INTERCULTURAL CITIES
BUILDING BRIDGES, BREAKING WALLS

2021

ANNUAL REPORT

INTERCULTURAL CITIES
CITÉS INTERCULTURELLES

COUNCIL OF EUROPE

CONSEIL DE L'EUROPE

Contents

Introduction

INTERCULTURAL CITIES (ICC) is a capacity-building programme that supports local and regional authorities worldwide in designing, implementing and reviewing their policies through an intercultural and intersectional lens, by developing comprehensive intercultural strategies that will enable them to realise the diversity advantage.

In practice, the programme accompanies public officials and their leaders in achieving the intercultural transformation of their territories via the intercultural management of diversity, cutting across institutional silos, mobilising a wide range of stakeholders, and creating opportunities for people with different backgrounds to mix and interact with each other.

The "intercultural city" is governed by three key principles: achieving **real equality** by preventing discrimination and adapting the city's governance, institutions and services to the needs of a diverse population; promoting **diversity as a collective advantage**; and **meaningful interaction** between diverse groups in the public spaces, engineered through public policies that promote greater mixing, active citizenship and participation.

The "Intercultural City step by step Guide", endorsed by the Council of Europe Committee of Ministers through "Recommendation CM/Rec(2015)1 on intercultural integration" further requires member cities to make every effort to ensure non-discrimination in all of their policies, programmes and activities. The Recommendation also recognises intercultural integration as an effective approach to amplifying and managing as a resource the socio-economic benefits that diversity brings to European societies.

In 2020, the Committee of Ministers (CM) went a step further and set up a multilevel intergovernmental Working Group on Intercultural Integration made up of state and city representatives. In the past two years, the Working Group has prepared the ground for the adaptation of the Intercultural Cities model to the national level, by: 1) reviewing the implementation by member states of CM/Rec(2015)1; 2) elaborating a Model Framework for an intercultural strategy for the national level; 3) and suggesting ways to promote multilevel governance of and policies for intercultural integration. On this last item, a new CM Recommendation on multilevel governance should be soon adopted to consolidate the legal basis of Intercultural Cities (ICC).

Membership

In 2021 the membership to the ICC programme raised up to 153, counting eleven new cities, namely: **Etterbeek** (Belgium), **Montesilvano** (Italy), **Jonava** (Lithuania), **Krakow** (Poland), **Ephesus Selçuk** (Turkey), **Salisbury** (Australia), **Sherbrooke**, **Drummondville**, **Gatineau**, **Repentigny**, et **Rimouski** (Canada). In addition, a new network of Intercultural Cities has been set up in Québec, and progress are being made for the establishment of a national network in Sweden. All new members have received the ICC membership certificate and hard copies of the **welcome pack** which contains practical documents for a quick dive into the ICC programme, including the Mission description of ICC coordinators; a brief for politicians; a Glossary; and a resource pack referencing the main ICC documents and resources.

The continuous increase in memberships is indeed a positive sign: it shows the relevance of the ICC programme for local and regional authorities worldwide, and enriches the knowledge base with more diversity, more good practices to share, and more occasions for peer learning. However, it also means an increased diversity of needs, of demands, of tools, which requires the adaptation and possibly the reprioritisation of the services provided to the members. To this end, a thorough evaluation of the impact of the services and tools provided by the Intercultural Cities programme will be carried out in 2022.

I.   ICC areas of work and services

1. Diagnostic and profiling

As cities embrace the intercultural approach to diversity management, they need to take stock of their achievements and challenges as a point of departure for the development of their intercultural strategies. In order to sustain motivation and adjust their efforts, cities also need to be able to assess progress over time and see whether they can learn from other cities which have concrete experience in a given field. The Intercultural Cities' programme offers a comprehensive methodology for city leaders and officers and a range of analytical and assessment tools, the most relevant of which is the Intercultural Cities INDEX.

➢ The ICC Index

Completed by **121** cities and towns across 37 countries, the ICC Index assesses where a city stands in the different governance/policy areas that foster intercultural integration. The Index questionnaire serves to collect information on policy inputs, i.e. the actions, measures and vision implemented by a city to fulfil the core principles of the intercultural policy model. The questionnaire contains 90 questions/indicators, grouped in twelve indices with six sub-indices grouped in a composite index called "intercultural lens".

To reply to the Index questionnaire, cities need to launch a discussion within the local government about what intercultural integration means in practice, which helps raising awareness on the necessity to work horizontally with all city departments and services with the view to fulfil the intercultural agenda. The analysis of the replies is carried out by the Council of Europe and delivered under the form of "ICC Index report". The latter helps identifying strengths and weaknesses and determine in which governance/policy areas efforts should be concentrated in the future; it also contains - for each policy area – tailor-made recommendations and inspirational practices from other cities.

In 2021 the ICC programme produced nine Index reports (for the local authorities of **Camden (UK)**, **Cartagena (Spain)**, **Kobe (Japan)**, **Jonava (Lithuania)**, **Limassol (Cyprus)**, **Reykjavik (Iceland)**, **Sherbrooke (Canada)**, **Tenerife (Spain)** and **Trollhättan (Finland)**).

The programme further conducted two ICC Experts' visits, respectively to **Loures** (**Portugal**, hybrid format) and **Neumarkt** (**Germany**, in person), to assess the strengths and discuss specific needs in relation to intercultural policies and governance together with the city leaders and officials. These visits result in the "intercultural profile" of the city which will form the basis of the subsequent work. The intercultural profile of Loures is already available online; the one of Neumarkt will be published early 2022.

Finally, in 2021 two ICC Index trainings were delivered online, one targeting a coalition of Cypriot municipalities, and one dispensed at the annual meeting of ICC coordinators. The second training has been recorded and is available to member cities on demand. A commented power point has also been produced to help coordinators of ICC national network provide technical assistance to their member cities. The presentation is available in both English and French upon demand.

➢ The ICC Charts and the "Facts and Figures"

The ICC **Index Charts** allow for the graphical display of all cities' index results, including the level of achievement of each city, progress over time, and comparison with other cities through filtered searches by size, demographic diversity, population, country and policy areas. Besides, the ICC Charts compare results obtained by a city in the "extended intercultural index" which encompasses the assessment of the original (core) index as well as the new questions added in 2019. The Charts were updated four times in 2021 to take into account the latest data collected. The next update will be carried out in March 2022.

In addition, a new page containing Facts and Figures was created to provide a quicker, more visual, and simplified overview of the ICC member cities composition and main results in the implementation of the Intercultural integration policy model. The page displays graphs based on a few indicators of the Intercultural Cities Index that have been chosen because they are more suitable for wider communication and understanding.

➢ **The "European Pact for Integration" project**

The European Pact for Integration (EPI) is a two-years project that brings together local and regional bodies from Estonia, Germany, Greece, Italy, Latvia, Poland, Romania, Spain and Sweden, to develop successful intercultural integration strategies through peer mentoring and knowledge exchange. The project is funded by the European Union through AMIF grants and is led by a consortium including the **Spanish Network of Intercultural Cities (RECI)**. The ICC programme is providing specific expertise via its Intercultural Cities Index. During the project's implementation, an ICC Index simplified review has been done for participating cities to gain a better understanding of their local context and devise intercultural strategies in a participatory manner. The project will end in June 2022 with the public presentation of its results.

2. Policy advice and capacity building

➢ **Sustainable cities: How to make them more inclusive?**

"People" and the "society" have been gaining a central role in the scope of sustainable development until the latter became the foundation for the 2030 Agenda for Sustainable Development. However, while there is extensive guidance, scientific knowledge, legally binding instruments, and relatively big funding for a more sustainable development of our societies, there are

still important gaps in dealing with the green transition in a way that is truly inclusive.

