



Swansea

Intercultural Profile

January 2018

This report is based upon the visit of the CoE expert team on 15-16 November 2017, comprising Irena Guidikova, Oliver Freeman and Anne Bathily. It should be read in parallel with the Council of Europe's response to Swansea's ICC Index questionnaire, which contains many recommendations and pointers to examples of good practice.

1. Introduction

Swansea, or 'Abertawe' in Welsh, is a city and county in South Wales in the United Kingdom, and the second largest city in Wales. Swansea's officials see their city as being at a turning point in its development. Economic deprivation in the context of globalisation, Brexit, combined with an aging population and years of austerity measures leading to increased poverty have brought a number of serious challenges to this city of 244,500 residents. Yet, this city that has seen a significant increase in its migrant population in the last 10 years¹, remains upbeat and determined to find solutions to overcome uncertainties brought about by demographic, economic and political change.

A wide-ranging regeneration plan, new infrastructures for small/medium business to encourage graduates from the university to stay, a digital district, and two brand new university campuses, are

some of the solutions found by the city **to revitalise itself for its citizens.**

Swansea's future lies in its ability to reduce socio-economic gaps in its diverse population, to develop new economic partnerships, to connect with the rest of the country through better transport connections, and to attract talent from elsewhere. Diversity for Swansea is therefore not only a reality that should be well managed, but it represents its future.

Swansea's approach to diversity has been translated into policies, projects and a strong communication. It was the second city in the UK to become a City of



of Wales 2001-2011', 2014.

Sanctuary², a network of cities that welcomes those fleeing from war and persecution. Swansea was also among the five towns and cities shortlisted to become the UK's City of Culture in 2021. The city is part of international networks that fit with its values and main objectives, such as the UNESCO Rights Respecting School network. Swansea joined the ICC with this same logic, and a willingness to learn from other cities, and to contribute. Finally, Swansea represents an interesting case where a strong cultural Welsh identity co-exists with an intercultural approach.

The study visit was an opportunity to look at this in more detail, as well as some of the findings reported in the Swansea Index report.³ While the visit confirmed that Swansea is strong in areas such as commitment, public services, public spaces, language, intelligence/competence, and governance, the study visit showed that education, neighbourhood policies, cultural and civil life, international outlook, and welcoming, are also Swansea's strengths.

2. Background to Cultural Diversity in the UK and Wales

The UK is a post-colonial country. Migration began to rise slowly after WWII growing by around two million in the forty years between 1951 and 1991. At the end of the Second World War there were labour shortages in Britain. 157,000 Poles were the first groups to be allowed to settle in the UK, joined by Italians, then men from the West Indies who had fought for the UK but returned to civilian life with few opportunities. Later in the 1970s 80,000 African Asians were expelled from Uganda, families who had been encouraged to settle there during the days of Empire. Many held British passports and the UK admitted 28,000 in two months.

In the late 1990s the pace and scale of migration increased again with the foreign-born population of England and Wales more than doubling, increasing by nearly four million in the twenty years between the 1991 and 2011 censuses. Net migration (the difference between those arriving and those leaving the UK) has been positive every year since 1994 and rose sharply after 1997. The top ten countries of birth for non-UK born residents in 2013 were India, Poland, Pakistan, Ireland, Germany, South Africa, Bangladesh, USA, China and Nigeria, showing the broad range of historical, colonial, political and cultural links that the UK shares with other countries in the world. Most people come to the UK to work or study.

For Wales Somali seamen were drawn to Cardiff in the 1880s to work in the docks and the city is now host to one of the largest British-born Somali populations in the UK. Wales was the only area of the British Isles to experience net immigration from 1860 to 1914 with the industrialisation of South Wales, in particular, with coal mining. Initially, it was workers from England, Ireland and rural areas of Wales that came. By 1911 more workers from Ireland, Italy and Spain had joined the workforce. Italian immigrants to Wales went on to establish a network of cafés, ice cream parlours and fish and chip shops.⁴ Many people emigrated from Wales between the two World Wars as the industry declined.

² <https://swansea.cityofsanctuary.org/>

³ [Results of the Intercultural Cities Index, Swansea](#), September 2017.

⁴ Professor H. Crawley, 2012. Understanding migration to Wales: Demographics and contemporary trends, Centre for Migration Policy Research, Swansea University.

Wales has an ageing population and overall is far less ethnically diverse than other areas of UK. There has been a net inflow of migrants to Wales since 1994 increasing in 2004 in part due to the expansion of the EU. Wales saw an overall increase of 82% in its migrant population in the 10 years 2001-2017. However, the regional distribution of new migrants is not uniform. Whilst the migrant population in Wales has increased in many local authority areas, the growth is greatest in the cities of Cardiff, Newport, Swansea and Wrexham. Cardiff has the largest share of non-British residents ahead of Wrexham, Swansea and Newport. It is expected that high levels of inward migration to these areas, will contribute to sustained population growth. This change can bring economic growth but also challenges for fostering the integration of newcomers, maintaining community cohesion and sustaining public services and local housing provision.

Recent migration to Wales has primarily been in the areas of work, particularly from countries that joined the EU in 2004, and international study. Migrant workers are engaged in both high and low-skilled work. The number and population share of working age non-UK born residents in Wales has increased in the past decade from 89,000 in the mid-2000s to 149,000 in 2015 (5% of the working age population in mid-2000s to 8% in 2015). Until 2001, relatively low numbers of asylum seekers and refugees settled in Wales compared to some parts of the UK. This changed when Wales became a dispersal area with asylum dispersal clusters in Cardiff, Newport, Swansea and Wrexham. In December 2015 there were 2,856 people seeking asylum in Wales, mainly from Eritrea, Iran, Pakistan, Sudan and Syria. In 2017 the number of asylum-seekers is slightly higher. Recently, local authorities in Wales have joined the Syrian Resettlement Programme meaning that refugees are settling in new areas that were not a part of the existing asylum dispersal system.⁵

According to the ICC-index results, Swansea is 49th overall among the 87 cities in the sample, with an aggregate intercultural city index of 54%. Swansea was ranked 28th among cities with more than 200,000 inhabitants and 20th among cities with less than 15% of foreign-born residents.

3. National Policy Context

Along with increased migration to the UK have come policies to tackle challenges rising from more diverse communities. In recent years there have been two parallel policy drives to a) restrict immigration but also b) to promote the rights and equality of all living in the UK. The two do not always complement each other.

The UK has a long tradition of anti-discrimination policy. As early as 1976 the Commission for Racial Equality was formed as the statutory body charged with tackling racial discrimination. New anti-discrimination legislation was brought in in 2000 after an inquiry into the police handling of the murder of black teenager Stephen Lawrence.

At the other end of the scale, the 'Hostile Environment' is a policy and set of measures to make life so difficult for anyone without immigration status, that they will 'self-remove'. It includes limiting

⁵ The policy of dispersal of those seeking asylum accommodation in the UK was introduced by the Immigration and Asylum Act 1999. The legislative intention was that by distribution across the country no one area would be overburdened by the obligation of supporting asylum seekers.

access to employment, housing, healthcare, confiscating a driving licence, freezing bank accounts, restricting rights of appeal against the Home Office's decisions. A particularly well-known example was the “Go-Home” vans that toured several areas of London in 2013.⁶ Anti-immigration rhetoric is prevalent in the media and by politicians, particularly during and following the Brexit vote of 2016, and has made the UK seem like a less welcoming place for many migrants and their friends and families.

The MIPEX Migrant Integration Policy Index puts the UK at 15/38 countries in terms of what they do for integration. The UK scored favourably for provisions concerning anti-discrimination, slightly favourably for provisions concerning health, but unfavourably on provisions affecting family reunion.⁷ The UK government sets immigration policy, not Wales, even if an all-Party Parliamentary Group on Social Integration has called for immigration powers to be devolved to the UK's nations and regions.⁸ There is no UK wide policy on integration of migrants. Policy-level thinking on integration also tends to separate refugee integration from that of other migrants.

