Council of Europe Intercultural Cities Programme

Reggio Emilia: Intercultural Profile

Diversity, Equality, Interaction, Participation

BUILDING BRIDGES, BREAKING WALLS



INTERCULTURAL CITIES
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CONSEIL DE L'EUROPE

Reggio Emilia

INTERCULTURAL PROFILE

Following the Expert Visit of the Council of Europe from 3-4th April 2025

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Intercultural Inclusion Unit

Directorate General of Equal Rights and Dignity

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Executive Summary

Reggio Emilia is a long-standing member of the Intercultural Cities Network and a founding member of the Italian network *Le città del dialogo*. The city has reaffirmed its commitment to interculturalism and anti-racism through new institutional efforts, notably through the strengthened role of Mondinsieme, which functions as a participatory and representative platform for diaspora associations and civil society actors. Mondinsieme plays a central role in coordinating intercultural dialogue, supporting inclusive policies, and developing intercultural competences among municipal staff, educators, and community stakeholders. This commitment is further supported by the establishment of the Anti-Racism Service Desk, a structure dedicated to addressing discrimination through legal guidance, awareness-raising, and institutional monitoring.

The city continues to demonstrate strong leadership in areas such as intercultural education, symbolic representation in public space (e.g. the inclusive toponymy project and the Placemaking Festival), and historical memory linked to civic engagement, including the collaboration with ISTORECO for multilingual Liberation Day campaigns and intercultural events like the Interfaith Bike Ride.

However, challenges persist. The city operates in a complex national context in which migration and diversity are often politicised, and local political shifts have created uncertainty and fragmentation in implementation. Some municipal structures lack the capacity or coherence needed to mainstream interculturalism transversally. Persistent gaps include limited visibility of intercultural actions, insufficient coordination with national offices (e.g. the Questura), and the need for a more consistent political narrative that promotes inclusion rather than security-driven approaches.

Notable and inspiring practices include: **Mondinsieme**, which coordinates dialogue between the municipality and migrant associations and delivers training on intercultural competence; the **Anti-Racism Service Desk**, which offers legal support and raises awareness of discrimination; the **Placemaking Festival** and the proposed **Toponymy of Diversity**, which make inclusion visible through urban symbols; and the work of I**STORECO**, linking antifascist memory and civic participation through multilingual, intercultural programming. Additional promising practices include street education for youth, inclusive schooling projects, and multilingual public events.

The ICC visit to Reggio Emilia (3–4 April 2025) provided a valuable opportunity to go beyond the data presented in the 2024 Intercultural Cities Index and engage directly with local officials and civil society. The visit confirmed the city's commitment, while also highlighting several challenges, including fragmented implementation of intercultural policies across departments,

limited visibility of actions related to diversity and inclusion, and coordination difficulties with national institutions.

Main recommendations from the ICC visit include:

- Strengthen political leadership and institutional coordination, embedding interculturalism across all departments and to improve coordination with national institutions.
- Expand and systematise intercultural competence training for municipal staff, educators, and political leaders, with a continuous and intersectional approach.
- Create a visible and centralised welcome office, accessible to newcomers and coordinated with civil society and reception actors.
- Ensure the long-term sustainability of the Anti-Racism Desk, through dedicated funding, political support, and institutional integration.
- Expand educational outreach and informal learning, especially for young people and families, with a focus on language access and flexible formats.
- Promote the visibility and recognition of cultural diversity, including symbolic actions, inclusive communication, and multilingual public engagement.
- Leverage peer learning and external networks, engaging in thematic exchanges and partnerships at national and international levels.

With these targeted actions, Reggio Emilia can move from strong foundations to deeper systemic implementation. The city remains a reference point within the Intercultural Cities Network and an example of how local leadership, civic engagement, and historical awareness can come together to promote inclusion, democratic resilience, and social cohesion.

REGGIO EMILIA
Intercultural Profile
May 2025

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This report is based upon the visit of the Council of Europe on 3rd and 4th April 2025 including Council of Europe staff and Intercultural Cities (ICC) expert Gemma Pinyol-Jiménez. It should be read in parallel with the most recent index report for Reggio Emilia, which contains many more recommendations and examples of good practice [link to report].

The Council of Europe has defined the intercultural city as encompassing people with different nationality, origin, language or religion/ belief, where:

- 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;
- The city encourages greater mixing and meaningful interaction between diverse groups in public spaces.[1]

Real equality, diversity, meaningful intercultural interaction and participation and active citizenship are four inter-linked values that underpin the development and sustenance of an intercultural city.[2]

Equality refers to the state of being treated equally, whether before the law, in policy or in practice. This includes equal enjoyment of human dignity and fundamental human rights, and equal access to services and opportunities. More broadly, equality of life chances (or 'access') can be distinguished from equality of outcomes, with different political and economic philosophies putting differing emphases on each end of this spectrum. Within interculturalism, equality is most closely linked to the principles of non-discrimination and inclusion, and there is particular attention paid to equity: that is, allocating resources and opportunities to each person, according to their circumstances and needs, in order to obtain a more equal outcome.

Diversity is the condition of a group or entity within which individuals differ from one another in various ways, some but not all of which are characteristics protected by human rights law. Aspects of identity such as age, sex, gender identity, ethnicity, nationality, sexual orientation, mental and physical abilities, social class, education, economic background, religion, work experience, language, geographic location, political opinion, or family status, are among the sources of diversity.

Meaningful intercultural interaction is any constructive encounter in a social setting between individuals or groups from different cultures and lifestyles in an atmosphere of mutual respect,

[1] The Intercultural City Step by Step: Practical guide for applying the urban model of urban integration, Council of Europe, 2019, page 14.

[2] Council of Europe, Model Framework for an Intercultural Integration Strategy at the National Level, Intercultural integration strategies: managing diversity as an opportunity, available at: https://rm.coe.int/prems-093421-gbr-2555-intercultural-integration-strategies-cdadi-web-a/1680a476bd

understanding and cooperation. Intercultural policy speaks of 'meaningful interactions' between different cultural or ethnic groups, which recognise both the differences and similarities between such groups/individuals, promote the atmosphere of mutual respect, understanding and cooperation, and counter the tendency towards self-segregation. Meaningful interactions are those that take place on equal terms, be they challenging or positive, and which should ultimately be fulfilling for all involved, advancing common goals.

Participation and active citizenship occur when stakeholders (all citizens, including foreign residents where appropriate) have the right, the means, the space, the opportunity and the support to freely express their opinions and influence decision-making on matters that affect them. In some situations, participation may mean those who are directly affected taking the lead and driving the process. Intercultural participation requires an equal and respectful basis, in which everyone feels heard, and involves tackling obstacles that may hinder certain stakeholders' active participation.

This report provides an updated intercultural profile of Regio Emilia following its previous intercultural profile from 2016 and Index Reports completed in 2011, 2015 and 2023.[3]

[3] See Reggio Emilia – Intercultural City Index 2024

1. Introduction to Reggio Emilia

Located in the Emilia-Romagna region of northern Italy, Reggio Emilia is a historic city with a population of approximately 170 000 inhabitants. Known for its rich cultural heritage and civic values, the city has built a reputation for inclusive urban development, democratic participation, and social solidarity. It is also internationally renowned for the Reggio Emilia Approach to early childhood education — a pedagogical model that emphasises children's rights, participatory learning, and strong ties between schools and communities.

