



# MONTESILVANO

## INTERCULTURAL CITIES INDEX ANALYSIS 2024



Diversity, Equality, Interaction, Participation

### BUILDING BRIDGES, BREAKING WALLS



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MONTESILVANO  
INTERCULTURAL CITIES INDEX ANALYSIS

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## INTRODUCTION

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

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

While this report is being written (September 2024) more than 160 cities embraced the ICC programme and approach, and 131 (including Montesilvano) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 34 cities (including Montesilvano) have less than 100 000 inhabitants and 40 (including Montesilvano) have less than 10% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Montesilvano, Italy, in 2024, 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):

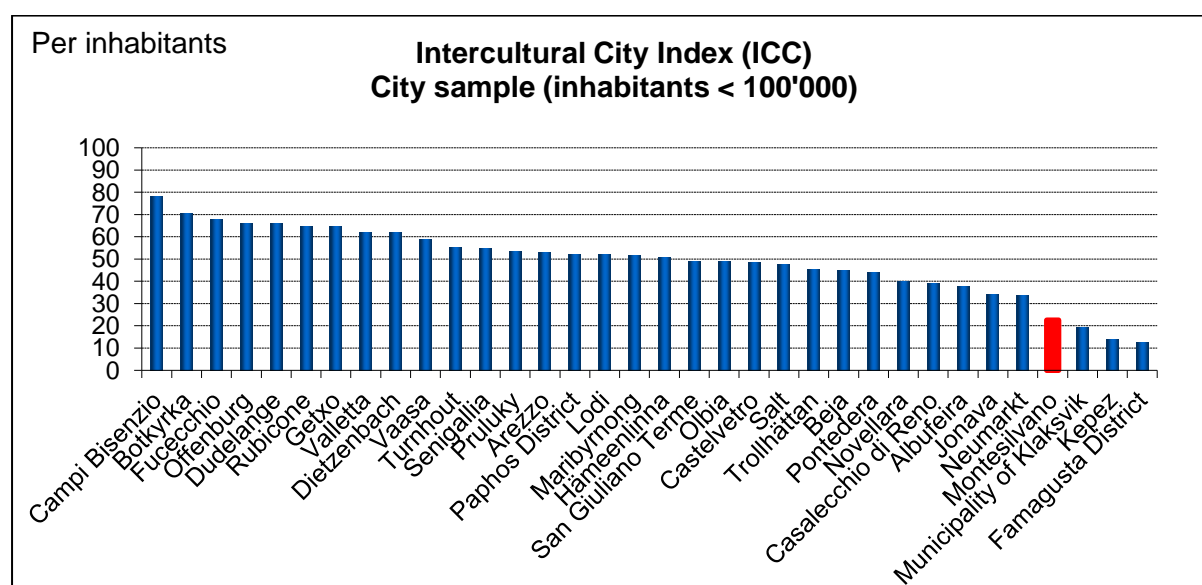
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming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

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, 49 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Montesilvano. 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, *Montesilvano* has an aggregate Intercultural Cities Index result of 23 (out of 100 possible points). The details of this result will be explained below.<sup>1</sup>

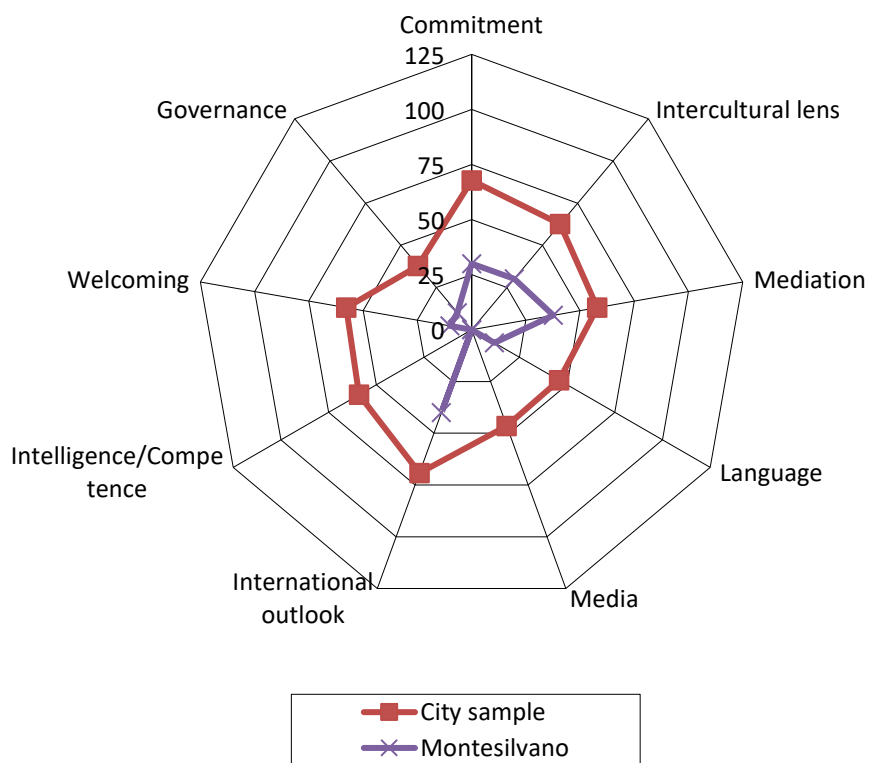
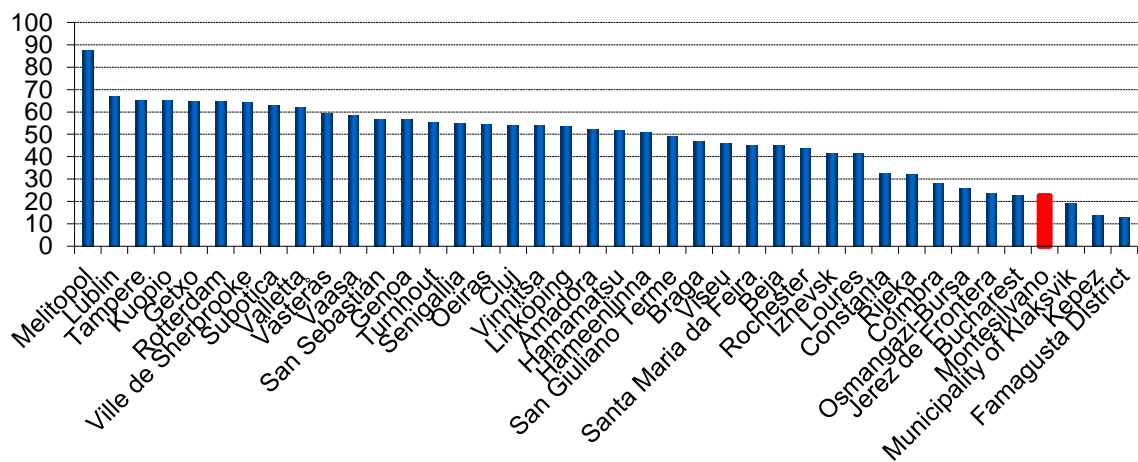


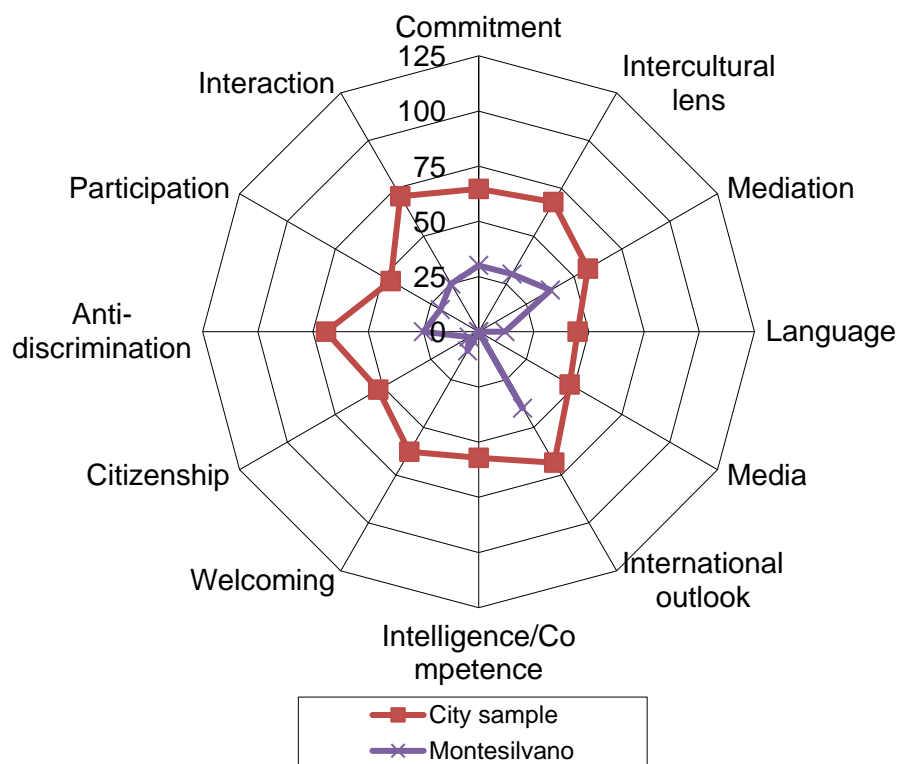
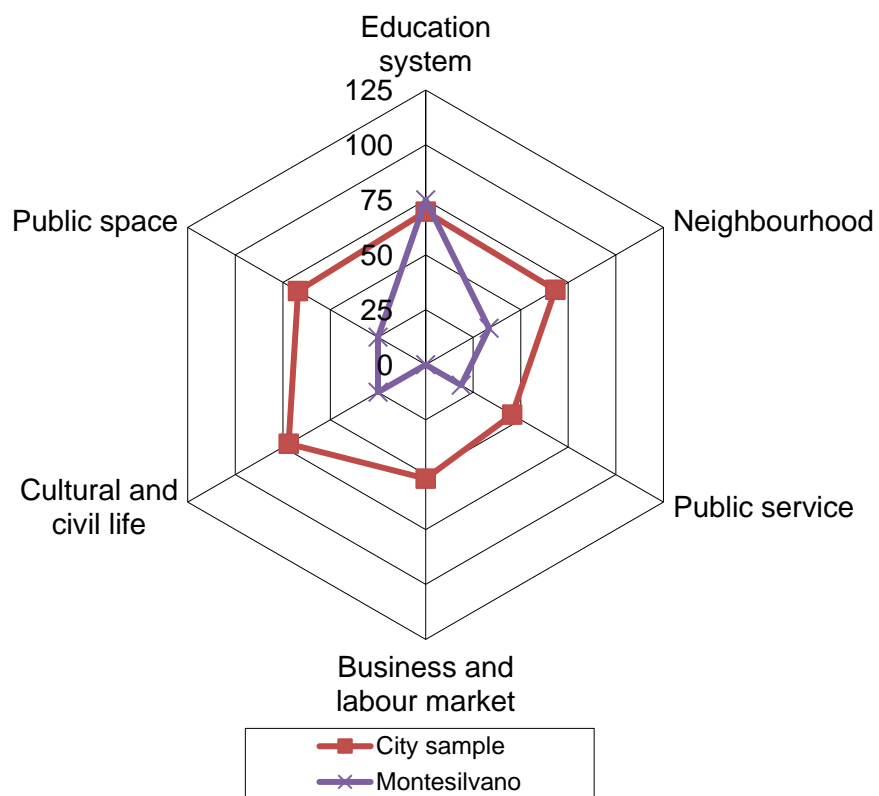
<sup>1</sup> The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in 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 achievement rate.

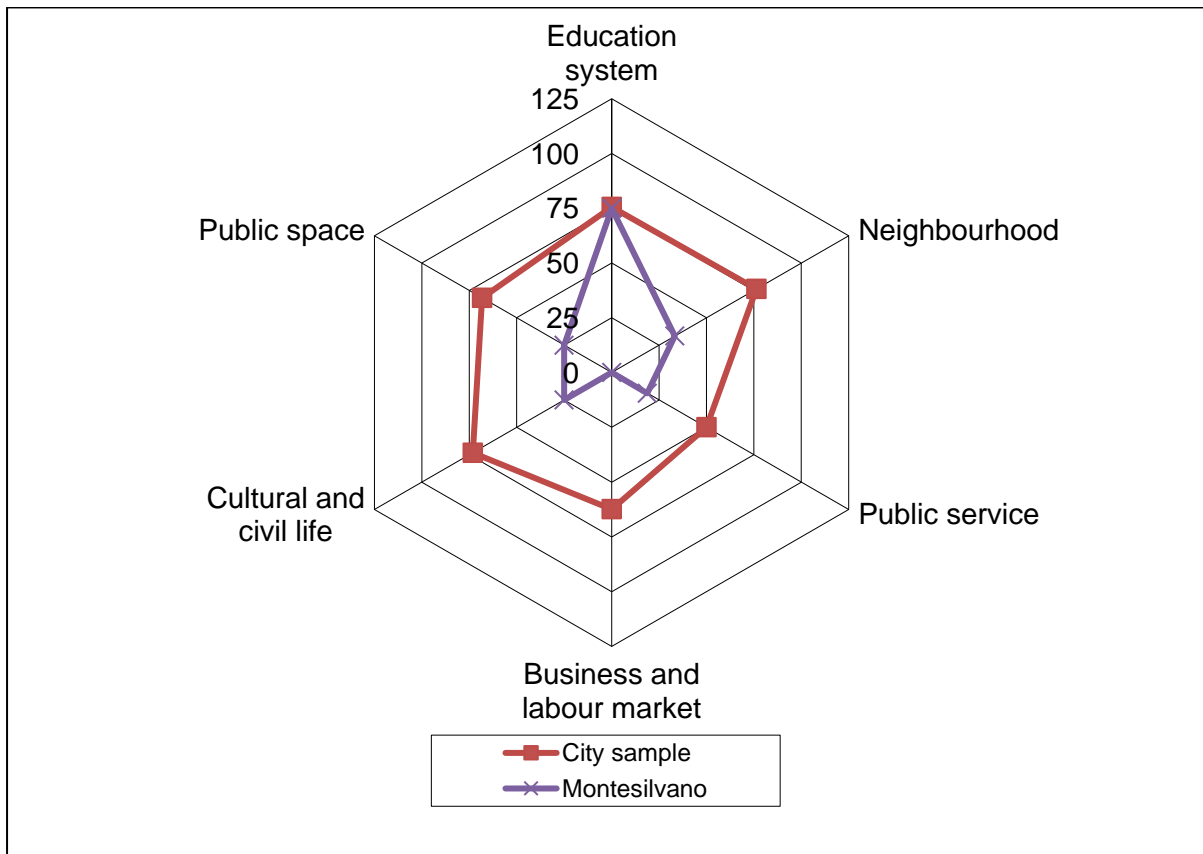
In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural 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 diversity

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







## MONTESILVANO: AN OVERVIEW

Montesilvano is the third largest city in Abruzzo, a region surrounded by hills, located in the centre of the Italian peninsula, on the Adriatic shore. Dating back to the Middle Ages, the city's historic centre is located on the hills surrounded by the pine forest, a few kilometres away from the modern city.

Montesilvano is located on the Adriatic Sea, north of Pescara. Montesilvano is a two-hour drive from Rome. The Saline River is north of the town. It is not far from Abruzzo Airport and Pescara Centrale railway station.

Due to its geographical position, Montesilvano has a very diverse population with the most represented nationalities being Romanian, Senegalese, Albanian, Chinese and Venezuelan. As of 2022 the population was 53,402 of which 4152 or 7.2% of the population were foreign born residents. Among the foreign citizens residing in the city, 37.83% are citizens from EU-EFTA countries.

The city of Montesilvano is subdivided into four for urban planning purposes, three of which are in the coastal area, while the fourth is further subdivided into: Santa Filomena, Villa Carmine, Villa Verrocchio, la Colonna, Montesilvano Centro, Montesilvano Colle and Villa Verlengia.

