



Rijeka: Results of the Intercultural Cities Index

Date: July 2016

A comparison between 76 cities¹

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 review 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 76 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Rena (*Italy*), Castellón (*Spain*), Coimbra (*Portugal*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian ² (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forlì (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Udmart Republic, Russia*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Lyon (*France*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich (*Germany*), the canton of Neuchâtel (*Switzerland*), Neukölln (*Berlin, Germany*), Novellara (*Italy*), Offenburg (*Germany*), Olbia (*Italy*), Oslo (*Norway*), Parla (*Spain*) Patras (*Greece*), Pécs (*Hungary*), Pryluky (*Ukraine*), Ravenna (*Italy*), Reggio Emilia (*Italy*), Reykjavik (*Iceland*), Rijeka (*Croatia*), Rotterdam (*the Netherlands*), Sabadell (*Spain*), San Giuliano Terme (*Italy*), Santa Coloma (*Spain*), Sechenkivsky (*District of Kyiv, Ukraine*), Senigallia (*Italy*), Stavanger (*Norway*), Strasbourg (*France*), Subotica (*Serbia*), Tenerife (*Spain*), Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione dei Comuni-Savignano sul Rubicone³ (*Italy*), Unione Terre dei Castelli⁴ (*Italy*) Valletta (*Malta*), Västerås (*Sweden*), Vinnitsa (*Ukraine*) and Zurich (*Switzerland*).

¹ 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.

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

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

⁴ Former Castelvetro di Modena.

Among these cities, 40 (including Rijeka) have less than 200,000 inhabitants and 43 (including Rijeka) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Rijeka (Croatia) 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. It encourages greater mixing and interaction between diverse groups in the public spaces.

Methodology

The Intercultural City Index analysis is based on a questionnaire involving 69 questions grouped in 14 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".

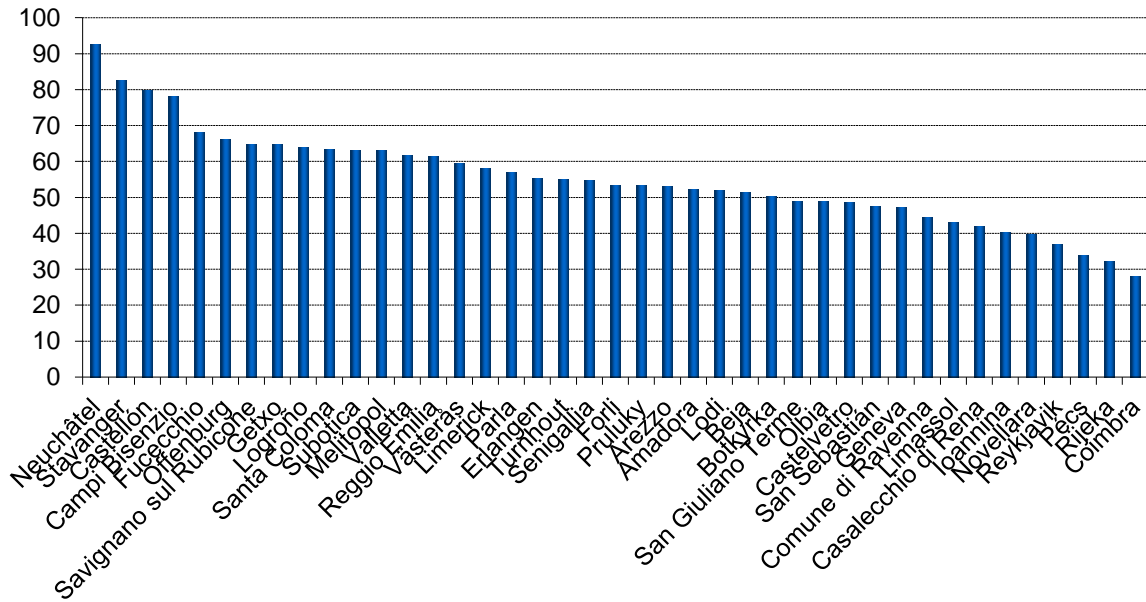
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach 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.

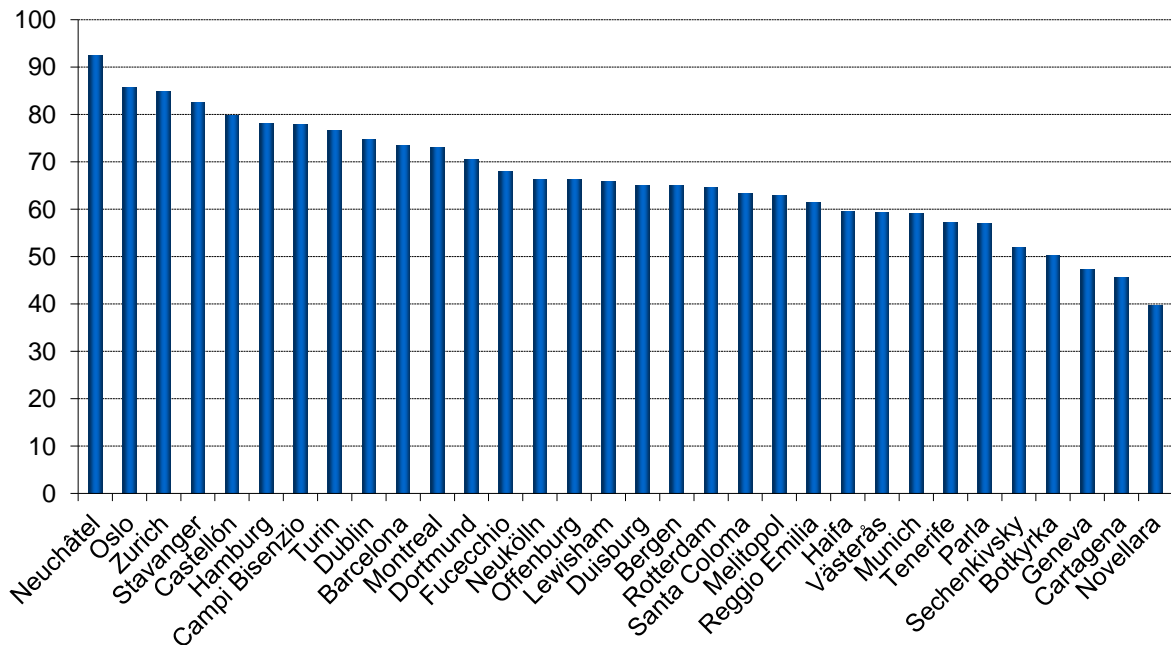
According to the overall index results, Rijeka has been positioned 70th among the 76 cities in the sample, with an aggregate intercultural city index of 32% (so as the Romanian city of Constanta), after the Hungarian city of Pécs (34%) and

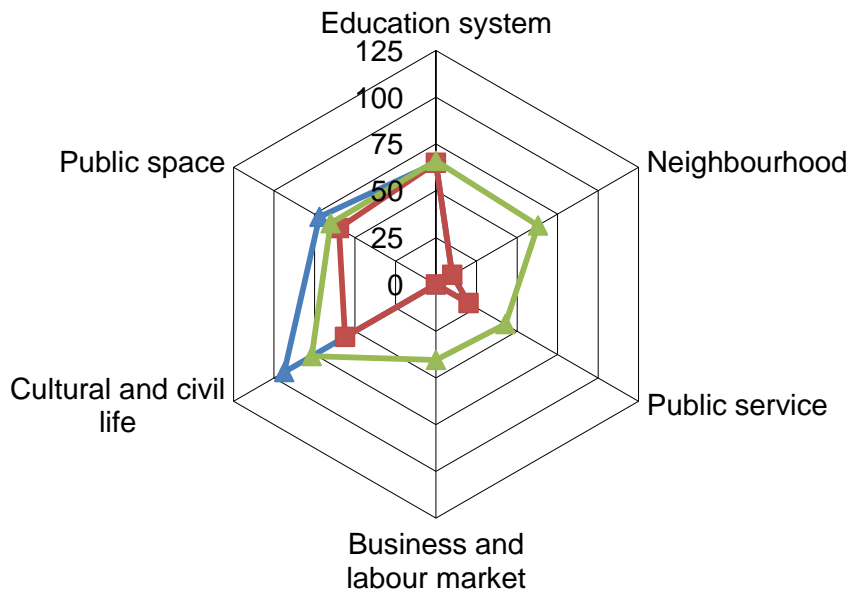
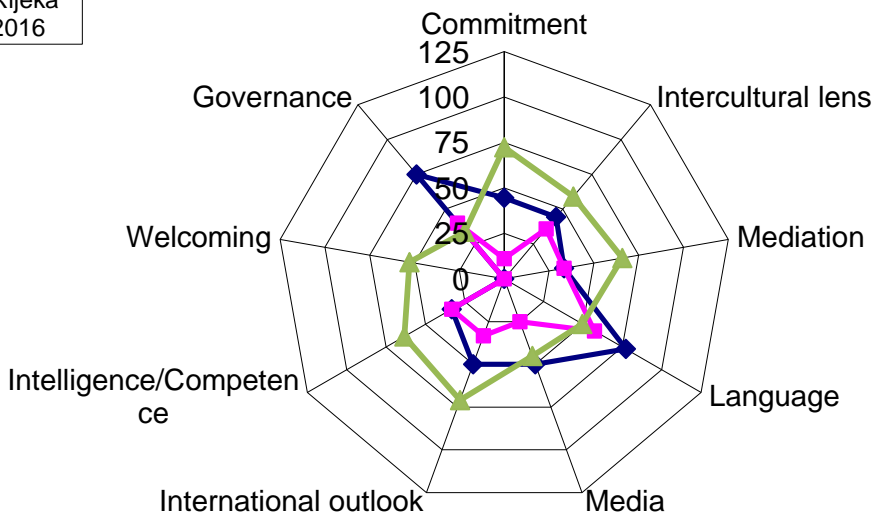
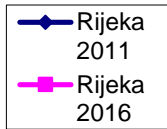
before the French city of Strasbourg (30%). Rijeka has been ranked 40th among cities with less than 200,000 inhabitants and 39th among cities with less than 15 per cent of foreign-born residents.

