

INTERCULTURAL CITIES INDEX ANALYSIS 2024

Building bridges, breaking walls



Diversity, Equality, Interaction

TURKU

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TURKU
INTERCULTURAL CITIES
INDEX ANALYSIS
2024

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INTRODUCTION

Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view.

In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

While this report is being written (December 2023) 162 cities embraced the ICC programme and approach, and 130 (including Turku) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 33 cities (including Turku) have between 200'000 and 500'000 inhabitants and 40 (including Turku) have between 10% and 15% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Turku, Finland, in 2023, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict and to enhance participation. It encourages greater mixing and interaction between diverse groups in the public spaces.

METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general Intercultural Cities Index).

These indicators comprise the following (including the two new indicators in bold):

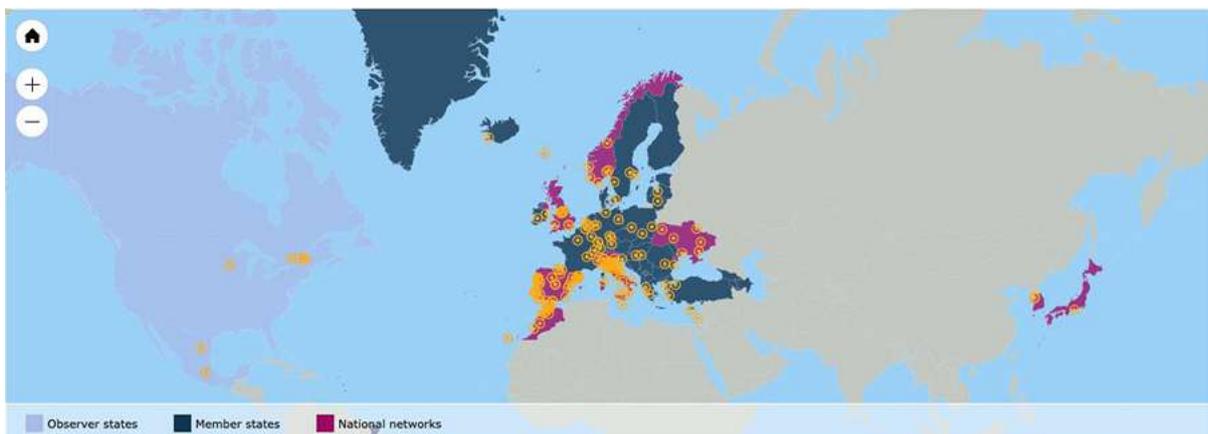
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended **only as a tool for benchmarking/benchlearning**, to motivate cities to learn from good practice.

Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out so far: the size (below 100,000 inhabitants; between 100,000 and 200,000; between 200,000 and 500,000; and above 500,000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 46 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Turku. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall Intercultural Cities Index results, **Turku** has an aggregate Intercultural Cities Index result of 78 (out of 100 possible points). The details of this result will be explained below.¹

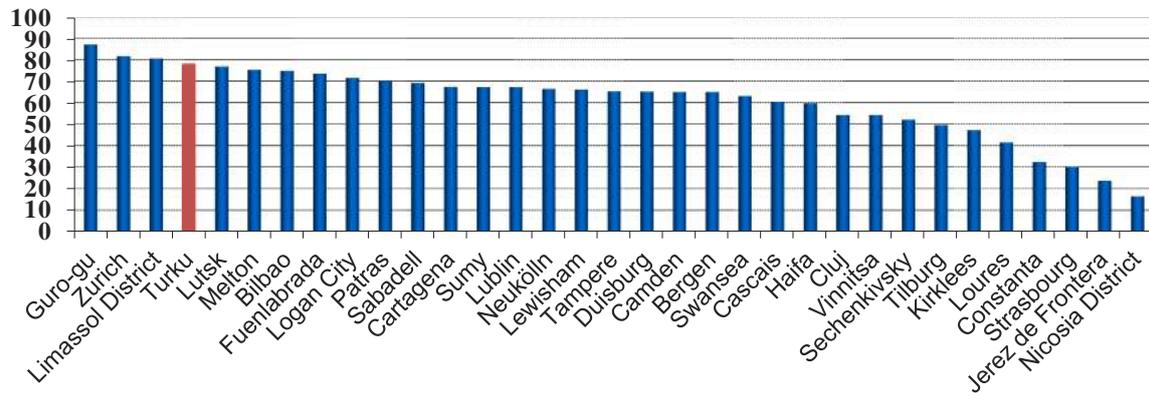


¹ The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global achievement rate.

In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.

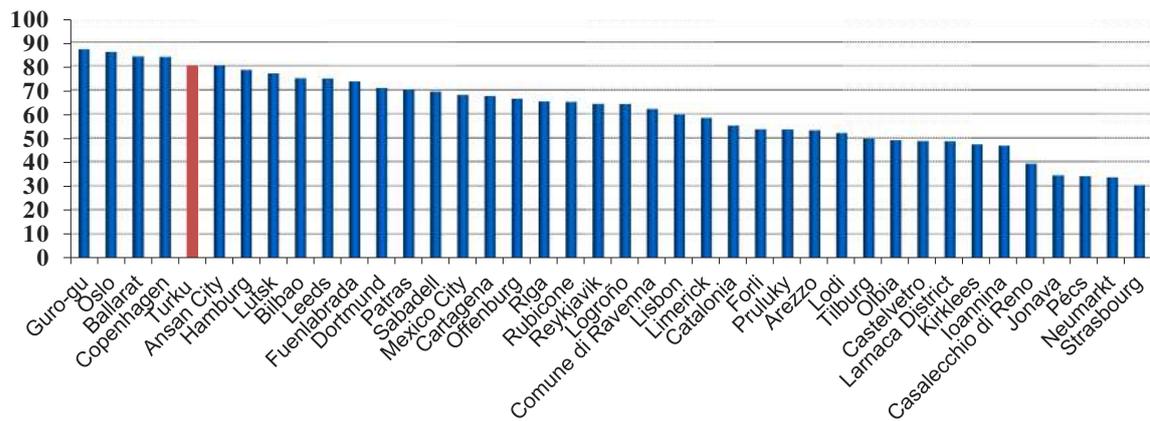
Per inhabitants

Intercultural City Index (ICC)
City sample (inhabitants 200'000 - 500'000)

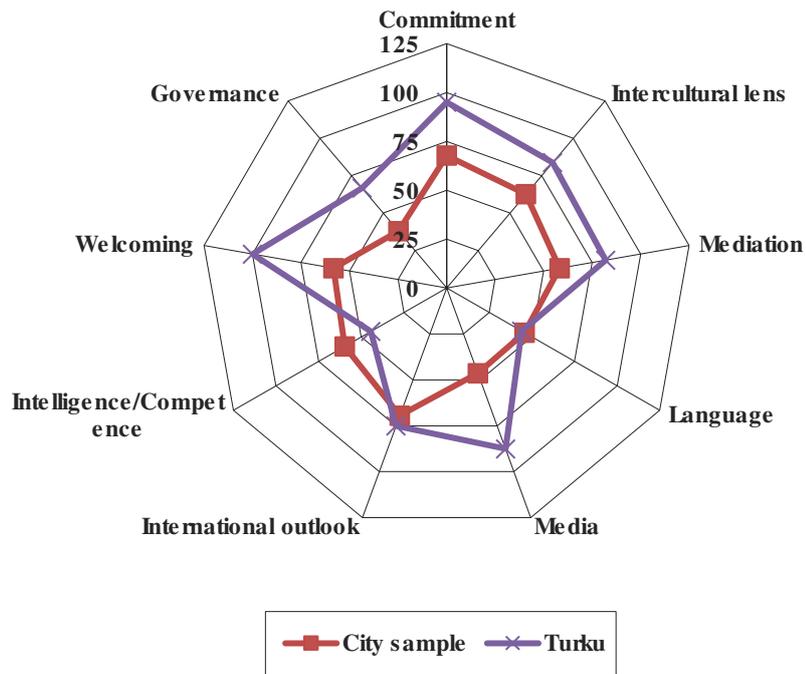


Per diversity

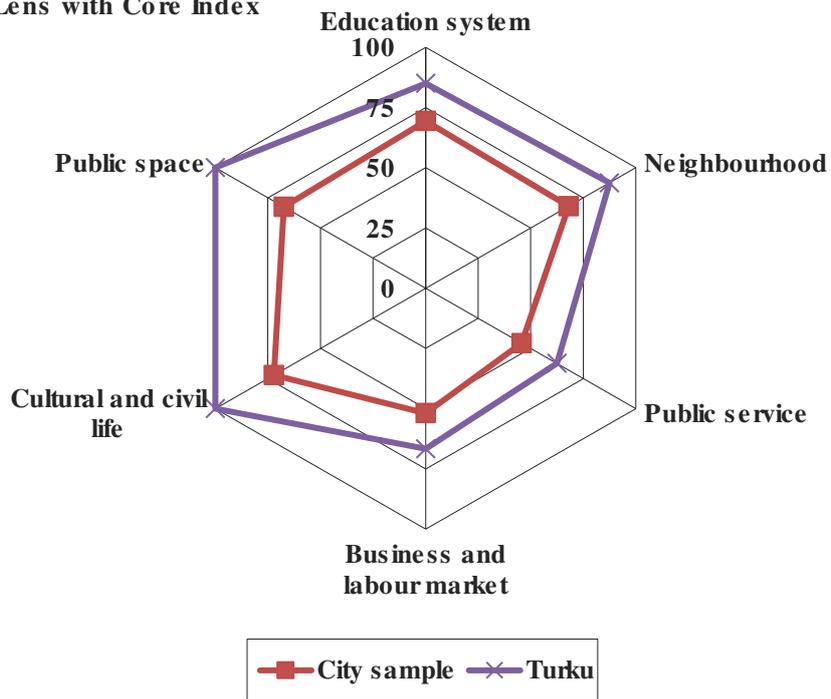
Intercultural City Index (ICC)
City sample (non-nationals/foreign borns 10% - 15%)



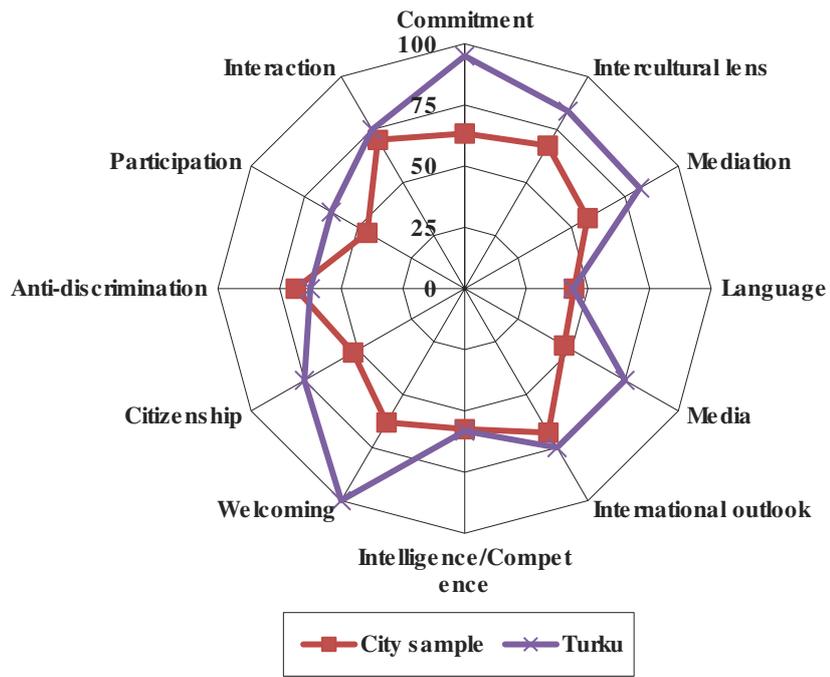
Core Index



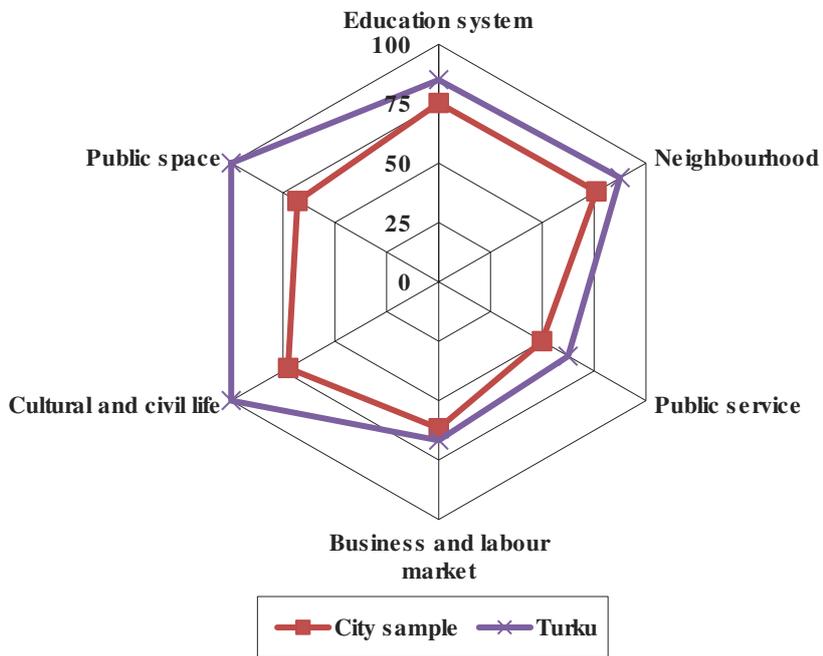
Intercultural Lens with Core Index



Extended Index



Intercultural Lens with Extended Index



TURKU: AN OVERVIEW

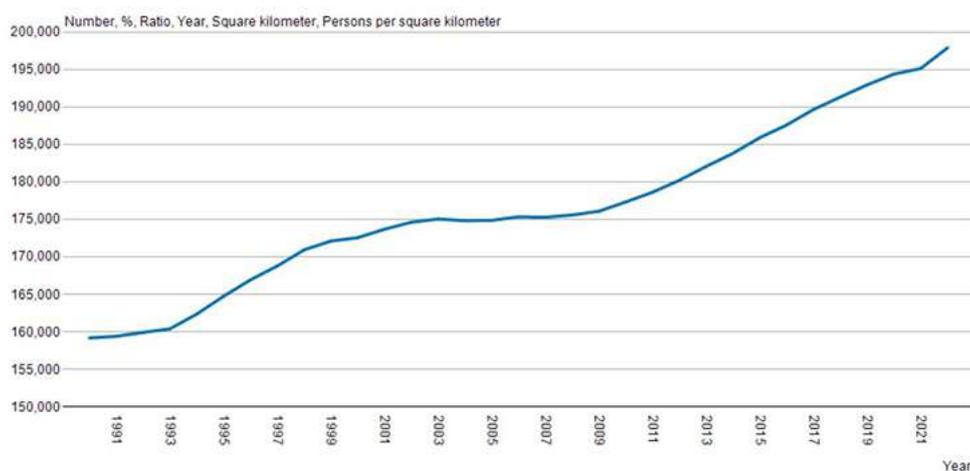
Turku is located in the region of Southwest Finland and it is the capital of the Province of Western Finland. Turku is the oldest city of Finland and storied history that dates back to the 13th century. Originally founded as a trading post by Swedish crusaders, Turku quickly grew into a thriving hub of commerce and culture. The city's strategic location along the Aura River facilitated trade with other Baltic Sea ports, contributing to its prosperity and influence. Due to its location, the Port of Turku is an important commercial and passenger seaport, with over three million passengers travelling to Stockholm and Mariehamn each year.

Over the centuries, it served as the capital of Finland until 1812. After the Finnish War, Finland became an autonomous Grand Duchy of the Russian Empire in 1809, and Turku became the capital of the Grand Duchy. However, Turku lost its status as capital only three years later in 1812, when Tsar Alexander I of Russia decided to move the capital to Helsinki. It was only after the last great fire in 1827 that most government institutions were moved to Helsinki along with the Royal Academy of Turku (Turun Akatemia) founded in 1640, which then became the University of Helsinki.

Throughout its history, Turku has weathered wars, fires, and various transformations, each leaving its mark on the city's landscape and character. Today, remnants of Turku's medieval past, such as the iconic Turku Castle and the imposing Turku Cathedral, stand as testament to its enduring legacy. As Finland's oldest city, Turku continues to preserve and celebrate its rich history while embracing modernity and innovation, making it a captivating destination for visitors and a cherished home for its residents. Due to its long history, Turku has been the site of many important events and, as a former capital, has had a major influence on Finnish history. Together with Tallinn, the capital of Estonia, Turku was named European Capital of Culture for 2011. In 1996, the city of Turku was declared the "Christmas City" of Finland. Turku has also been officially declared the Food Capital of Finland, as it is home to some of Finland's oldest and highest quality restaurants, as well as a historically famous fish market held twice a year. Turku's canteen and café culture has often been compared to French food culture, which is why Turku is also known as the "Paris of Finland".

