



**Survey on the implementation of
the ICC programme and tools
January-February 2020**

Content

1. Introduction	2
2. Intercultural Tools and Instruments	2
3. Events and meetings	8
4. Future Areas of inter-city Cooperation	11
5. Future Areas for ICC Events and Materials	13

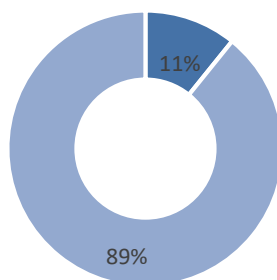
1. Introduction

In February 2020, the Council of Europe’s Intercultural Cities programme (ICC) launched a survey among its member cities to collect information about what ICC tools the cities find useful and which areas the cities are particularly interested in working on during the upcoming year(s).

The results presented below are a summary of the data collected from 37 cities member of the ICC programme that kindly answered the survey: Ballarat (Australia), Barcelona (Spain), Bari (Italy), Bergen (Norway), Botkyrka (Sweden), Bradford (United Kingdom), Casalecchio di Reno (Italy), Donostia - San Sebastian (Spain), Dudelange (Luxemburg), Erlangen (Germany), Forlì (Italy), Fucecchio (Italy), Geneva (Switzerland), Hamamatsu (Japan), Ioannina (Greece), Klaksvík (Faroe Islands), Kristiansand (Norway), Limassol (Cyprus), Limerick (Ireland), Logroño (Spain), London Borough of Lewisham (United Kingdom), Lutsk (Ukraine), Maribyrnong (Australia), Melitopol (Ukraine), Melton (Australia), Mexico City (Mexico), Modena (Italy), Montreal (Canada), the Canton of Neuchâtel (Switzerland), Odessa (Ukraine), Osmangazi (Turkey), Pavlograd (Ukraine), Patras (Greece), Rochester (United States of America), Sabadell (Spain), Stavanger (Norway) and Vinnytsia (Ukraine).

2. Intercultural Tools and Instruments

Is your city/region developing, updating or implementing an intercultural strategy/action plan or a diversity/integration strategy with intercultural elements?



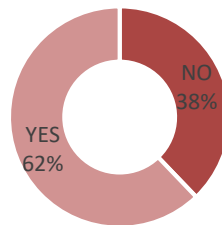
A majority of the 37 cities which answered the survey (89%) have developed and adopted an intercultural strategy, an action plan, or a diversity/integration strategy with intercultural elements. This represents a relevant increase if summed up and compared to the corresponding 78% from 2019 with 41 respondents. Of these cities, only 19 replied to both surveys, which means that the percentage of cities developing the tools above is greater than the one showed by this year’s figures. Four cities did not have an intercultural policy framework or strategy in place last year but have since started

implementing an intercultural strategy. These are the cities of Lutsk, Odessa, Pavlograd and Vinnytsia, who the ICC team wish to congratulate for this very good result.

Besides, only 4 cities out of the 37 respondents to this year's survey (Forlì, Ioannina, London Borough of Lewisham and Rochester) have not yet adopted either an intercultural strategy, an integration strategy with intercultural elements or an action plan. Notwithstanding, the majority of the cities which answered negatively, are in the process of adopting such a strategy. It should be also noted that some of the cities responding "yes" have strategies in the final stage of adoption meaning they will enter into force during 2020 (for example Dudelange, Klaksvík, Maribyrnong and Vinnytsia).

Finally, 2020 will see the closing of the operational period of the strategic framework in the cities of Bari, Fucecchio, Geneva and Limassol.

Does your city use the ICC Index to measure progress on intercultural policies?

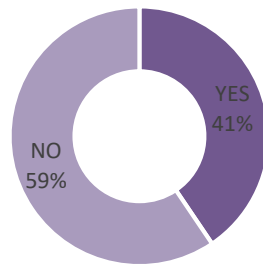


A majority of the respondents (62%) are using the ICC index to monitor their progress. The use of the ICC index has dropped compared to last year (80% in 2019). Yet, this can be explained by the fact that many cities answering negatively to the question have completed the Index only recently (Rochester, Ballarat, Barcelona, Casalecchio di Reno, Erlangen, Hamamatsu, Klaksvík, Lutsk, Maribyrnong, Melitopol, Melton, Odessa, Pavlograd, Patras and Vinnytsia). The ICC is particularly happy to see that all cities who have completed the ICC Index Questionnaire during 2018 or later use the Index report to measure progress in their intercultural policies (Botkyrka, Donostia - San Sebastian, Dudelange, Ioannina, Sabadell, Modena, Montreal and Osmangazi), and notes that Bergen, Bradford, the London Borough of Lewisham, Maribyrnong and Patras are also already using the ICC index for planning, are or using similar tools.

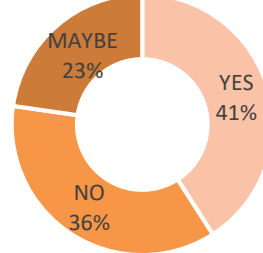
The ICC also encourages cities who have completed the ICC Index before 2016 and who have not repeated the Index Questionnaire since, to complete the new ICC Index Questionnaire and to keep in mind that it is advised to do so on a regular three-year basis (Bergen, Forlì, Fucecchio, Geneva, London Borough of Lewisham, Limassol, Limerick, Logroño, Mexico City, the Canton of Neuchâtel and Stavanger).