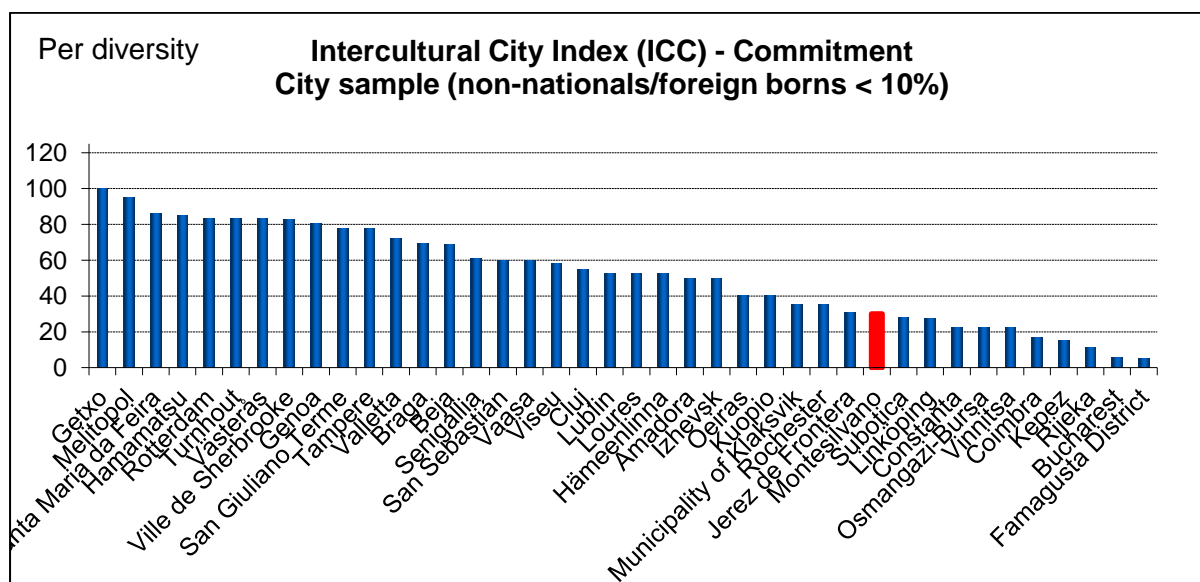
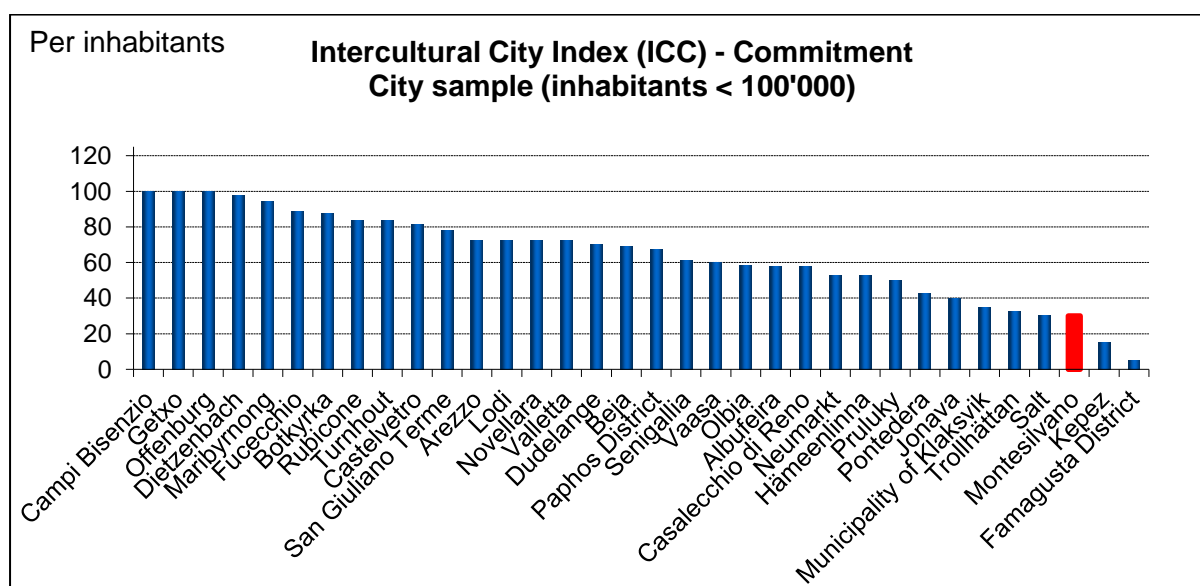
The economy of Montesilvano is mainly based on seaside and congress tourism, with the highest hotel accommodation capacity in the region. Complementary economic activities are related to trade, the tertiary sector and some industrial activities.

GDP is approximately 16 080 euro per capita.

## 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, interaction and participation. 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.

Montesilvano achieved a rate of 30, which is considerably lower than the city sample's achievement rate of 68. However, this is the first index report of the city, and the city has made good first steps, including through participation in the Italian intercultural cities network (also known as Città del Dialogo), showing its commitment.



The city has a strategy with intercultural elements. The "Housing System" Project (Municipal Council Resolution no. 69 of 04.04.2023) aims to combat severe adult marginalisation, led by the Special Agency for Social Services. It is designed to implement a complex model of housing policies that brings together institutional, private and local resources. The goal is to build an ideal pathway to assist the citizens of Montesilvano in their transition from homelessness to housing, navigating from emergency situations, towards sustainability.

Housing poverty is being addressed through specific first and second-level interventions for different target groups:

- Red band: homeless individuals, women victims of violence, drug addicts, and individuals released from detention;

- Grey band: individuals with no demonstrable income, workers on severance, unemployed individuals, those in exodus, lonely elderly, young people with low incomes, immigrants, foreign nationals outside the care and integration circuit.

The city is preparing an intercultural action plan and reports systematic engagement in co-design actions by involving people with different backgrounds in policy formulation. There is an easily accessible official [web page](#) where it communicates its statements and strategy, accessible from the bottom left-hand corner of the home page. The city is also included on the Italian Intercultural Cities Network [webpage](#). However, communication and information about the Network, projects etc. is usually published on the Municipality's Facebook page.

Montesilvano sees its participation in the “Città del Dialogo” (the Italian Intercultural Cities Network) and the ICC programme as a real opportunity to share its own experience in the field of intercultural inclusion and to learn from the other cities of the national and international networks. The possibility of working in partnership is a productive instrument creating positive effects on local public policies and build a real interculturally integrated society.

Elements that are missing include that the city has not formally adopted a public declaration that it is, or aspires to be, an intercultural city and the city's official communications rarely make clear and explicit reference to the city's intercultural commitment. There is no broader intercultural or integration strategy, and no action plan or budget for its implementation. The city also does not currently recognise or honour local residents/organisations that have done exceptional things to encourage interculturalism in the local community.

### Recommendations

As this is the first index report by the city, it is natural that the city currently does not complete all the elements required for a full score in the field of commitment, however, it is an excellent exercise to map gaps and plan future actions.

As such there are several easy first steps that the city can take such as making a public announcement on its commitment as an intercultural city. This could take the form of a speech by the Mayor or a policy holder, a Resolution in chamber, or an update on the city's website. Although it has been a member since 2016, Erlangen in Germany recently updated its commitment on its [website](#) including its aims as a member of the network.

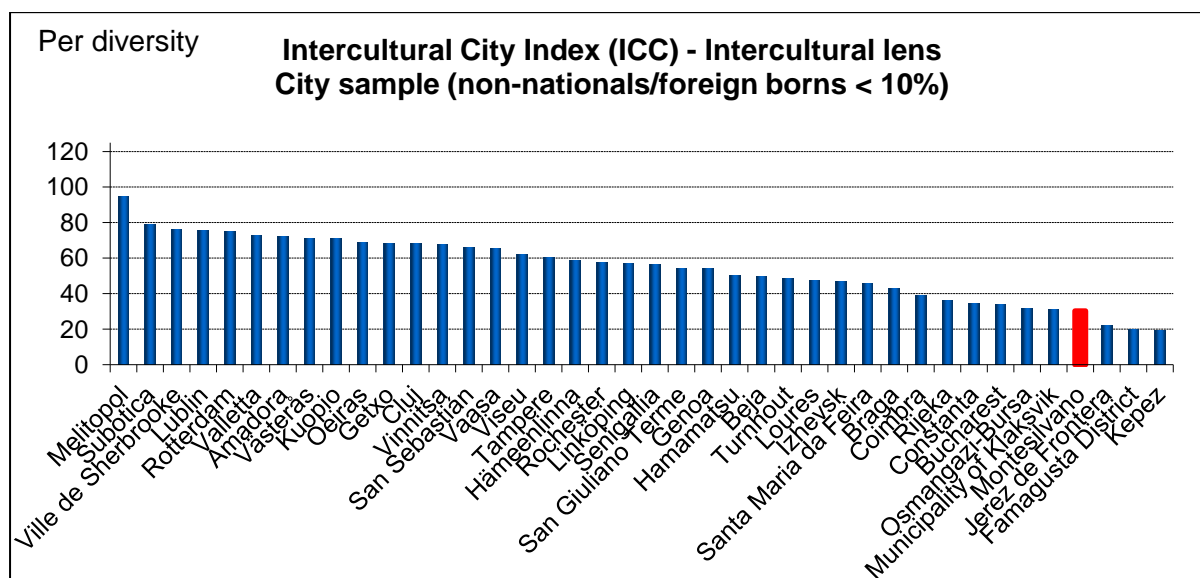
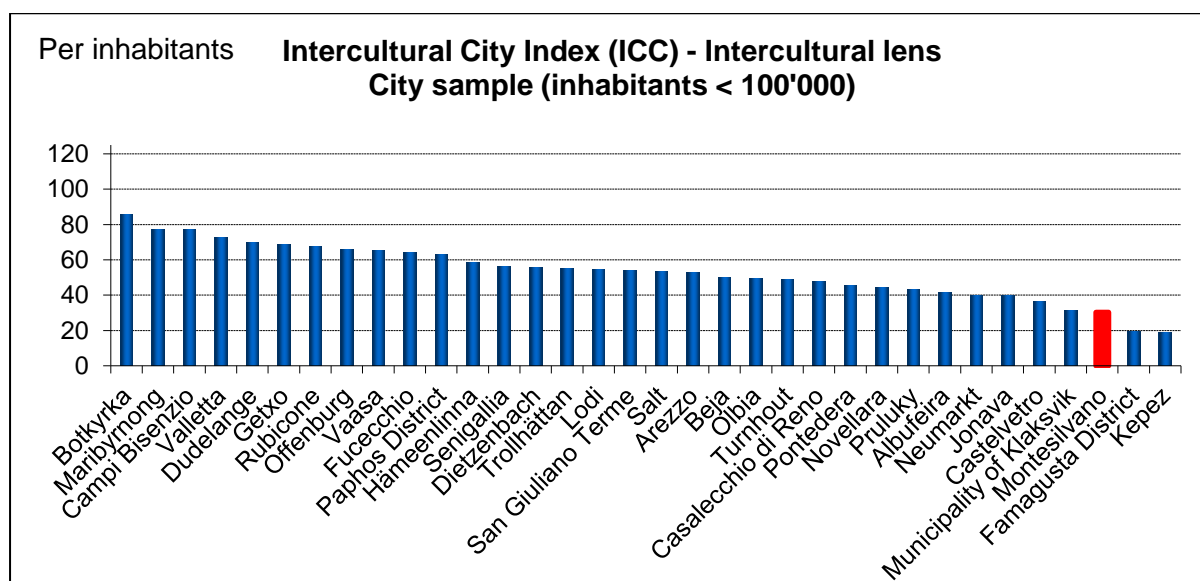
Honouring local residents who promote interculturalism is also something that many cities do, see for example, [Neuchatel](#), that has run an annual prize since 2015 recognising a group or an individual who, through a work, a performance, an act or even a word or an attitude, has made an outstanding contribution to raising awareness of the need for inter-ethnic and inter-religious dialogue in order to promote respect for others and cultural diversity; promoting tolerance; rejecting any exclusion based on ethnicity, religion or nationality.

Developing an intercultural strategy is a longer-term goal and one which Montesilvano may wish to discuss with members of the Italian Intercultural Cities network, such as [Turin](#), which adopted “Guidelines for interculture and participation”, in 2018, a theoretical and practical framework of action for the public administration to help it setting up a participated environment to define rules, rights, duties and behaviours needed for living together in diversity. There could also be interesting lessons to be learnt from the [Ukrainian Intercultural Cities network](#) where all the cities in the network developed intercultural strategies and supported each other.

## THE CITY THROUGH AN INTERCULTURAL LENS

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

The overall rate of achievement of the urban policies of Montesilvano, assessed as a whole through an "intercultural lens" is lower than that of the model city: 30% of these objectives were achieved while the rate of achievement of the model city reaches 63%.

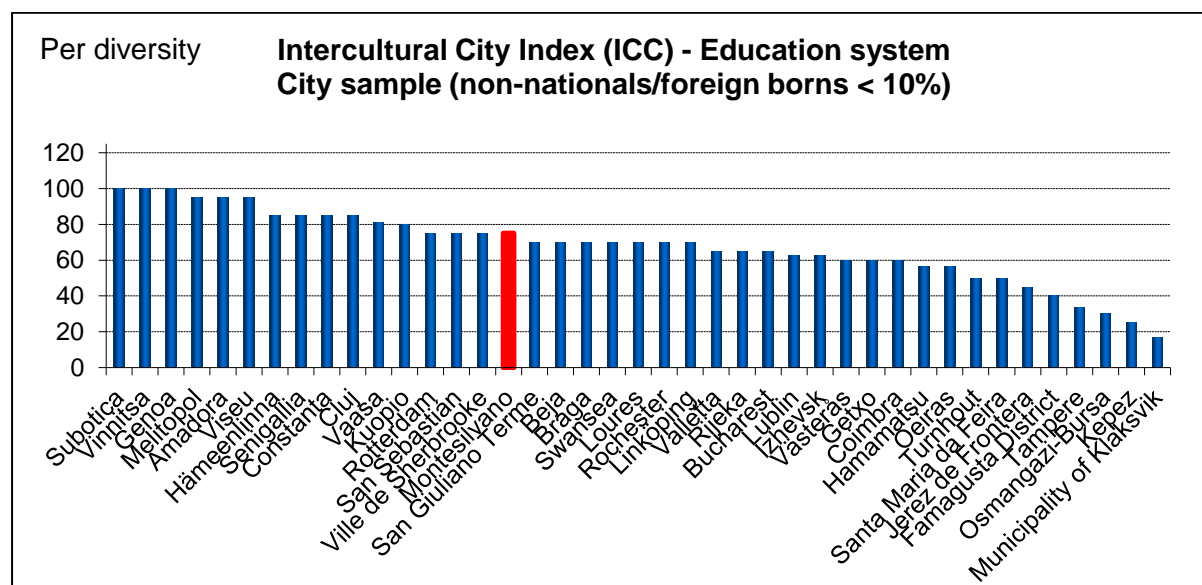
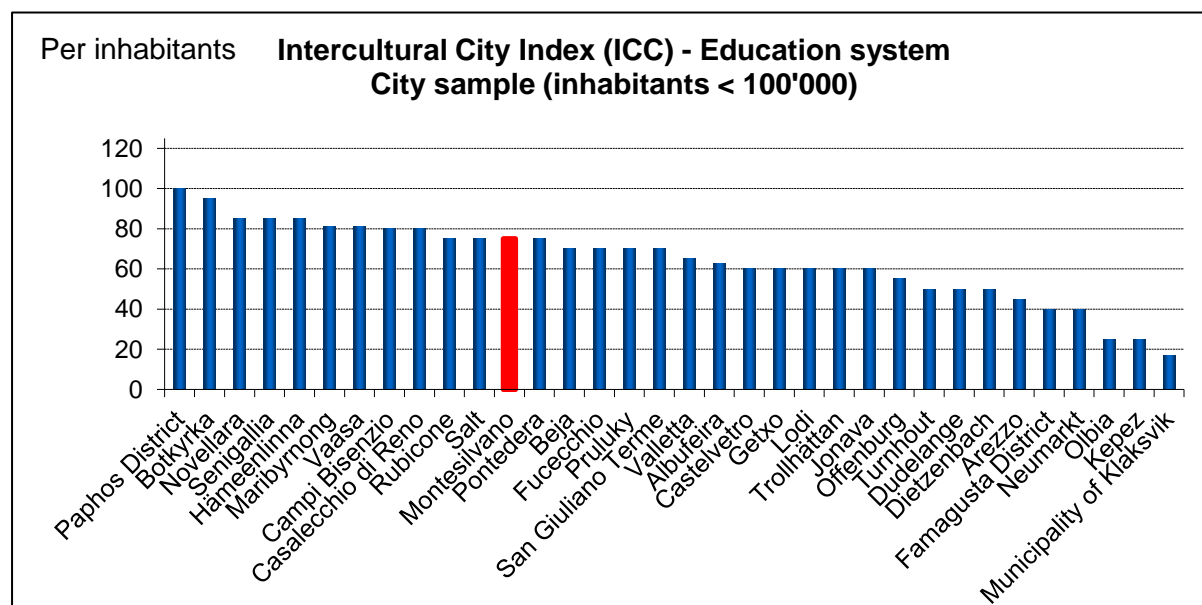


## EDUCATION

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.

Montesilvano achieved a rate of 75, which is higher than the city sample's achievement rate of 70 and the strongest of the city's indicators in this index report. Congratulations to Montesilvano for its strong result in this field.



Schools in Montesilvano make significant efforts to involve parents with a migrant/minority background in the school's outlook. Since 2009, the Municipality of Montesilvano has been promoting an intercultural mediation project in schools with its own funds, aimed at students and their families to facilitate their integration. The project is co-designed in collaboration with the Caritas Onlus Foundation, which carries out intercultural activities in the area. The city has increased funding for this work from 20 000 Euros to 40 000 Euros for 2024-2025. In addition, to optimize resources and support a greater number of foreign students (including those of Ukrainian nationality), it was decided to use contributions from the Social Fund and strengthen the provision of social services by municipalities hosting a significant number of people requesting temporary protection.

In 2024 six schools in the Municipality of Montesilvano took part in the intercultural mediation programme for students, mainly from Africa, South America, the Balkans, Eastern Europe and Ukraine, particularly following the start of Russia's full-scale aggression against Ukraine. Activities begin each year with teachers sending reports/alerts for relevant pupils, who need to be involved in intercultural activities, then new arrivals in schools are tested to check their level.

Intercultural mediation is carried out through group activities, unless there are educational needs, for which it is desirable that the pupil should carry out them individually or in a small group with the mediator.

There were 79 migrant pupils, including Ukrainian pupils, selected for the programme for the 2024-2025 school year based on need. In 2024 the service offered for Ukrainian pupils was funded with a National Fund and not with local resources of the Municipality of Montesilvano. It means that the local resources were used to meet the demand of students from other nationalities, separately by the Special Company of Social Services of the Municipality of Montesilvano. Around 50 support hours were available for each pupil in 2024 (up from 30 hours previously). Action plans were agreed with teachers and mediators for each pupil. Mediators followed groups of two pupils of the same ethnicity/ language/ nationality where possible to increase the number of pupils reached.

Some schools, as in previous years, were supported by mediators for schools and working with teachers, families, parents. In addition, two intercultural workshops were held at the Istituto Silone, in a primary class and a secondary class, involving the entire class group.

Not all children completed all 50 hours of support for many reasons: some pupils had interrupted school attendance because of transfers or were absent for a certain period, others attended in an irregular manner, others started the programme later in the school year when they arrived. However, the average support to each pupil selected was still 34 hours each. Around 28 pupils were able to follow the full 50 hours.

The city reports that schools rarely undertake their own intercultural projects. There is no policy to increase ethnic/cultural mixing in schools but this is not seen as applicable as there is no segregation in schools in the city. On the other hand, there is no data available on whether primary school children have the same ethnic/cultural background or if the ethnic/cultural background of teachers in schools reflects the composition of the city's population.