In 2021 the Intercultural Cities programme (ICC) has launched work on Sustainable Intercultural Cities, with the view to ensure that sustainable development policies and actions contribute to achieving equal rights and opportunities for all, build on the diversity advantage, and enable meaningful intercultural interaction, active participation, co-creation, co-development and co-evaluation. The first area on which the ICC programme focussed is circular economy, i.e an alternative to linear economy and a model which takes into account the planetary boundaries for economic activity.

Has your city adopted a process of policy consultation and/or co-design including people of all ethnic or cultural backgrounds?
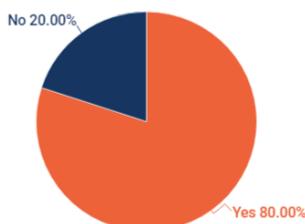
Participation and inclusion

Inclusion 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. 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.

This economic model is very suitable for the intercultural city because it devises solutions from a systems and human-centric design perspective and offers unique social opportunities that conjugates with the core principles of the ICC approach to ensure equality, promote diversity advantage, and foster meaningful intercultural interaction.

A Round table with ICC political leaders and experts from Nordic Sustainability was organised online on 16 September on "How to include migrants and diversity in circular economy", and a Policy brief was produced on the same topic to guide local authorities into the transition towards a more sustainable and inclusive business model. The Policy brief is available also in Italian, Portuguese, and Spanish, and its public presentation is available in video format.

In 2022 the ICC programme will follow a similar methodological approach (collection of good practices, experts' assessment, round table or study visit, and production of policy guidance) to address the inclusive transition to green infrastructures.

Finally, it is worth noticing that the ICC network took part in the 9th edition of the World Forum for Democracy (WFD), dedicated to the topic: "Can Democracy Save the Environment?". During 12 months the WFD has addressed specific sub-topics, including "Environmental action at the local level". The Mayor of **Erlangen (Germany)** and the Mayor of **Vinnytsia (Ukraine)** participated on behalf of the ICC network to the multimedia campaign organised in May and delivered their vision for intercultural and sustainable cities; on 29 April, the Deputy Mayor of **Paris (France)** in charge of Culture participated in a Round Table on the "15 Minute City" and presented her city's strategy to achieve this very ambitious goal.

Thematic toolbox

- Policy brief "Circular and intercultural cities: Including migrants and diversity in circular, green and inclusive economic models" (+ Italian version + Portuguese version + Spanish version)
- Intercultural Cities: How to make them more sustainable? – Video registration of the Round table with ICC leaders, September 2021
- Presentation of the Policy brief on Circular and Intercultural Cities, September 2021
- Awareness video on Sustainable cities

> ## Alternative narratives and Intercultural Communication

In the time of fake news, polarisation of debates, hate speech and dividing discourses, intercultural cities face a growing need of telling their story. This need has also created an increased urgency in capacity building and joining forces to share the message of equality and diversity in all institutional communication.

a) The ICC Academy on Alternative narratives

Under the notion "what story does your city tell?" an ICC Academy on alternative narratives was organised online, on 19-21 April, to examine which narratives work and why, how to tell the intercultural story, what needs to be considered to ensure cities' communication is inclusive, as well as what to do when faced with negative stories in our daily life. The Academy targeted city officials with specific competence in the field of institutional communication and was additionally attended by state authorities of several Council of Europe member states.

The Academy aimed to bridge the gaps between communication and the intercultural policies and actions of the city by working on narrative creation, the principles of inclusive communication, storytelling, and ways and tips about how to attract journalists. The Academy further provided insights for proactive communication, new channels to share the intercultural message as well as ideas on how to integrate the message of inclusion into cities' everyday communication.

b) A new Policy brief on Narratives on migration and integration

Following the publication in 2020 of the '10 criteria for the creation of effective alternative narratives on diversity', the ICC has worked together with experts to develop research on alternative narratives specifically in relation to migration and integration. Alternative Narratives are positive, pluralist, or progressive narratives that are based on intercultural principles and respect for human rights. In the policy brief "Migration and integration - Which alternative narratives work and why", narratives are examined from the perspective of the city with input of research from civil society. The brief identifies and examines alternative narratives under the frames of shared humanity, shared prosperity as well as shared health and security, based on research with illustrating practical examples from cities across the globe. The policy brief is part of a series of papers and training materials developed for the Academy on Alternative Narratives and Intercultural Communication.

c) The Travel booklet #aNecessaryJourney

#aNecessaryJourney is an awareness campaign on the values of interculturality, developed by the working group on alternative narratives set up under the **Spanish network of Intercultural Cities (RECI)** for the entire ICC network.

The campaign's main tool is a Travel booklet illustrated by Miguel Gallardo, a well-known international cartoonist, in which Mila – a city official from an intercultural city - and Melo, a parrot forced to migrate to another country, embark on "a journey towards living together".
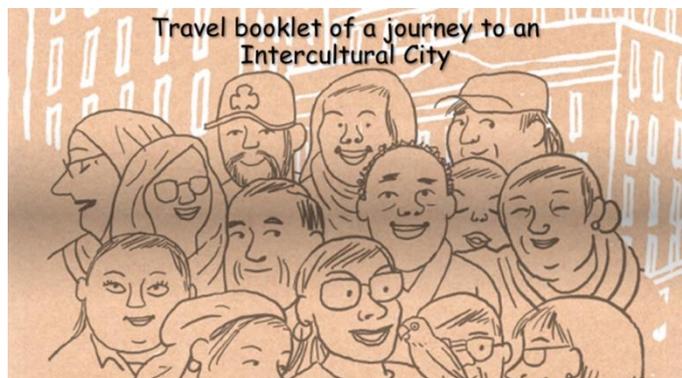
The campaign seeks to foster a better understanding of interculturality and develop a positive appreciation of diversity by helping to dismantle common prejudice and stereotypes that affect diverse groups.

A video and 4 shorter films are also available for further sharing.

d) Online training on Alternative narratives and inclusive communication

An online training on Alternative narratives and inclusive communication has been developed in 2021 in English and is available to ICC members only, upon request.

Thematic toolbox

- A journey with Mila and Melo - video
- Travel booklet of a Journey to Intercultural Cities
- Migration and integration: Which alternative narratives work and why? - Policy Brief
- Video on Inclusive Communication

➢ Intercultural Competence

The Intercultural Cities Index incorporates intercultural competence as an indicator of intercultural cities' performance. Public officials in an ideal intercultural city should be able to detect and respond comprehensively to the challenges posed by cultural differences, and modulate their approach accordingly, rather than trying to impose a single model of behaviour on all actions.

a) Guide and video tutorial on "Intercultural Competencies applied to the development of public administration projects

Following the successful implementation of an ICC-sponsored project by the municipalities of **Bilbao**, **Castellò de la Plana**, **Donostia/San Sebastiàn**, and the **Island of Tenerife** (**Spain**), the ICC programme issued a Guide and video tutorial to help city officials to promote the principles of interculturality through public procurement processes and public aid in general.

The Guide has been designed by city officials themselves, with the view to encourage public officer to transpose the concept of intercultural competence and mainstreaming it into practical language for the project design. To do so, the Guide also defines the basic keys of an intercultural competent public action related to the project design, set the basis for training local administration staff, and contains a number of inspiring local experiences.

b) Checklists for policies/projects' assessment

After two years of surveys, research, consultations and experts' work, the ICC programme launched three easy-to-use checklists to help assess whether the project ideas and policies of intercultural cities are truly intercultural. The checklists help assessing the level of diversity valorisation, equality, and interaction, and can also be used for completed projects, as well as for grant applications by civil society organisations.