Additionally, the ICC reminds that the Index Report is a useful tool for cities to find areas where development can be made, and to properly prepare for the launch of new projects.

Have you run an anti-rumours campaign?



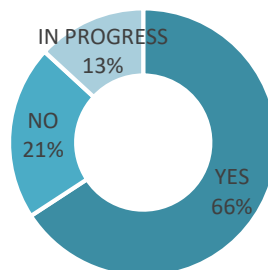
If no, are you planning to do so?



A majority of the cities responding to this survey have not run an anti-rumours campaign; however, many are planning on taking action within this area during the upcoming year. This is consistent with the trend showing a growing demand of anti-rumours training.

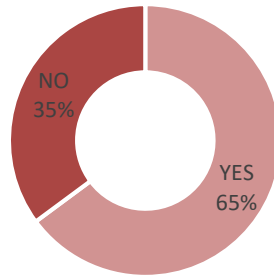
Out of the cities who have not yet ran a campaign, 41% are planning to do so (Ballarat, Bari, Donostia - San Sebastian, Dudelange, Fucecchio, Limassol, Maribyrnong, Melitopol and Odessa) and 23% are considering an anti-rumours campaign (Forli, London Borough of Lewisham, Mexico City and Rochester). Some cities like Bradford and Maribyrnong already have concrete plans for such a campaign while Donostia – San Sebastian has already carried out an anti-rumours training.

Have you developed any tool specifically devoted to intercultural policy development or implementation?



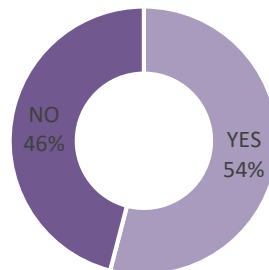
A majority of the cities (66%) have already implemented tools for intercultural policies and a number of cities (13%) are currently working on that, including the cities of Maribyrnong, Ioannina, the London Borough of Lewisham and Modena. Some cities are still to start developing tools within this area (Bergen, Bradford, Hamamatsu, Limassol, Mexico City, Osmangazi, Rochester and Sabadell), five of which have only recently joined the programme. The actions taken by the cities cover a wide variety of topics, ranging from training both staff, social workers, local businesses, elected officials and citizens in general, to awareness raising campaigns and actions together with other local entities. Some cities also report setting up working groups on particular subjects such as mediation, monitoring of the implementation of the strategy or communication, implementing interdepartmental work and cooperation with NGOs and business working in various sectors. Some cities also report a focus on urban design, anti-rumours training, refugee reception, social entrepreneurship and enhanced democratic participation, while others have developed surveys for the citizens and regular monitoring reports.

Have you included a gender equality or gender mainstreaming component to your intercultural strategy?



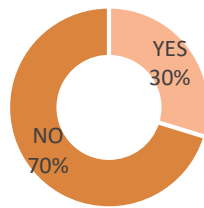
Most cities have included **gender equality** as a component in their intercultural strategies. Out of those who have not included this (13 cities), five cities either have a separate policy on this subject or are working in including this aspect in their intercultural policy (Geneva, Hamamatsu, Maribyrnong, Modena and Stavanger). Further three cities (Ioannina, Forlì and Rochester) do not yet have an intercultural policy and cannot hence include this component.

Have you sent at least one good practice to the Council of Europe over the past year?



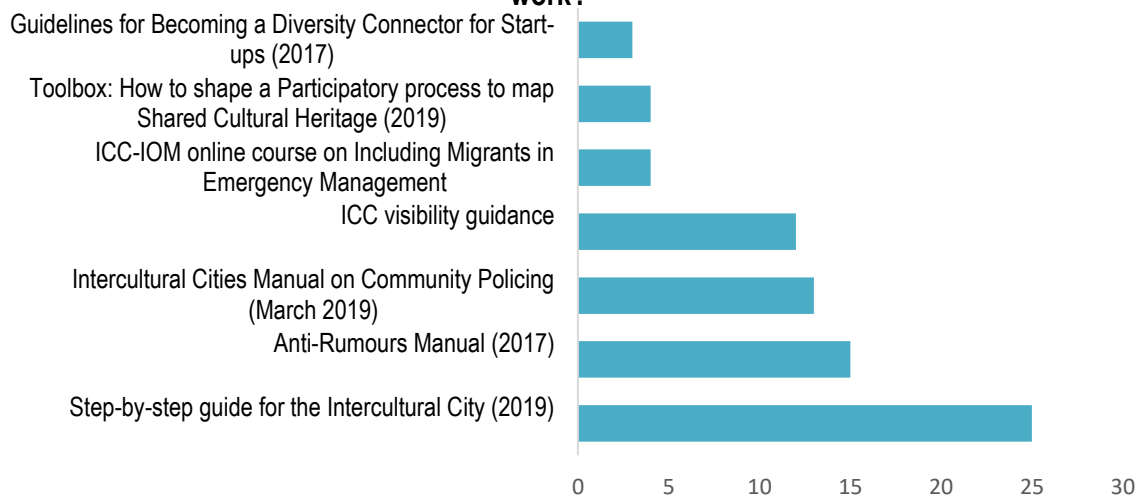
Around half of the respondents have sent in a good practice to the Council or Europe or to their national coordinator during the past year. Out of those responding negatively, nine cities have either sent in good practices during previous years, are planning to send one soon or are unsure whether a good practice has been shared (Ballarat, Donostia - San Sebastian, Erlangen, Forlì, Klaksvík, the London Borough of Lewisham, Limerick, Maribyrnong and Melitopol). Furthermore, some cities communicate that the recent entry into the programme as well as changes to municipal structure or staffing have affected the ability to report to the programme over the past year. It is however highlighted that submitting good practices for knowledge sharing is a commitment undertaken by ICC members through the signature of their membership agreement (the ICC Statement of Intent).