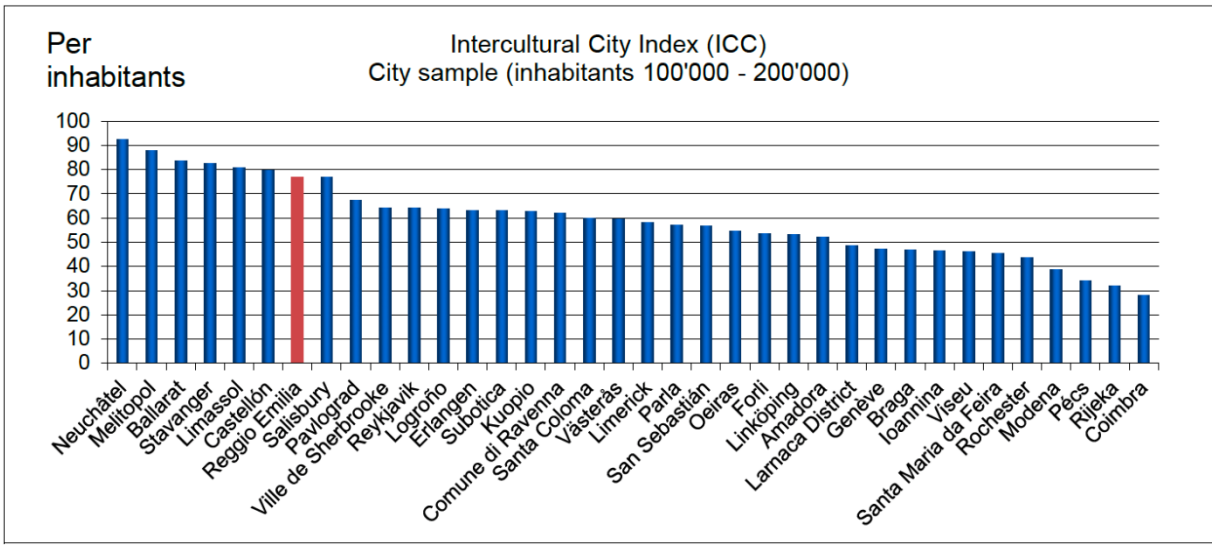
Reggio Emilia has one of the highest rates of residents with a migration background in Italy. As of 2022, 16.6% of its inhabitants are non-nationals, with particularly significant communities from Albania, China, Romania, Ukraine, and Morocco. The city also hosts a large Sinti population and provides targeted support for vulnerable groups, such as unaccompanied minors and LGBTIQ+ migrants. In 2022, 258 unaccompanied minors were under municipal care, and services such as the Rainbow House offer housing to LGBTIQ+ migrants in crisis. Diversity is embedded in schools, neighbourhoods, and workplaces, and over 130 nationalities are represented among residents. A municipal working group is developing indicators that reflect not only foreign residents but also naturalised citizens and second-generation inhabitants, in order to better measure the city's intercultural reality.

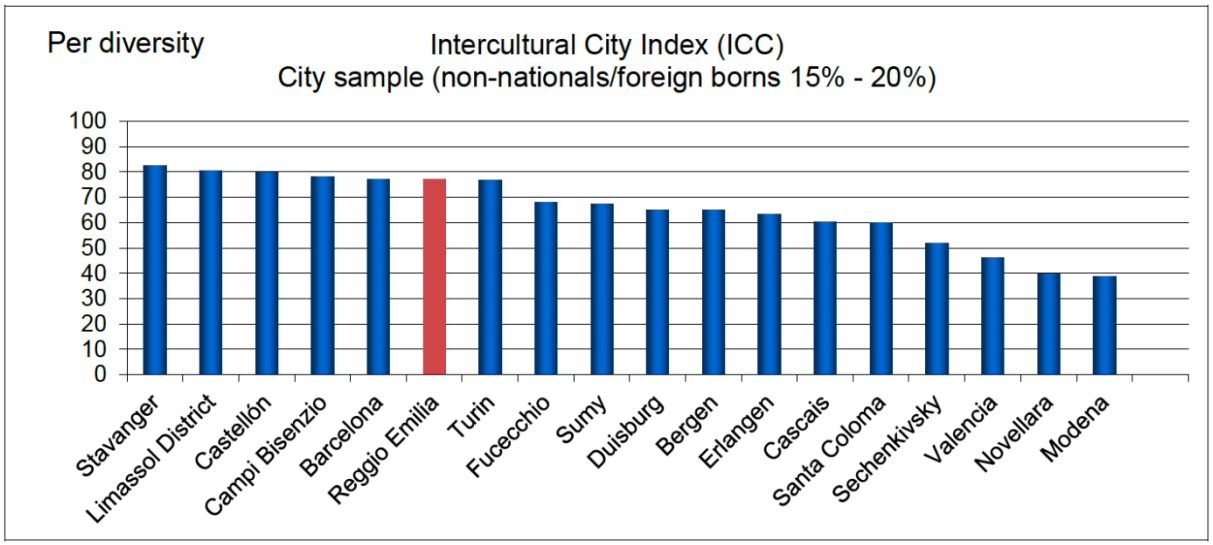
Reggio Emilia has been an active member of the Intercultural Cities (ICC) Programme since 2008 and was a founding coordinator of the Italian Network of Intercultural Cities (Rete delle Città del Dialogo).

In 2024, Reggio Emilia scored **77 out of 100** in the Intercultural Cities Index, performing above average when compared to other cities of similar size (100 000–200 000 inhabitants) and demographic composition (15–20% foreign-born residents). The city achieved top marks (100%) in the areas of Commitment, Anti-Discrimination, Cultural and Social Life, and Interaction. These results confirm the long-standing political and institutional will to promote intercultural inclusion and equality, particularly through initiatives like the DiTutti strategy and the work of the Mondinsieme Foundation.

However, the Index also identified several areas requiring further development. Notably, Mediation and Conflict Resolution scored only 44%, and Welcoming Newcomers reached 45%, reflecting structural limits in integration pathways and reception systems. Intercultural Intelligence and Competence (58%), Public Space (50%), and Participation (51%) also revealed gaps in data usage, symbolic inclusion, and democratic engagement.

Figure 1. Reggio Emilia in the 2024 ICC Index Results





Source: 2024 Reggio Emilia – ICC Index

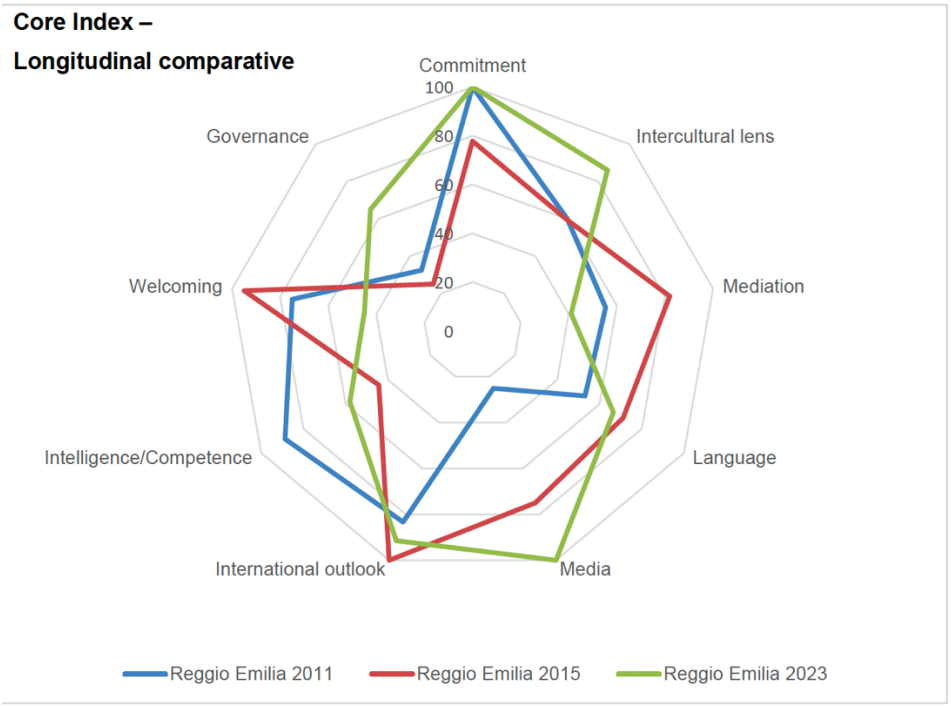
The longitudinal comparison of the Index data from 2011, 2015, and 2024 provides useful insights into the city's trajectory. The Core Index radar chart shows that Commitment has consistently remained high across all years, reaching 100% in both 2011 and 2024. In contrast, indicators such as Welcoming and Mediation reveal a more uneven trend. While the city saw progress in Welcoming in 2015, there was a decline in 2024. Similarly, Intercultural Intelligence and Competence dropped in 2015 before recovering partially in 2024. The Governance and International Outlook scores remained relatively stable, indicating continuity in strategic coordination and international engagement.