An Intercultural Checklist manual completes the tool.

c) Online training on the Intercultural City Step-by-step

An online training on the Intercultural city step-by-step has been developed in 2021 in English to help cities to apply the intercultural lens in their work. The course is based on the guide "The intercultural city step by step". The written materials are accompanied by a video series produced by Carla Calado, ICC expert.

d) Online training on preventing the discriminatory effects of the use of Artificial Intelligence in local services

Municipalities provide a wide range of public services to their citizens and this is increasingly supported by technologies including Automated Decision Making (ADM) tools and Artificial Intelligence (AI) solutions. The deployment of IT tools in public services has brought new challenges and potential risks of bias, prejudice and discrimination - including systemic discrimination - towards certain categories of citizens, migrants in particular. In order to help member cities identify and address the potential discriminatory effects of automated decision-making, the Intercultural Cities programme (ICC) collected challenges and practices at local level; held a webinar in 2020 on this topic with a focus on ensuring inclusion, and combating against hate speech; and produced policy guidance that, In 2021, have been embedded into a crush online course available to ICC members upon demand.

e) An introduction to the Intercultural City for local governments in Japan

The ICC network has grown rapidly in recent years and has had the pleasure of welcoming several new cities from the Asian continent. Thanks to a voluntary contribution from the Government of Japan, in 2021 the ICC programme was able to produce and launch a new handbook for Japanese local authorities to promote intercultural integration principles while taking into account the cultural, administrative and social specificities of the country.

Although written for the Japanese authorities, the Handbook can also be an excellent tool for other countries in the Asia-Pacific region. The launch of the Handbook took place on 19 and 25 March 2021, during two webinars organised in partnership with the Permanent Mission of Japan in Strasbourg, in the frame of the celebratory events to mark the 25th anniversary of the Observer Status of Japan before the Council of Europe. These Webinars were attended by nearly 200 participants from various Asian countries such as **Japan**, **South Korea**, **Australia**, but also from **Spain**, **France**, **Germany**, **Ukraine** and **Switzerland**. The Handbook is available in Japanese and English.

Thematic toolbox

- Guide on Intercultural competencies applied to the development of public administration projects (+ Spanish version)
- Videotutorial (multilingual subtitles)
- Valuing diversity - Checklist
- Real equality - Checklist
- Positive intercultural interaction - Checklist

➢ Anti-rumours

Rumours are stories or pieces of stories that might be true or false and that have the characteristic of quickly spreading from a person to another. They are not systematically negative, and we are all vehicles of rumours, in many situations in our daily life. Yet, they can become very harmful when they are based on stereotypes, i.e. on unchecked and prefixed ideas about what someone or something is like. Stereotypes feed into prejudice, which is an unfair and unreasonable opinion or feeling formed through a pre-judgment without enough thought or knowledge.

At the level of today diverse societies, the spreading of stereotypes and prejudice through rumours can actually impact the way in which we relate to each other, the way in which we interact - or renounce to interact - with people of diverse origin and backgrounds. They can set individuals and groups apart, marginalise and discriminate people, putting individuals in boxes in which they don't necessarily fit because identities, feelings and behaviours are very complex matters that intersect within each other and that may evolve depending on a lot of variables. Rumours, stereotypes and prejudice are indeed the first step towards feeding hate, which may lead to hate speech and sometimes to hate crime. But while many countries have started prohibiting hate speech by law, and while hate crimes are dealt by criminal law, rumours cannot be the object of legislation as they pertain to the private sphere, to the level of thoughts, they are not necessarily spread with the intention of causing harm, even if they may have a very negative impact on the ability of certain groups of people to be fully part of society.

To fill in this gap, the ICC programme has standardised the Anti-rumours methodology piloted by the city of Barcelona ten years ago, and continues developing and promoting it across the network. The anti-rumours work is complemented by the tools and guidance on alternative narratives and intercultural communication.

a) Claiming the power of dialogue: Toolkit for anti-rumours dialogue

Developed as part of the Academy on Alternative Narratives and Intercultural Communication, the Policy brief "Claiming the power of dialogue - Toolkit for antirumours dialogue" presents strategies for face to face dialogue with the aim of providing the readers with a simple toolkit to engage in active antirumours dialogue.

All of us experienced situations where a conversation with a neighbour, a colleague or a friend is fed with a negative comment about migration. How to handle this? Do we let it pass or do you speak up? Do we explain why the comment is discriminatory or hurtful? The policy brief answers all these questions. It complements the Antirumours handbook and other antirumours materials.

b) 2021 Anti-rumours youth summit

Sponsored by the ICC programme since 2016, the Anti-rumours youth summit (AYS) is an annual gathering of young people willing to become anti-rumours actors to help their local authorities dismantling rumours in their neighbourhoods. Until 2021 the Summit has only targeted Spanish youth but this year, for the first time and taking advantage from the online format, the event went global. Taking place on 15-18 July, this edition brought together young people from a few international ICC member cities involved in the implementation of the Anti-rumours Strategies, with the view to think, create, and build bridges by making their differences a strength.

The AYS 2021 was organised in the frame of the World Youth Skills Day to stress the need to consider the power that young people have as changemakers in society, and to support their empowerment by developing their skills and competences. The successful experience of 2021 will be sustained in 2022 with – hopefully – a global AYS organised in person.

c) The Escape roomours

"Escape Roomours" is an online interactive, educational tool designed and piloted by **Anti-Rumours Global** and the Intercultural Cities programme to contribute to develop young people's intercultural skills and engage them in building rumours-free local and social media ecosystems. The Game has been launched at the Fundamental Rights Forum organised by the EU Fundamental Rights Agency on 11 October.

Players will have to solve a series of tests/questions related to the knowledge of human rights and discrimination and stereotypes, so to understand how rumours spread and which strategies are most effective to reduce their negative impact.

The Escape Roomours is more suitable to be played in groups, under the guidance of a facilitator who can use it to initiate a conversation with the young players with the view to stimulate their critical thinking.

A manual for facilitators has been developed and is available in English and Spanish.

The game is available here.

| Thematic toolbox |
| --- |
| • "Claiming the power of dialogue - Toolkit for antirumours dialogue" – Policy brief
• Escape roomours
• Manual for facilitators of the Escape roomours |

3. Peer learning

Peer learning is one of the pillars for the development of the ICC programme. This is intended as both occasions for cities to learn from each other, and for the ICC programme to pilot new methodologies at the local level, testing and developing small initiatives into a full policy approach.

➢ Thematic webinars

In addition to the webinars already mentioned above and foreseen in a more long-term programme of work, the following were also organised:

a) Interculturalism and anti-racism

In 2021 the ICC programme co-organised a series of two webinars on the topic of Interculturalism and anti-racism.

They were held in collaboration with the Laboratory for Research on Intercultural Relations (LABRRI) at the University of Montreal and took place on 26 February, and on 20 May.

In cities across the world, proponents of interculturalism and anti-racism have been both active in the fight for justice and equality. Yet, while activists in these two fields clearly have shared goals, the two approaches are sometimes at odds with each in terms of the strategies that should be used to affect change. At the theoretical level it can be argued that the two approaches are complementary. In practice, there is a tendency to subordinate one approach to the other, without asking fundamental questions about which approach is best suited to address a particular set of issues at a particular moment in time. In particular, the modus-operandi of cooperation across these two different sensitivities and movements, is not sufficiently explored.

The webinars aimed at addressing the tensions between interculturalism and anti-racism in an attempt to find ways in which the two can better support each other's efforts in the global fight for economic equality and social justice. The first of the series presented the theoretical implications of the two approaches. The second editions continued the dialogue on more practical grounds, through the prism of concrete initiatives, experiences and challenges shared by city officials and political leaders of **Bradford (UK), Montréal (Canada), Oslo (Norway), and Turin (Italy)**.

b) What is app'ning in your city?

Organised on 17 May, the webinar "What is app'ning in your city?" aimed at presenting two innovative mobile apps – "Canoo" and "Portugal incoming" - developed by/for the local level to promote participation in the cultural and social life, as well as welcoming newcomers.

