



Intercultural cities

Building the future on diversity

www.coe.int/interculturalcities



INTERCULTURAL CITIES: GOVERNANCE AND POLICIES FOR DIVERSE COMMUNITIES

Joint pilot action of the Council of Europe and the European Commission

THE INTERCULTURAL CITY INDEX AND BENCHMARKING TOOL

The Intercultural cities INDEX and benchmarking tool consists of a **number of indicators** which will allow

- to illustrate what intercultural integration means in practice and how it is implemented in specific cities
- to assess where the city stands in the different policy and governance areas and assess progress over time
- to realize where efforts should be concentrated in the future and identify "good practice" cities and city learning clusters
- to learn from other cities about sources of good practices in these particular areas
- to test different hypotheses about the relationship between intercultural policy and specific policy outcomes such as economic performance and safety

The benchmarking tool **illustrates the city profiles "visually", highlighting**

- the level of achievement of each city
- progress over time
- comparison with other cities or the network as a whole

The tool involves a combination of

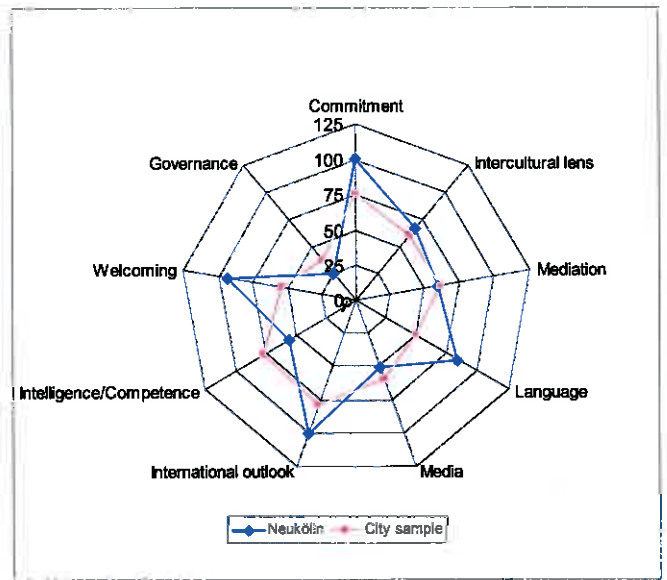
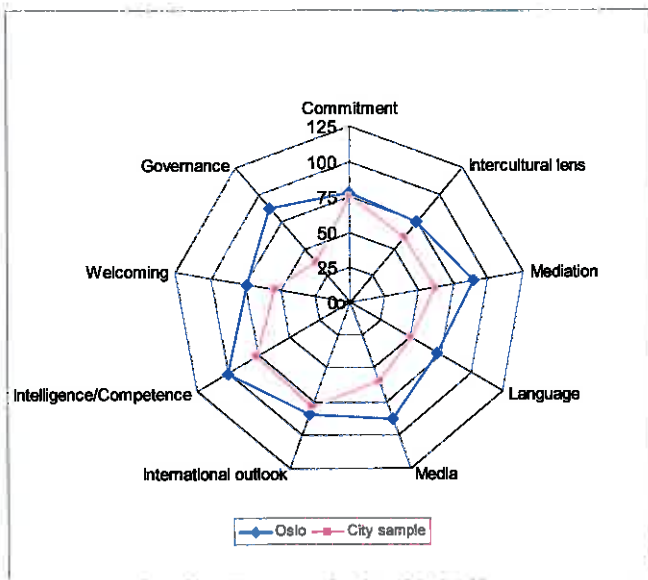
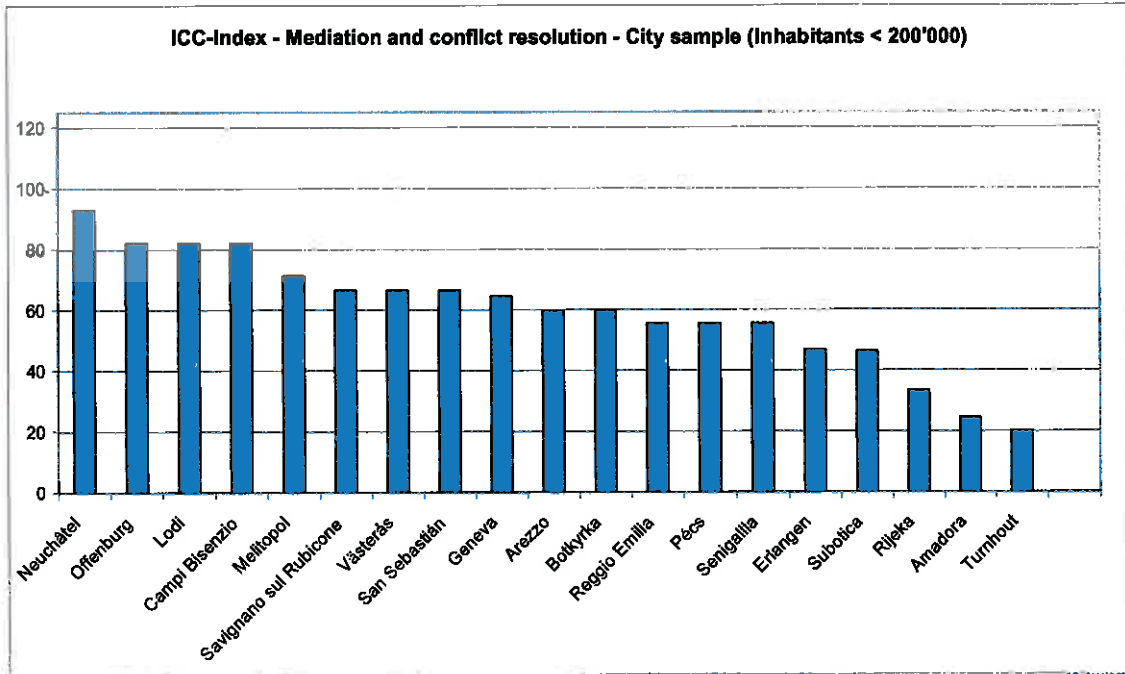
- facts: demographic data in particular (primarily quantitative)
- inputs: policies, structures (primarily qualitative)
- impacts: attitudes and behaviours (primarily qualitative)