### Recommendations

[Sabadell](#) in Spain runs several successful intercultural projects in schools that Montesilvano may find interesting. Education projects are aimed at building students competences – including intercultural competences-, raising awareness about diversity and promoting critical thinking. The City and School Programme is a key resource that favours educational equity, connected education and a space for learning and enjoyment for all participants (including teachers and students). The majority of schools in Sabadell implement intercultural projects and promote the role of migrants' families in the Families Associations (AFAs). These include the organisation of gastronomic days, intercultural festivities, projects related to specific countries, etc.

Montesilvano is already in touch with [Reggio Emilia](#) on its educational programme for younger children, but they also have a programme, SAFE, that encourages the social integration of foreign families through initiatives that involve local schools with diverse students in partnership with the Italian municipalities of Arezzo and Torino, the City of Lewisham (UK), and the Efus (European Forum on Social Security).

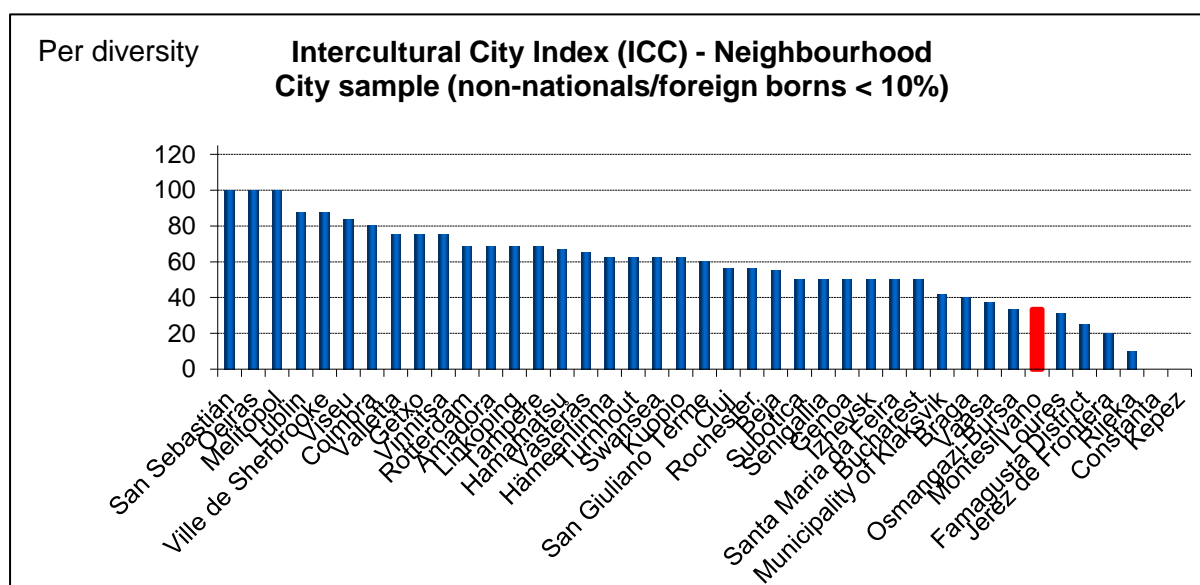
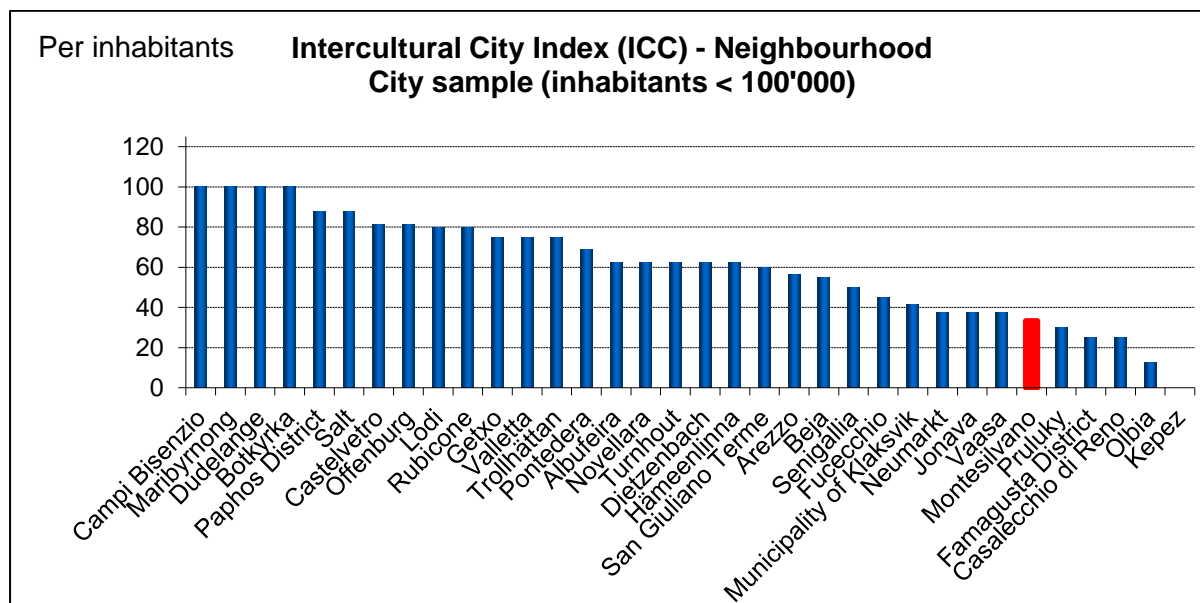
Finally, the city reports there is no segregation in schools but at the same time a common thread across several indicators in the report is a lack of data on certain issues. Here there is no segregation but at the same time it is not clear whether primary school children have the same ethnic or cultural background or if the ethnic/ cultural background of teachers in schools reflects the city's population. A mapping would be helpful. Should mapping show that more mixing between schools is needed, [Bradford](#) has a useful school linking network where the city support teachers to facilitate meaningful and positive sustained social mixing.

## **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.

Montesilvano achieved a rate of 33, which is considerably lower than the city sample's achievement rate of 68. Examining examples from other cities will help Montesilvano see the type of work possible in this field and potential for the future.<sup>2</sup>



The city does not encourage actions/activities where residents of one neighbourhood can meet and interact with residents of another neighbourhood with different ethnic and cultural backgrounds as it reports there are no segregated neighbourhoods.

At the same time there is no data on how many districts/neighbourhoods in the city are culturally/ethnically diverse. This may be why there is no policy to increase the diversity of residents in neighbourhoods and avoid ethnic concentration or to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood.

### Recommendations

<sup>2</sup> Montesilvano's achievement rate in the extended Intercultural Cities Index is 33, while the city sample achievement rate is 76.

It is not clear from reports if the city has no data on this area or if there is no segregation. In any case, encouraging interaction between different residents and different neighbourhoods is always useful from an intercultural point of view.

Should the city wish to conduct more activities in this area, it may be interested in the experience of [Zurich](#), particularly as Montesilvano mentions intercultural elements of its housing policy. Most districts in Zurich are ethnically and culturally diverse. The Integration Policy, the housing programme and the social culture strategy (Soziokultur) work together to include useful guidelines for neighbourhoods. Interestingly, the city and different housing associations have adopted a rent policy, which takes into account the cultural mixing within the neighbourhood.

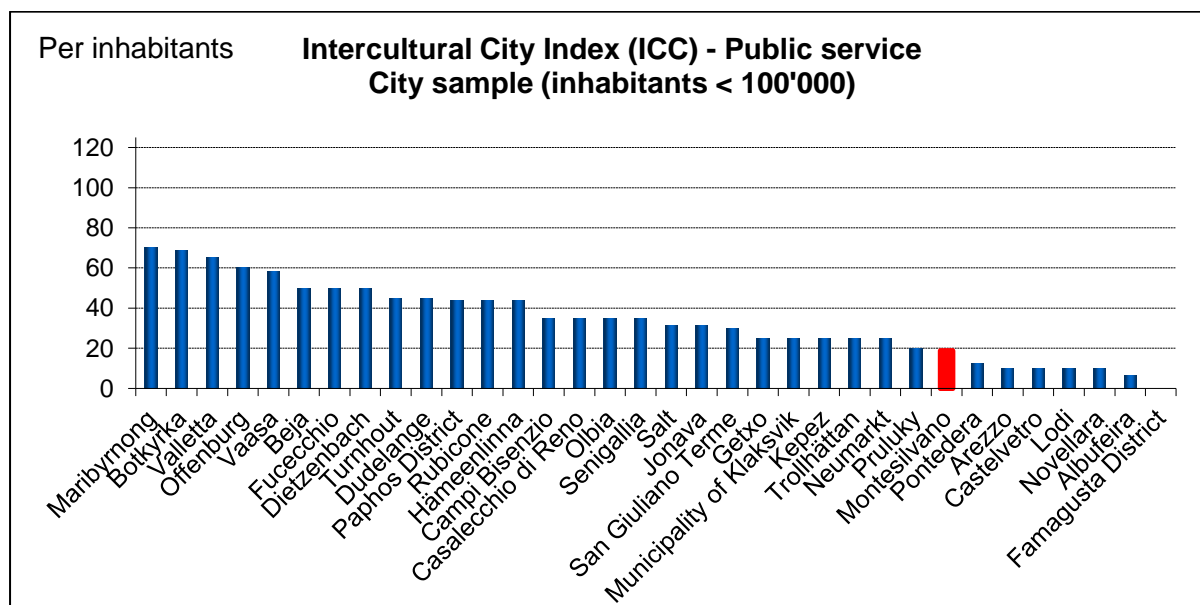
ICC's study and policy note on [gentrification](#) may also be useful, and they contain a section on housing.

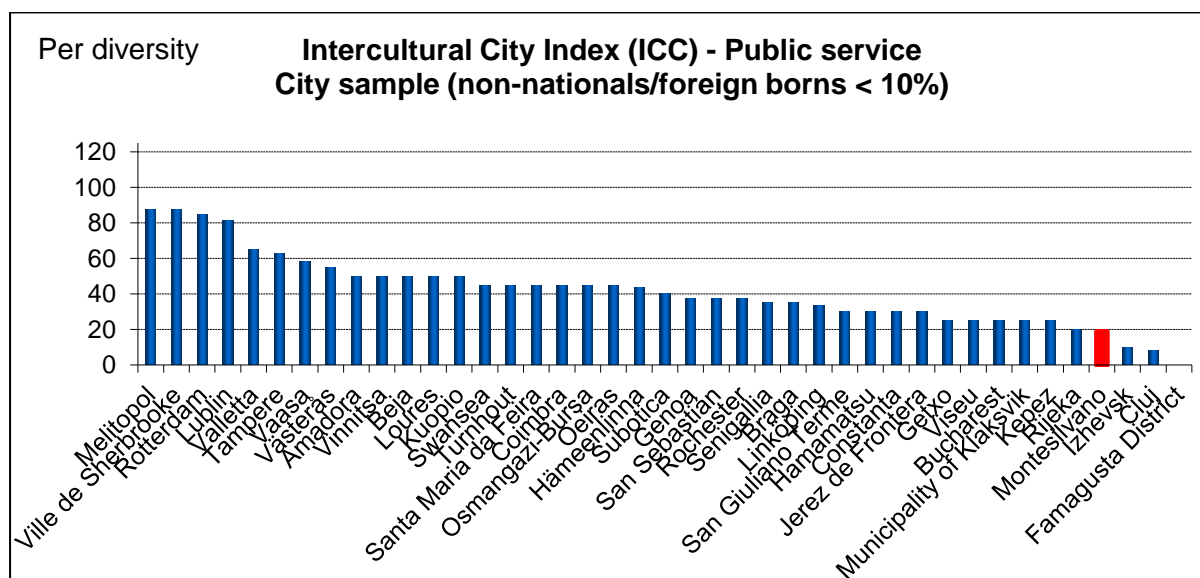
[Zambujal](#) in Portugal, may also provide some inspiration for smaller scale meetings of individuals who work together at district level. The Zambujal Melhora Programme established the "facilitators neighbourhood" idea which is the joining of two people with different ethnic backgrounds who receive training at the same time in a specific area. They then go on to work together in their own neighbourhood or others.

## PUBLIC SERVICES

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

Montesilvano achieved a rate of 19, which is lower than the city sample's achievement rate of 45. Additional information could have been provided to improve the city's score.





Montesilvano takes the ethnic and cultural background of its citizens into account when providing services, including funeral and burial services and school meals and canteens. Montesilvano, in accordance with the law, is obligated to ensure funeral and burial services for its residents, regardless of their migratory background. If an individual is in a state of destitution, the Municipality covers the costs of these services using funds allocated annually. Within the cemetery, there is a burial area exclusively dedicated to individuals of Muslim faith. In some cases, services and rites representative of diverse religions and cultures may be performed before burial upon specific request and approval from the Municipality.

Regarding the school catering service, which is outsourced to an external company, it allows for menu differentiation, taking into consideration both health-related issues and religious considerations. There is also an intercultural mediation service in local schools.

The background of civil servants in Montesilvano does not reflect the composition of the city's population in terms of migration/minority background, however, and there is no recruitment plan to ensure an adequate diversity rate within its workforce. Neither does the city act to encourage diversity in the workforce, mixing and intercultural competences in private sector companies.

### Recommendations

In looking at the background of civil servants then the approach of [Botkyrka](#) may be useful. The municipality has developed methods and policy documents that ensure a greater diversity within the organisation. The Employee and work environment policy [Medarbetar- och arbetsmiljöpolicy], focuses on securing the right skills among employees, based on the needs that exist in the municipality, in relation to the citizens of the municipality and to avoid bias. Previous research has found that this competency-based approach increases diversity in organisations.

As there are no direct actions aimed at encouraging a more diverse workforce in the private sector, Montesilvano may be interested in an initiative in Leeds in the UK that maps diversity in employment, mainly across public sector employers but it also welcomes the private sector, and as such encourages more knowledge of positive aspects of diversity in the workforce across the city.

The [Leeds](#) City Region Diversity Dashboard is a project by the Leeds Inclusive Anchors Network made up of the city's largest (mainly) public sector employers. They come together and focus on areas where they can make a difference for people as an employer, through procurement, through service delivery or as a civic partner. The dashboard shows the number of people employed by the eight employers according to different diversity indicators, including: age, if people are carers, disability, ethnicity, gender, religion, socio-economic factors and sexuality. There are currently eight organisations who publish data on the dashboard: Kelda Group Plc; Leeds Beckett University; Leeds College of Building; Leeds Trinity University; Leeds City Council; University of Leeds; Calderdale Council; and Leeds City College. Other organisations are welcome to join.

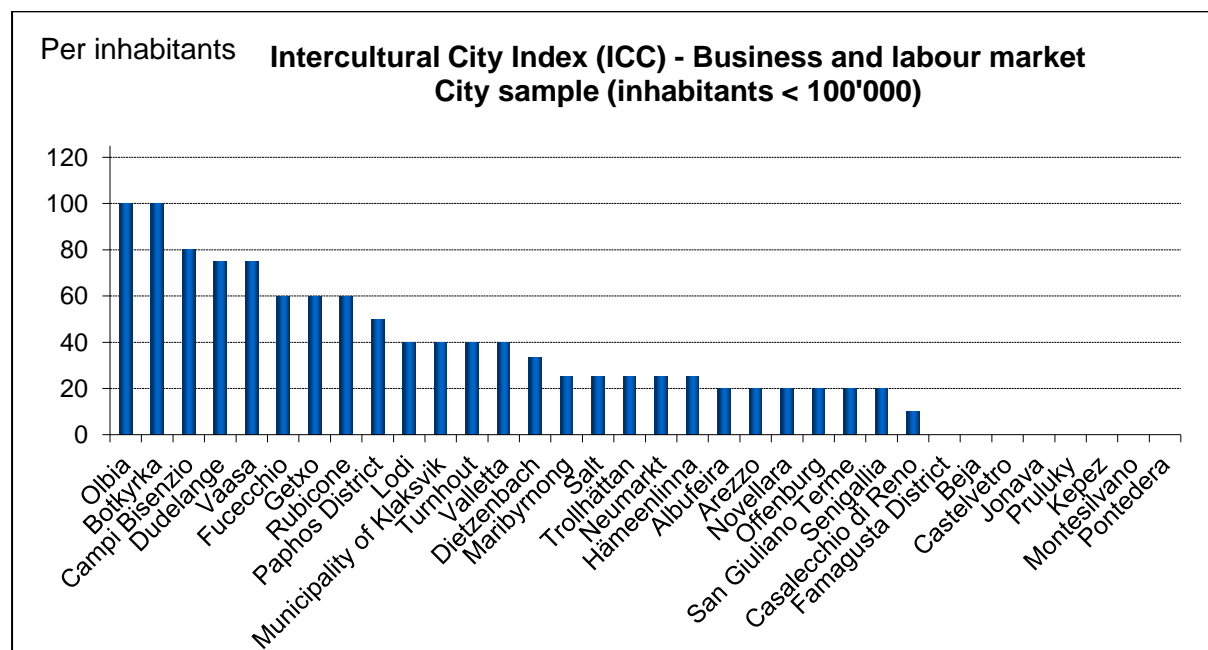
There are also resources from 2021 from the Italian municipalities of Novellara, Reggio Emilia, and the union of municipalities "Rubicone e Mare" who were awarded an ICC intercultural-grant to develop ["Diversity Management"](#)

[approaches in the public-private partnership industry](#)", a project aiming to promote greater inclusion of employees from different backgrounds. Although public organisations are also concerned by this issue, they can have more limitations and restrictions as they are subject to specific rules, in particular with regards to recruitment and career development processes. At the same time, as political bodies they can promote the topic in the public debate and incentivize companies they have contracts with, to adopt effective Diversity Management strategies. After its very successful implementation, the project report contains all elements that will enable transferring to other public institutions the broad knowledge acquired and the methodological approach to a real inclusive diversity management in the workplace.