Canoo, is a mobile app developed and delivered by the Institute for Canadian Citizenship that offers new citizens and families one year of free entry to Arts, Culture and Recreation institutions across the country. It increases sense of belonging among newcomers while building new and diverse audiences, encouraging encounters, discoveries and exploration thanks to the intercultural character of the cultural offer proposed. Portugal Incoming is an app developed by the **Portuguese network of Intercultural Cities (RPCI)**. It is intended for persons who have recently arrived in Portugal to help them learning how to navigate the Portuguese system and services, as well as for technical staff of the support and welcoming services. The app contains information in the areas of legislation, employment, health, social security, education, justice, language, useful services and heritage, religion & history.

The webinar targeted city officials in charge of Arts and Culture within municipalities, as well as those responsible for welcoming newcomers and intercultural integration.

c) Web conference on "Cultural diversity and local initiatives"

"Cultural diversity and local initiatives", is a web-conference organised on 20 May 2021 by the Observatory of Cultural Diversity (**Seine-Saint-Denis, France**) with the support of the ICC programme.

It was meant to highlight the local initiatives aimed at valuing cultural diversity and to discuss their role within the broader national policies in this field.

A study carried out by the think tank "Les Vendredis De La Colline" (VDLC) on the work of the civil society to promote cultural diversity in Seine-Saint-Denis (France) was also presented.

➢ Intercity grants

The intercity grants' scheme is a new tool put in place by the ICC programme to encourage member cities to kick-off innovative projects and methodologies in areas identified as priority for the whole ICC network. It consists in small grants, awarded upon a call issued once a year (since 2020); an important aspect of the call is the need for the cities to join forces and present proposals that involve several local authorities, from the same country or internationally. Another condition for participating is that the projects proposed have the potential of replicability in other contexts. Five projects were awarded an intercity grant in 2021. They are detailed below.

a) Diversitours

Sustainable and inclusive tourism can be a powerful way to safeguard citizens well-being during touristic routes, promote unknown areas and neighbourhoods, provide opportunities for employment of migrants, and promote intercultural interaction.

These are some of the goals pursued by the cities of **Bilbao** and **Valencia** (**Spain**) through "Diversitours". Inspired by the model of the European network MIGRANTOUR, Diversitours has been developed as a specific intercultural business model, consisting in educational and community-led guided walk that contribute to the generation of new narratives for the targeted neighbourhood, empowering the local community through co-creation and implementation, while dismantling negative perception and stereotypes about the territory and its residents. Moreover, the project made two areas of the participating cities attractive for tourists in a responsible and sustainable way.

In the course of the project, the leading cities have developed a methodology for intercultural visits, tours and interaction experiences in neighbourhoods with high representation of migrant population. The interim evaluation suggests that the project has already contributed to the inclusive urban regeneration of the targeted neighbourhoods by valuing the local present and historical significance of the migrations and the cultural diversity in the participating cities. It has further contributed to the development of an intercultural narrative for the targeted neighbourhoods, increasing residents' sense of belonging and self-esteem.

b) Diversity management approaches in the public-private partnership industry

The **Italian** municipalities of **Novellara**, **Reggio Emilia**, and the union of municipalities "**Rubicone e Mare**" jointly explored "Diversity Management approaches in the public-private partnership industry", as a way to promote greater inclusion of employees from different backgrounds. Diversity Management is a managerial practice that aims to maximise the potential of diversity in business and include

employees of different social and cultural backgrounds into the structure of an organisation.

However, in many organisational contexts the diversity management practice is translated into simple declarations of intent, through standard communication and awareness initiatives, far from achieving effective inclusion and empowerment of the experiential background of the workers. Besides, the predominant approach continues to be that of paying attention to vulnerabilities in a restorative perspective which, in some cases, may even strengthen the weaknesses, and inhibit workers' recognition and valorisation of skills. So as for private companies, public organisations are also concerned by this issue, but with more limitations and restrictions as they are subject to specific rules, in particular with regards to recruitment and career development processes. At the same time, as political bodies they can promote the topic in the public debate and incentivise companies they have contracts with, to adopt effective Diversity Management strategies.

The project "Diversity management approaches in the public-private partnership industry" collected experiences and best practices at European level and analysed the approach of S.A.Ba.R., a private company providing services to the municipality of Novellara which already had significant experience in Diversity Management. The project showed that engaging diverse workers in the implementation of the diversity management strategy of the company, further enhance their potential as agents of change in their own communities. Companies that will be able to valorise workers' diversity will also ultimately boost inclusion and a sense of belonging that – in return - will improve the company's performance. The report of the project details a step-by-step methodology for applying inclusive diversity management in public and private sector organisations and companies.

c) Mediterranean intercultural network on inclusion of youth through sport

Sport has a great ability to mobilise young people, break down boundaries and rally youth towards a common goal. Sport is also a social activity that is widely acknowledged as one of the drivers of inclusion. However, the potential of sport for social intercultural interaction is underestimated at the local level.

The Intercultural Cities of **Limassol** (**Cyprus**), **Haifa** (**Israel**), and **Ioannina** (**Greece**), joined forces towards unlocking this potential, in terms of both policy and practice, by developing a Mediterranean Network of cities promoting Diversity and Interculturalism through sport.

Although the socio-economic context of the three partner cities is quite different, they share many similarities among which a unique geographic position, various communities living together, high percentage of residents with migrant background and of course the negative effects of the COVID-19 pandemic.

In order to promote diversity and inclusion and reduce the negative social effects of the pandemic, the project carried out needs assessments in the three participating cities and implemented a number of capacity building and pilot activities around the theme of sports, youth and inclusion. The project mobilised local authorities, sport, social, civic and youth stakeholders and encouraged multi-stakeholder collaboration to achieve local empowerment, benefitting both the cities' staff and the local populations, including migrants.

The lessons learned were consolidated in a policy brief drafted with the aim to ensure other cities can benefit from this experience.

### d) Inclusive recruitment for an inclusive labour market

Employment is a crucial factor for inclusion: it brings economic independence, and it is often a starting point for newcomers and migrants to develop local networks and relationships, and to fully exploit their potential. However, migrants and newcomers do not always have easy and clear access to information regarding their rights and duties; besides, misconceptions and biases may also pose barriers to an inclusive recruitment process.

Through the project "Inclusive Recruitment" the **Portuguese** municipalities of **Amadora**, **Loures** and **Oeiras** worked on ways and means to encourage Portuguese employers to hire migrants and newcomers, taking advantage from diversity. The project mapped the obstacles to smoother inclusive recruitment in Portugal, with the view to address knowledge and know-how gaps among employers. It developed an inclusive recruitment guide called "Employers' starter pack", to provide information on labour laws for Portuguese companies, on areas such as migration legislation and workplace inclusion. Specific information was further developed to target and empower jobseekers. The project was implemented in a participatory manner, involving the relevant local authorities, representatives of the workers and employers, including big companies such as Ikea and Portugalia.

Thanks to the success of the Guide and with the help of the Portuguese Network of Intercultural Cities (RPCI Cooperative) some additional multimedia material has been produced including a series of podcast.

e) Together against hate speech
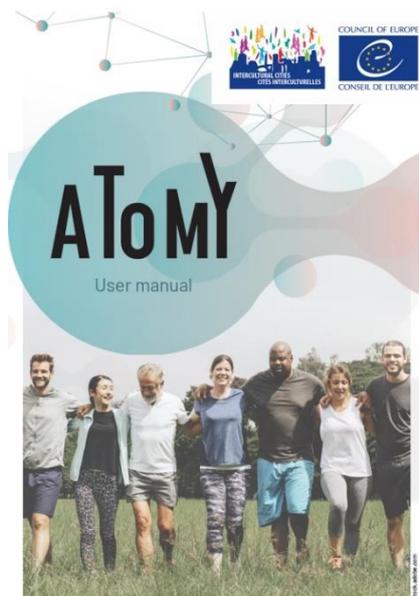
Numerous studies and research clearly indicate the negative effects hate speech on community cohesion. However, the eradication of hate speech is difficult due to several factors, in particular the ambiguity of its definition, the subjectivity of feelings embedded in it and the lack of precise criteria to identify it. Yet, it is still possible to prevent hate speech by acting at its sources, for example by promoting human rights education and critical thinking, a democratic culture, and competences on intercultural dialogue. Work aimed at deconstructing or contesting hateful content with the use of counter-discourse based on positive and inclusive messages is also valuable.