Data is collected through a **questionnaire** to be completed by city officials. Answers are accompanied with examples and references for possible cross-checking. For a comprehensive assessment of city's policy and its results, a questionnaire for the public has also been designed.

The questionnaire has been developed on the basis of the [Policy assessment grid](#) which has emerged from the assessment of city practice across Europe and has been validated by the 11 cities involved in the pilot.

The **INDEX interactive graphs** and **analytical reports per city** can be found here http://www.coe.int/t/dg4/cultureheritage/culture/Cities/Index/default_en.asp

The graphs below illustrate the output of the index.



Questionnaire Intercultural Cities Index

Purpose

The Intercultural Cities joint action of the Council of Europe and the European Commission seeks to explore the potential of an intercultural approach to the integration in communities with culturally diverse population. The intercultural approach is regarded as complementary to other integration approaches, in particular multiculturalism, and is hoped to mitigate some of their weaknesses, especially ethnic/cultural segregation which endangers social cohesion and inclusion and does not adequately prevent cultural conflict.

The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. This review has taken the form of narrative reports and city profiles – a form which is very rich in content and detail but is relatively weak as a tool to monitor progress and communicate.

It is therefore necessary to develop a tool capable of illustrating visually level of achievement of each city, progress over time, and enabling comparison with other cities or the network as a whole. This tool will contain a limited number of strong indicators which will make it easier to identify and communicate to others what intercultural integration means in practice, where the city stands in the different policy and governance areas, where effort should be focused in the future and which other cities could be a source of good practice in these particular areas.

The process of building this benchmarking tool is a part of the Intercultural cities pilot and will be a key learning and development instrument for pilot cities as well as for cities participating in the future phases of the programme. Therefore your support and active participation in its development and testing is essential.

The definition of an Intercultural City

The intercultural city has people with different nationality, origin, language or religion/belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. **The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public space.**

The definition of majority ethnic group

The majority ethnic group is the biggest ethnic group in the city. Usually this is the group of autochthonous people (e.g. Italians in Italy) but in some cities the biggest group may be different from the autochthonous population.

Questionnaire to be completed by city officials

The following questions are formulated within the 10 key points of the Intercultural Cities Analytical Grid. Each section has a short introduction to explain the theoretical background of the questions. **Please read these introductions before answering the questions.**

A. General (Background information)

Please give us some background information about your city, district or other administrative unit. This information is necessary to compare and analyse how intercultural different cities are.