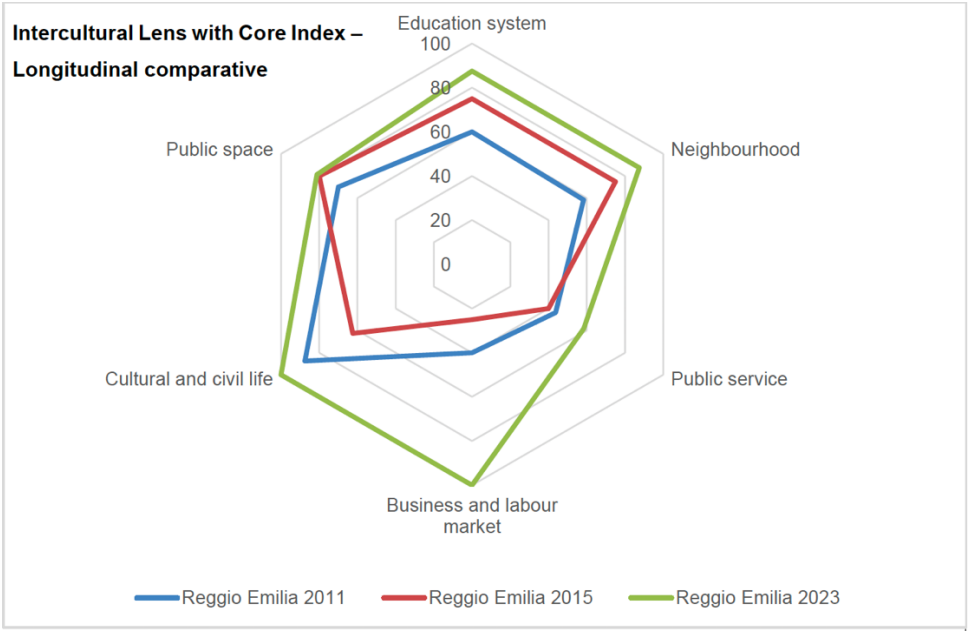
Focusing on the Intercultural Lens with the Core Index, it should be noted a more dynamic progress in policy areas. Between 2011 and 2024, Education, Neighbourhood, and Cultural and Civil Life indicators have steadily improved, demonstrating the positive impact of long-term local policies in these fields. Notably, the city reached near-maximum scores in Cultural and

Civil Life and Education in 2024. Conversely, the Business and Labour Market and Public Service dimensions show more limited improvement, indicating areas where further structural work is required to ensure full access and participation for all residents.

These improvements confirm that while Reggio Emilia has successfully deepened its intercultural policies in key domains, progress remains uneven and dependent on sustained political will, institutional capacity, and consistent interdepartmental cooperation.

Figure 2. Reggio Emilia in the ICC Index longitudinal comparison





Source: 2024 Reggio Emilia – ICC Index

2. National policy context

Italy has historically been a country of emigration. For over a century, millions of Italians left their homeland — particularly for the Americas, northern Europe, and Australia — in search of employment and better living conditions. This extensive outflow not only shaped Italian communities abroad but also influenced the national identity, embedding migration as a key dimension of Italy's historical and cultural narrative.

Since the 1980s, Italy has undergone a significant demographic transformation, transitioning from a country of emigration to one of immigration. This shift was initially marked by institutional unpreparedness and social tensions. Migration flows became more diverse, involving newcomers from Albania, Morocco, the Philippines, Romania, China, and more recently, sub-Saharan Africa, the Middle East, and Ukraine. Today, foreign nationals make up approximately 8.7% of the total population, with higher concentrations in the central and northern regions.

Despite the permanence and complexity of these migratory flows, national policies have often lagged behind the reality on the ground. For much of the past three decades, immigration in Italy has been governed primarily through a security-driven lens, emphasising border control, public order, and irregular migration rather than long-term integration and inclusion. In that sense, the **Council of Europe Commissioner for Human Rights** has criticised Italy's recurring framing of migration as a security issue and called for stronger safeguards for the rights of refugees, migrants, and stateless persons.[4] Key legislative milestones reflect this approach:

- The **Turco-Napolitano Law (1998)** created the foundational framework for immigration, introducing residence permits and establishing temporary detention centres (CPT) for undocumented migrants.
- The **Bossi-Fini Law (2002)** linked residence permits to labour contracts, making migrants' legal status highly dependent on employment and severely limiting regularisation paths.
- **Law 94/2009** (part of the so-called "Security Package") criminalised irregular residence, although this provision was later deemed unconstitutional and repealed.
- The **Security Decrees (Decreti Sicurezza)** adopted in 2018 under the first Conte government curtailed the rights of asylum seekers by eliminating humanitarian protection categories, restricting access to the reception system, and increasing the use of detention and deportation.

[4] See the Report of the 2023 visit of the Commissioner for Human Rights and the ECRI's report on Italy from 2024

- The **Lamorgese Decree (130/2020)** partially restoring humanitarian protection, expanding access to the SAI system, and reopening pathways to regularisation.
- The **Cutro Decree (2023)**, introduced after a tragic shipwreck off the Calabrian coast, again tightened asylum procedures and extended detention times, drawing criticism from human rights organisations for undermining the rights of protection seekers.

In Italy, legal frameworks supporting non-discrimination and equal treatment exist — including the **Consolidated Immigration Act (Testo Unico sull'Immigrazione)** and the establishment of the **National Office Against Racial Discrimination (UNAR)** — and the National Plan for the Integration of the Beneficiaries of International Protection, which represents a relevant strategic effort, albeit limited to one specific group. Nevertheless, the country still lacks a comprehensive national strategy for the integration of migrants. Policy implementation in key sectors such as housing, education, health, and employment remains fragmented and often varies greatly by region or municipality, leading to uneven outcomes and growing inequalities. This fragmented and reactive approach has been the subject of ongoing scrutiny by European and international monitoring bodies. The **European Commission against Racism and Intolerance (ECRI)** has repeatedly noted structural shortcomings in anti-discrimination policy, the persistence of hate speech, and the inadequacy of measures addressing racism and xenophobia (see, for instance, the ECRI Report on Italy-6th Monitoring Cycle). In its Fifth Opinion on Italy (2022), the **Advisory Committee on the Framework Convention for the Protection of National Minorities (FCNM)** expressed concern over the marginalisation of Roma, Sinti, and *Caminanti* communities, particularly in relation to forced evictions, segregation in housing and schooling, and limited access to health and employment services. Although Italy formally recognises these groups, their living conditions remain precarious. In a decision in 2024, the Council of Europe's European Committee of Social Rights (ECSR) concluded that Italy's persistent discriminatory mistreatment of Roma in its housing policies amounts to serious violations of the European Social Charter.[5] At the same time, the rights of LGBTIQ+ individuals, particularly those with a migrant background, have become a growing focus at local and civil society levels.

In this context, local authorities have stepped in to fill the policy vacuum, taking a proactive role in designing and implementing intercultural and inclusive practices. Many cities and regions — particularly in northern and central Italy — have developed locally tailored responses that prioritise living together, active citizenship, and social cohesion. These include intercultural mediation services, municipal diversity plans, inclusive educational programming, and participatory platforms for residents regardless of legal status.

[5] See the ECSR's Decision on the merits: Amnesty International v. Italy, Complaint No. 178/2019

3. Local diversity and policy context

The municipal level has emerged as a laboratory for integration in Italy. In contrast with the polarised national discourse, cities like Reggio Emilia demonstrate how strong local leadership and community engagement can generate innovative, inclusive responses to diversity. These bottom-up efforts remain essential, especially in the absence of a comprehensive national policy framework for integration.

In Italy, local authorities have become key actors in responding to the realities of migration and diversity. Thanks to Italy's multilevel governance system, which allocates distinct responsibilities to the national, regional, and local levels municipalities have assumed a leading role in promoting inclusion, cohesion, and intercultural dialogue.

At the national level, the central government is responsible for immigration control, border management, nationality law, asylum procedures, and security-related matters. It defines the general legal framework through laws and decrees — such as the Consolidated Immigration Act (Testo Unico sull'Immigrazione) and successive security and integration-related laws. It also manages national reception structures for asylum seekers and coordinates international agreements.