Turku is also one of Finland's biggest cities and its population is approximately 200,000 inhabitants (2023). The city's population has grown steadily over the years, reflecting its attractiveness as a place to live, work, and study. Turku's population density is relatively high compared to other Finnish cities, with a mix of urban neighbourhoods, suburban areas, and green spaces providing residents with a diverse living environment.

Key figures on population by Year. Turku, Population 31 Dec.

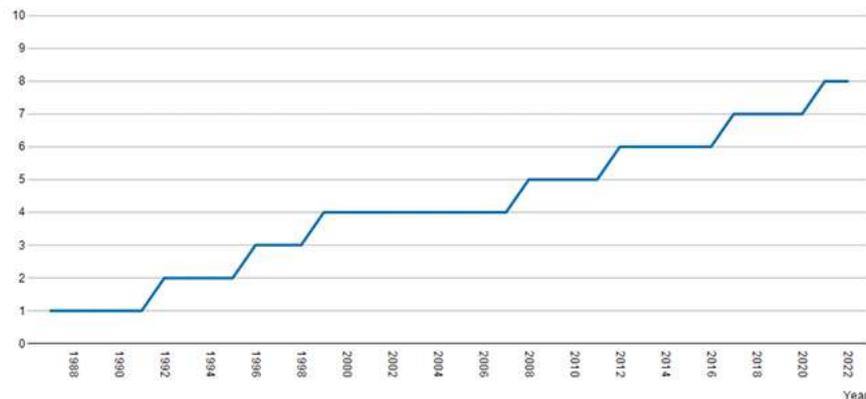


Source: Statistics Finland

Turku is officially a bilingual city and roughly 5% of its inhabitants speak Swedish as their mother tongue. Its population is diverse, with residents from various ethnic backgrounds and nationalities contributing to the city's vibrant community. Some 14% of its inhabitants speak something other than Finnish, Swedish or Sámi as their mother tongue. The largest language groups in Turku are Russian, Arabic, Kurdish, Albanian, Somali, Estonian, English and Farsi communities.

Turku is home to 4% of Finland's population. 14.1 per cent of the population has a foreign background, which is almost twice as high as the national average.

Municipal key figures by Year. Turku, Foreign citizens, %.



Source: Statistics Finland

A great portion of Turku residents are students: every fourth person is either student or professional in higher education institute. There are two universities and four university of applied sciences in Turku. All campuses are located near city center.

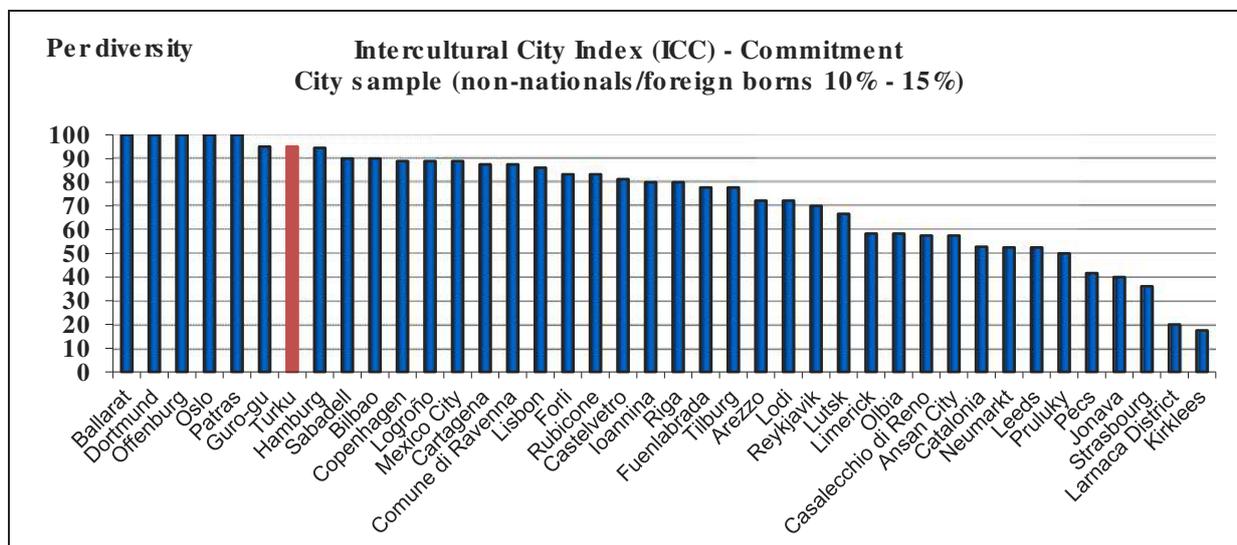
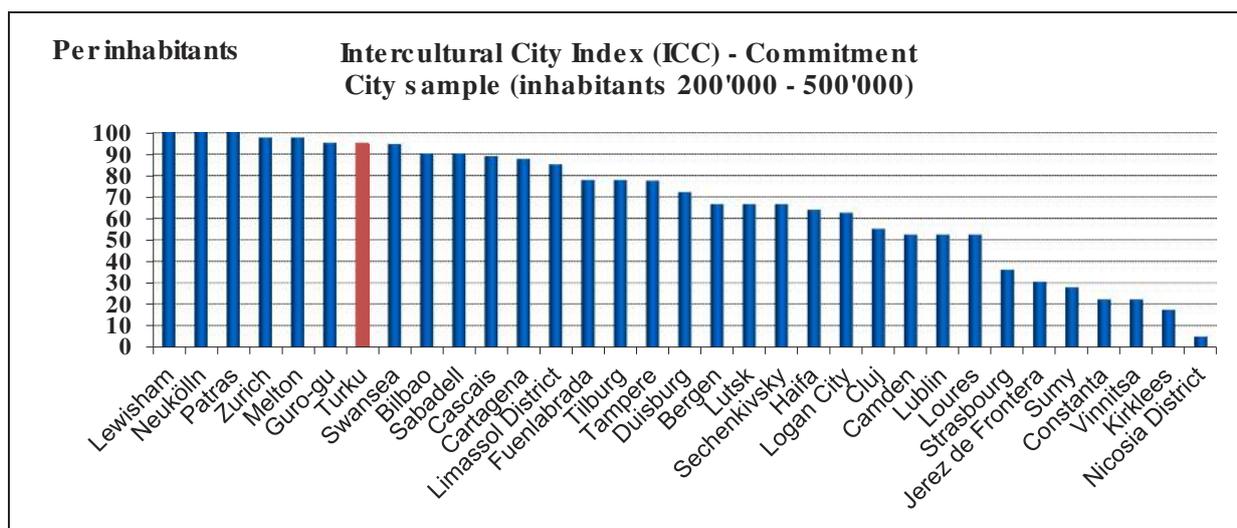
Finally, could be interesting to remind that in 2010, the Finnish parliament approved the Act on the Promotion of Immigrant Integration (1386/2010) to support and promote integration and make it easier for immigrants to play an active role in Finnish society. The purpose of the Act is also to promote gender equality and non-discrimination and positive interaction between different population groups. The Act has been under a comprehensive reform, which is expected to enter into force in 2025. The reform aims to improve integration and strengthen the inclusion of immigrants in society, by facilitating the path of immigrants towards employment and improving the access of immigrant women and others outside the labour force to services. It also seeks to promote equality, wellbeing and good relations between population groups. Under the new act, municipalities will have a larger role in promoting integration, and municipalities will be responsible both for services related to promotion of integration and employment and skills development.



COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

Turku achieved a rate of 95%, which is a clearly higher than the city sample's achievement rate of 68%.



Turku stands as a beacon of multiculturalism, actively championing acceptance, community, and equality across its diverse landscape. With over a hundred languages spoken as mother tongues and residents hailing from more than 130 countries, Turku is a melting pot of cultures. Additionally, the city embraces representatives of all major religious denominations, fostering a rich tapestry of beliefs and traditions within its vibrant community.

Turku is committed to becoming an intercultural city, as evidenced by its participation in the [Turku of Mayors - Decade of Action from 2021-2025](#). Recognizing the value of its bilingualism as a source of richness and opportunity, Turku embraces its status as an open, active, and international city. Upholding principles of equal treatment and equality among residents and in all city activities, Turku sets a standard for promoting inclusivity. As a pioneer in anticipating changes in its operating environment, the city leverages this vision to enhance its attractiveness and continually evolve for the better.

Turku has approved its City Strategy, "[Turku in the 2030s](#)," which was accepted by the City Council in 2022. Internationalism is not just a component but a fundamental aspect of Turku's identity and way of life. By actively engaging in activities, particularly within the Baltic Sea region and Europe, Turku gains insights into future trends and developments.

The city has an intercultural action plan: the [Program for Promoting Integration in the City of Turku 2022 – 2025](#) has been approved by the City Council on June 19, 2023. The Migration Work Steering Group, (Maahanmuuton johtoryhmä) is the municipal authority to deal with integration questions and it works cross-departmentally, including the International House Turku steering groups, Interdisciplinary Team for Multicultural Work in Cultural and Sports Services, Multicultural Council, Teacher Teams in Basic Education, and the Multilingual Communication Team.

Implementing the intercultural strategy and action plan in Turku is a cross-sectional and cross-sectoral effort, with the city allocating funds across various services to promote intercultural initiatives. Initiatives like [International House Turku](#) and [spearhead projects](#) are part of Turku's commitment to interculturalism. In the cultural sphere, initiatives like "[Many Cultures in Turku](#)" and the presence of a full-time coordinator for immigrant and multicultural issues highlight the city's dedication to fostering diversity. Likewise, in pre-primary education and basic education, Turku has part-time and full-time coordinators focusing on immigrant and intercultural matters, ensuring that children from diverse backgrounds receive support and attention ([Day Care and Early Children Education for Immigrant Children](#)). Youth services in Turku prioritize inclusivity and participation, providing a safe space for all children and young people, irrespective of their backgrounds, while promoting equality, integration, and intercultural interaction. [Turku Vocational Institute](#) also contributes to this effort through specialized training programs designed for immigrants, further emphasizing the city's commitment to empowering and integrating individuals from different cultural backgrounds.

The city systematically carries out public consultations which involves all kinds of groups. The Turku's [Multicultural Council](#) is key actor in that sense. Furthermore, the Communications Department is working on a strategy for reaching non-native Finnish/Swedish speakers.

Turku's Mayor and Deputy Mayors are currently embarking on "Mayors Visiting the Community" tours to familiarize themselves with various areas of Turku, its residents, and areas of development. The program and content of each visit are unique, as they are developed in collaboration with local stakeholders and community groups.

There is an annual report to the City Council prepared by the Migration Work Steering Group and the Steering Groups of International House Turku, comparing the results of national and regional level questionnaires on the wellbeing of the Turku population and the wellbeing of non-native Finnish/Swedish speaking population. New methods are currently being developed to reach immigrant communities, including utilizing organizations as a means of outreach.

Official communications rarely make reference to the city's intercultural commitment.

The city acknowledges local resident/organisations through the Annual Award for Multicultural and Anti-Racist Action of the Year.

Suggestions

Turku is making commendable efforts with its commitment to intercultural principles and policies. However, there is always room for inspiration from other ICC cities.

In Dublin (Ireland), the focus is on developing an intercultural and integration strategy for the five-year period 2021-2025. Led by the Dublin City Local Community Development Committee (LCDC), this strategy is a key priority supported by former Mayor Hazel Chu. It builds upon previous initiatives and aims to be a dynamic document, incorporating input from various municipal departments and external stakeholders, including migrant and foreign community representatives. The strategy addresses a wide range of issues, with a particular focus on Dublin commuters, nomadic cultures, and the Roma population. Moving forward, the draft strategy will undergo a public consultation process to gather input from the city's residents and stakeholders. The final version, expected in 2022, will outline concrete actions across different municipal departments, demonstrating the city's commitment to anti-discrimination and social inclusion. Additionally, Dublin is establishing two stakeholder networks to support the implementation of the strategy, one internal and one external, comprising organizations and associations collaborating with the municipality.

Botkyrka (Sweden), known for its ethnic diversity, has embarked on a mission to redefine Swedish society's inclusivity and opportunities for all citizens, regardless of background. Adopting an intercultural policy model, Botkyrka emphasizes thinking, acting, and planning in an intercultural manner across all municipal sectors. Key to this approach is a strong political commitment from all parties, ensuring long-term implementation of intercultural integration policies. Additionally, Botkyrka prioritizes critical analysis of administrative practices and activities at both strategic and operational levels. A global strategy for inclusive integration, regularly monitored, forms the backbone of Botkyrka's intercultural efforts. This strategy includes political consensus on interculturality, implementation of intercultural policies, annual and multi-year political goals, guidelines for all municipal departments, recognition of intercultural competence in human resources, capacity building for political representatives and citizens, development of anti-discrimination data, and periodic workshops to address dilemmas. By fostering an intercultural community characterized by interaction between individuals and groups, Botkyrka aims to create a more inclusive and sustainable society.

THE CITY THROUGH AN INTERCULTURAL LENS

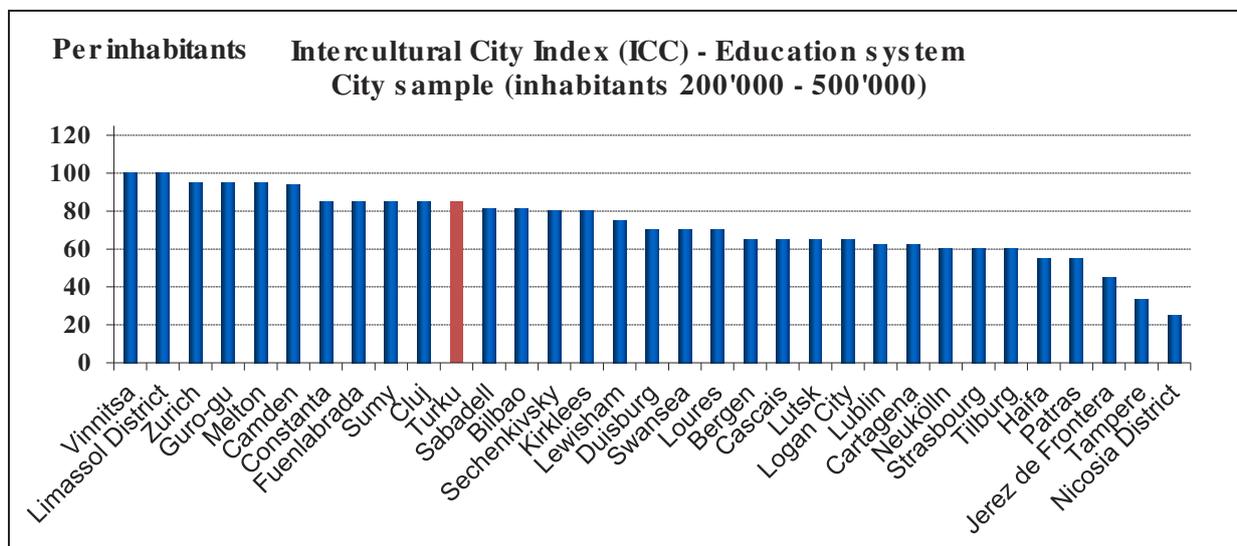
Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

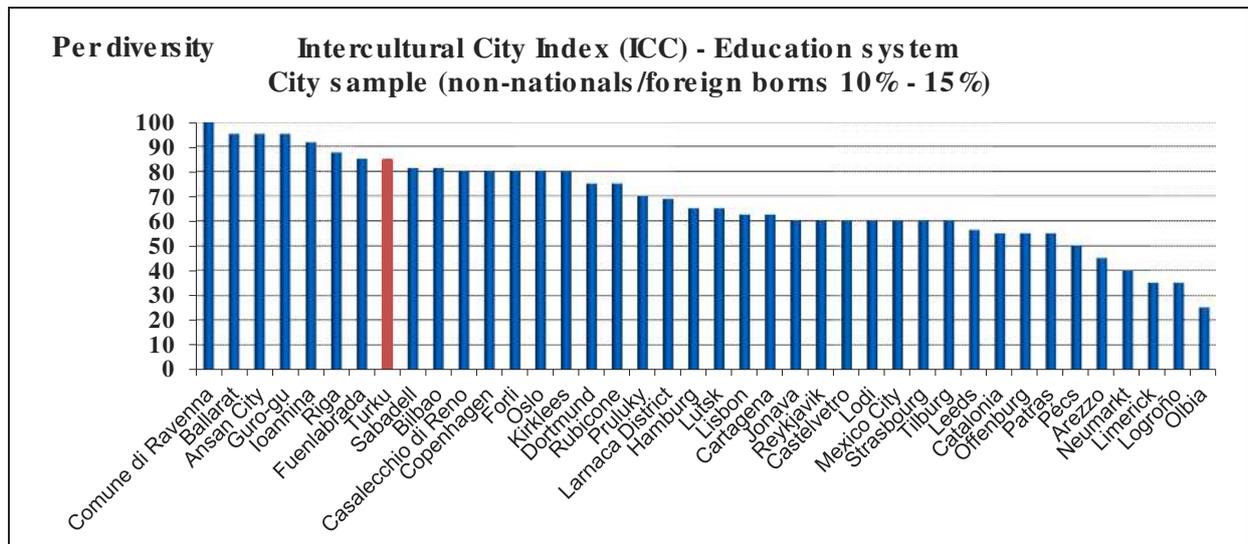
The overall rate of achievement of the urban policies of Turku, assessed as a whole through an "intercultural lens" is slightly higher to that of the model city: 65% of these objectives were achieved while the rate of achievement of the model city reaches 62%.

EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

Turku achieved a rate of 85%, which is considerably higher than the city sample's achievement rate of 69%.





In Turku, as in all Finland, basic education is free of charge. Compulsory education of a child who lives permanently in Finland begins in the year they turn seven and ends when the student reaches the age of 18 or if they complete an upper secondary qualification (or equivalent). Usually, children are enrolled in schools closest to their residence in the city, so it could be that in some areas, people with different languages or background are more represented than in others.

Children of the same ethnic and cultural background are predominantly found in certain primary schools. The ethnic and cultural background of teachers often reflects the composition of the city's population.

Most of the schools involve parents with minority background in school life. The city organizes parent meetings where various topics are discussed, such as how to support a child in their studies and the structure of the Finnish education system. Interpreters are always present, and collaboration with the MVKK Association (Multilingual Family Counselling Centre) is maintained in this regard. In the upcoming autumn, 'Mothers Joining School' sessions for the mothers of preparatory education students will be piloted. MVKK also assists multilingual guardians, for example, with Wilma credentials, which is a digital communication platform between schools and homes. Additionally, there are teachers and counsellors who speak the native languages of the students, actively engaging in guardian cooperation.

Schools often carry out intercultural projects. Schools are actively involved in projects such as Erasmus initiatives. Moreover, there is collaboration with native language teachers to organize events that highlight languages within schools, including the Multilingual Adventure event held annually for all elementary schools in Turku. Additionally, schools are encouraged to integrate languages and cultures into their daily activities, aligning with the Finnish basic education curriculum. The Coordinator of Multicultural Work in Schools has developed a calendar featuring celebrations from diverse cultures, facilitating schools in recognizing various international holidays and incorporating them into the school environment. Projects also focus on anti-discrimination and minorities/migrants issues.

The city of Turku has acknowledged the necessity and appointed a project coordinator for the School Segregation Project. Efforts to prevent segregation are currently underway in Turku, encompassing various service sectors and operating at both city-wide and local levels. This initiative was initiated in the spring of 2023.

Suggestions

Turku shows a good experience in education, promoting an education system that emphasizes equality, high standards, and student-centred learning. Turku is working to increase interculturalism in their city, combat segregation and support an intercultural educational environment for students.

In Camden (United Kingdom), schools make efforts to frequently involve parents, including with migrant/minority backgrounds in school life, both to support parents and to encourage the sharing of culture. In addition, “Camden Learning” and the “Safer Camden Network” have worked with the local community and the Council's communications team to develop a guide to 'Life in Secondary School' that aims to support parents and their children with the move to secondary school. Translated booklets and a range of video resources, tailored for the Camden Somali community, have been produced as part of the work that the Safer Camden Network has undertaken with the local community to support children's transition from Year 6 to Year 7.

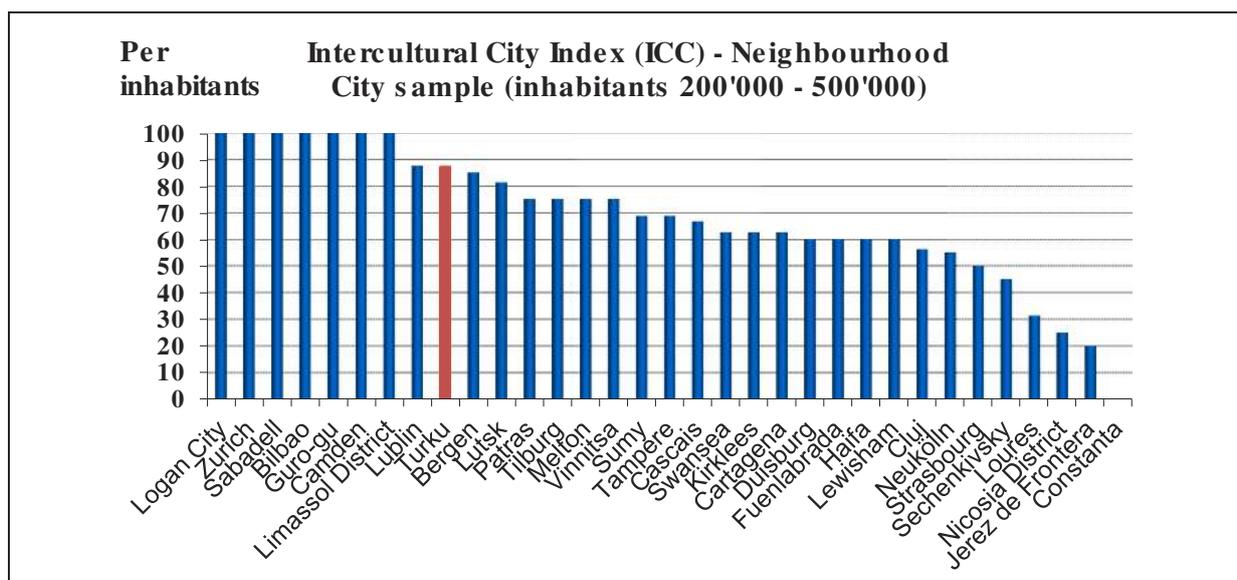
In Salisbury (Australia), the city has developed the federal program “Community Hubs Australia”. Community hubs are welcoming places where migrant and refugee families, particularly mothers with young children, come to connect, share, and learn. Hubs bridge the gap between migrants and the wider community, they connect women with schools, with each other, and with organisations that can provide health, education, and settlement support. They provide a gateway and capacity building for migrant families to connect with each other and with mainstream communities in both formal and casual settings. Salisbury's schools often carry out intercultural projects. Regular “Wellbeing Days” and “Multicultural Week” events foster opportunities for cultural expression, safety and confidence. An underlying outcome is that students are given the space to develop their understanding of culture, working together and be assured cultural safety to express themselves in a public setting.

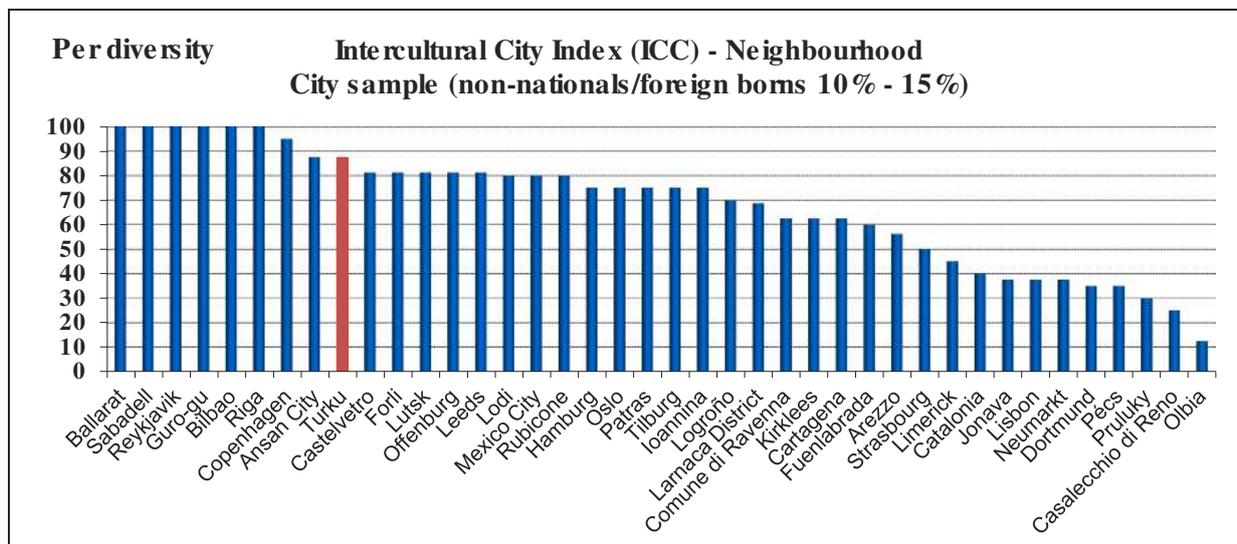
Lastly, ICC programme resources on education are also available [here](#).

NEIGHBOURHOODS

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a ‘perfect’ statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

Turku achieved a rate of 88%, which is higher than the city sample's achievement rate of 68%.





In Turku, few districts are culturally/ethnically diverse, and the city has a policy to avoid ethnic concentration. The Turku City Integration Programme 2022 – 2025 explicitly emphasizes the diversity of residents and aims to prevent segregation in housing. The city is actively developing an action plan to address segregation in neighbourhoods, with a focus on promoting diversity. Efforts are being made to transform inhibited areas into more diverse and inclusive communities.

The city encourages where residents of one neighbourhood meet and interact with residents with different migrant/minority backgrounds from other neighbourhoods. The City of Turku plays an active role in organizing and supporting various cultural festivals in collaboration with local associations. These festivals include the Multicultural Independence Day celebration, initiated by associations with the city's involvement, and the annual celebration for those who have acquired Finnish citizenship, organized by the City of Turku. Additionally, the city participates in events like the Annual Iftar dinner and collaborates with the Together association in regional work for Etno fest. Other initiatives include the Runosraiku event in Runosmäki, Laustepäivä in Lauste, and the Somali Culture Day at the library, all supported by the city. The City of Turku also actively assists associations in challenging situations and invests continuously in neighbourhood development to ensure equitable distribution of services across different areas. Furthermore, neighbourhood weeks funded by the city encourage community engagement, with organizations like the Daisyladies Association actively involved in organizing activities. Moreover, Turku City's Spearhead project promotes cooperation in the sports sector while considering multiculturalism in various regions.

In cooperation with associations, such as the Together Association, the city works to encourage residents with migrant/minority backgrounds to meet and interact with other people living in the same neighbourhood. This cooperation is particularly strong in Varissuo, which is the most culturally diverse area in Turku.

Suggestions

Turku has achieved positive results in the neighbourhood area, yet there is potential for reinforcement by promoting awareness across the entire city and fostering interaction among residents in different parts of the city.

In Reykjavik (Iceland), the city has launched the “My Neighbourhood initiative” which draws citizens into online discussions about how budgets are allocated at the micro-level. The city also encourages interaction between neighbourhoods and at the origin of this process has been the [Reykjavik City Library](#). Public libraries are an often-underestimated resource but with their branches as well as online facilities they can make real connections on the ground. The city library in Reykjavik has been an inspiration in this regard, with its commitment to interculturalism and the promotion of arts and creativity. The library is reported to hold regular events, in different parts of the city, that are designed for people of all origins. Further, the city's cultural institutions are reported to aim to open their doors to a diverse group of guests and to be a venue for fellowship, creativity and interactive cultural dialogue

through Roots and wings - The Reykjavik Department of Culture and Tourism's policy on diverse culture in the city 2017–2020.

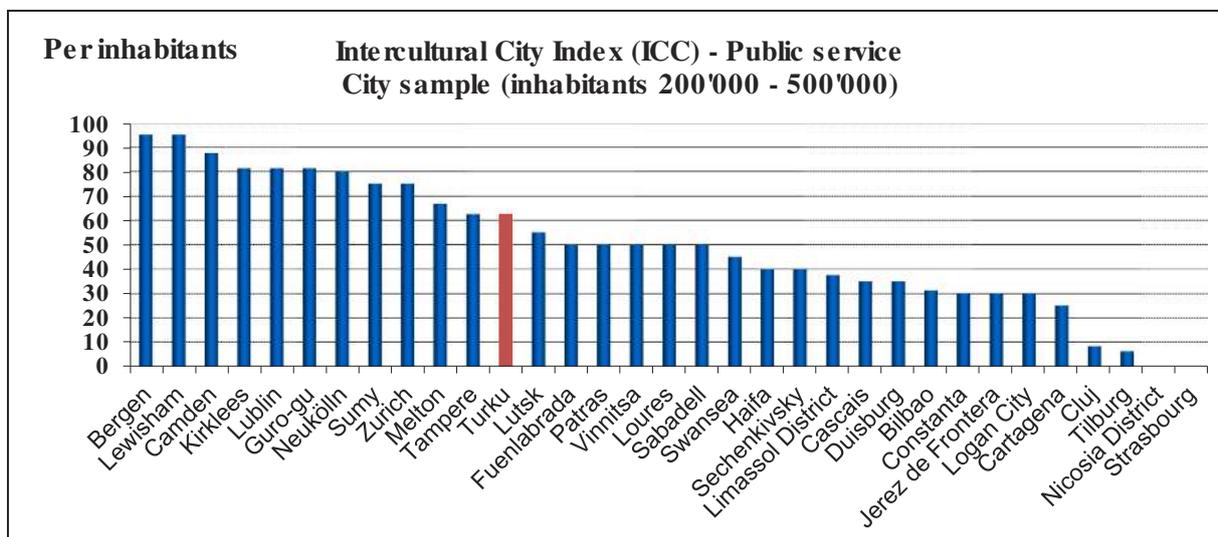
In Braga (Portugal), the city promoted the “(Re)Writing our Neighbourhood”, aimed to enhance three municipal housing neighbourhoods over three years. Through partnerships and funding, it integrated eight measures to promote community engagement and public participation. Initiatives included raising awareness through intercultural interaction, promoting Roma culture in schools, establishing community centres, and creating music programs for social integration. The project also focused on local leadership development, children's literature, employability, and empowering young Roma individuals. By involving residents in shaping their communities' narratives, the project aimed to break down stigma and promote diversity as an asset. Its success led to recognition in the European Network Urban Regeneration Mix in 2020.

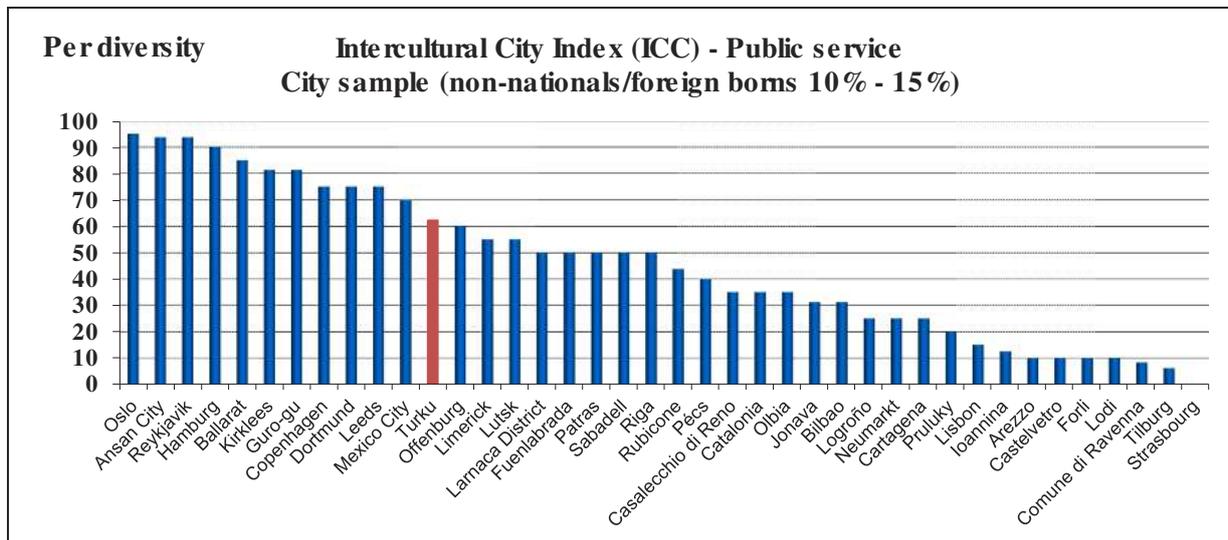
The [ICC study on managing gentrification](#) offers a range of strategies and examples of how to create inclusive public space, manage positively socio-cultural mixing, nurture sense of belonging and encourage diverse businesses to thrive.

PUBLIC SERVICES

As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.

Turku achieved a rate of 63%, which is higher than the city sample's achievement rate of 46%.





The representation of employees with migrant or minority backgrounds in the public sector reflects the composition of the city's population primarily at the lower levels of the administration.

The city does not have a specific recruitment plan to ensure an adequate rate of diversity within its workforce. However, there has been a tendency to increase diversity in certain open positions. For instance, the International House Turku actively employs individuals with diverse ethnic backgrounds.

Turku promotes ethnic diversity in the workforce of private sector enterprises through initiatives such as the Talent project, Turku Science Park action policies, and the daily activities of the enterprise coordinator at the International House Turku.

The city of Turku does not discriminate against residents with migrant/minority backgrounds. However, it considers the diverse backgrounds of all residents when providing services. For instance, women-only sports facilities are available, and schools accommodate specific meal requests. Funeral services are not offered by the city but are handled by private sector enterprises. In Turku are cemeteries for different religious and non-religious communities.