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



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





Rijeka – An overview

Rijeka is the principal seaport and the third-largest city in Croatia, located on Kvarner Bay, an inlet of the Adriatic Sea. Rijeka has a population of 128,624 inhabitants. The largest majority group-people from Croatia make up 82.52% of Rijeka’s population. Non-nationals make up 1.92% of Rijeka’s total inhabitants. The largest minority group- people from Serbia- make up 6,57% of the city’s population. The city has been declared European Capital of Culture 2020.

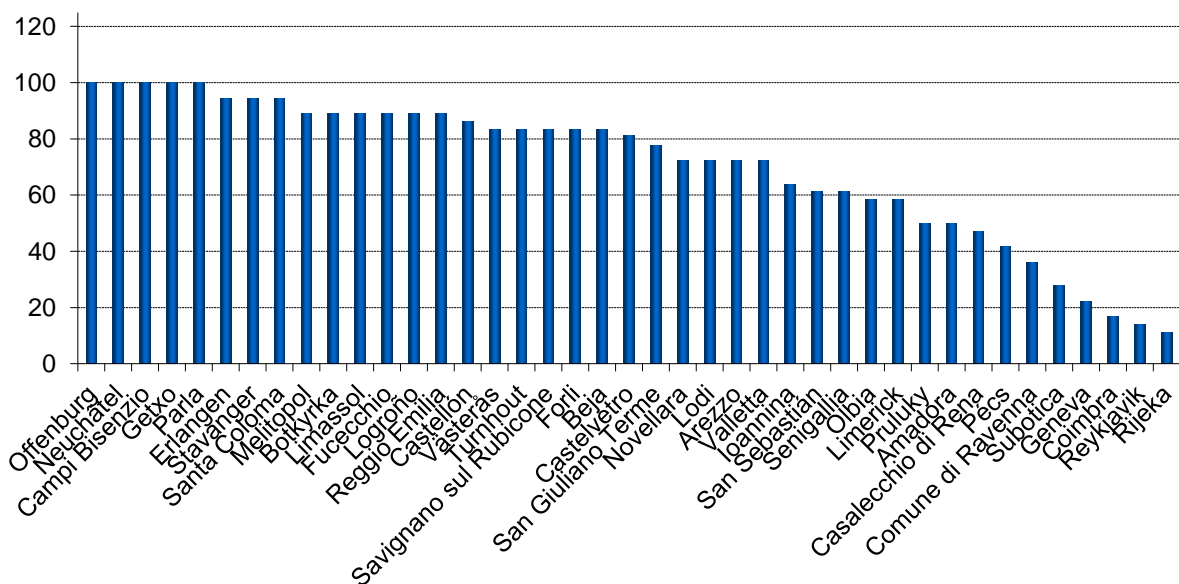
1. Commitment

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.

The rate of achievement of Rijeka’s commitment policy goals is lower than the city sample’s⁵: 11% of these goals were achieved, while the city sample’s rate for commitment policy is 72%.

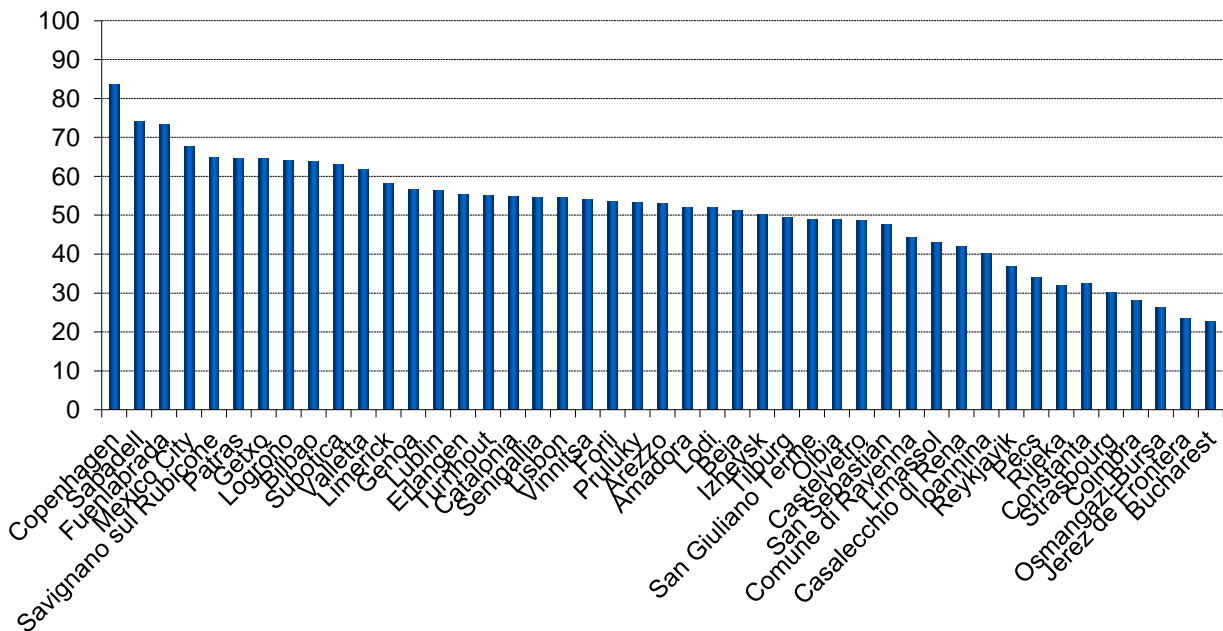
It is worth noting that the city has known a considerable regression in this field since the first Index assessment was carried out in 2011 (at that time, 44% of these goals were achieved).

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



⁵ The term “city sample “refers to the weighted average of the 76 cities included in the Index at this moment in each of the fourteen areas of intercultural governance.

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



Rijeka has not yet adopted a public statement as an intercultural city, despite an invitation to do so was addressed to the city as a result of the first Index assessment. Moreover, the city has not anymore an integration strategy, nor an intercultural action plan and thus, it has not foreseen a budget for the implementation of such a strategy nor prepared for its evaluation. Within the city's administration there is no dedicated body or cross-departmental coordination structure responsible for the intercultural integration, although this is an issue that the city has planned to address in future.

Official speeches and communications by the city rarely make reference to the intercultural commitment of the city, and there is no official webpage that communicates on diversity and interculturality values, as it was the case in 2011.

In order to improve the achievement's rate of the field of commitment, the city should definitely define a comprehensive intercultural strategy, including goals, deadlines, milestones, activities, and a budget for its monitoring and implementation.

Rijeka could take inspiration from the German city of Hamburg which, in 2013, set new standards in integration policy. The "Hamburger Integrationskonzept" (Hamburg Integration Concept) means "participation, intercultural opening and cohesion" and it is addressed to all parts of society and emphasizes three aspects: welcoming culture, diversity and cohesion". For this purpose, it develops principles and concepts to support the involved actors and to implement measures.

Similarly, the Italian city of Campi Bisenzio has implemented a number of commitment policy initiatives. The city formally adopted a public statement as an intercultural city and its official speeches and communications often make clear reference to Campi Bisenzio's intercultural commitment.

The Spanish city of Getxo could be another source of inspiration as it has established an evaluation process for the intercultural strategy plan. Moreover, the city of Getxo has a dedicated department responsible for the intercultural strategy or intercultural integration. One of this department's main purposes is to organize the municipality in order to be as inclusive as possible. Inclusiveness is achieved through the promotion of cultural diversity, welcoming programmes for newcomers and campaigns to raise awareness on intercultural topics.

When it comes to communication, the Italian city of Arezzo can be taken as an example of good practices since its [website](#) illustrates integration strategies and promotes equal opportunities for all citizens.

In order to monitor results, Rijeka might also wish to consider using the CBRA (Community Based Results Accountability) method for the evaluation practice. The method has been successfully implemented by the city of Lisbon for assessing the results in *Mouraria* Neighbourhood.

Furthermore, the city could work on shaping a positive perception of diversity within the local community by acknowledging local citizens or organisations that have made an exceptional contribution to encourage interculturalism in the city, as it was the case in previous years. The city of Stavanger (Norway), for example, has instituted the Diversity Award, recognising the organisation that has done the extra mile to promote ethnic diversity in the workplace. The money of the award should be used for further development of the diversity work at workplace. The city of Getxo is an example also in this field, as it organizes a special ceremony to honour those local citizens who have done exceptional things to encourage interculturalism in the local community.

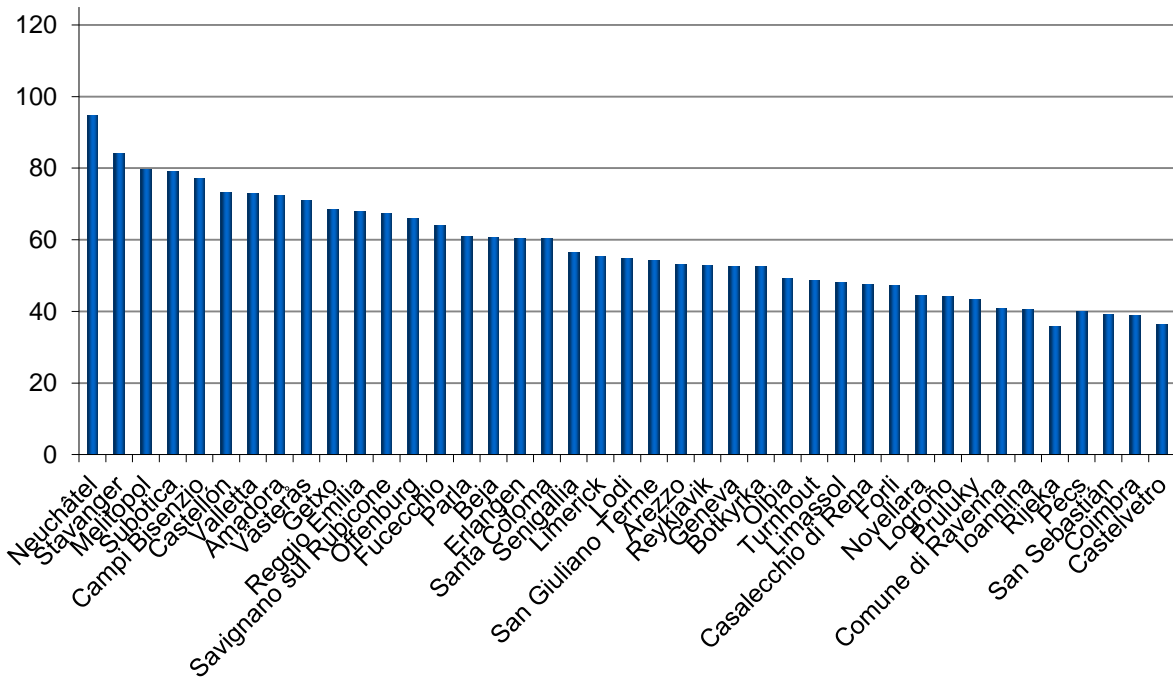
2. Education⁶ policies through an intercultural lens

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.