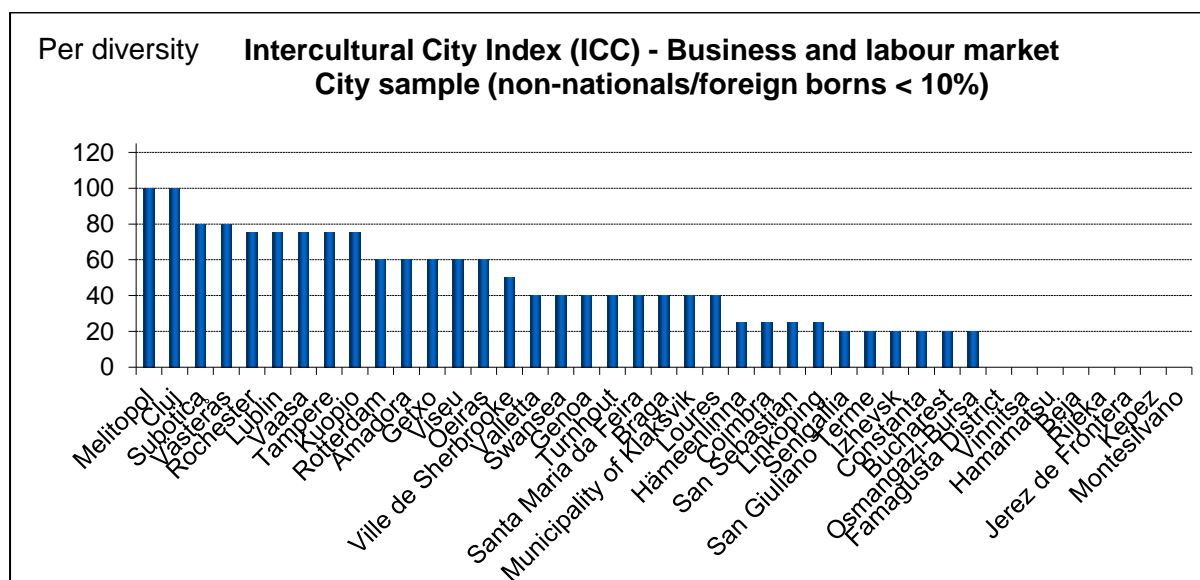
## BUSINESS AND THE LABOUR MARKET

*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.*

Montesilvano achieved a rate of 0, which is considerably lower than the city sample's achievement rate of 52,<sup>3</sup> but there are plenty of good examples from other cities for Montesilvano to learn from and start in this field.



<sup>3</sup> Montesilvano's achievement rate in the extended Intercultural Cities Index is 0, while the city sample achievement rate is 62%.



Montesilvano provided little information for this indicator but confirmed that there is no local, regional or national umbrella organisation whose objectives include promoting diversity and non-discrimination in the labour market and Montesilvano does not take action to encourage ethnic minority businesses to go beyond the ethnic economy and enter the mainstream economy and higher value-added sectors. There are no 'business districts/incubators' in the city. The city does not favour companies with an intercultural inclusion/diversity strategy in decisions on the procurement of goods and services.

### Recommendations

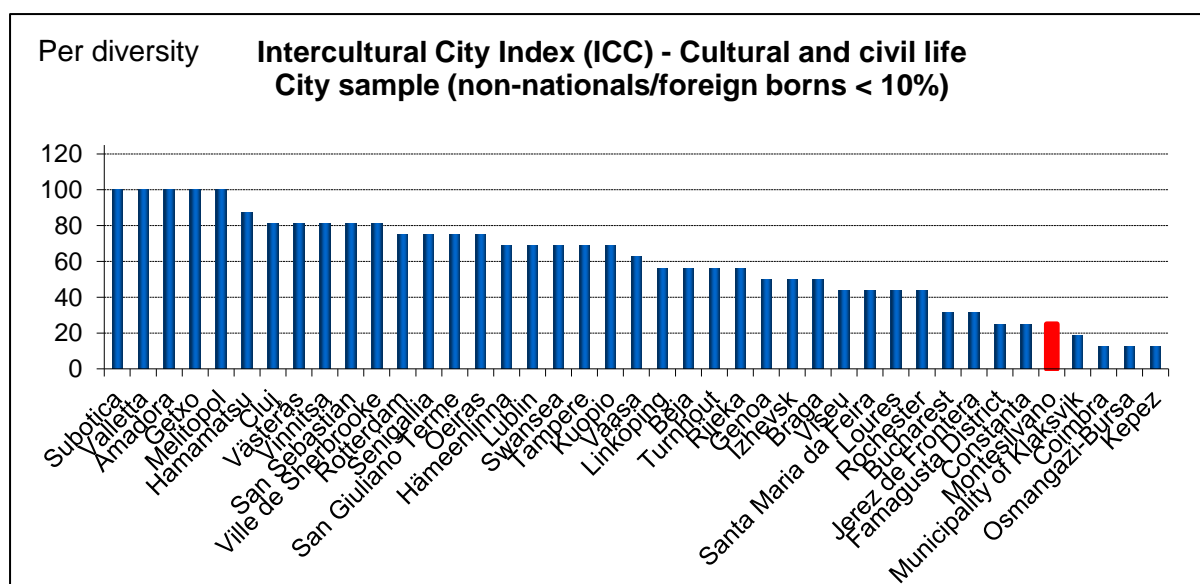
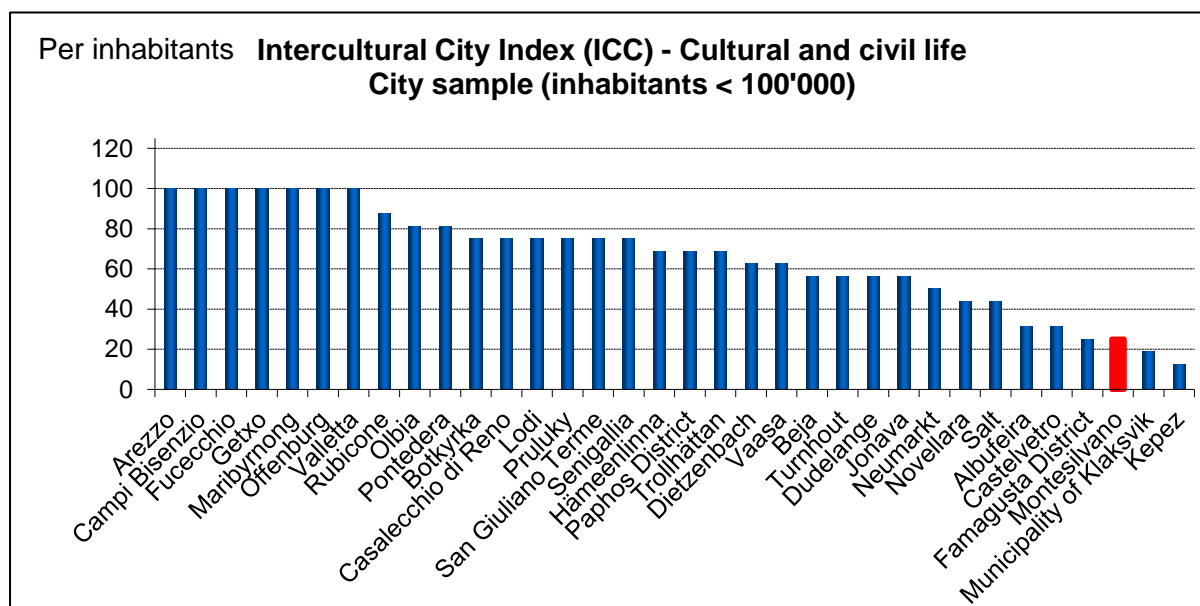
The good news is that many cities have inspirational activities in the field of business and the labour market so Montesilvano can research first steps to approach the city's development in this area in a more intercultural way. [Lisbon](#) mapped its ethnic economy to develop policies to promote migrant entrepreneurship. Some cities such as [Cascais](#) in Portugal have experience with business incubators that develop potential in the city, including for young people and those with a migrant background. Although a bigger city, [Barcelona](#) achieved a full score in this area and has a range of different activities and policies from an international community day - an event aimed at attracting, welcoming, retaining and boosting the loyalty and dynamism of international talent; supporting specific groups such as Roma into employment; and supporting ethnic businesses into the mainstream economy.

As one of the main industries in Montesilvano is tourism, the experience of Bilbao and Valencia may be considered. The cities received an intercity grant in 2021 to undertake [the Diversitours project](#) to promote intercultural coexistence through urban tours that reflect the positive impact of cultural diversity in cities. The aim is to perceive and experience the city's diversity through a visit to one of its neighbourhoods, Els Orriols, which has a significant present and history of migration and intercultural coexistence. It employs and encourages new narratives and attitudes about migration and cultural diversity in the city and allows us to discover how the different migratory processes, both national and foreign, have transformed the commercial fabric, the fabric of associations, the uses of public space and the places of worship present in the neighbourhood. Sustainable and inclusive tourism could be a powerful way to safeguard citizens well-being during touristic routes, promote unknown areas and neighbourhoods, provide opportunities for employment of migrants, and promote intercultural interaction.

## **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.*

Montesilvano achieved a rate of 25, which is considerably lower than the city sample's achievement rate of 72. Looking at examples from other cities will help Montesilvano see what elements and activities from its own experience can be included next time as well as new initiatives to be developed.



Montesilvano regularly organises events and activities in the field of arts, culture and sports with the aim of encouraging interaction between people from different ethnic/cultural backgrounds. Since 2021, Montesilvano has co-organized the Pulpa Festival, an event dedicated to street art conceived as a tool for the inclusion of diversities and featuring the participation of international artists.

In 2023, young people from the "#Diversamente - giovani contro le discriminazioni" project from Montesilvano participated in the 'wall of rumours'. Through a strategy based on the intercultural approach, bottom-up participation and the anti-rumours methodology promoted by the Council of Europe, the project aims to contribute to the prevention and fight against discrimination by promoting the protagonism and active participation of young people at local and national level. Young people are involved in the co-design of anti-city rumours strategies and contrast actions, promoted both within youth spaces and in the city in collaboration with local authorities. The project intends to promote the role of young people and the educating community as leaders of positive change in promoting the construction of more inclusive cities and societies.

The city does not use interculturality as a criterion and guiding principle when allocating funds and subsidies for associations and initiatives or use other methods for encouraging cultural organisations to address diversity and

intercultural relations in their activities. The city does not organise debates or public campaigns on the topic of cultural diversity and coexistence.

### Recommendations

As Montesilvano has experience in organising events it may wish to consider organising debates on the topic of cultural diversity or interculturalism as part of broader festivals or campaigns or to explore topics of interest to the city. For example, [Melitopol](#) in Ukraine has traditionally held annual forums bringing together city administrators, scientists, educators, journalists, representatives of national minorities. The most recent forum focussed on issues of the prevention of hate speech, the fight against misinformation and fake news on ethnic grounds, the development of practical skills for meaningful interaction in intercultural environments, media literacy, the use of social media and information and communication technologies in everyday life.

Cities run all kinds of events and celebrations of diversity. Since it was launched in 2010, Harmony Fest has become a vibrant diversity celebration in [Ballarat](#), Australia. Harmony Fest wraps around Harmony Day, the United Nation's International Day for the Elimination of Racial Discrimination, which is celebrated on 21 March. The day encourages Australians to come together to reflect on and celebrate the many cultures that create it as a nation. There is an annual Harmony Day Flag Raising Ceremony, at Queen Victoria Square (in front of the Town Hall).

The city may also wish to see whether it could award grants for organisations that address diversity or cultural relations in their activities, or use this as a criterion for developing partnerships with other stakeholders in projects. The City Council of [Limassol](#) in Cyprus 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 activities and organisations founded by migrants so they can obtain various benefits including logistical support.

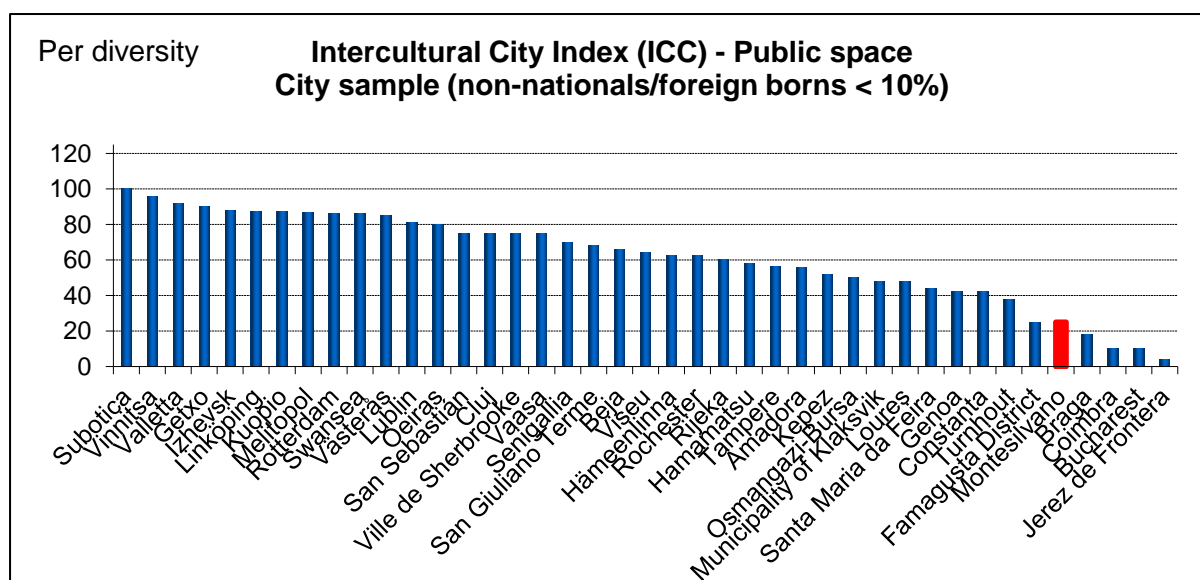
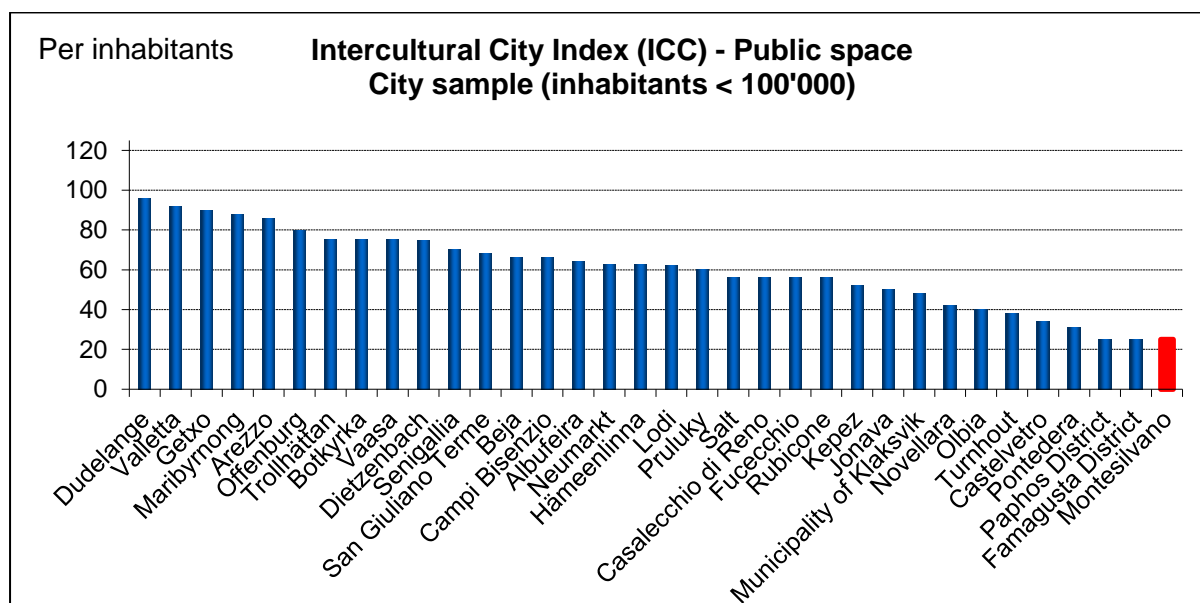
## **PUBLIC SPACE**

*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.*

Montesilvano achieved a rate of 25, which is considerably lower than the city sample's achievement rate of 67. Examples of activities and programmes by other cities will give Montesilvano food for thought for future actions.<sup>4</sup>

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<sup>4</sup> Montesilvano's achievement rate in the extended Intercultural Cities Index is 25, while the city sample achievement rate is 68%.



Monteseilvano reported that it did not act to encourage meaningful intercultural mixing and interaction in public space, however, in a city park located in a central area near schools, a 'rotating playground' has been installed for children with disabilities. The city does not take into account the ethnic and cultural diversity of the population when designing, renovating and managing new buildings or public spaces. When the municipality decides to reconstruct an area, it does not use a variety of methods and locations for consultation and to ensure the meaningful involvement of people from different ethnic and cultural backgrounds. However, the city reports that there are no areas that are 'dominated' by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe.