With this in mind, the cities of **Lublin**, **Krakow** and **Wrocław** (**Poland**) joined forces to develop a common communication platform, as well as a methodology supporting the process of co-creating initiatives that build openness, understanding and unity, thus counteracting hate speech. The process initiated under the project included a diagnostic of the situation, analytical and conceptual work, individual interviews with activists, as well as a series of meetings with experts and residents of the three participating cities. It developed a participatory campaign to counter hate speech by promoting the value of interculturality for diverse societies.

The campaign was built in a way that allows for replication in other municipalities across Poland and beyond, being adaptable to different contexts and occasions.

Thematic toolbox

- [Diversitours methodological guide](#) (French coming soon)
- Diversity management approaches:
    - [Summary report (English only)](#)
    - [Full project report (English only)](#)
- [Youth, sports, inclusion: Policy brief](#)
- Inclusive recruitment: [Full project report](#)(only English)
- Handbook on Inclusive Labour Market [(English / Portuguese)](#)
- Brochure for migrants Information: [English](#), [French](#), [Portuguese](#), [Nepali](#), [Bengali](#), [Arabic](#)
- Together against hate speech:
    - [Campaigning Manual](#)
    - [Project's report](#)

➢ Social trust barometer

This is a pilot project launched in 2019 to try to answer the need of measuring the impact of intercultural actions in a smart, compelling, efficient and cost-effective way. Social trust would indeed be an excellent criterion to bring evidence of the efficiency of intercultural measures; yet, it is also something difficult to assess. The social trust barometer will work on connecting three dimensions: big data including social media data, social sensing, and observing social interactions at a micro level, mostly analysed by artificial intelligence. In order to design such a tool, a Social Trust Collaboratory was set up with a grant of the Canadian Government and the technical expertise of two independent Canadian experts back in 2019. An ICC workshop was organised in **Lublin** (**Poland**) in 2019, and a first pilot was run in **Botkyrka** (**Sweden**) last year. In 2021 **Bradford** (**UK**) volunteered to continue the testing phase. They developed a working group composed of members of the Stronger Communities team at Bradford Council and expert colleagues based in Canada at The Social Trust Collaboratory. They worked at understanding the factors which influence social trust with enough nuance, and explored how to sense social trust in a sufficiently frequent and fine-grained way. The purpose is not to measure everything but rather to devise a set of diagnostic measures that will yield meaningful and actionable insights for local users. Next step in 2022 will be to develop a user-friendly app and to carry out tests at a larger scale.

4. Strategic development

The main goal of the Intercultural Cities programme is to build capacity to devise and implement intercultural policies and strategies at the local level, in a sustainable and organic way. The setting up of national networks is a first step towards reaching autonomy and achieving the intercultural transformation of wider territories.

➢ **The ICC National / Regional networks**

National networks are established in countries where several cities are member of the ICC programme and where these express the interest of applying the ICC methodology and policy model taking also into account their specific national context. Seven national networks have been set-up so far, in **Italy**, **Morocco**, **Norway**, **Portugal**, **Spain**, **Ukraine** and the **United Kingdom**. National/Regional networks exist in the **Asia-Pacific** and **Québec**, and technical cooperation is being provided to the Assembly of European Regions (**AER**) in running the Intercultural Regions Network.

The governance of these networks varies, and some of them are led by the cities itself (Norwegian, Moroccan and Asia-Pacific networks). The Spanish network is coordinated by an external entity auto-financed by the member cities; the Québec network is run by the REMIRI, an association of municipalities coordinated by the LABBRI; the UK network consists of international members only and has therefore direct relationships with the ICC team in Strasbourg. The Italian, Portuguese, and Ukrainian network are – for the time being - coordinated by experts whose work is sponsored by the ICC programme. Below the main highlights of 2021.

a) Città del dialogo - Italy

Celebrating its 10th anniversary in 2021, the Italian network of ICC continued work towards the implementation of the Action Plan 2019-2021, with a focus on three main issues:

1) **Perspectives beyond emergency**, to update the network's strategic plan according to the new needs and emerging challenges. The importance of campaigning and communicating together on the values of interculturality was underlined, and the Anti-racist Pact of the Municipality of Turin was taken as an example of good practices.

2) **Defining the future programme of work** and agreeing on the Action Plan 2022-2023. The network will expand its work on building intercultural competence for public officials and designing a more inclusive culture within the cities' administration. Work in this area will be based on the wider action carried out by the ICC Programme on intercultural competence, and has already involved ICC experts from ICEI (the Italian National Coordinator), Spain, Portugal, Ukraine and Canada to develop new training materials and tools for local authorities.

3) **Communication as a key driver of growth**. The Italian network conducted a well-structured and long-term communication leveraging intercultural and diversity messages on social media to: increasing the audience and outreach of the Rete Città del Dialogo, raising awareness around the network and its mission, and sensitising the public about intercultural, diversity and inclusion values. The campaign counted with a specific Facebook editorial plan, collection and sharing of good practices from member cities, a Sponsor Ads campaign for some specific topics, the joint celebration of international days, and a very successful intercultural/human rights glossary aiming at providing easy-to-understand key definitions for the wider public.

4) Following the positive feedback given to the ICC Academy on **alternative narratives**, ICEI developed and delivered a specific Intercultural Communication course in Italian targeting staff of public administrations in charge of cities' communication, public relations, press office and institutional communication. The training consisted of 8 hours divided in 3 modules, held over three days, and combining a theoretical part, aimed at acquiring medium-high skills to manage a communication strategy, and a practical part, with a workshop in which everyone can put into practice the tools learned and measure them on their own local reality.

More detailed information can be found in the national annual report.

b) RPCI – Portugal

In 2021 the RPCI celebrated the setting up of the RPCI cooperative, a legally established entity which aims to ensure the coordination of the network on the long-term, while increasing opportunities for cooperation with the national level and funding opportunities. RPCI developed a new branding and visibility tools, provided support to Amadora, Loures and Oeiras in the implementation of their project on Inclusive Employment, and carried out one own project under the title "Inclusion Influencers".

Inclusion influencers aimed at counteracting the increase in discriminatory behaviours at the local level. It targeted the youngest part of the population as their daily exposure to social media ends up being the main source of (mis)information that influences their behaviours and actions in society. The goal of the project was to create content that would serve as positive alternatives, spreading kind and factual messages to balance the communication on media, and to offer more tools to teachers and educators willing to work on the topic of inclusion with children and teenagers. Therefore, the RPCI partnered with famous young influencers to help spreading the messages developed under the project more efficiently.