While policy documents rarely mention the term “interculturalism”, intercultural elements can be found under the concept of “community cohesion”. The concept of ‘community cohesion’ was established in the UK following a number of riots and disturbances in England in 2001. It represented a fundamental challenge to the previous multicultural model, and found that White and Asian communities in some areas of England lived in ‘parallel lives’ with separate educational arrangements, community and voluntary bodies, employment, places of worship, language, social and cultural networks.

The first formal definition of “community cohesion” within the UK was constructed by representatives of the co-authors of the Guidance on Community Cohesion, the Local Government Association, the former Office of the Deputy Prime Minister, and Commission of Racial Equality and the InterFaith Network.⁹ According to this definition a cohesive community is one where:

- There is common vision and a sense of belonging for all communities;
- The diversity of people's different backgrounds and circumstances are appreciated and positively valued;
- Those from different backgrounds have similar life opportunities;
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.¹⁰

Community cohesion programmes represented the first real attempt in the UK to promote meaningful interaction between communities from different backgrounds and to promote trust and understanding and to break down myths and stereotypes.¹¹

⁶ <https://www.theguardian.com/uk-news/2013/oct/31/go-home-vans-11-leave-britain>

⁷ <http://www.mipex.eu/united-kingdom>

⁸ <http://www.walesonline.co.uk/news/politics/call-devolved-immigration-system-compulsory-12405820>

⁹ Local Government Association (LGA) et al. Guidance on Community Cohesion. (London: LGA), 2002.

¹⁰ T. Cattle, iCoCo Foundation. ‘Interculturalism as a new narrative for the era of globalisation and super-diversity’ from Interculturalism and multiculturalism: similarities and differences Martyn Barrett (Ed) Strasbourg: Council of Europe. 2013

¹¹ <http://tedcattle.co.uk/wp-content/uploads/2013/03/082-Interculturalism-as-a-new-narrative-for-the-era-of-globalisation-and-super-diversity-2014.pdf>

Although Wales does not set migration policy, it already has responsibility through devolution for many of the policies and services in Wales that support the social and economic integration of migrants, including housing, equalities, social services, education and healthcare. The Welsh Government also has a role in building strong communities and improving understanding and communication between different groups.

The Well-being of Future Generations (Wales) Act 2015 introduces seven national wellbeing goals designed to improve the social, economic, environmental and cultural well-being of Wales. The goals include that of 'a Wales of cohesive communities'. The Act introduces a duty for listed public bodies to take all reasonable steps to meet their respective well-being objectives.¹²

The Social Services and Well-being (Wales) Act 2014 aims to promote equality, improve the quality of services and enhance the provision of information people receive.

The Welsh Government's Community Cohesion Delivery Plan 2016-2017 identifies immigration and its impact on communities as a significant factor in community cohesion. One of the expected outcomes is 'Increased evidence and awareness on migration and supporting the inclusion of asylum seekers, refugees and migrants'. The Delivery Plan identifies increased understanding of local migration patterns and their implications for public bodies, as well as the provision of accurate information for migrants and the communities they live in as important factors in social cohesion.¹³

The latest Refugee and Asylum Seeker Delivery Plan (2016) aims to follow the principles of the Well-being of Future Generations (Wales) Act 2016 and aligns with the Welsh Government's Strategic Equality policy.

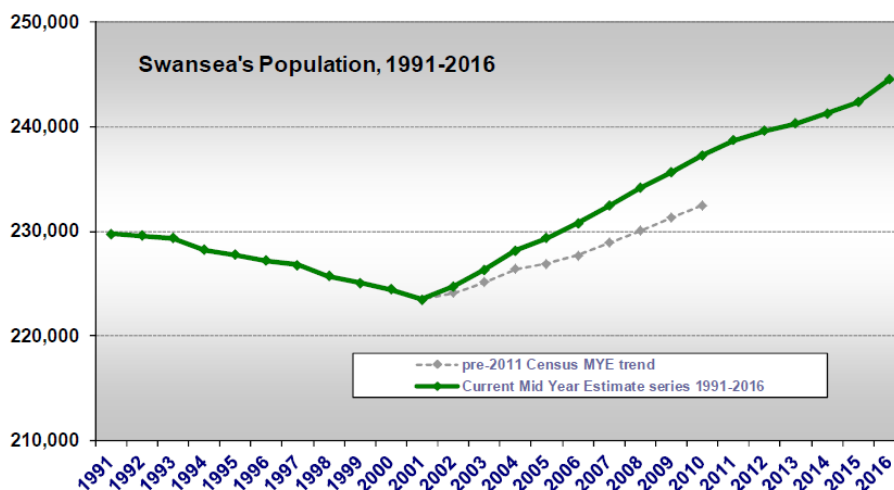
4. Local Diversity and Policy Context

Swansea has the third highest population of the 22 Welsh Unitary Authorities, and is home to 244,500 residents (mid-year estimate, 2016). Between 2015 and 2016, Swansea's population increased by approximately 0.9%, which is higher than the average increase across Wales (+0.5%), and represents the third highest annual growth rate (%) of Wales' 22 authorities (Cardiff being the highest with +1.2%). Analysis of the supporting data released with the population estimates suggest that the main driver of population growth in Swansea over the period 2001-2016 has been migration. In some years (i.e. 2002-04 and 2009-10), the majority of growth has come from internal (within UK) migration; but in ten of the last eleven years it has been via international migration.¹⁴

¹² <http://www.legislation.gov.uk/anaw/2015/2/contents/enacted>

¹³ <http://gov.wales/docs/dsilg/publications/equality/160310-community-cohesion-plan-en.pdf>

¹⁴ <http://www.swansea.gov.uk/population>



**Figure 3:
Population change,
1991-2016**

*Source: Mid-Year
Population
Estimates, ONS.*

According to the latest (2010) population estimates 31.3% of total population are children and young people aged 0-24 years (mid-year estimates 2014 (rounded), and over 50s represent 37.3% of the population.

Demographic changes pose a number of challenges to Swansea, in a context where public services are already under severe budget strain, and levels of poverty and health inequality continue to prove to be stubbornly high. Additional and affordable housing has become a priority, due to the increase in the number of households. Health and social care systems need to adjust to the consequences of an ageing population, which entails an increase in certain illnesses and conditions. Given the rising number of people suffering dementia, the city has recently developed a number of services and trainings to adapt the environment and services to this population.¹⁵

As a port with an important industrial sector, Swansea has always had a diverse population whether it be Irish, Italian, Bangladeshi, or Chinese. Today, Swansea is becoming an increasingly ethnically diverse city. The majority ethnic group in the city is white: English/Welsh/Scottish/Northern Irish/British 91.5% (218,655 of 239,023 people). 2011 Census data suggests that the largest non-white ethnic groups in Swansea are: Chinese – 2,052 people (0.9% of Swansea's population), Bangladeshi – 1,944 (0.8%), other Asian – 1,739 (0.7%), black African – 1,707 (0.7%), Arab – 1,694 (0.7%). In terms of religion, 3.6% of the population belong to non-Christian faiths.

Diversity is also increasing with the growing number of international students many of whom are Chinese. The university also has many employees with non-English speaking children.¹⁶

In addition, Swansea is one of the top six cities in the UK with the largest proportion of asylum seekers compared to the overall city population . Around 950 asylum seekers are currently residing in the city, many of whom choose to remain in Swansea when they receive a positive decision. According to a Refugee resettlement worker during the study visit, about 70% stay, while the rest leave for other major cities.

¹⁵ See Dementia Friendly Swansea: <http://www.dementiafriendlyswansea.org/>

¹⁶ <http://www.swansea.ac.uk/international/students/>

Finally, Swansea is host for a small community of gypsies and travelers. The difficulty to provide sites, combined with the reluctance of local people and the discrimination endured by this community was reported several times as a great challenge for the city and service providers. The Council has developed a Gypsy Traveler policy to ensure equal opportunity to access services provided by the council and others.¹⁷

The largest ethnic minority populations are in Castle Ward (20.2%) and Uplands Ward (13.3%). In some areas, ethnic group clusters are evident such as the Bangladeshi population in Landore and Castle. However, the people met during this study visit (including from civil society) do not view Swansea as having particularly segregated areas, but areas of mixed cultures where people get on well together. A recent survey showed that 80% of residents think there are no major tensions in communities in Swansea. This is in spite of the Brexit referendum which was followed by an increase in hate crime. From April to September 2017, figures from Victim Support showed 139 hate crimes in Swansea, the majority of which were perceived to be motivated by race. Although the number of hate crimes in Swansea remains small in comparison with other cities across the UK, the city responded by a zero-tolerance approach in its communication, and through different events and initiatives, building on its strong partnership network with schools, police and civil society. In addition, the Council has developed a dynamic Hate Crime Action Plan aiming to increase the awareness and reporting of hate crime in Swansea.

