



City of Lutsk

Intercultural Profile

This report is based upon the visit of the CoE expert team on 1-4 July 2017, comprising Kseniya Khovanova-Rubicondo and Phil Wood. It should ideally be read in parallel with the Council of Europe's response to Odessa's ICC Index Questionnaire but, at the time of writing, the completion of the Index by the City Council is still a work in progress.

1. Introduction

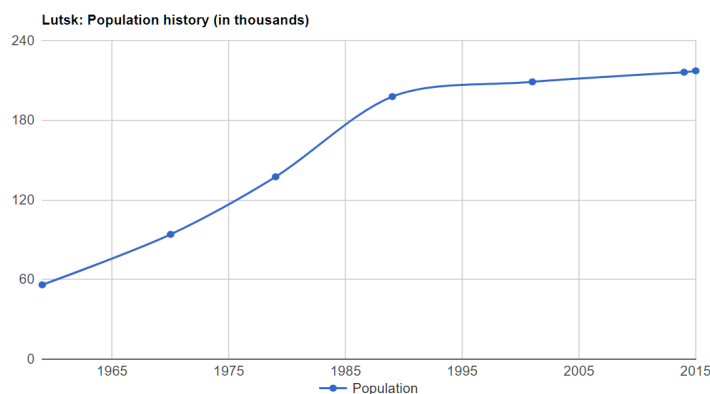
Lutsk lies in northwestern Ukraine not far from the borders with Poland and Belarus, and has a population of 217,103 (2015 est.). It was the main centre of the historic region of Volhynia and is now the administrative centre of the Volyn Oblast (population 1,036,891 [2005]). Lutsk has the status of a city of oblast significance.

A complex history of conquest and shifting borders has seen it part of Lithuania, Russia, Poland, the Soviet Union as well as Ukraine, giving the area a rich cultural heritage. Lutsk itself is built upon an appreciation of migration and diversity. King Vytautas the Great founded the town itself by importing colonists (mostly Jews, Tatars, and Karaims). The town grew rapidly, and by the end of the 15th century there were 19 Orthodox and two Catholic churches.

In 1939 Lutsk was a prosperous city with a multiethnic population of which Jews and Poles were the largest groups, but invasion by the Soviet Union and then by Germany proved a disaster, with mass deportations and murders over almost a decade, by the end of which Lutsk was ethnically an almost exclusively Ukrainian city.

According to the 2001 census the Volyn was one of the most linguistically and ethnically Ukrainian oblasts in the country (about 97%). It is also one of only three oblasts where the population and birthrate are growing, and has a higher life expectancy than most of Ukraine. Lutsk too has experienced long term population growth:

Population history [\[1\]](#)



Annual population change

[1959-1970]	+4.82 %/year
[1970-1979]	+4.3 %/year
[1979-1989]	+3.71 %/year
[1989-2001]	+0.46 %/year
[2001-2014]	+0.26 %/year
[2014-2015]	+0.48 %/year

Lutsk is an important centre of industry. Factories producing cars, shoes, bearings, furniture, machines and electronics, and weaving mills, steel mills and a chemical plant are also located in the area. Major employers include: VGP JSC (sanitary and hygienic products), LuAZ (automobile-manufacturing plant, part of Bogdan group), and SKF (manufacture of bearings, seals, and lubrication and lubrication systems).

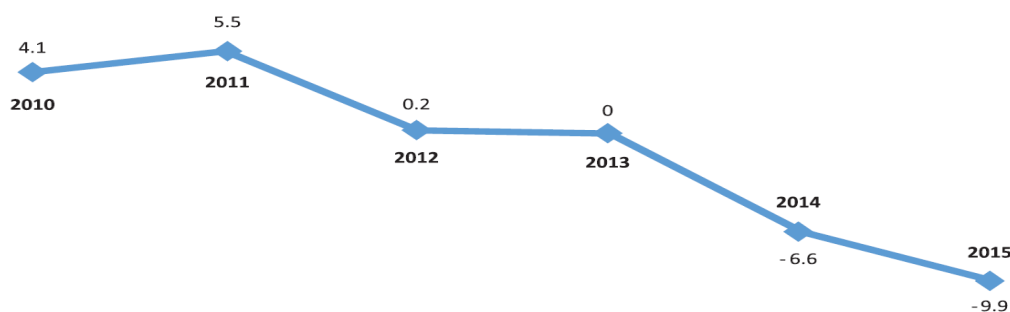
It is also a centre for tourism with the 13th century Lubart's Castle a major attraction. It is an important centre for both the Orthodox and Catholic religions with several cathedrals and monasteries, and the grand synagogue remains standing though unused.

Although Lutsk first joined the network of Intercultural Cities in 2011, this has been the first time it has received a CoE expert visit and it is still to complete its ICC Index questionnaire.

2. Background to Ukraine

Since its formation in 1991, Ukraine has experienced a challenging period of transition in terms of politics, the economy and demographics.

The long-term transition out of the Soviet system, but also the more recent internal conflicts and occupation of Crimea by Russia, have impacted hard upon the Ukrainian economy. The table below describes the pattern of Ukraine's annual GDP percentage change from 2010 to 2015:



Source: World Bank

Ukraine's oligarch-dominated economy has struggled, although after former President Yanukovich fled the country during the Revolution of Dignity, the international community began efforts to stabilize it, including a March 2014 IMF assistance package of \$17.5 billion. Since then Ukraine has made significant progress on reforms designed to make the country prosperous, democratic, and transparent. But more improvements are needed, including fighting corruption, developing capital markets, and improving the legislative framework.

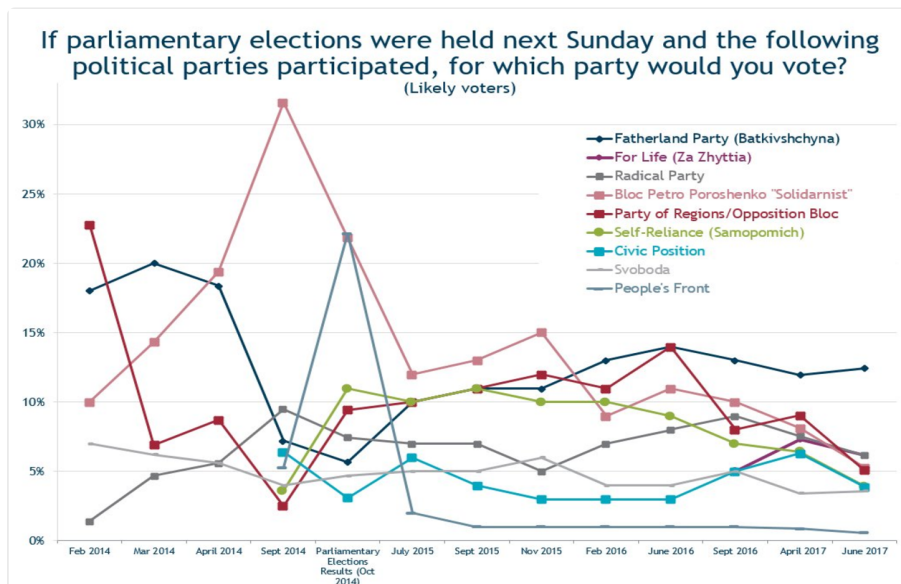
With the loss of a major portion of Ukraine's heavy industry in Donbas and ongoing violence, Ukraine's economy contracted, but grew by 2.3% in 2016 as key reforms took hold. After the EU and Ukraine enacted the Deep and Comprehensive Free Trade Area and Russia imposed a series of trade restrictions, the EU replaced Russia as Ukraine's largest trading partner. Analysts predict approximately 2% growth in 2017, but a new prohibition on commercial trade with separatist-controlled territories will have an uncertain effect on Ukraine's key industrial sectors.

The population of Ukraine, which in 1993 was 52 million people, has decreased by nearly 20% mainly due to negative trends in natural reproduction. In 2010-2015, the natural reduction averaged over 160,000 people per year. According to a forecast by the National Academy of Sciences of Ukraine, if the birth, life expectancy and migration rates remain unchanged, by 2050, Ukraine's population will have fallen to 32 million people. Within this, the share of people over 60 will increase by 50%.



