

# RESULTS OF THE INTERCULTURAL CITIES INDEX



# Pavlograd

May 2018



**Intercultural cities**  
Building the future on diversity

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# RESULTS OF THE INTERCULTURAL CITIES INDEX



A comparison between 93 cities<sup>1</sup>

## **Introduction**

The 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 City Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

As of today 93 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Reno (*Italy*), Cascais (*Portugal*), Castellón (*Spain*), Castelvetro (*Italy*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian<sup>2</sup> (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forlì (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamamatsu (*Japan*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Russian Federation*), Klaksvík (*Faroe Islands*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Lutsk (*Ukraine*), Maribyrnong (*Australia*),

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<sup>1</sup> This report is based on data contained at the Intercultural Cities INDEX database at the time of writing. The INDEX graphs may include a greater number of cities, reflecting the growing interest in this instrument.

<sup>2</sup> The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

Melitopol (*Ukraine*), Melton (*Australia*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), the canton of Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Odessa (*Ukraine*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), the district of Osmangazi in the province of Bursa (*Turkey*), Paris (*France*), Parla (*Spain*), Patras (*Greece*), Pavlograd (*Ukraine*), Pécs (*Hungary*), Pryluky (*Ukraine*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma (*Spain*), Santa Maria da Feira (*Portugal*), Unione dei Comuni-Savignano sul Rubicone<sup>3</sup> (*Italy*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Sumy (*Ukraine*), Swansea (*United Kingdom*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione Terre dei Castelli<sup>4</sup> (*Italy*), Valletta (*Malta*), Västerås (*Sweden*), , Vinnitsa (*Ukraine*), Viseu (*Portugal*) and Zurich (*Switzerland*).

Among these cities, 50 (including Pavlograd) have less than 200,000 inhabitants and 40 (including Pavlograd) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Pavlograd (Ukraine)** in 2018 and provides related intercultural policy conclusions and recommendations.

### **Intercultural city definition**

The intercultural city has people with different nationality, origin, language or religion/ belief. 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.

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<sup>3</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

<sup>4</sup> Former Castelvetro di Modena.

# METHODOLOGY



The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 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 ICC Index).

These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

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, to motivate cities to learn from good practice.

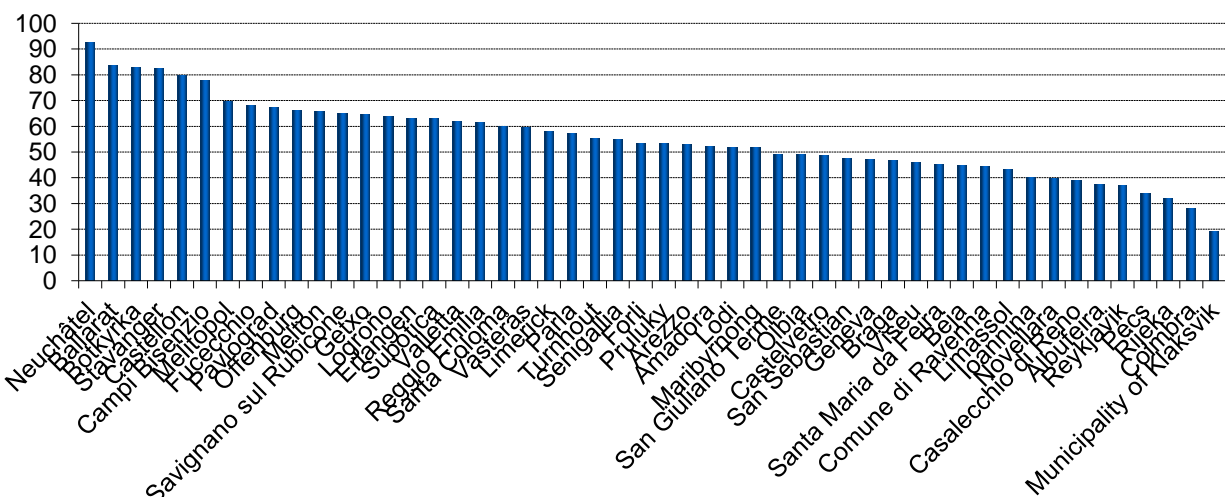
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled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

According to the overall index results, Pavlograd has been positioned **23th** among the 93 cities in the sample, with an aggregate intercultural city index of **67%**. The city has been ranked **7th** among cities with less than 200,000 inhabitants and **16th** among cities with more than 15% of foreign-born residents.

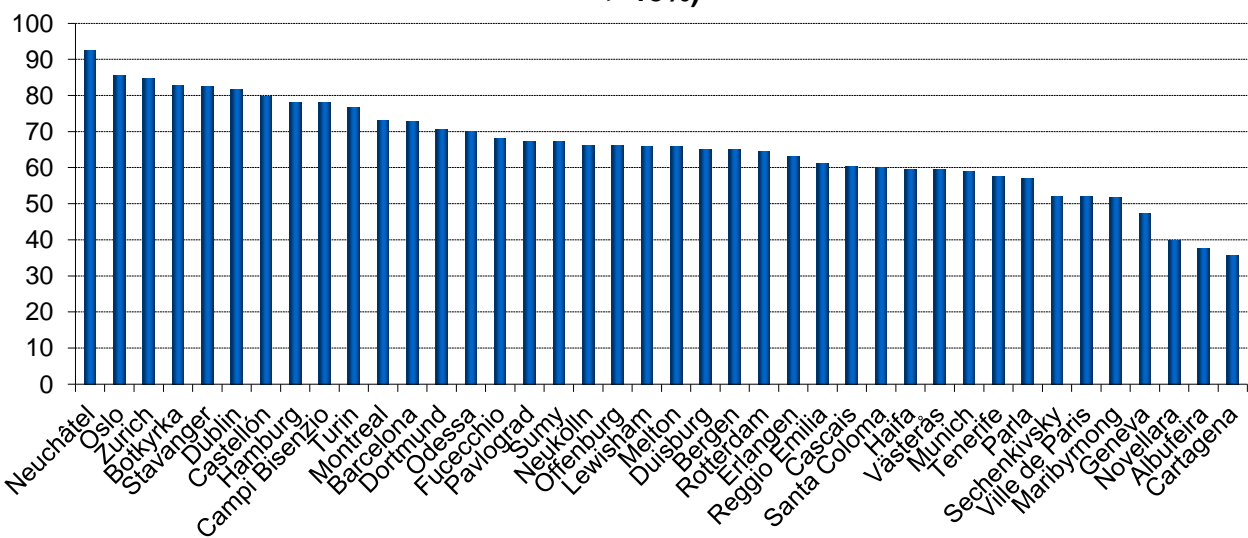
# INTERCULTURAL LENS

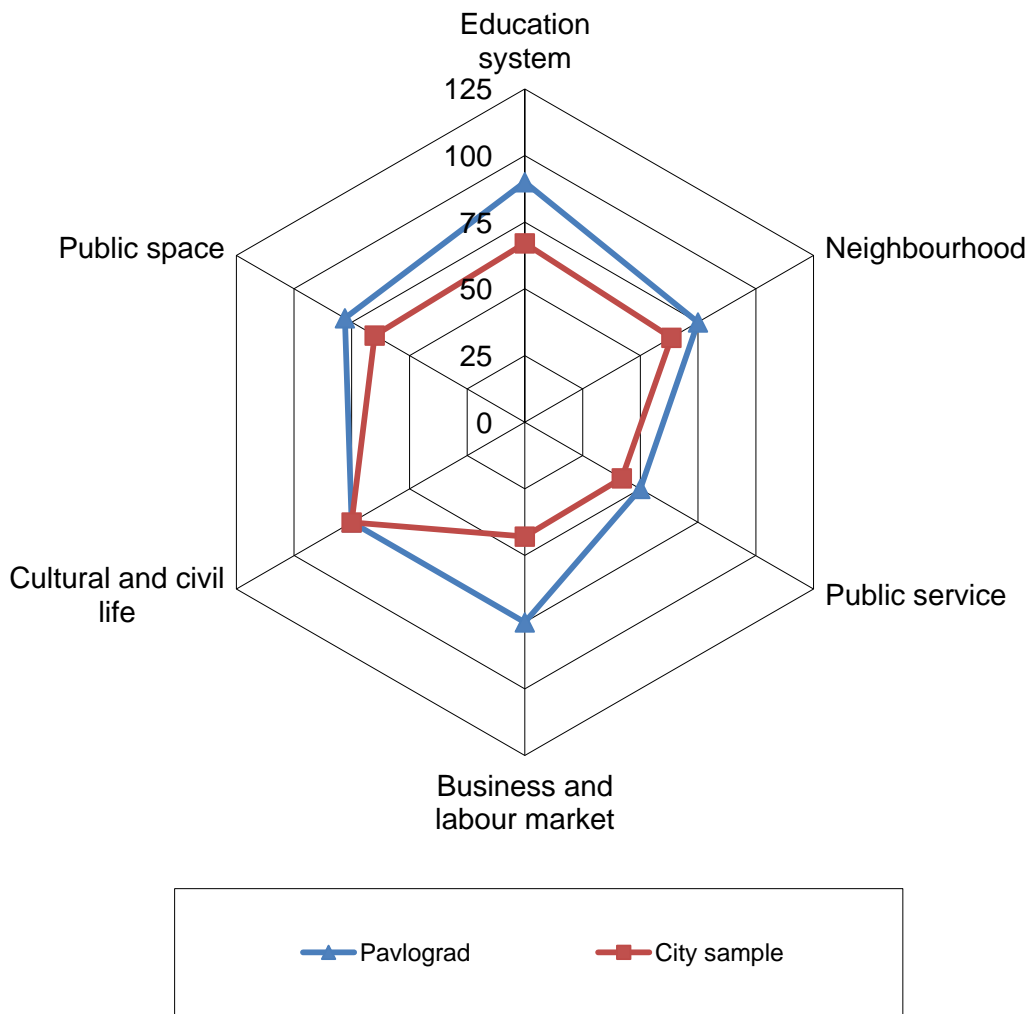
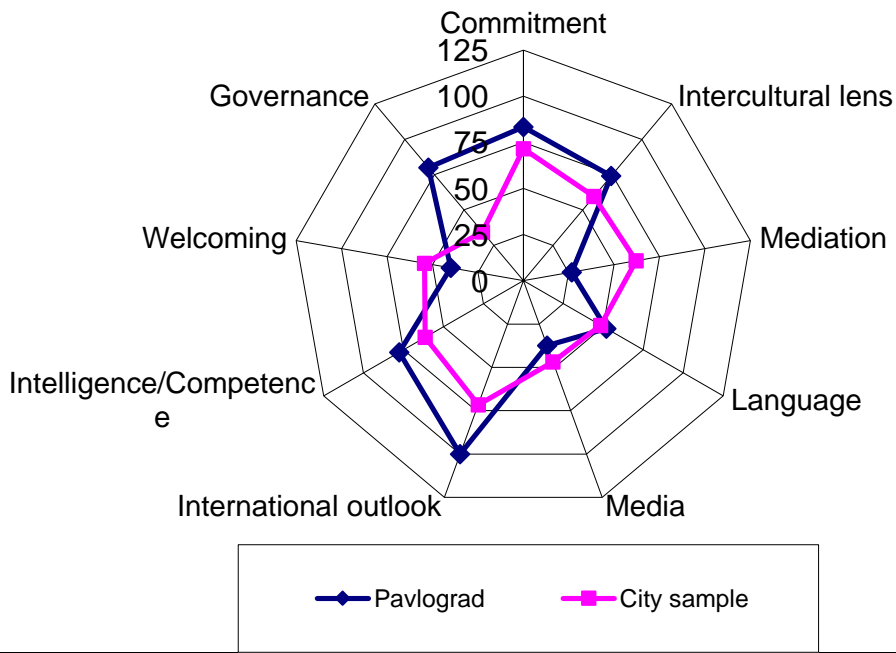


**Intercultural City Index (ICC) - City sample (inhabitants < 200'000)**



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





## **Pavlograd – An overview**

Pavlograd is an industrial city located in eastern Ukraine and it is part of the Dnipropetrovsk Oblast. Historically, the first settlers were people from Zaporozhye and soldiers who settle down there to protect the Russian Empire borders. At the end of the 19<sup>th</sup> century, the town became a famous centre of crops and flour trade: bread from Pavlograd was exported to London and Constantinople.

### ***Demography***

As of August 2017, the city counted a population of **106,823 inhabitants**.

**Ukrainians** are the most numerous ethnic group and they count **86,475 citizens** (the 72.3% of the entire population). However, there is a great ethnic variety as more than 30 nationalities live together in Pavlograd. In fact, at the end of August 2017, there were more than 3% people registered as internally displaced persons from Donetsk and Lugansk Oblast and AR Crimea in the Department of Social Protection of the Population of Pavlograd City Council.

The percentage of **foreign-born nationals** living in the city is of the **0,6%** which corresponds to 683 individuals. The most important minority groups in the city, according to the 2001 census, are: Russians 24,95% (29,854 people), who also are the only minority group representing more than 5% of the overall population, Belarusians 0,67% (798 individuals), Jews the 0,12% (142 individuals) and Armenians who count 178 citizens, or the 0,15%.

The report does not indicate the percentage of people who are second or third generation migrants. Perhaps the city might also wish to undertake a census to estimate the cultural background of the population, as the census quoted in the report is from 2001.

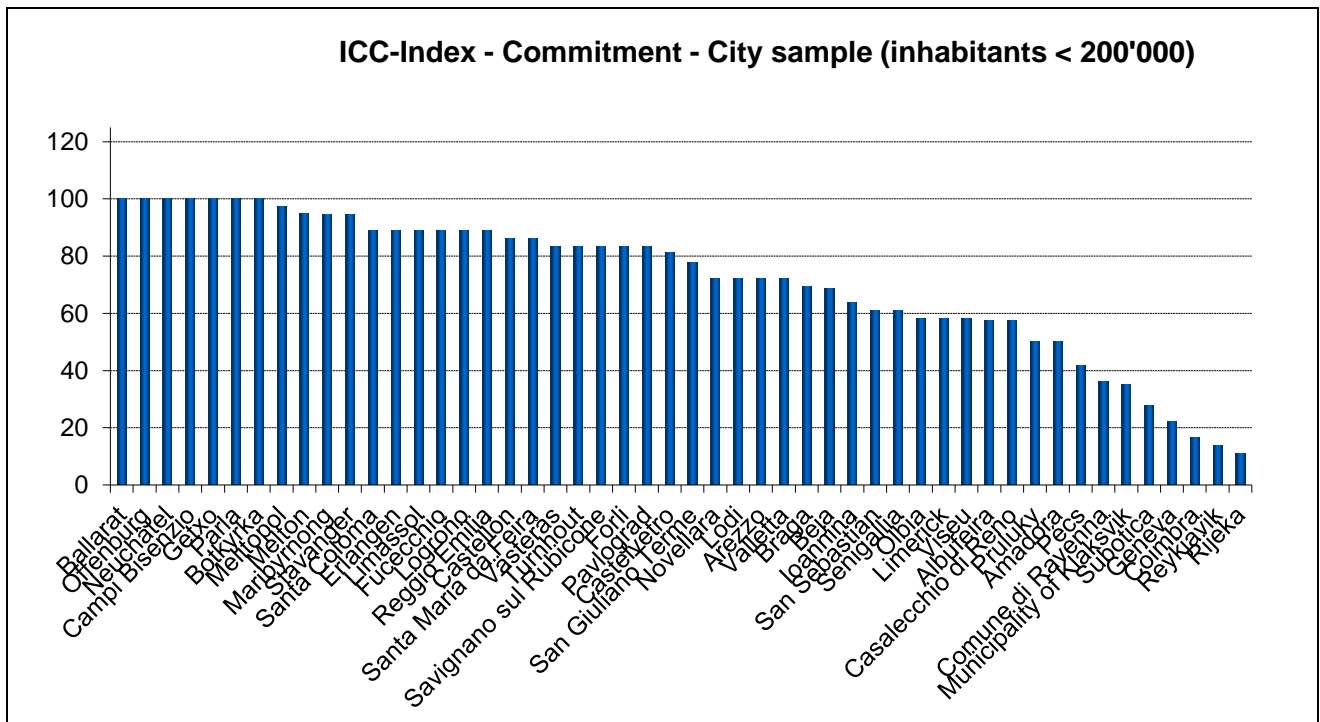
Economically, there is no indication about the GDP per capita.

The city has a Department of Regional Policy and a Department of Culture who are in charge of enhancing and encouraging intercultural integration within the city.