The study visit confirmed Swansea's high score in the field of Commitment (97%) in the Index report. Community cohesion is an objective that can be found in most of Swansea's policies and action plans, in particular the City and County of Swansea's Corporate Plan¹⁸, City and County of Swansea Strategic Equality Plan 2016-2020¹⁹, Swansea Well-Being Plan²⁰, and the Tackling Poverty Strategy.²¹ The Council's vision of an integrated and cohesive community is based on three principles:

- People from different backgrounds having similar life opportunities;
- People knowing their rights and responsibilities; and
- People trusting one another and trusting local institutions to act fairly,

and three key ways of living together:

- A shared future vision and sense of belonging;
- A focus on what new and existing communities have in common, alongside recognition of the value of diversity; and
- Strong and positive relationships between people from different backgrounds.²²

An interesting characteristic of Swansea is the fact that community cohesion principles intertwine with a human rights approach. Through Swansea's commitment to the UNESCO Rights Respecting School network, its role as a Sanctuary city, and its willingness to adopt a Human Rights City

¹⁷ <http://www.swansea.gov.uk/article/6549/Gypsy-Traveller-Policy>

¹⁸ [City and County of Swansea's Corporate Plan 2017/22](#)

¹⁹ [City and County of Swansea Strategic Equality Plan 2016-2020](#)

²⁰ <http://www.swansea.gov.uk/psb>

²¹ <http://www.swansea.gov.uk/povertystrategy>

²² [Gypsy and Traveller Policy 2017](#).

approach²³, the city has committed to the diversity advantage, not as a loose concept that socio-economic inequalities contradict, but rather as a vision which results from equal opportunities' policies and human rights learning.

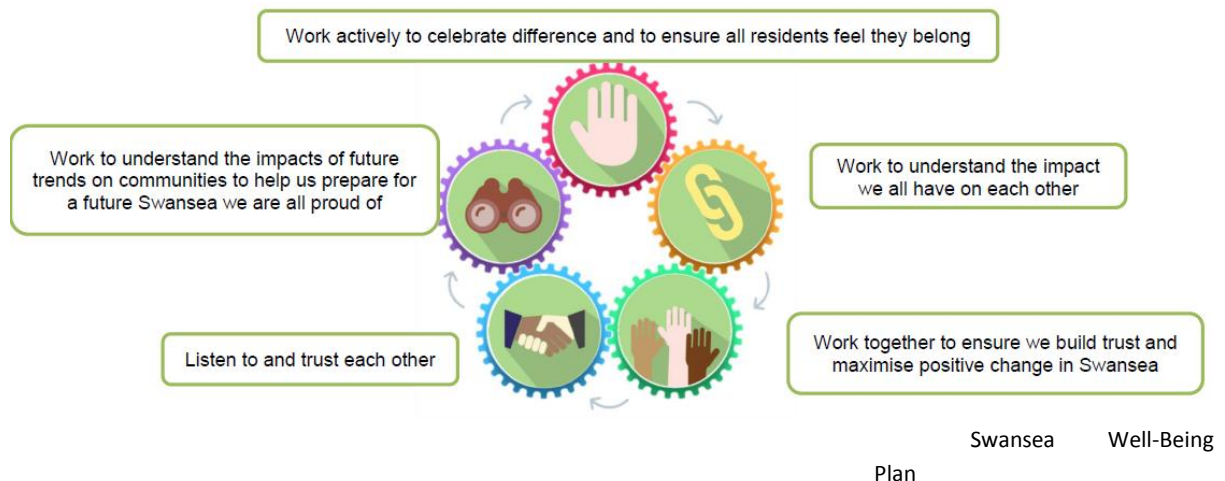
The city has a team of five persons with leading responsibility for intercultural integration. This mainly sits in the Poverty and Prevention Service, although other Services take responsibility too. The Access to Services Team deals with the legal responsibility on equalities/protected characteristics. The budget covering the integration and equality's teams, the Migration Asylum seeker and refugee coordinator(alsothe resettlement worker), and monitoring mechanisms are provided largely from the Council with some limited support from the Welsh Government and the Home Office (UK Government).I.

The city supports initiatives from civil society, including through the Change fund, allocated on annual basis, and through in-kind contributions (e.g. facilities).

5. Governance and Democratic Participation

Working in partnership and residents' consultations are at the core of Swansea's way of planning and evaluating policies.

The five ways of working are the 'golden thread' which will enable the steps to be achieved.



Priorities, plans, budget, social services, civil life are subject to various consultation processes. Any new policy and initiative is built on equality assessment carried out by the equality office which challenges the specific department, checking to see if they have consultation and engagement plans. According to officials met, adapting this approach to newcomers remains a challenge to tackle in the future.

The Council has developed a number of tools to involve and consult all citizens in the council's decision making process:

²³ https://en.wikipedia.org/wiki/Human_Rights_City

- The Consultation and Engagement Strategy helps practitioners to engage with residents and service users.
- The Swansea Voices Online Panel consists of a database of residents who are regularly consulted by the Council about its services and local issues. Its membership is continually refreshed to give as many people as possible the opportunity to take part. Recent areas of consultation have included the City Centre redevelopment and priorities for the Council's budget.
- The Swansea Reputation Tracker is an ongoing telephone survey undertaken by the Council. Every other month 180 people are asked their opinion about the Council, the services it provides, Council staff and satisfaction with their local area. The information gathered each year is used to inform the Council's service plans and is submitted as part of our performance monitoring processes.
- In addition, the Council engages with the diversity of the population through diversity groups and forums, such as the 50+Network, BME Forum or LGBT Forum.

In order to be as representative as possible, the Council has developed a range of channels to involve people: Drop-in sessions – an opportunity for everyone to have their say in a more informal setting; Group visits – either a meeting or an informal discussion – depending on the group's preference; Feedback via email –so that people can have their say without having to speak to the Council themselves; online surveys; Big Conversations with children and young people; Stakeholder / forum meetings.

Whilst developing the local cohesion strategy the Council organized adult focus groups - including both migrants, and people from quite far right groups in order to speak to those who may oppose the cohesion strategy.

Although there is no youth council, a budget is dedicated to consultations in schools where children can meet with different officials on various topics. Children and young people's (CYP) participation is engaged by the CYP Participation team that acts as a central body identifying relevant groups and individuals that may be interested or benefit from participating in consultations. They also record and evaluate the impact of young people's involvement in opportunities provided/supported by the team.²⁴

In January 2017, a Big Conversation brought together 80 representatives from thirteen secondary schools across the city to discuss the Council's budget proposals.²⁵ The 'Big conversation 2017' focused on what it like is living in Swansea and gave local people a chance to comment on different aspects of life including education, the environment, health and housing and to rate them.²⁶ The Big Conversation for 2018 is planned, by the young people, to focus on tackling extremism

A concern raised in the Index report was the lack of cultural diversity amongst public servants. Of the elected Councillors there was at least one Councillor from a BME background, who was also the Councillor Champion for Sanctuary and Inclusion. In their recruitment policies, the City and County of Swansea include an option to follow the principles of 'positive action' as outlined in the Equality

²⁴ <http://www.swansea.gov.uk/cypparticipation>

²⁵ <https://bishopvaughan.co.uk/the-big-conversation>

²⁶ <http://www.swansea.gov.uk/article/31764/Whats-it-like-living-in-Swansea-Join-the-conversation>

Act 2010. This can be applied when a tie breaker situation arises between two (or more) candidates of equal merit and allows an employer to make an appointment based on a particular protected characteristic possessed by a candidate if there is evidence of an under-representation of a particular group within the workforce (e.g. a shortage of women at a senior level within the authority).²⁷ Several examples of good practice such as the Barcelona Municipal Immigration Council and the Ballarat Multicultural Ambassadors' Programme have been shared with Swansea in the ICC index recommendations.