Source: The Institute of Demography and Social Studies, National Academy of Sciences of Ukraine

Ukrainian politics in the era of multi-party democracy has been extremely volatile, with the fortunes of different party/oligarch blocs fluctuating. Although the Poroshenko bloc retains national power, the table below (based upon opinion polling) suggests there is no party which can claim to be dominant:



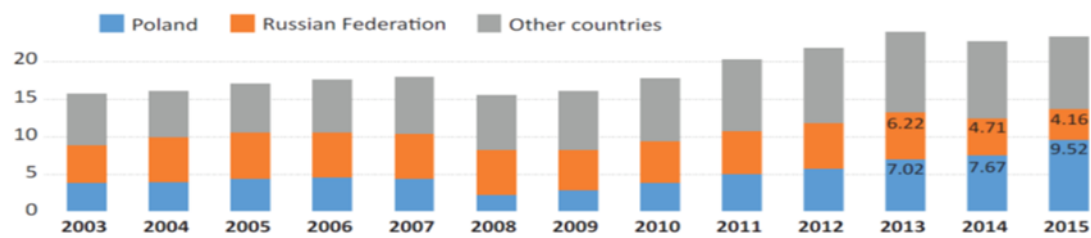
Emigration from Ukraine

Because of the economic and political difficulties, it is not surprising that many Ukrainians have looked abroad for short term work or longer term settlement. However this is part of a much larger and longer trend of Ukrainian emigration over several centuries, seeing the formation of substantial diasporic communities in many corners of the world.

There is anything between 8.2 million and 20 million people of Ukrainian origin living abroad. The first wave of Ukrainian emigration dates back to the late XIX – early XX century, which was a period of mass emigration of Europeans overseas. The second wave of emigration occurred during the interwar period. As a result of the setback of the national liberation revolution of 1917-1920, economic emigration was accompanied by the political emigration. The Second World War and its aftermath caused a third wave of emigration. Westward, it was almost entirely political. Eastward, it consisted of forced evacuation and wartime fleeing and repressive deportation. The fourth wave of emigration occurred at the end of the XX century and was primarily socio-economic in nature. As a result of the fourth migration wave, the old diasporas were greatly enriched, and new diasporas were formed in the countries where previously there were almost no Ukrainians, particularly in southern Europe.¹ The table below indicates the number of state border crossings (by the million) by Ukrainian citizens exiting Ukraine between 2003 and 2015, which particularly indicate the growth in people departing towards Poland (and presumably, for many, then on to other western European

¹ *Migration in Ukraine: Facts and Figures*. (2016) IOM Mission in Ukraine. Edited by Olena Malynovska.

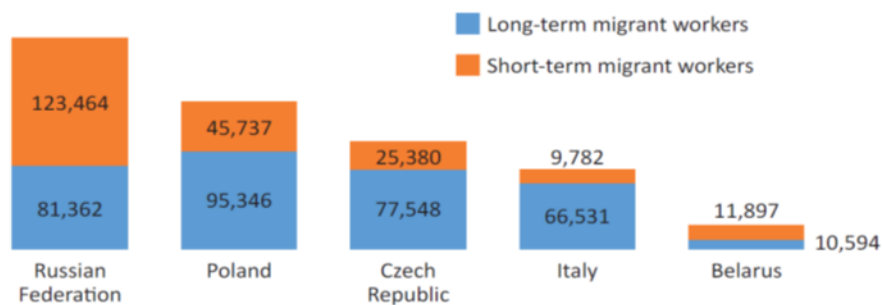
destinations).



Source: State Border Guard Service of Ukraine

Whilst not all of these border crossing will be by people seeking to migrate it is an indication of the increasing out-mobility of Ukrainian citizens.

The following table gives a closer picture of actual migrant worker flow and their destination, in 2014/15:



According to a study conducted under the International Organisation for Migration in 2014-2015, about 700,000 Ukrainian citizens were working abroad.²

Migration to Ukraine

The conflict in eastern Ukraine, the economic crisis and decline in the living standards has reduced the attractiveness of the country for immigrants. In 2014-2015, foreign nationals visited Ukraine nearly half as frequently as in 2013. The table below shows the number of Ukrainian border crossings (per million) by foreign nationals entering Ukraine, 2010-2015:



Source: State Border Guard Service of Ukraine

As the table below shows, the number of immigrants in Ukraine (i.e. foreign nationals residing based on permanent residence permits) is 250,000 people, or slightly more than half a per cent of the population. As a result of the events of 2014-2015, the number of immigrants decreased. The

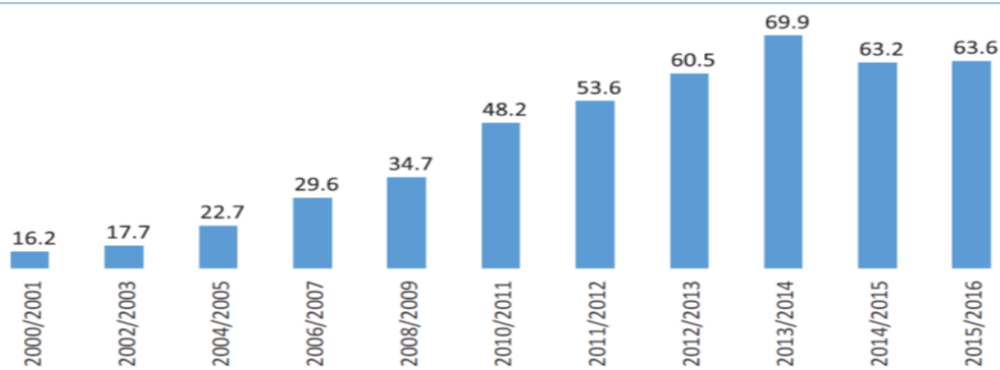
² Migration as an Enabler of Development in Ukraine. – K: IOM, 2016.

http://www.iom.org.ua/sites/default/files/iom_migration_as_an_enabler_of_development_in_ukraine.pdf

citizens of post-Soviet states comprise the largest share of immigrants (80%). More than half of them obtained permanent residence permits on the basis of close family ties with the citizens of Ukraine.



75,200 foreign nationals reside in Ukraine on the basis of temporary residence permits as of 2016, which is about a quarter less than in 2010. These are mainly foreign students and employees, the number of which has dipped given the deep economic crisis, as the table below indicates:



Source: Ministry of Education and Science of Ukraine. Ukrainian State Centre for International Education

Over the years (and deriving from a tradition established in Soviet times) the opportunity of studying in Ukraine has proved attractive to many from the developing world particularly Africa and Southeast Asia.³

Immigrant workers are mainly executives and managers (63% in 2015), engaged in the wholesale and retail trade (23%) and processing industry (17%). The majority of them are citizens of Russia (19%), Turkey (11%), Poland (6%), Belarus (5%), and Germany (4%).

A separate group of foreign nationals in Ukraine are refugees and persons provided with complementary protection. The introduction of the complementary protection in 2011, a tense situation in Afghanistan, the traditional country of origin for the majority of refugees in Ukraine, and the war in Syria led to a moderate increase in the number of refugees and applicants for asylum and additional protection in 2012-2015. Citizens of Afghanistan and Syria are the most frequent asylum applicants in Ukraine. However, the number of refugees in Ukraine remains low.

The situation with irregular migration of foreign nationals to and through Ukraine is quite moderate. However, during 2014-2015, there was an increase in the number of detected irregular migrants both at the borders of Ukraine and within the state. The number of attempts to illegally cross the border almost doubled in 2015 in comparison with 2014.

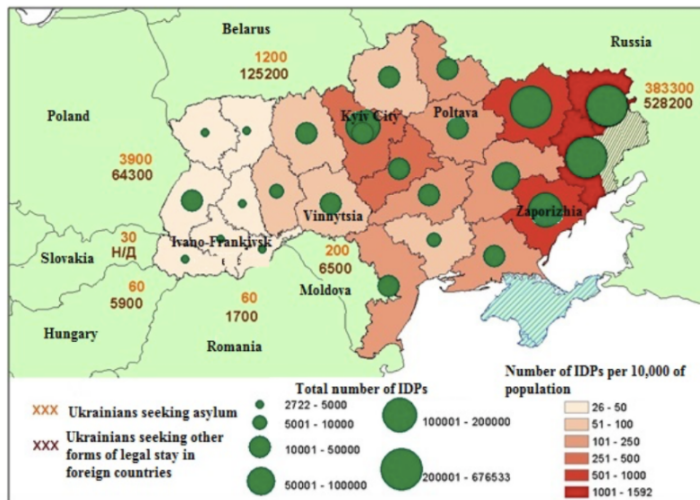
Internally-displaced people (IDPs)

Since 2014, the annexation of Crimea and military operations in the Donbas has been the driver for massive forced internal migration in Ukraine. As of July 2016, 1.029 million persons were displaced

³ See Helbig, A. N. (2014). *Hip hop Ukraine: Music, race, and African migration*. Indiana University Press; & Ruble, Blair A. (2008) *Establishing a New Right to the Ukrainian City*. Woodrow Wilson Center.

from the non-government controlled areas to other regions of Ukraine, including 1,007,112 persons from the Donetsk and Luhansk regions, 22,459 people from the Autonomous Republic of Crimea and Sevastopol city, with 170,581 children and 495,093 disabled and elderly among them.⁴

However, according to the Ministry of Social Policy of Ukraine, which registers IDPs as a prerequisite for the provision of social support, the number of displaced persons is higher and as of July 2016 comprised 1.774 million persons. The Interdepartmental Coordination Headquarters provided the



following information on the accommodation of IDPs. Most of them were accommodated in areas east of the Dnieper river in Luhansk (275,000), Kharkiv (191,000), Donetsk (120,000), Dnipropetrovsk (81,000), Zaporizhia (69,000), Kyiv (51,000) regions and Kyiv city (39,000). The smallest number of IDPs was accommodated in the Ternopil (2,500), Chernivtsi (3,000), Rivne (3,000), Zakarpattia (4,000), Ivano-Frankivsk (4,000) and Volyn (5,000) regions.