### Recommendations

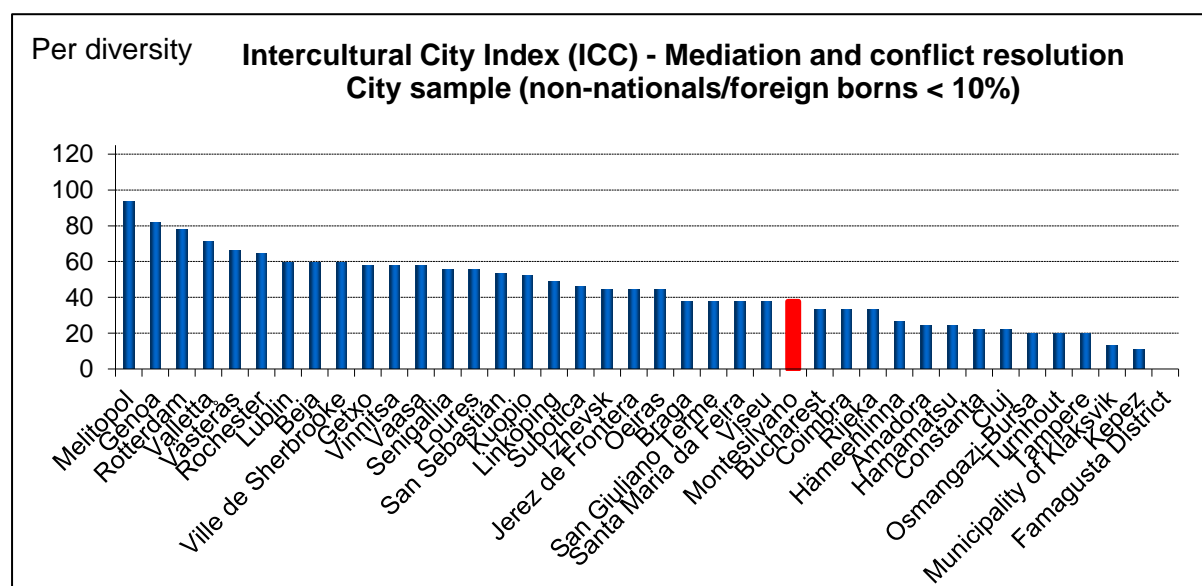
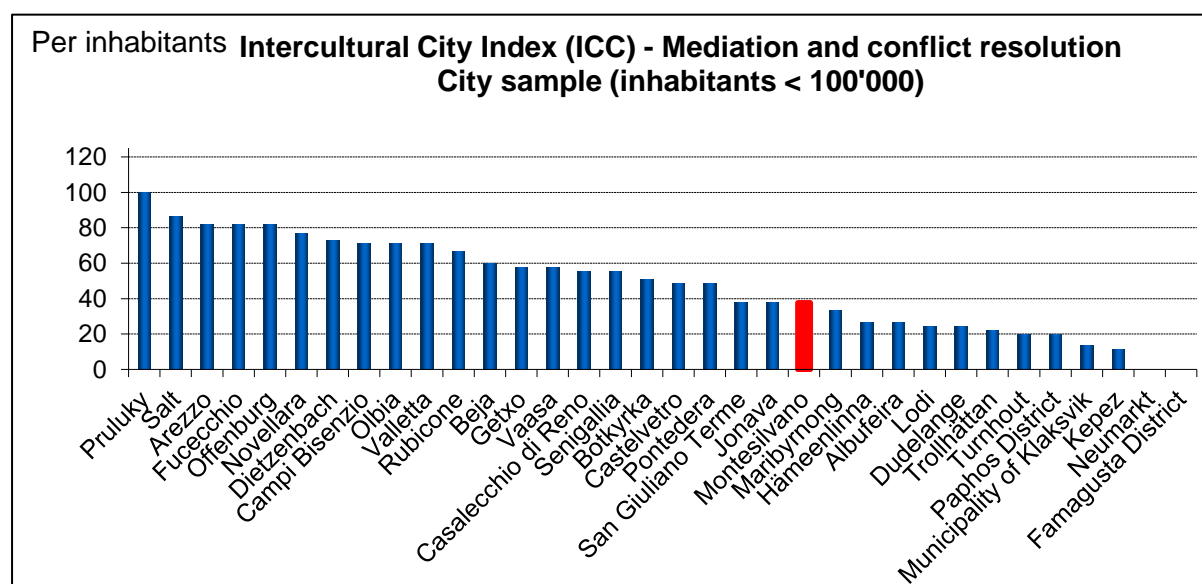
An intercultural approach to public space may be harder to conceptualise at the beginning of a city's intercultural journey. It is worth reading the index reports of the cities that do this well to see what types of approach and activities they undertake. [Barcelona](#) in Spain has a lot of experience and knowledge in this area and places enormous importance upon public space as the place where a diverse but harmonious community can be built. This means that place-making professionals (such as architects, planners, transport managers, constructors, etc.) within the city council must develop their competence in diversity management. For stand-alone projects, [Donostia-San Sebastian](#) renovated a former tobacco factory into a contemporary cultural centre, Tabakalera, with an intercultural approach that included increasing interaction and participation. Once opened the centre has adapted

its activities to accommodate unplanned activities with a group of young people - mainly unaccompanied migrants, living in a precarious situation. Tabakalera has since become a place in which they feel welcome and can explore different ways to express themselves. [Camden](#) in the UK also has good experience, including involving local people in its urban planning and taking into account the diversity of the population in the design, renovation and management of new public buildings or spaces.

## 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.*

Montesilvano achieved a rate of 38, which is lower than the city sample's achievement rate of 58. There are several areas of interesting work in the city that can be built on to improve this score.



Several stakeholders have run intercultural mediation services in Montesilvano. In 2017 a project for mediation in reception and integration systems for asylum seekers/refugees included 30 places for adult men. In 2019 the project covered 40 places for unaccompanied foreign minors. Since 2022 the “Spazio Famiglia” centre has provided services such as family mediation, psychological support, parenting assistance to prevent distress and exclusion for all residents. It is part of a pilot twinning project with the regions of Piemonte, Veneto, Marche, and Umbria, under the Department for Family Policies. There is no organisation, however, that deals specifically with inter-religious relations.

### Recommendations

The creation of “EDUCA” in from [Cascais](#) Portugal is very interesting and might be something Montesilvano wants to emulate in their city. In Cascais, a group of immigrant or immigrant descendent mediators has been created with training and support, to develop mediation in the educational context. These mediators are interlocutors in the pupil/school/ guardian triangle and a source for signalling specific individualised interventions. Schools feel that they have a quality resource: availability to play with students in the playground, management of emerging conflicts among students, identification and signalling of problem situations. The partners committed to the practice include the creation of a consortium that includes schools, youth associations, toy libraries and the IPSS that monitors the project. The consortium plays a central role in helping to break down prejudices about some families by trying other ways of approaching problem situations.

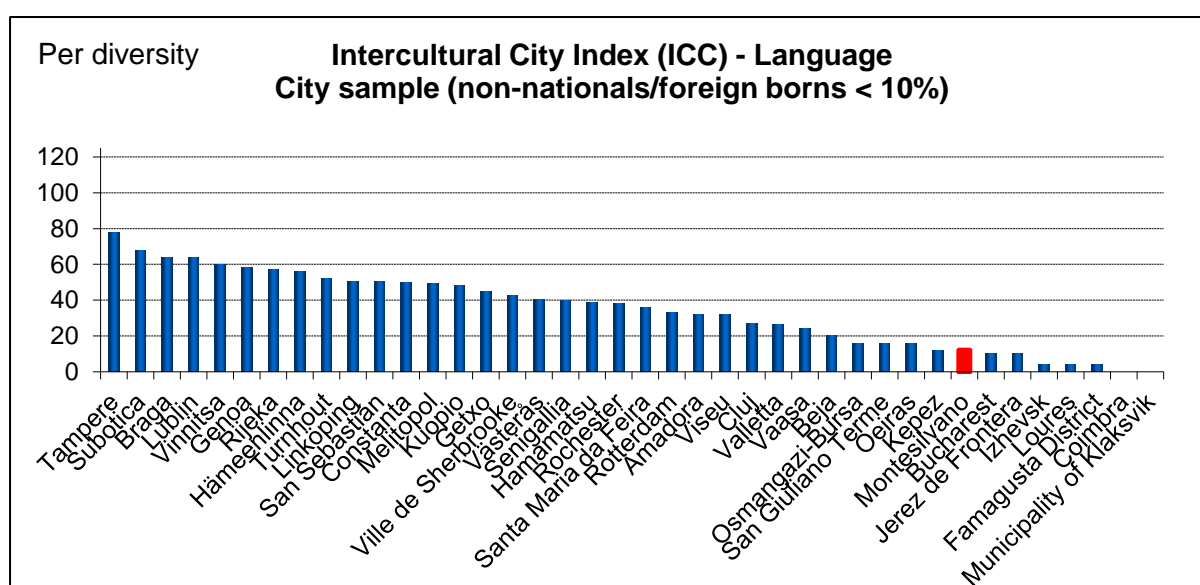
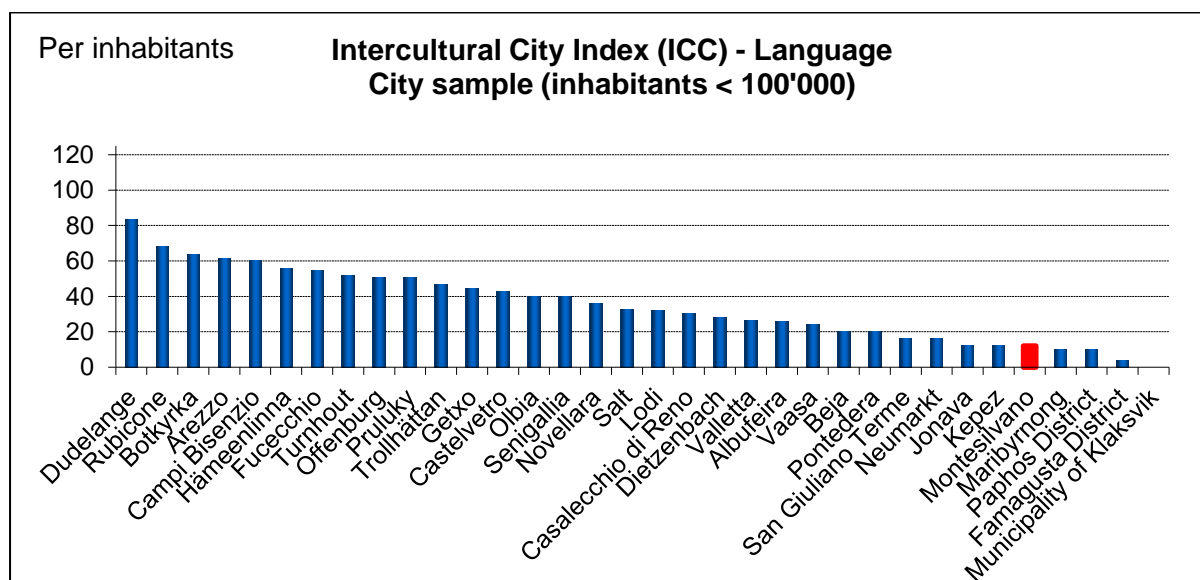
As Montesilvano has less experience working with interreligious groups, Sabadell (Spain) has some good examples of how to increase understanding of different religions and to work together to promote tolerance. The [map of the diversity of beliefs in Sabadell](#) shows all the spiritual, religious or non-religious and humanistic traditions present in the city. There is information such as places of worship, when they meet, how to contact them, etc. The map is a tool to bring them closer together and to encourage them to set up common projects. For the last ten years there has also been an [Open day](#) for worship centres to promote knowledge of religious diversity and freedom of conscience when there are guided tours and open doors to various worship centres in Sabadell.

## **LANGUAGE**

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*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.*

Montesilvano achieved a rate of 12, which is considerably lower than the city sample's achievement rate of 46. The language mediation service seems like a useful practice that could provide ideas for future work.



The city provided less information on this indicator, although it reports that the Intercultural Mediation Service also includes a language mediation service. More information on this service could help the city think more about its baseline in this field and also serve as an example for other cities.

The city currently does not support projects that promote or try to give a positive image of migrant/minority languages.

### Recommendations

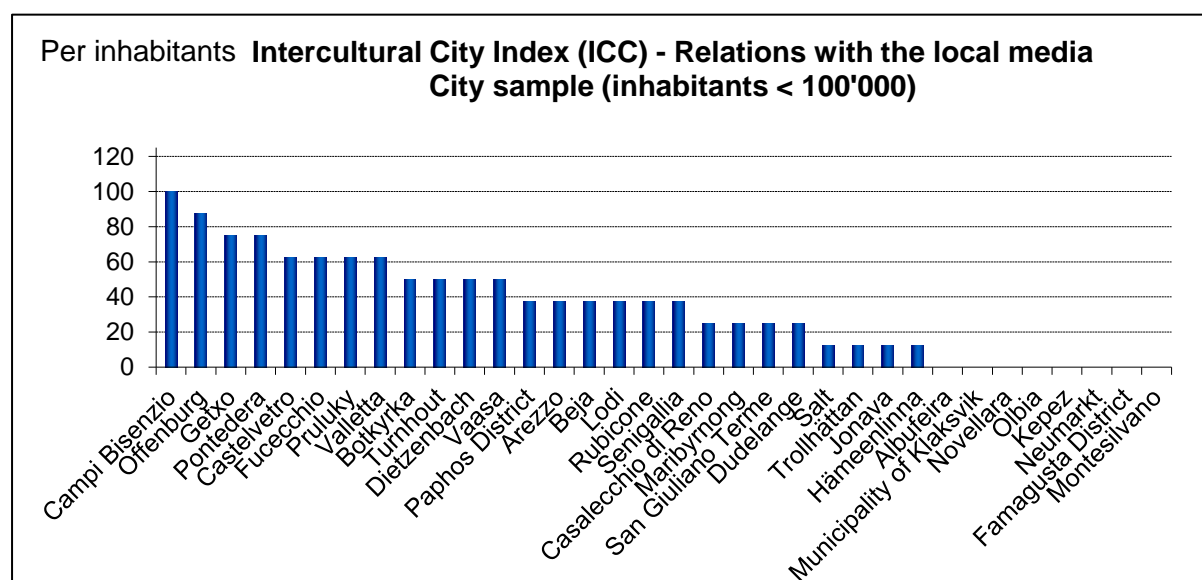
[Ansan City](#) in South Korea has a wide range of activities in this area, showing what kinds of things cities can accomplish and could be a good source of ideas. The city offers Korean language education for non-nationals. The city itself runs Korean language education programmes while commissioning private organisations to complete the offer. There is a course in preparation for the Test of Proficiency in Korean (TOPIK), which is considered a necessity for non-nationals to find a job in Korea, and a social integration programme as a compulsory course to acquire Korean nationality. Ansan also offers mother tongue classes primarily centring on Russian. Besides, to help locals understand interculturality and acquire language proficiency, the city runs a range of other foreign language education courses (English, Chinese, Vietnamese, etc.). Ansan City publishes quarterly newsletters to inform residents of updates related to their daily lives. Published in eight languages (Korean, English, Chinese, Russian, Vietnamese, Indonesian, Nepalese, and Cambodian), the newsletter's circulation is around 40,000 copies a year. The city also publishes a guide to life and legal affairs in the Republic of Korea for non-nationals in eight

languages, 5,000 copies annually. A local TV programme, entitled Wongok-dong Neighbourhood Meeting, is produced six times a year and representatives of many different countries are invited. Ansan City purchases books from many different countries and lends them to both locals and non-nationals. The current collection contains 122,187 books, with new books added to the collection annually with the goal of improving the diversity of language. Notably, the city runs two multicultural libraries for non-nationals.

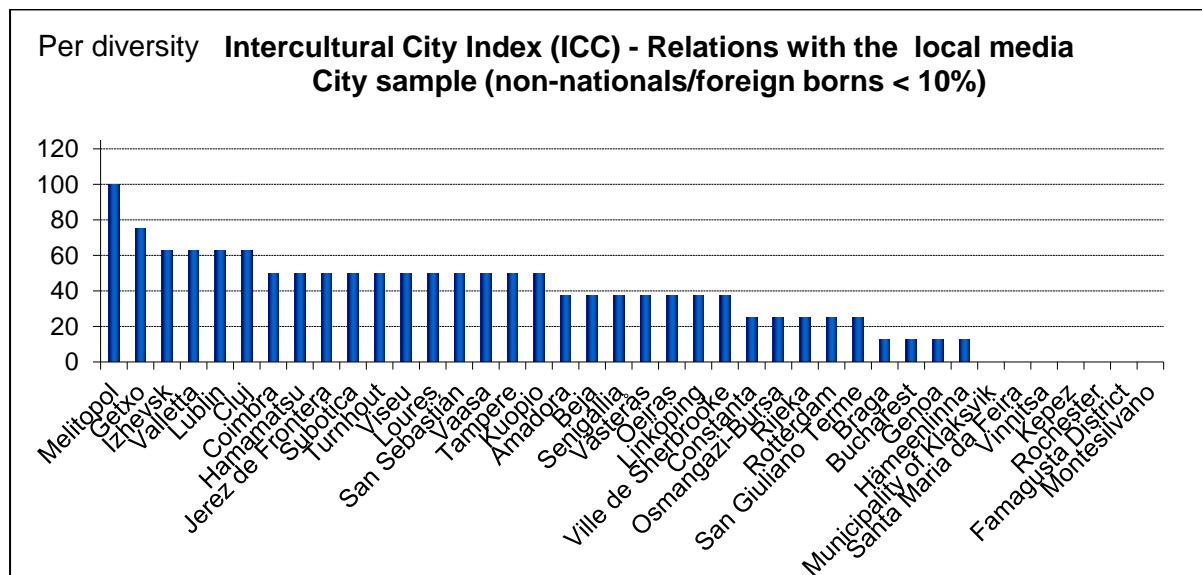
## MEDIA AND COMMUNICATION

*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.*

Montesilvano achieved a rate of 0, which is considerably lower than the city sample's achievement rate of 47. Looking at examples from other cities in the network will help Montesilvano to begin this area of intercultural work.<sup>5</sup>



<sup>5</sup> Montesilvano's achievement rate in the extended Intercultural Cities Index is 0, while the city sample achievement rate is 48%.



Montesilvano has no communication strategy to improve the visibility and image of people with a migrant/minority background in the local media and does not currently provide support for journalists of a migrant/ minority background. The city does not monitor how local and/or national mainstream media portray people with migrant/minority backgrounds or control the way social media portrays people with immigrant/minority backgrounds. The city does not currently interact with the local media when they portray people with migrant/minority backgrounds through negative stereotypes.