Suggestions

Turku already has some good policies in the field of public services but could explore other initiatives. In Montreal (Canada), the city works for a non-discriminatory access to all municipal services. Based on the principle of inclusion, the Fearless Access to Municipal Services Policy allows each resident and their family to benefit from all municipal services, such as libraries, sports facilities, and day camps, regardless of their immigration status. In concrete terms, the city will relax the rules and requirements for personal identification and residence for immigrants, who cannot provide the supporting documents usually required. However, they must identify themselves, as well as the entire population, but they may use the services of third-party organizations approved and recognized by the municipal administration, including Médecins du monde, to provide them with a card and a form to certify their identity and residence. These documents will give them access to the various sports and recreational services offered by the City.

As there are no direct actions aimed at encouraging a more diverse workforce in the private sector, Turku may be interested in an initiative in Leeds in the UK that maps diversity in employment. The [Leeds](#) City Region Diversity Dashboard is a project by the Leeds Inclusive Anchors Network made up of the city's largest (mainly) public sector employers. They come together and focus on areas where they can make a difference for people as an employer, through procurement, through service delivery or as a civic partner. The dashboard shows the number of people employed by the eight employers according to different diversity indicators, including: age, if people are carers, disability, ethnicity, gender, religion, socio-economic factors and sexuality. The dashboard uses an agreed diversity

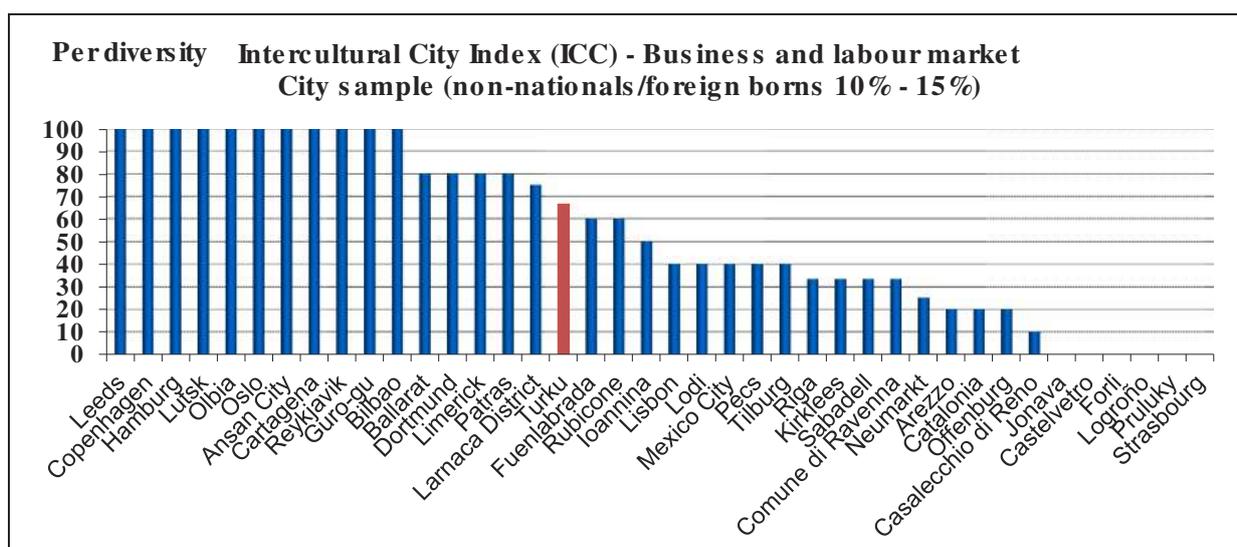
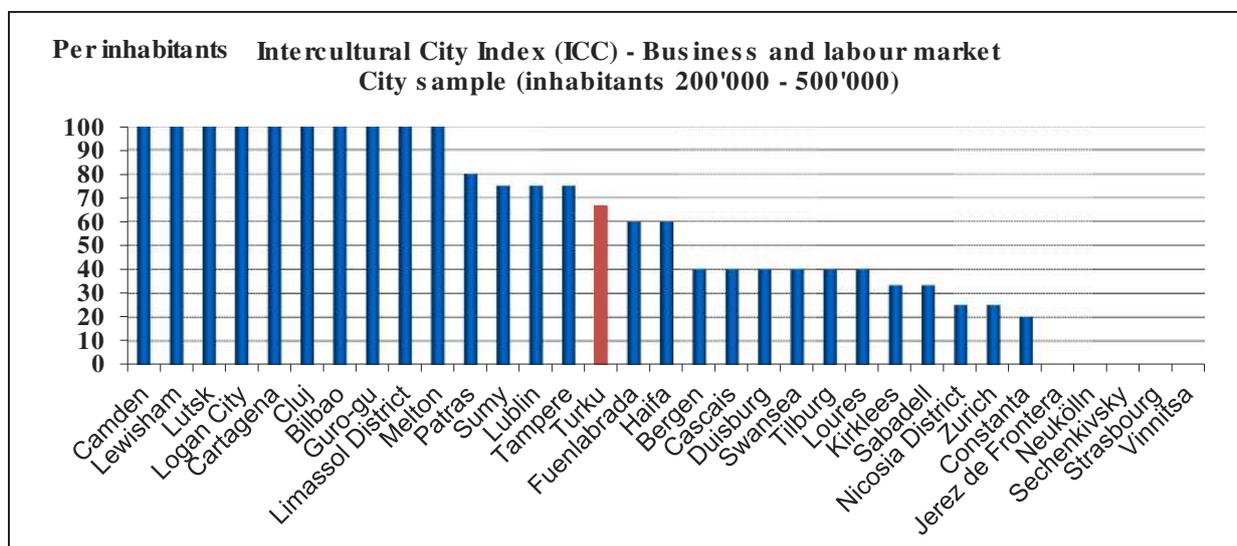
data standard that uses current data collected by the network members, but also tries to map characteristics to existing national standards as much as possible so that comparisons can be made with national data sets.

ICC programme resources on public and community services are available [here](#).

BUSINESS AND THE LABOUR MARKET

Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

Turku achieved a rate of 67%, which is higher than the city sample's achievement rate of 52%.



To promote diversity and non-discrimination in the labour market, Turku has local, regional, and national organizations dedicated to this cause. Turku Science Park has implemented Tempo and Talent programs aimed at promoting diversity and non-discrimination. Additionally, the Ministry of Economic Affairs and Employment of Finland has established a working life diversity program.

The City of Turku actively promotes ethnic diversity in the workforce of private sector enterprises through initiatives like the Talent project, which specifically targets higher value added sectors. Moreover, enterprise coordination efforts led by Turku Science Park and International House Turku actively include and promote migrant entrepreneurship.

BusinessUp and ScaleUp are business districts/incubators, but there is no specific information available regarding particular actions aimed at involving entrepreneurs with migrant/minority backgrounds.

The municipality does not favour companies with an intercultural inclusion/diversity strategy in decisions relating to the procurement of goods and services, as regional/national regulations do not foresee it.

Suggestions

Although Turku has good achievements in this field, it is always useful to learn from the experience of others.

In the London-Lewisham (United Kingdom), the Birdsong company committed to produce garments using 100% natural or reclaimed fibres. By manufacturing ethically, locally and with sustainable fabrics like bamboo, Tencel, organic cotton, hand-woven fairly traded Khadi (from women's co-operatives in India) and reclaimed fabrics from charities, Birdsong is making a blueprint for a better fashion industry. Whilst most garment workers are paid poverty wages, and even in the United Kingdom often are exploited, Birdsong is committed to pay a London Living Wage of at least £10.75 per hour to lift women and their families out of poverty. All packaging and postage are done ethically by Mail Out. Mail Out offers people with learning disabilities support with their health and wellbeing and apprenticeships in warehousing. This contrasts with the way that many e-commerce businesses operate, with warehouse staff frequently laid off for poor health, and facing poor pay and working conditions across the world as well as in the United Kingdom. Birdsong also uses recycled packaging materials for each and every order and is looking into switching to a provider who also offsets their carbon usage.

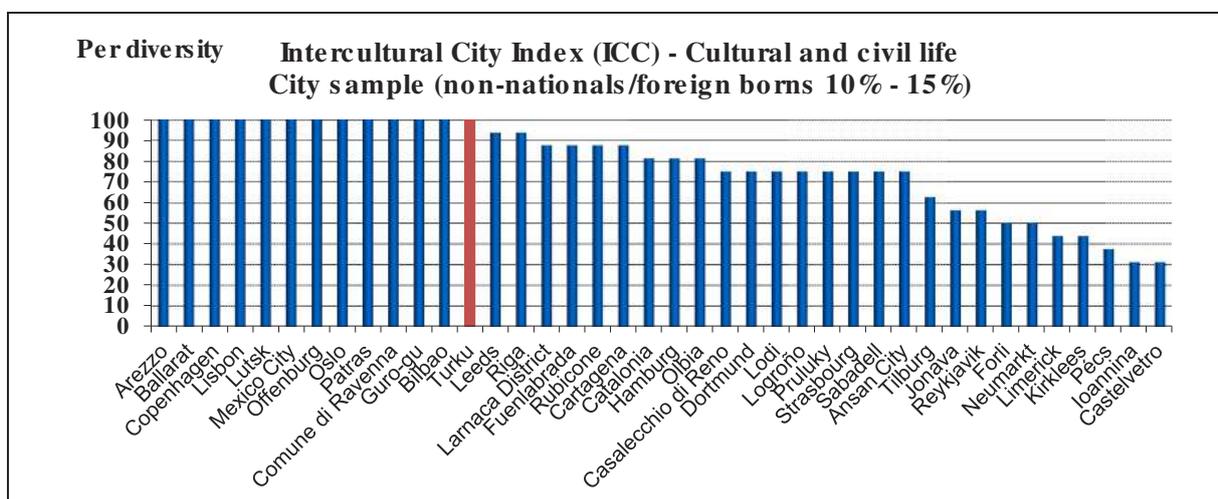
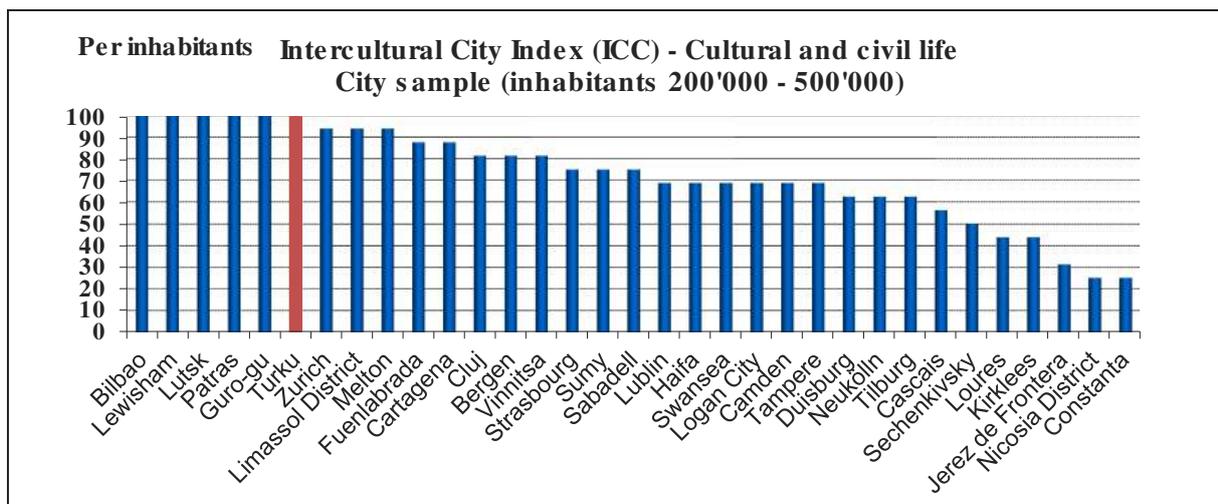
In Reggio Emilia (Italy), the municipality launched the Diversity Lab programme to explore the advantages of cultural diversity, with particular reference to new plural economies and open innovation processes. The programme, implemented by the Foundation Mondinsieme, aims to disseminate a renewed vision on Diversity Management, able to effectively combine inclusion and valorisation efforts (overcoming its simple reparative function). A key strategy to reach this goal consists in integrating Diversity Management and Diversity Marketing strategies. These strategies offer different local actors (businesses and commercial organisations, start-ups, public institutions, collaborative spaces etc.) both customised training opportunities, as well as the possibility of participating in awareness-raising events and collaborative initiatives. The programme is three-stranded and includes diversity management initiatives targeting: 1. private organisations; 2. public institutions; 3. the setting-up of a new innovative and intercultural startup ecosystem.

ICC programme resources on business and employment are available [here](#).

CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

Turku achieved a rate of 100% in cultural and civil life, which is clearly higher than the city sample's achievement rate of 72%.



Interculturalism is occasionally considered as a criterion when allocating funds, but it is not consistently prioritized by all areas. The Cultural and Sports Department does not highlight interculturalism as a criterion when allocating funds to associations, but it is highly respected. All applicants are treated equally in the allocation process. However, within the criteria for the youth organization grants distributed by the Cultural and Youth Board, one of the questions pertains to whether the organization's activities promote the integration of immigrants. It's worth noting that the criteria for distributing these funds are currently under revision.

The city regularly organises events and activities to encourage people from different backgrounds to interact. The Department of Culture and Sports Services collaborates with associations and sports clubs to organize various activities. Within youth services, activities are inclusive, targeting all children and young people regardless of their background. Special attention is given to the specific needs of children and young people from multicultural families. The principles of creating a safe space are followed in all youth service operations, emphasizing community and participation. Youth work employs methods aimed at promoting equality, participation, integration, intercultural interaction, understanding of differences, and respect for diversity.

Turku has taken proactive measures to combat racism and promote living together. In 2022, the city organized a Seminar against Racism with the aim of raising awareness and fostering dialogue on the issue. As part of its

integration promotion program, Turku piloted multicultural debates in public, providing platforms for diverse voices to be heard. The Multicultural Council also organized an anti-racist soccer match in 2022, promoting solidarity and unity among communities. Additionally, Turku hosts an annual anti-racist week at the beginning of the year, featuring public debates, panels, and other events aimed at addressing and combating racism. Furthermore, on May, 2023, a joint discussion event was held by the Youth Council and decision-makers, focusing on the promotion of youth services and the inclusion of multiculturalism in these services.

Suggestions

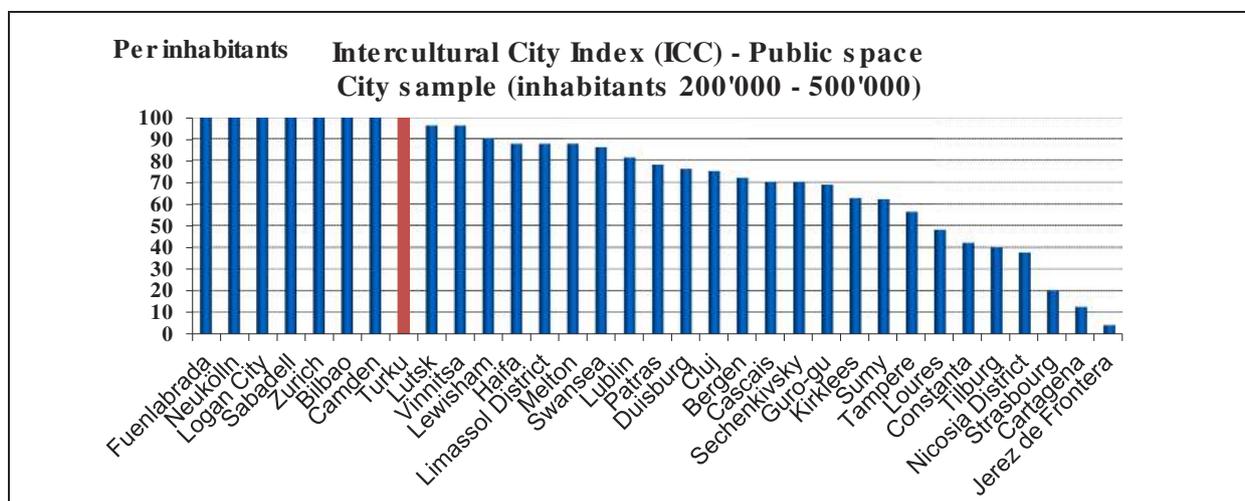
Turku could take inspiration from other cities to enrich its excellent work in this area. In Sherbrooke (Canada), the municipality aims to make its plural reality visible, valued and recognised by collaborating with the "The thousand faces of Sherbrooke" ([Sherbrooke aux mille visages](#) – French only) with the aim to open up to differences and to get to know each other better as a community, without judgment. The city wishes to offer its residents the possibility of affirming their belonging to a community that shares the same living space: whatever their origins, nationalities, religions, or languages spoken, the city's residents have that in common: they belong to Sherbrooke. This project goes out to meet Sherbrooke residents and collects their testimonies to share a piece of their history (origins, nationality, religion or language spoken, etc.) and share their journeys.