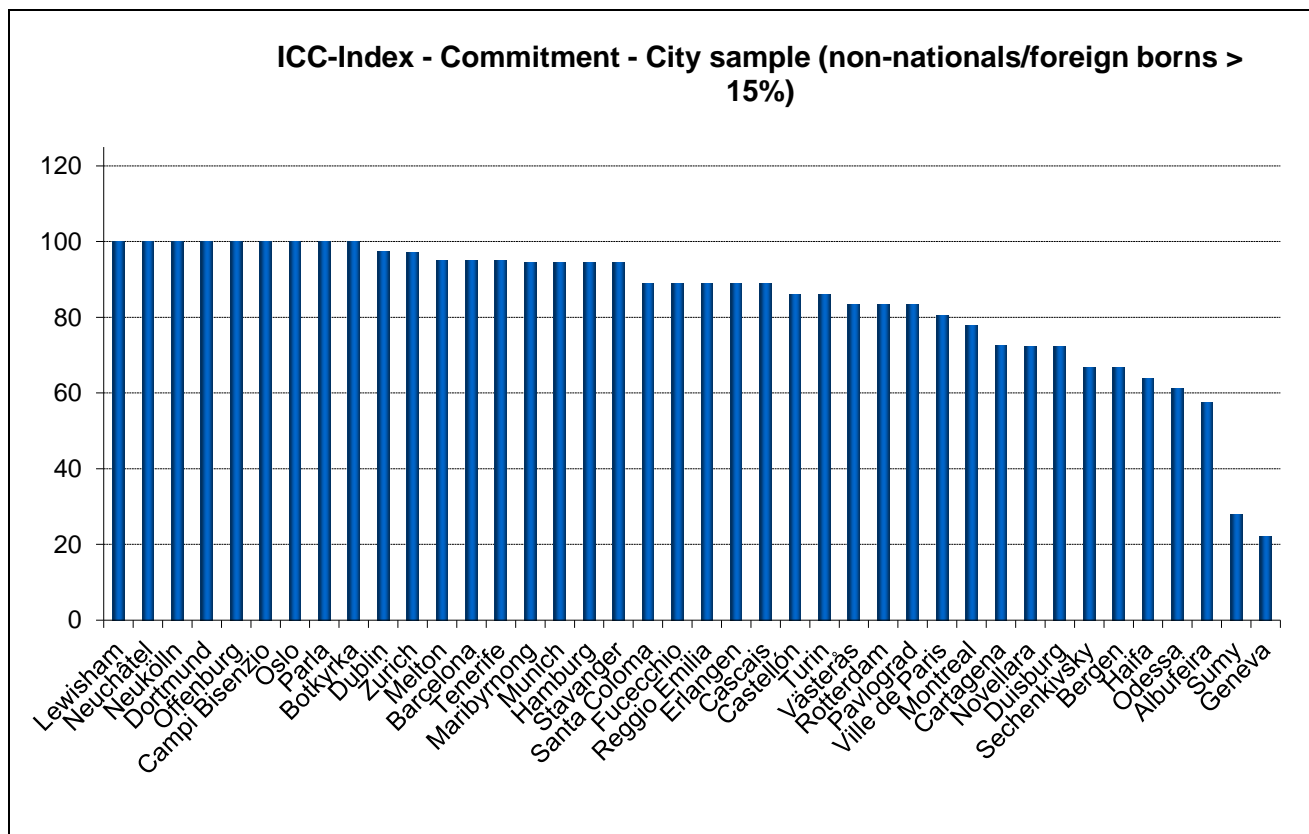
# COMMITMENT



*The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.*







Pavlograd's rate in the field of Commitment in 2018 corresponds to the **83%**, considerably higher than the city sample result of 71%.

Pavlograd has been in the network of intercultural cities of Ukraine since 2011. As a result of a new phase of the Intercultural Cities Program, Pavlograd joined the updated Intercultural Cities Network (ICC-UA) in October 2016 by signing of a memorandum with the Council of Europe.

The delegations of Pavlograd took an active part in forums and scientific seminars: such as the Ukrainian-Swedish project *"Overcoming Stereotypes with Creative Methods of Cultural Expression"* which included representatives of the education, culture and youth movement. Thanks to this project, our city hosts the youth movement *"Positive Pavlograd"* and *"Funduk"*.

Between 2016 and 2017, more than 50 projects were launched and conducted in conjunction with:

- All-Ukrainian Volunteer Reconstruction Camp *"Let's Build Ukraine together"*;
- German Society for International Cooperation "GIZ"
- Northern Ecological Finance Corporation (NEFCO);
- United Nations Development Program in Ukraine (UNDP),
- US Agency for International Development (USAID),
- VNG International within the project *"State Construction and Accountability in Eastern Ukraine"*,
- Programs of the Federal Republic of Germany (GIZ, KfW), etc.

Positively, the city has **formally stated** its participation in the Intercultural Cities network and has adopted an **intercultural strategy** which is included in the "City program for the development of culture and preservation of cultural heritage objectives for 2015-2020".

Pavlograd has also adopted a **budget** and an **intercultural action plan** defined and outlined in the "city programme for the development of education" and "city social protection programme of certain categories of population for 2016-2018 years". However, it would appear that there is **no** evaluation process for the intercultural action plan.

Often, **official speeches** and communication make clear reference to the city's intercultural commitment. In order to involve Pavlograd citizens in the city life, the city has an **official webpage** to communicate its intercultural activities<sup>5</sup>.

Positively, the city organizes events to **honour** and acknowledge **residents or organizations** that have done exceptional things to encourage interculturalism:

- On the occasion of International Roma day, the organization "Amaro Kher" was awarded by the city authorities for their work in promoting Roma inclusion<sup>6</sup>. The organization received a community-based mini-grant certificate for the project "Mini square of the Roma community " under the "Memorial to the Roma people who perished during the Holocaust".
- "The Intercultural Living Room" is an event that encourages citizens to get to know each other, especially other cultures, traditions, customs.

### *Suggestions:*

The city might wish to establish a dedicated body to coordinate and manage the intercultural plan. For instance, the Intercultural City of Bilbao has established *The Department of Equality, Cooperation and Coexistence of Bilbao City Council*. This department is specialised in the promotion at a local level of the Bilbao Intercultural City strategy.

It is crucially important to involve citizens and to engage them in the city life. Pavlograd might get inspiration from the experience of Copenhagen, which in the framework of the launch of the **Diversity Charter** in May 2011, had also introduced the inclusion barometer for evaluating its intercultural strategy. The barometer is based on 16 indicators set out in the inclusion policy and updated every year. All political committees make a yearly status report about the indicators they are responsible for as well as the progress of their action plan and the general inclusion efforts of the administration. These reports are gathered into a common document, which is presented to the City Council.

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<sup>5</sup> <http://pavlogradmrada.dp.gov.ua/interkulturnijj-pavlograd>

<https://vsisvoi.org.ua/>

<sup>6</sup> <http://pavlogradmrada.dp.gov.ua/news/mizhnarodnijj-den-romiv.html>

In addition to the Diversity Charter, the city of Pavlograd might wish to consider Tenerife's initiative "*Mesas Insulares para la convivencia Intercultural*". This initiative enhances coexistence through shared meals since 2009.

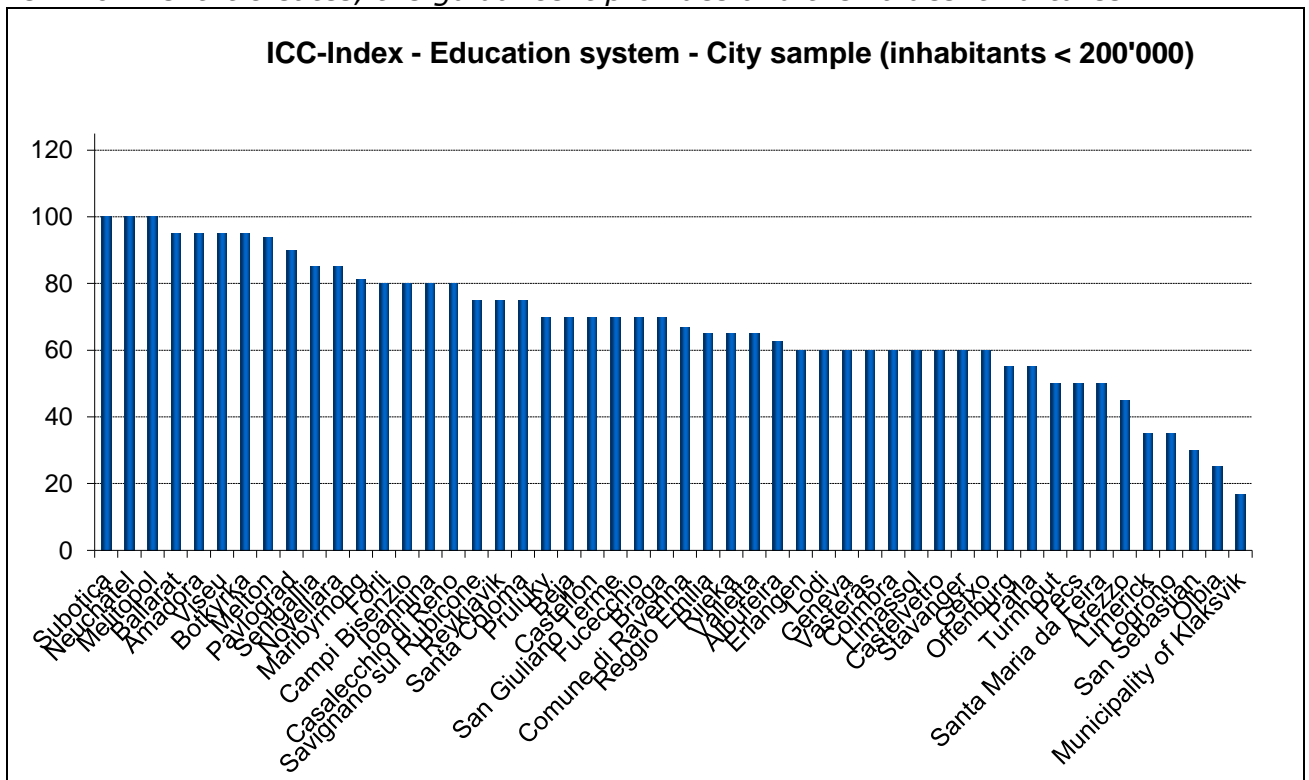
In order to strengthen the feeling of self-confidence and openness and to ensure peace and mutual understanding the city should organize **ceremonies** and activities to encourage interculturalism. Moreover, to honour residents or organisations that have done exceptional things to encourage interculturalism, Cascais has set a Municipal Merit Award, whereas Santa Maria da Feira promotes the **Awards Solidarity**, which aims to honour organizations or institutions which, by their actions, innovations and good practices contribute to the promotion of cohesion and social development of the municipality. While the city of Beja celebrates the international day of migrants and Roma, in Novellara (Italy) citizens try to enhance a feeling of inclusion sending letters and leaflets, for example newcomers usually receive a welcome letter.

# EDUCATION

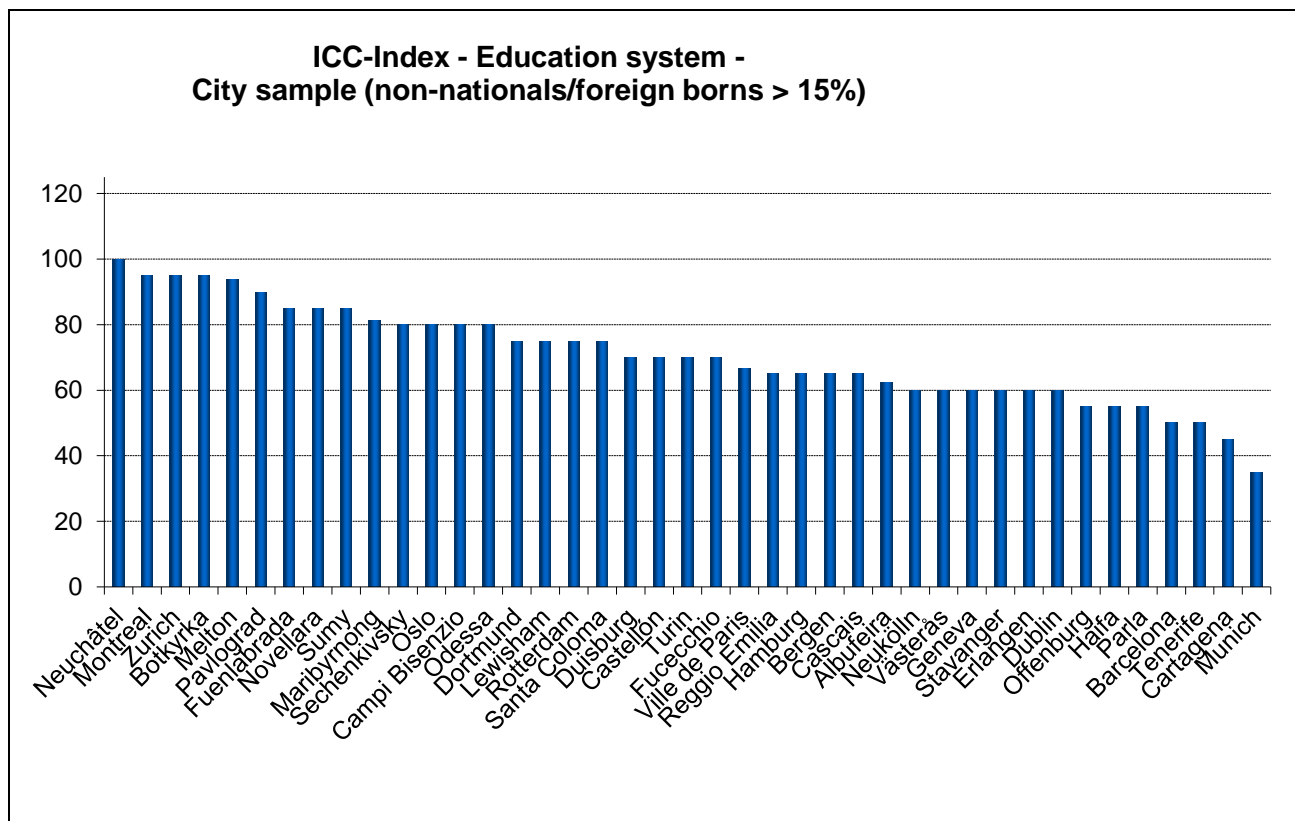
through intercultural lens



*School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.<sup>7</sup>*



<sup>7</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://higherred.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).



Pavlograd's **education** policy indicators in 2018 are the **90%**, considerably higher than the city sample's rate of 67%.

Children are **not** of the same ethnic background, often **teacher's ethnic backgrounds mirror pupils'** and **most** schools make a strong effort to involve parents from minority/migrant background in school life.

The following paragraph is an extract from the report, it says:

*"The parental community represents all the ethnic groups of our city and the family of internally displaced persons. Parents of various ethnic groups are actively involved in school life. For example, at school N° 7 from 2009 with the purpose of expanding the forms of parental involvement in the educational process the pedagogical-parent project "Educate and Teach Together" is implemented. During the project period the dialogue between the family and school life was introduced. Therefore, the role and place of parents in the educational policy of the school have changed significantly. The staff of the secondary school N° 7 sees the family as one of the most important social clients of education, actively studying the position of parents, taking into account it when organizing profile classes, additional education, the formation of the variable component of the curriculum, the choice of educational work."*

The **intercultural perspective** is often included in the school environment. In fact, schools organise different activities to promote diversity, such as:

- Lessons of Tolerance of the Roma community;

- A week to celebrate Europe;
- Intercultural festivals where different countries around the world are presented.
- During Festivals, Ukrainian culture is also celebrated alongside minorities' culture: national dishes, concerts with the performance of national songs and dances, and so much more.
- In the Pavlograd City Lyceum, an intercultural educational project "**With Europe together!**" was created and implemented, which included the grand opening, virtual tours of European countries, the theater festival "**The World Meet New Year**" and the festival of European countries. The project for the creation of an exhibition of dolls in national costumes of European countries was completed.
- For the purpose of cooperation and cultural exchange, 82 pupils of the Palace of Children and Youth Creativity visited Poland at the invitation of Mayor Schetsin.
- Students of secondary school № 17 participate in the Ukrainian-Swedish project "**Overcoming stereotypes by cultural paths**". As part of the delegation they flew to Sweden, where they met Swedish culture and presented our city. The delegation of students and the head of the Swedish centre of Lesya Ukrainka Eastern European National University visited Pavlograd and met with the members of the school Euroclub "Europe +".

### *Suggestions:*

The city might wish to consider establishing a policy to increase ethnic/cultural mixing at school.