### Recommendations

Although the city has not reported any activities in this area, Montesilvano has reported elsewhere that young people from the city took part in a 'Wall of Rumours' project that had a communication element to it. The city could use this experience to build up more expertise in this area. The "Anti-rumour methodology" has been developed to counter diversity-related prejudices and rumours that hamper positive interaction lay the foundations of discriminatory and racist attitudes. Standardised through the publication of a Handbook, the methodology is being now applied by a growing number of cities. There are a wealth of anti-rumours [resources](#) on the Council of Europe's website. Cities can start small by running projects such as the [Botkyrka](#) Anti-Rumour cafes based in libraries as a public platform to discuss and explore rumours and prejudices among young people aged 18-25 years. [Bilbao](#) in Spain also has an anti-rumour toolkit for young people.

On more strategic actions on media and communication, there is a useful [guide to designing communication strategies](#) for intercultural cities. [Camden](#) a borough of London in the UK has a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media and the communication department is instructed to highlight diversity as an advantage regularly and in various types of communication.

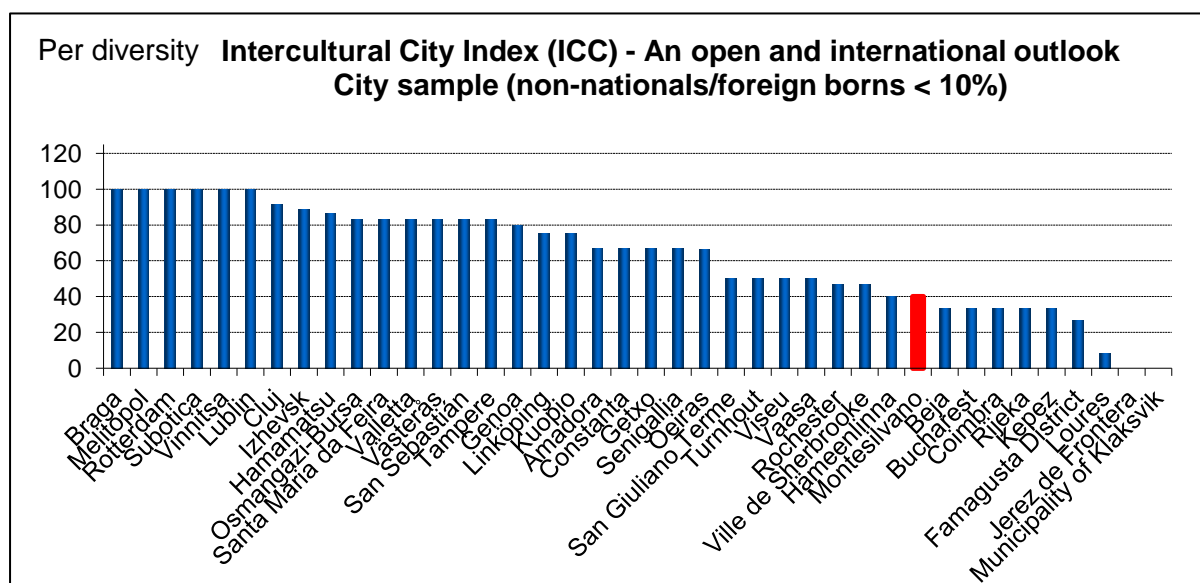
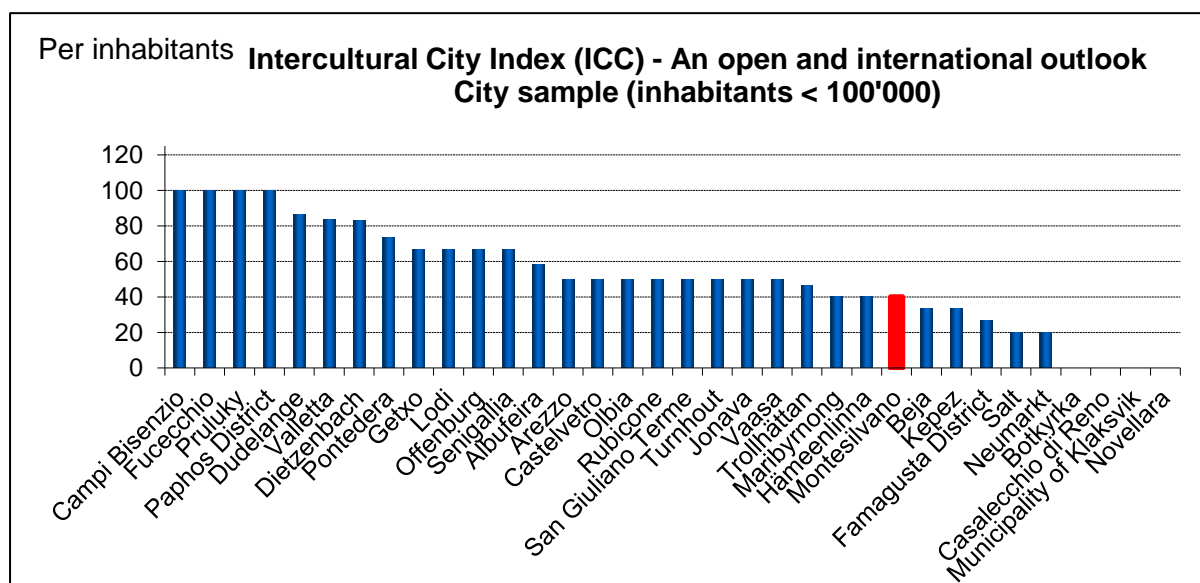
On campaigns, the city of [Sabadell](#) has a welcoming programme and a communication campaign associated that includes images, posters, press releases and social networks. In addition, the communication department is instructed to highlight diversity as an advantage. The city also monitors local media and social networks to know how they represent migrants or minority groups. This may also be part of the [DiverCities](#) project, where Montesilvano is a partner. One of the project aims is to develop a communication campaign "Building bridges: citizens for interculture" in the countries involved. Knowledge developed during the action will be useful as a springboard for Montesilvano's future work in this area.

### **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.

Montesilvano achieved a rate of 40, which is considerably lower than the city sample's achievement rate of 69, but a good score for Montesilvano's first index report, showing the city's achievements in this field.<sup>6</sup>



The city has no explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural or other fields, however, since 2021, following Montesilvano's participation in the Italian Network of Intercultural Cities, the city has taken on an international perspective, participating in two projects led by ICEI "#Diversamente: Giovani contro le Discriminazioni" (#Diversely: Youth against Discrimination), which includes the participation of young people from Montesilvano in international activities, and "DiverCities: European Cities for Diversity and Participation." These projects support the city to engage in an international partnership and the activities had a specific budget.

[DiverCities](#), in particular, built on the experience of the Intercultural Cities Programme focussing on one of the fundamental principles of the intercultural approach: participation. Activities include: the creation of a community of practice to share skills and experiences; local public consultations on intercultural issues in Italy, Spain, Portugal

<sup>6</sup> Montesilvano's achievement rate in the extended Intercultural Cities Index is 40, while the city sample achievement rate is 68%.

and Greece; the development of a communication campaign “Building bridges: citizens for interculture”; the implementation of knowledge-sharing events in the countries involved.

Montesilvano has taken steps to develop international connections. The Municipality has established a dedicated budget line to facilitate the implementation of activities or the purchase of goods/services as a member of the “Città del Dialogo” Network.

Additionally, the Municipality has twinning agreements with Tighina (Moldova), Lahnstein (Germany) and Bosanska Gradiška (Bosnia and Herzegovina).

The city does not currently take measures to reach foreign students or other youth groups arriving through exchange programmes, or try to develop relations and trade relations with countries/cities of origin of its diaspora groups.

### Recommendations

The city could have provided more examples of its current work to show off the useful intercultural work that it is already engaging in, which would have improved this score.

As with other indicators, Montesilvano has no explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural or other fields. This is usual at the start of the intercultural journey and the city has already taken many positive steps with its involvement in the Italian Intercultural Cities Network.

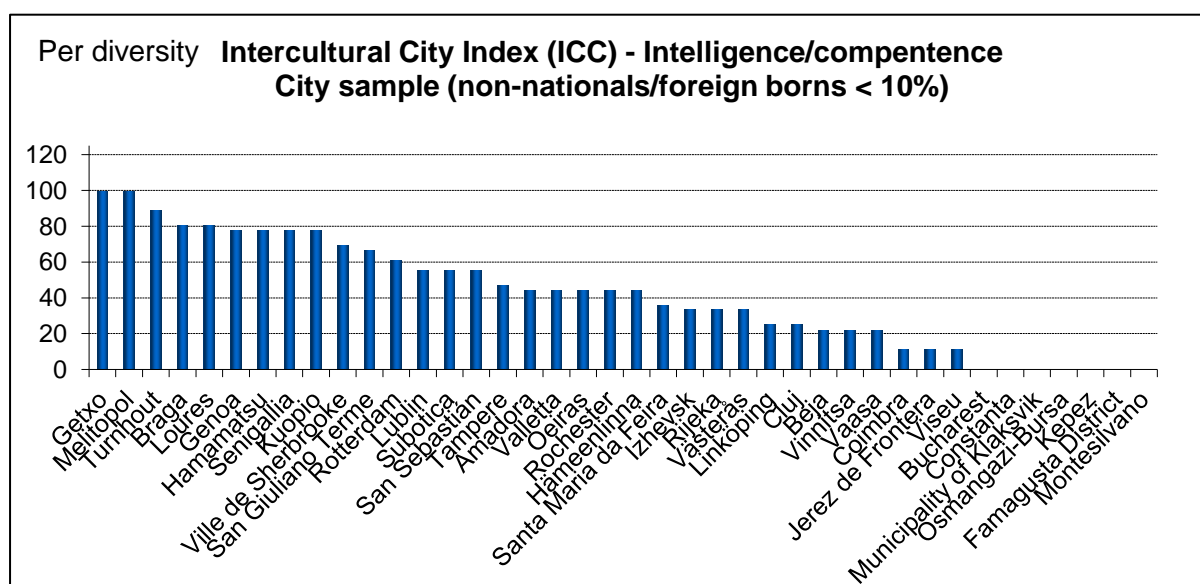
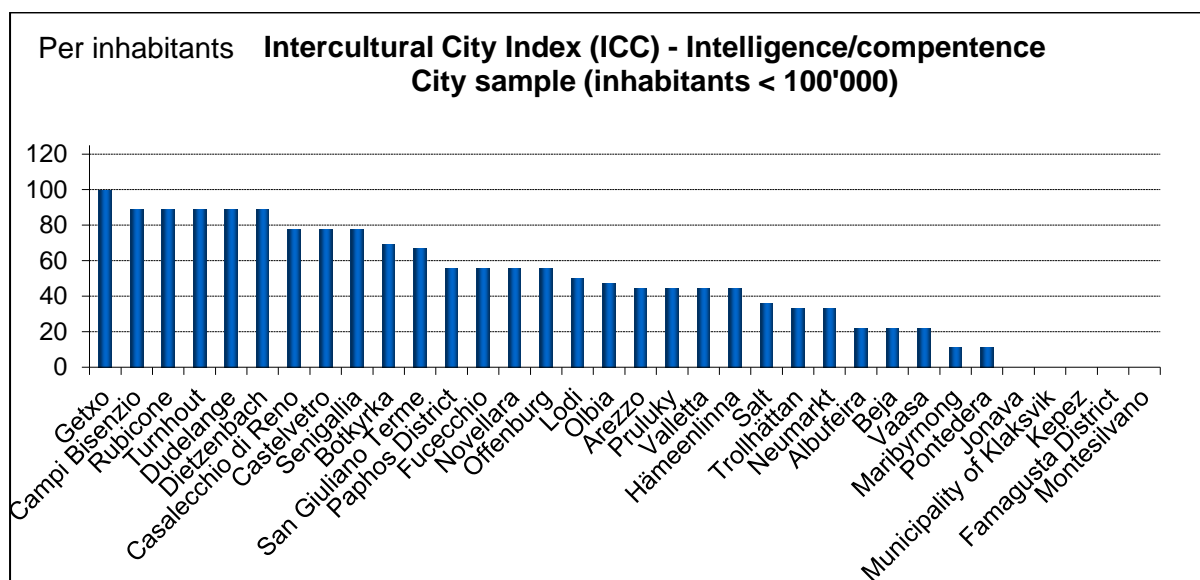
[Barcelona](#) has an explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural, and other areas. There is also an International Relations Department to promote Barcelona's interaction and influence in the world through participation in various areas of international action, as well as to coordinate and provide coherence and support for the City Council's international activity. The city has a firm commitment to international municipalism, with priority given to two main lines of action to strengthen Barcelona's position: promoting bilateral relations and joint work with other cities — not only to exchange knowledge and learn from cities that are benchmarks in various fields, but also to promote common policies— and to strengthen Barcelona's participation in the main international networks and bodies where the city is represented.

In terms of developing relations with countries and cities of origin of diaspora groups, [Reggio Emilia](#), already a partner of Montesilvano's, has made major steps in this respect. It signed an agreement with the Moroccan Ministry in charge of relations with the diaspora, through the Intercultural centre Mondinsieme. The agreement underpins Reggio's holistic intercultural policy and seeks to “promote socio-cultural mixing and openness towards the other. Activities included in the agreement are: An open space mini-theatre in the Pauline Park – an innovative park area designed to encourage intercultural contacts through educational trails and games for adults and children and intercultural encounters; Cultural visits to Morocco for young Italians of different origins; The promotion of Moroccan culture and the teaching of Arabic to young people in Reggio of different origins.

### 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.*

Montesilvano achieved a rate of 0, which is considerably lower than the city sample's achievement rate of 59, with a lack of data/ evidence for policy making coming through here and in several other areas, that the city could reflect upon for future intercultural development.



The city promotes the intercultural competence of its officials and staff, in administration and public services. Thanks to the "DiversCities: European Cities for Diversity and Participation" Project, the municipality participated in a training course for a group of 25 people, including employees of the municipality, the Special Agency and several local Third-Sector organisations on the topic of intercultural competences.

Furthermore, through the membership in the Italian Intercultural Cities Network, Montesilvano had the opportunity to establish collaborative relationships with the city of Reggio Emilia, particularly on the integrated system of education for 0-6 year olds, involving 'Reggio Children.' This led to the initiation of a memorandum of understanding for the training of pedagogical coordinators in Montesilvano's public and private nurseries and preschools, as well as selected designers for the construction of new nurseries and preschools. The memorandum of understanding includes in-person training sessions both in Montesilvano and in Reggio Emilia.

Statistical and qualitative information on diversity and intercultural relations is not integrated to inform the policy-making process of the city at the present time. Montesilvano does not conduct surveys that include questions to explore public perceptions of migrants/minorities or on feelings of safety with respect to people of an immigrant/minority background.

### Recommendations

A lack of data is a recurring theme in several of the indicators in the report or there are indicators where it is not clear whether there is no issue or a lack of data on an issue. Data is an important building block for evidence-

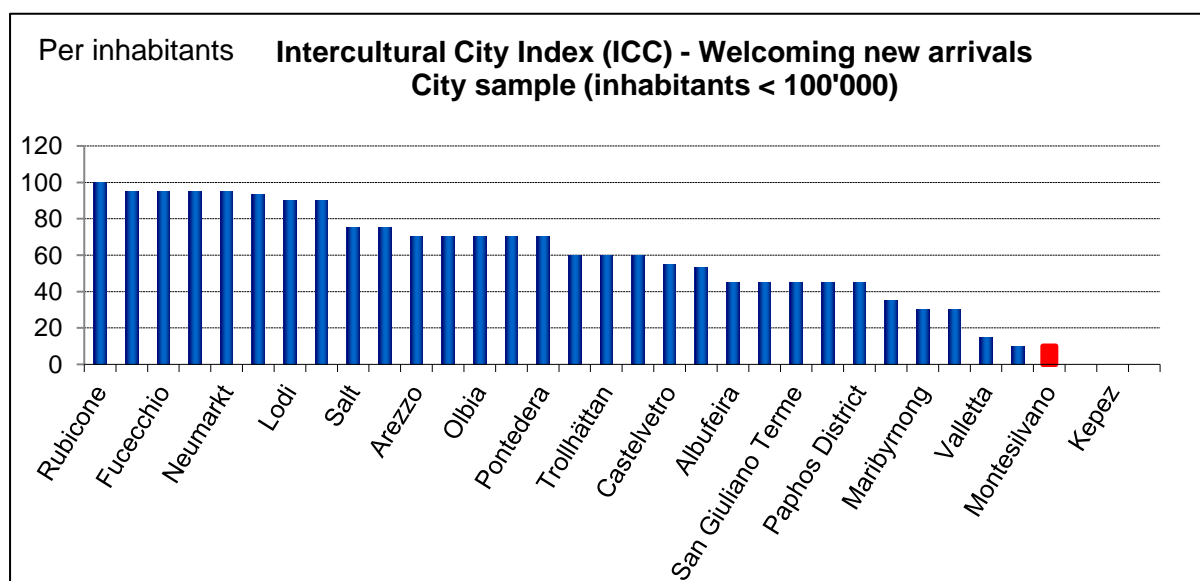
based policy development and the city may wish to review the data it collects and how this may be improved over time to provide more data to support its intercultural development.