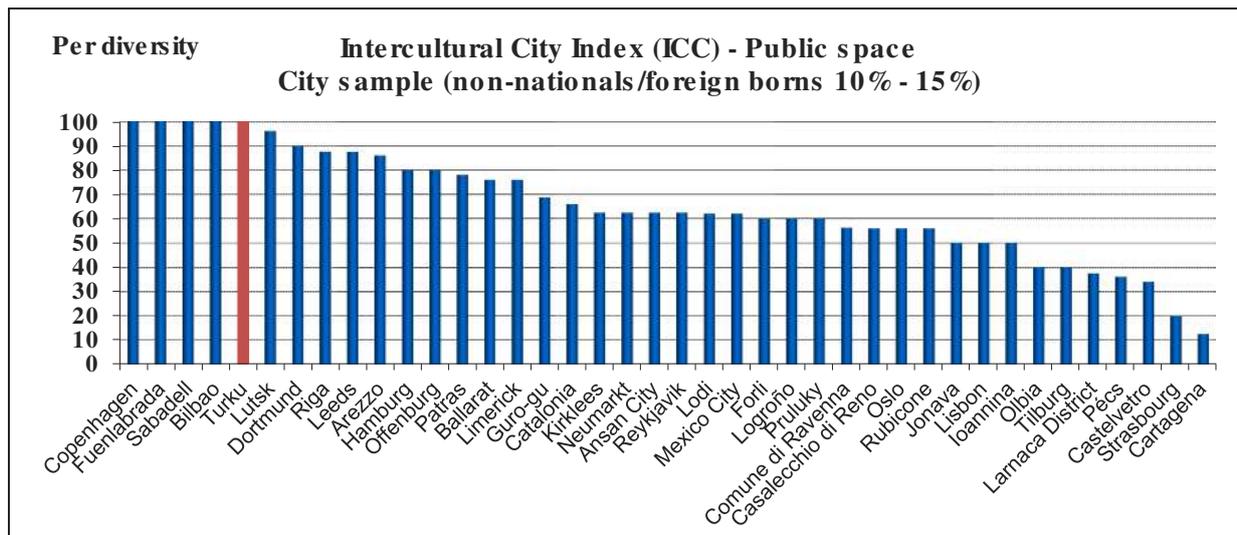
In Tenerife (Spain), most of the activities are developed through an insular strategy called "[Juntos en la misma dirección](#)" (Together in the same direction). With different working groups, the initiative organises a wide variety of activities on an ongoing basis (at least once a week), in which different profiles are invited to participate. Youth and children have an especial participation in the different activities organised, from community lunches, antirumours actions, etc. Furthermore, the intercultural perspective is part of the assessment criteria in different calls for proposals promoted by the Cabildo.

PUBLIC SPACE

Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the "other". When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely support by them.

Turku achieved a remarkable 100% rate, surpassing both the city sample's achievement rate of 67% and the maximum score possible.





Turku takes action to encourage meaningful intercultural mixing and interaction in public space. The city promotes and encourages intercultural initiatives in libraries, museums, and playgrounds. Turku City offers [SuomiTutuksi](#) services, which are provided by the Department of Culture. These services consist of guided tours designed to help immigrants integrate into Finnish society by familiarizing them with public libraries, museums, and other cultural services. The SuomiTutuksi program is developed continuously, considering feedback from clients to ensure its effectiveness in meeting the needs of immigrants and facilitating their integration process.

The city always considers the diversity of the population in the design, renovation and management of new public buildings or spaces. The Communal Spearhead Project is focused on developing neighbourhoods and suburbs to ensure that all the basic needs of residents are met. This includes providing options for different types of housing and ensuring access to essential services within the area. Similarly, when the city decides to reconstruct an area, different methods are used to ensure the involvement of people with different migrant/minority backgrounds.

While there are no specific areas in the city that are considered dangerous, Turku is developing a policy to intervene in areas that may be perceived as unwelcoming or unsafe.

Suggestions

Cities are encouraged to strengthen policies and actions to support a public space for all. Turku has already taken several steps to increase the accessibility of the public space and could draw further inspiration from other local practices.

Camden (United Kingdom) always takes into account the diversity of the population in the design, renovation and management of new public buildings or spaces. The Camden Local Plan (2017) is the key strategic document in Camden's development plan. It sets out the vision for shaping the future of the Borough and contains policies for guiding planning decisions. The Plan was produced from a comprehensive evidence base of information about the borough and changes that are taking place in and around it as well as the views of residents through two rounds of consultation. The strategy and policies set out in the final document are therefore designed to reflect the needs and desires of Camden's diverse communities. The Plan is supported by a suite of planning guidance that provides additional guidance in relation to: access for all; community uses; design; health and wellbeing and public open space amongst others. When it decides to reconstruct an area, the Camden council uses different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds. Camden is producing area specific planning guidance documents to use alongside planning applications, that reflect the needs of the most affected communities. While digital methods (We Are Camden) are increasingly used to reach as many people as possible, under-represented parts of the community will also be targeted using a

variety of different techniques, such as using the Camden Council Community Research Team. After each consultation, a report is published alongside the guidance document that it has informed. Camden Council also works with developers and encourages them, as part of their pre-application engagement, to try and ensure that they are talking and listening to all the community. The council incites people to demonstrate how they have connected with young people and those from different ethnic backgrounds through the Statement of Community Involvement which needs to be submitted with their application.

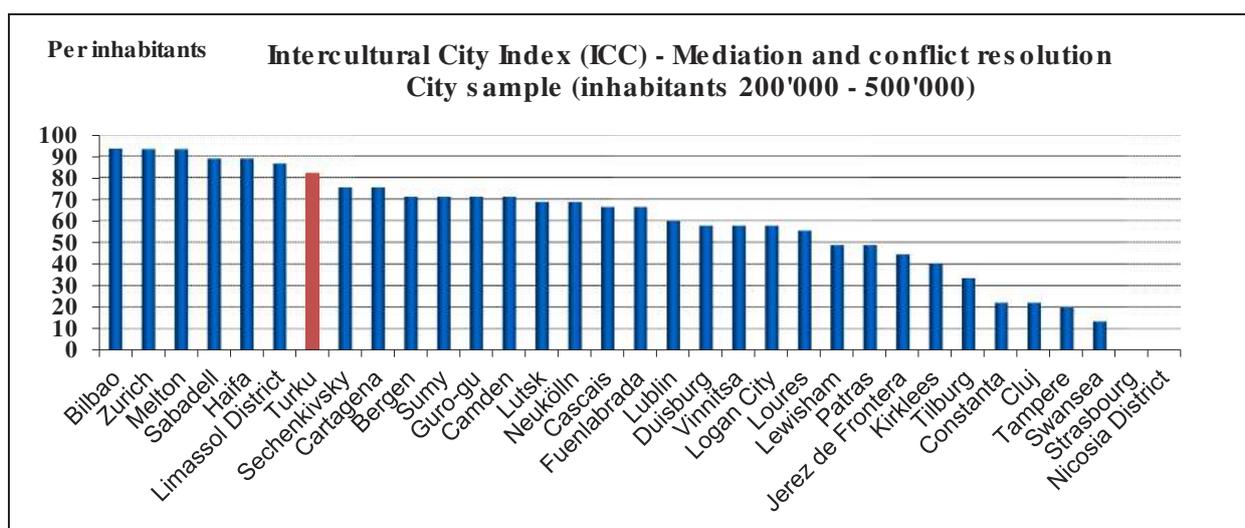
In Cascais (Portugal), the Council promoted a project to reshape the historic centre of the city while arts brought people together. The 1st edition of Muraliza was held in 2014 as part of the celebrations of the 650 years of the Charter of the Village. The Muraliza festival was produced by Mistaker Maker – Association of Creative Intervention, a non-profit association of an artistic and cultural nature, whose mission and main objectives were: to actively and creatively foster the production and promotion of Contemporary Art exercises, in all its (new) forms of expression; To stimulate informally, through the exploration of new paths in the production of content, the integration of heterogeneous audiences, aiming at the reinforcement of the critical mass and the creation, not only of new artistic products, but also of growing economic, social and cultural value. The event involved all facets of Portuguese culture and witnessed its transformation and evolution: the painting murals of great and medium size, were always inspired by the innumerable and unique characteristics of the region and, concretely, in the peculiarities of this social district built in the 60's.

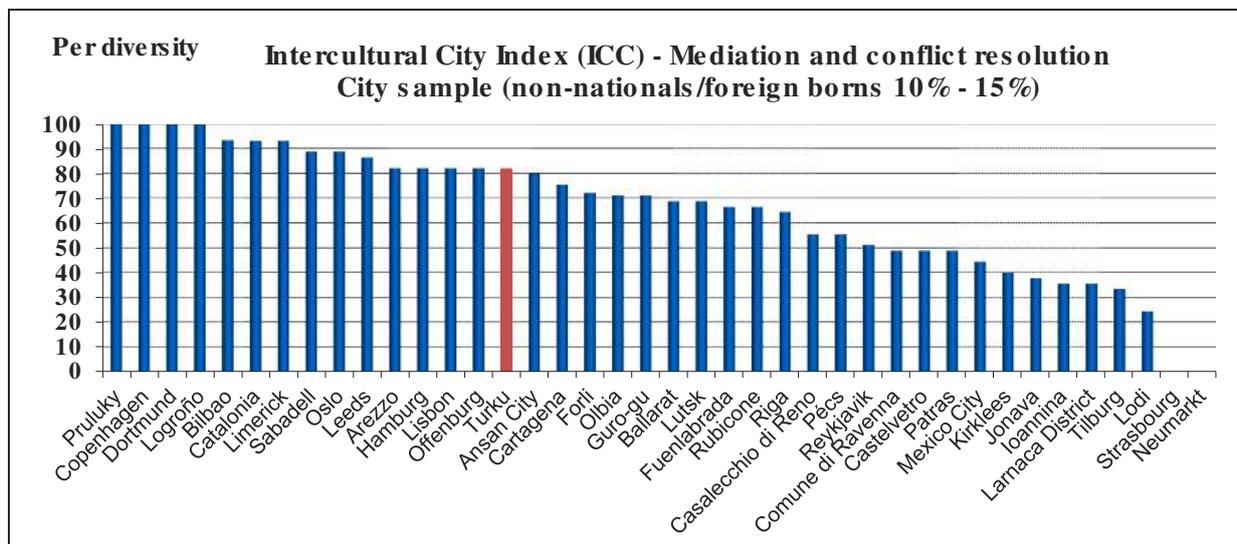
ICC programme resources on housing, public spaces and urban planning are available [here](#).

MEDIATION AND CONFLICT RESOLUTION

In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.

Turku achieved a rate of 82%, which is higher than the city sample's achievement of 58%.





Turku works with an intercultural mediation service run by a civil society organisation as well as with a regional-run mediation service. The mediation service provides intercultural mediation in the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems.

The [mediation in civil and criminal cases](#) is provided by the Wellbeing Services County of South-West Finland since January 1st, 2023. The English translation of the relevant page is currently in progress. The [Community Mediation Centre](#), in collaboration with the City of Turku, has a history of expertise in working with individuals from diverse backgrounds. Additionally, [YMCA Turku](#), a third-sector partner, closely collaborates with city officials and conducts street mediation work, particularly among youth. This initiative involves professionals from schools, International House Turku, wellbeing services, and civil society actors, forming a network dedicated to supporting youth and being present in spaces where young people gather.

In Turku, the Interfaith Dialogue Initiative operates under municipal governance, facilitating direct interaction between the city and immigrant communities. Through this initiative, collaborative integration efforts are undertaken in partnership with religious communities. Turku stands as a pioneer in Finland in these grassroots efforts, fostering direct communication between diverse cultural and religious groups and governmental authorities. This approach [allows immigrant communities to voice their concerns](#) and address pressing issues. This dialogue goes beyond office-based communication and digital correspondence; instead, it involves face-to-face meetings with diverse communities and groups, where we listen to their concerns. Sometimes, assistance is needed in navigating Finnish society's complexities, while other times, we provide information about available services. Community needs vary greatly, influenced by factors such as the duration of their members' stay in Finland. Through these personal interactions, we collaboratively seek and find concrete solutions to community-specific questions.

Suggestions

If the municipality is interested in expanding its work in this area, could be interested in the case of Cascais (Portugal), where there exists the "[Educa](#)" project. The initiative is formed by a group of immigrant or immigrant descendent mediators has been created with training and support, to develop mediation in the educational context. These mediators are interlocutors in the pupil/school/ guardian triangle and a source for signalling specific individualised interventions. Schools feel that they have a quality resource: availability to play with students in the playground, management of emerging conflicts among students, identification and signalling of problem situations. The partners committed to the practice include the creation of a consortium which plays a central role in helping to break down prejudices about some families by trying other ways of approaching problem situations.

In Bergen (Norway), there is the "Generational Dialog" project aimed at creating a better basis for communication between generations, specifically between "second-generation" children born and living in a foreign country and

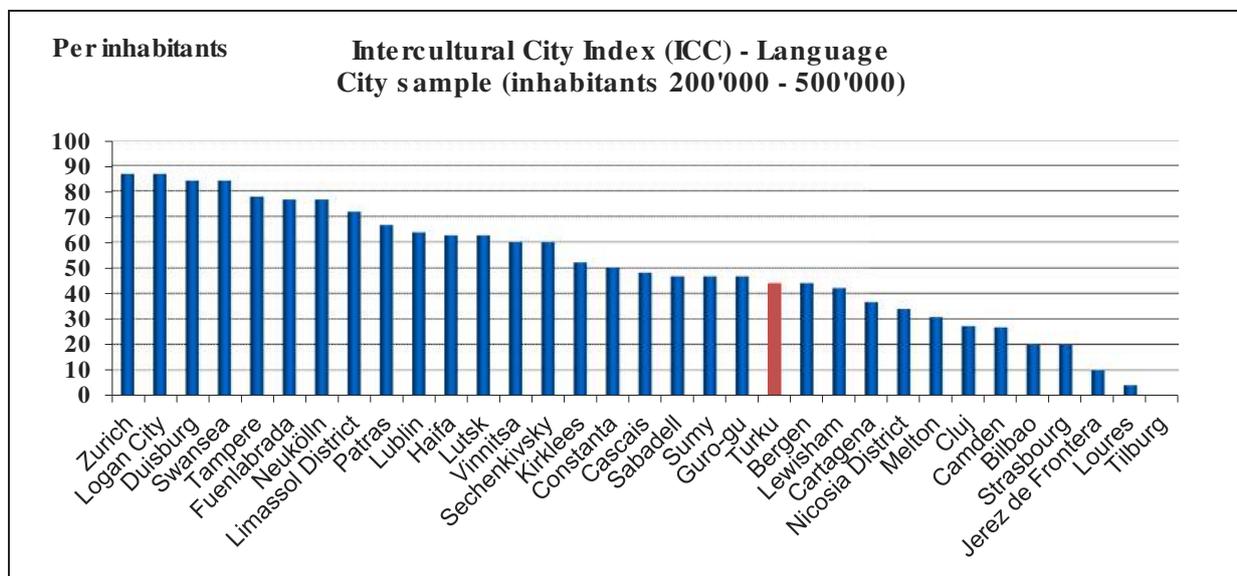
parents who migrated later in life and want to maintain connections with their culture of origin. The TUSMO Association has developed this concept to counteract negative social control by parents on their second-generation children and facilitate safe dialogue between the generations. The project is financed by Bergen Municipality and the Norwegian Directorate of Integration and Diversity (IMDi). Local initiatives in Bergen Municipality are funded by the municipality, while national-level projects such as mentor training are funded by IMDi. TUSMO and the Western Norway University of Applied Sciences (HVL) conduct a research project on the effect of Generational Dialogue, with the Resource Centre on Violence, Traumatic Stress, and Suicide Prevention (RVTS-Vest) contributing to quality assurance. The Generational Dialog project provides a controlled and guided process where credible supervisors guide and support participants in a safe environment. Activities include raising awareness about boundary setting and individual freedom, motivational seminars, mentor training for multicultural youth, and trust-building measures. These measures aim to promote empathy and respect, prevent negative social control, and create stronger and more connected families by bridging cultural and language barriers.