IDPs by Ukrainian region and Ukrainians seeking asylum and other forms of legal residency in neighbouring countries.⁵

3. National Policy Context

National minorities

As recorded in the 2001 census, the main minority groups include Russians 8,334,100 (17.3%), Belarusians 275,800 (0.6%), Moldovans 258,600 (0.5%), Crimean Tatars 248,200 (0.5%) and Bulgarians 204,600 (0.4%). Ukraine also has smaller populations of Poles, Jews, Romanians, Armenians, Hungarians and other nationalities.

During the first years of its independence Ukraine has managed to develop a substantial legal framework for inter-ethnic relations, established by the Declaration of State Sovereignty of Ukraine and the Declaration of the Rights of Nationalities of Ukraine. These fundamental documents have established the principles on which ethnic-national policy is developed today, provide for respect and equality of citizens of Ukraine of different ethnicities, and forbid discrimination on ethnic grounds.

Protection of the rights and freedoms of national minorities is controlled by the Verkhovna Rada (parliament) of Ukraine, the President of Ukraine and the Cabinet of Ministers.

Since 2011 public policy on inter-ethnic relations and protection of national minorities' rights has been developed and implemented by the Ministry of Culture. Meanwhile policy on protection of the

⁴ Interdepartmental Coordination Headquarters reports. <http://www.dsns.gov.ua/ua/Mizhvidomchiykoordinaciyinyi-shtab.html>

⁵ Valentyna Smal (2016) A Great Migration: What is the Fate of Ukraine's Internally Displaced Persons. June 30, 2016 <https://voxukraine.org/2016/06/30/great-migration-how-many-internally-displaced-persons-are-there-in-ukraine-and-what-has-happened-to-them-en/>

rights of persons deported on national grounds who have returned to Ukraine, has been developed and implemented by the Ministry of Social Policy of Ukraine.

In 2012 the Council of Europe Framework Convention For The Protection Of National Minorities reviewed Ukraine's treatment of its national minorities.⁶ It judged that Ukraine was pursuing a constructive approach towards the Framework Convention and its monitoring process. There had been improvement in the field of education in particular. However, there was concern that in a number of fields there had been no progress. The polarisation of society on questions surrounding the use of the Ukrainian and Russian languages was mentioned (and of course this was later cited by some as a contributing factor to the conflict in eastern Ukraine).

There had been no progress with regard to the legislative framework for the protection of national minorities and the status and restitution of rights of formerly deported persons, and no comprehensive anti-discrimination legislation had been adopted. Draft legislation on the status and restoration of rights of formerly deported persons has, however, been prepared and submitted to parliament. There are continued reports of significant inequalities experienced by Roma in areas such as education, health, access to housing and employment, as well as within the justice system. Despite some efforts made at regional level, there was no comprehensive national action plan for the promotion of full equality of Roma and Crimean Tatars.

There were no clear criteria and transparent procedures for the allocation of support to the cultural activities of minorities, which was seen to encourage the perception that support is granted arbitrarily.

The government agency responsible for dealing with all issues pertaining to minority protection issues had been dissolved at the end of 2010 and responsibilities entrusted to a small sub-division within the Ministry of Culture. Minority representatives were very concerned that access to higher-level officials in all ministries had since become much harder and that, overall, consultation on and effective participation in decision-making processes on issues of their concern is diminishing. The report recommended the Ukrainian government to:

- Adopt without delay and in close consultation with national minority representatives a comprehensive legislative framework pertaining to national minority protection and the status and restoration of rights of formerly deported persons, including as regards access to land;
- Take comprehensive and targeted measures to promote the full and effective equality of persons belonging to disadvantaged minorities, such as the Roma and Crimean Tatars, particularly regarding access to education and housing;
- Re-establish a specialised governmental body with sufficient financial and human resources to co-ordinate all issues relating to the protection of persons belonging to national minorities.

Since then, and with the change of regime there has been notable progress in some areas. Policy on minorities is developed and implemented by central executive authorities appointed by the President of Ukraine. If necessary, permanent commissions on inter-ethnic relations may be established by local Councils, and respective structural subdivisions may be established by local state administrations. The Constitution makes provision for ethnic/national public associations to nominate candidates for people's deputies at election to public authorities.

Compliance with the laws on national minorities' rights is controlled by the Constitutional Court of

⁶ Council of Europe (2012) Advisory Committee On The Framework Convention For The Protection Of National Minorities: Third Opinion on Ukraine adopted on 22 March 2012

Ukraine, and the Committee on Human Rights, National Minorities and Inter-Ethnic Relations of the Verkhovna Rada of Ukraine, and the Ukrainian Parliament Commissioner for Human Rights.

However, it is acknowledged there is still much work to be done, On March 11, 2015 parliamentary hearings were held on the *Role, Importance and Impact of the Civil Society on Development of the Ethnic-National Policy of Unity in Ukraine*. In particular, Oksana Ivanivna Syroyid, Deputy Chairman of the Verkhovna Rada stated, "Ukraine is at war... we have to admit that one of the causes of the present-day aggression and our certain inability to resolve the situation is, in fact, lack of a consistent public ethnic-national policy which would apply to the national minorities and, in the first place, interaction inside society... In order to win the war we have to contemplate and adopt a new public policy in ethnic-national relations."

In his turn, Vice Prime Minister Kyrylenko and Minister of Culture of Ukraine, said, "... inter-ethnic accord, inter-ethnic peace, good balanced ethnic-national policy is one of the top priorities of the Cabinet of Ministers of Ukraine and, in fact, all Ukrainian leaders."

A Law on Education adopted in September 2017 has raised concerns about lowering standards of the protection of minorities' rights to learn, and learn in, their mother tongue.

Immigration and Integration

A report in 2011 by the Organisation for Security and Cooperation in Europe on the Integration of Migrants in Ukraine was highly critical of the situation. Amongst other things it said that foreigners had limited access to residence or citizenship; participation in public life was low and not encouraged; obtaining a work permit was difficult and costly leading to much unofficial employment; access to health care was difficult; there was evidence of growing xenophobia and most foreigners had a low level of trust in state institutions.⁷

Since then, of course, there has been a radical change in government and political culture in Ukraine and progress, albeit patchy, has been made. The migration policy of Ukraine has not been finally shaped yet, notwithstanding that several framework laws for regulation of immigration processes were approved over a decade ago, including early versions of the *Law of Ukraine on Refugees and the Law of Ukraine on Immigration*. In 2011, the new version of *Law of Ukraine on Refugees and Persons in Need of Temporary Protection* was approved. After having existed for a long period of time without a defined status, the State Migration Service became a full-fledged operational agency, established as a body subordinate to the State Department on Citizenship, Immigration and Registration of Physical Persons of the Interior Ministry of Ukraine, and the Department on Refugees of the former State Committee for Nationalities and Religions (these departments were later dissolved). The State Migration Service of Ukraine was authorised to operate as the central executive body in the sphere of migration (immigration and emigration), including combating illegal migration; dealing with such issues as citizenship and registration of physical persons, refugees and other legislatively defined categories of migrants.⁸

In 2011, the *Concept of Migration Policy of Ukraine* was developed and approved by a Presidential Decree. The Action Plan for its implementation was developed and approved. These legal acts were the first migration policy regulations of a comprehensive nature.