The project delivered specific tools that deconstruct and demystify the myths related to the migrant population in Portugal, with a view to help develop critical thinking, awareness and consciousness, and increase sensitivity, understanding and empathy for these topics. Participating cities further developed a social media plan, provided an anti-rumours training session to teachers and to city officers, and launched a social media campaign including videos, a comic, interviews with VIP and messages from influencers. The project's report is conceived as a step-by-step guide to replicate it in similar contexts, and contains active links to all campaigning products. More detailed information can be found in the national annual report.
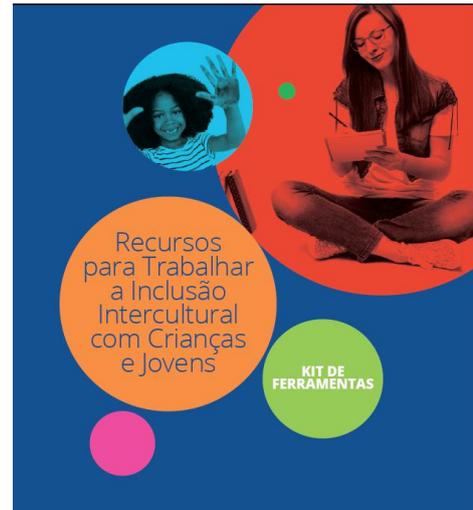
c) RECI – Spain

In 2021 the RECI continue promoting the use of the ICC Index as a way to evaluate the impact of member cities' intercultural strategies. **Cartagena**, **Tenerife** and **Barcelona** filled in the Index questionnaire again, as they periodically do, and the Index reports of the first two were delivered and published in the year. The RECI coordinators also carried out ICC Experts visits to **Barakaldo** and **Valencia**, two cities that joined the network recently. Besides, the network participated in all the international campaigns organised by the ICC programme.

On a more national level, the RECI continued the implementation of its Action Plan through the working groups created to address specific topics.
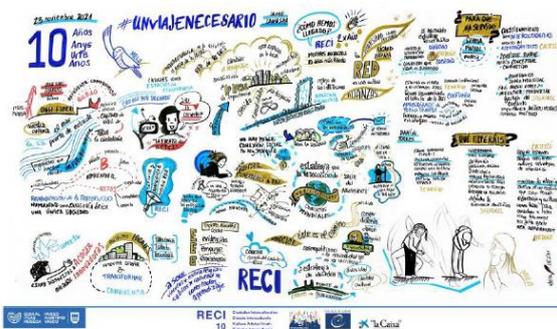
The **Working Group on Intercultural Narratives** developed a practical guide for the construction of positive narratives about interculturality, addressed to city officials in charge of institutional communication. The member cities also participated in the creation of the #aNecessaryJourney campaign, detailed above in this report.

The **Working Group on Intercultural Competence** produced a guide on "Intercultural competences for technical and political positions in local government" (only Spanish) which formed the basis for a pilot training delivered to test its pertinency and collect feedback in view of finalising this work.

Besides, over the last few years, the RECI has a **Working Group on welcoming policies** which has worked at collecting data about existing actions, and systematising this with the view to develop an intercultural reception model able to respond to the present challenges. In 2020, the main product of the group "Rethinking Reception from an intercultural perspective" (only Spanish) was launched to contribute to the reflection on welcoming policies that has been developed in Spain in recent decades from the local level and with an intercultural perspective. In 2021, the RECI focussed on the promotion of this new model, including through a dedicated webinar with the participation of the ICC team, organised in the frame of the so-called "RECI Dialogues". Another of these events was dedicated to discuss the social impact of the pandemic on the migrant population, with inputs from the local (RECI), national (Spain) and international (ICC programme).

Finally, in 2021 the RECI celebrated its 10th anniversary during the last coordination meeting of the year, organised in November in Bilbao. The event was the occasion to reiterate the commitment of the political leaders of RECI members towards building more inclusive societies through the intercultural approach. More detailed information can be found in the national annual report (automatic, unchecked, translation from Spanish).

d) ICC-UA - Ukraine

Alongside some of the other ICC network, ICC Ukraine continued the implementation of its programme of work with a focus on anti-rumours and non-discrimination.

On 23 April 2021 the ICC-UA Network officially started the implementation of the ICC Anti-rumours methodology in the country. A thematic webinar, with the participation of two ICC experts - Mr Dani de Torres, the Anti-rumours expert, and Dr Kseniya Rubicondo, Coordinator of ICC-UA was attended by more than 30 officials from member cities.

After the launch, work continued all over the year. The ICC-UA analysed the key elements of the Anti-rumours approach, identified the key rumours spreading in the targeted cities, collected and selected objective data to dismantle false statements, started creating an Anti-rumours network, and delivered training of " Anti-rumours agents", with a focus on the design and implementation of Anti-rumours campaigns. In the last months of the year, an anti-rumours campaign was organised on social media. More information is available in the annual report of the ICC-UA network. The ICC Anti-rumours Handbook was translated in national language. Besides, the network organised dedicated events to mark specific international days, including a nation-wide event on the occasion of the International Roma Day and the 50th anniversary of the 1st World Congress of Roma in London in 1971. The event was hosted by the city of **Pavlograd** which, within the ICC-UA, has a long-standing experience of good cooperation with the Roma communities. More detailed information can be found in the national annual report.

e) ICC-UK – United Kingdom

For the first time the ICC-UK received tailor-made support by the ICC programme to explore the role of business in promoting social cohesion. Businesses can play a key role in supporting social cohesion as a form of corporate social responsibility. Today, in response to renewed focus on the need for policies and practices that strengthen equalities, diversity and inclusion, the private sector has been adapting its practices to reflect a more diverse society. Some go beyond this, in seeking to do more to support local community cohesion as part of their agenda as a socially responsible business, thinking beyond their profit margin and business aims.

In partnership with **Belong – The cohesion and integration network**, the ICC-UK has organised a series of round tables to exchange with business leaders and employees, collect and analyse good practices, with the aim to develop international guidance and for businesses that want to contribute to social cohesion and intercultural and group relations in their local neighbourhood, and for local authorities who want to support local business in this. The policy brief will be published in 2022.

f) ICC in the Asia-Pacific

Following work done on building intercultural competence in the region, and thanks to a voluntary contribution of the Government of Japan, an international Webinar on building intercultural cities in Japan was organised online on 25 March 2021. Opened by the former Council of Europe Deputy Secretary General, Ms Gabriella Battaini-Dragoni, the webinar gathered city officials and academia from Australia, Japan and South Korea to discuss how education can promote faster intercultural integration, as well as the role of multilingualism promotion in the frame of welcoming policies. Daniel De Torres, ICC Expert and Director of the RECI provided his overall comments by adding the European perspective. The meeting report is available here.

g) The Intercultural Regions

Since 2020 the ICC programme is providing technical assistance for the further development of the Intercultural Regions network, set up under the coordination of the Assembly of European Regions (AER).

On 16 February 2021 the ICC programme facilitated a webinar on "**Intercultural Regions: Active Participation and Social Inclusion**". The event was organised in the framework of the Includ-EU project, an EU-funded project which contributes to building more inclusive societies by enhancing knowledge and stimulating cooperation between local and regional authorities in the European Union. This was the third of a series of webinars initiated the year before, and it aimed at highlighting the instrumental role cities and regions have in facilitating migrant's active participation and social inclusion. The event featured practices identified in some of the countries involved in the

Include-EU Project (**Greece**, **Italy**, **the Netherlands**, **Romania**, **Slovenia**, and **Spain**). DG HOME (EU) provided an overview on measures promoting active participation, especially in the decision-making process, as per the new EU priorities included in the updated Action Plan.

On 28-29 June, the members of the Intercultural Regions Network could benefit from a tailor-made, online, ICC Academy designed as a kick-off session to introduce the concept of interculturalism with the view to enable regional policymakers to acquire active understanding of intercultural integration as an approach to public policy in different fields, including intercultural competence.

The Academy was practical in nature and included a mix of presentations, working groups and possibilities for participants to introduce ongoing projects from their regions. It was attended by politicians, management, and technical staff in the member regions of the Intercultural Regions Network.

➢ **CoE-EU joint programmes**

Building structures for intercultural integration in Cyprus.

The **"Building structures for intercultural integration in Cyprus"** is a new 2-year project (June 2021 to June 2023) being implemented by the Intercultural Cities Programme and the European Commission's Directorate General for Structural Reform Support, in partnership with the Civil Registry and Migration Department of the Ministry of Interior of the Republic of Cyprus.