Regions (*Regioni*), under Article 117 of the Italian Constitution, have concurrent legislative powers in areas such as healthcare, education, social services, vocational training, and housing. This means they can legislate and organise services within the limits set by national law. Regional plans and funding structures often shape the scope and quality of integration services available across the territory.

Municipalities (*Comuni*) are the closest level of government to residents and are entrusted with a broad range of administrative and service delivery responsibilities. These include registry services, early childhood education, housing support, social assistance, school enrolment, and access to health and cultural services. Municipalities are also key actors in the national reception system for asylum seekers (S.A.I.), operating local projects in collaboration with NGOs and social cooperatives. Although they do not have legislative powers in migration or citizenship matters, municipalities can — and often do — innovate in areas such as intercultural mediation, public participation, anti-discrimination measures, and inclusive planning.

Reggio Emilia exemplifies how local governments can harness these competences to promote interculturalism in practice. With one of the highest shares of residents with a migration background in Italy, residents of Reggio Emilia come from over 130 countries. The city also has a significant Sinti population and has specific means of support for vulnerable groups such as unaccompanied minors and LGBTIQ+ migrants.

4. Commitment & Index Summary

Over the past two decades, Reggio Emilia has developed a sustained and coherent approach to living together in diversity. It has invested in intercultural mediation services across sectors like education and healthcare, supported migrant associations, implemented inclusive education programmes, and launched public awareness campaigns against racism and discrimination. Cultural dialogue is promoted through festivals, community art, and events that celebrate plural identities. These measures go beyond welcoming newcomers; they are designed to build a shared civic identity based on reciprocity, recognition, and equal opportunity.

Governance structures in Reggio Emilia reflect this ethos. The city has institutionalised participatory practices through neighbourhood councils, thematic forums, and coordination platforms that bring together public institutions, NGOs, and residents. Participatory budgeting initiatives, intercultural education working groups, and consultation mechanisms are open to all residents regardless of legal status or nationality. These spaces enable community members to co-shape policies and strengthen democratic accountability.

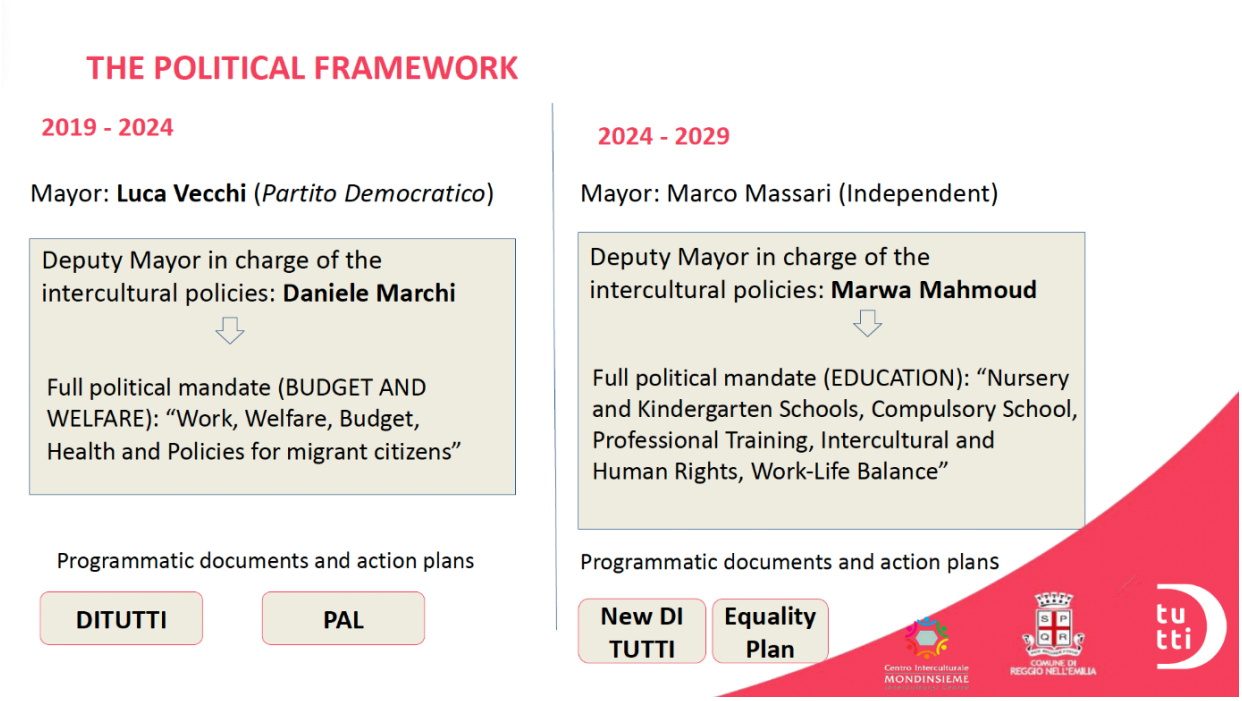
A cornerstone of this approach is the **Mondinsieme Foundation** — an autonomous centre affiliated with the Municipality of Reggio Emilia. Created in 2001 and restructured in recent years, Mondinsieme serves as the city's intercultural centre. It brings together associations representing diasporas, intercultural dialogue, and religious diversity and plays a central role in implementing municipal intercultural policies. The foundation’s governance structure includes representation from diaspora associations, the municipality, and civil society, enabling inclusive decision-making. Mondinsieme organises language support, intercultural education, public events, and institutional dialogue. It also coordinates the city’s symbolic initiatives, such as the Inclusive Toponymy Project. In this way, Mondinsieme operates as both a service provider and a participatory platform, bridging institutional policies and community action.

A major step forward was the launch of the **DiTutti strategy** (2021–2022), a cross-sectoral municipal plan for inclusion and active citizenship. Co-designed with residents, organisations, and stakeholders, DiTutti outlines specific actions in housing, employment, youth, social services, and civic participation. Its implementation is shared between municipal departments and civil society actors, including intercultural mediators and diaspora associations. A core principle of DiTutti is that inclusion must be systemic and participatory — not an add-on policy, but a foundation for governance.

Following the 2024 local elections, the newly elected municipal administration reaffirmed its commitment to interculturalism and social inclusion. While some administrative and political adjustments have occurred, the city continues to position itself as open, democratic, and

cohesive. This contrasts with the increasingly polarised national discourse around migration and diversity, reinforcing Reggio Emilia's role as a counterbalance and innovator in the Italian context.

Figure 3. The Political Framework in Reggio Emilia

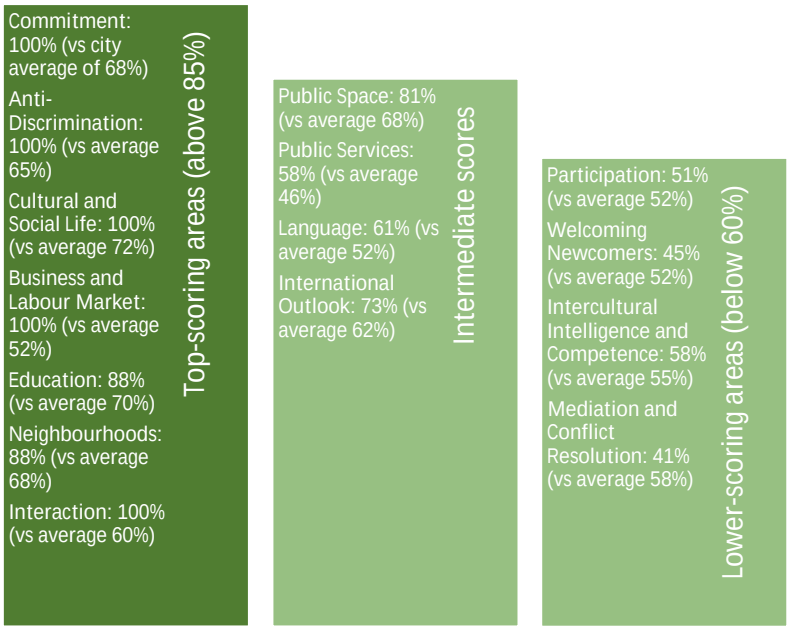


Source: DiTutti

Compared to other Italian municipalities, Reggio Emilia ranks among the most proactive and advanced in its intercultural approach. Its demographic profile — with a high proportion of foreign residents and second-generation youth — places it ahead of the national average. Its policies are marked by sustained political leadership, institutional coordination, and partnerships with grassroots actors. Reggio Emilia's experience offers not only a local response to global challenges but also a replicable model of inclusive governance for other cities in Italy and Europe.