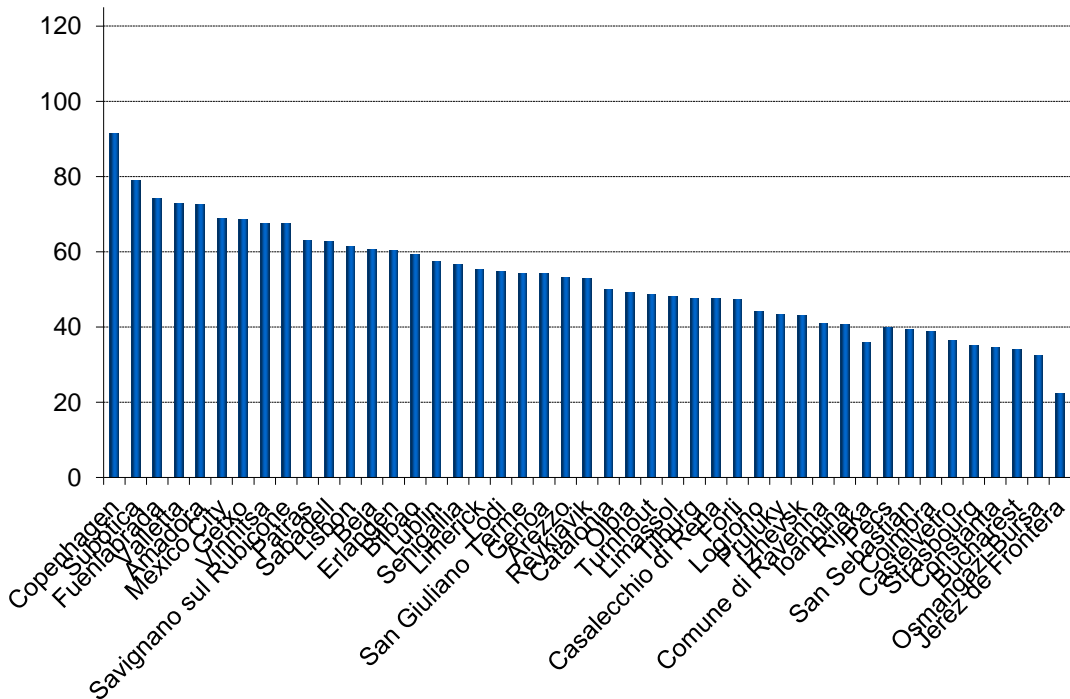
The analysis shows that Rijeka's education policy achievement rate (65%) is almost the same as the city sample's rate (66%). Data remained stable since the previous Index analysis.

⁶ 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://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).

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



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



In most of the local primary schools almost all pupils are coming from the same ethnic background and the ethnic background of teachers in schools often reflects the composition of the city's population.

Although schools are generally not investing in activities that involve parents from ethnic minority/migrant background in school life, they often implement intercultural projects, and some of them have carried out a EU-funded project called [COMENIUS SPRING](#), aimed at promoting intercultural competence through games.

In addition, the city of Rijeka is implementing a policy to increase ethnic/cultural mixing in schools, namely by bearing the costs of specialized assistants for Roma children in elementary schools, to help Roma kids in filling language and other competencies' gaps where needed.

Even if not a priority at this stage, Rijeka might consider launching other projects in order to enhance integration and desegregation in schools. For example, to improve parents' involvement, the city could take inspiration from Turin (Italy), where schools have allocated vegetable gardens that students can cultivate with the help of their parents. This kind of initiatives converts the school into a meeting point for parents coming from different cultural backgrounds, to get to know the other members of the community.

Another good example is provided by the city of Patras (Greece) that launched this year the "2016 School Festival of Arts and Culture". The School Festival aimed at stimulating students' creativity through culture and arts, inviting them to express their feelings, thoughts and concerns on topical issues such as diversity, stereotypes and discrimination. Creative teams of high school pupils and their teachers presented projects at the "Patras International Summer Festival 2016" so to have an increased impact on the wider public.

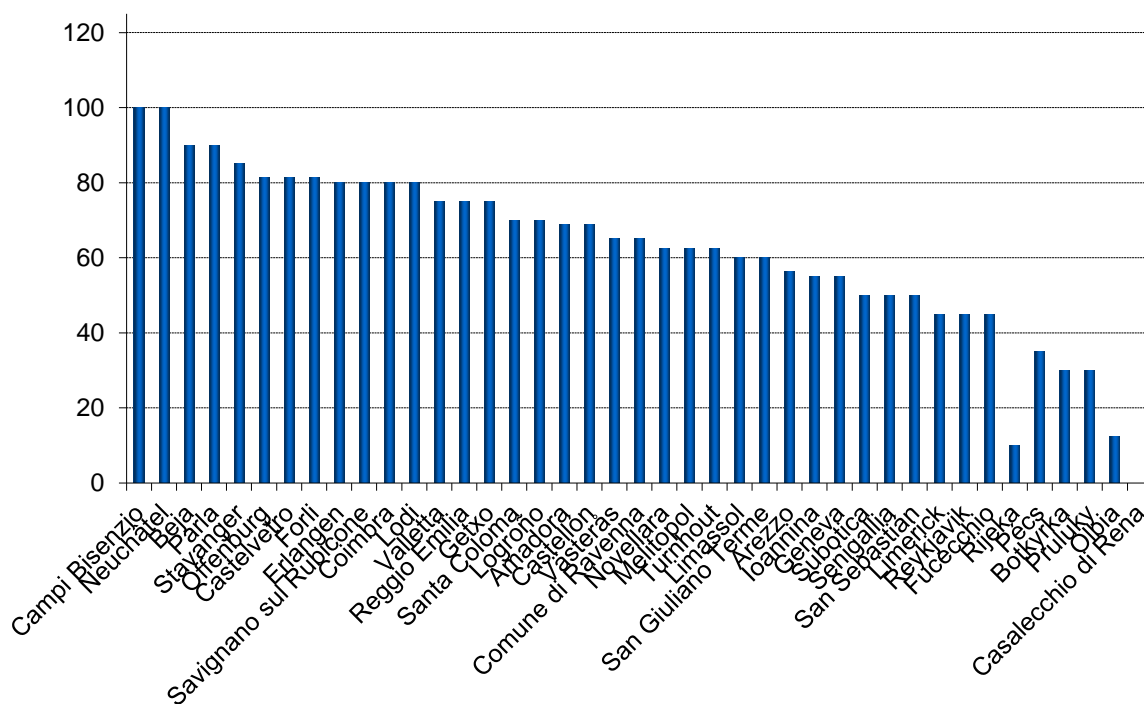
3. Neighbourhood policies through an intercultural lens⁷

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.

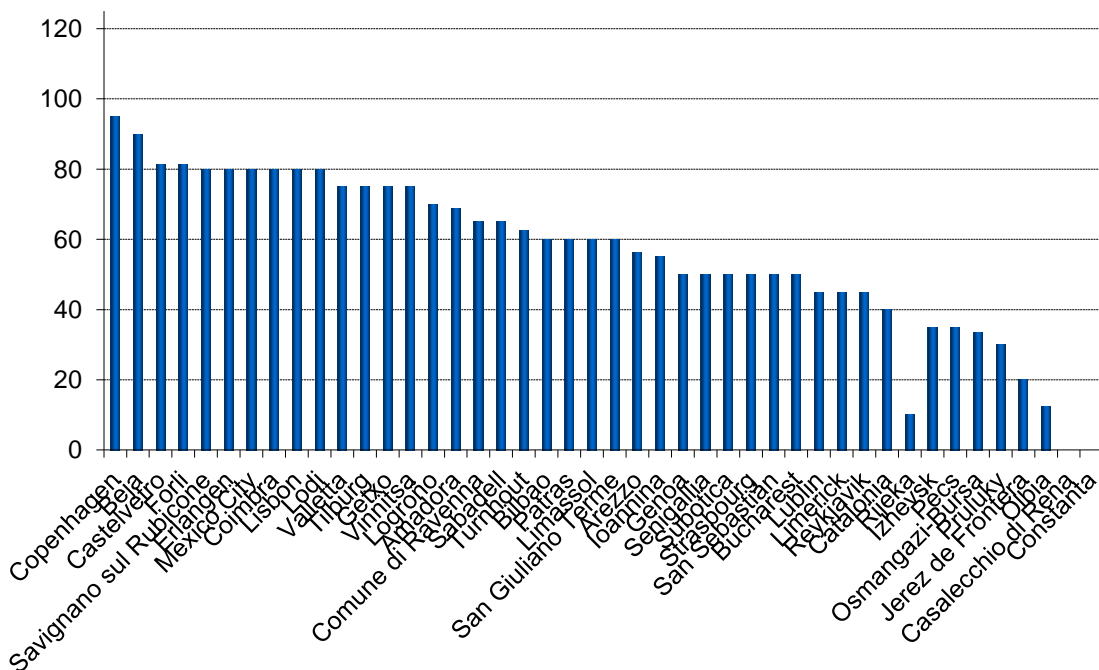
Rijeka's neighbourhood policy indicators are much below the city sample. While the average of the cities taking part in the ICC programme scored the 63%, Rijeka scored the 10%, remaining stable since 2011.

⁷By "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.

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



ICC-Index - Neighbourhood - City sample (non-nationals/foreign borns < 15%)



According to unofficial estimates, in 95% of Rijeka's neighbourhoods a vast majority of residents comes from the same ethnic background. In a couple of the city's neighbourhoods a vast majority of inhabitants come from minority ethnic groups.

Despite such a configuration, the city is not actively encouraging residents from one neighbourhood to meet and interact with residents from different ethnic/cultural backgrounds, nor has developed policies and projects to encourage people to meet and interact within the neighbourhoods. Moreover, the city does not have policies to increase the diversity of residents in neighbourhoods and avoid ethnic concentration.