In order to encourage parents' participation in schools, Bilbao is organizing the following activities to promote coexistence in diversity, and raise awareness:

- **Welcome** programme for new families: information about the education system are translated into seven languages
- Annual Bilbao North-South award for Schools that promote the values of Solidarity, Interculturalism and Human Rights. Seven schools have presented their candidacy for this award during 2017.
- Workshops and **awareness-raising** activities to fight discrimination, prejudice and stereotypes in relation to diversity. In this respect, Bilbao City Council has published a manual aimed at schools to set up activities and awareness-raising dynamics with these contents. (More info: [Manual of activities](#))

Alternatively, Oslo's (Norway) project called "*Gamlebeyn Skole*" promotes cultural diversity through arts. In fact, cultural and intercultural education will help to counteract the "*white flight*" phenomenon in kindergartens. In Oslo,

kindergartens tend to be characterised by great ethnic mixing but there are signs that primary and secondary schools are gradually becoming more ethnically-polarised as more affluent parents opt out of some schools and into other. This has been countered by limiting the right to choose and also by investing in those schools that have been threatened by 'white flight'. For example, the Gamlebyen Skole is a classic inner city primary school with a wide range of languages and a combination of complex social and cultural issues. The school's physical environment is shaped to involve references of migrant children's culture of origin such as the climbing wall made up of letters of all world alphabets, the original carved wood pillar of a destroyed Mosque in Pakistan, kilims and other objects which create a warm, homely atmosphere. The curriculum in the school involves cultural and intercultural learning. There is a benchmarking tool allowing teachers to check whether they stand in diversity matters such as engaging parents from different origins. Moreover, the school has edited a book from a joint project from Ankara and is now running a film project with schools from Denmark and Turkey.

Lastly, Genoa organises:

- *Christmas market* where arts and crafts, old clothes etc. are sold for charity.
- *Daneo* organizes music classes, sportive activities and other extracurricular activities together with various volunteering activities
- Two *choirs* have been successfully established.

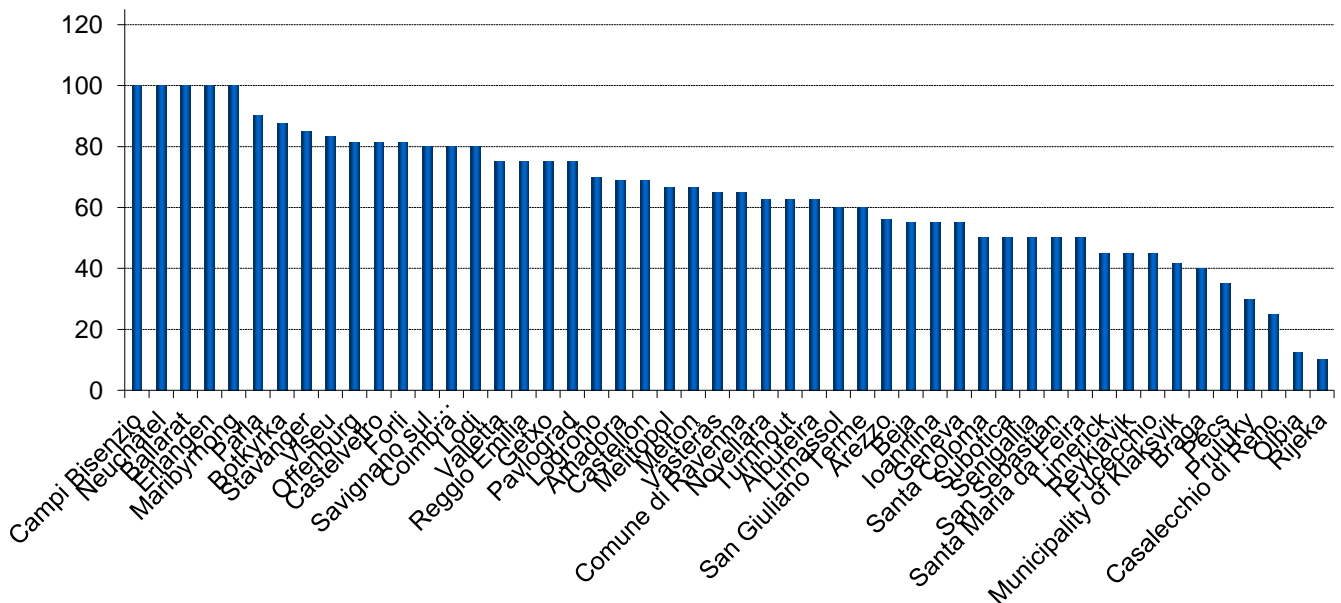
# NEIGHBOURHOOD

through intercultural lens



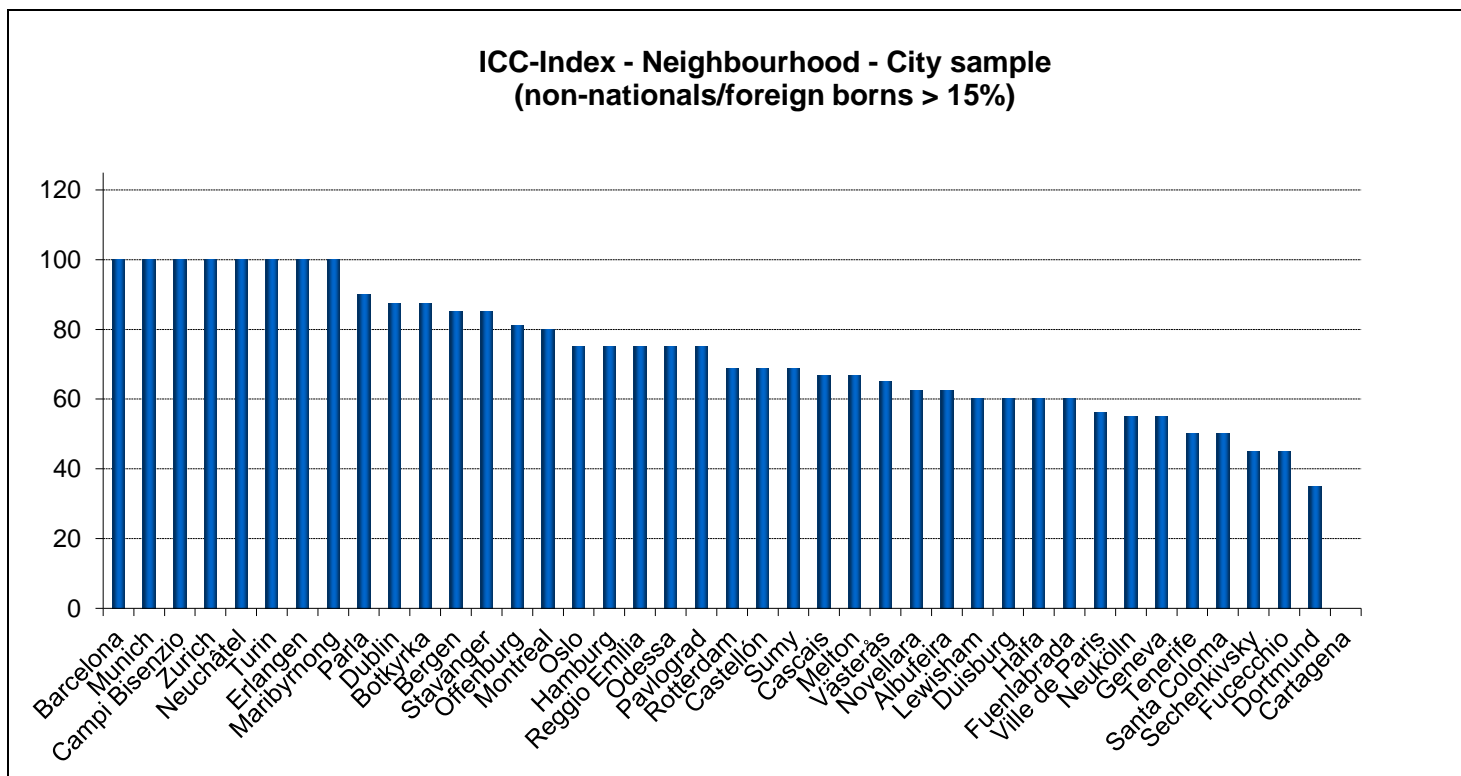
An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.<sup>8</sup>

**ICC-Index - Neighbourhood - City sample (inhabitants < 200'000)**



<sup>8</sup> By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.





The analysis of the questionnaire shows that Pavlograd's neighbourhood policy achievement rate corresponds to the **75%**; the result is extremely good, compared to the city sample's rate of 63%.

In no area of the city there is a vast majority of residents with the same ethnic background and in no neighbourhood people from minority ethnic groups constitute the majority of residents.

Even though there are no segregated neighbourhoods, the city strongly and very actively **takes actions to mix citizens** from different areas. For instance, the activity "*The Intercultural Living Room*" that encourages different cultures to interact with each other, presenting their traditions, ceremonies, etc.

*Suggestions:*

The city could consider establishing a policy to increase the diversity of residents in neighbourhoods to avoid ethnic concentration.

Pavlograd could organize other activities to promote interculturalism and interrelations, some ideas: music and food festival, artist competition to renew the urban design, flea market, sports such as raising-awareness marathon or a parade.

In order to encourage social cohesion, especially among women, Pavlograd could also follow Getxo's example. Getxo's established a specific project to encourage **native women to meet immigrant women**. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another project carried out in Getxo. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "**Parkean Olgetan**" and it has the support of various schools and associations. It is free and no require any inscription.

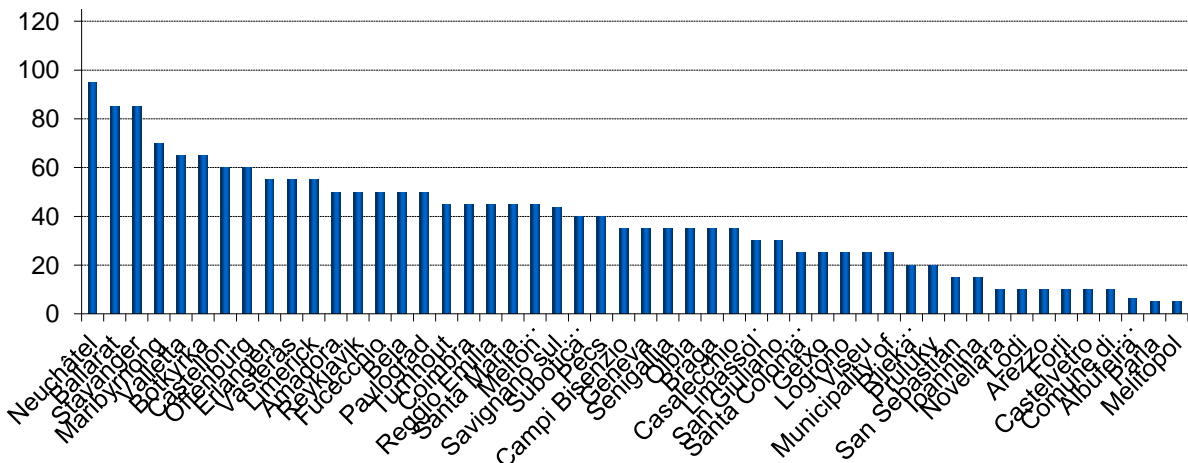
# PUBLIC SERVICE

through intercultural lens

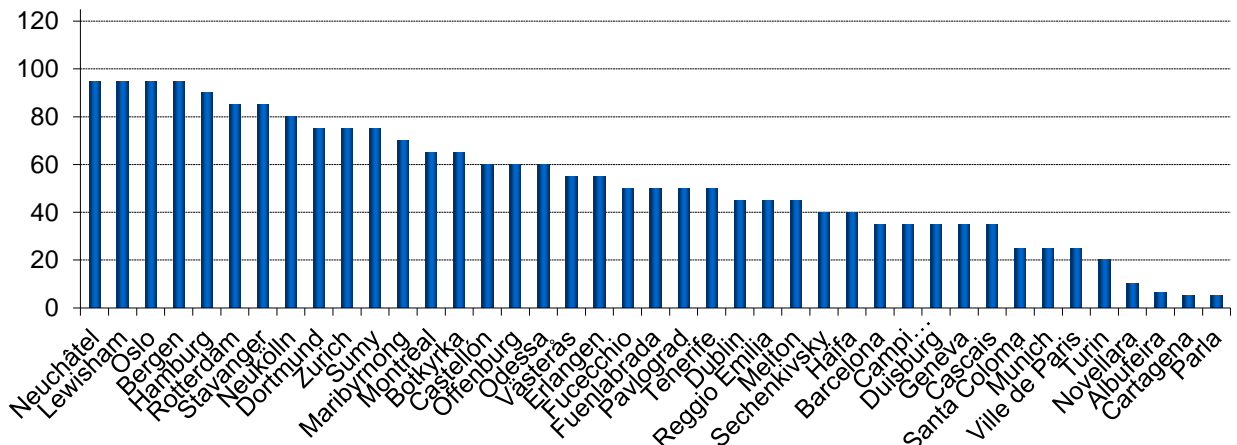


*An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.*

**ICC-Index - Public service - City sample (inhabitants < 200'000)**



**ICC-Index - Public service - City sample (non-nationals/foreign borns > 15%)**



Pavlograd's public service rate in 2018 is the **50%**, higher than the city sample result of 42%.

At all hierarchical levels, the ethnic background of public employees reflects the composition of the city's population. However, the municipality does **not** foresee any **recruitment plan** to ensure the multiculturalism in the public service. People who are not citizens of the country cannot be employed in the public administration.

Positively, the city takes action to **encourage a diverse workforce in the private sector**:

- Annual competition of mini-grants "Community with their own hands".
- Opening of the Center for Business and Cultural Relations of Ukraine and Greece "Anatolia".
- Conducting trainings in the "Business-club" (association of entrepreneurs, including different nationalities).
- The action of DTEK "Pavlogradvugillya" - "Tourist take-off" of workers of the miner's departments under the slogan of cultural-national diversity.

Pavlograd's services are tailored to meet the needs of the ethnic/cultural background of its citizens: wedding celebrations, funeral services and burial areas are available to the Roma, Jewish and Azeri communities.

#### *Suggestions:*

In order to be more inclusive, Pavlograd could organize sport facilities with women-only sections, could introduce different school meals to satisfy pupils' alimentary needs and public libraries could offer books in several languages.

Pavlograd could foster integration looking at Cascais' project called "**Surf.Art**", an experimental project that, through the practice of Surfing and contact with nature, aims to improve social welfare in the lives of children and young people. So far, 14 children have been taught how to surf while learning deeper aspects of humans' lives, such as autonomy, freedom of expression and how to manage emotions. Thus, children are developing resilience, while improving personal and family relationships. More importantly, children are also doing better at school: they are more motivated and more willing to study and learn.

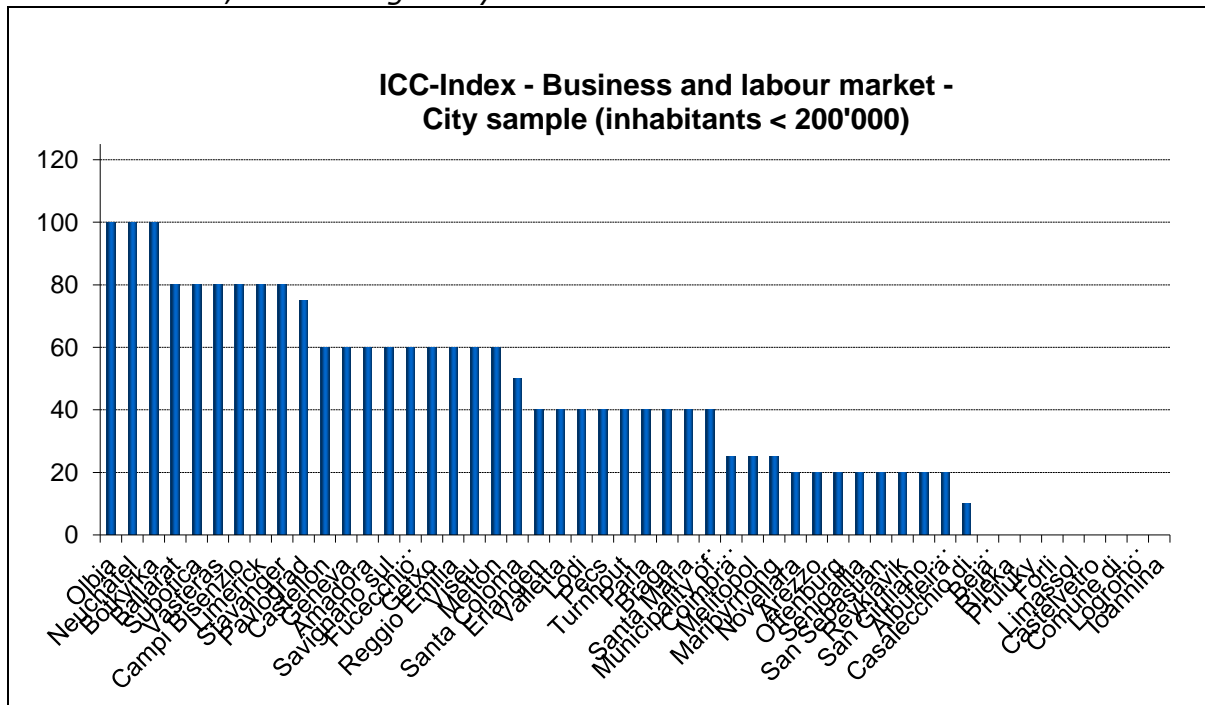
Lastly, the city might find inspiration in the city of Bergen (Norway) that to encourage intercultural mixing and competences in both public and private sectors, has developed a project called "*The Future Workplace and the Global Future*": a specific recruitment strategy to ensure that the ethnic background of public employees mirrors the composition of the city's inhabitants.