Has your city displayed the ICC certificate at the City Hall?

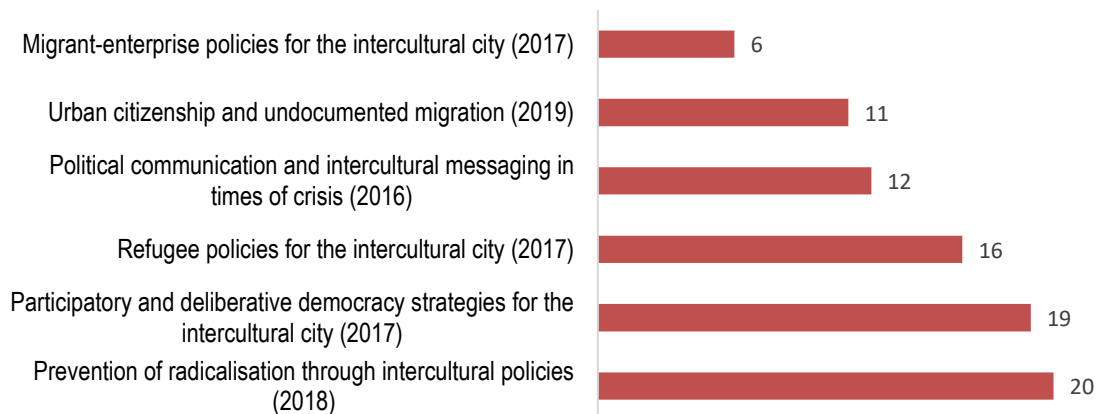


While the majority of cities have not displayed the ICC Certificate in the town hall, some inform that they regularly use the ICC visibility materials in their printed publications and have chosen to display the certificate in other locations, such as at the intercultural office (Ballarat and Casalecchio di Reno). Some cities are not aware of where the certificate is displayed (Barcelona, Bradford, Forlì, Modena and the Canton of Neuchâtel).

Which of the following ICC Guidance do you use/have you used in your work?



Do you use/have you used any of the following Policy briefs?

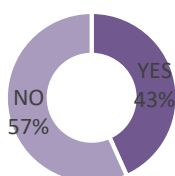


From the survey it is clear that the **Step-by-step guide** ([download](#)) is popular among the cities, while some other guidance is not as widely used. One aspect to take into consideration may be that the Step-by-step guide has been translated into several languages. For the future the ICC hopes to see a wider use of the **Intercultural Cities Manual on Community Policing** ([download](#)) as the translations into Italian, Ukrainian and Spanish are going to be published soon.

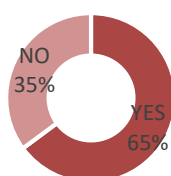
Within the **policy briefs** ([download](#)), the cities have found the briefs on prevention of radicalisation the most useful in their work, with the brief on participatory democracy as close second (both prepared by the ICC team).

The ICC team will use the annual survey to understand which supporting documents are most useful and in which areas to work with more policy guidance.

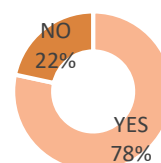
Do you use/have you used any ICC video tutorials?



Do you use/have you used the database of good practices?



Are you aware of the newsletter and calendar of events?



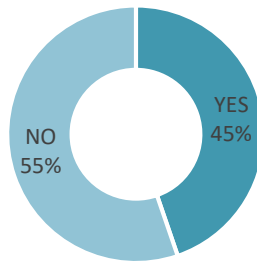
Around half of the respondents have used the video **tutorials**. These tutorials can be used for sharing information in an easily digestible format to a larger audience. They can be found online [here](#).

The **good practices** have been used by 65% of the respondents. While the practices are published in either English or French and therefore can be tricky to use in some contexts, the ICC strongly recommends for cities to familiarise themselves with the database, available [here](#). The vast content is of great use to gain inspiration for projects as well as to find which cities have been struggling with similar challenges and found innovative solutions to address the same. A filtering system allows users to make searches by year, country, and area of work.

Most respondents are aware of both the **newsletter** and **online calendar**, both useful tools to stay on top of what is going on within then ICC and for information on upcoming events.