Rijeka may wish to further explore successful initiatives promoted by other cities of the Network.

The city of Parla (Spain) has put in place the "*Equipo de Mediación Vecinal*" (team of local mediation) which is responsible for the organization of events and meetings. The "*Equipo*" offers a safe and welcoming place where all the citizens can talk and share their problems and/or concerns while getting to know each other creating connections. In addition, the team enhances the link between new/developing areas (such as Barrio de Parla Este) with more "aged" districts.

Also in Spain, Sabadell's neighbourhood of *Can Puiggener* promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the social meal: "*Mesa para la convivencia Can Puiggener*" ("Table for coexistence in Can Puiggener"), and events to celebrate diversity: "*Fiesta de la Diversidad de Can Puiggener*" ("Celebration of Diversity in Can Puiggener").

The city of Barcelona (Spain) is carrying out several policies in the field of public housing in order to break down barriers between communities, integrate minorities into neighbourhoods, hence enhance social cohesion, while avoiding segregation. The municipality is trying to promote the culture of renting as a feasible means of accessing housing, facilitating information and advice through the network of Housing Offices. It has also strengthened policies aimed at the refurbishment of dwellings in order to avoid processes of alienation and urban segregation and to improve the quality and conditions of life for people.

The city of Bergen (Norway) has a policy to encourage people from different ethnic backgrounds to meet and interact in their neighbourhood. The City has a special focus on areas where the highest percentage of residents have a migrant background. Also, Bergen has opened several small community centres in those neighbourhoods, with activities aimed at increasing the interaction between the residents within the neighbourhoods. In two of these neighbourhoods, the city has employed coordinators to improve the dialogue between the municipality and the residents.

Limassol (Cyprus) facilitates mixed gatherings through the Euromed Festival, which includes folkloristic dancing and exhibitions related to the culture of the foreign residents.

The ethnic background of public employees in Rijeka's municipality, at all the hierarchical levels, reflects the composition of the city's population, even if there is no recruitment strategy to ensure the representation of minorities, and non-nationals cannot seek employment in the local public administration. The city does not take any specific action to encourage intercultural mixing and competences in private sector enterprises.

Rijeka does not provide public services that are tailored to the specific needs the ethnic/cultural background of its citizens (e.g. funeral/burial, school meals, women-only sections or times in sport facilities, etc.).

Rijeka could aim at sustaining ethnic/cultural representation of the city's population in its public services by exploring the successful initiatives of Copenhagen (Denmark) and Amsterdam (the Netherlands). For instance, the Copenhagen administration offers paid internships to people with minority backgrounds on condition that they master a certain language. Such internships may lead to permanent employment.

The Amsterdam City Council advertises its vacancies through community media groups, as well as universities with a high proportion of students from minority backgrounds. Moreover, under the so-called Diversity Programme (2007-2010), the city of Amsterdam set targets across salary scales that enabled the city administration to hire 21.5% staff with a migrant background in 2008 against 14% in 2006.

Regarding tailored public services, perhaps the city of Rijeka could monitor citizens' needs through questionnaires or surveys to assess whether it would be useful to introduce specific sport facilities' time schedules for women, or adapt the offer of schools' canteens so to mirror the alimentary needs of the pupils. The city could take inspiration from Getxo (Spain) that has set-up the so-called "*Fundación Pluralismo Religioso*", an association that monitors the religious pluralism. This foundation, has also edited a guide to inform citizens how to manage religious diversity.

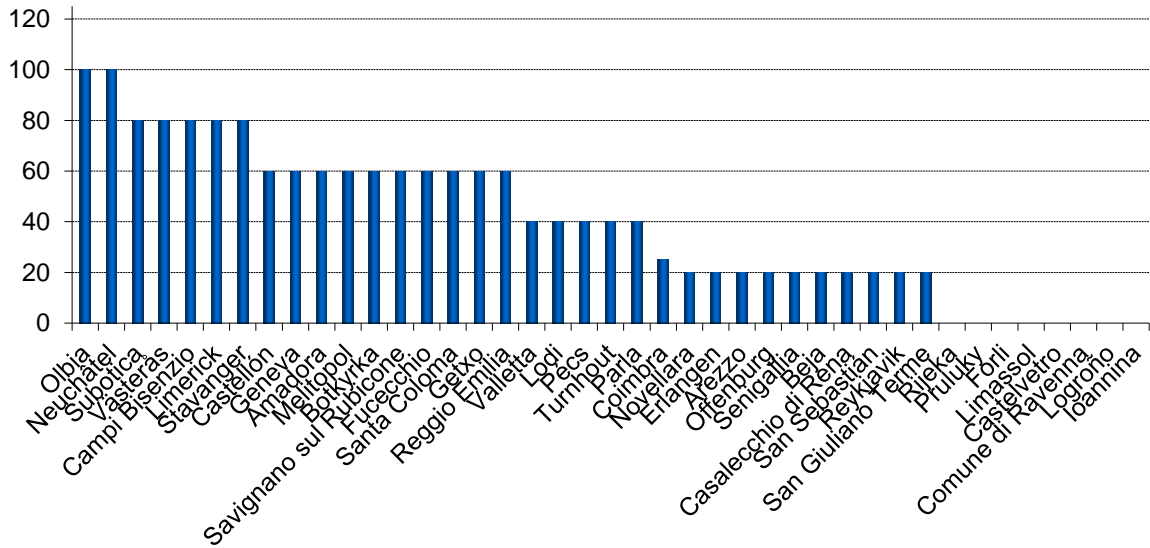
5. Business and labour market policies through an intercultural lens

Rijeka's business and labour market policy indicator is negative (0%) while the city sample's rate is rather at an acceptable level (43%).

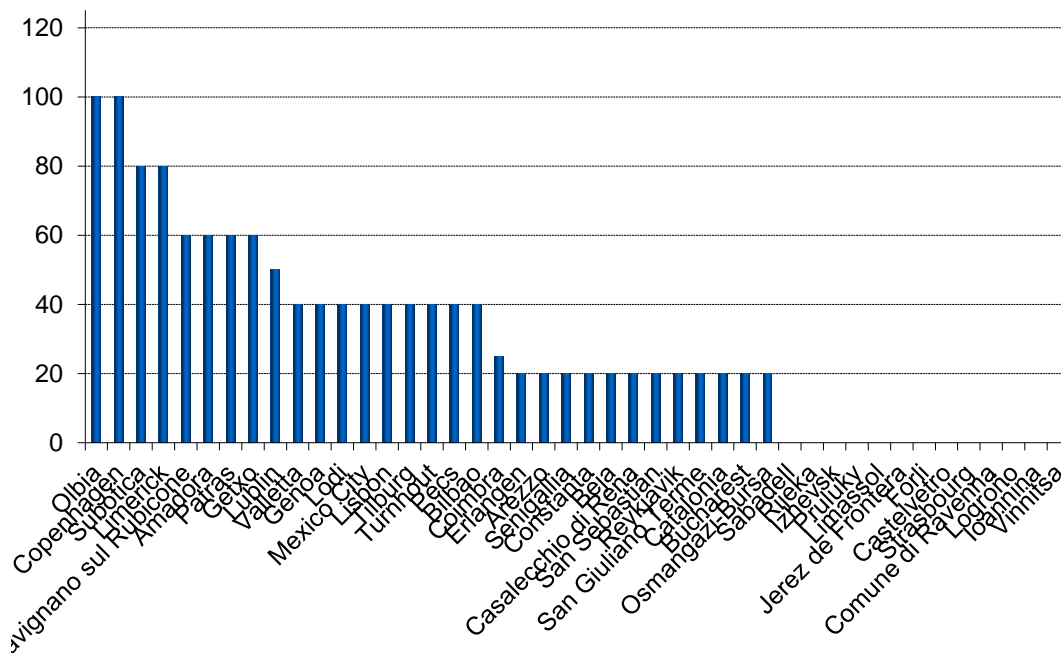
The city has no umbrella organisations that would aim at promoting diversity and non-discrimination in employment, and no Charter or any binding document against discrimination in its own administration services. At the level of the municipality, no action is taken to encourage business from ethnic minorities to move beyond ethnic economies and enter the mainstream economy, and there is no practice in place for encouraging business districts/incubators in which different cultures could easily mix.

Finally, the city council's procurement policy does not apply positive discrimination to give priority to companies that implement a diversity strategy.

**ICC-Index - Business and labour market -
City sample (inhabitants < 200'000)**



**ICC-Index - Business and labour market - City sample
(non-nationals/foreign borns < 15%)**



The experience of the Spanish city of Getxo could be of particular inspiration for the Rijeka. Similarly to the Croatian city, Getxo scored 0% in this field in 2014 and managed to realise a 60% rate of achievement in the same area only two years later, reaching a result that is higher than the city sample.

Getxo has not set a business umbrella organization, but it has adopted a document against discrimination in the workplace which is an integral part of the legislative plan of the city. Moreover, Getxo enrolled in the Council of Europe DELI project (Diversity in the Economy and Local Integration), that aimed at

supporting migrants entrepreneurs; facilitating access of migrants owning a company or business to both public and private tenders; developing quality management standards for local governments to assist them in the implementation of economic policies in coherence with the principles of equality, integration and diversity. DELI programme is now over, but the Council of Europe has just launched two new projects that aims at rendering the business sector more open to diversity and that would help the city of Rijeka improving its score in the business and labour market area.

The first project aims at developing a **Diversity rating methodology** for companies to inspire and encourage them making of diversity a competitive advantage. The intention is to provide compelling and detailed description of best practice examples to give arguments to other companies to increase their workforce diversity. The expected impact of the project is to help local businesses to grow by enhancing economic performance through diversity. It will thus also help local labour market by creating new workplaces for an increasingly diverse workforce. The project includes training and information sessions that will focus on assessing the economic potential of workforce diversity in specific companies, and will help cities using the rating tool for identifying the most diverse companies at the local level and promote their example as best practices. Registrations for attending the first training session that will be held in Santa Maria da Feira (Portugal) on 11 October 2016 are now open.

The second project called **Diverse Business Incubators: The Art of Mixing** is about to be launched and will explore good practice examples on how to design diverse business incubators. Participating Inter-Cultural Cities (ICCs) will visit existing diverse business incubators and consult with leading European cities in this respect. The ICCs will also have the opportunity to develop their expertise through webinars, a section on the ICC website, and a 'roadmap' of how to adapt good practice to fit their cultural environments.