⁷ OSCE (2011) *Integration of Migrants in Ukraine. Situation and Needs Assessment*.
<http://www.osce.org/uk/odihr/81761>

⁸ International Organization for Migration (IOM) Mission in Ukraine (2011). *A Study on Integration, Hate Crimes and Discrimination of Different Categories of Migrants In Moldova and Ukraine*

In July 2016, the Europe Without Barriers NGO published a report reviewing the progress which had been made in the interim. It concluded that:

Significant progress has been made in reforming Ukraine's migration policy in all its aspects, from border management to readmission, from the management of all forms of migration including asylum to the integration of recognized refugees and Ukrainians displaced by the conflict in the East (IDPs), from cooperation with EU countries and agencies to respect for human rights regarding to the movement of people. Long-term cooperation with the EU within the framework of the EU-Ukraine Action Plan on Justice, Freedom and Security, as well as on visa liberalization has helped Ukraine to implement best practices in migration policies.

Now, after Ukraine has met all the conditions of the European Commission for visa-free travel, Ukraine must continue and deepen the undertaken reforms, particularly in the areas of refugees' integration and IDPs' reintegration. Although some structural aspects of Ukraine's migration policy have been introduced based on the lessons from earlier reforms, the integration policy especially with regard to IDPs has been implemented from scratch.⁹

However, the authors believed there was still considerable work to be done to bring the process of integration up to an acceptable standard, particularly with regard to refugees and asylum seekers:

One of the EU's requirements was the introduction of an integration policy, which is reflected in the Action Plan for the Integration of Refugees, and Persons in Need of Subsidiary Protection into the Ukrainian Society, as well as 25 regional action plans, introduced in 2012.

The plans envisage that traditional measures are taken to ensure that refugees enjoy their rights such as access to opportunities of learning the language, history, culture and laws of Ukraine; temporary refugees housing units; and that tolerance education takes place in local communities. However, none of the regional plans covers all the elements of a logical integration process: education, employment, social inclusion, citizenship and political participation. Also, there are no performance indicators for integration. Since it came into force four years ago, the national programme has never been revised, evaluated, or extended to particular migrant categories in spite of the fact that modern best practices show that each category of migrants, like children, women or workers needs a specific integration model.

Social cohesion

Following the crisis in eastern Ukraine and Crimea, the IOM commissioned a survey to assess various factors of social cohesion across the country, for both IDPs and the local population by such aspects as: their confidence in the public authorities, trust to social institutions and other state establishments; solidarity with other groups; participation in political and civic activities as well as in social and cultural life.¹⁰

It found that

- Public trust in social protection institutions has dramatically increased over the past years (4.7% in 2008 and 18.4% in 2016).
- Trust in the police has increased by 6.3% in comparison to 2008

⁹ Kateryna Kulchytska, Iryna Sushko & Andriy Solodko (2016) *Ukrainian Migration Policy Reform: Paving the Way for the EU-Ukraine Cooperation*. <http://english.europewb.org.ua/wp-content/uploads/2017/02/Ukrainian-Migration-Policy-Reform.pdf>

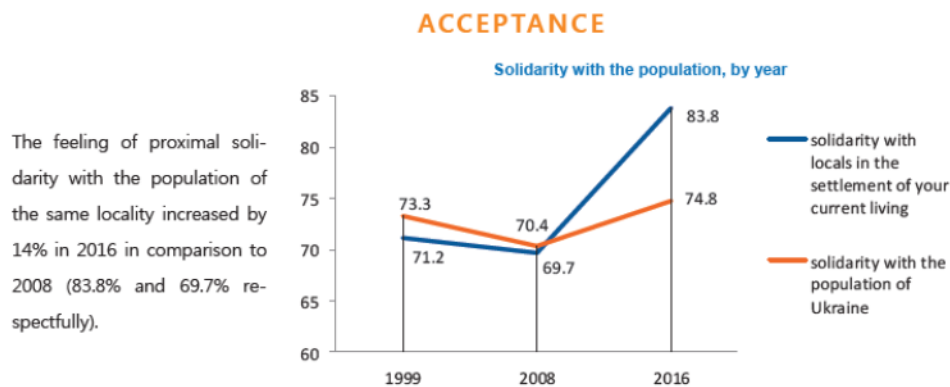
¹⁰ International Organization for Migration (IOM) Mission in Ukraine (2015) *Social Cohesion in Ukraine: Survey Report*. <http://www.iom.org.ua/en/social-cohesion-ukraine-survey-report>

- The percentage reporting complete or partial trust in the police is 56.8% in 2016 compared to 29% in 2008.
- Trust in local authorities has increased from 3.7% in 2008 to 11.8% in 2016, and this is the only governmental authority that shows positive change in public esteem.

In regards to IDPs in particular, they reported 4% more trust in the state media than the population as a whole. 9.4% of IDPs had complete trust in state media institutions, in comparison to 5.7% of local households. IDPs demonstrated almost 8% higher trust in the armed forces and 10.8% higher trust in the police.

IDPs generally demonstrate a higher level of satisfaction and trust in democracy and governance: 5.8% difference in the reported trust to the Administration of the President and the Cabinet of Ministers, whilst 5.7% more trust to the Verkhovna Rada.

In regards to how accepting the whole population is of each other there are signs that general levels of solidarity have risen significantly in recent years as the following table demonstrates:



4. Local Diversity and Migration Policy Context

As stated in the introduction, Lutsk was a city built upon cultural diversity, but this was largely obliterated over a short traumatic period still just within living memory. In the interim Volyn and Lutsk have experienced a period of demographic and political stability and cultural uniformity, but that period now seems to be coming to an end.

A combination of circumstances including the Maidan uprising and the subsequent crises in Crimea and Donbas, the surge in Ukrainian national identity, the generally more assertive stance of Russia, the accession to the EU of near-neighbour Poland and then its increasingly nationalistic stance, the premature death of Mayor Mykola Romaniuk in February 2017, and the general rise in migrant mobility, have ushered in a more dynamic and unsettled atmosphere.

Perhaps indicative of this capricious mood was that, even during the course of the CoE visit to the city, there was an unexpected event in which the acting Mayor relinquished power and handed leadership over to the Deputy Mayor. However, political power in Lutsk was and remains in the hands of UKROP (Ukrainian Association of Patriots), a party which emerged out of the Maidan events and combines a robust nationalism with mainly social democratic economic policies.

The most significant demographic development has been the dispersal of 5,000 IDPs to Volyn of which 1,182 have settled in Lutsk. Many are highly transient, often moving from one city to another in search of family reunion.

Although, simplistically, it might appear that as all the IDPs were Ukrainian citizens, there would have been little difficulty in arranging social and cultural integration, things have turned out to be much more complex. Most IDPs have Russian as their first language and many do not speak Ukrainian. Religiously most are Orthodox but many adhere to the Moscow Patriarchate rather than to the Ukrainian Orthodox Church of the Kyivan Patriarchate, which is very strong in Lutsk but is considered by some people from the east to be schismatic. Secondly many of the IDPs from Crimea are Tatar and of the Muslim faith, of which there is little experience in western Ukraine. Also people from the east have experience of a socio-economic structure which still retains many elements of the Soviet past and are disorientated by what they find in the west. Beyond this, there was also a general apprehension or even suspicion of each other that in some cases has taken several years to address.

IDPs first started arriving in 2014 from Crimea and the City Council put out a call to local families to offer help. Most were firstly settled in hospitals and social centres and the main priority to find jobs for them. Most arrived with nothing and many had already been living on very low incomes in Crimea for many years. In Lutsk they now receive a monthly allowance of 6,500UAH. Many Crimeans held stereotypes that local people would not welcome them but, according to a representative spokesman from their community, they have been pleasantly surprised.

Then the Donbas evacuation came a little later. This was often a case of husbands staying on there to fight alongside the army whilst the rest of the family was evacuated. 70% of people had lost their homes. It is said that they also had stereotypes of what their Volynian hosts would be like. They perceived them to all be *Banderivtsi*.¹¹ Actually, when they arrived they found it calm and welcoming, and more prosperous than they had expected, so they made calls to others that it was safe for them to follow. Some of the IDP men have subsequently gone abroad in search of work, but many others have bought apartments and want to settle permanently. Every family gets an allowance of 884UAH towards renting a flat, when the average rent is about 2,500UAH, so there is an incentive to work. The Lutsk School Number 5 is Russian-speaking and takes most of the IDP children.

Most IDPs were depressed and fearful on arrival and many were traumatised and in shock. In Lutsk they have found a comfort zone and this makes it easier for the children to adapt, but many older ones are still living in the past and they always talk about it. Many want to return to the east, at least to see how it is, but most are now accepting of their fate of becoming Lutsk citizens. A measure of the extent to which the young are adapting and integrating is that some IDP girls are even marrying local soldiers. A specialist adaptation centre has been established and it takes all the people who, for reason of trauma or disability, would find it difficult to move straight into general life.