Around half of the respondents brought forward ideas for tools which they wish the ICC to develop or provide to the member cities. Many cities highlighted **the need for materials in their local language** as well as materials which **suit the local context**. This is something the ICC is striving to develop in connection with the national networks.

Would you like the ICC programme to develop any other specific tools?



Other areas which some cities spontaneously brought forward through their free comments were:

- General training on **intercultural competence**, including diversity awareness for civil servants and elected officials (Hamamatsu, Klaksvík, Melitopol, Montreal and Stavanger).
- More regular sharing of lessons learned for cities to learn from each other (Botkyrka and Hamamatsu), hence the importance for members to share their **good practices**.
- A **welcome guide** for new cities entering the programme (Montreal).
- A **tool to evaluate** the intercultural plans (Melton).
- A **model for implementation of intercultural policies for the national level** (Lutsk).
- **Effective models for pitching** the intercultural models to institutional representatives (Logroño).
- More **intercultural integration academies** (London Borough of Lewisham).
- **Guide on integration of unaccompanied children** and refugee families (London Borough of Lewisham).
- **Gamification** of intercultural training material for easier sharing in society (Odessa).
- **Materials on LGBTI and interculturalism** (Casalecchio di Reno).

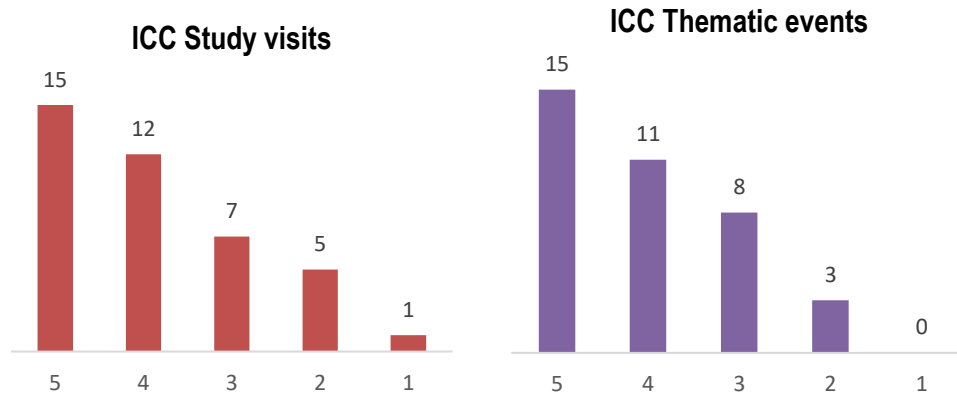
The ICC is grateful for the ideas and happy to report that a welcome pack and some guides on intercultural competence should be developed during the year 2020. The database of good practices is also growing and there are plans for gamification of some training materials.

This year will also see the kick-off for the Steering Committee on Anti-Discrimination, Diversity and Inclusion (CDADI) and the sub-working structure for intercultural integration (GT-ADI-INT). GT-ADI-INT will work with the aim to deliver a Policy Framework for intercultural integration policies at the national level.

Concerning **LGBTI rights** through an intercultural perspective, cooperation with the Sexual Orientation and Gender Identity (SOGI) Unit will be sought.

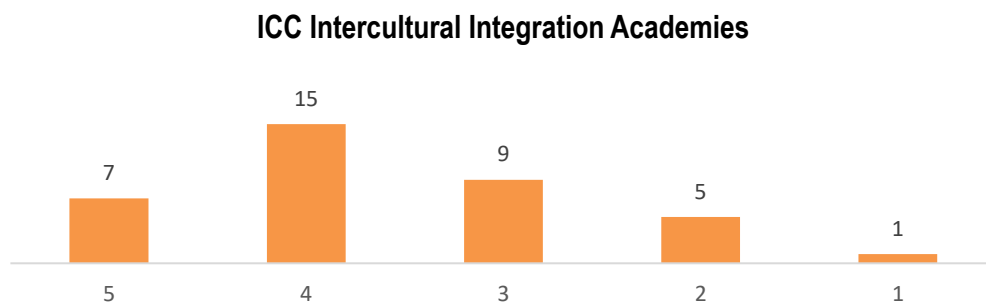
3. Events and meetings

For the next section, the survey looks at which specific topics, including topics raised above, cities would find particularly interesting to work with during the next years.

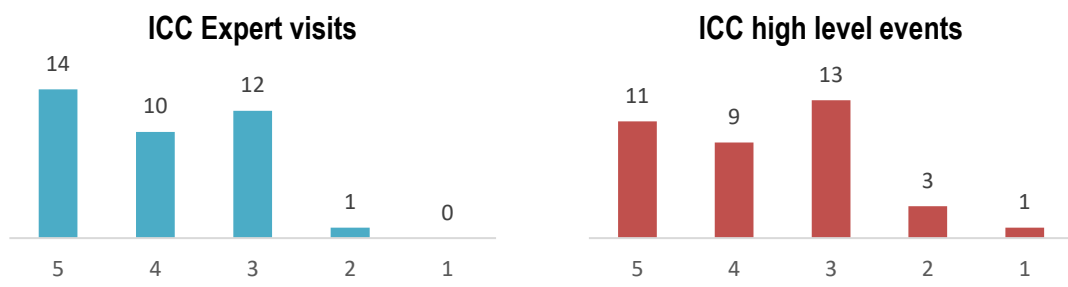


ICC study visits are visits to a city that has excelled in a given policy area to learn more about how their policies work in practice. The ICC normally arranges one to two study visits per year. The vast majority of the responding cities would like to see more study visits in the upcoming years. These are: Ballarat, Botkyrka, Casalecchio di Reno, Donostia - San Sebastian, Dudelange, Ioannina, the London Borough of Lewisham, Limassol, Limerick, Lutsk, Melitopol, Odessa, Patras, Sabadell and Vinnytsia.