Moreover, Rijeka could look at the model of the *IFW-Interkulturelles Frauenwirtschaftszentrum* developed in Hambourg (Germany) through a project supported by the European Social Fund. Through this project Hamburg prioritises companies that implement a diversity strategy when procuring its goods and services. Providers are asked for proof of equality of opportunities, gender equality and non-discrimination within their project applications.

Another good example is the DOT (Diversity Undertaking Tilburg) implemented by the city of Tilburg (The Netherlands), that aims at developing specific "ethnic economies". The DOT combines young migrant entrepreneurs with Dutch experienced and skilled entrepreneurs.

6. Cultural and civil life policies through an intercultural lens

The time which 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.

Interculturalism is not used as a criterion when allocating grants to associations and initiatives but the city does organise events and activities in the field of arts, culture and sport aimed at encouraging intercultural mixing, and occasionally (not every year) it encourages cultural organisations to deal with diversity and intercultural relations in their production.

Finally, Rijeka occasionally organises public debates and campaigns dealing with discrimination issues.

Rijeka could aim at improving its results in this field by taking inspiration from the so-called Bergen's Kaleidoscope (Fargespill), an art project implemented by the city of Bergen (Norway) where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

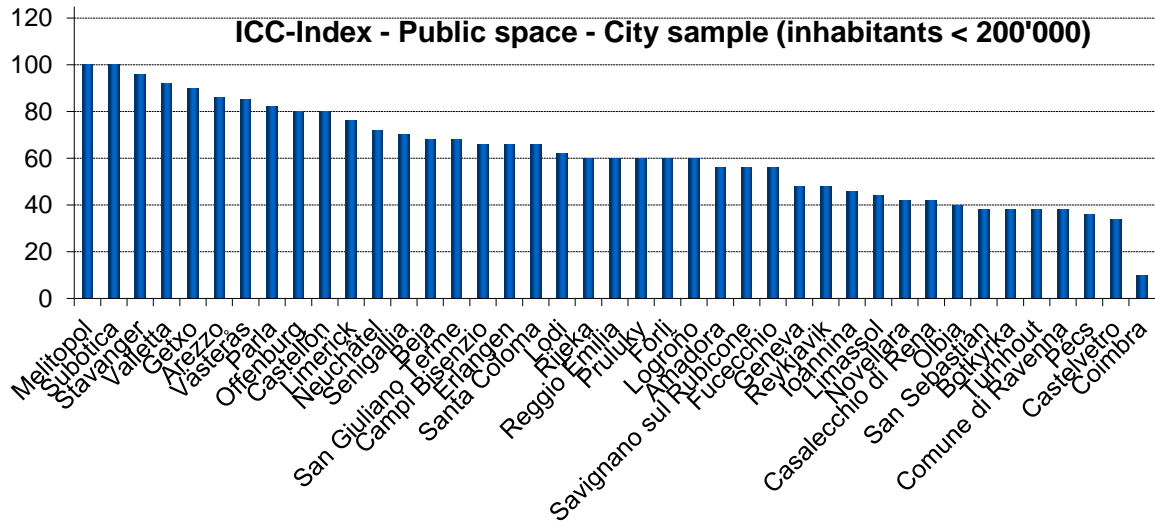
Other examples could be the Italian city of Arezzo that is using interculturalism as a criterion when allocating grants to associations, or the Icelandic city of Reykjavik, where Interculturalism is not used as a criterion for grants' allocations, but is often one of the possible themes or areas of emphasis. There, the Human Rights Council is for instance encouraging cultural organisations to deal with diversity and intercultural relations by awarding grants to cultural associations working with immigrants in order to foster mutual understanding and to increase awareness. The Human Rights Office also offers start-up grants to associations that want to work in this field.

Finally, the city of Genoa (Italy) organises a festival called "Mediterraneo Antirazzista "(Mediterranean against racism). This festival lasts about 3 days and promotes equality and respect. During these days the festival hosts: tournaments of football and volleyball, concerts, entertainment for children, photographic exhibitions etc.. Together with this festival, the Uisp (Italian sport organization) organizes a soccer tournament called *Cartellino rosso al razzismo!* Red Card to Racism! This tournament gathers together 24 teams, players are encouraged to play in a climate of friendship and harmony.

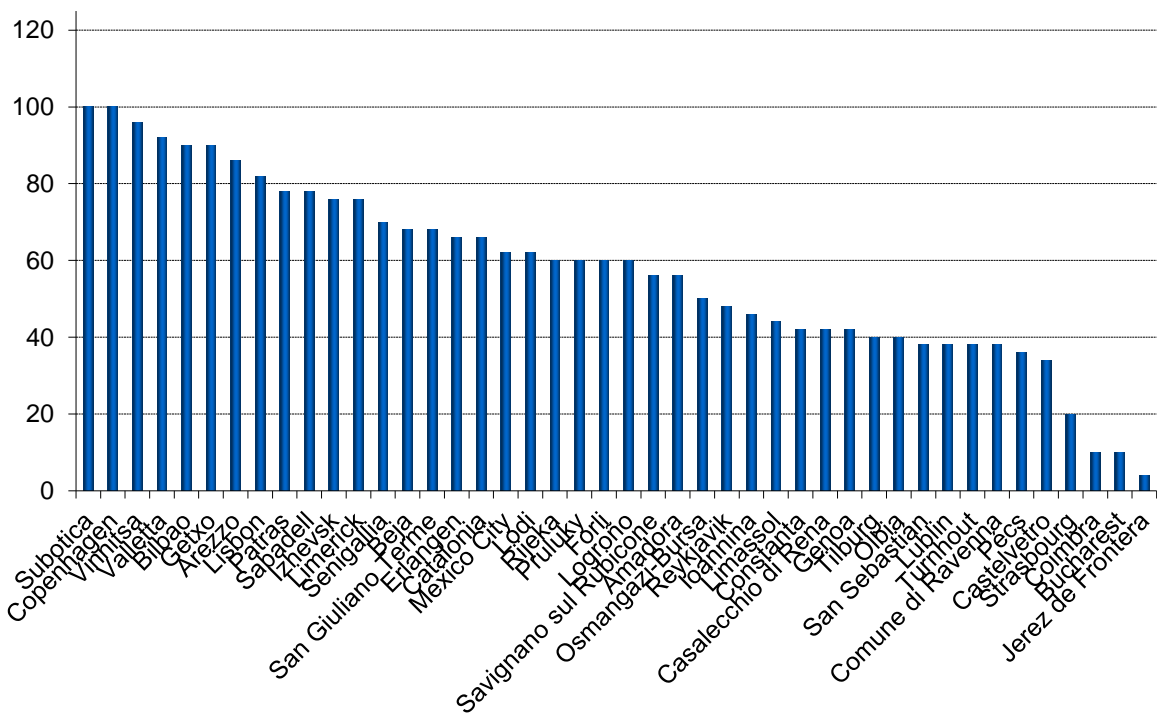
7. Public space policies through an intercultural lens

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.

The rate of achievement of Rijeka's public space policy goals is slightly lower than the sample city's: 60% of these goals were achieved, while the sample city rate for public space policy is 65%.



ICC-Index - Public space - City sample (non-nationals/foreign borns < 15%)



The diversity of the population is not taken into account in the designing and managing of new public buildings and spaces, but the process of reconstructing an area is done through a participatory consultative process. This is particularly the case of Roma population, who is invited to join a public consultations process when works are planned in an area where they represent the majority population.

Finally, there are no areas in the city that seem to be dominated by one ethnic group where other people feel unwelcome or that are reputed as dangerous.

Rijeka might wish to consider the example of the London borough of Lewisham. In Pepys Park young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

Also, in the municipality of Arezzo (Italy), libraries, museums, playgrounds, squares, etc. are involved in the process of interculturality. Moreover, the so-called *Casa delle Culture* disposes of public spaces to organise events and activities. In the public library there is a big section with books dealing with peace, law, human rights and interculturality. Furthermore, the city has an association that promotes the game of cricket and sports in general. In fact, it would appear that sports have a positive influence in encouraging tolerance and harmony among young people.

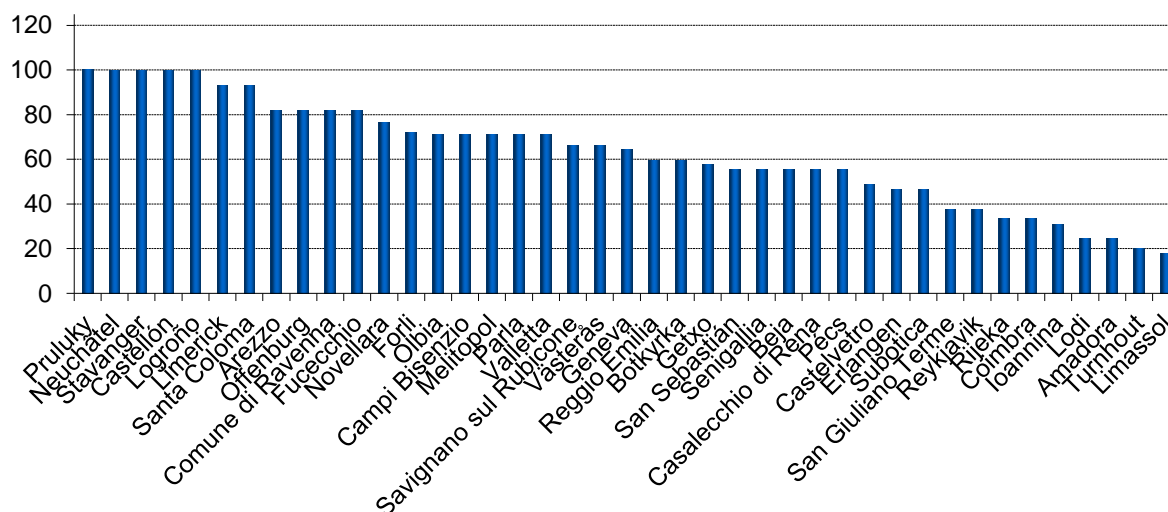
Finally, the city of Bergen (Norway) has managed to assign a key role to its public library when it comes to the inclusion of refugees. The library is a hub for cultural activities, provides books translated in several languages, as well as bilingual versions of famous Norwegian publications. Everyone can access and use the library without the need for papers or identity documents. The library has also a learning centre and some learning activities including a reading group, an IT club for immigrants and a "Norwegian language café" for the informal teaching of the national language. Particularly in the past 5 years, the library has become a meeting place for dialogue and has increased the number of activities aimed at multiplying the meeting opportunities between Norwegian residents and the new-comers.