1. City and Size

1a) For which city (or district or other administrative unit) do you reply to the questionnaire?

City of Copenhagen

1b) What is the population size of your city (or district or other administrative unit relevant for this survey)?

562.253 (April 2013) (77,6 % are native Danish, 16,9 % are immigrants and 5,5 % are second generation descendants of immigrants) (Source: Statistics Denmark, StatBank Denmark, FOLK1)

2. Ethnic composition

2a) There are different ways in which foreigners and migrants are counted statistically in different countries. In order to be able to compare cities, please provide some background information about these statistics your country, e.g. what categories are used to identify people of migrant/minority background.

Immigrant: Born abroad. None of the parents are at the same time Danish citizens and born in Denmark. If there is no information about any of the parents and the individual is born abroad, this individual is perceived as immigrant.

Descendant: Born in Denmark. None of the parents are at the same time Danish citizens and born in Denmark. If there is no information about any of the parents and the individual is a foreign citizen, this individual is also classified as descendant. When one or both parents who are born in Denmark become Danish citizen(s), their children are no longer classified as descendants. In case both parents maintain foreign citizenship, their children are classified as descendants.

Person of Danish origin: Regardless of birthplace. At least one parent is both Danish citizen and born in Denmark.

(Source: Statistics Denmark)

2b) What is the majority ethnic group in the city and what percentage of the city population does it represent?

77,6 % (Persons with Danish origin) (Source: Statistics Denmark StatBank Denmark)

2c) What is the percentage of non-nationals resident in the city (if such data is available)?

14,3 % (All people with another citizenship than Danish. This includes Native Danes with foreigner citizenship and second generation descendants of immigrants with foreigner citizenship) (Source: Statistics Denmark, StatBank Denmark)

2d) What is the percentage of foreign-born nationals resident in the city (if such data is available)?

4,5 % (Immigrants with Danish citizenship) (Source: Statistics Denmark StatBank Denmark)

2e) What is the percentage of people who are second or third generation migrants (if such data is available)?

Second generation descendants of immigrants: 5,5 % (no data for 3rd generation) (Source: Statistics Denmark StatBank Denmark)

2f) What are the most important minority groups in your city (representing more than 5% of the overall population)?

Please give the origin of the groups and their size in % of the population (or alternatively absolute number)

All minority groups, as defined by country of origin, represent less than 2 %
Largest groups as defined by country of origin: Immigrants and descendants with origin in Pakistan: 1,6 % (Source: Statistics Denmark StatBank Denmark)

If data is unavailable on the questions above, please provide any relevant data you can find

3. Economic performance

3) What is the GDP per capita in your city?

442.000 DKK. (as by municipality of Copenhagen, 2010 measured in 2005 prices)(Source: Koncernservice)

Is there a city department with leading responsibility for intercultural integration and which one?

Yes, the Employment and Integration Administration and the Employment and Integration Committee

B Information on intercultural policies, structures and actions

Please note that this questionnaire deals with the efforts cities make to encourage intercultural interaction and mixing (policy input), but does not seek to identify how effective these efforts are (policy result). This will be the object of other ways of measurement.

I. How have the city authorities demonstrated their commitment to being an intercultural city?

A city may contain many examples of interculturality but these may remain isolated or hidden from the general awareness of the general population or the outside world. An optimum Intercultural City would be one which has taken a self-conscious decision to seek out, identify and acknowledge such cases, as well as to establish a policy objective of consolidating and building upon them; as well as a developmental strategy which has appropriate resources to support it. The city authorities would also have made a formal statement sending an unambiguous public message of its commitment to intercultural principles and would be actively engaged in persuading other key stakeholders in the city to do likewise.

4. Has the city formally adopted a public statement that it is an Intercultural City?

Please mark the appropriate box with an "x"

YES	X
NO	

Diversity Charter launched May 2011

5. Has the city adopted an intercultural integration strategy or a diversity/inclusion strategy?

Definition of an intercultural integration strategy: a strategy giving responsibility to each city department and service to contribute to the support, inclusion and opportunities for newcomers and people of migrant background. Specific objectives of the strategy are to manage positively inter-cultural relations, to encourage inter-cultural contacts, mixing and initiatives, to increase the cultural competence of institutions, organisations and officials, and promote a vision of diversity as a resource for the city.