Whilst most issues affecting Lutsk have come from the East and South, there has been a recent re-emergence of concerns with the near-West, with the re-emergence of tensions between Polish and Ukrainian nationalist sentiments. Lutsk being so close to the Polish border has inevitably felt the impact of this, most notably with the launching, by persons unknown, of a live grenade at the Polish Consulate on 29 March, which caused damage but no casualties.¹² The diplomatic heat has been turned up as a consequence of both countries seeking to revive memories and discussion of the

¹¹ This term derived from the name of the politician Stepan Bandera (1909-1959), initially meaning supporters of the Revolutionary Organization of Ukrainian Nationalists (OUN), led by Bandera during World War 2. After the 1940s Soviet and Russian propaganda used the term to refer to the entire idea of Ukrainian ultra-nationalism. In Polish, the term has an unequivocally pejorative connotation and refers to the OUN-inspired massacre of their Polish-Volhynian neighbours in the 1940s.

¹² <http://euromaidanpress.com/2017/03/29/polands-consulate-general-attacked-in-lutsk/>

violent conflict between Ukrainians and Poles in 1943. Poles have been alarmed by the moves, on the part of Ukrainian politicians, over the last decade to revive the memory of wartime nationalist leader Stepan Bandera, who is considered to be an extremely divisive and provocative figure.¹³ Indeed, the City Council of Lutsk has renamed both a square and street in Bandera's honour.

From an intercultural perspective we would much prefer to see a discussion of history which respects the experiences of all sides and does not seek to polarise contemporary opinion by arousing and exploiting historical animosities. In this regard, we have become aware of a project dedicated to commemorating the "Righteous" – Ukrainians who saved Poles and Poles who saved Ukrainians during World War II - organized jointly by the Lesya Ukrainka Eastern European National University in Lutsk and the "Brama Grodzka" and "Panorama Kultur" NGOs in Lublin (another ICC member city). If the City of Lutsk wishes to be a full and authentic intercultural city, we would much prefer to see it building upon these foundations of reconciliation and mutual humanity, rather than reviving and exploiting the divisions of the past in a new round of 'memory wars'.¹⁴

Regardless of whether Polish-Ukrainian tensions continue to rise, there is an apparently inexorable demand for people on either side of the border for increasing mobility. Whether locals in search of work or trade, or international migrants in transit, the borderlands are getting busier, and the next section will discuss how the City of Lutsk is coming to terms with this.

5. Governance and Democratic Participation

The City Council of Lutsk has embarked upon a vigorous and ambitious campaign to modernize its administrative systems, and whilst the intention of this is to improve the quality of its service across the board, it is clearly apparent that the city's strategic location next to an EU and Schengen frontier is a significant driver of this initiative. Lutsk has held the ISO 9001 quality management standard for the efficiency of its services since 2006.

The CoE visited "Centre of Administrative Services" and observed a wide range of functions which have been developed within the scope of a project to improve cross-border activity between Ukraine, Poland and Belarus.¹⁵

The centre, established in 2013, is open for 50 hours a week and has so far handled 800,000 enquiries. Its aim is to be a one-stop-shop which can help individuals and businesses manage the complete process of cross-border activity. For example if a foreign company is seeking to establish trade in the city or to invest in property, the service is intended to rationalize and streamline the experience. Equally, the service aims to simplify and speed up the process by which Ukrainians can travel to Poland and beyond.

There is a specific desk for dealing with enquiries from foreigners, and thus far they have dealt with people from many European countries, Africa and Australia. 7% of all cases dealt with by the bureau involve foreigners. The city of Lutsk receives 225,000 foreign visitors per annum and many of them come for the sole purpose of using the administrative bureau, because they cannot find equivalent services in many other larger Ukrainian cities. In the case of services which attract a fee, this is

¹³ Zhurzhenko, T. (2013). *Memory wars and reconciliation in the Ukrainian–Polish borderlands: Geopolitics of memory from a local perspective*. History, Memory and Politics in Central and Eastern Europe. Memory Games, edited by Georges Mink and Laure Neumayer, 173-192.

¹⁴ Wylegata, A. (2017). *Managing the difficult past: Ukrainian collective memory and public debates on history*. Nationalities Papers, 1-18.

¹⁵ EU Cross-border Cooperation Programme Poland - Belarus - Ukraine 2014–2020 <http://www.pbu2020.eu/en>

proving to be a rather lucrative activity for the City Council. It earns 19million UAH per annum for the budget, 50% of which is profit.

The services which prove particularly popular include the issuing of passports with electronic signatures. Applicants are able to have their document applications turned around twice a day and everything can be deal with electronically. The foreign desk offers English and Polish language and it employs consultants of different minority backgrounds.

There has recently been a massive increase in demand for passports by Ukrainian citizens, in anticipation of the introduction of a new visa-free travel system to Poland. The Lutsk centre offers to provide people with a passport in a matter of days. Every day 170 passports are issued, rising to a maximum of 200 on a Thursday.

Most Ukrainians are going to Poland, but many are now travelling to Turkey and to other parts of the EU. There are many students travelling in both ways.

One of the main areas of activity is the facilitation of marriage, and the centre is rather proud of its efforts to reduce the time in which the process can be concluded. Normally it would be expected to take a month, but in some case couples can now be married within 24 hours in Lutsk. Furthermore, whilst this might be expected to cost from 12-17,000UAH in Kyiv, it can be done for as little as 960UAH in Lutsk.

It is widely known and accepted that many foreign men marry Ukrainian women for the sole purpose of gaining citizenship, and there is no legal sanction for this. The majority of such men come from Turkey and Iraq, and there are also cases of Roma men who are without papers. In fact some people consider it to be an alternative to the asylum system. There are also significant numbers of men from Poland, Germany and other western countries who are seeking a wife that is maybe unavailable to them at home.

The CoE were concerned that such a service might be open to abuse by people whose motives are far from innocent, for example criminals who are involved in human trafficking, modern slavery and prostitution. The staff said they had no information on this and had never asked any questions of anyone's motives. They considered this to be a private matter between individuals who had free will. This struck us as a rather alarming response. There is widespread awareness that a 'bride industry' has existed in Ukraine for many years, and has direct links to organised crime.¹⁶ An academic study has demonstrated that most women drawn into this trade originate in the eastern and southern regions of Ukraine and that it was far less prevalent (at least three years ago) in western Ukraine¹⁷. However, the CoE were left with a series of unanswered, for example, are there any safeguards to ensure that Lutsk's undoubtedly efficient service is unwittingly making it easier for unsavoury practices to be propagated? Has the arrival of IDPs in the area swelled the availability of 'brides for sale'? Is it not a cause for concern that 'one-day passports' and 'one-day weddings' are available under the same roof with no apparent checks for the authenticity of their clients' motives?

Under a Swiss-financed system, the bureau does now have an electronic register of all citizens which enables it to measure the registrations of people who come and go. In a vestige of the old Soviet system it is still necessary for long-term foreign sojourners to register for arrival in every Ukrainian city they visit

¹⁶ Walker, Shaun. (2014). *Odessa Dreams: The Dark Heart of Ukraine's Online Marriage Industry*. Thistle Publishing

¹⁷ Ekonomidis, R. (2015). *International marriage business in Ukraine*. University of Macedonia, Greece.

Another important aspect of the bureau's work is managing investment in land and property and mediating the disputes which can arise. They have an office to provide legal advice free.

Their next step will be to take responsibility for registration of births and deaths and the issuing of driving licence, as part of the national programme of decentralisation, but there is currently a disagreement with the Ministry of Internal Affairs. It is said that traditional bureaucracies are reluctant to relinquish services which have proved lucrative through bribery and corruption.

The City Council is about to launch an experiment in Participatory Budgeting with the first round commencing in 2018. There is an offer that the Council can give up to 50,000UAH for citizen-proposed projects according to themes they choose. The proposer must find 10% co-financing.

6. Education, training and youth development

The City Council operates 27 schools, including 14 gymnasiums, and 41 kindergartens. Many schools are based on a speciality eg languages. In addition to schools the City runs a palace for youth and a centre for technical education and centre for sport and countryside recreation

Lutsk is very keen to encourage the cooperation of its schools with the rest of Europe and fosters many teacher exchanges. There is active cooperation with Polish cities through ongoing agreements at city and schools level.

The schools take no record of the national origin of teachers who are not hired on the basis of nationality. They do know some are Jewish, Armenian or Roma origin but it is unlikely to be more than one per school. All schools have religious ethics classes where they learn about basis of all world religions. There are also several private schools which practice within various local religions.