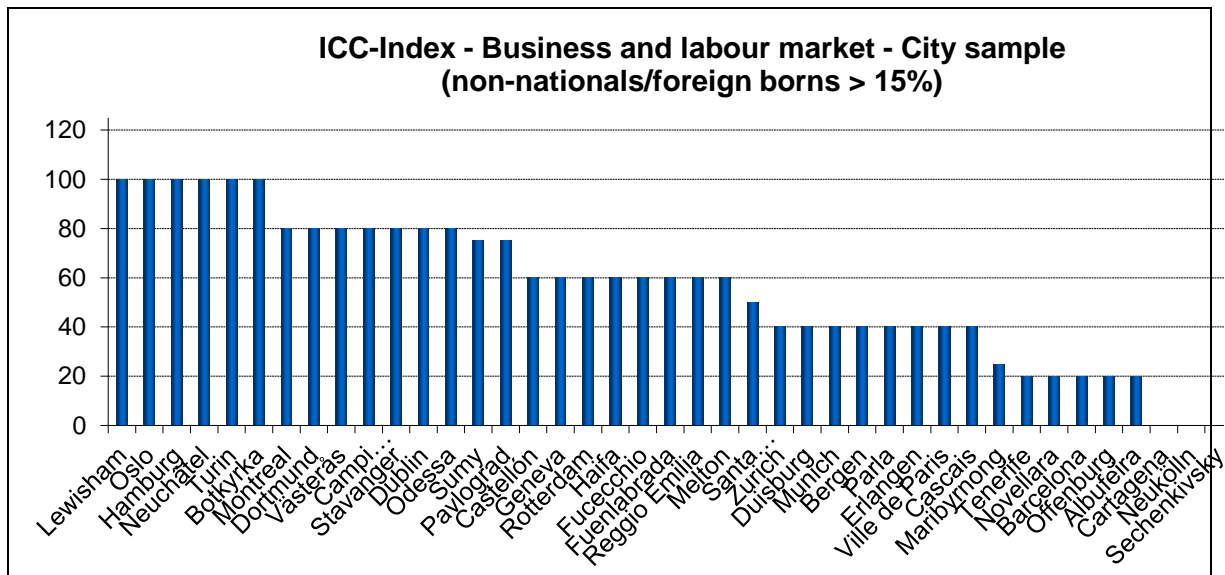
# BUSINESS & LABOUR

through intercultural lens



Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public-sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way around. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.





Pavlograd has achieved the **75%** in the field of Business and Labour market, higher than the city sample's result of 43%.

Pavlograd has a **business umbrella organisation** which promotes diversity and non-discrimination in employment. Furthermore, the "*Business Club*", an association of entrepreneurs which includes representatives of various national minorities, encourages business from ethnic minorities to move beyond ethnic economies and enter the mainstream economy. Moreover, through roundtable meetings and training events, the city encourages and supports minority entrepreneurs.

*Suggestions:*

Pavlograd could consider adopting a **charter** or another binding document against ethnic discrimination. The city of Sumy, for example, has an official legal document against ethnic discrimination that quotes:

*The Article 61 of the City Statute talks about non-discrimination against city 'residents' in terms of their ethnic background, age, gender or religion.*

Additionally, the municipality should give priority to companies with a diversity strategy. On this purpose, Pavlograd might find the following activities inspiring:

In order to foster multiculturalism in the workplace, Parla is encouraging the integration of **Chinese businesses** into the local market through training and counselling. Positively, the city on April 29<sup>th</sup>, celebrates this connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

Similarly to Parla, in Santa Maria da Feira (Portugal) the municipality has regular business exchanges with Kenitra, in Morocco. The partnership, made possible

thanks to the presence of Moroccan nationals in Santa Maria da Feira, started with a visit by a Kenitra delegation in 2012. Since then, a number of protocols between the two municipalities have been signed, in addition to the private sector business relations established.

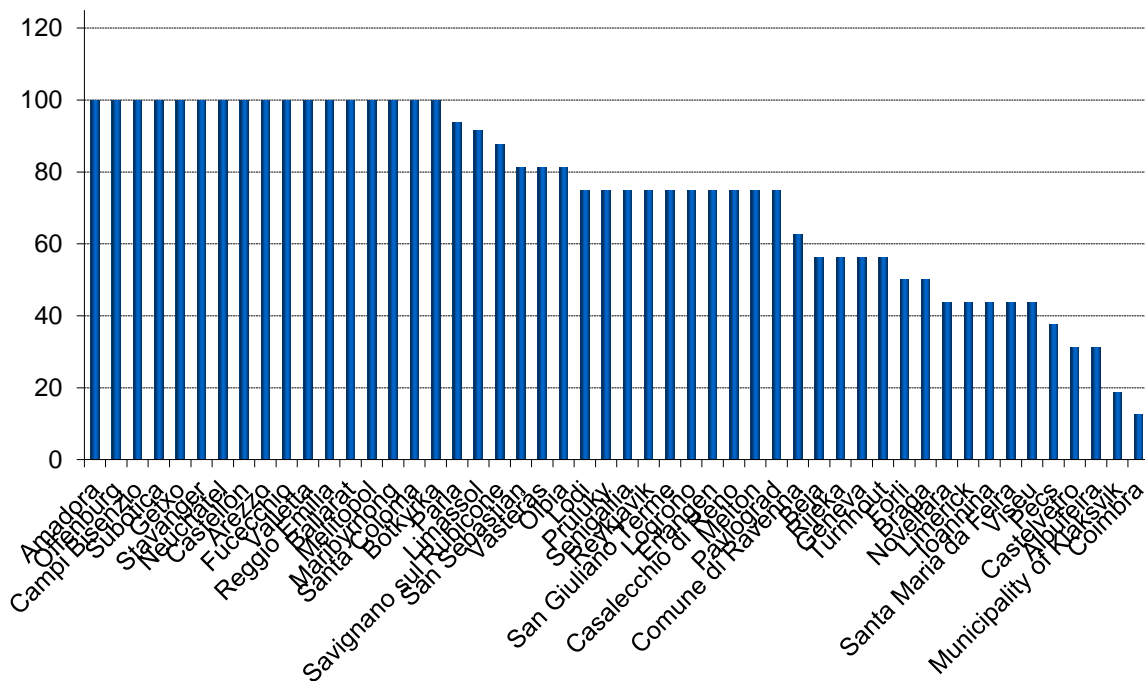
# CULTURE & CIVIL LIFE

through intercultural lens



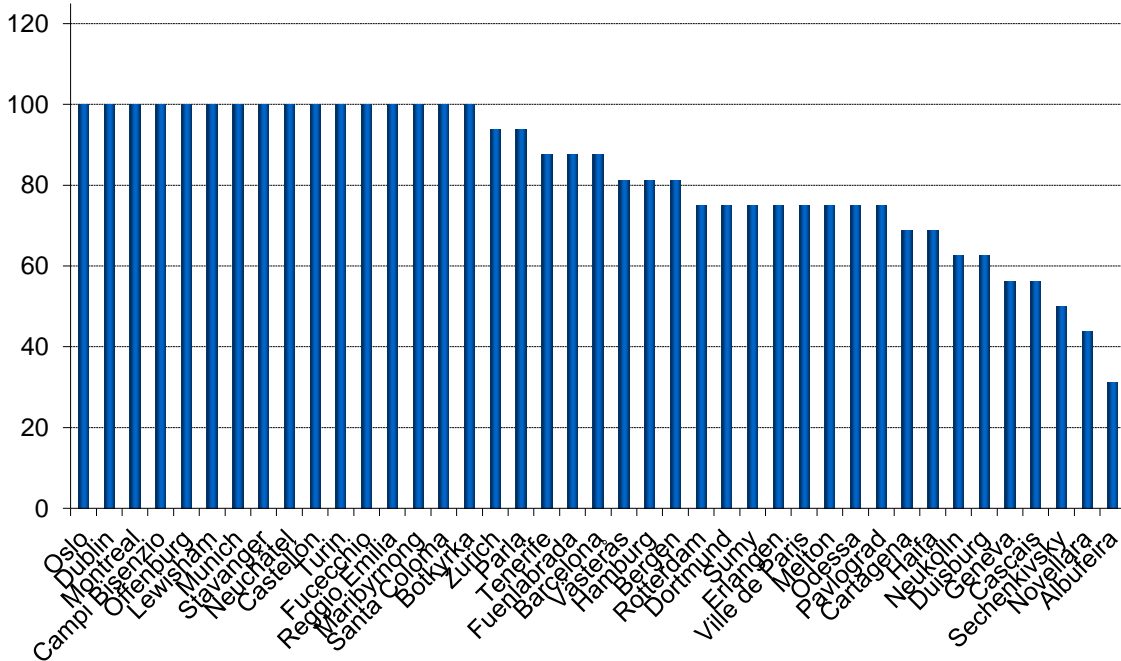
The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

**ICC-Index - Cultural and civil life - City sample (inhabitants < 200'000)**





**ICC-Index - Cultural and civil life - City sample  
(non-nationals/foreign borns > 15%)**



Pavlograd scored a result of **75%** in the field of cultural and civil life, exactly the same as the average of the cities.

Pavlograd **regularly** organizes a wide-range of events and activities to encourage people from different ethnic groups to mix. Some of the celebrated events are:

- Constitution Day of Ukraine
- Independence Day and the Day of Pavlograd
- Celebration of the city mayor "Pride of the city"

Other activities are carried out for example:

- City annual competition "creative achievement of the year",
- "Project "Intercultural Pavlograd. Together in the future!"
- The project "Interaction - A STEP TO ACTION", which is being implemented in Pavlograd with the support of the European Union within the project "Facilitating the Rehabilitation and Sustainable Resolution of the Problems of HIP and the Resulted from the Conflict of Population in Ukraine" by the International Organization for Migration.

Lastly, the city regularly organises **public debates and campaigns** on cultural diversity such as:

- Cinema Club "Beyond the Rental"
- Clubs in the centralized library system (thematic conversations, exchange of views, communication)
- Children's TV studio "UNIAN-TV" – currently working on the preparation of children's TV programs on cultural diversity.
- School Euroclub "Europe +" (discussions).

### *Suggestions:*

Pavlograd should consider incorporating **interculturalism as a criterion when allocating grants** to associations and initiatives. For instance, Bilbao finances and subsidies are given to the following actions:

- 1) To strengthen immigrant associations.
- 2) To Awareness-Raising and Human Rights projects.
- 3) Educational programmes to promote the value of coexistence, solidarity, the integration of pupils and/or the reception newcomers.
- 4) All of Bilbao City Council's Lines of Subsidies (Social Action, Cooperation, Culture, Education, Basque Language, Festivities, Equality, Youth, Environment, Participation and Districts and Health and Consumption) incorporate the intercultural perspective as a cross-cutting criterion that can receive points and which takes into account for its assessment the following criteria: 1) cultural diversity; 2) immigrant communities; 3) promote interactions among different ethnic groups; 4) encourage foreign population.

The city could consider implementing antiRumores strategies and other awareness-raising campaigns on the topic of diversity and coexistence. As well, the city could introduce a day to commemorate migrant.

The intercultural city of Barcelona has established **Civic Centres** which have become a landmark for promoting culture and creativity in the neighbourhoods of the city. The annual calendar is full of activities encouraging cohesion and harmony among the residents. For example: arts expositions, "cineknitting" evenings where attendees will comfortably watch a movie while knitting; handcraft expositions and workshops, and much more is offered.

To further enhance social integration, Albufeira annually organizes the **Al-Buhera Festival**: a street party that also hosts the handicraft fair 'Mostra de Artesanato', where visitors can find objects representing the culture and the traditions of this Portuguese region.

The **Inverte** (Reverse) project, organised in the city of Cascais, uses the practice of bodyboard (a water sport) as a non-formal education methodology to help problematic young people with pre-delinquent behaviours to re-build their life. Still in Cascais, the **Mural Art Festival** takes place every summer since

2014. Muraliza maintains the desire to renew the status of Cascais as the cradle of all street artistic expressions in Portugal, attracting every year many tourist and artists. The event involves all facets of Portuguese culture and it witnesses its transformation and evolution: the painting murals of great and medium size are always inspired by the innumerable and unique characteristics of the region and, concretely, in the peculiarities of this social district built in the 60's.

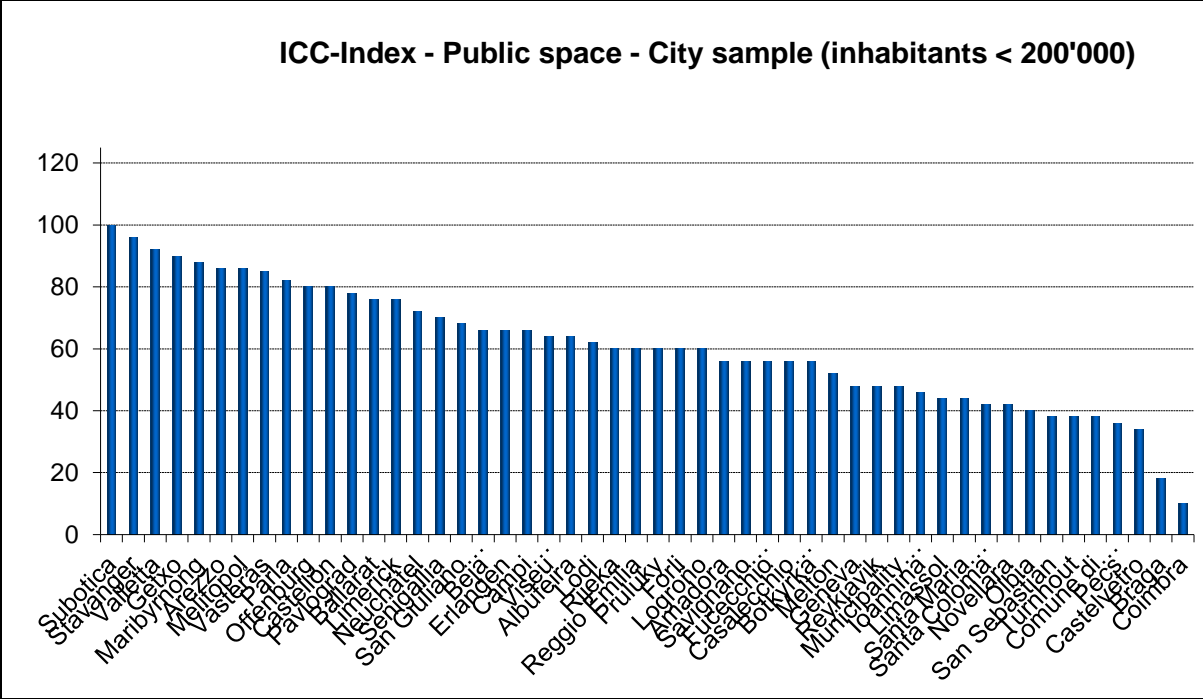
Limassol is carrying out several activities which have been proven of being of great help. The city organises **ballets** and **music** events in the Garden Theatre: they witness a long and rich tradition and show that dance is an artistic expression strictly linked to the history of the city. The Embassy of the Russian Federation in Cyprus organizes events to celebrate the **friendship between Russia and Cyprus**: Hundreds of actors, dancers and singers from both countries perform during non-stop 8-hour programme. **Sportive events** - Limassol organizes several competitions: marathons, gymnastic and rhythmic gymnastics, break dance, skateboard, football match, cycling tour, etc.