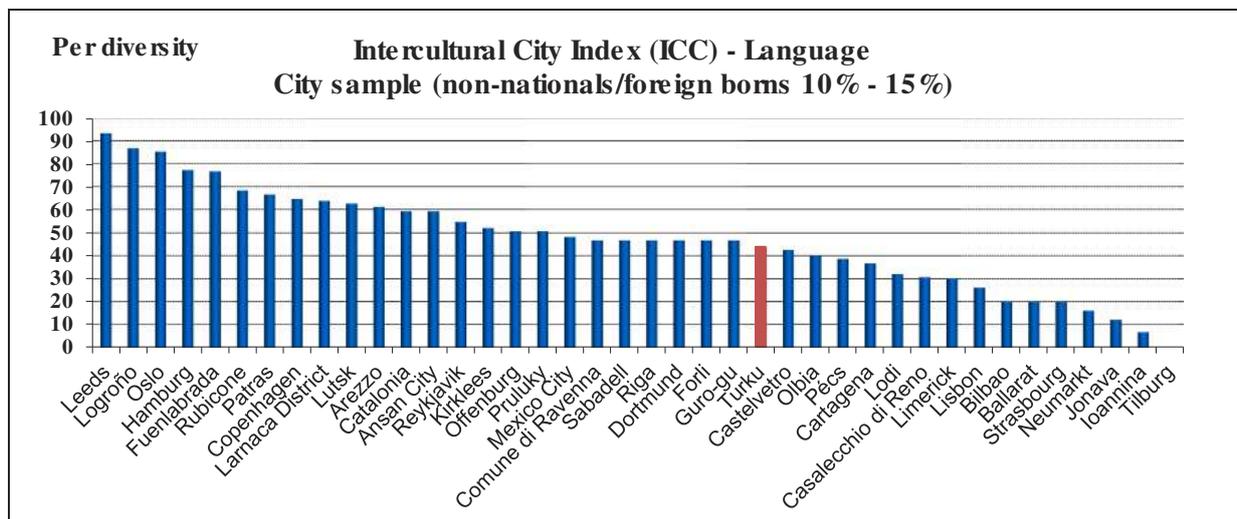
ICC programme resources on intercultural competence and mediation are available [here](#).

LANGUAGE

The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

Turku achieved a rate of 44%, which is slightly lower than the city sample's achievement rate of 46%.





Turku is a bilingual city in which Finnish and Swedish are part of the daily life. In basic education, complementary education is extensively provided in the student's native language. Currently, instruction is available in approximately 30 different languages, offered for 2 hours per week. The instruction is provided free of charge, and students are encouraged to participate. Additionally, within basic education, students have the option to select different languages as subjects and engage in intensive language studies, such as in specialized language classes where the language is studied more extensively than usual. Finnish language studies, childcare, and integration studies for non-working mothers are provided by International House Turku.

Turku does not facilitate the awareness-raising of migrant languages in the city, and it does not support initiatives seeking to give a positive image of migrant/minority languages.

Suggestions

Turku could be interested in improving language provision, including more languages (besides English) in the local services and communications.

In Reykjavik (Iceland), the Department of Education and Youth of the City runs the “Centre of language and literacy” project with the cooperation with the Mother Tongue association. Due to the consistently rising number of immigrant families in the capital of Iceland and the difficulties that students, parents and teachers experience with this increase, the Department of Education and Youth initiated the project “Centre of language and literacy”. The centre covers that policy’s emphasis concerning the teaching of Icelandic as a second language, active bilingualism and co-operation between parents and schools. The project is directed to everybody involved in the education process – students, parents and employees in pre-schools, primary schools, after-school centres, as well as other specialists. Teachers obtain counselling, advice, courses, cross-cultural training and support on how to work specifically and meaningfully with immigrant pupils. The role of facilitators is to support preschool teachers and other employees to build up a rich language and literacy environment in all preschools in the city. They also support primary school teachers in making study programmes that work best for mixed language groups. Facilitators are also educators for all employees in both pre-schools and primary schools.

Ansan City offers Korean language education for non-nationals. The city itself runs Korean language education programmes while commissioning private organisations to complete the offer. There is a course in preparation for the Test of Proficiency in Korean (TOPIK), which is considered a necessity for non-nationals to find a job in Korea, and a social integration programme as a compulsory course to acquire Korean nationality. With the view of helping intercultural children and youth retain their mother tongue, Ansan also offers mother tongue classes primarily centring on Russian. In addition, to help locals understand interculturality and acquire language proficiency, the city runs a range of other foreign language education courses (English, Chinese, Vietnamese, etc.). The city also publishes quarterly newsletters to inform residents of updates related to their daily lives. Published in eight

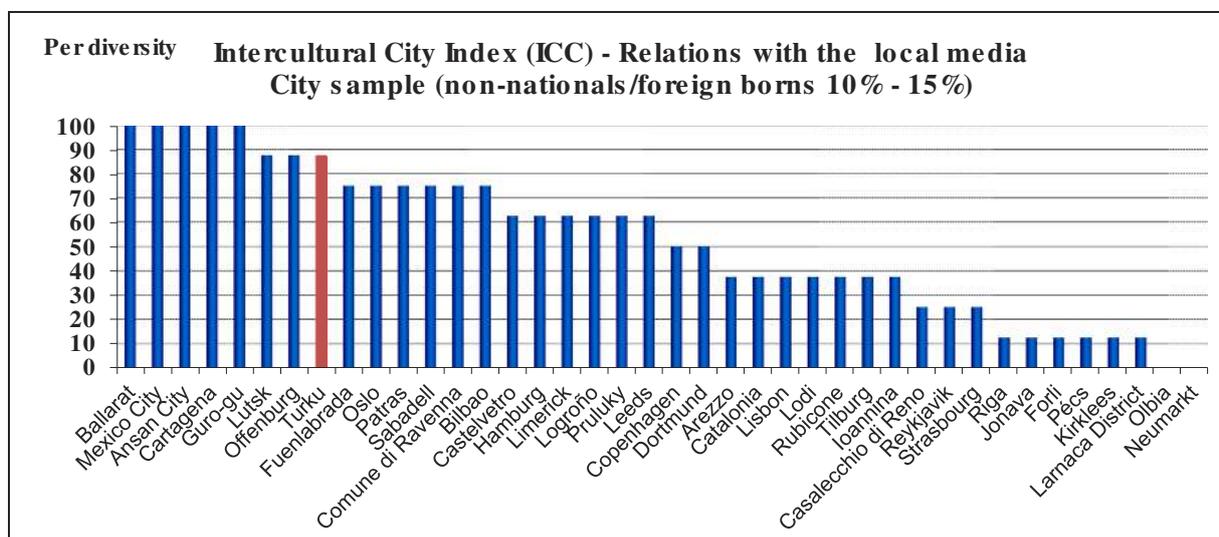
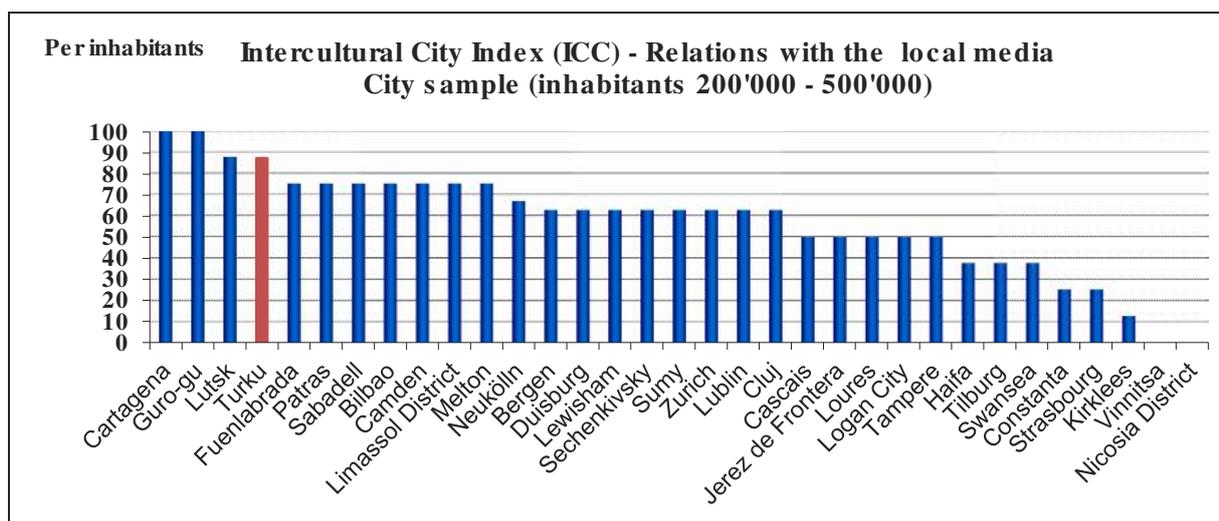
languages (Korean, English, Chinese, Russian, Vietnamese, Indonesian, Nepalese, and Cambodian), the newsletter's circulation is around 40,000 copies a year. The city also publishes a guide to life and legal affairs in the Republic of Korea for non-nationals in eight languages, 5,000 copies annually. A local TV programme, entitled Wongok-dong Neighbourhood Meeting, is produced six times a year and representatives from different countries are invited.

ICC programme resources on multilingualism are available [here](#).

MEDIA AND COMMUNICATION

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.

Turku achieved a rate of 88%, which is clearly higher than the city sample's achievement rate of 46%.



Turku does not have a communication strategy to improve the visibility and image of people with migrant/minority background in local media. Nevertheless, the city is in the process of developing a multilingual communications strategy, scheduled for completion in 2024. This strategy will encompass various cross-cutting actions and outline a concrete plan to effectively engage with the international residents of the Turku area.

Support for advocacy, media training, or mentorship for journalists with migrant/minority backgrounds is provided by the city. The city also collaborates with local media outlets to address any negative stereotypes in their portrayal of people. However, Turku does not actively monitor how traditional local or national media depict individuals with minority or migrant backgrounds.

Suggestions

Turku may be interested in developing a more comprehensive media strategy address to raise awareness on interculturalism and diversity, including at monitoring how social and traditional media portray those with a migrant or minority background.

A noteworthy example of proactive measures comes from the city of Donostia/San Sebastian (Spain), where the local government extends its support to the regional branch of SOS Racism along with its media observatory. This observatory plays a crucial role in analyzing the portrayal of migration-related issues and individuals with migration backgrounds in the media. Through daily analyses, the observatory provides valuable insights into the media's coverage of these topics. These analyses are accessible to the public and can be found on the observatory's website at <http://www.mugak.eu>.

Camden (London borough, UK) is active in this field. Camden Council has a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media and the communication department is instructed to highlight diversity as an advantage regularly and in various types of communication. One of Camden's defining features is its diversity and the Council's central mission is to ensure 'no-one gets left behind' and this implies that it focuses on communication projects that give visibility to people of all backgrounds. The Council also actively seeks to promote Black, Asian and Minority Ethnic² leaders, by supporting its cabinet councillors, Youth members of parliament and community leaders by using them as spokespeople for key issues facing the borough. Regarding media monitoring, the Council itself monitors the way in which traditional local and/or national media, as well as social media, portray people with migrant/minority backgrounds.

ICC programme resources on communication and public awareness are available [here](#).

INTERNATIONAL OUTLOOK

Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.

Turku achieved a rate of 75, which is higher than the city sample's achievement rate of 69%.

² Reference terms specifically used in the UK context. This footnote is also applicable for the rest of the document, each time these reference terms are used.

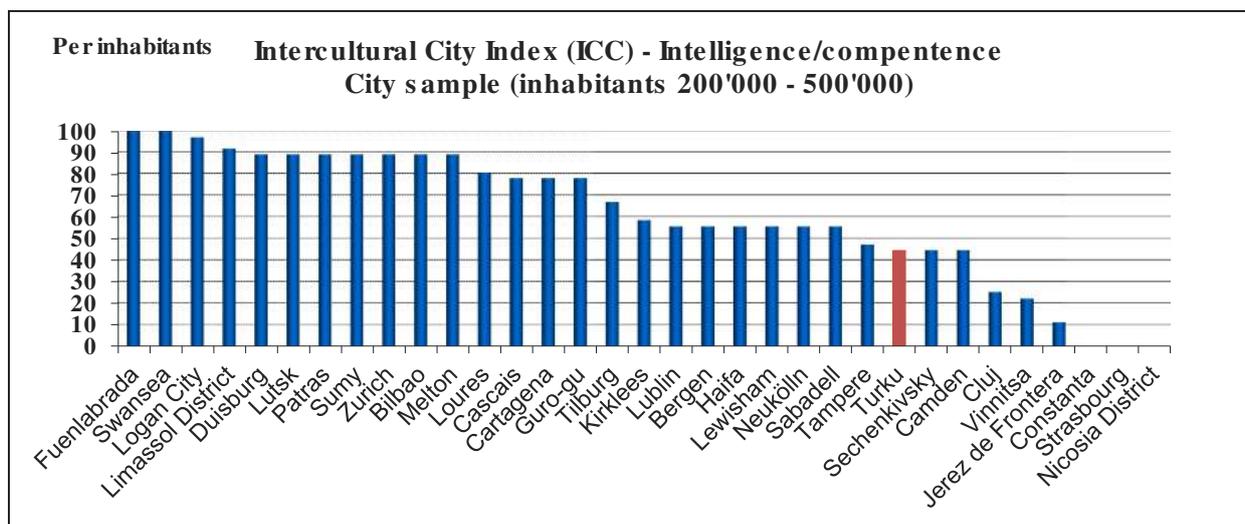
In Logan (Australia), the City Council approved its international strategy for the period 2019-2021. Logan City Council's Global Connection Strategy 2016-2021 aims to enhance the city's international economic and cultural relationships through specific outcomes, including increased exports, local company output, and employment growth, ultimately leading to a stronger local economy. Implemented by the Council's Economic Development and Strategy branch in 2012, the strategy envisions Logan as a regionally and globally connected city. It focuses on five main themes: export development, investment attraction, cultural identity, education, and communication. The strategy includes a dedicated financial provision to support activities such as international trade missions, participation in trade and investment events, cultural engagements, membership in international Chambers of Commerce, development of an international education strategy, and marketing initiatives. Through these efforts, Logan aims to strengthen its global connections and position itself as a vibrant and internationally engaged city.

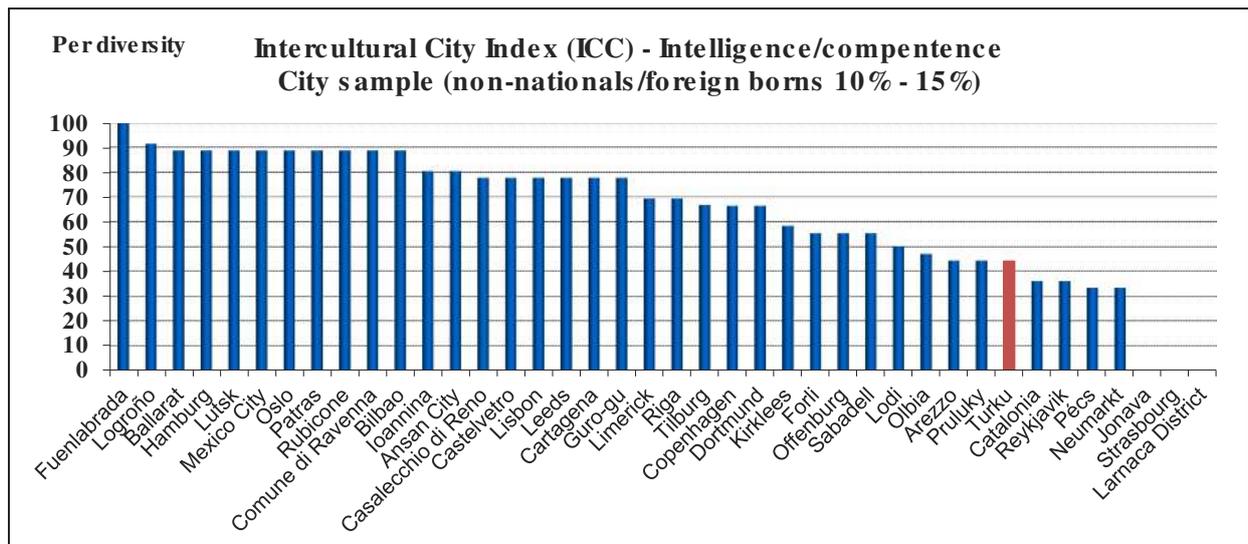
In Cascais (Portugal), the city encourages social and cultural harmonization through twinning, agreements and cooperation protocols which promote local development based on the sharing of knowledge and experiences. The activities carried out teach respect for diversities and stress the importance of unity. The municipality of Cascais created bridges between the various economic, cultural and social realities, with a view to revitalizing a new model of international relations in this century. Moreover, Cascais, through events and programmes, strengthened the connection between Portugal and Morocco, through a cooperation agreement. The purpose of this agreement is to use existing structures in the Cascais Municipal Council to support, whenever possible, the AALM (Associação de Amizade Luso-Marroquina) initiatives organized in the municipality of Cascais. Especially: the promotion of the culture of Morocco; provide Portuguese language and culture lessons; share Moroccan culture through art or photography exhibitions, literary works, etc.

INTERCULTURAL INTELLIGENCE AND COMPETENCE

Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence are not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.

Turku achieved a rate of 44%, which is lower than the city sample's achievement rate of 60%.





Turku does have statistical and qualitative information about diversity and intercultural relations to inform the local council's process of policy formulation. Statistical information for the Turku City Programme for promoting integration 2022 – 2025 is obtained from sources such as the Statistics department and Lounaistieto. Additionally, national surveys like MoniSuomi conducted by THL provide valuable statistical data.

The city does not carry out surveys that include questions about the public perception of migrants or minorities. Differently, in 2022, a survey on the wellbeing of the non-native Finnish/Swedish speaking population in Turku was conducted by the International House Turku.