Please mark the appropriate box with an "x"

Yes, an intercultural strategy	X
An integration strategy with intercultural elements	
An integration strategy that is not based on an Intercultural concept	
NO	

Please add a link or enclose a document so that your answer could be validated

Enclosed: Policy document for *Engage in Copenhagen – citizenship + inclusion*

6. Has the city adopted an intercultural action plan?

YES	X
Only an integration action plan which is not intercultural	
NO	

Please add a link or enclose a document so that your answer could be validated

All seven political committees in Copenhagen have an action plan for implementing the inclusion policy. They can be found (in Danish) on <http://193.169.154.149/bif/Integrationsbarometer/Sider/Indikatorhdh.aspx>. Also, there is the Engage in Copenhagen Program 2011-13, which can be found on

<http://www.coe.int/t/dg4/cultureheritage/culture/cities/newsletter/newsletter13/EngageCPH2011-2013.pdf>
and the action plan <https://subsite.kk.dk/~media/EAA526FC6EF64152BE8FC92E855C33D7.ashx>.

7. Has the city allocated a budget for the implementation of the intercultural strategy and/or action plan?

YES	x
NO	

Please add a link or enclose a document so that your answer could be validated

Together with the action plans, every administration submits an economical overview of the spending on inclusion effort. They can also be found at

<http://193.169.154.149/bif/Integrationsbarometer/Sider/Indikatorhdh.aspx>.

Further, the Employment and Integration Committee negotiate a yearly inclusion agreement, to support policy implementation, with initiatives for the following year amounting to approx. 10 million Danish kroner.

8. Is there an evaluation process for the for the intercultural strategy/action plan? [if you don't have an intercultural strategy but only an integration strategy, please reply No]

YES	x
NO	

Please add a link or enclose a document so that your answer could be validated

There is an inclusion barometer which measures 16 indicators set out in the inclusion policy. The barometer is updated every year. All political committees make a yearly status report where they report on the indicators they are responsible for as well as the progress of their action plan and the general inclusion effort in their administration. These reports are gathered into a common status report, which is presented to the City Council which is the main political body in Copenhagen.

9. Do official speeches and communications by the city make clear reference to the city's intercultural commitment?

Often	x
Rarely	
Never	

10. Does the city have an official webpage that communicates its intercultural statement, strategy, and/or action plan?

YES	x
NO	

If 'yes', please provide a link: <http://www.blanddigibyen.dk/>

Further, there is also:

<http://193.169.154.149/bif/integrationsbarometer/sider/default.aspx>,

<http://www.kenddinkommune.kk.dk/>

<http://subsite.kk.dk/sitecore/content/Subsites/InternationalHouseCopenhagen/SubsiteFrontpage.aspx>

11. Does your city have a dedicated body or a cross-departmental co-ordination structure responsible for the intercultural strategy or intercultural integration?

YES	x
NO	
Not yet but we are seriously thinking about it	

Please add a link or enclose a document so that your answer could be validated (e.g. meeting report, the name of the structure, formal mandate of the structure, web site listing members ...)

The responsibility for coordinating the cross-sectoral inclusion effort and policy lie within the Employment and Integration Committee (political body) headed by the Employment and Integration Mayor and hereunder the Employment and Integration Administration (administrative body). The mandate is broadly described on the city's website:

<http://subsite.kk.dk/sitecore/content/Subsites/CityOfCopenhagen/SubsiteFrontpage/CityCouncil/CouncilAndCommittees/TheCityCouncil/TheEmploymentandIntegrationCommittee.aspx>

12. Does the city provide any means of acknowledging or honouring local citizens or organisations that have done exceptional things to encourage interculturalism in the local community [a prize, an official ceremony/celebration, a certificate]?

YES	
NO	x
Sometimes	

Please give an example and a prob.

There is no price directly acknowledging local citizens encouraging interculturalism, but there is a number of measures acknowledging or promoting volunteers and community work (e.g. Award for best volunteer) which also may cover intercultural work

II. The city through an intercultural lens

At the heart of the Intercultural City thesis is the notion of taking the important – but often mundane – functions of the city and re-conceiving and re-configuring them in an intercultural way in order to make sure that they provide adequate service to citizens regardless of their cultural background. The city should ask itself the question ‘if optimising the potential for cross-cultural co-operation is a high priority for the city, how might we do things differently?’

a) How intercultural is the education system?