6. Education and training

Education was one of the focuses of the study visit with meetings with the Ethnic Minority & Achievement Unit and Hafod Primary School. In the ICC index Swansea's education policy indicator reaches 60%, slightly lower than the city sample's rate of 66%. The reason was in particular the fact that in some schools, children are of the same ethnic background, and, that teachers' ethnic background rarely mirrors the pupils'. The study visit showed however a great commitment and creativity from both the city and practitioners. Officials and practitioners met reported that mixity in schools (including staff) was not a challenge in Swansea.

Education is one of the five well-being objectives that can be found in the County of Swansea's Corporate Plan 2017-2022: "Improving Education & Skills – so that every child and young person in Swansea gains the skills and qualifications they need to succeed in life." It has the highest budget (40%). Swansea has the second lowest spend per pupil on education in the region, but some of the best educational results. The plan is driven by equality, human rights and life-long learning approaches. Like in other fields, working in partnership, and stakeholder involvement, including children, is at the core of the strategy.

Swansea's strategy and practice in the field of education are driven by intercultural principles. The City and County of Swansea's Education Directorate have an Inclusion Policy²⁸ which states that the Education Directorate will:

- Develop cultures, policies and procedures to support inclusion.
- Recognise and promote the entitlement of all children and young people to schooling and other learning opportunities.
- Develop a curriculum that celebrates diversity.
- Reduce exclusions.
- Provide services that are accessible to all people.
- Require effective cross functional and community involvement.

Tolerance is promoted through education and knowledge of different beliefs (including secularism) which are included in schools' curricula. Swansea, like all local authorities, has a Standing Advisory

²⁷ http://www.swansea.gov.uk/media/1394/Recruitment-and-selection-policy/pdf/Recruitment_and_Selection_Policy.pdf

²⁸ <http://www.swansea.gov.uk/article/2646/SEN---Inclusion-policy-and-strategy>

Council for Religious Education²⁹, known as a SACRE. It is composed of representatives from the main religious groups and responsible for monitoring and supporting local authorities.

Swansea's intercultural approach on education is strongly embedded in a human-rights based approach, which makes it a particularly interesting contributor to ICC. The city has become a champion in the Rights Respecting School network. The Council was the first in the UK to adopt and fully embed the United Nations Convention on the Rights of the Child (UNCRC) that sets out rights for all children and enables them to participate in society in an equitable way.³⁰ As part of its commitment to the UNCRC, schools in Swansea participate in the Rights Respecting Schools Award. There are four key areas of impact for children at a Rights Respecting school: wellbeing, participation, relationships and self-esteem. The difference that a Rights Respecting School makes goes beyond the school gates, making a positive impact on the whole community as children learn their responsibility to respect others' rights in all relationships in the community. More than 100 schools have been supported by the Council to become Rights Respecting Schools. This work is supported by involving pupils through School Councils and through the Pupil Voice Forum³¹, which is directly aimed at increasing pupil participation as set out in Article 12 of the UNCRC. Swansea received a UNESCO Learning City Award at the Mexico conference in 2015 – the only city in the UK and one of only 12 worldwide at that point in time.

Hafod Primary school is one of the Rights Respecting schools with the largest number of pupils. The school is in the upper quarter in educational achievement despite being very diverse and in a working-class neighborhood.

The Ethnic Minority Achievement Unit is part of the education department. 39 of the 43 staff work with schools as specialist English as an additional language (EAL) teachers or bilingual teaching assistants. There are around 4,200 EAL learners in Swansea schools with around 1,500 specifically targeted for support at the moment. The staff ensure inclusion, collect background information about the families, train teachers to work with children from diverse backgrounds, promote children's rights and equality. They train the schools to bring the wealth of culture into the curriculum. Their word for interculturalism is inclusion. The Unit supports schools to welcome parents, including provision of interpreters if needed, to make sure parents are involved in their children's education. In some schools there are also classes for the mothers to learn English. This works better than the classes in the community as the school is a safe environment for them. Some schools train parents how to read with their children and in how to help their children learn. Maintaining the home language is highly promoted and schools have strategies to value the home languages as an asset. The bilingual teaching assistants (10 languages) support children to learn English through the home language. GCSEs can also be taken in some of the home languages.. Children help each other with the curriculum in their own language.

²⁹ <http://www.swansea.gov.uk/article/30594/The-Role-and-Composition-of-SACRE>

³⁰ <http://www.swansea.gov.uk/childrensrightsscheme>

³¹ Pupil Voice Forum is countywide mechanism to support representative pupils to directly engage with the Chief Education Officer and have a say in educational matters that affect them. For more information, see: <https://democracy.swansea.gov.uk/documents/s37153/Pupil%20Voice%20Forum%20presentation%2031%20Aug%2017.pdf>

Schools in Swansea learn from each other. To counteract staff reduction they are developing an audit tool to identify best practices and enable more school-to-school support.

Schools such as Hafod, offer a variety of classes to parents such as baby massage to teach families, pilates, zumba classes, healthy cooking classes, numeracy skills for parents. They work this in partnership with other services. They have assessments from the health visitors, the police, a school councillor, and they follow the most vulnerable families. They even have parents meetings during the day as many ethnic minority parents work in the evenings. The aim is to ensure inclusion, support teachers, provide background information about families and to engage families. It is noteworthy that these services are not confined to ethnic minority parents and that Welsh parents also benefit from them.

More and more schools are asking parents for support (how to support their children). Bilingual teachers teach through the home language. In secondary schools pupils can pass certain exams in their native language. Promoting the use of home language in the classroom values what non-Welsh pupils bring to the school.

Swansea is clearly doing very well in terms of diversity and equal opportunities in education and results are evident. Ethnic minorities in Swansea are performing at key exams better than the average. Child and group-centred working methods are making a positive difference for all children. We encourage Swansea educational policy-makers and professionals to share their knowledge and experience internationally via the ICC network as their advanced and thorough approaches could be very valuable for other cities.

Swansea has 2 main providers that run accredited English for Speakers of Other Languages (ESOL) courses, Gower College and Adult Learning Wales, and a number of other organisations, (including the voluntary sector), that offer informal/ additional provision. There is an ESOL Providers' Group in Swansea where providers meet and work together to ensure a good quality of provision city wide.

Universities in Swansea

Swansea has 2 Universities with a total of over 31,000 students.

In practice, both universities engages with the residents about the importance of international students for Swansea, and encourages students to be active in the community. An international student support officer offers welcoming and induction programmes, visits and conversation clubs. The university informs international students about volunteering programmes in Swansea, and a community liaison officer (jointly funded by Swansea University, UWTSU, City and County of Swansea and South Wales Police) is responsible for dealing with any incidents or issues between the university and residents. As part of the Reaching Wider Partnership, there are summer universities for children from underrepresented communities.

University of Wales Trinity Saint David

The University of Wales Trinity Saint David (UWTSD) was created in 2010 by a merger of different establishments, including the former Swansea Metropolitan University. It offers higher and further education programmes. 9 % of students are non-UK citizens from over 30 countries. There are several small campuses around the city but now they are building a new campus on the SA1 waterfront. The university has developed a number of international partnerships with other universities (including Hong Kong Management Association, IBAT College Dublin, Middle Eastern University, Wuhan University of Technology, Renmin University of China). There is a strong Chinese presence especially in business, management and engineering. In its 2017-2022 Strategic Plan, the university commits to “contribute to the creation of a more equal Wales through the promotion of participation by under-represented groups, by providing accessible learning opportunities and by removing barriers to participation, ensuring that those who choose to study with us are provided with excellent support throughout their period of study”. Inclusivity and global citizenship are core values.

In addition, the University of Wales Trinity Saint David has an internship programme of £150,000 a year for students to have an internship with employers who cannot fund interns. Some students volunteer in the police and emergency services. A Life Design initiative gets students to evaluate life design choices for their own lives.

Swansea University

Swansea University commenced operation in July 1920 and has greatly expanded since that time to having over 20,000 students over 2 main campuses. Students at the University come from over 130 different countries. The College of Engineering alone (ranking tenth in world class research) has more than 1000 international students from over 115 countries.