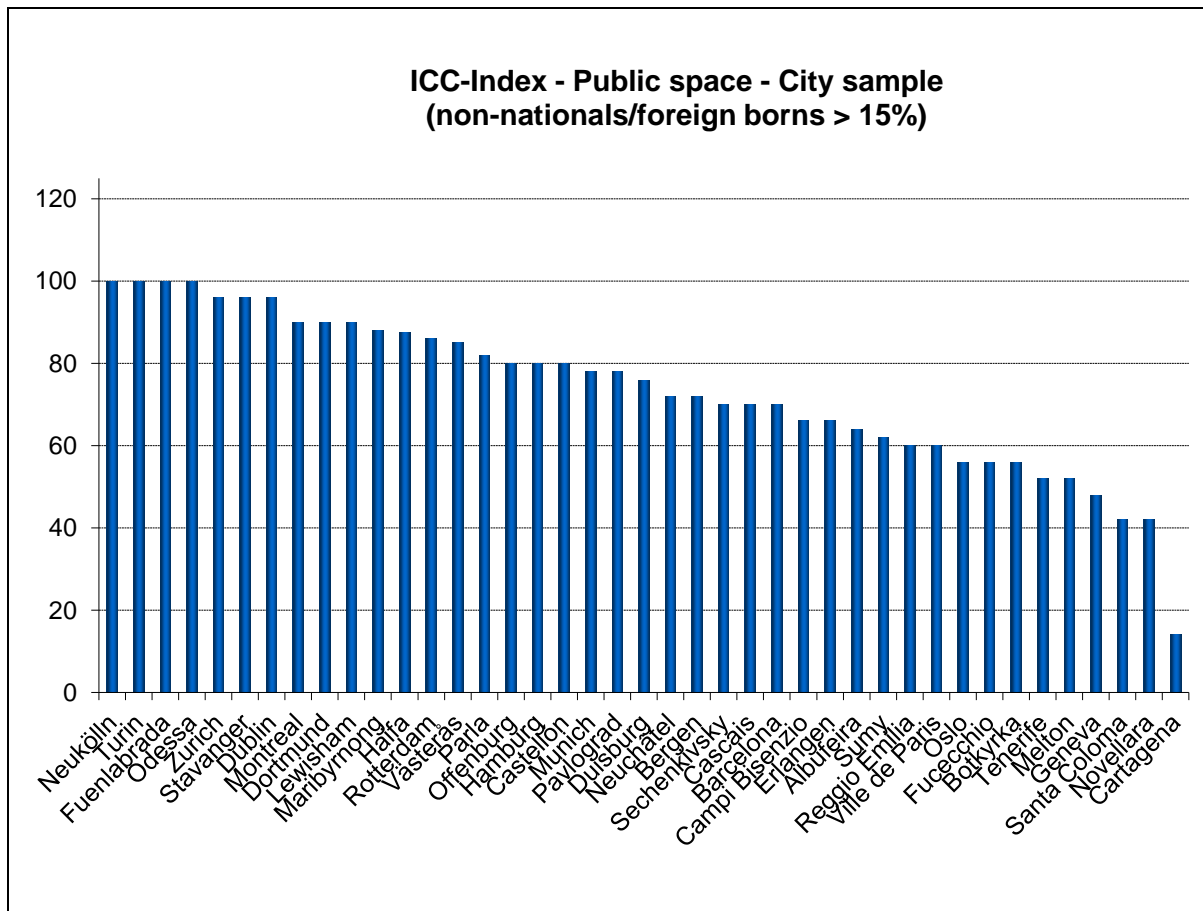
# PUBLIC SPACE

through intercultural lens



*Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.*





In the field of Public Space, Pavlograd has achieved the **78%**, higher compared to the city sample's result of 65%.

As the questionnaire points out, Pavlograd's municipality **encourages intercultural mixing** in public libraries and squares where they conduct joint events such as flash mobs, master classes, meetings, presentations, contests and festivals. For some buildings or places, the city takes into account the population diversity in the design and management of the new area. An example of this good practice would be the joint project with the Jewish community in the creation of the Holocaust Memorial. Equally, when the city authorities decide to redevelop an area they propose different methods and places for consultation, involving people with different ethnic/cultural backgrounds.

Positively, there are no areas in the city dominated by one ethnic group and there are no areas which are reputed as "dangerous".

*Suggestions:*

It is always fundamentally important to prevent an area to become disadvantaged or even dangerous and, at the same time, to avoid ghettoization.

The city could extend its activities to cover a wider range of public spaces: museums, playgrounds, and markets, to name a few public spaces.

The encouragement of interculturality has proven of being of great help. Following there are some activities other Intercultural Cities are carrying out:

Neuchâtel's cultural activities, composed mainly by social events, overcome cultural barriers, hence foster integration. The Swiss city, in fact, since the 2006, promotes diversity in public areas and the positive image of a plural society through exchanges, cultural or sports encounters, round tables, shows and concerts: NEUCHÂTOI 2013 is a programme of instructive and varied intercultural events, targeted at the entire population of Neuchâtel to encourage fruitful discussions and debate on its heterogeneity while identifying shared values and the feeling of belonging. The main aim of all these events is to improve mutual knowledge and understanding among Swiss people and people from migrant backgrounds and to instil confidence in the whole population so that they can live together while respecting pluralism in a multicultural society that seeks to foster inter-community integration.

To develop the level of interculturality, the city of Loures (Portugal) has taught of a very good method, transforming the neglected neighbourhood of Quinta do Mocho in a Public Art Gallery. It happened in in October 2014, when over 2000 artists and residents, 25 NGOs and 43 private companies painted breath-taking frescos on 33 buildings. The aim of this 3 days' intervention, known as "**O Bairro I o Mundo**" (the neighbourhood and the world), was to change the image of the "stigmatized" neighbourhood which used to be considered dangerous, destroy prejudices against the residents from diverse backgrounds, increasing their self-esteem and foster the sense of belonging to the neighbourhood.

Santa Maria da Feira is very active in trying to involve and integrate Roma people in the local community. In fact, its interesting projects *Sun in the Community* aims to gather together Roma people; whereas the *Outside Doors* is an initiative that brings together national intercultural projects whose aim is to sell self-made products while encouraging citizens to interact.

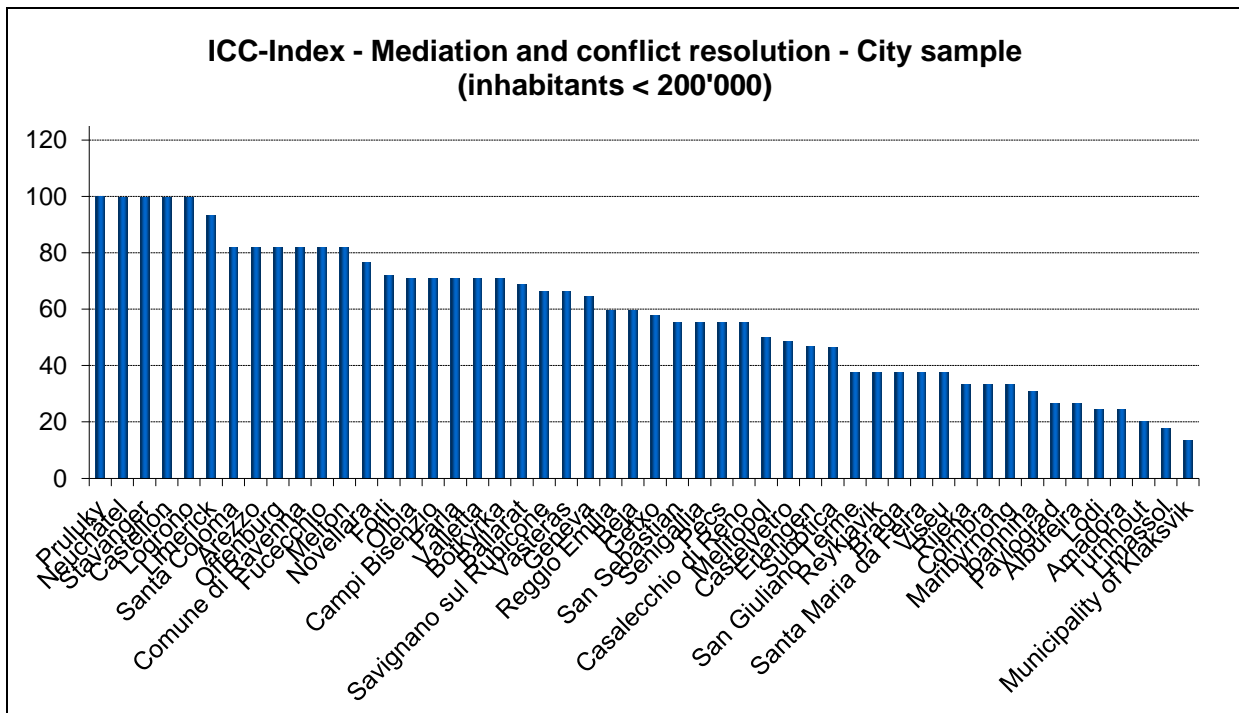
Lastly, Pavlograd might wish to look up to Barcelona that has the objective to promote mutual acknowledgement, interaction and exchange through intercultural subsidies, such as festivals (also adopting migrants' holidays), art exhibitions and workshops, etc. For what concerns sports, Barcelona facilitates the inclusion of boys and girls in regulated sports, promoting changes in current legislation that may hinder the participation of foreign youngsters. It promotes projects based on sport that encourage interaction between young people from different origins, especially in the urban areas that have the biggest immigrant populations and the highest risk of isolation or segregation.

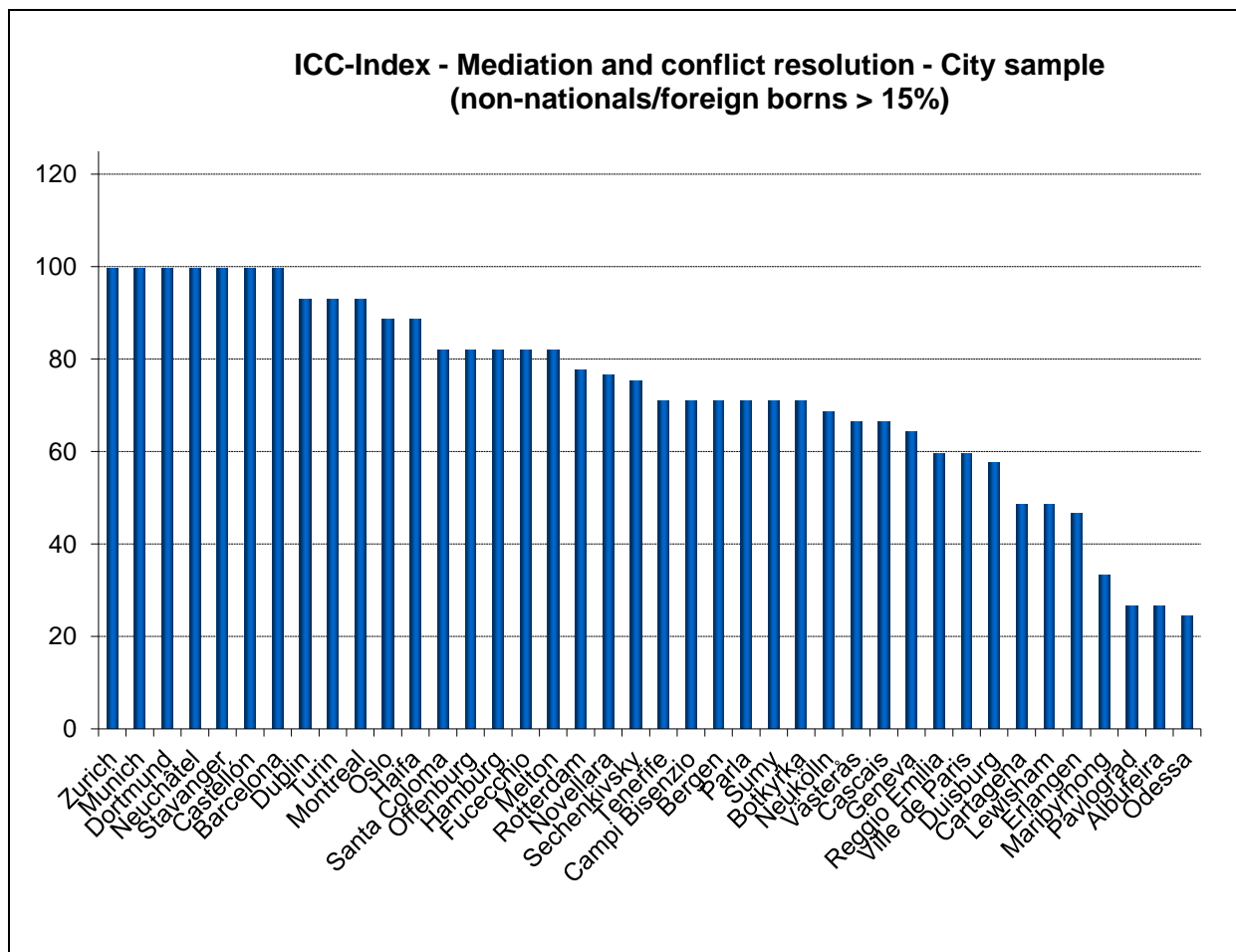
# MEDIATION

and conflict resolution



*The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.*





The rate of achievement of Pavlograd mediation and conflict resolution policy is of **27%**, considerably lower than the city sample's rate of 62%.

The city provides a generalist municipal mediation which also deals with cultural conflicts and there is **not** an organisation that deals specifically with **inter-religious** relations.

**Intercultural mediation** is provided in specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes and in the city administration for general purposes and in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems.

*Suggestions:*

To improve in the field of mediation, Pavlograd could follow some examples:

Bilbao has established a **Conflicts Observatory** which includes a mediation service to promote coexistence in neighbourhoods. Some of these conflicts have an intercultural perspective. Bilbao City Council also has a programme in the Neighbourhood of Ibaiondo (San Francisco, which is the neighbourhood with the highest percentage of foreign people in Bilbao) which is designed with an intercultural perspective and works to promote coexistence and to avoid conflicts in this part of the city.



The Italian Intercultural City Reggio Emilia has set a centre to **mediate and to prevent and solve conflicts**. The intercultural centre "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, the Mondinsieme has great expertise in training mediation workers and supplies staff for schools and hospitals. Reggio Emilia has established an Intercultural centre with trained mediators with a variety of ethnic and language backgrounds who intervene whenever they feel a problem might arise – for instance if kids in some schools tend to cluster too much on ethnic basis.

In Patras (Greece) the European project SONETOR is the first international systematic effort to design services that meet the professional needs of intercultural mediators. A seminar, called "*Contribution of intercultural mediators in the social inclusion of migrants*" was held in Patras with great success, both in terms of audience numbers and the level of presentations and debate. During the workshop, scientists, representatives of migrant associations and specialized services managers discussed the facts of education and employment of intercultural mediators, focusing on the experiences recorded in Patras and other Greek cities, from efforts to integrate immigrants into local communities. Moreover, the *on-line Training Platform for Intercultural Mediators* was presented alongside which combines social networking applications and training methodologies so that it helps intercultural mediators during their work through specialized educational content and services. Of particular interest, several workshops focused on the figure of cultural mediator, telling stories of incidents and problems they may face when communicating with migrants in the fields of education, health, housing and legal support.