ICC thematic events see a similar result. Thematic events are seminars or workshops, arranged on a specific topic with the aim for the participants to gain additional knowledge at the event. The thematic events are often on topics where many cities face challenges or on novel topics where brainstorming and inspiring examples can be useful. The following cities reported the highest interest in thematic events: Botkyrka, Donostia - San Sebastian, Dudelange, Ioannina, Klaksvík, Kristiansand, London Borough of Lewisham, Melitopol, Melton, Montreal, Odessa, Patras, Sabadell, Stavanger and Vinnytsia.

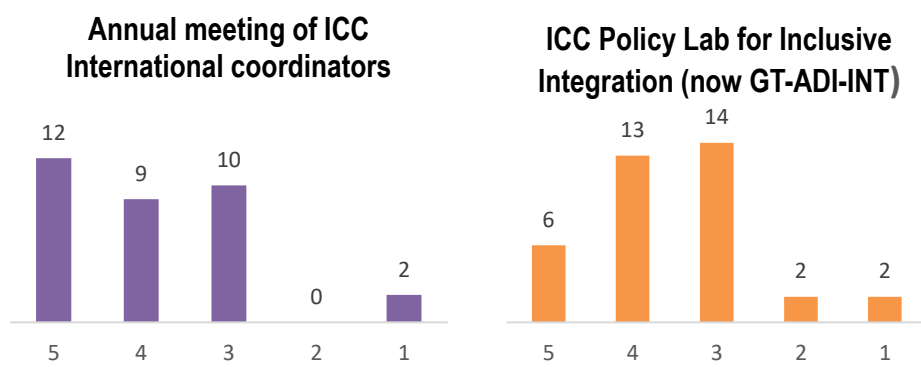


Similar to the study visits and thematic events, the **ICC intercultural integration academies** are events with the aim to share knowledge between the participants. The academies are arranged over a series of days starting with an introduction to interculturalism and gradually moving to specific topics identified by the target groups themselves. The following cities reported the highest interest in ICC academies: Ballarat, Botkyrka, Klaksvík, Limassol, Limerick, Melitopol and Vinnytsia.



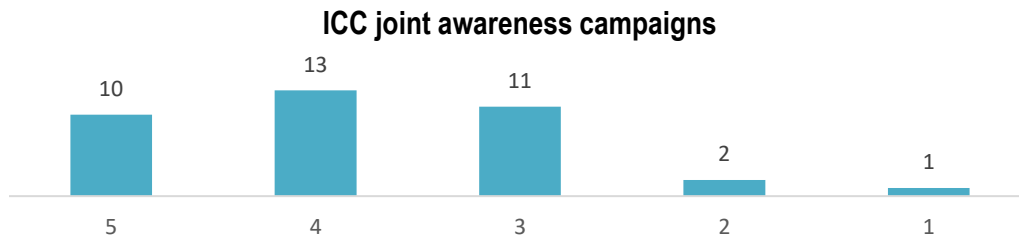
Many cities also support the continuation of ICC **expert visits** (assessment and evaluation visits) during the coming year. The following cities reported the highest interest in this tool: Ballarat, Bergen, Donostia - San Sebastian, Kristiansand, Limassol, Limerick, Melitopol, Melton, Montreal, Odessa, Patras, Sabadell, Stavanger and Vinnytsia.

Additionally, the **ICC high level meetings**, such as the ICC Milestone event and meetings for the mayors and/or High officials also receive support. The following cities reported the highest interest in the topic: Ballarat, Botkyrka, Ioannina, Limerick, Lutsk, Mexico City, Montreal, Odessa, Patras, Stavanger and Vinnytsia.



The majority of the cities responding have found the **annual meeting of international coordinators** interesting and useful. Four cities responding are not part of the international ICC network and therefore not concerned by this question (Ioannina, Melitopol, Sabadell and Vinnytsia). During 2020 the ICC has also held the first annual meeting for national coordinators, extending this practice to the national networks. The following cities expressed high support for this initiative: Botkyrka, Donostia - San Sebastian, Klaksvík, the London Borough of Lewisham, Limassol, Maribyrnong, Montreal, the Canton of Neuchâtel, Odessa, Patras, Pavlograd and Stavanger.

Cities also found the **Policy Lab for Inclusive Integration** relevant and some cities have also showed interest in participating in the new intergovernmental working group that the Council of Europe has set up under the aegis of the Committee of Ministers to continue this work in a more formal way (the **GT-ADI-INT working group**, mentioned above). The following cities are particularly interested in the topic: Botkyrka, Ioannina, Kristiansand, Mexico City, Montreal and Vinnytsia.