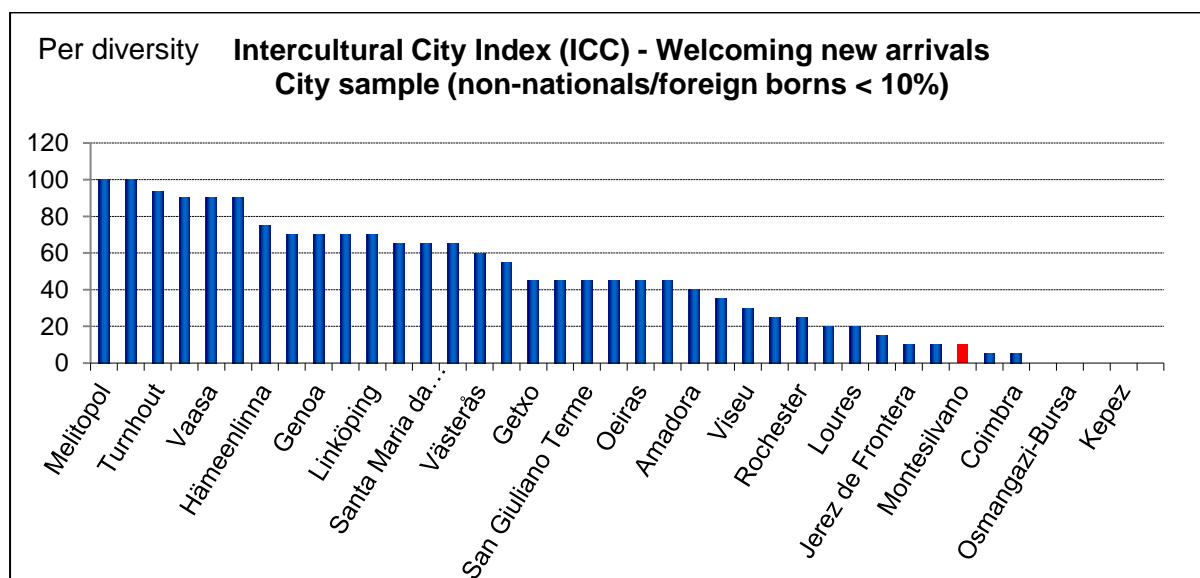
[Krakow](#) in Poland is an interesting city in this regard. Statistical and qualitative information about diversity and intercultural relations is mainstreamed to inform the local municipal council's process of policy formulation and the "Krakow Development Strategy. This is where I want to live. Krakow 2030," (KDS 2030). The main tools for the implementation of the KDS 2030 are development policies, strategic programmes and strategic projects including the "Krakow the Open City" Programme. The city carries out surveys including questions about the public perception of migrants/minorities. The Krakow City Hall in cooperation with the Cracow University of Economics (CUE) is implementing a joint project, the Multiculturalism & Migration Observatory (MMO), established in July 2019 to analyse migration processes, perceptions of minorities and migrants in the urban space. The Krakow City Office (KCO) cooperates with NGOs on perceptions of public safety. Krakow promotes their intercultural competence through seminars, networks and training courses, organising visits, informal meetings and discussions with leaders of migrant groups or faith on intercultural dilemmas, by delivering a compulsory training (including online through the intranet) for all its civil servants, including high level personnel, etc. Since the adoption of the Open City Programme, more than 400 officials have participated in training. Another (bigger) city with useful experiences on intercultural intelligence and statistics is [Auckland](#), New Zealand, whose Research and Monitoring Unit (RIMU) conducts environmental, social, economic and cultural research to inform and support policy development, implementation and evaluation.

## 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.*

Montesilvano achieved a rate of 10, which is considerably lower than the city sample's achievement rate of 58. The good news is that there are several, fairly simple steps that the city can take to improve this score for next time.





The city does not have a designated agency, office, person or procedure for the reception of newcomers or any type of 'welcome pack' or guide. The city currently doesn't organise a public ceremony to welcome people who come to live in the city, regardless of their origin or nationality. Montesilvano does however, offer reception support to asylum seekers and refugees.

### Recommendations

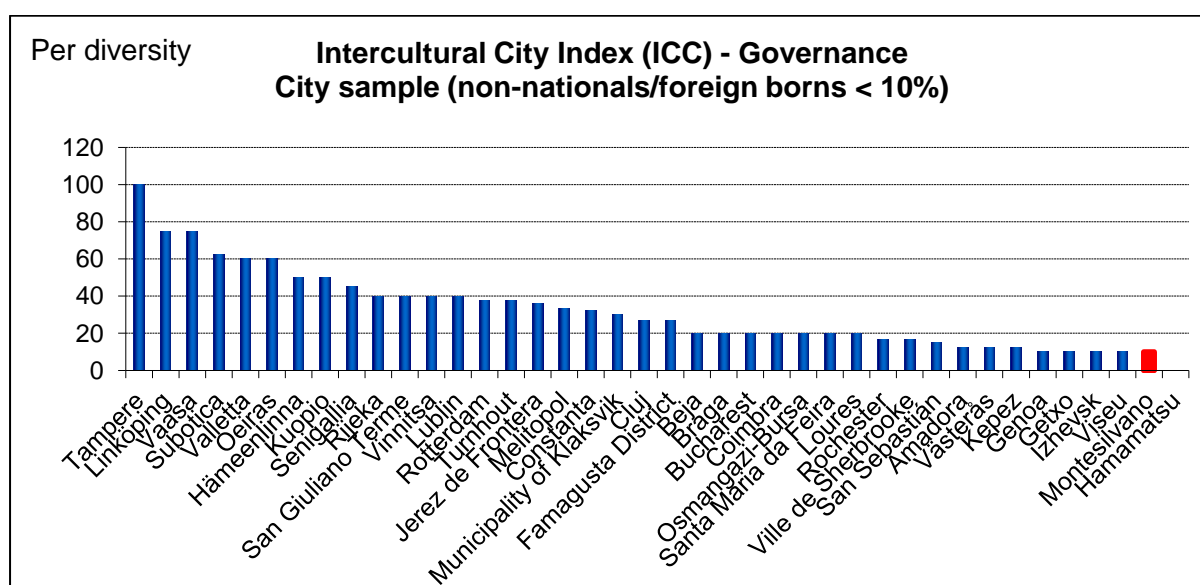
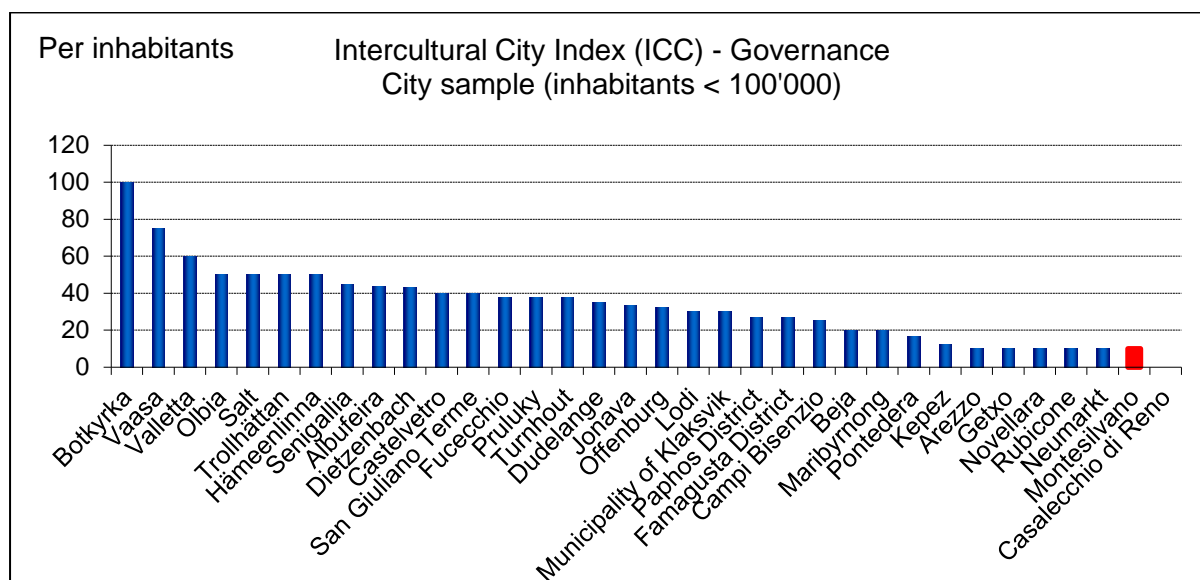
Montesilvano could look at other smaller cities to see how they manage their welcoming policies. For example, [Neumarkt](#) in Germany prides itself on being a welcoming place for newcomers and has lots of ideas. The comprehensive welcome culture has been established since 2005 and welcoming ceremonies/ a reception are held four times per year. Welcome packs and the reception address all aspects of city life including sustainability, fair trade, and integration. Surveys are conducted for feedback as to why people move to Neumarkt and the city enjoys hearing the stories of new arrivals. Information materials are also provided to newcomers including: flyers on the community centre; free time offers; the city newsletter with all the programmes at the community centre; school and education information; and the sustainability strategy. As Neumarkt is involved in fair trade there is information about shopping opportunities and what you can buy. There is also information on support for older newcomers from the GENiAL/genius club who help older people live for longer in their own house. After the reception there is a 1.5-hour walking tour of the town and a small meeting in the Bürgerhaus with snacks. This helps those who have moved to Neumarkt and do not have family or friends in the area to meet more people.

## **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.*

Montesilvano achieved a rate of 10, which is lower than the city sample's achievement rate of 38.<sup>7</sup> Some elements of this indicator depend on national legislation, however, there are many other ways to include residents in decision-making.

<sup>7</sup> Montesilvano's achievement rate in the extended Intercultural Cities Index is 5, while the city sample achievement rate is 53%.



In Montesilvano foreigners cannot stand as candidates in local elections and only EU citizens who have applied for registration on the additional electoral roll are eligible to vote. No elected members of the city council are foreign nationals or dual nationals. There is no independent advisory body through which people with migrant/minority backgrounds can voice their concerns and provide input to the city council on diversity and integration issues. There is no standard for the representation of immigrants/minorities in statutory boards/bodies that oversee schools and/or public services and the city does not undertake initiatives to encourage residents from a migrant or minority background to get more involved in public life.

### Recommendations

Montesilvano's score on leadership and citizenship is lower in part due to national policies on voting and standing for election. There are other ways to encourage people with migrant/minority backgrounds to engage in political life. [Lewisham](#) in London, the UK, has a youth mayor role that is voted on by schools. This both increases political representation (the role has a budget and decision-making powers) but also encourages an interest in politics among young people.

On more informal ways to encourage participation in political life, in [Berlin-Neukölln](#) the Schilleria Girl's Café addressed this issue with girls and young women, most of whom had a migrant background and were socially and educationally disadvantaged. Due to the increasing success of right-wing parties and Europe-wide discrimination of Muslims, the girls demanded to talk more intensively about political topics. The project "PolitTalk" took the opportunity of parliamentary elections to provide information and motivate them for the under-18 (U 18) elections.

[Botkyrka](#) in Sweden undertakes recurring municipal initiatives to encourage people in low turnout districts to vote. These are mostly districts with a high proportion of people with a foreign background. There is a youth council, where young people from different parts of the municipality are trained in political participation. Botkyrka municipality has created the Dialogue Commission, where politicians who have a mandate and a special budget can work directly with citizens' proposals through short decision-making paths. These dialogues are held in every part of the municipality. This is part of a greater municipal dialogue work, where citizens can take part in dialogue processes before major changes in their housing areas; for example, they can form working groups. In this way, they also develop an understanding of the municipal apparatus.

*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.*

### Intercultural City Index (ICC) - Anti-discrimination

City	Score
Sabadell	98
Ljubljana	98
Münster	98
Limassol District	98
Reggio Emilia	98
Barcelona	95
Valladolid	95
Birmingham	93
Manchester	87
London	87
Ansaldo	87
Toronto	87
Reykjavik	87
Peterborough	81
Cardiff	81
Copenhagen	81
Kyiv	81
Paphos District	81
Dietzenbach	75
Leeds	75
Riga	75
Ioannina	68
Katowice	68
Rockingham	68
Podgorica	62
San Sebastián	62
Salzburg	56
Trondheim	56
Linköping	56
Comune di Ravenna	56
Larnaca District	44
Vladivostok	44
Helsinki	44
Nicosia District	44
Famagusta District	36
Vilnius	10
Bratislava	10
Sofia	10

Montesilvano has not yet conducted a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with immigrant/minority backgrounds. There is no charter or other binding document prohibiting discrimination of persons or groups of persons on the grounds of race, colour, language, religion, nationality, cultural/ethnic origin or sexual orientation in municipal administration and services. The city does not have or support a dedicated service that advises and supports victims of discrimination. Montesilvano does not monitor the extent and character of discrimination in the city or conduct anti-discrimination campaigns.

## Recommendations

There are several other cities with high scores in anti-discrimination whose work could be interesting such as Barcelona (Spain), Guro-gu (Republic of Korea), Limassol (Cyprus), Sabadell (Spain) and Melitopol (Ukraine).

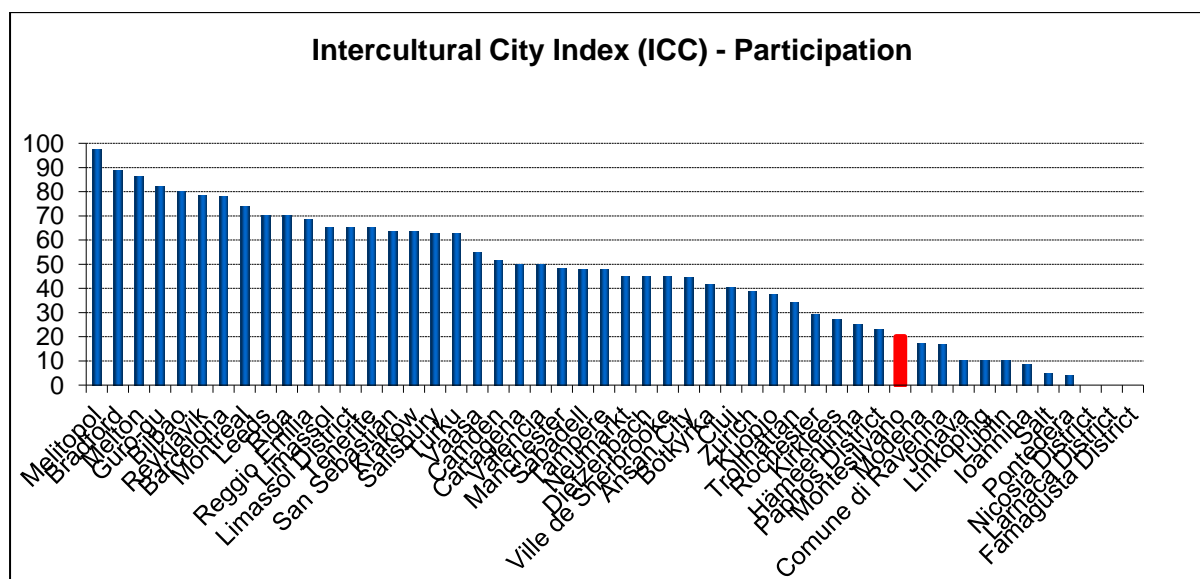
It is well worth reading the Index report on anti-discrimination from [Guro-gu](#) from the Republic of Korea. Anti-discrimination measures are a priority for Guro-gu. All of Guro-gu's ordinances, rules and policies have to comply with the Support for Foreign Residents and Multicultural Families Ordinance, the Prohibition of Discrimination in Employment Act and the Human Rights Protection and Promotion Act. Guro-gu has also enacted and enforced the "Basic Ordinance for Gender Equality. Guro-gu has opened a city integrity and human rights portal site to provide legal information and operate a reporting centre for any discriminatory or illegal activities. In addition, Guro-gu provides dedicated services to assist victims of discrimination in community welfare centers and civil society organizations. There are many other initiatives including a multicultural supporters' group to provide mentoring to and share skills with immigrants and minorities, and through public-private partnerships. It carries out various support projects such as medical services for foreign residents and scholarships for children of multicultural families.

Guro-gu is a representative human rights city in Korea. Guro-gu's anti-discrimination-related agency, the Audit Office, and the Ombudsman, have established policies to prevent discriminatory administration, conduct regular monitoring, and provide human right education to employees every year. In this regard there is a Human Right Guarantee and Promotion Plan of Guro-gu to make Guro-gu a Human Rights District, a Human Rights Education Operation Plan and an Implementation Plan for a Human Rights Impact Assessment of Autonomous Laws to Prevent Violations of Human Rights.

## 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 in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 49 cities have replied to this new Intercultural Cities Index chapter. Montesilvano's rate of achievement in the field of participation is 20%, a good baseline for further work.



The DiverCities project – European cities for diversity and participation implements effective bottom-up democratic processes with the active cooperation of local stakeholders and the organisations of Intercultural Assemblies in all 8 partner cities in Italy (cities of Montesilvano, Modena and Pontedera), Spain, Portugal and Greece. This project represents the first attempt to boost participatory and intercultural citizen's processes for Montesilvano and the whole Region. DiverCities promoted and implemented innovative democratic approaches and tools to help citizens make their voices heard, with a strong focus on the participatory elaboration of local intercultural strategies through the organization of Intercultural Citizens' Assemblies, knowledge sharing events and awareness-raising activities. An important number of participatory sessions have been carried out in the 8 cities to provide a safe and open space for discussion for citizens and CSOs, in order to define cities' recommendations for the design and implementation of intercultural policies. In addition to the capacity building and technical support targeting municipalities, the project also facilitates cooperation with civil society organizations (CSOs) and other stakeholders operating in the target cities, such as cultural organizations and local associations, committees, formal and informal groups. The involvement of these stakeholders will support the participatory process and make public intervention more effective in the medium to long term.

The city has introduced mechanisms to ensure that gender equality is respected in organisations involved in decision-making on issues related to the inclusion of city residents with migrant/minority backgrounds. For example, the IX Council Commission within the city council, responsible for Employment Policies - Youth - Community - Equal Opportunities.

Montesilvano does not monitor the participation of residents with migrant/minority backgrounds in the decision-making process or take action to ensure that residents with immigrant/minority backgrounds are fairly represented in key institutions and organisations, in boards of directors or governing bodies of trade unions, public schools, labour councils, but is considering doing so.

### Recommendations

The city's participation in the DiverCities project is an excellent way for Montesilvano to further develop this work alongside other partner cities. The learning from the project will also be important for other cities in the Intercultural Cities Network to learn from.

It is positive that Montesilvano is looking to increase the participation of residents with migrant/minority backgrounds in the decision-making process or take action to ensure that residents with immigrant/minority backgrounds are fairly represented in key institutions and organisations and monitor this work.