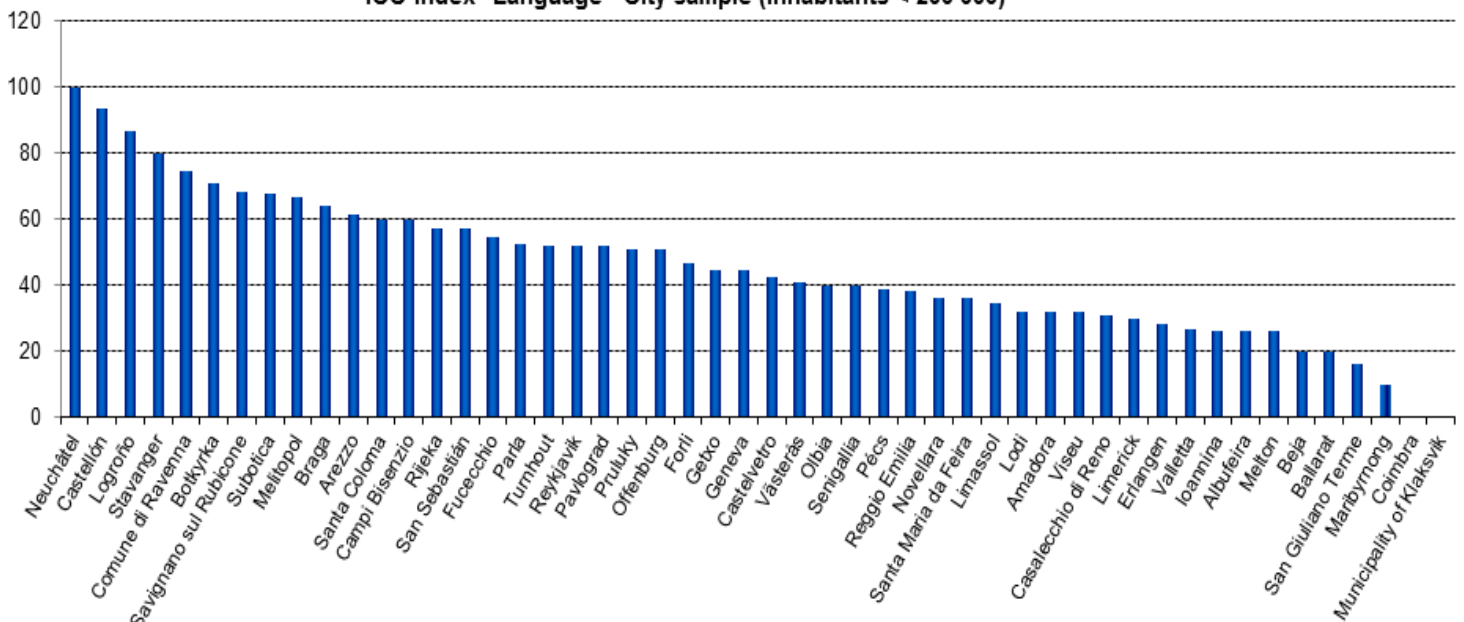
In Bergen, lastly, the municipality has introduced many initiatives to achieve mediation and conflict resolution policy objectives. The city has set up a generalist municipal mediation service which also deals with cultural conflicts. Bergen also provides mediation services in places such as neighbourhoods, on streets, actively seeking to meet residents and discuss problems. This service is provided by the Community Youth Outreach Unit in Bergen (**Utekontakten**). Finally, Bergen has also set up a municipal mediation service committed to interreligious issues specifically. **Samarbeidsråd for tros- og livssynssamfunn** is an interfaith organisation in Bergen. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

# LANGUAGE



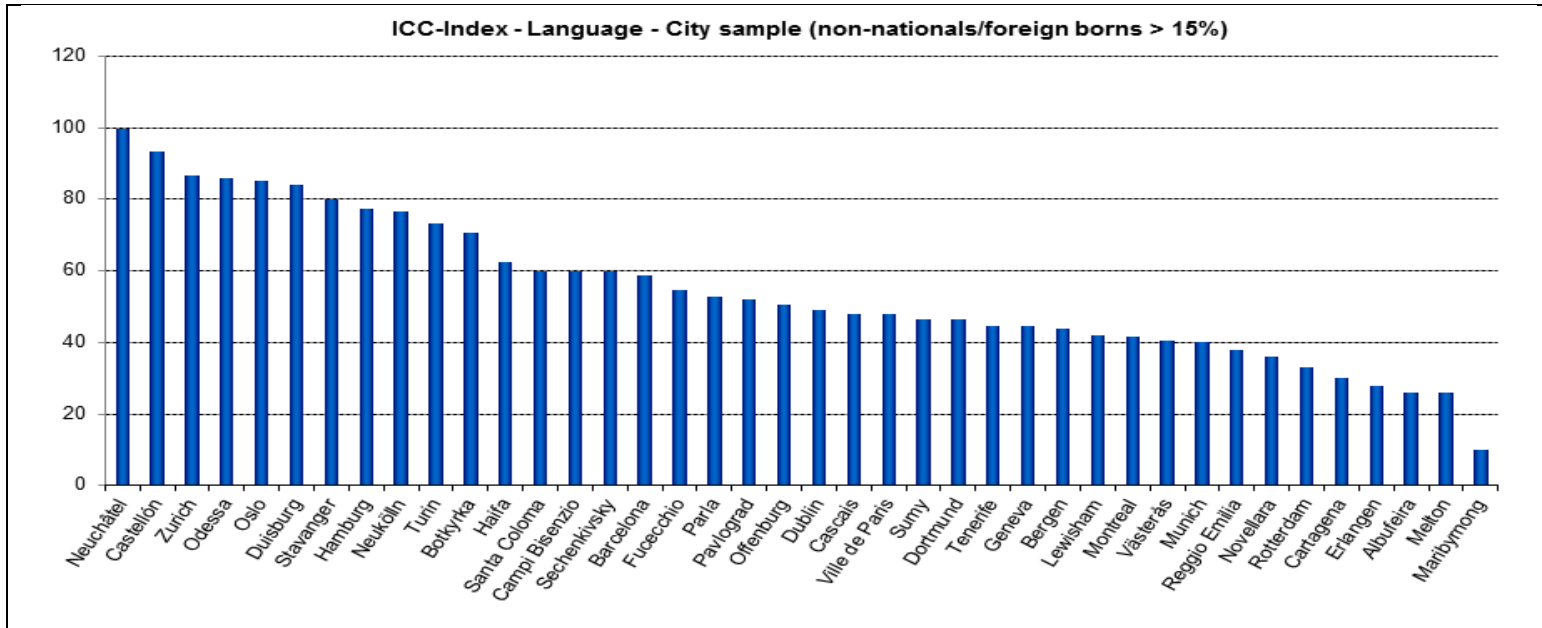
The learning of the language<sup>9</sup> of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

ICC-Index - Language - City sample (inhabitants < 200'000)



<sup>9</sup> By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- [http://higher.ed.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))

ICC-Index - Language - City sample (non-nationals/foreign borns > 15%)



Pavlograd’s language policy corresponds to the **52%**, higher than the cities’ average result of 48%.

Schools provide specific language training in Ukrainian for migrants and minorities. English courses, instead, are conducted on the basis of the Interregional Academy of Personnel Management under the GIZ program. Positively, the city is supporting projects to seek to give a positive image of migrant/minority languages.

*Suggestions:*

The city might wish to provide Ukrainian language courses for hard-to-reach groups (e.g. non-working mothers, retired people etc.) and could also give support to private/civil sector institutions providing language training in migrant/minority languages.

The city should also financially supports local minority newspaper/journal and radio programmes.

Pavlograd could be inspired by the example set in Tilburg, in the Netherlands. In the projects of VVE (‘before and timely education’), children in the range from 2 till 6 are trained to develop especially language skills. The aim is that migrant children will not have language arrears when they enter the primary school at the age of 5. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools.

Alternatively, the Parisian Association Dualala (*from one language to another*) accompanies bilingual families and professionals involved in multilingual environment taking under consideration the transmission of languages and

cultures of origin. Dualala considers **bilingualism** as an **asset** for any child, regardless the language spoken. The association is composed of linguists and specialists in intercultural communication and it is supported by the Ministry of Culture and Communication and the Ashoka network. In addition, the association regularly organizes conferences in favor of multilingualism. Example: "Growing up with several languages: the challenges of the inclusion of the mother tongue" (*"Grandir avec plusieurs langues: les enjeux de la prise en compte de la langue maternelle"*).

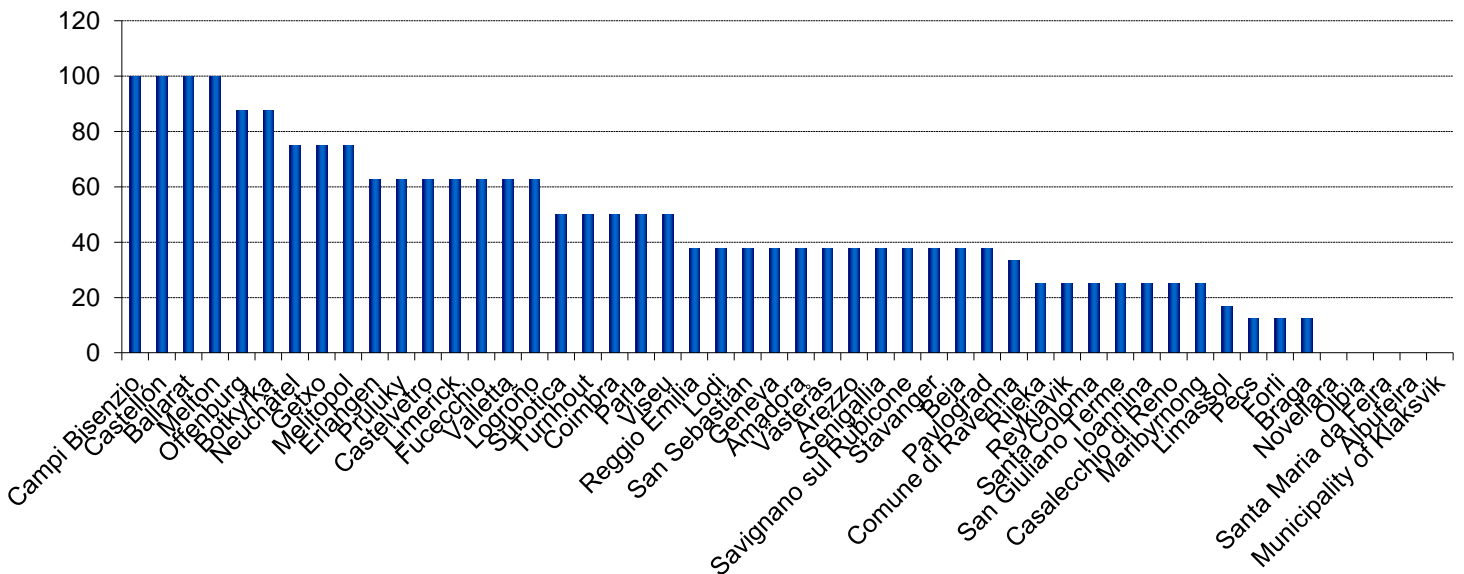
To involve minority languages, the Intercultural City of Tenerife organizes the **"Salon del Libro Africano"** (African book Salon) whose aim is to discover African culture. Similarly, other cultural activities are led. For example, the **"Festival del Cine Polaco"** offers a unique opportunity to discover Polish culture through movies and documentaries.

# MEDIA policies

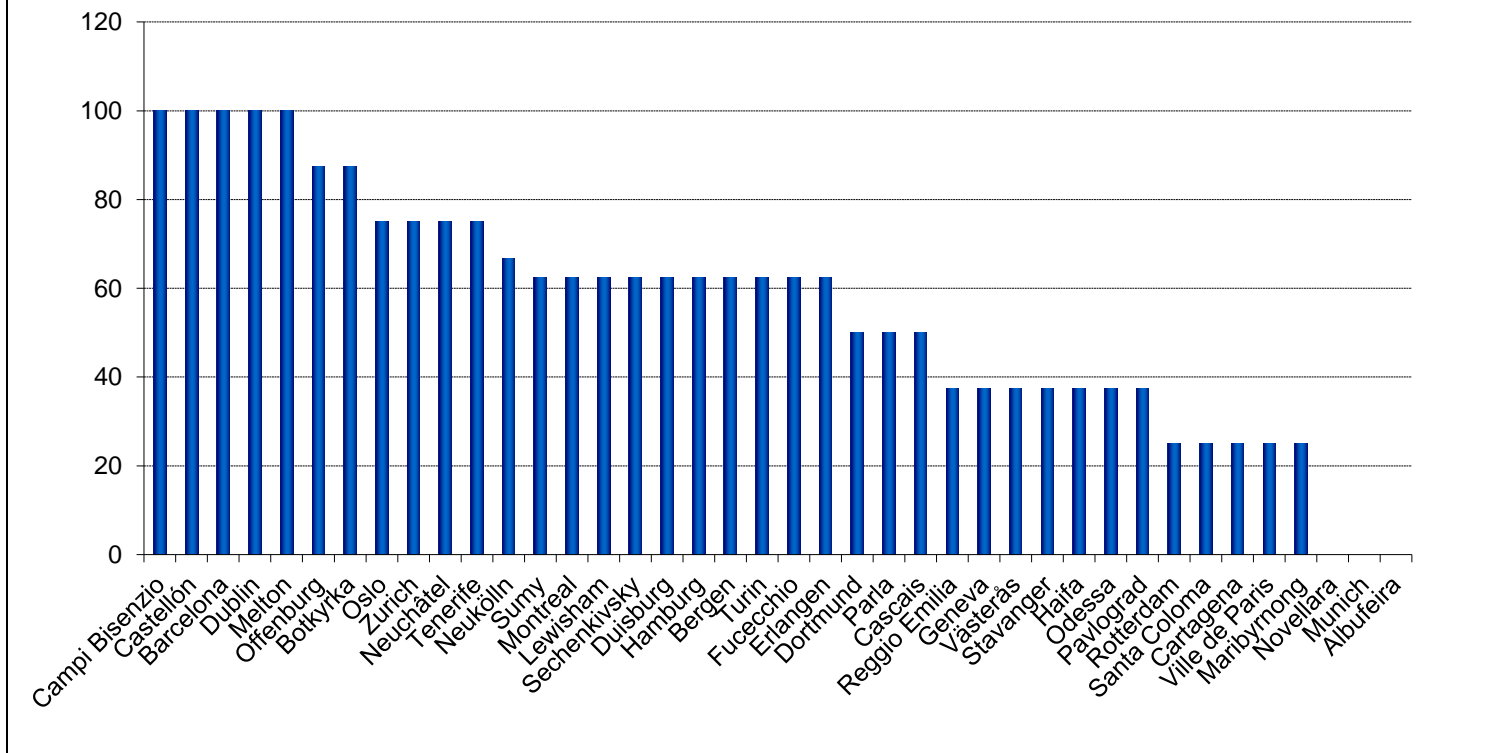


*The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.*

**ICC-Index - Relations with the local media - City sample  
(inhabitants < 200'000)**



ICC-Index - Relations with the local media - City sample  
(non-nationals/foreign borns > 15%)



In the field of Media, Pavlograd’s result reached the **38%** in 2018, slightly lower than the city average result of 47%.

Occasionally, the city leads roundtables meetings and briefings to emphasize the **media strategy to improve the visibility of migrants/minorities in the media** and the city’s communication (PR) department highlights diversity as an advantage. Furthermore, the city monitors the way in which **media portray minorities**.

### Suggestions

To improve in the field of Media, Pavlograd should actively provide **support for advocacy** and/or media **training** to mentor journalists with minority background.

In addition, Pavlograd might wish to consider these good practices:

- “*Tomar Claro*” is an Intercultural Prize for Local Journalists organised in Cascais whose objective is to promote news/articles on the following themes: interculturality and identity, sense of belonging to the community, migratory pathways, social integration and education for intercultural citizenship.

- The Parisian association: the *Maison des journalistes étrangers* (House for foreign journalists) is an association that welcomes foreign journalists persecuted in their home country in defense and promotion of the freedom of expression.
- To promote a positive image of immigrants and/or minorities in the media Bergen monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities in the city that is distributed to all households in the city.