We asked the teachers and youth workers we met how they assessed the current mood of young people in the city. They agreed they are seeing a growth in active citizenship and patriotism. The events of the last five years have obliged young people to consider issues that older generations did not have to think about, such as identity. Young people also want to acquire more information to be competitive in an international labour market. They have the chance to travel and they come back to Lutsk with new ideas and ambitions. Youngsters have resilience and ingenuity to find a way through the crisis, acquiring skills which were not expected of the older generation. They turn negative events into a positive mood, and there is little appetite for unhealthy lifestyles.

Many younger people had been leaving Lutsk, creating a brain drain, but now it seems that many more people are returning to use their education and skills locally. They are not simply looking for money but to develop themselves as more rounded human beings, so they don't just want to work but also to promote their hobbies and interests. The IT sector is highly developed in Ukraine meaning they can work for foreign companies but carry on living in Ukraine.

There is a generally high level of education in Lutsk. The two biggest university departments are in business and law. 90% of youngsters go into higher education, even though it is an expensive burden on their parents. The local economy cannot absorb all these skilled people so they often go abroad which is now getting easier with visa deregulation.

Many more young people are starting to take an interest in the history of the area and their family roots. School Number 4 recently conducted research into the development and measurement of

competence in measuring intercultural communication. They had meetings with local foreigners and trained in tolerance, respect and intercultural dialogue. This 2011-2014 pilot project led to an examination, and it was promoted for other schools to follow, and also to the national Education Ministry. The pupils and staff went on to become participants in the 'Agents of Change project' in association with the British Council.

The schools have a syllabus in world, national and regional history in the main curriculum. There is also provision to teach minority kids in their own national histories. There is additional money to improve the teaching of Ukrainian history and this will include learning about the pre-war multiculturalism.

7. Economy and employment

Lutsk City Council has a total annual budget of 2 billion UAH. 50% of this is granted by central government and the other half is raised at a local level. 80% of local revenue is from income tax and land and business taxes, alcohol, petrol and tobacco taxes. With decentralisation they are expecting to see a change in the balance of budget.

Lutsk remains a city with a heavy reliance upon manufacturing industry with over 35% of the workforce employed in this sector. However, the development of the city is being held back by the scarcity of land for new facilities. The boundaries of the city of Lutsk are tightly drawn and it is surrounded by the raion of Lutsk over which it has no influence. They have a few brownfield sites but no greenfield sites which makes it difficult to attract new investors, particularly from abroad. The City's business development office accepts that it needs to interact better with local business. They are conducting surveys of business to find out what will be the future growth sectors.

The City Council expected to see a rationalising and merging of administrative units under the national programme of decentralisation, but they have learned there will be no changes in Lutsk. Small villages in the surrounding raions don't want to join a big city – they cannot see the benefits of being part of a larger unit. Some small communities are rich as they have big enterprises and do not want to share their revenues. They have their own water and sewage systems so can stand apart from the city.

Village administrations are reluctant to sell agricultural land for development. Villagers rent this land but they cannot sell it. However many farmers are now negotiating the rental of land to foreigners. When foreigners pay an inflated amount for land it creates a more competitive environment for other locals also.

The City Council has a lot of influence on the development of small business. For example it coordinates the work of restaurants and hotels through granting of permits. It runs support programmes for SMEs but would like more money to do more entrepreneurship development. It also supports in non-financial ways through business associations an advice and helping to resolve difficulties with the bureaucracy. They meet businesses and discuss problems like the difficult tax system and Parliamentary decisions which affect business. By far the greatest impediment to business development is Ukraine's badly formed taxation policy. The City thinks the system keeps an unnecessarily low level of taxes for small businesses, for example market stalls pay 160UAH per month, and street kiosks pay no tax at all.

There is some ethnic diversity in the small business sector. There are Georgian, Bulgarian and Armenian restaurants and there are no reports of discrimination. There is also a variety of market

traders. It is estimated up to 10% of small business owners are of minority background. The business strategy of the city is not set by the Council but by a consortium of business and NGO interests.

The City has a Centre for Employment which helps people find jobs through training, education, short term work and job search. There are 1900 unemployed people registered and currently 1415 vacancies. This year 4000 people have asked for a job and the bureau has placed 1900 so far. They gather no information on whether clients are of minority background – there is only a need for citizenship and residence. Recently two Roma people were found placements.

It is a proactive service which goes looking for people and presents opportunities. They visit the IDP centre to inform them of vacancies. 353 IDPs have registered since 2014 and 156 were trained and placed. 3 have set up businesses. 51 Tatar IDPs have registered. Some were even called for a job before they left Crimea. One man was given training and financial support to set up a restaurant business and now it has created several jobs for other Tatars. This has offered the first ever opportunity for Lutsk people to taste authentic Crimean cuisine, so it has been very popular. The business owner has also become an active spokesman for the Tatar community. The bureau also cooperates with Azerbaijanis and Georgians who are now employers. Some Ukrainian employers search specifically for foreigners to employ, eg Polish, Turkish and Germans because they are considered to have better experience in managing international joint ventures.

There is an ongoing problem in post-Soviet zones that workers in public administration, education and health are seriously underpaid. It is still common for many of them to use their summer break and go abroad for seasonal employment to supplement their meagre income.

8. Language and multilingualism

Currently Ukraine is attempting to establish Ukrainian, the native language of its majority population as the state language, i.e. the official language of its public bodies and institutions. During the Soviet period the Russian language was dominant and Ukrainians had no opportunity to learn it in school.. A great number of media, TV, radio programs and educational institutions across Ukraine still use Russian today, and attempts by the current government to encourage them, by means of state laws and quotas, to adopt the Ukrainian language generates a broad public debate. At the same time, relevant Ukrainian laws indicate that ethnic minorities are free to use their languages, in public or private, and their media is not delimited or restricted in any way.¹⁸

In Lutsk several clubs have been established to encourage the use of foreign languages, including language camps in English, Polish, German, French, Spanish and Chinese. Russian is also taught as a foreign and minority language. At one school all subjects are studied in Russian because most students are from Central Asia.

There is also tuition in the language of national minorities including Roma. Classes are provided on a different basis to the Roma as, by the time of the sixth form, many of them are already married with families. No one is learning the Tatar language.

There is an evening school for foreigners where they can learn Ukrainian language and culture

¹⁸ For example the Law on Media <http://zakon2.rada.gov.ua/laws/show/2782-12> ; Draft Law on Ukrainian language http://w1.c1.rada.gov.ua/pls/zweb2/webproc4_1?pf3511=60953 ; or a discussion about the Draft law on language <http://language-policy.info/tag/zakon-pro-derzhavnu-movu-5670/>

9. Civil Society

In a meeting of NGOs, the CoE encountered representatives of several communities including the Society of Polish Culture, Armenian society, Crimean Tatars, Donbas IDP self-help group, Jewish society, Czech community, German society of Volyn, as well as several organisations who conduct welfare or cultural activities in association with them, for example a group which does art therapy for war veterans.

There is a large Roma NGO, set up to help people with no documentation, which a few years ago had only a few members but has now registered over 400 members. There is also new NGO for IDPs from Crimea set up to demand equality of services for its members. They regularly organise demonstrations in the main square to raise the profile of Tatar culture in Lutsk.

The Donbas IDP group were very grateful of the opportunity to meet other groups as they said they felt isolated and unaware of what opportunities were available for them. They said in comparison to other parts of Ukraine there are relatively few Donbas people here. They would like to return home but the authorities don't respond. They have problems with housing. Some of their members got a grant and started a business, but they feel like they are always treated differently. In general they feel the City Council is doing the best it can for them, but the Oblast administration is difficult to work with. The main problem is the legislation which governs the distribution of IDPs.

This offered an opportunity for the Jewish society to invite the IDPs to cooperate in future activities. For example, the Jewish society collaborates with artists to do dancing flashmobs in hospitals and health centres. They are also working on a 'clean city' initiative and are promoting greater use of bicycles.

The Council has organised a national minorities seminar in the town hall to encourage cooperation on the theme of daughters and mothers. The Art Society runs the 'Behind the Mirror' festival and is interested in bringing international artists to town. In August there will be an intercultural festival and they will all take part in it. In general the City Council was seen to be helpful in supporting NGO events.

Is there any discrimination? The representative of the Jewish society said the Council is very fair. The Donbas group says passport registration makes it difficult to register for employment, and some have been unable to find employment suitable to their qualifications. There is no recognition of national minority in the passport even though the constitution states that it should be.