The project aims to support the Republic of Cyprus in implementing its National Action Plan on the Integration of Third-Country Nationals 2020-2022, by empowering local authorities, NGOs, and migrant organisations to be part of the integration process. It will use the Intercultural Cities conceptual, analytical and policymaking tools to address the challenges of migrant integration, in particular related to building trust, fostering community cohesion and managing diversity as a resource. It will do so, among others, by creating a regional ICC network in the country, and structures to ensure multilevel governance of integration. The project is funded by the European Union, via its Structural Reform Support Programme, and in co-operation with the European Commission's DG for Structural Reform Support. Information about the project activities can be found on the project webpage.

➢ **Transposing the intercultural approach to the national level**

Across Europe, competences on immigration and integration policies at state, regional and local governments vary significantly. This complex institutional landscape reflects the transversal and interdisciplinary nature of integration and, at the same time, it makes it particularly challenging to conceive and implement coherent policies between the different policy areas and governance levels.

Yet, because of their transversal nature, the elaboration of migrant and refugee inclusion policies will certainly benefit from greater consultation and coordination among all relevant stakeholders. After testing multilevel cooperation under the informal setting of the ICC Policy Lab, in 2020 the Council of Europe Committee of Ministers decided to set up a dedicated Working Group on Intercultural Integration, the GT-ADI-INT, under a new Steering Committee on Anti-Discrimination, Diversity and Inclusion (CDADI). Made up of a mix of national and local authorities representatives, GT-ADI-INT has been the first intergovernmental working group set up by an international organisation with a multilevel composition. Ten ICC member cities were appointed to represent the network in the work for an initial two-years mandate.

GT-ADI-INT work and results

The Working Group on Intercultural Integration (GT-ADI-INT) was set up by decision of the Council of Europe Committee of Ministers in 2020, with a mandate comprising three main tasks: i) carrying out the review of the implementation by member states of Recommendation CM/Rec(2015)1 on intercultural integration; ii) preparing guidance for member states to implement intercultural integration strategies; iii) promote multilevel governance of intercultural integration. Despite a kick- off put at stake by the pandemic, the GT-ADI-INT has carried out intense work which enabled it to successfully fulfil its mandate.

The Review report of the implementation of CM/Rec(2015)1 was submitted to the mother Committee, the CDADI, already at its second plenary in February 2021, and it was adopted without amendments. The report highlights a number of good practices and policies, and identifies the main challenges faced by member states, which the GT-ADI-INT addressed in the Model Framework for an intercultural integration strategy at the national level. The aim of the Model framework is to serve as guidance for national policy practitioners in their efforts to design integration policies which help build inclusive and cohesive societies. It was adopted by the CDADI in June 2021.

The document is a source of inspiration and ideas underpinned by a wealth of experience, evidence and good practices gathered across all levels of governance thanks to the multilevel composition of the GT-ADI-INT. The main sources on which the Model framework is based on are:

- Council of Europe standards and insights from monitoring bodies, including the European Convention on Human Rights, the Convention on the participation of foreigners in public live at the local level, many Recommendations and Guidelines by the Council of Europe Committee of Ministers and the General Policy Recommendations of the ECRI. The document is also inspired by other authoritative texts such as "Time for Europe to get migrant integration right", issue paper published by the Council of Europe Commissioner for Human Rights;
- Member states experience and practice, gathered inter alia but not exclusively, thanks to the review report mentioned before;
- The outcomes of the Intercultural Cities Policy Labs and good practices gathered through the ICC programme.

The Model Framework also shows how all policy areas can contribute to achieve successful integration, benefit from the diversity advantage, and promote more inclusive societies, especially if these are coordinated through a multilevel approach, involving the cooperation across all levels of governments. Finally, a detailed matrix puts forwards a large number of examples about how the principles of intercultural integration can be translated into policies.

As a final output, the GT-ADI-INT drafted a new (to-be) Recommendation on multilevel governance and policies for intercultural integration, which will be examined and possibly adopted by the Committee of Ministers in March 2022. The draft recommendation contains the essence of the intercultural integration model as a set of policies which seek to include migrants through interaction and participation, to foster equality and sense of belonging, and to value diversity as an asset for community development. It further requires the Council of Europe member states to implement intercultural integration strategies through a multilevel approach, involving stakeholders and authorities at all levels in their design, implementation, and evaluation. It finally offers European guidance to support a coherent, comprehensive, and consistent approach to intercultural integration based, among others, on best practices collected in Member States.

The draft Recommendation has been already unanimously endorsed by the 47 Member States represented in the CDADI; when adopted by the Committee of Ministers it will become the first European standard co-drafted by national and local authorities, setting the starting point for multilevel cooperation in the field of intercultural integration. The text of the Recommendation will be published after adoption.

Thematic toolbox

- Review report of the implementation of CM/Rec(2015)1
- Model Framework for an intercultural integration strategy at the national level
- Inclusion Influencers: project report
- Citta del Dialogo – Annual report
- RPCI – Annual report
- RECI – Annual report (courtesy automatic, unchecked, translation from Spanish)
- ICC UA – Annual report

II. Awareness raising and visibility

Joint communication and campaigns were identified as one of the priority areas for future work by the ICC members responding to the annual survey 2020-2021. The work of the national networks also shows the interest of participating cities in communicating widely about the values of interculturality and the advantages of open societies.

➢ **Brainstorming meeting on campaigning together**

More than fifty city officials and UNHCR officers participated in the brainstorming meeting on "Campaigning Together", organised online by the ICC programme on 12 February. The event aimed at collecting ideas for planning and organising joint campaigns for the World Day for Cultural Diversity for Dialogue and Development (21st of May), the World Refugee Day (20th June) and the International Migrants Day (18th December).

Marking the international days together is indeed a powerful way to increase outreach and voice the message of diversity advantage, equality and inclusion within the social media landscape.

The meeting served as a basis for the ICC team to prepare concept notes and campaigning material for each of the selected international days, as well as to strengthen cooperation with the UNHCR in preparation of the celebrations of the World Refugee Day.

➢ **Feel diversity, revive your senses! - World Day for Cultural Diversity for Dialogue and Development**
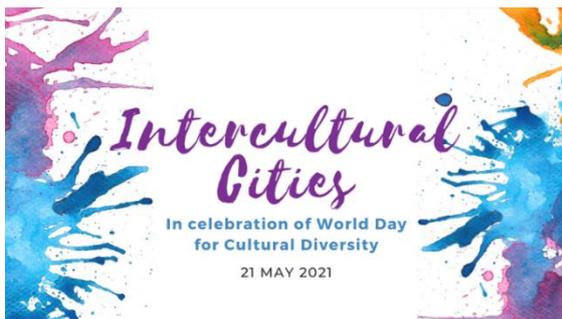
To mark the World Day for Cultural Diversity for Dialogue and Development on 21 May, the ICC organised a three-weeks virtual journey to the Intercultural Cities across the globe under the slogan "Feel diversity - revive your senses". The celebrations ran on social media, showing snapshots of diversity celebrations in member cities. On 21 May the cities came together on an interactive map presenting local sounds, images, events, and the advantages diversity brings to the participating cities. The ICC campaign featured also on the land page of the Council of Europe website and on its intranet.