The university provides the community with a range of services, the law department is offering a legal clinic, students give free English classes to asylum seekers and refugees, and student services go to schools to speak to children who may have not been thinking of going to university, give science workshops etc. There are summer universities for children from underrepresented communities. There is a Mosque on the campus. Each year, the university organises a week of diversity of cultures, belief, identity, attended also by children from primary schools. It aims to bring together students, staff and communities from different religions in an environment conducive to open and friendly exchange. Last year, well over 2,000 people attended. This year, it has moved away from Faith week to create the Bigger Picture Festival, a celebration of diversity in all respects, belief, culture, internationality and identity. Eid in the Park is another community celebration hosted by the University and held in partnership with Swansea Council, the Police and the Welsh Islamic Cultural Association Swansea.

In addition, as part of the Freshers’ week, the University hosts a welcome event for all new international students which provides an opportunity to meet international students of other nationalities and home students.

There is a strong Chinese presence especially in business, management and engineering. In its 2017-2022 Strategic Plan, the university commits to “contribute to the creation of a more equal Wales

through the promotion of participation by under-represented groups, by providing accessible learning opportunities and by removing barriers to participation, ensuring that those who choose to study with us are provided with excellent support throughout their period of study". Inclusivity and global citizenship are core values.

Both universities could consider offering more substantial support to the municipality in the area of evidence-based policies, by carrying out specific research and evaluation studies in areas defined as a priority for the city, as well as policy-impact research. There could be an enhanced programme of internships to enhance the diversity and inclusion policy-making and action capacity of the city. A suggestion was also made to link up with the network of Sanctuary universities, and look at the Friedrich-Alexander-Universität Erlangen-Nürnberg (FAU) that developed a programme to address the challenges faced by refugees arriving into a new society.

Life-long learning: As a member of the Swansea Learning Partnership, the city offers a range of non-vocational programmes throughout the Swansea area, complementing the wide-range of courses planned by partners in the further education, higher education and voluntary sectors. It provides learning opportunities in community-based settings for adult learners (16+) and works to improve and enhance their employment skills and prospects. The city also works in partnership with other providers by complementing their provision and creating progression routes for learners.

7. Employment and business

In the fields of employment and business, Swansea achieved 40% in the 2017 ICC index, slightly lower compared to the city sample's result of 42%. This field was not a feature of the study visit although there were discussions of the regeneration plan as this large-scale investment is set to transform several areas of the city centre and harbour.³² Residents, businesses and other organisations were all consulted in the drawing up of the plans, including through a public exhibition.

At 5.4% Swansea has a higher unemployment rate than Wales or the UK and youth employment stands at 27%.³³ Swansea is the major regional administrative, commercial and leisure centre in South West Wales. There is a higher percentage of employment in the service sectors, and corresponding lower rates of manufacturing employment. There are also a higher proportion of people working part-time and lower levels of self-employment.

The city provides training for long-term unemployed people (a re-inclusion programme), including ethnic minorities. As part of the resettlement programme, there was an initiative planned to start in October aiming at improving the employability of resettled refugees. Swansea runs and supports several initiatives, an example of one is led by the Swansea Council for Voluntary Services and the Ethnic Minority And Youth Support Team (EYST charity) a BME employment project which delivers a range of services from education, employment & health to personal and community safety.

³² See: <http://www.swansea.gov.uk/regenerationplans> and <http://www.swanseabaycitydeal.wales/about/>

³³ <http://www.swansea.gov.uk/economicprofile>

Swansea's regeneration plan will look into the transformation of the economy from employment-based to increase the self-employed economy. The focus is not just on high-tech qualified jobs but also jobs around human caring. Plans include a Box Village and an Innovation Precinct creating incubation space and co-working areas for start-ups and small businesses at the Waterfront development, working alongside the Universities. In the Index report, it was noted that the city had not taken action to encourage 'business districts/incubators' in which different cultures could mix more easily. Expertise from the diversity incubators developed in other ICC cities could benefit Swansea.

During the study visit there were no discussions of specific measures to support a business case for diversity or immigrant entrepreneurship. Discrimination within the workplace is monitored but was not raised during the discussions as a particular concern.

8. Language and multilingualism

The study visit confirmed Swansea's strength on language (70% compared to the cities' average result of 48%). Swansea Council's Ethnic Minority Achievement Unit (EMAU) has identified around 150 first languages spoken by pupils attending school across the city (excluding Welsh and English) and has noticed an increase in some languages such as Arabic and Polish. The Big Conversation with children in 2017 brought up a recommendation to promote learning of all languages. It also highlighted that a lot of staff in school are bilingual (other than Welsh).

A number of initiatives promote multilingualism in the city, in particular in the numerous libraries spread across the city. We visited the **central library**, which is open 6 days per week. There are a lot of PCs for people to use the internet plus free wifi. The library offers a subscription service for specific titles in 12 languages. There are bilingual books for children, but few employees who speak foreign languages. There is a wide range of e-books, English learning resources, information for asylum seekers, including for the citizenship exam. In the library, an Arabic reading group meets once a month. Through the Syrian resettlement programme the Welsh government produced a booklet Welcome to Wales. The library would like to support reading groups in different languages. To do this they need several copies of the same book and are currently thinking how to fund this. A number of partner organizations base themselves in the library supporting job seekers to access employment and working for various employability schemes. There is a wide range of world films to rent for a small charge.

Rhyme time is held for children under 5 in English and Welsh and when staff speak other languages they also offer it in other languages. Every child aged 10 comes to the library through school and receives a library card through a scheme called ecalm which is supported by the Welsh Government.

Libraries are involved in refugee week, black history month, holocaust remembrance day, the being human day. They ask staff to look into their family history for connections and stories in commonwealth countries and showcase historical evidence. They offer spaces for informal meetings of community groups. Libraries would like to offer language cafés, or spaces for controversial debate as in Norway. However, given recent budget cuts, the library needs to generate income and sees options reduced.

The Central library would like to launch a series of public debates on controversial topics, following the example of the library in Stavanger but lacks the financial resources. The city should make this project a priority as it has been very successful in Stavanger in addressing diversity-related issues, rumours and fears among groups that would not otherwise attend public debates.

Importance of Welsh language

The acknowledgment of the importance to promote multilingualism in Swansea is inseparable from the preservation of Welsh heritage and language. The Welsh government's aspirational target is for one million Welsh speakers by 2050.³⁴ The implementation of the legislation which regulates the use of Welsh in the work of the local authority is entrusted to the Equality team. In practice, all front office teams should have at least one Welsh speaker, and employees must carry a ribbon stating the level of Welsh they have. All public job descriptions must mention the level of Welsh the employee should attain. Welsh language tuition is available for free.

Mastering Welsh is positively associated with better educational and professional achievements. Demand by parents is increasing as Welsh medium schools are in the top five achieving schools in Swansea. Children learning Welsh are performing better than those that learn in English only - even when nobody speaks Welsh at home. In addition, knowing Welsh increases job opportunities.

As a result, Welsh is increasing in popularity.

According to the annual population survey from 2015, there are 29,114 Welsh speakers in Swansea. The 2011 Census indicated that 19.3% of the population have Welsh language skills.³⁵ The focus on Welsh and the arrival in the city of migrants speaking different languages has raised awareness of the importance of languages in general. There has been a big push by the Welsh government to teach Welsh language in schools. 11 of the 79 primary schools and two of the 14 secondary schools in Swansea are Welsh medium schools where Welsh is taught as the first language. Currently 15% of pupils are taught in Welsh. The education department has launched a Welsh language charter³⁶ to encourage young people to use Welsh in all aspects of their lives. There are thought to be very few migrant and refugee children who learn Welsh but there is no official data.

During the study visit there was a discussion on how the importance of Welsh could be better combined with the importance of multilingualism. The aspiration should be not only to raise the use and profile of the Welsh language, but to raise the profile of multilingualism. The goal is not to have an exclusivity of the Welsh language but all languages. The big conversation consultation was about the Welsh language but interestingly children said all languages should be encouraged.