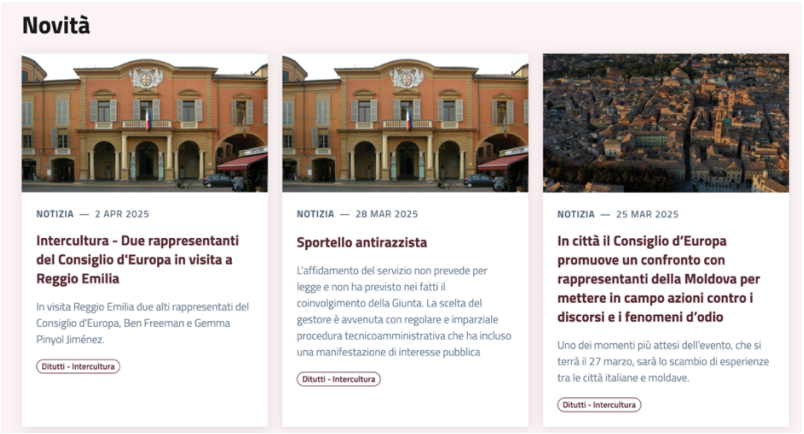
As noted, in 2024 Reggio Emilia achieved an overall score of **77/100** on the Intercultural Cities Index, placing it significantly above the average for cities of comparable size and demographic composition. This result reflects a solid institutional and civic foundation in intercultural policy, particularly in areas such as commitment, anti-discrimination, cultural life, and interaction. However, the city continues to face challenges in dimensions that require deeper structural change and long-term investment — especially in mediation and conflict resolution, reception and newcomer integration, and the diversification of the public sector.

Figure 4. Reggio Emilia scores in the 2024 ICC Index



When compared with previous assessments (2011, 2015, and 2023), Reggio Emilia has shown steady or improved performance in most fields, with notable progress in cultural and social life, education, and neighbourhood inclusion. Nevertheless, certain indicators — most notably welcoming newcomers and mediation — have stagnated or declined, pointing to a need for renewed political attention, institutional coordination, and resource allocation.

The agenda of the April 2025 ICC expert visit was designed to focus specifically on the policy areas where performance has lagged or regressed. The visit included a high-level institutional meeting with the Mayor, underscoring the city's continued political commitment to intercultural inclusion. Subsequent sessions engaged municipal staff, civil society, and community leaders in an open dialogue on how to strengthen structural responses to diversity, improve participation mechanisms, and revitalise the city’s welcoming capacity.



5. Opening session

The **Institutional Session** with the Mayor was held at the Sala Rossa in the historic town hall, and was attended by Mayor Marco Massari, his spokesperson Diego Oneda, and the Deputy Mayor for intercultural and anti-racism policies, Marwa Mahmoud. The meeting served to reaffirm Reggio Emilia's political commitment to intercultural inclusion and to position the city's strategy within a broader European framework.

The meeting was opened with a presentation by the members of the Intercultural Cities delegation — including the staff from the ICC Secretariat and the ICC expert — who introduced the aims and tools of the Intercultural Cities Programme. The Council of Europe's approach to diversity was mentioned as a guiding framework for the Intercultural Cities Programme. The main findings of the 2024 Intercultural Cities Index were presented, noting Reggio Emilia's strong results in areas such as commitment, anti-discrimination, and cultural and social life, while also highlighting the need for improvement in welcoming newcomers, participation, and mediation.

The Mayor expressed concern about the current political and social context, particularly the growing tensions around security narratives and the fragmentation of public discourse on migration. He acknowledged that managing fear-based or nostalgic narratives, and reinforcing the civic dimension of diversity, are among the most pressing challenges for the city's leadership. A key message shared by the ICC team was that diversity should not be framed solely in terms of migration or public order, and that interculturalism must remain a cross-cutting principle within city governance.

The session concluded with a recognition of the city's evolving institutional structure and an invitation for further dialogue on how to adapt the intercultural strategy to current and future realities — including generational change and the need for renewed public engagement.


STAMPA REGGIANA

Piazza Affari servizi immobiliari

Due rappresentanti del Consiglio d'Europa domani in visita in città

As part of the opening session for the visit, a **working meeting** took place at the Mondinsieme Foundation headquarters, bringing together the full technical staff responsible for implementing the city's intercultural and anti-racism policies. Participants included its president, staff from the Anti-Racism Desk, former welfare officers now working on projects, and front-office and coordination staff.

Following the interventions by the ICC staff and expert, the detailed Index results were presented, offering an opportunity to review both achievements and areas requiring further development. Mondinsieme staff also introduced the foundation's organisational structure, outlining current priorities and recent initiatives such as the Placemaking Festival, the Inclusive Toponymy Project, and expanded programmes for intercultural training.

This was followed by a constructive exchange with the broader municipal team responsible for intercultural and anti-racism policies. A key theme that emerged was the need to reinforce the meaning of interculturalism as a guiding principle — not only within the administration but also in the wider public narrative — to ensure its continued relevance and impact.

There was recognition that, while efforts to promote interculturalism within the municipal structure are ongoing, there is a need to strengthen their strategic orientation and ensure greater coherence with the city's broader intercultural objectives. Participants highlighted the importance of embedding intercultural principles transversally across all areas of municipal governance, moving beyond isolated actions to a more integrated and systemic approach. This would help ensure that inclusion is not the responsibility of a single unit, but a shared commitment throughout the administration.

Despite these identified needs, the team reaffirmed the importance and potential of the DiTutti strategy, which remains a cornerstone of the city's inclusion agenda and is well anchored in planning documents and municipal budgets. At the same time, they stressed the importance of enhancing interdepartmental collaboration, increasing institutional visibility, and securing more stable resources.



The session concluded with a shared reflection on the importance of reconnecting political vision, administrative coherence, and active community engagement, so that interculturalism remains a practical and sustained dimension of municipal governance.

6. Anti-Discrimination and Anti-Racism

The **Anti-Racism Service Desk**, recently activated in Reggio Emilia, represents a significant step forward in the city's efforts to address discrimination and promote equality (see document 1 and 2 in Annex II). Located at Mondinsieme headquarters and framed within the European CITIES project (see also document 3 in Annex II) under the CERV programme, the desk is part of a broader institutional commitment to combating structural inequalities and supporting victims of discrimination.

Managed by the local civil society organisation Dimora d'Abramo, selected through a municipal public tender, the desk is still in its early operational phase. Its foundational objectives include offering personalised legal, psychological, and social support to individuals who experience or witness discrimination — whether based on race, ethnicity, religion, sexual orientation, or other grounds. The service is designed to be accessible and victim-centred, providing listening, guidance, accompaniment in reporting procedures, and assistance throughout the resolution process. A key goal is also to identify discriminatory structures within institutions and to collect data that can feed into a broader observatory function, helping to address underreporting and inform policy reform.

During the ICC visit, the team presented the political and technical framework behind the initiative. The desk is not only a service point, but part of the city's evolving equality and anti-discrimination strategy, aiming to address both individual cases and systemic patterns. Staff highlighted its role in giving voice to victims, removing structural barriers, and facilitating institutional reflection on internal practices.

The ICC delegation welcomed the initiative as an example of integrated and rights-based policy development. However, several points were discussed. First, the importance of ensuring long-term institutional support — both political and financial — was underlined, especially considering the strong opposition expressed by right-wing parties after the announcement of the desk's launch. In response, the Municipality publicly reaffirmed its commitment to the desk and launched a communication campaign to defend its objectives and support its staff, including the Deputy Mayor for intercultural and anti-racism policies.

Although the desk is at an early stage and not yet in full operation, its institutional anchoring and integrated vision were seen as promising. The initiative reflects a broader understanding of anti-discrimination work as not only reactive but also preventive, structural, and participatory. It will be important to monitor its development over time and to share lessons learned with other cities facing similar political and operational challenges.