8. Mediation and conflict resolution policies

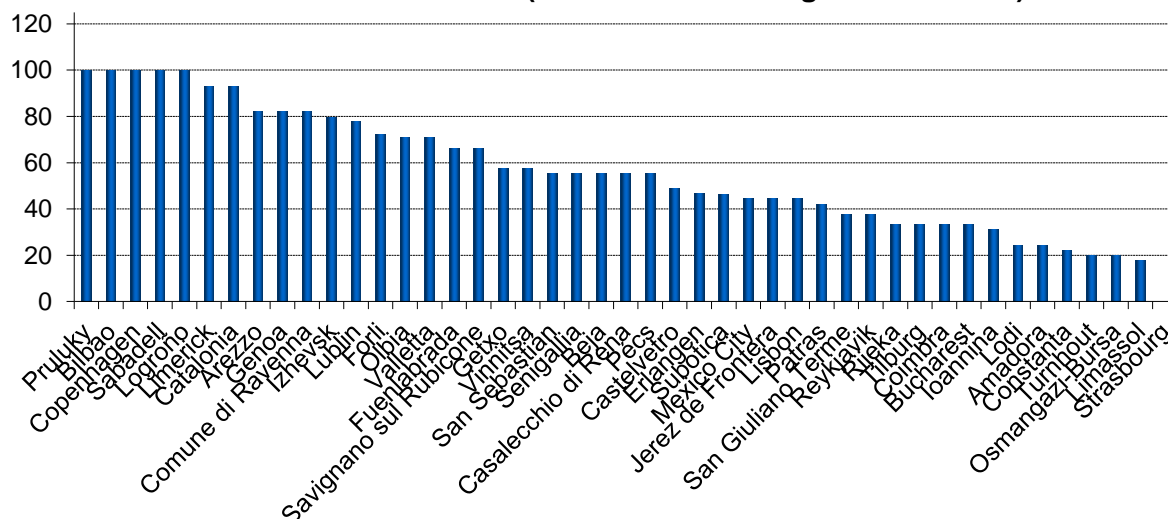
The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

The analysis shows that Rijeka's mediation and conflict resolution policy achievement rate is stable at 33% since 2011, while the city sample's rate is 63%.

**ICC-Index - Mediation and conflict resolution - City sample
(inhabitants < 200'000)**



**ICC-Index - Mediation and conflict resolution - City sample
(non-nationals/foreign borns < 15%)**



The city does not provide professional mediation services within its public services nor it is providing mediation in specialised institutions such as hospitals, police, youth clubs and retirement homes, nor the public administration.

However, the city has set-up a semi-formal advisory council on inter-religious relations.

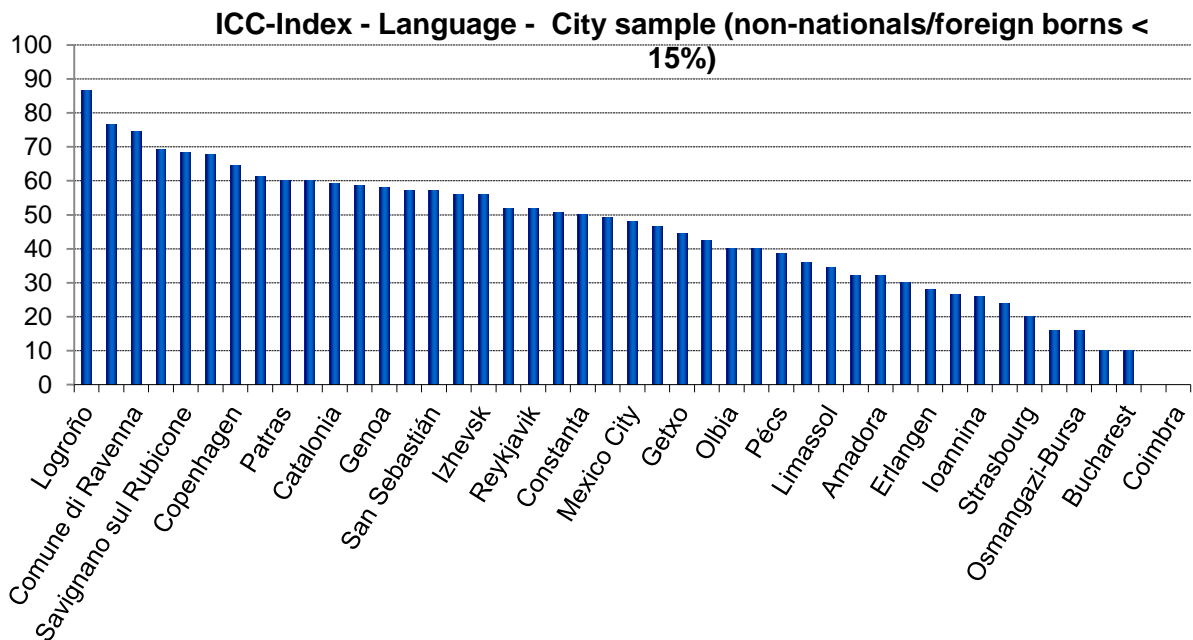
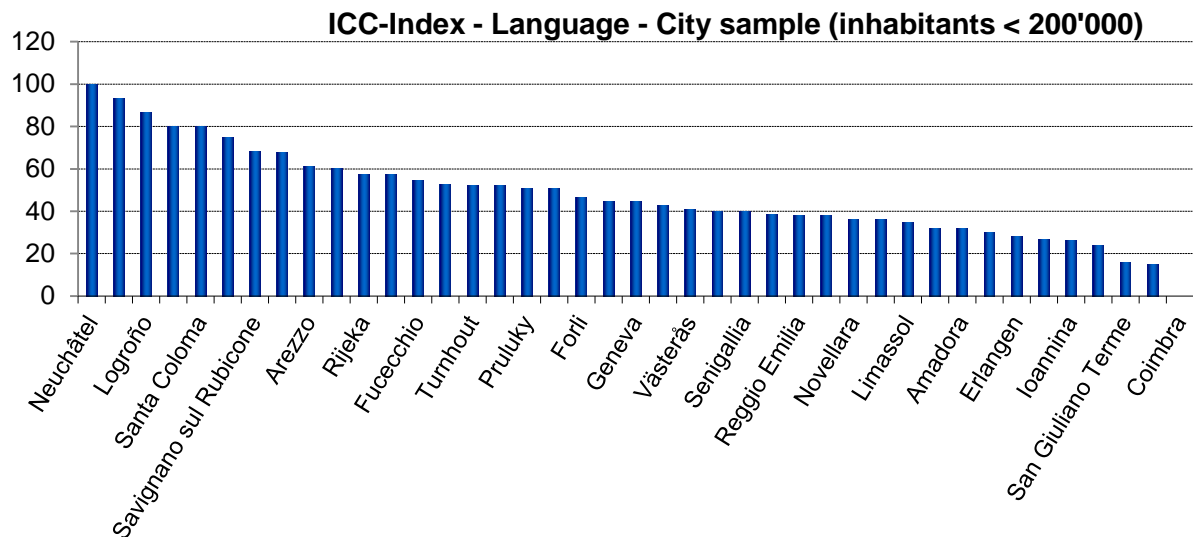
Rijeka may look at the city of Arezzo (Italy) that achieved a particularly high score in this area of work. Arezzo municipality has a mediation centre, with specialized staff that, among others, further provides training for municipality staff members on mediation of intercultural conflicts. In addition, the city also has an inter-religious organization capable to deal with religious conflicts.

The city of Reggio Emilia (Italy) can also be considered as an example of good practices in conflicts' solving and prevention. There, the intercultural centre

“Mondinsieme” welcomes a great variety of ethnic and language groups and offers expertise in training mediation workers, as well as in supplying mediators for schools and hospitals.

9. Language⁸

Rijeka’s language policy achievement rate is slightly higher (57%) than the city sample’s rate (50%), but much lower than the rate achieved in 2011 (77%).



⁸ 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)

The city doesn't provide any language courses in the official language for hard-to-reach groups, but it has integrated the learning of minority languages as part of the regular curriculum at schools. Positively, the city supports private/civil sector institutions that provide language training in migrant/minority languages.

Furthermore, the city supports financially a number of local minority newspapers and minority radio programmes.

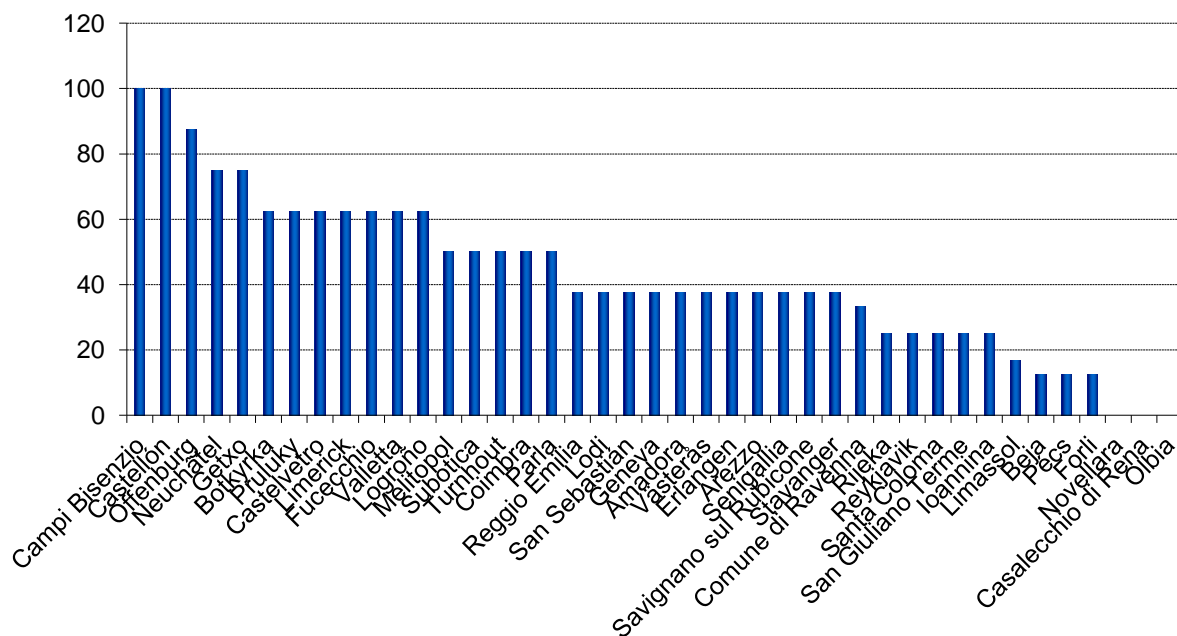
In addition, the city provides financial support to a number of cultural events focussed on minority culture, thus promoting those initiatives that contribute to giving a positive image of minority languages.