9. Public space, neighbourhoods and ethnic mixing

The study visit nuanced the ICC Index report where Swansea's neighbourhood policy indicator reaches **50%**, which is lower than the city sample's rate of 62%. Swansea Council's Housing Service

³⁴ <https://www.swansea.gov.uk/wespstrategicplan>

<https://www.estyn.gov.wales/thematic-reports/local-authority-welsh-education-strategic-plans>

³⁵ <http://www.swansea.gov.uk/cymraeg>

³⁶ <http://cymraeg.gov.wales/learning/schools/Siarterlaith./?lang=en>

has a housing allocation policy based on need. Although the policy does not specify ethnic mixing, in practice all neighbourhoods where there is a large percentage of Council housing has a diverse ethnic population. Stakeholders met recognised the divide existing between the east and west of the city. The east is, in general, the poorer part with shorter life expectancy, lower income. Although city representatives expressed the wish to bridge these divides and have supported many initiatives to assist this, they also raised the fact that this goes beyond city's competence in terms of the private housing market.

The city organizes and supports many community events (including through communication, and offering facilities) where different communities and various sector are brought together. These are either cultural events like Our *Abertawe*³⁷, specific initiatives such as the Community garden³⁸ in the city centre, or fora to raise issues that are important to residents, such as the Interfaith week organized with Swansea University. All these events aim at showing how diversity is an asset and part of Swansea's identity.

The city has numerous easily accessible spaces where people can meet and be part of different initiatives. The 17 libraries offer spaces for children's activities where parents can meet, language courses, and provide all kinds of support for vulnerable people. The 38 community centres, which are a part of the community development work, are run by local committees developing their own neighbourhood's initiatives.

Engaging with the communities is also done through cultural and artistic projects. Swansea's Glynn Vivian Art Gallery³⁹ organizes and hosts a range of initiatives targeting vulnerable young people, older adults, refugees, diverse cultures, adults with learning disabilities and those living in areas of social deprivation in Swansea. It engages through workshops with audiences from ethnic organisations such as Swansea African Community Centre , the Swansea Chinese Cooperative and Swansea Asylum Seekers Support , to support creativity and increase access to employment, promoting a shared culture through art.

Expensive transports (private company bus) was mentioned by all stakeholders as a major issue that prevents people from accessing and participating in all these initiatives.

10. Health and Social Welfare

Swansea City and County Strategic Equality Plan⁴⁰ constitutes Swansea's holistic plan about the various equality challenges. The Council consulted all advocacy organisations (LGBT forum, disability engagement group, a regional BME forum as well as the wider community) and various stakeholders to identify the main challenges and the quality of services. The Plan includes 14 Equality Objectives for 2016-2020:

³⁷ <http://www.enjoyswanseabay.com/events/abertawe-celebrating-swanea-together/>

³⁸ <http://www.sustainableswansea.net/vetch-veg.html>

³⁹ <http://www.swansea.gov.uk/glynnvivianlearning>

⁴⁰ <http://www.swansea.gov.uk/sep>

1. Ensure equality of access to services
2. Undertake a range of work focused on safety, including hate crime, modern slavery, protection of vulnerable people, etc.
3. Develop a whole Council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme
4. Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities
5. Improve pupil attainment and continue to close performance gaps
6. Provide equality support for schools
7. Provide opportunities via apprenticeships and work placements
8. Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children
9. Improve access to public transport by bus for disabled and older people, as well as families with young children
10. Ensure we tackle and alleviate the effects of poverty
11. Ensure consultation and engagement is inclusive and undertake awareness raising activities
12. Work on health and sport initiatives that focus on outcomes for our communities
13. Continue to improve staff and Member awareness of equality and diversity issues
14. Comply with the Procurement and Assessment of Impact regulations set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Swansea also has a Public Services Board (PSB)⁴¹, which is a partnership of public service agencies that work together to improve local services. It is composed of four statutory members (Abertawe Bro Morgannwg University Health Board, Natural Resources Wales, the Fire and Rescue Service and the Council), as well as other organisations, such as the police and the universities, that have an interest in the well-being of the area. The PSB carries out an assessment of Well-being and produces Local Well-being Plans.

Swansea's Anti-poverty strategy emphasizes the importance of co-participation in service design. According to the strategy tackling poverty, work must be approached in a spirit of shared leadership and should:

- Include people who experience deprivation in Swansea
- Involve people responsible for service design and delivery, who can describe the challenges and opportunities that exist on the ground
- Be overseen by an appropriate strategic body with a thorough, holistic (whole person; whole family; whole community) overview of corporate – and wider – activity and priorities.”

The city provides easily accessible information, albeit only in English, on its website about all the social services available.⁴²

Swansea is also part of the World Health Organisation Healthy City network which is a global movement consisting of cities that are committed to health and sustainable development. ⁴³

⁴¹ <http://www.swansea.gov.uk/psb>

⁴² <http://www.swansea.gov.uk/socialcarepublications>

11. Civil Society

Civil society organisations and the volunteering sector are very active in Swansea and provide a range of different services. Many events and initiatives are now self-driven, and the Council is not aware of all that is going on in Swansea to contribute to social and migrant inclusion. The city supports initiatives implementing Council's strategic objectives (e.g. through the Change Fund), and NGOs have alternative funding channels (Big Lottery, foundations, EU funds). An example of some of these are:

The ***Belonging Project***⁴⁴ is led by the Ethnic Minority and Youth Support team (EYST), an award-winning beneficiary-led voluntary organisation which aims to support ethnic minority young people aged 11-25 living in Wales. It was set up in 2005 by a group of young ethnic minority people in Swansea. They support young people in education, employment, health, safety. They also work with the mainstream white community on issues such as racism in order to challenge stereotypes and perceptions. The *Belonging Project* targets 11-18 year olds to increase their sense of belonging, participation and personal development. They have family weekends and other events. Most young people are from BME background but not all. They made a film about how they feel about living in Swansea. They regularly fill in questionnaires to measure increases in their confidence and sense of belonging to the community. They are also a forum for the Welsh government to consult young people on different policies. All workshops and activities are decided by the young people. Doing something for the community (eg visiting old people's homes or raising money) helps them feel they belong to the community. Another project EYST is led in partnership with the National Waterfront Museum is called *Chips, Curry and Cappuccino*.⁴⁵ Nineteen young people aged 14-24 were involved with the project, collecting research through oral and video interviews, archiving and desk top research. The young people focused on the Bangladeshi, Chinese, Italian and Middle Eastern communities in Swansea to learn more about diverse cultures recipes, traditions and migratory histories that have made Swansea the multicultural city it is now. This ended in an exhibition in the National Waterfront Museum and had 33 000 visitors. They made a teaching pack for schools to teach about the diversity of the community, exploring the long migration history of the city and the challenges faced by successive generations of migrants and relating this to their own experiences. Trying to reclaim the word migrant in a positive way and link it to the Welsh identity which most people do not associate with migration. This ethos of this project is continued through the *Young, Migrant and Welsh project*.

The ***Think project***⁴⁶ was born from EYST's work supporting the victims of racism, and the identified need for a practical response to work with the most vulnerable young people in challenging some of their negative views around asylum, immigration. The *Think Project* is an innovative concept which aims to test and develop new ways of working with the most disengaged young white people in Wales in order to respond to the challenges posed by the growing presence and legitimacy of the far-right in the UK and Europe, and the growing normalisation of racist rhetoric, attitudes and

⁴³ <http://www.swansea.gov.uk/healthycity>

⁴⁴ <http://gower.web-design.wales/project-belonging.php>

⁴⁵ <http://eyst.org.uk/ccc/>

⁴⁶ <http://eyst.org.uk/think-project/>

behaviour at the local and national level. The project has been formally evaluated as successful for changing attitudes and increasing understanding of this issue: At the end of the project 82% of participants disagreed with the statement 'Asylum seekers come to the UK to get Benefits' (compared to 6% at the start of the project). The *Resilience* project continues this work

The **African Community Centre**⁴⁷, founded in 2003, is operated by the African/African Caribbean Community in partnership with indigenous Welsh people throughout Wales. ACC provides a drop in Centre for all people to participate in the African/African Caribbean cultures as well as supporting their community members to integrate and participate in their local Welsh Heritage projects. From focusing initially on the needs of African/African Caribbean communities, the organization now includes various nationalities and refugees. ACC runs a counselling project for traumatised refugees, and a group therapy for men and women from different countries to speak about their issues and support each other. From the women's group a group of acapella singers – the *Sanctuary Singers* - has emerged and performs successfully within the UK.⁴⁸ Thanks to a Big Lottery grant, ACC has set up a transport scheme for asylum seekers. They will recruit volunteer drivers who will be paid a certain mileage allowance to drive asylum seekers where they need to go and get to know them.