A group of social researchers from the University attended the meeting. They said civil society activity is an innovation in Ukraine. They held a pioneering conference on community development and urban policy and many NGO attended. According to a survey they conducted only 1% of people reported having experienced discrimination. The reputation of the police is also improving and whilst there is a lot of cynicism with the government, even its reputation is now improving.

The Polish are the largest minority and they remember the Volyn tragedy, and they memorialise the massacre in the main towns where the innocent were killed. It is still painful as there were a lot of mixed families, but there is a lot of forgiveness.

We asked the NGOs for opinions on the recent grenade attack on the Polish Consulate. The Council's opinion is that the perpetrators are just a crazy minority and should be ignored. It was said that some banderivtsi tried to demonstrate outside the Consulate but the local NGOs united to show a more tolerant response.

It seemed to us that many of the organisations at the meeting were encountering each other for the first time, but hopefully this would encourage further joint meetings and projects.

10. Urban development and neighbourhoods

The Council is embarked on a long programme of neighbourhood renewal. Lutsk expanded very rapidly in the Soviet period as it was industrialising and this created many large high-rise housing developments which are now in need of improvement or replacement. New developments are given real names, gradually phasing out the old Soviet practice of simply numbering districts. What was named 33 district is now referred to as the Colosseum. Whether this helps to give districts an authentic sense of identity is debatable as the naming depends on the fantasy of the property investor. It seems most people prefer to stick with what they know.

There is a problem that apartments are expensive because costs are influenced by the low rate of the Hryvna against other currencies. Foreign workers return and are able to buy property with their earnings, but this creates inflation, whereas IDPs from east are trying to pay in Hryvna, so lose out. There is also a problem that public utilities costs, such as heating, are high. There is a waiting list for housing, so that even veterans of the Afghanistan War (who in theory should have some priority status) are still waiting to be housed. The Council has co-financed 50% of the costs of buying apartments for veterans of the Donbas conflict. Paradoxically, however, there are several very large apartment blocks in the city which are standing partially or wholly empty, which suggests that there may be some property price speculation taking place.

11. Public space and ethnic mixing

The city has 32 small parks and 2 public beaches but many have not been well-maintained in the past. The City has now initiated consultations on the restoration of parks and street. It will involve the removal and replacement of trees and more greening of public spaces. They are particularly wanting to make the city more appropriate and attractive for teenagers with spaces for roller blading and hanging out. Umbrella Street has been created giving a Spanish theme with high quality street furniture. They will also encourage street art in residential districts.

It is a matter of great importance that public spaces become places where people can interact. In order to control the nuisance of speeding traffic and badly parked vehicles there is widespread introduction of 'sleeping policemen' and bollards. It is acknowledged there is a need for more kids' playgrounds and seating areas.

What does the City do about extremism in public places? The sport department has specially trained staff who can work with people who are vulnerable to being influenced by extreme ideologies to teach them tolerance, particularly amongst the football fans. At the start of the football season they organise a joint walk of home and away fans to take the heat out of the atmosphere. The local IDPs also participate too. It was said that they don't even have conflicts with local Russians.

The Council helps organise public meetings and guarantees freedom of speech. Sometimes aggressive activists block roads with their demonstrations and the Council's role is to let everyone express themselves. Any organisation or ethnic group can complete an application process and hold public events or demonstrations with a minimum of fuss.

There should be a continuing vigilance to protect the rights and safety of all people in public space. Even in the period between the CoE visit and the writing of this report, there has been an unfortunate incident of racist violence against three African students in (of all places) Bandera Street.¹⁹

12. Public Safety

At the national level Ukraine has been going through a transformation with the disbanding of the old discredited *Militsiya* and its replacement by a new National Police Force. But there is also a new force at the regional level with the Lutsk Oblast Patrol Police. In the national mood of continuing decentralization it is also hoped that Lutsk will become a pilot project to unify all policing services. Under this plan district policing responsibilities would be given to local communities.

Municipal police have a wide range of responsibilities: maintaining local by-laws, preventing littering fly tipping, illegal parking, unsanctioned trade, lack of licenses and illegal kiosks. Lutsk is one of the first cities in Ukraine to tackle the problem of illegal structures (eg garages and sheds) of which there are about 3,000 in the city. They work with other municipal services to ensure that when an area is cleared it is quickly replaced with something with a social purpose such as a playground. However, the topic is far from straightforward because, for example, many of the illegal structures are housing homeless people.

13. Interfaith Dialogue

Lutsk is both a historic and a contemporary centre of religion with important institutions of the Ukrainian Orthodox, Catholic and Lutheran churches. However, the meeting of the CoE team with civil society groups was not attended by any religious representatives, other than someone who identified himself as an active pagan.

The team was able to arrange an informal visit to the Holy Trinity Orthodox Cathedral and Bernardine Monastery to meet Metropolitan Mikhail (Zinkevich), who is head of Volyn eparchy of the Ukrainian Orthodox Church-Kyiv Patriarchy, who is one of the most prominent religious figures in Ukraine.

We made enquiries about the prospects for ecumenical and interfaith cooperation. Currently there is serious dispute within the Orthodox faith with the Kyiv Patriarchate being accused of being schismatic from the Moscow mainstream. Ironically the prospects for dialogue appeared to be more likely with Catholic and Protestant confessions. However, the Metropolitan expressed extremely negative sentiments towards the prospect of any dialogue with the Muslim faith.

14. Health and Welfare

There is a large and very dynamic department of family social work. Much of their work is with the families of IDPs and war veterans. Much of the focus is on trying to give the kids an experience of normality so that they can grow up feeling fully integrated into local society. There is a lot of emphasis on exposing kids to cultural and recreational activities giving them the chance to escape from the stresses of family life and to express their individuality, for example with lots of visit and

¹⁹ <http://korrespondent.net/ukraine/3876513-v-lutske-yzbyly-temnokozhykh-studentov>

summer camps. For many they experience their first ever visit to the countryside. They have just sent a group on vacation to Lithuania and for all of the kids it was their first time out of Ukraine.

The department head recently visited ICC member Botkyrka to study how they organise family events and sport in Sweden. She learnt about the organisation of summer camps in the forest and the creative use of graffiti. She also got the idea of a mass painting project in which all kids describe their feelings for their parents.

They organise programmes for teenagers in how to become a successful adult, as they often do not have good role models to follow at home.

They deal with 15,000 people per year. One in five of families has someone working abroad with kids often left with grandparents and this creates many needs. For example, one such kid became a thief in the hope this would bring his parents home. All this creates misunderstandings and crisis in the intergenerational relationship. Families live in overcrowded multi-generational households, because it is too expensive to find their own places, and this creates stress.

A second problem is lack of money available to many young families. Thirdly children are more emancipated these days and they demand more consumer goods which their grandparents have no understanding of or sympathy for, which undermines their relationships.

The philosophy of the department is that a child should have as many chances as possible to discover what their true identity and talent is.

15. Welcoming and hospitality

The Council has developed the website Visitlutsk.com as a gateway for visitors and it is available in three languages. However it is mainly geared towards tourism and has little to offer newly arrived residents. There is no welcome pack for foreigners so it should be a target for the future to produce one.

The City has an impressive tourism strategy and infrastructure. The Cultural department managing several impressive institutions and infrastructure projects, such as Lubart's Castle, and has the capacity and expertise to organise large cultural festivals. Such as the "Night at Lutsk Castle" Festival, which the CoE team attended.

The City tourism, marketing and international promotions office has developed many tourist routes, commemorating people who lived in the past. Reference is made to ancient but much-diminished communities such as the Karaims and the Jews, although the grand synagogue remains in a much-degraded state. There is the prospect of a special project to restore the synagogue and to consult people how they think the site should be treated and presented.

16. Media and Communications

Lutsk has a communal newspaper which is funded from the City Council budget. At the Oblast level there is the Volyn TV channel, which includes a news programme where all Council deputies report on their activities and services, and every week there are online interviews with deputies and heads of department.

There is an 'Open City' theme where citizens can report their problems and the Council takes up the case and reports on progress, and also a 1580 telephone hotline. The most common questions raised by people are the intermittent and unreliable supply of electricity in the city. Every week the Council's public relations team meet to review the main issues raised by the public and discuss Council action with mass media.

They try to report intercultural issues, for example the commemoration of the 500th anniversary of the Reformation, and examples of cooperation between Ukrainian and Polish communities. Their staff are not specialist journalists but they give annual training on issues like tolerance and media ethics, and how to deal courteously with people even if they are aggressive or difficult.

17. International outlook

There are three policy themes to the Council's international cooperation and projects: Cooperation with Sister Cities; International integration events; and Project implementation.