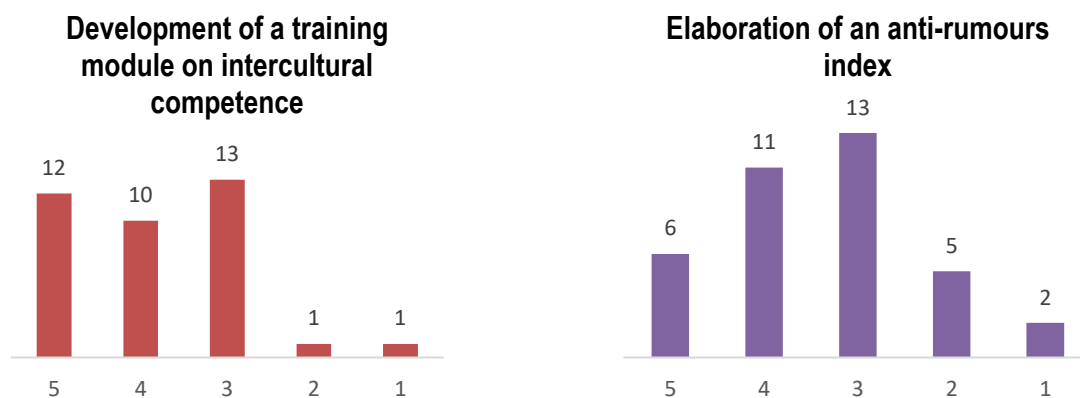


To raise awareness the cities also support more joint action together with the ICC. The last (in time) **joint awareness campaign** has been the campaign showcasing the declarations from Mayors on 18th December 2018. The following cities reported the highest interest in organising joint campaigns: Botkyrka, Erlangen, Ioannina, Limerick, Melton, Montreal, Odessa, Patras, Sabadell and Vinnytsia.

In addition to the above areas where the ICC could work in the future, cities suggested more visits from Council of Europe officials to the cities, so to show political support and underline the importance of being an Intercultural City (Stavanger), as well as the organisation of an ICC forum focusing on the best practices on refugee integration (Pavlograd). The ICC team is happy to recall that a study visit on refugee reception and integration is planned to Ioannina in June 2020.

4. Future Areas of inter-city Cooperation

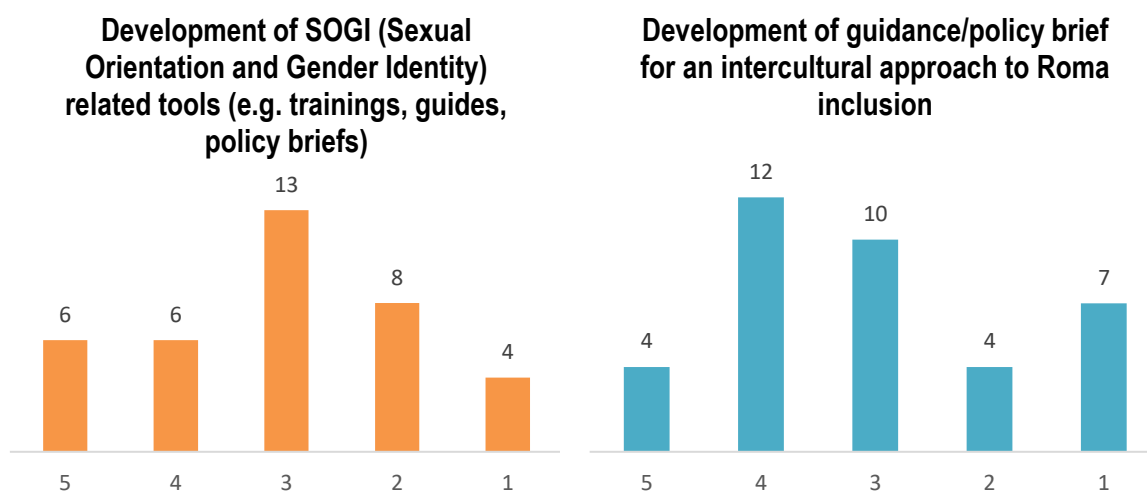
The ICC is interested to hear in which areas the cities would be interested in cooperating. During 2020 the ICC will issue a call for grants to member cities for inter-city cooperation with a focus on novel methodologies and innovative solutions. The idea is for the grants to support piloting of these new methodologies and strengthen the cooperation between the member cities to facilitate more peer to peer learning, sharing of good practices and support within the network. The below can be used as an indicator for interested cities to see where there is an interest to cooperate within the network.



With regards to areas where the cities are interested in cooperating in the future, development of a **training module on intercultural competence** ranks highly. The following cities reported the highest interest in this topic: Ballarat, Bergen, Botkyrka, Ioannina, Klaksvík, Limerick, Maribyrnong, Melitopol, Melton, Odessa, Stavanger and Vinnytsia.

This was also something which was requested in the spontaneous answers of some of the respondents to the survey (Hamamatsu, Klaksvík, Melitopol, Montreal and Stavanger).