Swansea Bay Regional Equality Council⁴⁹, founded in 1983, is a voluntary organization working towards the elimination of discrimination, promotion of equality of opportunity and community cohesion.

Swansea Asylum Seekers Support is a voluntary group that has received some core funding from the Council. It runs drop-ins for asylum seekers and refugees where friendship, hot meals, leisure activities and informal English language is offered

12. Policing and security

The radicalisation and extremism agenda is a priority in the UK including in Swansea. The Council considers the Prevent strategy⁵⁰ a success. It targets particular individuals at risk of radicalisation. Many are vulnerable children. Prevent starts at primary schools with conversation groups. The city sees a need to have difficult conversations with ethnic and indigenous groups about living together including on the rights of women to learn, have a job, a boyfriend, etc. The city encourages a whole-family approach – looking at the whole family and not only at the person who has been identified as potentially radicalised or extremist. The *Think Project* is another initiative that works primarily with young white people to turn them away from racism and extremism.⁵¹ The *White Pride March* is an annual march of far right nationalists where supporters often decide to come to Swansea and a counter slogan was that "Welsh pride is not white pride". The big conversation 2018 will ask young

⁴⁷ <http://africancommunitycentre.org.uk/>

⁴⁸ The Sanctuary Sisters – group of woman singers singing a cappella who performed in Westminster Abbey
<https://bhmwales.org.uk/events/african-community-centre-sanctuary-sisters-live-choir/>

⁴⁹ <http://sbrec.org.uk/>

⁵⁰ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf#page=28

⁵¹ www.thinkproject.org.uk

people how to counter extremism.

Hate crime is taken seriously and there are many initiatives to tackle it. The Voices Have Spoken (VHS) project, led by SBREC,⁵² delivers one-to-one advice, guidance and support to BME and non-BME wider communities through outreach work in Swansea and Neath & Port Talbot; provides advocacy, advice and support to challenge, report, pursue and tackle hate crime incidents and discrimination; develops partnerships with community, voluntary and statutory sector organisations and agencies and private employers and businesses to contribute to improved community cohesion; and raises awareness of hate crime.

City representatives and the police speak out against hate crime in statements and other public communications. There are specially trained hate crime officers who support anyone suffering from racist abuse. The police also works with community leaders and various partner organizations proactively to ensure that cohesion and tolerance are upheld and promoted. During the 2017 National Hate Crime Awareness Week, the Council organized a seminar to help tackle hate crime in Swansea and there were other events in Swansea including by the university.

Swansea could follow the Council of Europe's No Hate movements and use its educational tools⁵³.

13. Welcoming and hospitality

Swansea has been a City of Sanctuary since 2010 and has always tried to be at the forefront of caring for refugees.⁵⁴ The City of Sanctuary scheme is funded by the National Lottery. More than 100 organisations have subscribed to the scheme and pledged their support. So far very few are private businesses so engaging them is the next step. Those involved sign a pledge form with contact details, and a list of actions they can do like translating their information into different languages or putting a sticker on their window to say they are a safe space for refugees. The project is run by Displaced People in Action⁵⁵. It delivers education and awareness raising on what it is to be an asylum seeker and refugee in the UK and encourages people to think how they can be welcoming and helpful. The project works with asylum seekers who share their experience and co-produce the training. There are 2-3 sessions a month. They train healthcare professionals, the medical school, interpreters, schools, police. There are about 12 speakers enrolled who take part in forums where they market their trainings. As only three people work on the project their time is limited for engagement with all new organisations. The Trade Union Congress has supported the national pledge and encourages their activists to work with employers on fair employment etc.

The importance to Swansea of being a welcoming city is currently reflected in its attempts to become a UK city of Culture. The Swansea Well-Being Plan is currently being finalised and includes a demographic profile of Swansea inclusion by ethnicity, gender, age, language, religion, place of residence.

⁵² <http://sbrec.org.uk/voices-have-spoken-vhs/>

⁵³ <https://www.nohatespeechmovement.org/>

⁵⁴ <https://swansea.cityofsanctuary.org/>

⁵⁵ <https://www.dpia.org.uk/our-projects/wales-cities-sanctuary/>

The Swansea City of Sanctuary project, supported by Swansea Council runs a Welcome to Swansea scheme. This involves mentoring, e.g. bringing newcomers to the library or other services and helping them with all kinds of things like administrative procedures and socialising. There are 40-50 mentors and about 120 mentees a year. The mentors are trained then matched with the mentees. They have regular supervision meetings between mentors. They have a petty cash system to reimburse the mentors and mentees for the travel expenses. During the study visit we heard about positive examples of how this works, including about Jean, an asylum seeker who became a mentor, a move that gave him a purpose and the motivation to discover things in Swansea.

The **Welcome to Wales** booklet was published by Welsh government when Syrians began to arrive in Wales through the resettlement scheme, including child-friendly versions in English and Arabic.⁵⁶ In 2016, the Council officially expressed a willingness to give sanctuary to a number of unaccompanied child refugees from the Calais camp in France in addition to the commitment to resettling 12 families a year through the Syrian Resettlement Programme/Vulnerable Childrens' Resettlement Scheme⁵⁷ Swansea celebrates Refugee Week every year.

Diversity is celebrated. Holocaust Memorial Day is also supported by the City Council and is not necessarily only about the Holocaust but on similar events in the world. It is an opportunity to celebrate all sorts of diversity. Black history month is also celebrated in Swansea.

. Swansea University runs several initiatives including the *Being human* festival co-organised by Swansea University celebrated the diversity of the Commonwealth as its topic for 2017.

Swansea Council invites all residents who receive UK citizenship to a formal ceremony in the Civic Centre. They have also held an annual welcome party hosted by the City's mayor for all new refugees. The Council is working with the City of Sanctuary to reestablish this event.

14. Conclusion and Recommendations

In a context of economic, demographic, and societal changes, the city of Swansea has shown great commitment to its core values, and a certain dynamism in looking for solutions. As an official said, Swansea people do not want to be driven by uncertainty. They want to control their destiny. Even if this destiny leads them all the way to China!

The study visit provided the opportunity to challenge some of the initial findings in the ICC Index report, particularly in the fields of education, neighbourhood policies, cultural and civil life, international outlook, and welcoming. We encourage Swansea policy-makers and professionals to share their knowledge and experience internationally via the ICC network as their advanced and thorough approaches would be very valuable for other cities.

In particular, Swansea demonstrates a great commitment in its joined-up approach, ensuring that all services exchange and work together across the silos. Through online/offline consultation processes,

⁵⁶ <http://gov.wales/docs/dsjlg/publications/equality/151209-welcome-to-wales-childrens2-en.pdf>

⁵⁷ <https://www.thewave.co.uk/news/local/swansea-to-welcome-child-refugees/>

and evaluation mechanisms, the Council incorporates residents' views in plans and decision making, as well as communicates progress and results.

Like many other cities, Swansea invests significantly in education, but what may be unique is the importance given to children's participation in the decision making of the city, as well as the commitment to developing a human rights' culture.

Celebration of diversity is part of Swansea's policy on community cohesion and Swansea's socio-economic development. Events throughout the year, often co-organised with universities, schools, NGOs, libraries or community centres, or supported by the Council, are not only a way to celebrate the presence of different communities and culture in the city, but also an opportunity for mutual-learning. By opening spaces for debates on various issues that matter to locals, the city intends to develop trust through participation. In addition, celebration of diversity is linked to Swansea's efforts to increase its international outlook through hosting increasing numbers of international students and developing cultural and economic contacts with Chinese cities (Nantong and Wuhan). Finally, Swansea could share its experience as a sanctuary city, and its commitment to hospitality and tolerance, even against national policies (e.g. unaccompanied refugee children from the Calais camp).