Lutsk has 18 sisters in 11 countries including 7 in Poland. There is a Tripartite Agreement with Belarus and Poland involving 7 projects in medical, culture, tourism and animal care/zoo activities. There are now 5 new projects for the 2015-20 period including fire protection and bicycle infrastructure.

There is a new programme for cooperation on waste management with German cities. 30 Germans will visit in October on youth and social policy, financed by the German Ministry of Foreign Affairs.

European Day is celebrated every year in Lutsk. This year they hosted 7 Sister Cities. They held a kids competition on European knowledge and a Eurovision show in the park. They host diplomatic delegations eg the Spanish-Ukrainian business forum.

In 2010 Lutsk was honoured with the Europe Prize, an award for municipalities by the Parliamentary Assembly of the Council of Europe. So far they have been awarded the flag of honour and plaque of honour, which will be formally conferred on the Day of the City in August. The next step is to apply for the Prize of honour for international exchanges - the fourth level - which will open doors to new finance to support future exchanges.

18. Conclusions and Recommendations

Lutsk is a city/region which faces multiple challenges with the pressures of the present and uncertainties of the future whilst slowly coming to terms with the painful legacy of the past. With a dynamic cadre of municipal officials and NGOs it is doing this with an impressive energy and optimism.

It is well aware of its strategic location close to several frontiers but also gateways to different cultures and economic zones, and it is taking this very seriously, trying to reduce barriers and smooth the free movement of people, even if this brings risk with it. In a country which has often been held back by obstructive, inefficient and untrustworthy public services, Lutsk is making a commitment to a much high quality and transparency of public service.

Whilst Lutsk does not experience a high level of international or national minority diversity, its experience of IDP settlement offers many parallels and it has developed much experience and expertise as a consequence.

The city benefits from the positive birth rate and population growth and it should aim to nurture and capitalize upon the talents, optimism and energy of its young people.

We would make the following recommendations:

- There is a need to identify and record both good practice and concerns, particularly through completing the ICC Index as soon as possible, and through direct reporting.
- Lutsk should develop an intercultural strategy and action plan - together with its citizens.
- Lutsk should be represented in ICC events to present its achievements and challenges.
- Lutsk should make connections with other cities who have been experimenting with participative budgeting to share experience.
- For Lutsk to take full advantage of its membership of ICC it will be necessary to achieve greater political stability. The City needs to elect a secure and long-term Mayor and cabinet, who will then give an explicit statement of their political commitment to the intercultural way of working.
- In particular, the political leadership needs to formulate a subtle but unambiguous position in regard to Ukrainian nationalism. It should acknowledge patriotism but must renounce xenophobia. It must also find a way of enabling an even-handed public discussion of the inter-ethnic events of the past. It must avoid making gestures or statements which privilege one group and antagonizes others, but should be seen to be explicitly supporting activities which are of an inter-communal and inter-faith nature.
- The recent experiment in intercultural education in one school should be thoroughly evaluated and understood and then should be replicated throughout the school system (and not only in schools where diversity is obvious).
- The Council should respond to our concerns about the risks inherent in the relaxation of regulation in relation to marriages between Ukrainians and foreigners to ensure that it is not vulnerable to criminal exploitation.
- The Council's civil society coordinator should encourage a regular programme of meetings, dialogue and joint cooperation between different groups following on from our meeting with them.
- The Council should explore the possibilities for establishing closer communication and understanding between the different faiths and confessions in the city.
- There should be a comprehensive Welcome Pack aimed at foreigners who move to the city of residence, education and business. There are many good practice examples of this in the ICC network.
- Subject to the availability of funds the Council should do far more to restore or recreate the historic buildings of the city which would give physical testimony to its multi-ethnic past.

PROGRAMME

on stay and work of Council of Europe experts in Lutsk
July 01-04, 2017, Lutsk

01.07.2017, Saturday

16:00-17:50 Meeting the delegation, accommodation at "Ukraine" Hotel (2, Slovatskogo Str.)
18:00-18:40 Dinner ("Show Basilic" Café)
18:45-19:00 Transfer to Lutsk City Council
19:00-19:45 Meeting of Council of Europe experts and mayors of intercultural cities with Secretary of Lutsk City Council Ihor Polishchuk (the mayor's office)
19:45-20:00 Transfer to Lutsk Castle
20:00-21:00 Press conference with Secretary of the City Council Ihor Polishchuk, Council of Europe experts and participants of "Night at Lutsk Castle" Festival (Lutsk Art Museum)
21:00-03:00 Participation in "Night at Lutsk Castle" Art Festival (Festival program is attached)
03:00-03:10 Transfer to the hotel

02.07.2017, Sunday

8:30-10:00 Breakfast at "Ukraine" Hotel
12:30-13:00 Meeting at the hotel lobby. Transfer to the restaurant
13:00-14:00 Lunch (restaurant «SkyBar Family»)
14:15-17:40 City tour
17:40-18:00 Transfer to the restaurant
18:00-19:00 Dinner (Ethno restaurant «Panych», 3 Pidhaietska Str.)
19:00-19:20 Transfer to the restaurant
20:00 Departure of Council of Europe Expert on Cultural Policy Ms. Irena Guidikova to Lviv

03.07.2017, Monday

8:30-9:30 Breakfast at "Ukraine" Hotel (2, Slovatskogo Str.)
9:45-10:00 Transfer to Lutsk City Council
10:00-10:30 Meeting of Council of Europe experts with heads of departments of Lutsk City Council (LCC) (assembly hall LCC)
10:30-11:30 Workshop "The foundations of intercultural policy" by Phil Wood, Council of Europe Expert on Intercultural Policy (assembly hall LCC)
11:30-12:40 Excursion to the Center for providing administrative services (TsNAP); meeting of Council of Europe experts with Larysa Karpiak, Head of Department of "Center for providing administrative services in Lutsk" (35, Lesia Ukrainka Str.)
12:40-13:00 Transfer to the restaurant
13:00-13:50 Lunch (Pub «LuheSk»)
13:50-14:00 Transfer to Lutsk City Council
14:00-16:00 Meeting of Council of Europe experts with Olena Makarova, Head of Public Relations Department; Tetiana Knysh, Head of Department of social policy; Zinovia Leshchenko, Head of Department for Education; and Yurii Volynets, Head of Department for Physical Education and Sport (the mayor's office)
16:00-16:30 Coffee break

16:30-16:45 Transfer to Lutsk City Center of Social Services for Family, Children and Youth (18, Sobornosti Avenue)
16:45-17:30 Visit of Council of Europe experts to Lutsk City Center of Social Services for Family, Children and Youth; meeting with Liliia Halan, Head of Department of Social Services for Families, Children and Youth (18, Sobornosti Avenue)
17:30-18:00 Transfer to the hotel. Free time
18:00-18:10 Transfer to the restaurant
18:10-19:00 Dinner (Pizzeria «Felichita», 2 Vynnychenko Str.)
19:00-19:10 Transfer to the hotel

04.07.2017, Tuesday

8:30-9:30 Breakfast at "Ukraine" Hotel (2, Slovatskogo Str.)
9:45-10:00 Transfer to Lutsk City Council
10:00-11:50 Meeting of Council of Europe experts with Victoria Homonets, acting Head of International Cooperation and Project Activities Department; Oleksandr Ozinovych, Head of Economic Policy Department; Liliia Yelova, Head of Department of Finance and Budget; Zoia Baliuk, Head of Department for Information work (the mayor's office)
12:00-12:50 Meeting of Council of Europe experts with Yurii Kras, Head of Housing and Communal Services Department and Leonid Herasymiuk, Head of Department of Urban Planning and Architecture (the mayor's office)
13:05-13:15 Transfer to the restaurant
13:15-14:00 Lunch (Café-bar «Maidan»)
14:15-15:30 Meeting of Council of Europe experts with NGO representatives, leaders of national-cultural societies, education and culture figures of the city (assembly hall LCC)
15:30-15:45 Transfer to Lutsk City Employment Center (2, Yaroshchuka Str.)
15:45-16:30 Visit of Council of Europe experts to Lutsk City Employment Center, meeting with Director of the Center Olena Shyshova (2, Yaroshchuka Str.)
16:30-16:40 Transfer to Lutsk City Council
16:40-17:30 Final meeting of Council of Europe experts with heads of relevant structure departments of the city Council. Conclusions of work on the intercultural city index
17:30-18:00 Departure of Council of Europe Expert on Intercultural Policy Mr. Phil Wood to Lviv
Departure of national coordinator of the Ukrainian Intercultural cities network Ms. Kseniya Khovanova-Rubikondo to Kiev via Lviv.