7. Intercultural Intelligence and Transversality

An **intersectoral working session** was held at the *Sala Rossa* with the participation of Deputy Mayor Marwa Mahmoud and a group of public managers from various municipal sectors, including sport, education, social services, welfare, international projection, and urban planning. The meeting aimed to reflect on the practical implications of the 2024 Intercultural Cities Index findings for local policy implementation, focusing specifically on the thematic areas represented by the participants.

The session opened with a presentation of the ICC Index results, tailored to each area of municipal action present in the room. Particular attention was given to the city's performance under the Intercultural Governance & Intelligence indicator, where Reggio Emilia scored 58%, slightly above the network average but still leaving significant room for improvement. While the *Mondinsieme Foundation* plays a key role in promoting intercultural dialogue and delivering training to municipal staff, there is still a limited use of diversity data in policymaking, and no regular surveys are conducted to understand public perceptions of migrants and diversity.

A central theme throughout the discussion was the need to reinforce transversality in the implementation of intercultural and anti-racism policies. While many departments are engaged in actions related to inclusion, participants agreed that a more systematic and cross-cutting approach is needed to embed intercultural principles into everyday policy and practice. This includes not only service delivery but also internal planning processes, communication strategies, and staff development. Interculturalism must be understood as a shared responsibility across the administration — not the remit of a single office or policy line.

Language barriers and communication challenges were identified as recurrent obstacles, particularly for residents with limited Italian proficiency. In this regard, the sport sector emerged as a key space for informal integration and interaction, offering opportunities to strengthen linguistic and social inclusion. However, managers also noted the risk of polarisation between different community groups, both in institutional contexts and in everyday relations, and called for structured strategies to promote trust, fairness, and mutual understanding.

The importance of multilingual and inclusive communication was also underlined. Reaching all segments of the population — through culturally adapted messaging, digital tools, and community intermediaries — is essential for effective and equitable public service delivery.

Lastly, the issue of residence and legal status, though largely managed at the national level, was also discussed. Public managers emphasised that while municipalities have limited formal competence, they are often on the frontline of responding to the needs of people with uncertain

or precarious status. This places additional pressure on local services and underscores the need for strong coordination with national institutions.

The meeting closed with a shared commitment to deepening interdepartmental cooperation and strengthening the use of data and feedback mechanisms. Public managers expressed interest in engaging more actively with the Intercultural Cities network, both to share Reggio Emilia's experience and to learn from other cities facing similar challenges. The session reaffirmed the importance of seeing interculturalism not as a sectoral task, but as an integrated approach to local governance, requiring political leadership, technical capacity, and institutional continuity.

A **second thematic session** was held at the *Sala Gruppi Consiliari* focusing on intercultural intelligence and competence. The session brought together public officers recently trained in intercultural and anti-discrimination competences as part of the CITIES project, as well as representatives from Mondinsieme and municipal education and youth departments. The discussion opened with a presentation of the ICC Index indicator, highlighting the importance of institutional capacity to understand, apply, and mainstream intercultural principles across all policy sectors. While several promising initiatives exist — including training for municipal staff, street education programmes for youth, and the *REMITA* project's long-standing work on creativity and materials in childhood education — the use of intercultural intelligence in policy development and service delivery remains uneven and often unstructured.

Mondinsieme presented the current training approach being developed for public staff, which includes both general sessions and specialised modules tailored to different sectors, such as education, youth work, and front-office services. The approach emphasises intersectionality, systemic reflection, and the importance of adopting the "perspective of the other," including decolonial and anti-racist pedagogies.

During the exchange, participants reflected on several critical insights. Many noted that education is often assumed to be naturally inclusive, yet in practice remains one of the most challenging areas to transform. Teachers and school staff are often overloaded, and the scale of municipal education services — which involve around one-third of the city's public employees — makes it difficult to ensure consistent training or support. The need to embed intercultural competence across the entire community education system was repeatedly emphasised.

Several participants underlined the value of developing more targeted and continuous training, particularly for those working with migrant children and families. Specific efforts are already underway, such as a yearly training programme for education professionals and the creation of interdepartmental working groups (or *tavoli*) focused on education, family engagement, and

systemic discrimination. The work of the Childhood City Council (*Consiglio Infanzia Città*) was also highlighted as a promising participatory space where children's voices are represented in municipal decision-making.

Participants stressed the importance of adapting services to the realities and needs of families — for example, by aligning school services with the schedules of working mothers and improving access through translation and mediation. Several also referred to the growing role of informal education spaces, such as street education initiatives, in reaching young people and promoting meaningful intercultural engagement beyond formal institutions.

Finally, the discussion highlighted the potential of better connecting training, service delivery, and monitoring tools. Participants suggested strengthening links between the identification of discrimination cases in public services and the Anti-Racism Service Desk, creating more systematic pathways for both prevention and accountability.

8. Welcoming policies and practices

A dedicated **thematic session on welcoming newcomers** was held at the *Sala Gruppi Consiliari*, focusing on local reception systems from an intercultural perspective. The session brought together staff from the municipal service tackling urban poverty, managing bodies involved in reception (particularly within the SAI and CAS systems), and civil society organisations with long-standing experience in supporting asylum seekers and other persons under special protection.

The meeting opened with a presentation of the Welcoming Newcomers indicator of the Intercultural Cities Index, where Reggio Emilia scored 45%, below the network average. While the city has implemented various targeted actions for students, refugees, and unaccompanied minors, the absence of a dedicated and visible welcome structure — such as a centralised welcome office — limits the accessibility and coherence of support services. In contrast, other ICC cities have adopted models such as "International Houses" or central reception hubs to streamline coordination and visibility.

The local reception landscape in Reggio Emilia is articulated but fragmented. Participants outlined the functioning of the SAI system, which currently hosts around 1350 individuals in the city and province, through 232 apartments managed by a consortium of NGOs. The majority of beneficiaries are single men from countries such as Bangladesh, Ukraine, and Pakistan, but the system also accommodates families and vulnerable individuals, including those with disabilities. Co-ordination with the central administration (particularly the

prefecture[6]) was noted as both essential and complex, especially in relation to access to healthcare, legal documentation, and accommodation.

The city also offers support through projects tackling urban poverty, which often intersect with migration issues, particularly for people without formal residence or medical registration. Intercultural mediation is used to bridge access to services, though participants emphasised the need to expand and strengthen these mediation structures — not only in numbers but also as a sustained, recognised component of the system.

Civil society organisations shared experiences from earlier models, such as informal welcome desks established in the 1990s and early 2000s. Some initiatives currently operate with a 360-degree approach to reception, yet lack visibility and institutional linkages, which would be crucial for reinforcing continuity and impact. A need was also identified to formalise coordination mechanisms, allowing for greater alignment across actors and levels of intervention.

Particular attention was given to the SAI project for unaccompanied minors, which has expanded significantly in recent years and provides support in housing, language learning, and vocational training. However, constraints persist, such as age-based employment restrictions and housing shortages. Efforts to engage public opinion and schools in awareness-raising were also mentioned as promising practices, although participants underlined the challenge of measuring their long-term impact.

Finally, the discussion addressed the intersection between language acquisition and integration. While Italian courses are offered within the reception programmes and supported through networks such as *Diritto di Parola*, a broader effort is needed to promote linguistic inclusion in everyday life and to explore new channels such as community radio or digital media in migrant languages.

The session highlighted the strength of Reggio Emilia's network of actors, its commitment to protection-based reception, and the integration of intercultural elements into existing services. However, the need for a more coordinated, visible, and structurally supported approach was emphasised. In line with the ICC recommendation, establishing a centralised welcome office, together with symbolic actions such as public ceremonies for newcomers, would help consolidate the city's efforts and reinforce the welcoming narrative in the public space.

[6] For instance, there is the need to address, together with the prefecture, the long queue outside of the prefecture building as people wait in line to have their dossiers examined by prefectural staff. The city would like to deal with this in a more orderly and respectful manner for the migrants and refugees waiting there, but have not managed to find a mutually acceptable solution6.

9. Participation: complementary approaches

Reggio Emilia demonstrates a multifaceted approach to participation, engaging residents in civic life through cultural, historical, and spatial initiatives. Participation is not limited to formal consultation; it is expressed through shared memory, public space, and institutional dialogue — creating opportunities for interaction and recognition across communities.