➢ **Our Intercultural City, Our Home - World Refugee Day**

On the occasion of World Refugee Day on 20 June 2021, the Intercultural Cities programme called on member cities and regions to consider what "Home" really means. The intercultural city is an inclusive place; a place where we all feel welcome, get to participate, interact, and learn from each other.
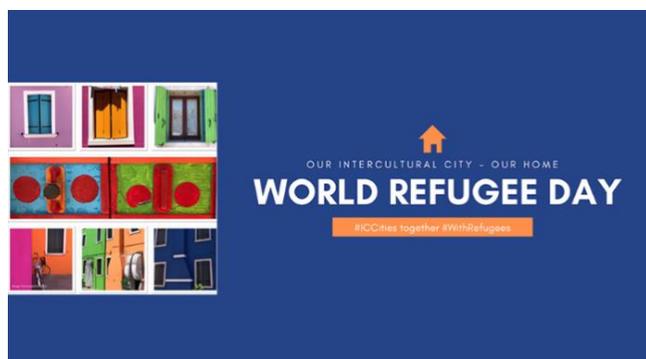
The intercultural city is our Home. And while for some Home is the place where they were born or could freely choose to settle, for others it is someplace different: they were forced to leave their Home and found a new one in one of the intercultural cities. The main campaign's message was that We all deserve a safe Home. Its objective was to raise awareness about the need to promote further the values of interculturality in diverse society, moving away from concepts of vulnerable groups or differences. Participating cities provided quotes and portraits displayed in a joint poster frame, focussing on the theme "what does home mean to you?". Testimonials from citizens, residents with a refugee background, and city officials were published on a dedicated page and disseminated on social media, together with an awareness video with subtitles in several languages. The campaign was in the Focus column of the Council of Europe land page.

Through the joint campaign the Intercultural Cities also supported the annual UN Refugee Agency (UNHCR) campaign to stand together #WithRefugees.

➢ More than migrants – International Migrants Day

On the occasion of International Migrants Day on 18 December 2021, the ICC programme carried out a social media campaign focusing on the many facets of diversity. Under the slogan "More than migrants" residents of the intercultural cities were invited to share their stories answering the question – who are you? The statements were published along a video on the same topic produced by the ICC programme. The campaign was also supported by a school competition and statements by Mayors of the Intercultural Cities.

In the school competition, school classes were asked to create essays and illustrations to reflect on the topics of diversity, migration and stereotypes. All submissions to the campaign have been compiled into a publication celebrating the diversity among us and highlighting the many things we have in common and what makes us all unique.

Thematic toolbox

- Brainstorming meeting - Campaigning together: how to make cities' voices stronger? (2021)
- Feel Diversity – Revive your senses!
- Our Intercultural City – Our Home
- More than migrants
- Booklet on the winners of the school competition

➢ Other visibility actions

The ICC programme updates its communication strategy every year. In this framework, the ICC published a total of **108** news and over **80** good practices from member cities.

The ICC newsletter has been issued as scheduled, five times over the year (every two months except on summer break), and specific communication is also regularly prepared for the bi-weekly newsletter of the Directorate General of Democracy, and the monthly newsletter of the Special Representative of the Secretary General for Migrants and Refugees. Besides, ICC activities were portrayed five times on the Committee of Ministers "week in brief" information page, and three times as highlights on Council of Europe main webpage.

Regarding social media, the number of followers on Twitter and Facebook continued to increase, with respectively a total of 3.967 (+341) and 7.242 (+591) followers. As for the ICC website, it got over 124.000 visits and 240.356 actions on the page.
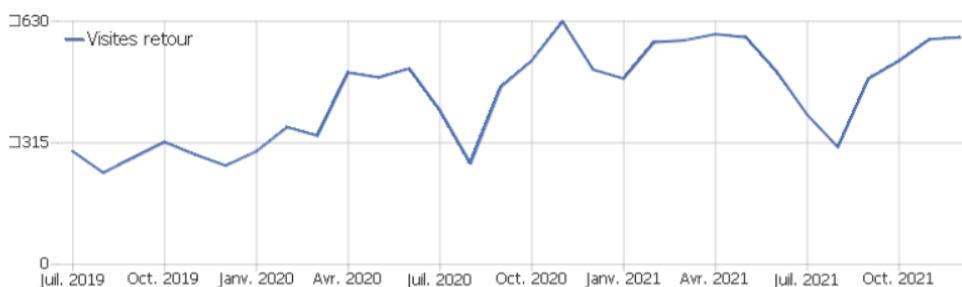
Appendix I - Main documents

ICC publications - 2021

Policy briefs
- Circular and Intercultural Cities
- Migration and integration: Which alternative narratives work and why? - Policy Brief
- Claiming the power of dialogue: Toolkit for antirumours dialogue - Policy Brief
- Youth, sports, inclusion: Policy brief

Publications, meeting reports and video tutorials
- Intercultural checklist: Written guide | Valuing diversity | Real equality | Positive intercultural interaction
- Intercultural competencies applied to the development of public administration projects: Guide and videotutorial (multilingual subtitles)
- Intercultural Cities in the Asia-Pacific: Local experiences, regional cooperation – Summary report; 25 March 2021
- Online training: The Intercultural city step-by-step
- Intercultural Cities in Japan: Local experiences – Summary report; 19 March 2021
- Escape roomours
    - o Manual for facilitators of the Escape roomours
- Inclusion Influencers: project report
- Inclusive recruitment: Full project report
    - o Inclusive Labour Market - A handbook for intercultural organisations
    - o Inclusive Labour Market - Brochure for migrants' information
- Diversity Management approaches in the public-private partnership industry - Full report (2021) + Summary report
- Diversitours methodological guide (French coming soon)

- Together against hate speech:
    - [Campaigning Manual](#)
    - [Project's report](#)

- [Review report of the implementation of CM/Rec(2015)1](#)
- [Model Framework for an intercultural integration strategy at the national level](#)
- [Brainstorming meeting - Campaigning together: how to make cities' voices stronger?](#)
- [Travel booklet of a Journey to Intercultural Cities](#)
- [More than migrants](#)
- [ICC Index Charts](#)
- [Facts and Figures](#)

ICC Publication in other languages
- Policy brief on circular and Intercultural Cities [Italian version + Portuguese version + Spanish version](#)
- Inclusive Labour Market - A handbook for intercultural organisations: [Portuguese version](#)
- Inclusive Labour Market - Brochure for migrants' information: [Portuguese version + Nepalese version + Bengali version + Arabic version](#)
- Intercultural competencies applied to the development of public administration projects: Guide in [Spanish version](#), and [videotutorial](#) (multilingual subtitles)
- Intercultural Citizenship Test (new languages: [BQ | DE | PT | SP | TR | UA)](#)
- Step-By-Step guide (new languages [Greek version / Polish version / Azerbaijani version)](#)
- An introduction to the Intercultural City for Local Governments in Japan[: Japanese version](#)
- [The social impact of the Covid-19 on migrants - Spanish](#)
- [Rethinking welcoming policies from an intercultural perspective: Spanish](#)
- [ICC welcome pack in Spanish](#)
- ICC Policy brief on preventing systemic discrimination: [Italian](#)
- ICC Policy study on preventing systemic discrimination: [Italian](#)
- [Facilitator guide for Intercultural Citizenship Test in Portuguese](#)
- [Welcoming migrants: Guide in Portuguese](#)
- [Training material on welcoming sessions: Portuguese](#)
- [Intercultural Glossary - English and Portuguese](#)
- [Welcoming Guide Portugal Incomin: Portuguese](#)
- [ICC Brand Pack in Ukrainian](#)
- [Anti-rumours manual in Ukrainian](#)

Awareness and information videos
- [What does "diversity, identity and equality" mean to you? – Awareness video](#)
- [Sustainable cities – awareness video](#)
- [A journey with Mila and Melo - awareness video](#)
- [Video tutorial on Inclusive Communication](#)
- [Intercultural Cities: How to make them more sustainable? – Video registration of the Round table with ICC leaders, September 2021](#)
- [Presentation of the Policy brief on Circular and Intercultural Cities, September 2021](#)

Annual report from the national networks
- [Citta del Dialogo – Annual report](#)
- [RPCI – Annual report](#)
- [RECI – Annual report](#)
- [ICC UA – Annual report](#)