10. Media policies

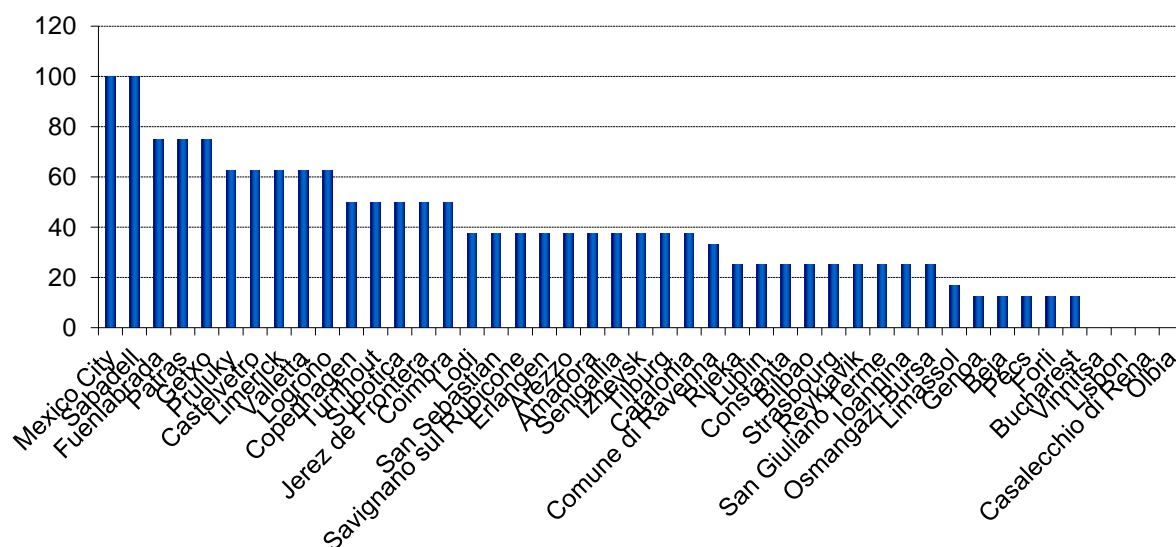
The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

Rijeka's media policy goals achievement rate is below the city sample: 25% compared to 45%. Interestingly enough, Rijeka's attainment rate was above the city sample in 2011 (50%).

**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%)**



The city has not a media strategy aimed at improving the visibility of migrants/minorities in the media, and it does not provide support for advocacy/media training for journalists with minority background.

However, the city’s communication department is instructed to highlight diversity as an advantage regularly and in various types of communications. Finally, there is no monitoring of how the media portray minorities.

Rijeka may wish to further explore possible media policies, for instance, by starting monitoring the way in which minorities are portrayed in the local media, taking inspiration from the example of Stavanger (Norway). The Norwegian city is monitoring every incident where migrants occur in media reports.

The municipality may also wish to provide advocacy/media training/mentorships for journalists from minority backgrounds. An interesting example of such an initiative has been implemented by Reggio Emilia (Italy), which is providing training activities, with the help of the reporters of the Fondazione Mondinsieme, that are free and open to everyone, in order to give the citizens the tools to critically analyse the present and eventually join the group of the reporters.

11. 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.

Rijeka’s international outlook policy indicators are lower (33%) than the city sample’s (71%).

Rijeka has put into practice an explicit policy to encourage international co-operation, associated with a specific financial provision even if there is not an agency specifically responsible for monitoring the development of the international relations of the city. However, the municipality does not support local universities in order to attract foreign students, nor it is ensuring that foreign student populations take an active part in the city life. Finally, the city hasn't implemented any project or policy for economic relations with countries of origin of its migrant groups.

Rijeka may wish to further explore possible international outlook policies by encouraging co-development projects with migrant groups' countries of origin.

An interesting example is provided by Santa Maria de Feira (Portugal). Here, 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.

Regarding more general international cooperation, Rijeka might take in consideration the example of Stavanger (Norway). The city has designed an explicit policy to encourage international cooperation, particularly in project related to its two main clusters: energy and food. In this framework, the Norwegian city has developed the Greater Stavanger Economic Development, a tool to encourage international cooperation within academic sector, private sector and public sector. The City of Stavanger is also member of the global food network Delice, a partnership between 20 cities, aiming at assisting the region's food clusters to compete internationally. This applies to the production of food, processing, gastronomy, business development and marketing of the food sector.

12. 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.

The attainment rate of Rijeka's intelligence competence policy goals is lower than the city sample's: 33% of these goals were achieved, while the city sample rate in this policy area is 63%.

its officials and staff through interdisciplinary seminars, information and networks.

However, two representatives of Rijeka's administration have attended in 2016 an ICC learning cluster on intercultural competence that provided a general overview on how to make public administrations interculturally competent.

Rijeka may wish to improve its achievement's rate in this policy area by looking at the practice implemented by the city of Lublin (Poland) that provides intercultural training for teachers, police officers and non-governmental organisations being in regular contact with refugees, migrants and minority communities.

Another interesting example is the Swedish city of Botkyrka, where the Multicultural Centre has been commissioned by the Municipality and the Council of Europe to make a study of common rumours that circulates in the municipality and which impede the development towards an intercultural Botkyrka. This study is a step in the anti-rumour work that Botkyrka is developing following the work against rumours carried out in recent years in some Intercultural cities. Also, Botkyrka municipality has developed an internal online training course addressing all employees of the city, including high level officials.

Similarly, the city of Subotica (Serbia) can be a further source of inspiration. There, the Local Development Agency set up training courses for local elected representatives and staff and developed a best practice toolkit called "Local Partnerships for Tolerance - Handbook for local elected and appointed councilors". Five districts have been selected for case studies for different forms of participation and conflict resolution. The most impressive example involves the Roma Educational Centre in the Peščara district which created multi-ethnic teams of residents to tackle the bad state of local roads, which broke down separation and built trust.

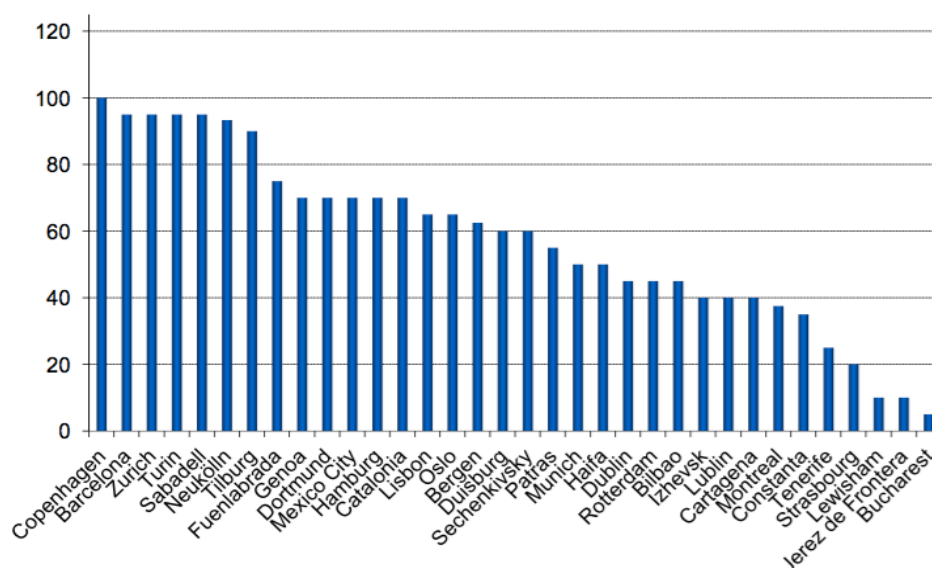
Rijeka may also consider the possibility of asking, still this year, Council of Europe's assistance for a dedicated training on intercultural competence for local officials, at all levels of the city's administration. For instance, the city of Bucharest has used this possibility in the first semester of this year.

13. Welcoming policies

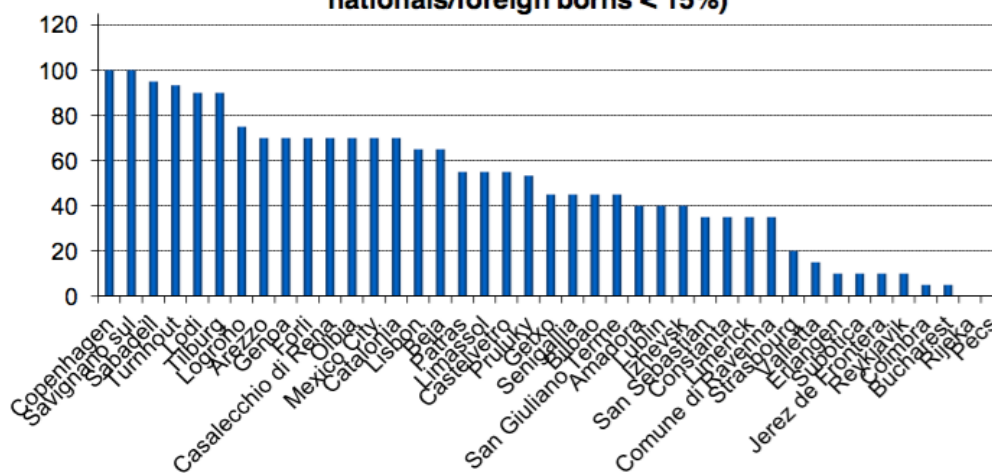
People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.

The attainment rate of Rijeka's welcoming policy goals is at a zero value while the city sample rate is 53%.