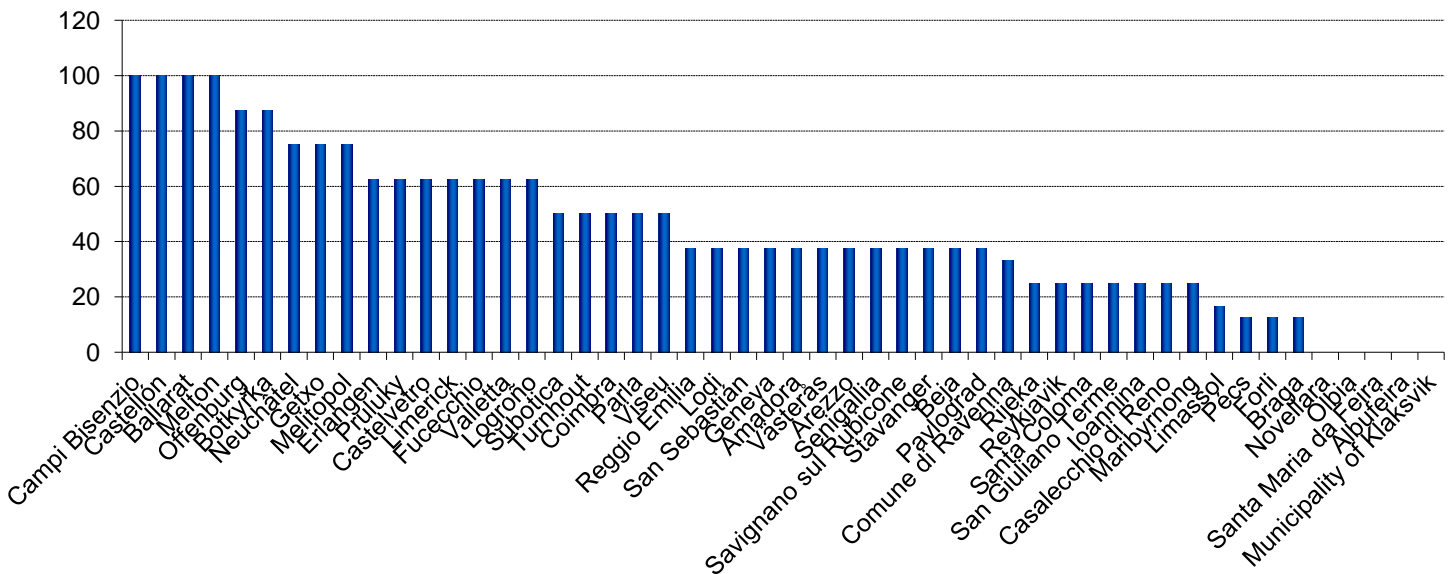
# INTERNATIONAL

outlook policies



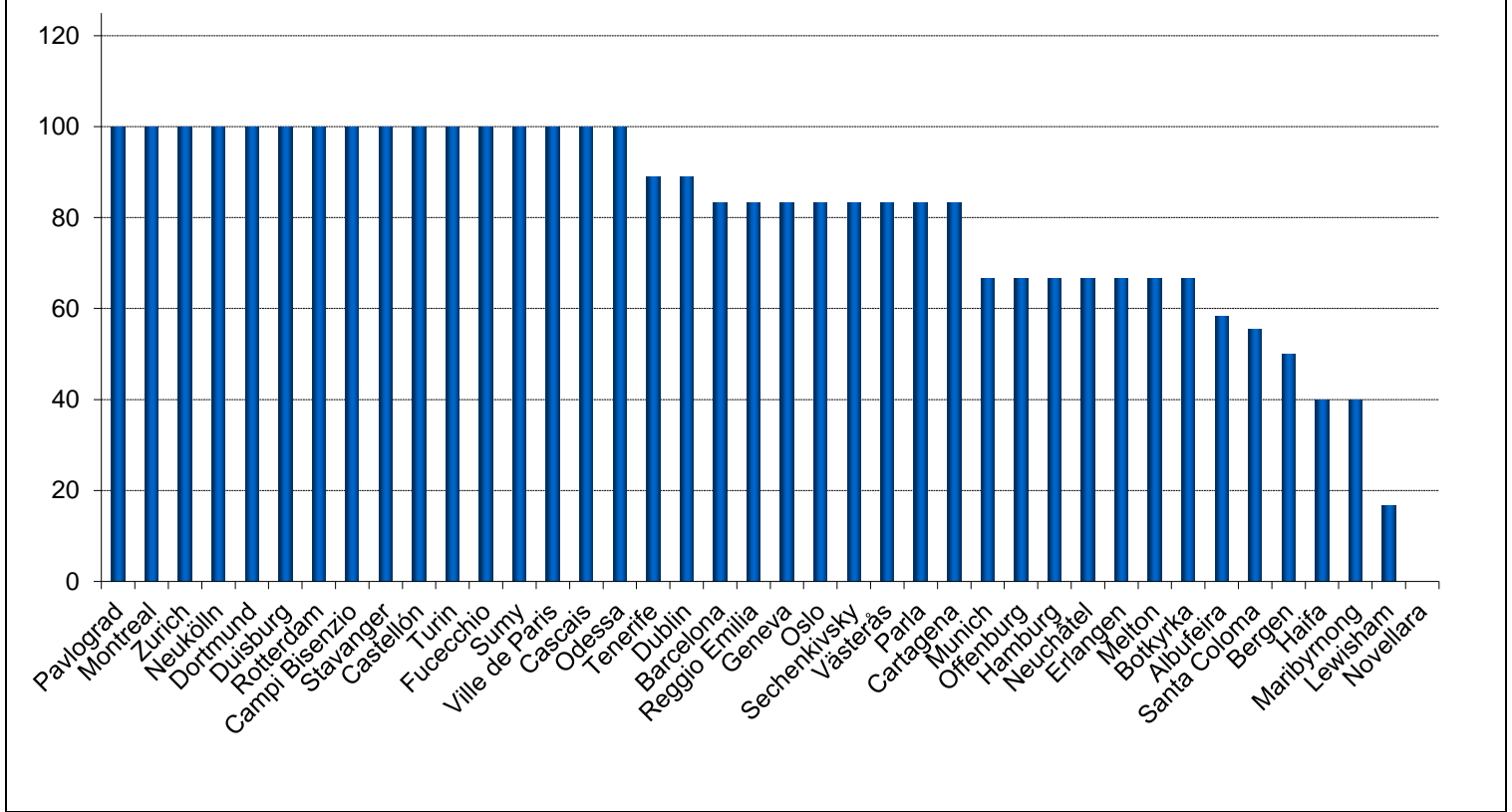
*An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.*

**ICC-Index - Relations with the local media - City sample  
(inhabitants < 200'000)**





**ICC-Index - An open and international outlook - City sample  
(non-nationals/foreign borns > 15%)**



In 2018, Pavlograd achieved the excellent result of **100%** in the field of an open and international outlook, higher than the city sample's rate of 72%.

Positively, the city has **adopted a specific economic policy** to foster international cooperation:

- Agreement on cooperation and establishment of partnership relations between the cities of Pavlograd and Gori (Georgia).
- Participation in the joint Ukrainian-Swedish project "Overcoming stereotypes" (Botchirka, Sweden).

The city also receives the following collaboration in projects supported:

- German Society for International Cooperation "GIZ"
- Northern Ecological Finance Corporation (NEFCO);
- United Nations Development Program in Ukraine (UNDP),
- US Agency for International Development (USAID),
- VNG International within the project "State Construction and Accountability in Eastern Ukraine",
- Programs of the Federal Republic of Germany (GIZ, KfW), etc..

A specific **financial** plan has been established, combined with an **agency** with specific responsibility for monitoring and developing the city's openness to

international connections. It is extremely positive that Pavlograd's universities attract foreign students but university should also encourage them to participate in the city life and to remain after graduation.

Positively, Pavlograd **enhances economic relations with countries of origin of its migrant groups** through development and cooperation projects.

### *Suggestions*

To foster its openness and internationality, Pavlograd could look up at these Good Practices:

The Intercultural City of Cascais, through twinnings, agreements and cooperation protocols, encourages social and cultural harmonization, promoting local development based on the sharing of knowledge and experiences. The activities carried out teach respect for diversities and stress the importance of unity. The municipality of Cascais created bridges between the various economic, cultural and social realities, with a view to revitalizing a new model of international relations in this century. Moreover, Cascais, through events and programmes, strengthened the connection between Portugal and Morocco. For example, it has been organized a seminar titled "Portugal - Morocco: Bilateral Relations". During this event, a cooperation agreement has also been signed. The purpose of this agreement is to use existing structures in the Cascais Municipal Council to support, whenever possible, the AALM (Associação de Amizade Luso-Marroquina) initiatives organized in the municipality of Cascais. Especially: the promotion of the culture of Morocco; provide Portuguese language and culture lessons; share Moroccan culture through art or photography exhibitions, literary works, etc. Hopefully, these activities will make it easier to integrate the Moroccan community into the Portuguese society.

Barcelona creates instruments and meeting points that will facilitate contact and cooperation between the city's traditional economic framework and new economic poles linked to the transnational networks that the new residents have brought.

A last good practice comes from Santa Maria da Feira (Portugal) where diversity and migration are perceived as a window to explore new opportunities and new markets. The municipality is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants. The launch of this platform is the culmination of a number of initiatives that reach out through business partnerships. The municipality has regular business exchanges with Kenitra, in Morocco.

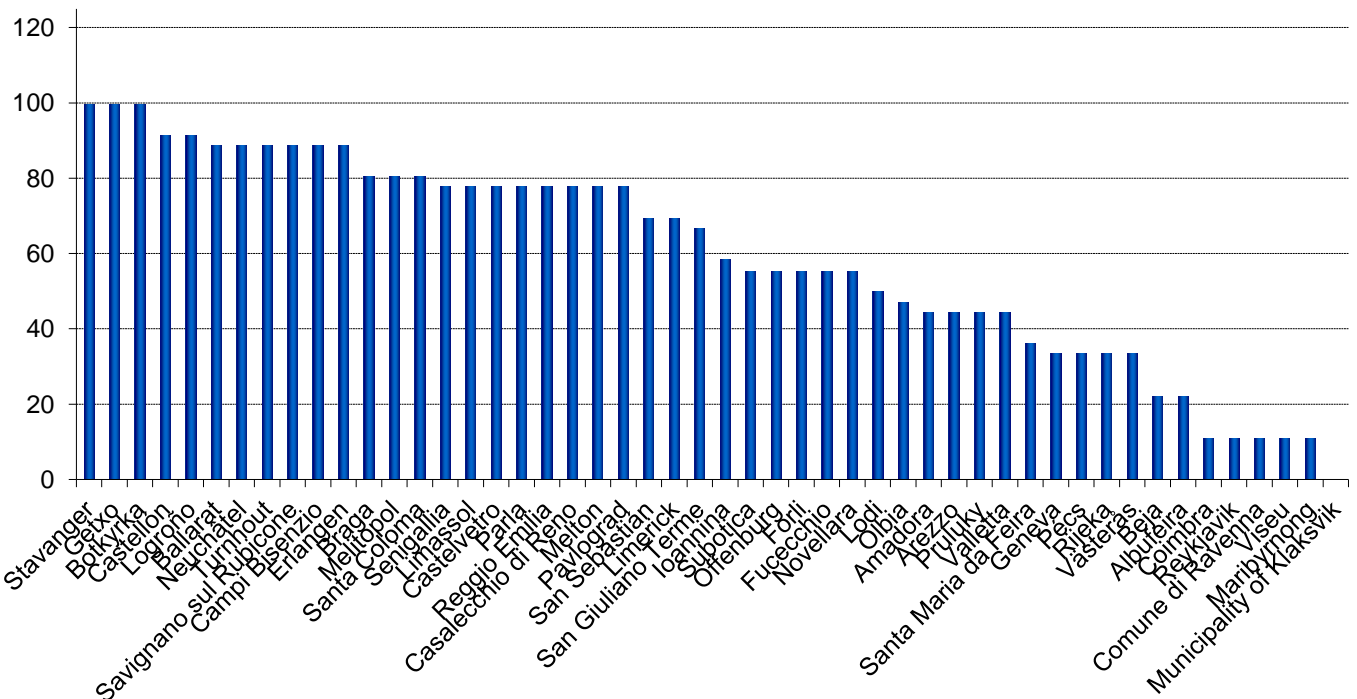
# INTELLIGENCE

competence policies

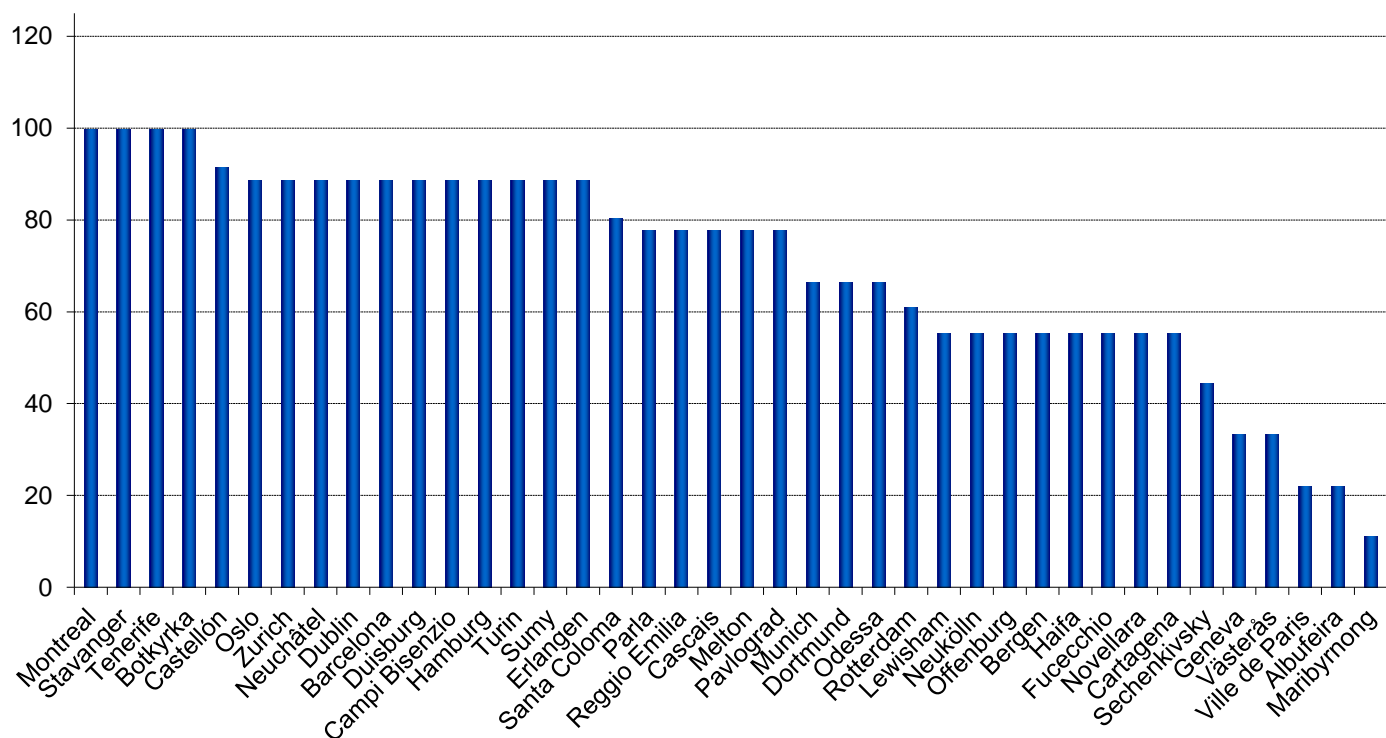


*A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.*

**ICC-Index - Intelligence/competence - City sample (inhabitants < 200'000)**



ICC-Index - Intelligence/competence - City sample  
(non-nationals/foreign borns > 15%)



The attainment rate of Pavlograd in the field of intercultural intelligence competence is **78%**, higher compared to the cities average of 61%.

Statistical and qualitative information about diversity and intercultural relations are mainstreamed to inform the city government/council's process of policy formulation, in addition the city regularly takes **surveys** to monitor the public perception of migrants/minorities.

Pavlograd **fosters** intercultural competences through training courses; such as the Forums of Intercultural Cities of Ukraine. Perhaps, the city might wish to establish also interdisciplinary trainings, seminars and networks.

*Suggestions:*

Some examples of interdisciplinary seminars come from Braga and Bergen. In Braga trainings and courses are also composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. While the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

Another good practice comes from Constanta (Romania) that has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has

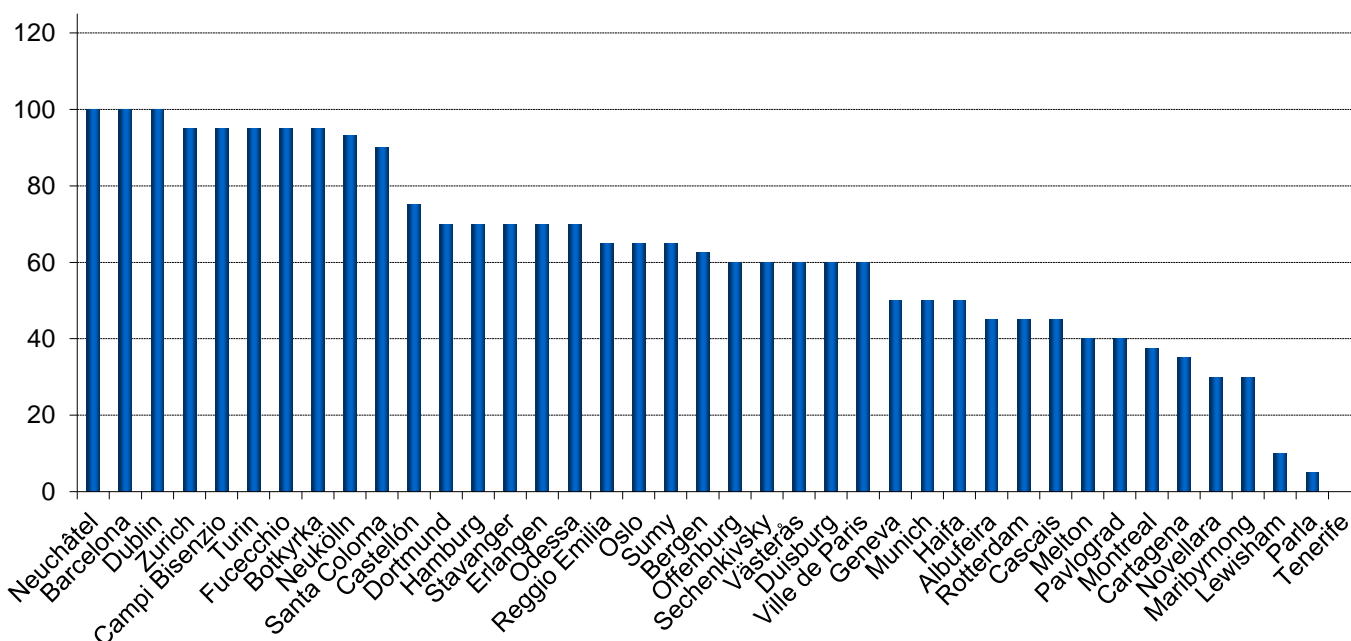
set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.