The International House Turku also facilitates counselling and guidance services aimed at promoting and supporting the integration of immigrants and international newcomers in Turku and the surrounding region. These services are provided in various languages through multiple channels, ensuring easy accessibility. Additionally, IH Turku organizes internal seminars and workshops, and fosters cross-sectoral communication and training among its multicultural staff members and high-level personnel on an annual basis.

Suggestions

Despite the lower score for this indicator, Turku could easily improve its intercultural work in this area. In that sense, it could be interesting to examine the tools developed in Botkyrka (Sweden). In this city, the “Intercultural Dilemma” methodology that was developed in the same city. The methodology is primarily designed to identify individual and structural practices that prevent or, on the contrary, facilitate an intercultural approach on the part of employees. Participants are invited to describe real situations that have posed a challenge from an intercultural point of view. Half of the audience describes a situation that occurred at the individual level, while the other half addresses a situation where the structural conditions for an intercultural approach were lacking. Proposals on how to solve the problems are then presented and analysed by different groups, and a final debate is held to draw conclusions.

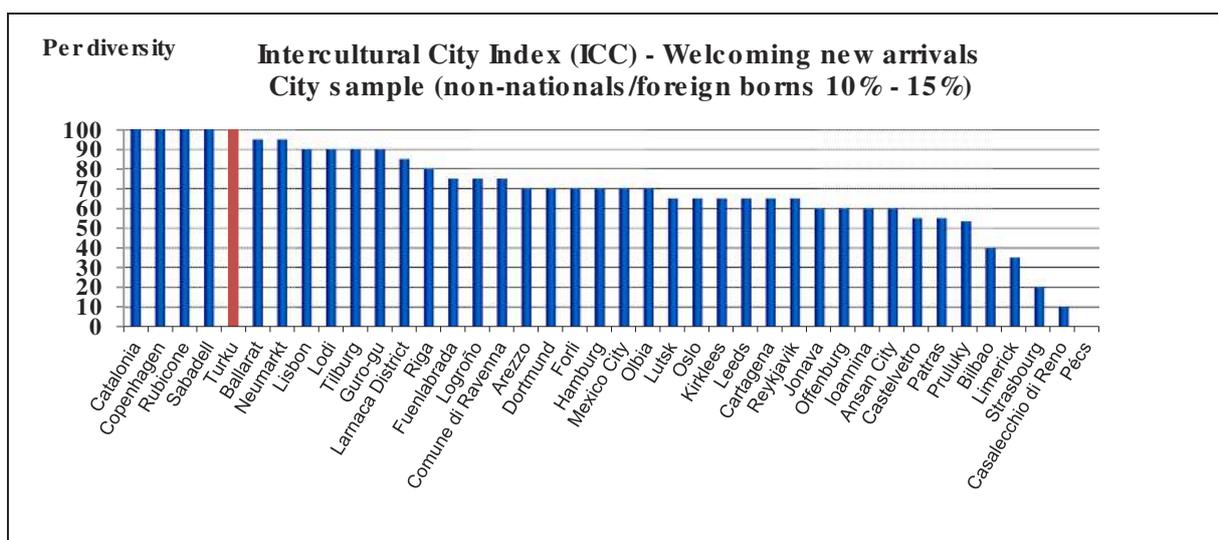
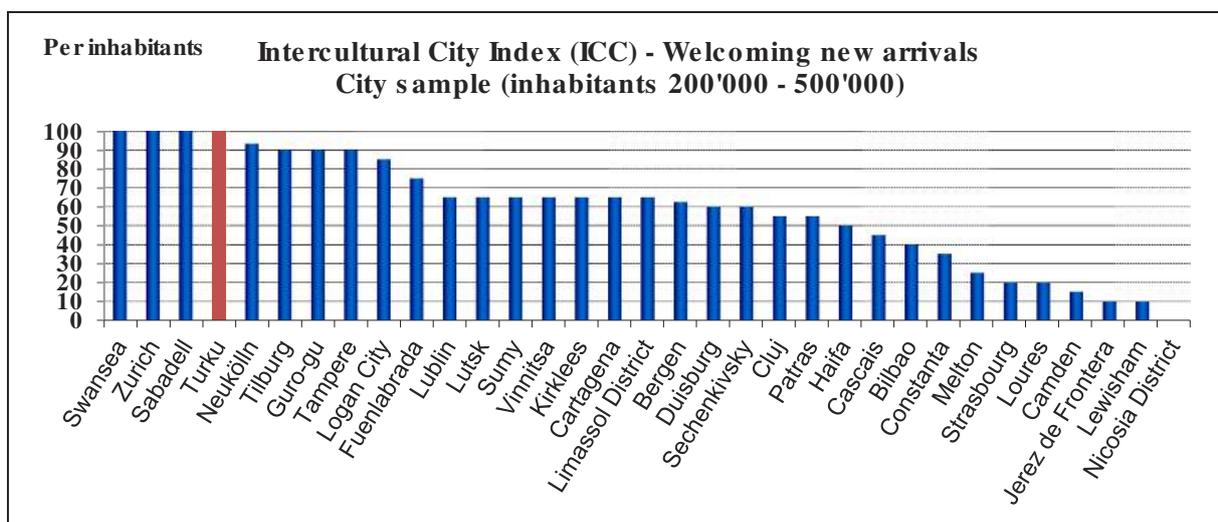
Regarding intercultural training, the city of Reykjavik (Iceland) has designed a specific training course “[Can't I do or say anything anymore?](#)” for city employees to prevent misunderstandings in a diverse workplace and to open up a dialogue about discrimination, equality, prejudice, and stereotypes. All city departments are targeted. It is specifically workplace oriented in its focus. Likewise, the [Inclusive Auckland Framework](#) developed in the Australian city of Auckland includes a focus on promoting intercultural competence to create inclusive workplaces and to enable leadership for inclusion. This includes anti-racism workshops and eLearning resources on unconscious bias.

ICC programme resources on intercultural competence are also available [here](#).

WELCOMING NEWCOMERS

People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural “ghetto”. This also depends to a great degree on whether the rest of the city’s population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.

Turku achieved a rate of 100%, which is considerably higher than the city sample’s achievement rate of 58%.



The city of Turku has a designated unite to welcome newcomers. The city has a comprehensive city-specific package of information and support for newcomers. Turku provides [comprehensive information](#) about [living](#), [studying](#), and relocating to Turku through various web pages, including information for people coming from [Ukraine](#).

The information is adapted for particular groups such as students, family members, migrants and refugees and asylum-seekers. Additionally, in collaboration with Turku Science Park, the regional development company, Turku maintains a career-oriented information [webpage for internationals](#) arriving in the Turku area. Furthermore, Turku offers personal information and support for newcomers through the extensive services provided by the International House Turku. Moreover, in partnership with InfoFinland, Turku offers [information for newcomers](#). As part of the International House Turku services, a Newcomers Guide is currently being developed. The guide aims to consolidate important information for newcomers into one comprehensive and easy-to-read online and printed package.

A public ceremony is organized by the city to welcome individuals who have been granted Finnish citizenship, with the presence of local officials.

Suggestions

Turku already holds welcoming events for new citizens and provides particular welcoming support for refugees, students and unaccompanied minors who arrive at the city. The Welcome Office and the Integration Unit provides a lot of information and support for the newcomers. Nevertheless, it could be always inspiring to discover what other cities are doing in this area.

The Portuguese city of Amadora, with the Portuguese Network of Intercultural Cities (RPCI), has developed an app called Portugal Incoming. The app launched in 2019 is a major practical contribution to the integration of migrants in Portugal, bringing all relevant information on how to navigate the Portuguese services and bureaucracy, as well as access to information about cultural and social events into one place. The app is constantly updated and is available in a number of languages. The information has also been gathered into a guide. In addition, a guide for practitioners on how to conduct welcoming sessions has been developed, together with a matrix for the creation of municipal integration plans and strategies.

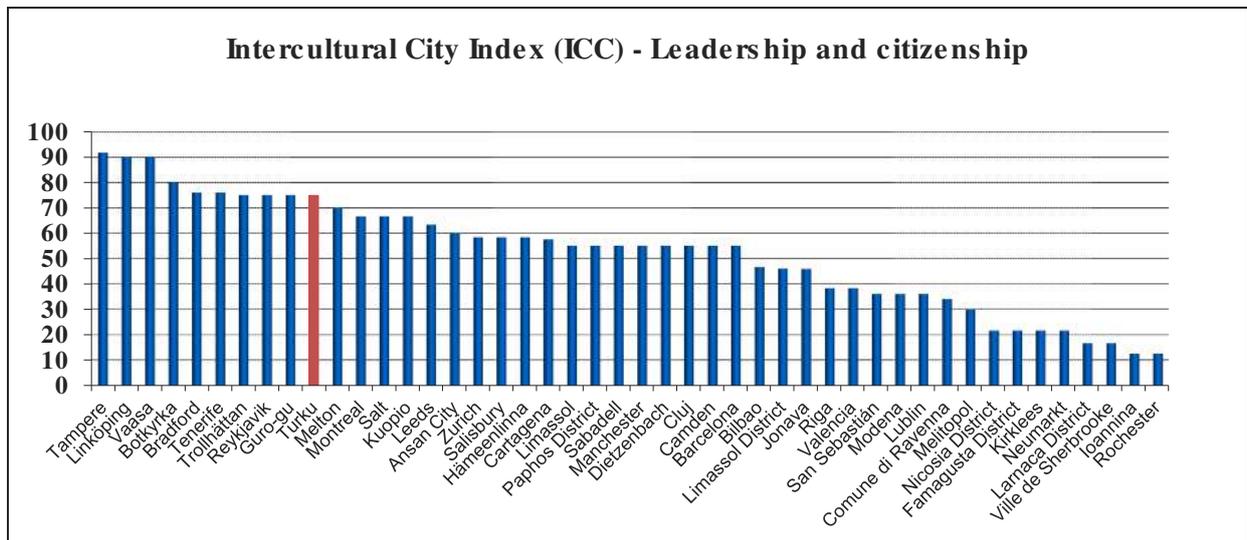
Neumarkt (Germany) offers an annual reception and all newcomers are invited four times per year. Welcome packs and the reception address all aspects of city life including sustainability, fair trade and integration. Surveys are conducted for feedback as to why people move to Neumarkt and the city enjoys hearing the stories of new arrivals. Information materials are also provided to newcomers including flyers on the community centre; free time offers; the city newsletter with all the programmes at the community centre; school and education information; and the sustainability strategy. There is also information on support for older newcomers from the Genial/genius club who help older people live for longer in their own house. After the reception there is a 1.5-hour tour of the town and a small meeting in the Bürgerhaus with snacks.

ICC programme resources on refugees and welcoming policies are also available [here](#).

LEADERSHIP AND CITIZENSHIP

The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.

Turku achieved a rate of 75, which is considerably higher than the city sample's achievement rate of 52.



Turku is developing a strong work in the governance (leadership and citizenship) area. According to the [Finnish law](#), people who reside in a municipality could vote and stand as candidate in local elections after two years of residence. EU and EFTA nationals could stand as candidates in the local elections if they have live 51 days previous to the elections in the municipality. At this moment, there are elected members of the Turku' City Council that are foreign-born or have dual nationality.

The [Multicultural Council of Turku](#) is the independent consultative body through which people with migrant/minority backgrounds can voice their concerns and advise the municipal council on diversity and integration matters.

The city regularly takes initiatives to encourage people with migrant/minority background to engage in political life. Election panels and educational sessions on democracy are conducted at schools.

Turku does not have any standard for representation with people with migrant/minority backgrounds in mandatory boards supervising schools or other public services.

Suggestions

Turku has a good score in this field, but the work of others can always provide inspiration to take forward new initiatives.

An example to draw inspiration from is the Multicultural Ambassadors' Program (MAP) developed in Ballarat (Australia). It has established to provide leadership within the migrant community, by encouraging minorities to participate in the political life of the city. The programme aims to enhance community awareness while fostering social cohesion and mutual acceptance.

Since 2014, the City of Geneva (Switzerland) has been developing a public policy on cultural diversity and fight against racism. Placed among its priorities by the Administrative Council, the policy aims, more specifically, to create conditions conducive to the integration of migrants and foreign nationals, working in particular to open up the host society and its institutions, as well as to fight against all forms of racial discrimination and discrimination based on ethnic origin, nationality, beliefs or residence status. In 2020, the evaluation of the 2016-2020 roadmap was published, and based on the assessment, it was decided to renew the initiative for the 2020-2025 period. The new roadmap for the 2020-2025 legislature was adopted by the Administrative Council in 2022 under the title "Cultural Diversity and Anti-Racism Policy". It focuses on five priority areas: welcoming, accessibility, non-discrimination, responsibility and participation. Coordinated by the Agenda 21 - Sustainable City department, it was developed jointly with the City of Geneva's Diversity Network (Rédige) and the departments concerned, on the basis of a questionnaire sent to all the departments in the administration. The 2020-2025 roadmap presents the objectives pursued to translate into actions the priorities of the policy on cultural diversity and anti-racism adopted by the Administrative Council. It aims at developing synergies and coherence between the projects and

In Geneva (Switzerland) exists the “Complaints of Discrimination” initiative. The city funds and works with the Centre – Écoute contre le Racisme (C-ECR), which defends, advises, and assists people affected by racism. It can provide support to those who might experience discrimination from the services of the city. It can provide anonymised statistical information on the issues of racism and discrimination for the city. The C-ECR can, with the permission of the person involved, contact the City of Geneva, through the Project Manager for Diversity, to seek to resolve issues of discrimination that might arise in the operations of the city. The City of Geneva, again through the Project Manager for Diversity, can refer citizens who have experienced racism to the C-ECR.

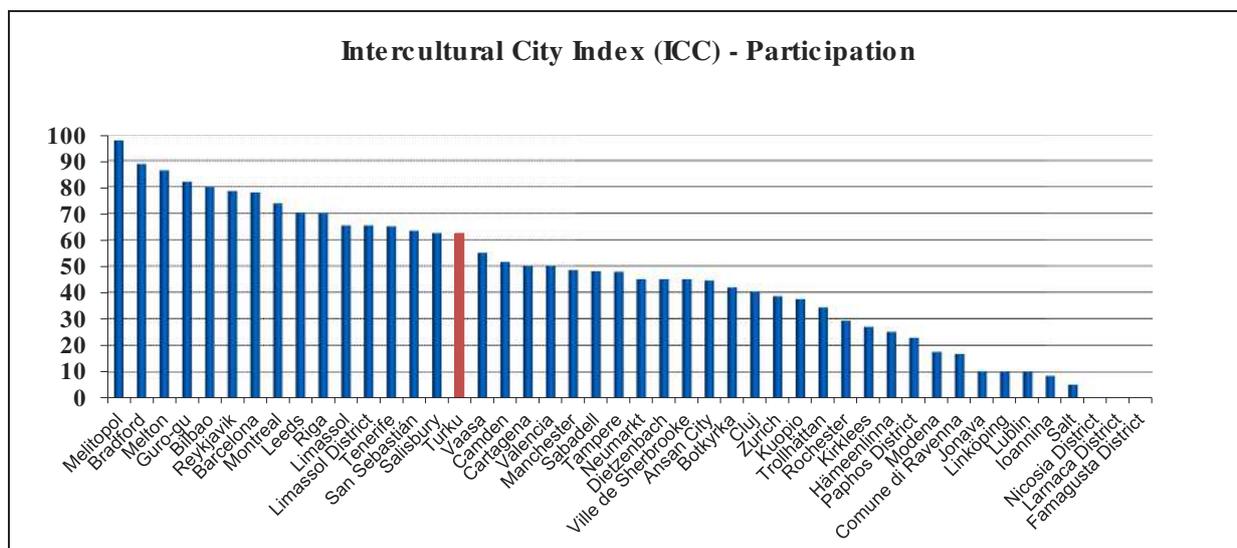
In Swansea (United Kingdom), the city run the Think Project. This is an educational programme aimed at individuals with a higher risk of far-right extremism, implemented in the framework of three-day courses, participants were encouraged to discuss and reflect on diversity issues and their own attitudes and views, engaging in open dialogue as well as experiential learning. The Think Project employed a non-criminalising approach, listening to their concerns and exploring the experience and information underlying their negative attitudes. After the course, participants were encouraged to engage in intercultural interaction. The project has proven to be able to transform young peoples’ worldviews and thinking about diversity and societal change.

ICC programme resources on systemic discrimination are also available [here](#) and resources on anti-rumours are available [here](#).

PARTICIPATION

Inclusion, power-sharing and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, when people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.

Indicators on participation have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 46 cities have replied to this new Intercultural Cities Index chapter. Turku’s rate of achievement in the field of participation is 63%.



The city has adopted an intercultural strategy through a consultation process including people with different backgrounds. Furthermore, a survey of the well-being of non-Finnish/Swedish speaking inhabitants in Turku is conducted through interviews, overseen by the Multicultural Council.