During the ICC visit, the question of how to enhance and diversify participation emerged as a recurring theme across several meetings. Reggio Emilia's experience offers varied examples of how participation can take shape in public space, institutional frameworks, and cultural initiatives — each involving different actors, tools, and degrees of formality.

The first case was discussed during the meeting with Mondinsieme and local staff, where participants raised questions about **how to increase participation in public space**, particularly among communities that may feel underrepresented or disconnected from institutional channels. The city presented its experience with the Placemaking Week organised by Placemaking Europe, an initiative that reimagines public space as a platform for dialogue, inclusion, and shared storytelling. The festival invites residents and associations to co-create spaces that reflect the city's cultural diversity — from symbolic projects like the *Toponymy of Diversity* to practical interventions on accessibility and community infrastructure. The discussion focused on how to ensure broad and meaningful engagement, not only in the festival itself but as an ongoing participatory practice embedded in urban planning.

The second case took place in a more informal setting: a dinner with members of the **Mondinsieme Foundation Assembly**. This gathering offered an opportunity to learn about the daily work of the Foundation's member associations and their role in shaping intercultural policies from the ground up. Representatives shared experiences in community building, cultural expression, mediation, and advocacy, illustrating how Mondinsieme functions as a participatory platform that connects local governance with the city's diverse communities.

The third example was a visit to **ISTORECO, Reggio Emilia's Institute for the History of the Resistance and Contemporary Society**, which promotes historical memory as a tool for civic engagement and active citizenship. The visit focused on upcoming cultural activities, such as the Liberation Day celebrations (25th April) and the Interfaith Bicycle Ride (4th May), both designed to involve residents of all backgrounds in reflecting on shared democratic values. ISTORECO's initiatives — including multilingual campaigns, school workshops, and international exchanges — connect local memory with global struggles for justice and equality, drawing on the rich history of Reggio Emilia in engaging in those struggles, for instance the anti-apartheid movement in South Africa. Participation in this context is not only about

presence, but about building a collective narrative that links past and present, local and international, through inclusive cultural action.

Taken together, these three cases — rooted in public space, institutional participation, and civic memory — demonstrate Reggio Emilia's commitment to fostering inclusive and dynamic forms of participation. Each approach reflects the city's broader intercultural vision: that active citizenship is not a fixed model, but a living process that must evolve with the people and communities it seeks to engage.

10. Conclusions and Recommendations

The ICC visit to Reggio Emilia (3–4 April 2025) offered valuable opportunities to engage directly with municipal staff, political leaders, civil society actors, and thematic stakeholders across multiple sectors. It added depth and context to the findings of the 2024 Intercultural Cities Index, revealing how policies and strategies are being implemented in practice and how they are perceived by those involved. The visit confirmed the city's strong historical and institutional commitment to interculturalism, while also identifying challenges linked to recent political shifts, administrative restructuring, and areas where implementation remains uneven.

The active participation of senior city officials, including the mayor and the deputy mayor responsible for intercultural and anti-racism policies, underscored the political relevance of the intercultural agenda and helped open a space for open and constructive dialogue. The programme included diverse settings — from institutional sessions and working groups to informal gatherings — allowing for a nuanced understanding of both operational strengths and gaps.

One of the key added values of the visit was the opportunity to assess areas not fully captured by the Index. While the city performs well on indicators such as commitment, anti-discrimination, and cultural life, there are persistent challenges in transversal coordination, participation, reception, and the development of intercultural competence. In several discussions, participants raised concerns about the current political climate, the risk of losing strategic clarity, and the difficulty of maintaining coherent action across departments. These dynamics are not unique to Reggio Emilia, but highlight the importance of continuity, leadership, and clear institutional structures.

Among the most praiseworthy initiatives observed during the visit were: the work of ISTORECO in linking historical memory and civic participation through multilingual and inclusive cultural activities; the recent launch of the Anti-Racism Desk, which aims to provide concrete support to victims of discrimination and address institutional inequalities; and the proposal for an inclusive toponymy project, which seeks to symbolically reflect the diversity of the city through

public space. These initiatives demonstrate how participation, recognition, and equity can be promoted in different spheres — from education and history to administration and urban design.

Nevertheless, despite these commendable efforts, and as also shown by the ICC index scores, there is more potential to be unlocked by working in the following areas and with the following **suggestions and recommendations**:

- **Recommendation 1. Strengthen political leadership and institutional coordination**

A recurring issue during the visit was the fragmented implementation of intercultural measures across municipal departments. While the city's intercultural strategy provides a shared vision, its operationalisation remains uneven, particularly in the absence of systematic coordination mechanisms. In that sense, internal coordination must be strengthened. Embedding intercultural objectives more explicitly within the equality plan and using it as a cross-cutting coordination tool would clarify departmental mandates, promote shared accountability, and create a consistent framework for action. This approach would also support interdepartmental dialogue, facilitate monitoring of progress, and ensure that the responsibility for inclusion is not siloed in one unit, but mainstreamed across the entire administration and its partnerships with civil society.

Political leadership is essential to address this gap. The city should reaffirm its commitment at the highest level — through public declarations, mayoral speeches, and symbolic participation in initiatives that visibly promote diversity and inclusion. These actions help reinforce legitimacy, counter political resistance, and ensure that interculturalism remains a priority even amidst administrative or political change.

- **Recommendation 1bis. Improve coordination with national institutions**

Participants highlighted difficulties in areas where national-level policies intersect with local practice — especially in relation to documentation, access to housing, health services, and legal support. The city should reinforce coordination with national agencies such as the police headquarters (Questura), immigration offices, and the health system. Establishing formal protocols or liaison mechanisms would help streamline processes and reduce obstacles for residents with insecure or evolving status.

- **Recommendation 2. Expand and systematise intercultural competence training**

The training initiatives developed through the CITIES project and Mondinsieme have shown promising results, particularly in education and front-line services. However, to have a lasting impact, intercultural competence must become part of a continuous, structured training framework that reaches all levels of the administration, including managers and political

representatives. An opportunity worth exploring is the extension of intercultural and anti-discrimination training to staff of national administrations operating locally, such as the police and other state institutions. Ensuring that all public-facing personnel—regardless of their institutional affiliation—receive appropriate training could reinforce a shared understanding of intercultural principles and strengthen trust between residents and public authorities. Training should address issues such as institutional discrimination, inclusive communication, and intersectionality. Peer-learning models, such as the use of dilemma-based workshops in other ICC cities, could be adapted and piloted locally.

- **Recommendation 3. Create a visible and coordinated welcome office**

Although several services currently support newcomers, the absence of a centralised welcome point limits the coherence and visibility of the city's reception efforts. A welcome office could serve as a hub for orientation, language support, housing advice, and initial administrative assistance. It should work in close cooperation with civil society and reception actors, and be visible, accessible, and easy to navigate for newly arrived residents. Symbolic gestures, such as welcome ceremonies or multilingual information campaigns, could further reinforce this space as an entry point into civic life.

- **Recommendation 4. Ensure long-term sustainability and protection of the anti-racism desk**

The anti-racism service recently launched is a vital step toward addressing discrimination more structurally. Its long-term success will depend on sustained institutional backing, adequate resources, and public legitimacy. It is important that the desk remains embedded within broader anti-discrimination policies, and that it is publicly supported in the face of political opposition. Regular communication, partnerships with grassroots organisations, and links to data collection and monitoring will strengthen its credibility and effectiveness. Creating formal bridges with other municipal units and with civil society actors will also enhance its reach and impact.

- **Recommendation 5. Expand educational outreach and informal learning**

The visit revealed several promising initiatives targeting youth, families, and informal learning environments, including street education and participation projects. These approaches should be further developed as tools for integration. Informal learning spaces should be recognised and supported as legitimate areas for civic and intercultural education. Municipal services should also promote youth access to services and actively involve families, with attention to linguistic accessibility and flexible scheduling. Strengthening the role of intercultural education in schools and in community spaces will be essential for long-term inclusion.

