and sustainability of local communities in Leeds. The Programme uses asset-based engagement tools to work to bring new migrants and settled communities together in a way that benefits everyone in their local area. As part of this programme the city trains '[Migrant Community Networkers](#)' (MCN's) to lead, train and advocate for their community.

Public services: Limassol's score in the field of the public services show that there is considerable room for improvement. The public employees of the city do not reflect the composition of its population and there is no plan to ensure it. A good point is that the city is lobbying for more competences in the public services area. An example which can be used as a starting point in order to create a long-term planification is Ansan (Korea). Guided by its vision "A Global City and Leader in Korea," the city of Ansan makes pioneering efforts to develop policies for non-nationals and make the city a place for the co-prosperity of nationals and non-nationals. City offers [one-stop administrative services ranging from administration to civil petition, immigration, labour, health, leisure, and finance](#) and pursues a range of projects intended to improve the quality of their lives and social inclusion in the fields of education, culture, welfare, and human rights.

Business and the labour market: Similarly to Limassol, In Montréal (Canada), particular efforts have been made to [integrate new migrants into the workforce](#). A work training programme led by the city government provided training for both qualified migrants and the HR departments of local businesses to improve intercultural communication and therefore employment outcomes. In addition, the city's Economic Development Department provides funding for training in entrepreneurship for those from diverse backgrounds, as well as access to local entrepreneurship networks, to support those who want to create their own businesses.

Cultural and social life: In order to continue the good dynamic in the field of cultural and civil life, Limassol could take inspiration from the city of Copenhagen (Denmark). DCAI acts as a '[centre of the mind](#)' or [think-tank for the intercultural transformation of the cultural sector](#), rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence.

Public space: Limassol has very good public space policies and involves all sectors of the community in looking forward into the future. In order to continue its progress in this area and address the threat of future ghettoization of some neighbourhoods, the city can be inspired by Bergen's (Norway) [Public library initiative](#) where the city's library has become a meeting place for dialogue and has increased the number of activities aimed at multiplying the meeting opportunities between Norwegian residents and the new-comers.

Mediation and conflict resolution: Various members of the ICC network have developed the 'horizontal' dimension to social relationships among diverse cities by developing cultural-mediation services, which use experienced professionals to address intercultural tensions. For example the city of Reggio Emilia (Italy) runs the [Centre for Social Conflict Mediation](#) which 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, noise, pets, private gardens; presence of animals; air pollution, informal groups of young people: and other uses of public space.

Language: Given Limassol's dedication to promoting language and bilingualism, the city may want to look into [Barcelona's learning programme for family members' languages](#) in order to promote multilingualism at school and in the city. A learning programme for family members' languages - recognising and promoting the linguistic diversity in Barcelona's neighbourhoods

Media and communication: As the city undertakes monitoring, it could consider training for the media in areas where it notes a need within a particular theme or approach. Limassol may wish to consider the good practice from the city of Sabadell (Spain). The city has a [welcoming programme and a communication campaign](#) associated that includes images, posters, press releases and social networks. In addition, the communication department is instructed to highlight diversity as an advantage. The city monitors local media and social networks to know how they represent migrants or minority groups.

International outlook: This is another area of strength for Limassol. In the spirit of learning, Limassol municipalities have developed their international outlook through twinings, agreements and cooperation protocols. To continue this dynamic, the city may wish to consult the good practice of Reggio Emilia (Italy). The Municipality of Reggio Emilia has [a wide network of international contacts and projects aiming to share the city's best practices and opinions world wide](#). The city has established through the years a set of twinning and friendship agreements reaching to 15 official international institutional relations which are to be implemented through continuous exchanges of delegations study visits, conferences on topics of common interests, international joint project (such as EU projects or development cooperation projects).

Intercultural intelligence and competence: Limassol has a high score in intercultural intelligence and a strong relationship with partners. It may be interested in the experience of Botkyrka (Sweden), which offers [keys to a successful implementation of the intercultural approach](#). Botkyrka municipality, the most ethnically diverse municipality in Sweden, took the lead to promote such a change and started working to create the same possibilities and life opportunities for all individuals to enable all citizens to fully express their identities as a prerequisite for the growth and sustainable development of the city.

Welcoming newcomers: Limassol may wish to look into an interesting example from Braga (Portugal). In 2018 the city of Braga launched the ["Bragalncoming Programme"](#), a digital tool that aims to help newcomers with much-needed information for their adaptation in the host society. This programme was developed as part of a welcoming and social integration policy. Bragalncoming provides all new Braga residents and visitors with a digital tool that will help them adapt to their new host city.

Leadership and citizenship: In order to further involve the migrants into the public life, Limassol may find inspiration from the city of Ballarat (Australia). The [Intercultural Ambassador Program](#) aims to enhance community awareness and social acceptance in Ballarat, foster leadership within multicultural and Indigenous communities, and highlight the positive contributions migrants and Indigenous Australians make to our community. Ambassadors are appointed every three years, with recruitment for our newest program anticipated in 2021.

Anti-discrimination: The efforts in the area of anti-discrimination are important as they engender a 'diversity advantage' by ensuring that all individuals are able to develop their talents to the full, without barriers being placed in their way. The municipalities of Limassol district might look at an interesting practice comes from Oslo (Norway). The [mediation panel](#) organised by the Norwegian Peoples Aid is a service where victims of discrimination can present their complaints, get advice, and engage in dialogue through mediation with the offenders the police and the discrimination tribunal in cases that don't meet the criteria of documentation and evidence required by the law for prosecution.

Participation: In order to advance its progress in the field of participation, the Limassol may wish to look at the city of Botkyrka (Norway). The municipal council in Botkyrka has developed specific [systems to advance the goal of an equal](#) Botkyrka and give expression to its values that include: citizen-focus, diversity as an asset, staff competence, flexibility and adaptability of organisation, and commitment to realising citizen's entitlements. Limassol District 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](#).

Interaction: It is important to hold regular meetings with the stakeholders that are active in various fields of the intercultural inclusion. The Limassol's authorities could be inspired by Montreal (Canada) which is using the [Public space as a tool for positive interaction](#) between its diverse citizens. Through intercultural events and initiatives geared towards integration, Montreal helps to ensure mixing between the various communities present within its boundaries. Every year for the past five years, under a partnership with the Quartier des spectacles entertainment district, the city has run an open-air event called ["Les Jardins Gamelin"](#) designed to encourage living together in public spaces through an extensive cultural programme. All neighbourhood library services are designed to take account of the diversity of the local communities and run their collections (print, audiovisual, digital) and mediation activities in such a way as to turn libraries into places where all cultures can exchange with one another and learn without criticism.

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.

Co-funded
by the European Union



EUROPEAN UNION

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

Co-funded and implemented
by the Council of Europe