The city has introduced [participatory mechanisms](#) to enable all city residents to participate equally in the decision-making process in public participation networks, participatory budgeting and intercultural dialogue platforms. Thematic meetings regarding participatory budgeting are arranged. Informational meetings and discussions in the neighbourhoods are also organized. Participation and influence opportunities in Turku include involvement in various networks and organizations such as the Multicultural Team (Monimaa network) and the Equality and Gender Equality Network, as well as the Youth Council. The Cultural and Youth Board provides operational grants to organizations, enabling their participation in city-wide initiatives. Gender-sensitive Youth Evenings, organized in collaboration with Turun Tyttöjen Talo (Turku Girls' House), have proven popular among girls from multicultural families, providing them with opportunities to engage in youth centre activities. Collaboration with organizations like the Turun Seudun Romanit association at the Pansio Youth Center allows Roma youth to organize their own youth evenings. Valmo Collaboration involves Valmo students visiting the Youth Art and Activity Centre Vimma to learn about its activities and services. The Introduction to Finland Service offers immigrants in the integration phase a chance to acquaint themselves with youth centre activities and other services available to children and young people provided by Youth Services.

Turku monitors the participation of city residents with migrant/minority backgrounds in the decision-making process. Discussions are ongoing on how to better engage these residents, as their current level of participation in events and initiatives could be increased.

The city does not take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations.

Turku does not take actions to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions or organisations. In any case, following the Finnish law stipulates that in any political body the representation men/women need to be at least 40% to 60%.

Suggestions

Comprehensive monitoring of the participation of residents with migrant/minority backgrounds in the decision-making process is key to design better strategies to overcome barriers to participation. While acknowledging the difficulties in doing so, an approach could be to start by conducting minor research in particular areas of the city.

The City of Maribyrnong (Australia) facilitated informative sessions led by the Victorian Electoral Commission to educate residents about the Australian electoral process. These sessions covered essential topics such as electoral keywords, the obligation of Australian citizens aged 18 and over to enrol and vote, the importance of updating personal details when moving or changing names, and the correct voting procedures in Victorian elections. Additionally, the Victorian Electoral Commission conducted Talking Democracy sessions, aimed at training staff and community leaders, as well as voter education sessions focused on local elections, which were held at various community hubs within Maribyrnong.

The city of Sabadell (Spain) has taken several measures to guarantee that gender equality is well represented in organisations that work with the municipality and participate in the decision-making on issues related to the reception and inclusion of migrants and ethnic minorities. The Gender Plan 2018-2022 addresses these issues in axes 3 and 4 on 'Diversity and Intersectionality' and 'Visibility and Social and Political Participation'. These axes contemplate different lines of action that include the empowerment of migrated and Roma women and the promotion of their associative activity; as well as the diversification of the participants in the different spaces of participation and decision making incorporating the intersectional perspective. The **“Espai Dones” (Women's Space) programme** has been launched in different neighbourhoods of the city, to provide personal tools to women and to create links within the community. The program offers relational learning spaces located in different parts of the city and activities focused on topics related to the physical and mental health of the participants (knowledge

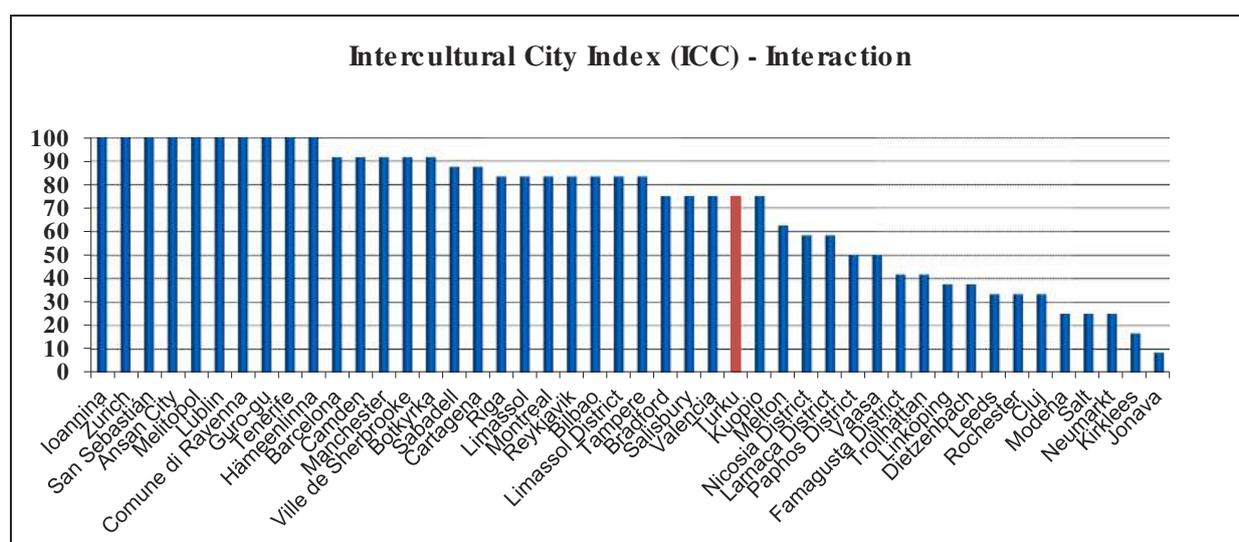
of the environment, female health, personal growth, women's rights, sexist violence, etc.). The Espaci Dones also offers to foreign women with little command of the language, the opportunity to participate in activities in the neighbourhood and the city.

ICC programme resources on political and public participation are also available [here](#).

INTERACTION

Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

Indicators on interaction have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 46 cities have replied to this new Intercultural Cities Index chapter. Turku's rate of achievement in the field of interaction is 75%.



Turku does have a database of civil society and grassroots organisations that work in intercultural inclusion topics, although is incomplete and not regularly updated. There is ongoing development aimed at creating an open and widely accessible register of civil society and grassroots organizations in Turku. This initiative is a widely accepted and supported goal, as outlined and monitored through the Turku City Programme for promoting integration.

The city collaborates in a regular way with different civil society and grassroots organisations working in intercultural inclusion. Many organizations collaborate with city services, such as the Multicultural Home, School, and Education Association (MVKK), which works closely with schools and parents. The city regularly meets with MVKK to discuss various matters. Additionally, the Coordinator of Integration Work at International House Turku collaborates with the Red Cross and several other associations, holding regular meetings with them. Since spring 2023, there has been an "unofficial" network of workers from different city departments, including International House Turku, Inclusion, Culture, Children and Youth Services, and Sports Services. This network meets regularly with various civil society and grassroots organizations and shares information among themselves every two weeks.

Teachers in elementary schools receive intercultural training regularly. Theme-related training is organized by the city, and the municipality also encourages teaching staff to participate in training offered by external organizations such as the Finnish National Agency for Education and Regional/State Agencies. These events covered topics such as effective engagement with parents from multilingual families, etc. In addition, Turku has permanently employed a consultant on special education teacher for intercultural education. This teacher provides support upon request in schools, assisting with interactions among students from diverse backgrounds and aiding teaching staff in home-school cooperation, especially for students with immigrant backgrounds. The goal is to enhance understanding of student behaviour, their parents, and potential challenges related to language learning, particularly for classroom teachers in the future.

Suggestions

Turku has some good practices in the field of interaction. Nevertheless, the city has room for improvement, and other cities examples could be inspirational.

In Botkyrka (Sweden), anti-rumour cafés have been established in libraries as a public platform to address and challenge rumours and prejudices. Libraries were selected due to their popularity among young people aged 18-25 years old. Four anti-rumour cafés were set up, each focusing on a specific rumour theme. The initial theme centered around "Criminality," which was the most prevalent rumour theme in Botkyrka. This was followed by cafés focusing on themes such as the "Incompatibility of Swedish and immigrant cultures," "Unequal distribution of public resources," and "Swedish culture is under threat." The café addressing the rumour that "Swedish culture is under threat" garnered significant attention, particularly in light of the political situation in Sweden in 2014, when the populist party, Swedish Democrats, experienced a surge in popularity. The primary goal of each café was to encourage discussions about rumours that people often feel uncomfortable addressing.

In Montreal (Canada), the city uses public spaces as tools for positive interaction. Through intercultural events and initiatives geared towards integration, Montreal helps to ensure mixing between residents. Every year for the past five years, under a partnership with the Quartier des spectacles entertainment district, the city has run an open-air event called "Les Jardins Gamelin" designed to encourage living together in public spaces through an extensive cultural programme. In addition, as part of cultural trail activities, the city runs a tour of Montreal Island from an indigenous perspective, consisting of a bus tour in which participants visit various neighbourhoods to find out about the history of Indigenous peoples in urban areas down through the centuries. Lastly, Montreal sets particular store by citizen participation in identifying problems, designing policies and assessing their impact. Montreal Public Consultation Office (OCPM) is an independent organisation whose task is to carry out public consultation assignments entrusted to it by Montreal city council or executive committee. These primarily involve urban and land-use planning projects under municipal jurisdiction but may also include any project submitted by the executive committee or city council. The office also has the task of proposing rules to ensure implementation of credible, transparent and effective consultation mechanisms.

ICC programme resources on anti-rumours are also available [here](#) and resources on intercultural competence and mediation are available [here](#).

OVERALL CONCLUSIONS

Turku's aggregate Intercultural Cities Index achievement rate was 78, marking a significant step forward on its intercultural journey. Turku achieved particularly high scores in several areas, although lower achievements sometimes stemmed from the lack of an intercultural approach in its policymaking. There is room for improvement from an intercultural perspective, but it's also true that Turku has several programs and policies that could be easily understood and reframed as intercultural actions.

The following table gives more information on what Turku does well and areas it could learn more from the experience of other cities.

COMMITMENT	✓	Turku has an intercultural strategy and action plan, as well as an integration unit that coordinates cross-departmentally work in these topics.
	✗	Turku rarely makes references its intercultural commitments in official communications.
EDUCATION	✓	Turku is working to increase interculturalism in their city, combat segregation and support an intercultural educational environment for student and families, including those with minority/migrant background. Most of the schools carry out intercultural projects.
	✗	Turku may wish to strengthen its efforts to prevent segregation, encompassing various service sectors and operating at both city-wide and local levels
NEIGHBOURHOODS	✓	Turku is working to increase the diversity of neighbourhoods and to avoid ethnic concentration.
	✗	Turku may explore how organise activities to encourage mix in every municipal district.
PUBLIC SERVICES	✓	The municipality provides a wide range of services including burial services for different religions, hospitals and school services that cater different backgrounds of residents.
	✗	Turku could consider developing a recruitment plan to ensure it becomes an attractive and diverse employer.
BUSINESS AND THE LABOUR MARKET	✓	In Turku, a regional organisation encourages businesses from ethnic minorities to enter in the mainstream economy. The City of Turku actively promotes ethnic diversity in the workforce of private sector enterprises through initiatives like the Talent project.
	✗	There is no local normative to facilitate the procurement of goods and services in favour of companies with an intercultural inclusion/diversity strategy.
CULTURAL AND SOCIAL LIFE	✓	Cultural and social life is well supported by the municipality. Grants are given to organisations that are open to work with everyone, and occasionally interculturalism is used as a criterion when allocation funds. Turku regularly organises events and activities to encourage people to meet and interact.
	✗	Turku achieved a 100% score in this area.

PUBLIC SPACE	✓	Turku takes action to encourage meaningful intercultural mixing and interaction in public space. The city promotes and encourages intercultural initiatives in libraries, museums, and public parks. The city consider the diversity of the population in urban planning and/or the designing public spaces.
	✗	Turku achieved a 100% score in this area.
MEDIATION AND CONFLICT RESOLUTION	✓	Turku works with a regional mediation service funded with regional funds and with a service runs by a social organisation. The city provides intercultural mediation in the city. The city has a municipal service which deals with religious dialogue.
	✗	The city could explore extending its work on mediation and conflict resolution by extending it to specialised institutions such as hospitals, youth clubs, retirement homes and within the municipality itself.
LANGUAGE	✓	Turku is a bilingual city in which Finnish and Swedish are part of the daily life. The city provides specific language training in the official languages for groups hard-to-reach.
	✗	Turku does not facilitate the awareness-raising of migrant languages in the city, and it does not support initiatives seeking to give a positive image of migrant/minority languages.
MEDIA AND COMMUNICATION	✓	The city is working in a communication strategy to improve the visibility and image of people with migrant/minority background in local communication tools.
	✗	Turku does not actively monitor how traditional local or national media depict individuals with minority or migrant backgrounds.
INTERNATIONAL OUTLOOK	✓	Turku has a global city strategy "Turku in the 2023s" which refers to the international character of the city, and its goals of being sustainable and attractive for all its citizens. The city has a network of twinning-cities. Turku has specific programmes for welcoming international students.
	✗	The city does not seek to develop business relations with countries/cities of origin of its diaspora groups.
INTERCULTURAL INTELLIGENCE AND COMPETENCE	✓	Turku does have statistical and qualitative information about diversity and intercultural relations to inform the local council's process of policy formulation.
	✗	Turku could explore further ways to improve the intercultural competence of the city's staff.
WELCOMING NEWCOMERS	✓	The Welcome Office provides general information and support for newcomers. Welcoming activities are undertaken, particularly for refugees and asylum seekers by the Integration Unit. The city organises a ceremony for new Finnish nationals resident in the city.
	✗	Turku achieved a 100% score in this area.
LEADERSHIP AND CITIZENSHIP	✓	Turku is developing a strong work in the governance (leadership and citizenship) area. The city regularly takes initiatives to encourage people with migrant/minority background to engage in political life. The city has a consultative body, the Multiculturalism Council, to advise the municipal government on diversity and integration matters.
	✗	Turku does not have any standard for representation with people with migrant/minority backgrounds in mandatory boards supervising schools or other public services.

ANTI-DISCRIMINATION	✓	The city has a binding document proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation in the municipal administration and services. The service that advises and supports victims of discrimination is at regional level. The police do monitor the extent of discrimination in the city. The city regularly runs anti-discrimination and anti-racism campaigns and seminars. The city is part of the ETNO.
	✗	The city does not out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with /migrant/minority backgrounds. The city and does not provide financial or logistical support to civil society organisations that advise and support victims of discrimination.
PARTICIPATION	✓	Turku has introduced some participatory mechanisms to enable all city residents to participate in the decision-making process. The city monitors the participation of city residents with migrant/minority backgrounds in the decision-making process.
	✗	The city does not take action to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions and organisations.
INTERACTION	✓	The city collaborates in a regular way with different civil society and grassroots organisations working in intercultural inclusion. Teachers in elementary schools receive intercultural training regularly.
	✗	Turku may wish to create a comprehensive and updated list/database of all civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion.

In view of the above, we wish to congratulate Turku for the efforts taken and we are confident that if the city reflects more on its different areas of work and what it is already doing, as well as follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

RECOMMENDATIONS

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

Commitment: Turku may wish to reference its intercultural commitments in official communications more frequently and give its intercultural statement and strategy more prominence on the website.

Education: Turku may wish to strengthen its efforts to prevent segregation, encompassing various service sectors and operating at both city-wide and local levels.

Neighbourhoods: Turku may explore how to organise activities to encourage mixing, as well as creating meeting places in every municipal district.

Public services: The municipality could consider developing a recruitment plan to ensure it becomes an attractive and diverse employer.

Business and the labour market: Turku may wish to consider working with private companies to develop diversity charters. The city may wish to explore local regulations to favour the procurement of goods and services in favour of companies with an intercultural inclusion/diversity strategy.

Cultural and social life: Turku could consider sharing some of its experiences in interaction with other ICC cities through the database.

Public space: The city could consider sharing some of its experiences in interaction with other ICC cities through the database.

Mediation and conflict resolution: The municipality could explore extending its work on mediation and conflict resolution by extending it to specialised institutions such as hospitals, youth clubs, retirement homes and within the municipality itself.

Language: Turku may consider facilitating the awareness-raising of migrant languages in the city and could support initiatives seeking to give a positive image of migrant/minority languages.

Media and communication: The city may explore monitoring in which way traditional local/national media portray people with minority/migrant backgrounds.

International outlook: Turku could explore to develop business relations with countries/cities of origin of its diaspora groups.

Intercultural intelligence and competence: The city could explore further ways to improve the intercultural competence of the city's staff.

Welcoming newcomers: The Welcome ceremony could be extended to all types of newcomers. The city could consider sharing some of its experiences in interaction with other ICC cities through the database.

Leadership and citizenship: Turku might wish to develop initiatives to encourage people with migrant/minority backgrounds to engage in political life, for example by improving their knowledge of local politicians and municipal staff jobs and raising their awareness of their rights to vote or stand as candidates in local elections. The city could also usefully develop a strategy and procedures to support and achieve a minority ethnic representation on key public boards.

Anti-discrimination: The city could consider a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate residents with /migrant/minority backgrounds. Turku may explore the options to provide financial or logistical support to civil society organisations that advise and support victims of discrimination.

Participation: Turku could take actions to ensure that residents with migrant/minority backgrounds are fairly represented in key institutions or organisations.

Interaction: Turku could consider creating a more comprehensive and updated list/database of all civil society and grassroots organisations that are active in the various fields concerned by intercultural inclusion.

Turku may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

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www.coe.int/interculturalcities

The member states of the European Union have decided to link together their know-how, resources and destinies. Together, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.

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The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

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