ICC-Index - Welcoming new arrivals - City sample (inhabitants > 200'000)



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



Rijeka does not have a designated agency or office to welcome new-comers, nor a comprehensive city-specific package of information for newly-arrived residents. There aren't public services or agencies that provide welcome support for family members, students, refugees or migrant workers, and the city does not foresee a special public ceremony to greet newcomers or newly naturalized citizens.

In this specific policy area, Rijeka may take inspiration from a number of other cities members of the ICC network.

For instance, the Italian city of Arezzo has successfully established an office to welcome migrants and newcomers, and it offers a written guide. Agencies and services welcome families, students, asylum seekers and migrant workers. The *Casa delle Culture* welcomes newly arrived people and guide them through the integration process.

In Germany, the city of Hamburg has set up the "Hamburg Welcome Centre", whereby foreign executives, experts, scientists, self-employed individuals and their families can directly manage the legal aspects of immigration.

Similarly, in Copenhagen (Denmark), the "International House Copenhagen" provides citizen services in English, a one point entry for all paperwork, networking activities, help with job seeking and much more in order to help newcomers settle in the best possible way into Danish society and labour market. At CPH International Service (part of International House Copenhagen), newly arrived citizens will find all the authorities that they typically need to contact, as well as private actors ready to help them settle in the best possible way.

The city of Bergen (Norway) has a dedicated welcoming programme for refugees that, immediately after their arrival, start a mandatory two year introduction programme aimed at qualifying them for a job or participation in the ordinary education system. The programme is among the largest in Norway, and it is designed to accompany people that need qualifications, either in education or professionally. After the two-year introduction programme, around 40% of the participants are immediately able to integrate either the labour market or the education system, while another 40% will enter other qualifications programs.

The Spanish city of Sabadell publically celebrates the arrival of new comers and offers various services to sustain and welcome the following categories: family members, students, refugees, and migrant workers.

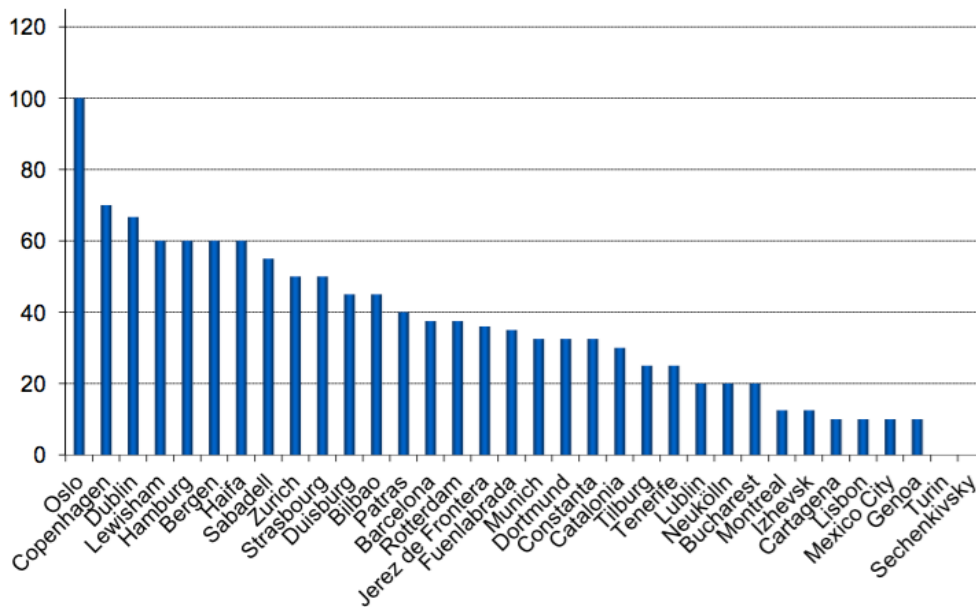
In the canton of Neuchâtel (Switzerland), a meeting of the Council is held every 6 months to greet all the new arrivals. This meeting is also the occasion for obtaining information about the administration, life and population of the city.

14. Governance of diversity

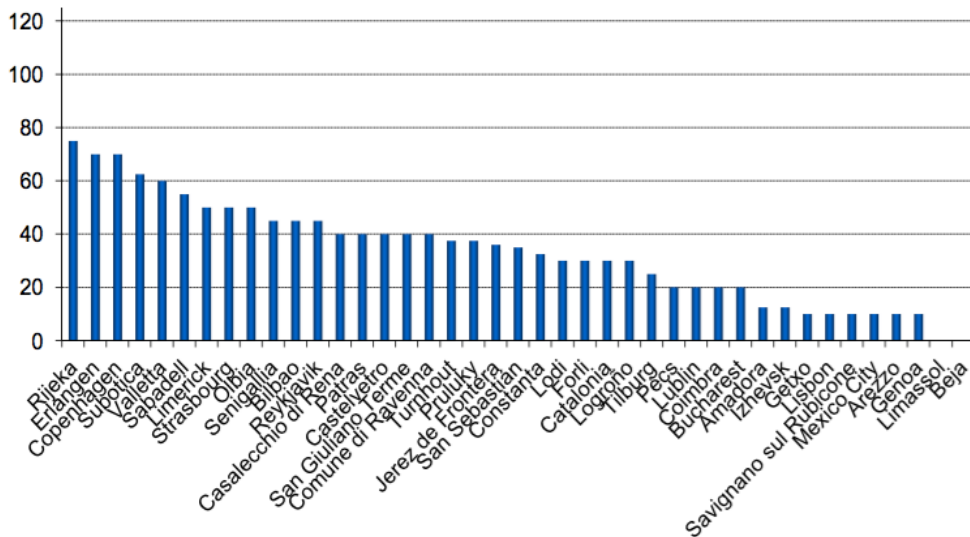
Democratic representation and citizen participation in decision making are probably the most powerful and far-reaching actions which a city can take in making it more intercultural.

The attainment rate of Rijeka in this field is higher than the city sample's: 40% of Rijeka's governance policy goals were achieved while the city sample's attainment rate for these goals is 34%.

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



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



Although foreign nationals can vote in local elections only when they obtain the nationality, the ethnic background of elected politicians reflects the composition of the city population, and the city has a political body to represent all ethnic minorities living in the city. Still, the city does not implement initiatives to encourage migrants to engage in political life.

Rijeka might wish to consider the experience of Bergen (Norway), that has an independent council to represent all ethnic minorities at regional level⁹, the so-called Kontaktutvalget mellom innvandrere og styresmakter i Hordaland (Contact committee between immigrants and authorities in the Hordaland County). Regularly, Bergen city council promotes initiatives to encourage migrants/minorities to engage in political life. Before every election there is a campaign to encourage people from migrant background to participate. The city works with migrant communities to inform them about their rights and the election process. There are also debates with leading politicians on topics chosen by migrant organisations.

Another interesting example has been developed by the UK-based operation Black Vote, which has set up a scheme in Liverpool. It allows young migrants to shadow established local politicians, so they better understand what the job involves, and encourages them to engage in politics.

15. Conclusions

The results of the current ICC Index suggest that, since 2011, Rijeka has experienced a regression in all fields related to intercultural policies. The causes of this regression need to be analysed and addressed in view of improvement. The municipality could identify useful insights and examples from other cities in the field of commitment, cultural and civil life, media, and welcoming. Special attention should be paid to neighbourhood, public services, business life, mediation policies and intelligence/competence practices.

In view of the above, we invite Rijeka to follow our guidelines and recommendations which, together with other Intercultural Cities' practices, will surely help the city obtaining tangible improvements.

16. Recommendations

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

- **Commitment:** Rijeka should consider ameliorating its intercultural commitment by adopting a public statement about being an intercultural city, designing an intercultural strategy, implementing an intercultural action plan, and setting-up an information webpage. The city may also implement an evaluation process and ensure that communications by the city do mention its intercultural commitment.
- **Neighbourhood:** Even though segregation or spatial exclusion do not seem a real problem yet, Rijeka may wish to design a policy or implement projects to encourage residents from one neighbourhood to meet and interact with residents from different ethnic/cultural backgrounds, as well

⁹ The city of Bergen represents the 60% of the Hordaland county population.

as to meet and interact within the neighbourhoods. The city could consider introducing for instance intercultural language exchanges, cultural meals, and any other activity that would promote social inclusion.

- **Public services:** Rijeka may wish to carry out a survey to assess possible needs regarding ethnically/culturally tailored public services for its citizens. The city should also enhance the intercultural competence of its administration through a dedicated training programme.
- **Business and labour market:** Rijeka may wish to ameliorate its policies in this field by establishing a local charter against ethnic discrimination in its own administration and services, as well as ensuring that the council's procurement policy gives priority to companies that implement a diversity strategy. Moreover, the city could take action to incite minority-owned businesses to enter the mainstream economy and higher value-added sectors. The city may wish to join one of the two Council of Europe's pilot projects on Business and diversity.
- **Cultural and civil life:** Rijeka may wish to ameliorate its cultural and civil life policies, for example, by encouraging cultural organisations to openly deal with diversity and by setting interculturalism as criterions when allocating grants to associations.
- **Mediation and conflict resolution:** Rijeka should seek to ameliorate its intercultural mediation policies by establishing a dedicated municipal service providing intercultural mediation in specialised institutions such as hospitals, police, youth clubs, mediation centres and retirement homes.
- **Media:** Rijeka may wish to further explore possible media policies, for instance, by providing advocacy/media training/mentorships for journalists from minority backgrounds and by instructing the city's information service to promote harmonious intercultural relations. Rijeka may also wish to introduce monitoring mechanisms to examine how media portray minorities.
- **International outlook:** Rijeka may wish to ameliorate its international outlook policies by encouraging co-development projects with migrant groups' countries of origin.
- **Intelligence and competence:** Rijeka may could work on promoting the intercultural competences of the city's officials and staff through training courses; it could further carry out surveys including questions about the perception of migrants and minorities, as well as mainstreaming the findings and information about interculturalism and diversity to inform the process of policy formulation.
- **Welcoming:** Rijeka may wish ameliorate its welcoming policies by creating a comprehensive package of information to aid newly-arrived foreign residents; and by designating an agency to act as a first contact and welcoming point with the new-comers. The municipality may also

wish to have a special public ceremony to greet newly arrived persons in the presence of the local government's officials.