To raise awareness, "Diferenças & Indiferenças" is an initiative carried in Cascais whose purpose is to train social agents to successfully face intercultural issues of interculturality; for instance, when interacting with migrants. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses.

Similarly, Pavlograd might find interesting this integration programme carried out in Neuchâtel to raise citizen awareness and to help migrants to become acquainted with their new environment, helping them to practice the French language in everyday situations. Depending on the program, emphasis is put on the practice of French or learning about the social and institutional environment of the Canton and Switzerland. Altogether there are five distinct programs carried out in 10 quarterly or yearly classes in Neuchâtel and La Chaux-de-Fonds.



ICC-Index - Welcoming new arrivals - City sample (non-nationals/foreign borns > 15%)



The attainment rate of Pavlograd welcoming policy in 2018 is the **40%**, slightly lower compared to the 54% of the City's sample.

This is mainly due to the fact that the city has **not** established an **office** to welcome migrants and newcomers to the city, and it does **not** offers a **comprehensive city-package** with useful **information and assistance** in support to newly arrived residents.

Positively, the city allocates important financial resources to **support** and **welcome** in different ways the following categories of newly arrived: family members, students, IDPs and refugees.

Notably, Pavlograd has worked to:

- establishing special local services/offices/hot points/lines, where immigrants/IDPs can get all administrative support in terms of registration, social service, communication means, family members search, temporary or permanent housing search, etc.
- offering application-based financial assistance/grants for SMEs development by the IDPs;
- establishing single-mothers assistance services to provide relevant child care;

- and providing personalised psychological support to IDP kids, etc.

*Suggestions:*

Pavlograd should consider introducing a **special public ceremony** to greet families finally reunited.

For instance, Ballarat organizes an initiative called "Refugee Welcome Zone". A Refugee Welcome Zone is a Local Government Area which has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community. The Refugee Welcome Zone initiative began in June 2002 as part of Refugee Week celebrations.

To facilitate integration, a good welcoming is a good first step. The following are some of the good practices carried out in other Intercultural Cities that could inspire Pavlograd:

Ballarat's interesting activity of the *Migrant Morning Tea*: every day these morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available.

Novellara has set a project called "**Punto d'ascolto**" (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

Bergen municipality has established an *Introduction Center* for refugees, schools, health stations, schools and other public and private sectors. It acts as a link between the different migrant groups and the public sector, sharing experiences and expertise on issues in regard to integration, community empowerment etc. A good example is a collaboration they had with a hospital that once wanted to raise awareness on diabetes through offering courses to immigrants, as Diabetes was prevalent among migrants. They had challenges getting people to register for the courses and took contact with the organization for a collaboration and help on how to plan the course. Together, they organized the course at EMPO with a very good turn up. The multicultural staff played a very important role to pass on the information.

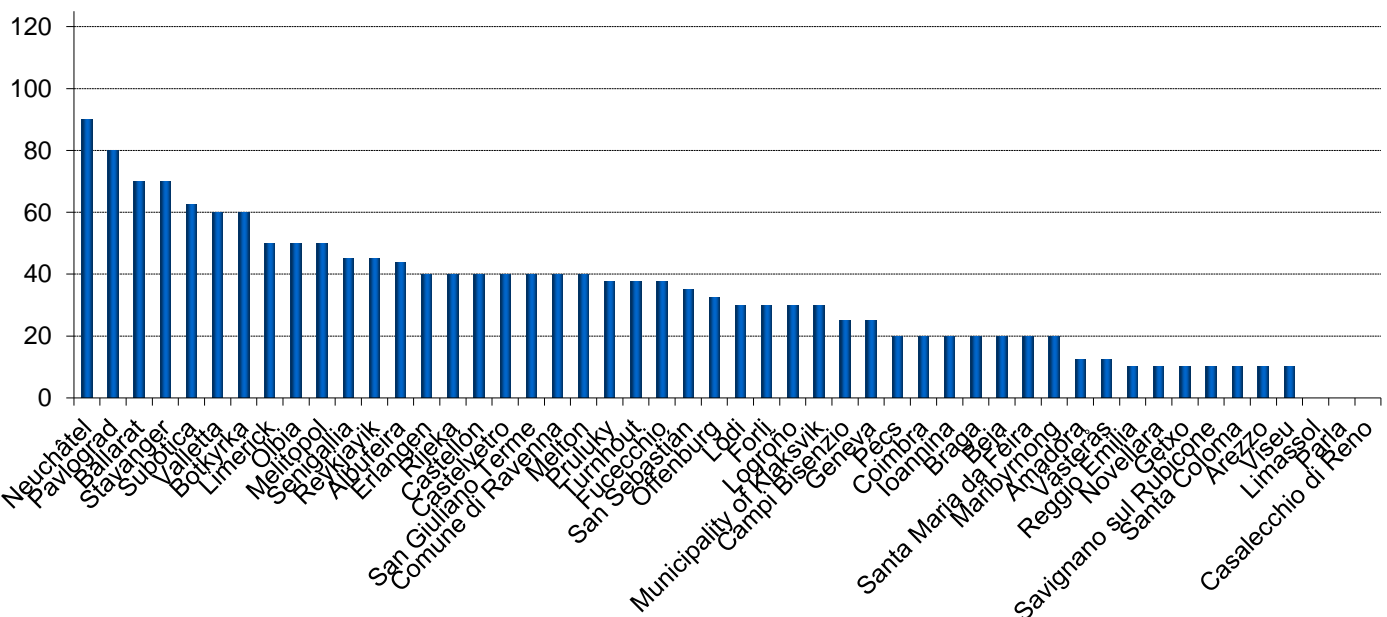


# GOVERNANCE

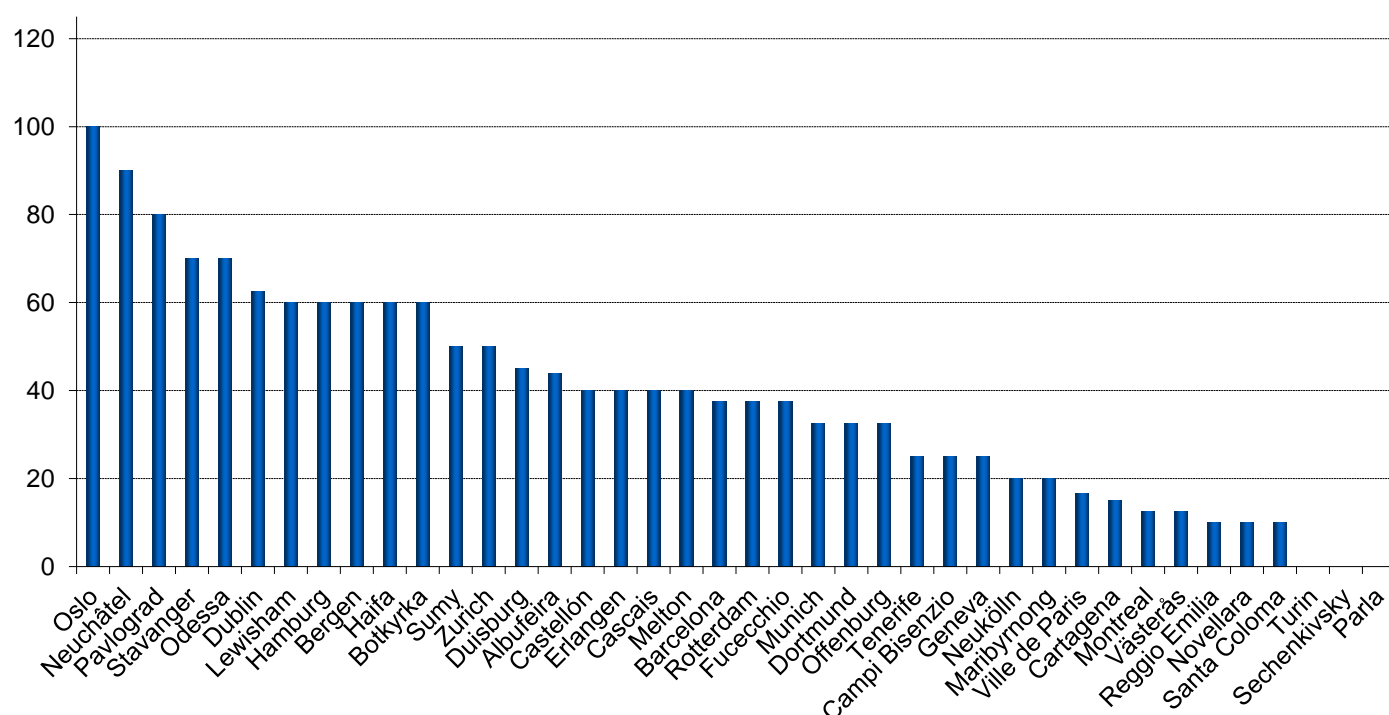


*Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.*

**ICC-Index - Governance - City sample (inhabitants < 200'000)**



### ICC-Index - Governance - City sample (non-nationals/foreign borns > 15%)



The analysis of the questionnaire shows that Pavlograd's Governance, leadership and citizenship policy achievement rate corresponds to the **80%**, higher than the cities' average of 34%.

Foreign nationals (excluding EU nationals) **can vote** in local elections when they have obtained the nationality. The **ethnic background of elected politicians** reflects the composition of the city's population. In addition, the city has an advisory body representing migrants/minorities in their organisations.

The city has also introduced a standard of the representation of migrants/minorities in mandatory boards supervising schools and/or public services. It is extremely positive that the city takes regular initiatives to encourage migrants/minorities to join the political life.

#### *Suggestions:*

In Ballarat, the **Multicultural Ambassadors' Program (MAP)** was developed in order to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. Ever since 2009, this program aims to enhance community awareness while fostering social cohesion and mutual acceptance. The objectives are:

- Enhance community awareness and foster inclusion of existing and new

#### CALD communities in Ballarat

- Support leadership within the CALD community and to recognise the commitment and contribution made by migrants and Indigenous people to the Ballarat community
- Advocate for and promote the benefits of cultural diversity through learning, exchange and celebration
- Collaborate with the City of Ballarat in implementing its Cultural Diversity Strategy

Multicultural Ambassadors will be champions for their existing communities and will engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

In Paris 123 "*conseils de quartier*" or "neighbourhoods' councils" are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighborhoods, such as development projects, neighborhood life, and all the strategies that could potentially improve the quality of life. The Councils are a bridge between the citizens, the elected officials and the Mayor.

# ANTI DISCRIMINATION



Pavlograd regularly **monitors** the extent and the character of **discrimination in the city** and has already established a specific service that advises and supports victims of discrimination.

Positively, the city runs anti-discrimination campaigns to raise awareness. For instance, meetings are held within the framework of the project to overcome stereotypes about different minorities.

Cinema Club "Beyond the Rental", which is an active cultural point is a partner of the International Film Festival DocudaysUA. At the events of the cinema club, which take place at the Youth Communication Center "Positive Pavlograd", in schools and project groups, issues of non-discrimination against racial, ethnic, religious and other characteristics are discussed (cinema screening and discussion of films "Romance Dream", "Hotel 22", etc.) .

## *Good Practices:*

Bilbao City Council has been implementing the [antiRumores strategy](#), which is used in 4 Municipal Districts and in Youth centres. Educational and awareness-raising activities are carried out within the framework of this project with the direct participation of citizens. The antiRumores network of agents currently includes more than 200 people and during the year 2016 it is estimated that the impact of the initiative has reached 170,000 people who have received information on the project via different means. In addition, "*International Day for the Elimination of Racial Discrimination*", on 21 March and "*International Migrants Day*", on 18 December are commemorated every year with communications campaigns and activities.

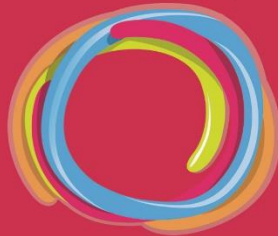
Paris has established the "*Réseau parisien de repérage des discriminations (REPARE)*" (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

Patras has a project entitled "Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants" which is

financed by "PROGRESS-Support to national activities aiming at combating discrimination and promoting equality" (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the "National Centre for Social Research (EKKE)" and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. "Patras Municipal Enterprise for Planning & Development - ADEP SA" is the local partner organization.

Alternatively, Amadora's schools are breaking down stereotypes and negative perceptions. In fact, the city of Amadora (Portugal) has been implementing a communication campaign focused on education and schools in the framework of the Communication for Integration (C4i). The campaign aims to address the rumour identified through research at the city level that pupils with a migrant background lower the education level in schools. In Amadora, 60 per cent of the foreign residents, who represented 10 per cent of the city's population in 2011, originate from Portuguese-speaking African countries. As part of the campaign, 60 pupils of Seomara da Costa Primo secondary school were trained as anti-rumour agents. They identified the following rumours in the classroom: new students are never welcome, Spanish and Portuguese do not like each other, white people are believed to steal babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate "*how do I see the others*" where they were to mosaic their school mate using foodstuffs. Finally, they presented an anti-rumour song at the C4i 3rd Coordination meeting in Amadora on 12 December 2014 and expressed interest in joining more anti-rumour activities. According to scientific research conducted in Amadora as part of C4i, a secondary school with a majority of students of different nationalities was positioned among the eight best schools in the city in 2013. Similarly, about a quarter of the students awarded for merit and excellence were immigrants. Amadora strongly believes that excellence in education can only be achieved in an integrated and inclusive education system.

# CONCLUSIONS



Pavlograd showed an aggregate intercultural city index of **67%**, rating **23<sup>th</sup>** among the 93 cities in the sample. Moreover, Pavlograd has been ranked **7<sup>th</sup>** among cities with less than 200,000 inhabitants and **16<sup>th</sup>** among cities with more than 15% of foreign-born residents.

It is appreciable that the city scored a rate **higher** than the city sample in the following fields: commitment, neighbourhood, public space, language, international outlook, intelligence competence, intercultural lens, business and labour market, cultural and civil life, education and public service.

On the other hand, the **weakest fields** where the city's municipality must strengthen its policies are: mediation, media and welcoming.

In view of the above, we wish to congratulate with the City of Pavlograd for the efforts taken. The Index has shown that there is room for further improvements, and we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

# RECOMMENDATIONS



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

- **Mediation:** To improve the field of mediation, the municipality could look up at Parla's idea of celebrating the World Day for Cultural Diversity for Dialogue and Development (according to the UN, the 21<sup>st</sup> of May), when the Mayor visits these places of worship and hold joint meeting. This is a perfect occasion to get to know each other, to bridge faith with politics and to attract the interest of participants.
- **Language:** Pavlograd could organize public readings and literary events; including foreign texts in their programme. To include a wider public, the municipality might want to offer movies, shows, theatre representations in a foreign language; small books or brochures could be translated in other languages to raise awareness of their importance and their richness.
- **Media:** Pavlograd communication department should be instructed to highlight diversity as an advantage and simultaneously to monitor the way in which media portrays minorities. In addition, to promote interculturality in the media, the city could adopt a communication plan, promoting engagement between citizens and local stakeholders and authorities. As we have previously seen, the city could use **social networks** such as Facebook and Twitter to transmit messages and to keep citizens constantly updated on the latest news.
- **Welcoming:** The city should consider introducing a special public ceremony to greet families finally reunited and establish an office to welcome migrants and newcomers to the city.

Pavlograd 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 in the Intercultural cities database<sup>10</sup>.

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<sup>10</sup> <http://www.coe.int/en/web/interculturalcities/>