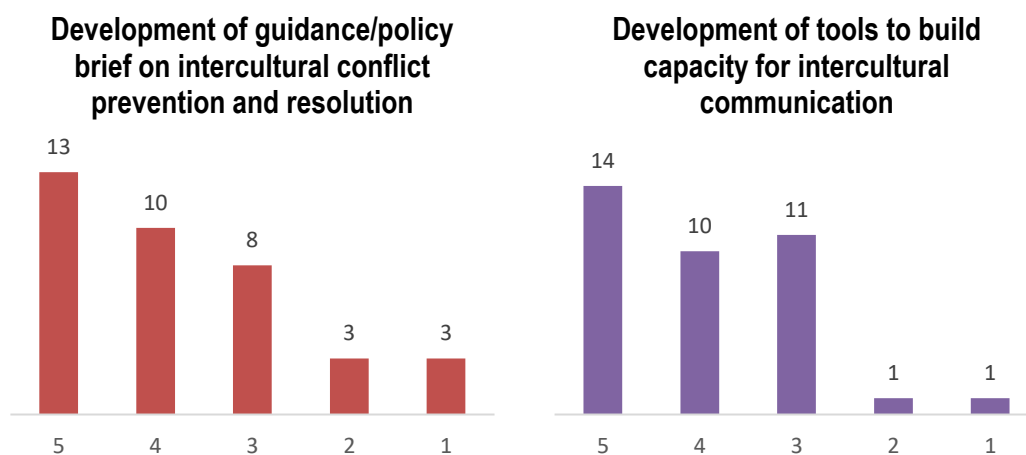
The respondents also showed an interest in cooperating to develop an **index to evaluate anti-rumours strategies**, which would function as a complement to the ICC index. The following cities reported the highest interest in this topic: Kristiansand, Limerick, Lutsk, Maribyrnong, Melitopol and Vinnytsia.



It is reminded that the ICC programme is implemented by the ICC Unit which, together with the SOGI, Cooperation, and Roma and Travellers team, are placed under the Council of Europe Anti-discrimination Department. In order to strengthen the cooperation between these units, the replies to this survey will be shared also internally so to offer potential opportunities of cooperation for cities interested in these areas. It is also worth mentioning [that Council of Europe Action Plan for Roma and Traveller Inclusion \(2020-2025\)](#) has been published and will be streamlined within the Council of Europe.

The following cities reported the highest interest in working on **topics related to sexual orientation and gender identity**: Ballarat, Bergen, Ioannina, Maribyrnong, Melton and the Canton of Neuchâtel.

The following cities reported the highest interest in working with development of **guidance within the area of Roma inclusion**: Bergen, Casalecchio di Reno, the Canton of Neuchâtel and Pavlograd.

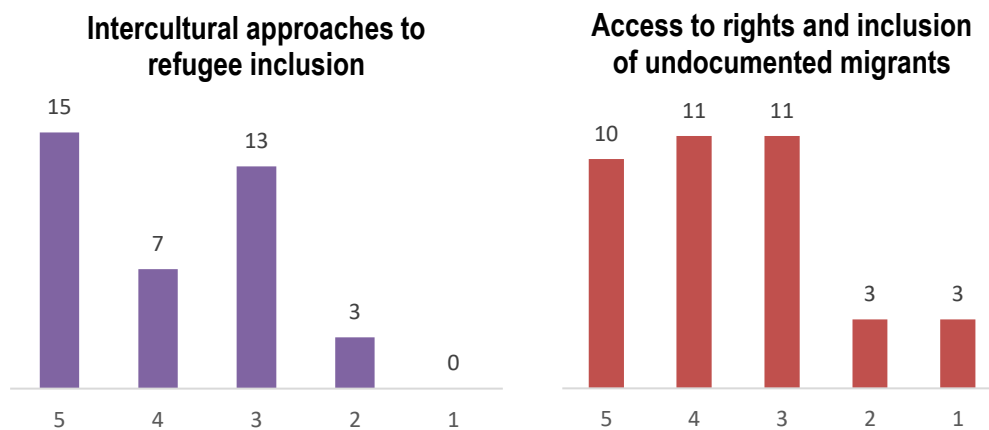


The highest scoring area regarding cooperation is the development of a **policy brief on intercultural conflict prevention and resolution**. The ICC team will investigate possibilities to provide assistance to kick-start cooperation within this area, and encourages cities interested in this area to communicate

ideas for projects or to put forward more concrete proposals. The following cities reported the highest interest in this topic: Ballarat, Bergen, Botkyrka, Ioannina, Kristiansand, Limerick, Logroño, Melitopol, Mexico City, Montreal, the Canton of Neuchâtel, Stavanger and Vinnytsia.