Bradford in the UK has a wide variety of actions in the area of participatory decision-making that are useful for other members of the network. Bradford has developed its Intercultural Strategy (Together for Stronger Communities 2018-2023) and the corresponding action plan after extensive consultation with citizens. The consultation was both quantitative and qualitative and involved the use of the following methods: Board tables for feedback and prioritization; Focus Groups; Open-ended/Open composition commissions to explore broader views on integration; Online Surveys (conducted in the community); Vox Pops; Recorded one-to-one interviews. The Stronger Communities Together strategy's team manages an innovation fund that will solicit proposals for innovative and collaborative projects in the area of integration and interculturalism in the broadest sense (i.e., including all forms of social integration - e.g., intergenerational, economic, sexual and disability). These funds will be allocated through participatory budgeting. Additionally, as a way to specifically address the challenge of representation at the higher level, Bradford launched the initiative "Council's Future Leaders Experience". This is a yearlong programme of learning, development, skills, shadowing, mentoring and networking for 20-40 employees at all levels within the organisation and beyond. A significant proportion of the Future Leaders participants have been from a minority background.

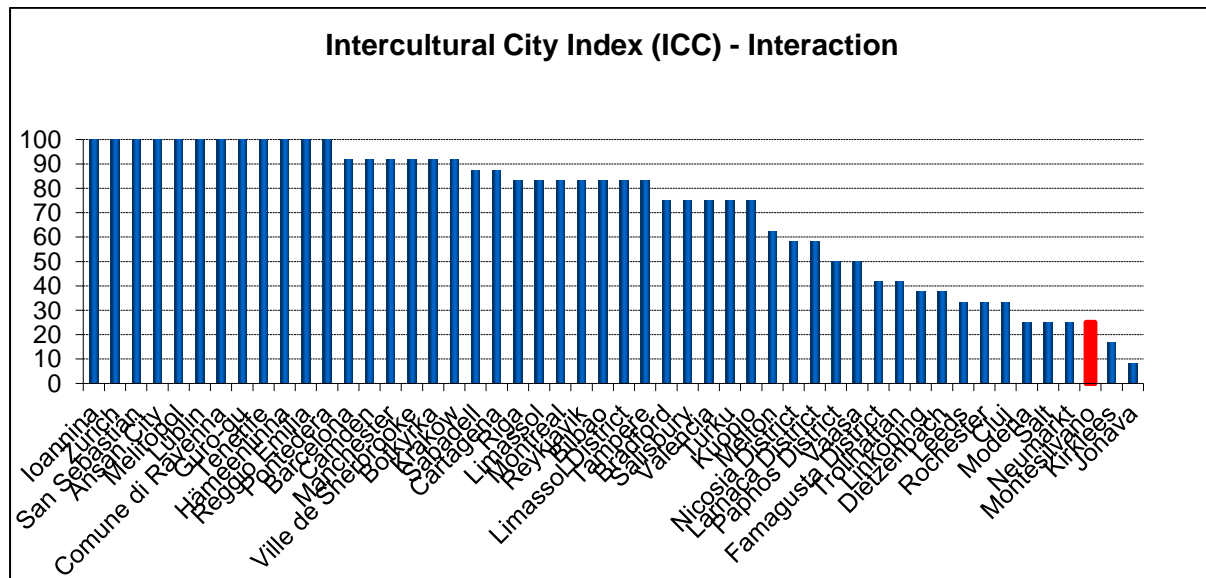
## **INTERACTION**

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*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 in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 49 cities have replied to this new Intercultural Cities Index chapter. Montesilvano's rate of achievement in the field of interaction is 25%. As with other fields, there are plenty of good practice examples from other cities to help Montesilvano understand the different opportunities to improve their score.



The city has a Register of Associations with registered offices in the Montesilvano area although it does not work directly with civil society on intercultural projects. The city has stressed, however, that it is open to evaluating possible collaborations with third sector organisations both from Montesilvano and from further afield as long as the proposals are in line with the administration's intercultural and other aims.

### Recommendations

There was little information provided by the city in this section but a good start would be to think about the popular places in the city as well as the activities that the city already runs that bring people together, and rethink them through the intercultural lens. Actions need not be grandiose and there are many examples from the Intercultural Cities Network.

For example, [Sherbrooke](#) in Canada focuses on public libraries as a particularly helpful place for newcomers and play a key role in giving access to knowledge, remedying social inequalities and improving these people's quality of life. Their aim is to offer universal access to information, knowledge, culture and leisure. Because of the services they provide, libraries are ideal places to encourage social inclusion and improve the ability of both newcomers and the host society to live together in harmony.













In one of the areas of [Lisbon](#), Portugal, with most foreign communities, the Fusion Market brings people from diverse origins closer together via a journey through its typical flavours. The market is open every day of the week and is a popular leisure space for both locals and tourists. Next to music and food, it also hosts cultural/educational events, such as workshops and exhibition. The Fusion Market was set up as an initiative to counter the negative reputation of the square, located in a segregated and deprived area of Lisbon where many migrants reside. Today it has become an intercultural experience, attracting people from all over the city and beyond. The migrant-owned businesses flourished and have expanded, several touristic tours now included this square in their visits, and new migrant-led visits are also available.

## OVERALL CONCLUSIONS

Montesilvano's aggregate Intercultural Cities Index achievement rate was 23. Overall the report shows a good start with several important steps already taken by the city on its intercultural journey, as well as a willingness to take part in networks, projects and activities that enhance the city's learning. A lack of data may affect progress in some areas and as the city develops its intercultural work, more strategic thinking will be needed. The table below shows the current strengths and weaknesses of the city and can serve as the basis for positive next steps.

COMMITMENT	✓	The city has an official webpage to communicate news and initiatives and has joined the Italian Intercultural Cities network, which will be a good source of information and good practices going forward. There is a housing strategy with intercultural elements.
	✗	The city has not formally adopted a public declaration that it is, or aspires to be, an intercultural city and the city's official communications rarely make clear and explicit reference to the city's intercultural commitment. There is no broader intercultural or integration strategy, and no action plan or budget for its implementation. The city does not recognise or honour local residents/organisations that have done exceptional things to encourage interculturalism in the local community.
EDUCATION	✓	Schools make significant efforts to involve parents with a migrant/minority background in the school's outlook and there is no segregation reported in schools.
	✗	Schools rarely undertake intercultural projects. There is no data available on whether primary school children have the same ethnic/cultural background or if the ethnic/cultural background of teachers in schools reflects the composition of the city's population.
NEIGHBOURHOODS	✓	The city does not encourage actions/activities where residents of one neighbourhood can meet and interact with residents of another neighbourhood with different ethnic and cultural backgrounds as there are no segregated neighbourhoods.
	✗	There is no data on how many districts/neighbourhoods in the city are culturally/ethnically diverse or policy to increase the diversity of residents in neighbourhoods and avoid ethnic concentration. There is no policy to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood.
PUBLIC SERVICES	✓	Montesilvano takes the ethnic and cultural background of its citizens into account when providing services, including funeral and burial services and school meals and canteens.
	✗	The background of civil servants in Montesilvano does not reflect the composition of the city's population in terms of migration/minority background and there is no recruitment plan to ensure an adequate diversity rate within its workforce. Neither does the city act to encourage diversity in the workforce, mixing and intercultural competences in private sector companies.
BUSINESS AND THE LABOUR MARKET	✓	The city did not report any intercultural activities in this field.
	✗	There is no local, regional or national umbrella organisation whose objectives include promoting diversity and non-discrimination in the labour market and Montesilvano does not take action to encourage ethnic minority businesses to go beyond the ethnic economy and enter the mainstream economy and higher value-added sectors. There are no 'business districts/incubators' in the city. The city

		does not favour companies with an intercultural inclusion/diversity strategy in decisions on the procurement of goods and services.
CULTURAL AND SOCIAL LIFE	✓	Montesilvano regularly organises events and activities in the field of arts, culture and sports with the aim of encouraging interaction between people from different ethnic/cultural backgrounds.
	✗	The city does not use interculturality as a criterion and guiding principle when allocating funds and subsidies for associations and initiatives or use other methods for encouraging cultural organisations to address diversity and intercultural relations in their activities. The city does not organise debates or public campaigns on the topic of cultural diversity and coexistence.
PUBLIC SPACE	✓	Montesilvano reported that it did not act to encourage meaningful intercultural mixing and interaction in public space, however, in a city park located in a central area near schools, a 'rotating playground' has been installed for children with disabilities. The city reports that there are no areas that are 'dominated' by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe.
	✗	The city does not take into account the ethnic and cultural diversity of the population when designing, renovating and managing new buildings or public spaces. When the municipality decides to reconstruct an area, it does not use a variety of methods and locations for consultation and to ensure the meaningful involvement of people from different ethnic and cultural backgrounds.
MEDIATION AND CONFLICT RESOLUTION	✓	Several stakeholders have run intercultural mediation services in Montesilvano. More recently the "Spazio Famiglia" centre has provided services such as family mediation, psychological support, parenting assistance to prevent distress and exclusion for all residents.
	✗	There is no organisation, however, that deals specifically with inter-religious relations.
LANGUAGE	✓	The city provided less information on this indicator, although it reports that the Intercultural Mediation Service also includes a language mediation service.
	✗	The city currently does not support projects that promote or try to give a positive image of migrant/minority languages.
MEDIA AND COMMUNICATION	✓	The city did not report any intercultural activities in this field, although young people had participated in an 'Anti-Rumours' project.
	✗	There are no activities reported on working with the media, monitoring the media, communication or campaigns.
INTERNATIONAL OUTLOOK	✓	Montesilvano has taken steps to develop international connections. The Municipality has established a dedicated budget line to facilitate the implementation of activities or the purchase of goods/services as a member of the "Città del Dialogo" Network. Additionally, the Municipality has twinning agreements with Tighina (Moldova), Lahnstein (Germany) and Bosanska Gradiška (Bosnia and Herzegovina).
	✗	The city has no explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural or other fields citizens for intercultural; the implementation of knowledge-sharing events in the countries involved. The city does not currently take measures to reach foreign students or other youth groups arriving through exchange programmes, or try to develop relations and trade relations with countries/cities of origin of its diaspora groups.

<b>INTERCULTURAL INTELLIGENCE AND COMPETENCE</b>	  	<p>The city did not report any intercultural activities in this field but staff have participated in intercultural trainings through their work in projects and as part of the Italian Intercultural Cities Network.</p> <p>Statistical and qualitative information on diversity and intercultural relations is not integrated to inform the policy-making process of the city at the present time. Montesilvano does not conduct surveys that include questions to explore public perceptions of migrants/minorities or on feelings of safety with respect to people of an immigrant/ minority background.</p>
<b>WELCOMING NEWCOMERS</b>	  	<p>Montesilvano offers reception support to asylum seekers and refugees.</p> <p>The city does not have a designated agency, office, person or procedure for the reception of newcomers or any type of 'welcome pack' or guide. The city currently doesn't organise a public ceremony to welcome people who come to live in the city, regardless of their origin or nationality.</p>
<b>LEADERSHIP AND CITIZENSHIP</b>	  	<p>Only EU citizens who have applied for registration on the additional electoral roll are eligible to vote.</p> <p>In Montesilvano foreigners cannot stand as candidates in local elections. No elected members of the city council are foreign nationals or dual nationals. There is no independent advisory body through which people with migrant/minority backgrounds can voice their concerns and provide input to the city council on diversity and integration issues. There is no standard for the representation of immigrants/minorities in statutory boards/bodies that oversee schools and/or public services and the city does not undertake initiatives to encourage residents from a migrant or minority background to get more involved in public life.</p>
<b>ANTI-DISCRIMINATION</b>	  	<p>Montesilvano participates in the Italian Intercultural Cities Network that works on areas of discrimination and is also a partner in the "Diversamente: youth against discrimination" project led by ICEI that uses the Council of Europe's anti-rumours methodology.</p> <p>Montesilvano has not yet conducted a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with immigrant/minority backgrounds. There is no charter or other binding document prohibiting discrimination of persons or groups of persons on the grounds of race, colour, language, religion, nationality, cultural/ethnic origin or sexual orientation in municipal administration and services. The city does not have or support a dedicated service that advises and supports victims of discrimination. Montesilvano does not monitor the extent and character of discrimination in the city or conduct anti-discrimination campaigns.</p>
<b>INTERACTION</b>	  	<p>The city has provided very little information to include in this section.</p> <p>The city could revisit the indicators for interaction and map which of its current activities already encourage interaction between citizens and if there are elements it could build on.</p>
<b>PARTICIPATION</b>	  	<p>The city has introduced mechanisms to ensure that gender equality is respected in organisations involved in decision-making on issues related to the inclusion of city residents with migrant/minority backgrounds.</p> <p>Montesilvano does not monitor the participation of residents with migrant/minority backgrounds in the decision-making process or take action to ensure that residents with immigrant/minority backgrounds are fairly represented in key institutions and organisations, in boards of directors or governing bodies of trade unions, public schools, labour councils, but is considering doing so.</p>

In view of the above, we wish to congratulate Montesilvano for completing their first index report, for the efforts taken. This is a snapshot and having gone through examples from other cities, Montesilvano may already have seen areas they are working on already that could be developed in future. We are confident that if the city follows our guidelines and other Intercultural Cities' practices the results will rapidly be visible and tangible.

## RECOMMENDATIONS

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

**Commitment:** The City has already shown its commitment in several ways including through participation in networks and projects. A public statement on its intercultural commitment would be useful and would help improve the city's score. Honouring local citizens who boost the city's intercultural outlook could also be something the city could consider. A longer-term aim is a more strategic approach to its intercultural work through developing a strategy and/or action plan.

**Education:** It would be useful to have more data here or background to statements in the index report on cultural/ethnic mixing in schools and the background of teachers and how that reflects the city's cultural or ethnic population. The city does not run intercultural projects but there are a wealth of examples the city can read about on the Intercultural Cities Network database for inspiration.

**Neighbourhoods:** As with education there is no data on how many districts/neighbourhoods in the city are culturally/ethnically diverse or policy to increase the diversity of residents in neighbourhoods and avoid ethnic concentration. This would be key as a start alongside smaller projects or programmes to help different neighbourhoods interact.

**Public services:** Participation in projects and networks has provided training for staff in intercultural methodology. Encouraging diversity in its own staff and those of private sector companies would make a big difference in this field. Potentially there could already be a diverse group of people working in tourism in the private sector or enhancing this could aid the city's tourism development. As with other areas mapping and seeing gaps will help policy development.

**Business and the labour market:** The city did not report any intercultural activities in this field so could begin by looking into the ways different cities approach this work, such as Lisbon and Cascais in Portugal, Bilbao, Valencia and Barcelona in Spain, particularly those with well-developed tourism industries. As tourism is often international in its outlook by nature, it could be that there are some activities already taking place that the city could develop further.

**Cultural and social life:** the city has experience of running intercultural events and can expand this potentially to cover debates on areas of intercultural work that the city would like to develop in the future.

**Public space:** alongside lower scores on neighbourhood and interaction, this felt like an area the city had explored less to date. An intercultural approach to public space may be harder to conceptualise at the beginning of a city's intercultural journey. It is worth reading the index reports of the cities that do this well to see what types of approach and activities they undertake such as those for Barcelona and Camden.

**Mediation and conflict resolution:** There is useful work already ongoing and it would have been good to learn more about the longstanding work on intercultural mediation in schools. This could have provided good practice example for other cities in the network. Should the city wish to develop more inter-religious mediation work, cities such as Sabadell in Spain have interesting activities.

**Language:** As with mediation and conflict resolution, there was a glimpse of interest working with the city's language mediation service which could have been useful for other cities in the network. It is not clear if there are any minority languages in the city. As a city with a tourism industry there could already be some work around

facilitating services in other languages through radio or newspapers or blogs. If not, there are examples of how this can be done in the database alongside how different cities promote minority and migrant languages.

**Media and communication:** The city did not report any intercultural activities in this field but could build on its participation in projects using the 'Anti-Rumours' methodology and organise its own project or events. There are resources on the Council of Europe's website on how to develop communication strategies for intercultural cities and the city may wish to consider examples from other cities on communication campaigns highlighting the diversity advantage.

**International outlook:** the city has positive practices in this regard and could develop this more through an overarching policy or strategy that include specific groups such as young people or diaspora groups. There is a wealth of experience in the Italian Intercultural Cities Network in this field, particularly in Reggio Emilia.

**Intercultural intelligence and competence:** A stronger evidence base is key in several areas of the report going forward. The city may find it useful to check what data it already collects and where there are gaps to aid its intercultural understanding of the city.

**Welcoming newcomers:** There were few activities reported in this area. Montesilvano may wish to see how other smaller cities welcome newcomers, such as Neumarkt in Germany, that has several ideas that could be the inspiration for programmes or activities, starting from information packs that promote the cities' activities and groups, to welcoming ceremonies and tours of the city.

**Leadership and citizenship:** Montesilvano's score on leadership and citizenship is lower in part due to national policies on voting and standing for election. There are other ways to encourage people with migrant/minority backgrounds to engage in political life and increase their participation in decision-making.

**Anti-discrimination:** There are a few gaps in Montesilvano's work on anti-discrimination such as a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with immigrant/minority backgrounds; a charter or other binding document prohibiting discrimination of persons or groups of persons on the grounds of race, colour, language, religion, nationality, cultural/ethnic origin or sexual orientation in municipal administration and services; a service that advises and supports victims of discrimination; monitoring the extent and character of discrimination in the city or conduct anti-discrimination campaigns. Participation in the DiverCities network on anti-discrimination work with young people and campaigns should bring this along and provide inspiration for next steps, however, other cities with positive examples in this field have also been highlighted for the city to engage with.

**Interaction:** The city has provided very little information in this section. The city could revisit the indicators for interaction and map which of its current activities already encourage interaction between citizens and if there are elements it could build on. It could start with smaller projects based on libraries or markets or other areas that are already well-developed in the city, using examples from the Intercultural Cities database for inspiration.

**Participation:** the city has a good start with its participation in the DiverCities project. Monitoring how residents with migrant/minority backgrounds take part in the decision-making process and taking action to ensure that residents with immigrant/minority backgrounds are fairly represented in key institutions and organisations will further enhance the city's score.

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

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

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. Almost two decades 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.