Two aspects of Swansea's experience could be of particular interest for the ICC network. The first one is the interconnection in policy and practice between the community cohesion and the human rights approaches, and the second is intercultural practice that includes the promotion of a Welsh identity.

There are however several fields in which the city of Swansea may consider learning from others or strengthening its intercultural policy.

1 Given Swansea's objective to increase its international outlook and attract talents from elsewhere, it would be important to address the issue of the lack of diversity in staff that was mentioned in the Index report and during the study visit.

2 Swansea has developed an impressive public consultation mechanism, but there is a need to ensure consultation processes and participation in the decision-making and implementation of the various strategies can reach out to newcomers and specific groups. The case of Roma and Travelers was discussed, and one of the suggestions was to look at practices of other cities that use for instance cultural mediators (like in Viseu, Portugal) to bridge communication divides.

3 Swansea University could consider offering more substantial support to the municipality in the area of evidence-based policies, by carrying out specific research and evaluation studies in areas defined as a priority for the city, as well as policy-impact research. There could be an enhanced programme of internships to improve diversity and inclusion policy-making and the action capacity of the city. A suggestion was also made to link up with the network of Sanctuary universities, and look at FAU University that has developed a programme to address the challenges faced by refugees arriving into a new society.

4 Although the study visit did not cover the areas of employment or business, it seemed that Swansea had not taken action to encourage 'business districts/incubators' in which different cultures could mix more easily. Expertise from the diversity incubators developed in other ICC cities could benefit Swansea.

5 The Central library would like to launch a series of public debates on controversial topics, following the example of the library in Stavanger but lacks the financial resources. The city should make this project a priority as it has been very successful in Stavanger in addressing diversity-related issues, rumours and fears among groups that would not otherwise attend public debates.

6 Expensive public transport (e.g. a private company bus) was mentioned by all stakeholders as a major issue that prevents people from accessing and participating in initiatives. Swansea should seriously address this issue as it represents an obstacle for disadvantaged group to actively participate.

7 Civil society is very active in Swansea, and officials reported the difficulty in following-up on the numerous initiatives. In order to have a clearer picture of existing projects that contribute to community cohesion, the city could entrust a public body or an NGO with the task of monitoring everything going on within Swansea (A kind of Who's Who?).

8 In order to fight against hate speech more effectively, Swansea could follow the Council of Europe's No Hate movement and use its educational and awareness-raising tools⁵⁸.

9. Swansea should consider, in the context of Intercultural cities of ICC, to pursue the idea of convening a number of solution-based workshops on specific issues (youth unemployment, poverty), with the involvement of other ICC member cities.

10. Finally, we would recommend that Swansea reinforces the human and financial resources devoted to the coordination of actions in the field of diversity and inclusion (and specifically for the implementation of the Swansea Community Cohesion Delivery Plan 2016-2017, and the Well-being of Future Generations (Wales) Act.

⁵⁸ <https://www.nohatespeechmovement.org/>

Inter-Cultural Cities Visit Swansea

14 - 16 November 2017

Anne Bathily - ICC Expert, Council of Europe

*Oliver Freeman - Independent Consultant in Intercultural
Governance and Public Administration*

Irena Guidikova – ICC Programme Manager, Council of Europe

Programme

Tuesday 14 November	
Arrival and check in at the Marriott Hotel, Swansea Free evening	
Wednesday 15 November	
09:00-10:00	Welcome and Introductory meeting <i>Cabinet Conference Room, Guildhall</i> Meeting with Chris Sivers (Director of People), Cllr Clive Lloyd (Deputy Leader), Cllr Will Evans (Cabinet Member), Helen Clancy (Migration, Asylum Seeker & Refugee Co-ordinator), Paul Thomas (Community Integration Partnership Manager), Jane Whitmore (Partnership & Commissioning Manager)
10:30-12:15	Swansea as an Intercultural City – introduction to Key Stakeholders <i>Lord Mayor's Reception Room, Guildhall</i> Key stakeholders – see list of invitees 10.30 – 10.45 Arrival and registration 10.45 - 10.50 Welcome (Cllr Clive Lloyd – Deputy Leader, Swansea Council) 10.50 – 11.00 Setting the context - Intercultural Swansea – Chris Sivers (Director of People, Swansea Council) 11.00 – 11.20 Presentation of the Intercultural Cities integration

	<p>concept & policy framework – Irena Guidikova</p> <p>11.20 – 11.30 Additional perceptions - Anne Bathily and Oliver Freeman</p> <p>11.30 – 12.15 Questions and answers</p>
12:30-13:00	<p>Lunch <i>Cabinet Conference Room, Guildhall</i></p> <p>Chris Sivers, Cllr Clive Lloyd, Cllr Will Evans, Helen Clancy, Paul Thomas, Jane Whitmore, Tanya Walters (Project & Finance Support Officer), Anne Sennett (Partnership Development Support Officer)</p>
13:30-14:30	<p>Ethnic Minority & Achievement Unit and Hafod Primary School <i>Hafod Primary School</i></p> <p>Pam Cole (Head of Ethnic Minority & Achievement Unit) and bilingual staff, Rachel Webb (Headteacher), Karen Hopkins (Deputy Headteacher), Helen Clancy, Tanya Walters</p>
14:45-15:45	<p>Swansea Council Housing Services <i>Housing Options, High Street</i></p> <p>Jane Harries (Housing Manager, Landlord Services), Steve Porter (Housing Manager, Community Housing)</p>
16:00-17:00	<p>Equalities and Community Integration Teams <i>Glynn Vivian Art Gallery, Alexandra Road</i></p> <p><i>Learning Room</i> Group 1 – Helen Clancy, Riaz Hassan (Regional Community Cohesion Co-ordinator), Sue Highfield (Lead Worker, Traveller Community), Paul Thomas</p> <p><i>Library Room</i> Group 2 - Polly Gordon (Life Stages Partnership Manager), Rhian Millar (Consultation Co-ordinator), Catherine Window (Equalities Policy Development Officer)</p>
17:15-18:00	<p>Swansea City of Culture <i>Library Room</i></p> <p>Kate Wood (Cultural Strategy & Partnerships Officer, Dylan Thomas Centre), Dan McCabe (Learning & Participation Officer, Glynn Vivian Art Gallery), Tracey McNulty (Head of Cultural Services)</p>
19:30	<p>Dinner <i>Awa Grill House, College Street</i></p> <p>Chris Sivers, Cllr Clive Lloyd, Cllr Will Evans, Helen Clancy, Paul Thomas</p>
Thursday 16 November	
09:00-10:30	<p>Swansea City of Sanctuary Project and Swansea Libraries <i>Discovery Room, Central Library, Civic Centre</i></p> <p>Rebecca Scott (City Of Sanctuary Co-ordinator), Jean Lazare (City of Sanctuary Speaker and Mentor), Tracey Anstee (City of Sanctuary Mentor and Volunteer), Helen Clancy</p> <p>Karen Gibbins (Senior Librarian)</p>

10:30-11:00	<p>Welsh Culture <i>Discovery Room, Central Library, Civic Centre</i></p> <p>Sarah Hughes (Head of Improvement, Education Service) Rhodri Jones (Head of Stakeholder Engagement Group, Education Service) Ann Williams (Equalities Policy Development Officer)</p>
11:30-13:30	<p>Black and Minority Ethnic Third Sector Partners <i>Ethnic Minority & Youth Support Team (EYST), St Helen's Road</i></p> <p>Rocio Cifuentes (Director, EYST), Jill Duarte (African Community Centre) and representative (Swansea Bay Regional Equality Council)</p> <p>Lunch</p>
14:00-15:30	<p>Swansea's Universities <i>Technium 2, King's Road, SA1</i></p> <p>Jo Parfitt (Head of English Language Training Services, Student Services, Swansea University) Dai Rogers (Student Services, University of Wales Trinity St David)</p>
16:00-17:00	<p>Debrief <i>Cabinet Conference Room, Guildhall</i></p> <p>Chris Sivers, Cllr Clive Lloyd, Cllr Will Evans, Helen Clancy, Paul Thomas, Jane Whitmore</p> <p>End of meetings</p>