- **Recommendation 6. Promote the visibility and recognition of cultural diversity**

While many of the city's efforts are substantial, they are not always visible to the wider public. Increasing the visibility of intercultural initiatives can help reinforce public support, counter stereotypes, and celebrate the city's diversity. The city should consider strengthening multilingual communication strategies, expanding symbolic actions such as inclusive street naming or participatory public art, and improving the accessibility of information on municipal websites and materials. These efforts would increase the recognition of cultural diversity as a public value shared across the city.

Recommendation 7: Use local urban planning as a catalyst for inclusive development

While placemaking is often assumed to be inclusive across European cities, experience from several ICC members shows that truly intercultural placemaking requires deliberate effort. In Reggio Emilia, the forthcoming [September 2025] Placemaking Week stands as a landmark moment that can serve as a foundation for broader, more inclusive urban planning. By building on the visibility, partnerships, and methodologies generated during that week – particularly through the involvement of Mondinsieme and other local actors working on inclusion – the city has a unique opportunity to show what interculturally inclusive urban development can look like. Urban planning initiatives should actively reflect the city's diversity, foster meaningful interaction across communities, and ensure that all residents can influence the shaping of their neighbourhoods. The legacy of Placemaking Week should be leveraged not as a one-off event but as a springboard for long-term strategies that embed participation, equality, and intercultural values into the very fabric of the city.

- **Recommendation 8. Leverage peer learning and external networks**

Reggio Emilia is well placed to act as both a learner and a contributor within the ICC network. The city should invest in structured exchanges with other municipalities facing similar challenges, particularly around topics such as inclusive toponymy, anti-discrimination, placemaking and reception. These exchanges can provide practical solutions but also reinforce political and institutional confidence in the face of local tensions. In addition, alliances at the national and regional levels — for example through partnerships with other cities in Emilia-Romagna or joint projects — could help scale effective models and secure additional resources.

With these targeted actions, Reggio Emilia can move from strong foundations to deeper systemic implementation. Its historical commitment, institutional capacity, and vibrant civil

society offer all the necessary conditions to reaffirm its leadership within the Intercultural Cities network and to continue shaping an inclusive, democratic, and resilient urban future.

Finally, the Intercultural Cities programme would like to thank the municipality of Reggio Emilia for an interesting visit and congratulate the municipality for its continued engagement and commitment to the programme. The work done to date is inspiring and several areas were identified as good practices to share with other cities.

Annex I. Agenda explained

On 3–4 April, the ICC expert carried out a two-day visit to Reggio Emilia, hosted by the City and the intercultural centre Mondinsieme, to assess the municipality's renewed engagement with intercultural and anti-racist policies. The visit included meetings with political representatives, municipal staff, civil society organisations, and local institutions.

The first day began with an introductory session at Mondinsieme, where the delegation reviewed the city's longstanding involvement in the Intercultural Cities Programme. Participants discussed recent shifts in political and technical leadership that have affected continuity and coordination, despite the sustained role of Mondinsieme. New initiatives were presented, such as the Anti-Racism Desk and a forthcoming Placemaking Festival, signalling a desire to relaunch inclusive policies, though gaps in coherence and institutional backing remain.

In the working session with municipal staff, the city's current intercultural structure was analysed. It revealed limited capacity, insufficient training, and weak cross-departmental coordination. Diversity policies risk being reduced to cultural or linguistic activities rather than addressing structural inequalities. A later presentation of the Anti-Racism Desk highlighted its support and monitoring work, while also revealing political opposition and the need for stronger institutional support. Discussions focused on the visibility of diversity in public space, particularly the underrepresentation of women and minority communities in street names and symbolic landmarks. The upcoming Placemaking Festival was seen as an opportunity to promote more inclusive urban narratives.

These reflections were echoed in a political meeting with the Mayor and Deputy Mayor. Concerns were raised about framing diversity through a security lens, in light of recent discourse on public order. Nonetheless, the exchange reinforced the political awareness and the potential for Reggio Emilia to reaffirm its leadership in inclusive and rights-based local governance.

An interdepartmental session closed the day, identifying common challenges such as linguistic accessibility, digital divides, intergenerational tensions, and fragmented strategies. Public managers expressed willingness to engage but called for clearer coordination, shared objectives, and political leadership to embed interculturalism across services.

The second day began with a session on "Intercultural Intelligence Competence," reflecting on recent training activities. Discussions underscored the need for a deliberate, intersectional approach to education and anti-discrimination, noting that interculturalism cannot be taken for granted. Participants highlighted the importance of outreach to families, the visibility of minority children's experiences, and better coordination with civil registries. Later, the ICC expert visited ISTORECO, where memory and civic participation were explored as tools for intercultural dialogue. In the afternoon, the focus shifted to newcomer reception. Municipal and NGO representatives discussed the CAS and SAI systems, integration efforts, and the ongoing role of solidarity networks. While Reggio Emilia offers differentiated support and promotes volunteer engagement, challenges remain in housing, coordination, and access to services—especially for unaccompanied minors and people with irregular status.

The visit concluded with a joint debrief session between municipal actors and the ICC delegation. Key observations were validated, priorities for action identified, and future collaboration pathways outlined. The city reaffirmed its commitment to strengthening intercultural policies through improved coordination, political leadership, and inclusive practices.

Council of Europe Intercultural Cities Programme
Expert visit to Reggio Emilia – Agenda

Thursady, 3 April 2025	
9.00 - 9.30	Welcome coffee at Mondinsieme's headquarter (*Via Marzabotto, 3*)
9.30 – 10.45	Meeting with the entire staff implementing the intercultural and anti-racism policies of the City (Fondazione Mondinsieme, Ufficio Intercultura and Social Welfare Office) *Brief presentation of the present technical structure implementing these policies* *Presentation of the main Reggio Emilia ICC Index results by the ICC expert and discussion on the present challenges in the light of the analysis*
10.45 – 11.45	Presentation of the Anti-Racism Service Desk recently activated in the framework of the CITIES project (*Via Marzabotto, 3*)
12.00 – 12.45	Possible press conference for the public presentation of the main results of the Reggio Emilia ICC Index analysis (**tbc**), (*Piazza Prampolini, 1*)
13.00 – 14.00	Lunch in the City Center
14.30 – 17.00	Meeting with policy makers and public managers. The meeting will be participate by the Mayor, Mr Marco Massari (**tbc**); the Deputy Mayor in charge of the intercultural and anti-racism policies of the City, Ms Marwa Mahmoud; the General Manager of the Municipality of Reggio Emilia, Ms Francesca Mattioli (**tbc**) and public managers from various services (*Piazza Prampolini, 1*) *Presentation of the main Reggio Emilia ICC Index results by the ICC expert* *Ambitions in the new intercultural and anti-racism City Plan and Challenges for the City in the light of the Reggio Emilia ICC Index analysis*
17.30 – 19.00	Meeting with the representative of the associations in Mondinsieme's Board of Directors, Ms Diana Bota (**tbc)**, and some representatives of the Mondinsieme's Assembly (*Via Marzabotto 3*)
19.30/20.00	Dinner in the City Center

Friday, 4 April 2025	
9.00 – 11.00	**"Intercultural Intelligence Competence" thematic focus** Meeting with the public officers recently trained on intercultural and anti-discrimination competences in the framework of the CITIES project (*Chiostri di San Pietro (***tbc***))* *Presentation of the main Reggio Emilia ICC Index results by the ICC expert* ****The meeting will be the occasion to assess the training effectiveness 6 month later its implementation*
11.30 –13.00	**"Mediation and conflict resolution" thematic focus** Meeting with ACER, managing body of the public residential housing (**tbc**) *Presentation of the intercultural mediation strategies put in place in the public houses and presentation of the experience "Estate Popolare"*
13.00 –14.00	Lunch in the City Center
14.30 –16.00	**"Welcoming newcomers" thematic visit** Meeting with the two main managing bodies in charge of welcoming newcomers (Dimora d'Abramo cooperative and Papa Giovanni XXX cooperative) **tbc** *Focus to be defined*
16.30 – 17.30	Debrief and next steps (*place to be identified according to the previous visits)*

Annex II. Complementary Documents

1. CSOs' proposals anti racism help desk (in Italian)
2. Sportello Antirazzista (in Italian)
3. Info about CITIES – Combating racism and discrimination and promoting equality

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.

www.coe.int/interculturalcities

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.

INTERCULTURAL CITIES
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