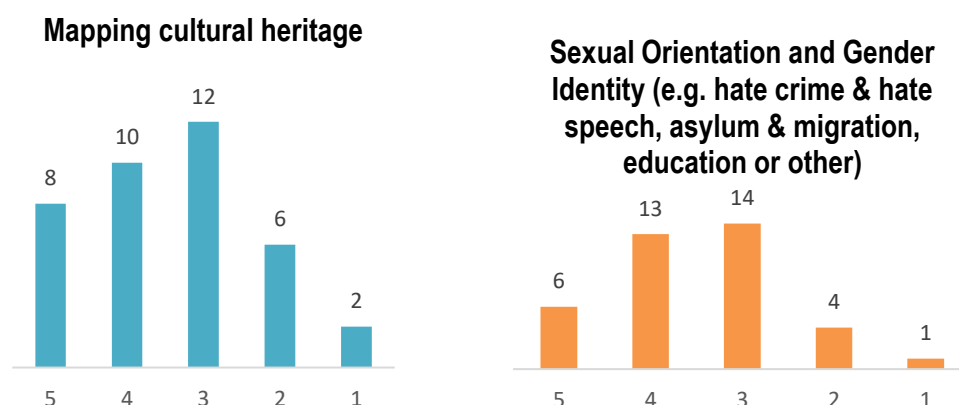
Another area of interest highlighted by several cities belonging to ICC national networks is **intercultural training for communication officers**. This is something the ICC is looking into developing in the near future. The following cities reported the highest interest in the topic: Ballarat, Bergen, Hamamatsu, Ioannina, Klaksvík, Kristiansand, Limerick, Maribyrnong, Melitopol, the Canton of Neuchâtel, Odessa, Pavlograd, Stavanger and Vinnytsia.

5. Future Areas for ICC Events and Materials

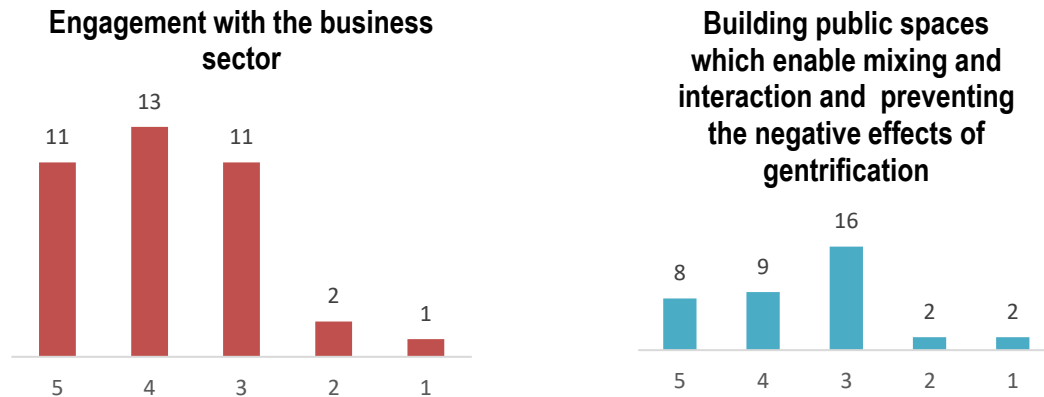


When it comes to future areas of interests, most of the cities clearly identify the field of migration, both when it comes to undocumented migrants and refugee inclusion. The following cities reported the highest interest in working with materials related to **undocumented migrants**: Bergen, Donostia - San Sebastian, Ioannina, Kristiansand, the London Borough of Lewisham, Limerick, Montreal, the Canton of Neuchâtel, Sabadell and Vinnytsia. Regarding **refugee inclusion**, the following cities find beneficial to consolidate ICC work in this field: Ballarat, Botkyrka, Klaksvík, the London Borough of Lewisham, Limerick, Ioannina, Melitopol, Melton, Mexico City, Montreal, the Canton of Neuchâtel, Odessa, Pavlograd, Sabadell and Vinnytsia.

In this respect, the ICC team invites all interested stakeholders to take a look at one of the newest ICC policy briefs, addressing [Urban citizenship and undocumented migration](#).



Cities are also interested in working on issues related to **sexual orientation and gender identity** (Bergen, Ioannina, Kristiansand, Maribyrnong, Melton and the Canton of Neuchâtel) as well as on mapping **cultural heritage** (Ioannina, Limassol, Lutsk, Melitopol, the Canton of Neuchâtel, Odessa, Patras and Vinnytsia).



ICC cities already have a number of interesting **projects ongoing with the private sector** and show interest in developing more knowledge in this area in the future.

Within the area of **gentrification** there is interest to cooperate on planning for public spaces and developing further guiding materials. The following cities reported the highest interest in the **development of guidance on intercultural urban planning**: Bergen, Hamamatsu, Ioannina, Melitopol, the Canton of Neuchâtel, Odessa, Pavlograd and Stavanger.

Regarding policies to **building public spaces to prevent the negative effects of gentrification** the following cities showed their highest interest: Botkyrka, Donostia - San Sebastian, Kristiansand, the London Borough of Lewisham, Melton, Melitopol, the Canton of Neuchâtel and Vinnytsia.

The ICC is already working at a policy brief on gentrification and the public space providing a practical view on challenges and potential policy solutions. It should be finalised in the course of 2020.

Finally, one city requested tools for linguistic cooperation between national minorities (Pavlograd).

The ICC Team warmly thanks the local authorities that devoted a little bit of their time to reply to this Survey.