Attitudes about culture and race can be formed at an early age. School has a powerful influence here and has the potential to either reinforce or challenge prejudices in a number of ways: through the social environment that it creates, the guidance it provides and the values and knowledge it instils. The following questions are designed to find out the extent to which your city’s schools provide an opportunity for children of different cultures to encounter each other:

13. Are almost all children in primary schools of the same ethnic background (including the majority ethnic background)?

Yes, in all schools	
Yes, in most schools	
Yes, in some schools	x
NO	

14. Does the ethnic background of teachers in schools reflect the composition of the cities population?

Often	
Sometimes	
Rarely	x
Never	

15. Are there schools which make strong efforts to involve parents from ethnic minority/migrant backgrounds in school life?

Yes, most schools	x
Only very few schools	
NO	

Please give an example so that your answer could be validated:

E.g. in Rådmandsgade School: Twice a month parents are invited to Open School, where free dinner is served and parents have the opportunity to talk to psychologists, nurses, teachers, local associations etc.

In Kildevældsskolen: Once a week parents are invited for a cup of coffee and a talk with teachers and other parents.
 Similar conditions prevail at other schools.

16. Do schools carry out intercultural projects [such as exchanges with schools with different ethnic composition, intercultural education projects, projects about different cultures and religions, intercultural festivals, acknowledging the cultural backgrounds of different pupils through the school decoration]?

Often	x
Rarely	
Never	

Please give an example so that your answer could be validated

E.g theatre about cultural and religious differences, intercultural education projects, International Mother Language Day etc.

17. Does your city have a policy to increase ethnic/cultural mixing in schools (avoiding "white flight" and ghettoisation)?

YES	x
NO	
A policy is being prepared	

Please give an example so that your answer could be validated

Since 2007, Copenhagen has had a policy to increase ethnic/cultural mixing in schools.

b) How intercultural are residential neighbourhoods¹?

There is a great variation across European cities in the extent to which patterns of residential settlement are connected to culture and ethnicity and there are also varying opinions on whether the state should intervene to encourage greater socio-cultural mixing and encourage community dynamics in the neighbourhoods or if the market and personal choice should be the prime determinants. An optimum Intercultural City does not

¹ By neighborhood we understand a unit within the city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighborhoods. The statistical definition of a 'neighbourhood' varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people.

require a 'perfect' statistical mix of people and recognises the value of ethnic enclaves, so long as they do not act as barriers to the free flow of people, ideas and opportunities both inward and outward.

18. What is the percentage of neighbourhoods in which the vast majority (80% or over) of residents are of the same ethnic background (including the majority background)?

40 % (please note that the neighbourhoods of Copenhagen ("bydele") have an average population of 53,000 people and are therefore larger than the ICC standard).

The large increase since 2012 is presumably due to a change in method of measurement. As can be seen from the table below, four areas currently have a vast majority (over 80%) of residents with majority background.

Neighbourhood	% with majority background
Amager vest	77%
Amager øst	81%
Bispebjerg	71%
Brønshøj-Husum	71%
indre by	83%
Nørrebro	72%
Valby	79%
Vanløse	86%
Vesterbro/Kgs Eng	78%
Østerbro	84%
Total	78%

19. What is the percentage of neighbourhoods in which people from minority ethnic groups constitute majority of the residents?

A few neighbourhoods	
One or two neighbourhoods	
NO	x

20. Does the city encourage actions where residents of one neighbourhood meet and interact people with a different ethnic/cultural background from other neighbourhoods?

YES	x
NO	
We don't need such actions because there are no ethnically segregated neighbourhoods	

Please give an example so that your answer could be validated

The social housing initiatives in the disadvantaged housing areas ensure bridging between people with different ethnic/cultural backgrounds and also across neighbourhoods.

21. Does your city have a policy to increase the diversity of residents in the neighbourhoods (avoid ethnic concentration)?

YES	x
A policy is being prepared	
There are only occasional matters	
NO	

Please give an example so that your answer could be validated

The policy for Disadvantaged Areas of Copenhagen and an agreement between the City and the public housing organisations. The agreement was founded in 2007 and evaluated and renewed regularly.

22. Does your city have a policy to encourage people from different ethnic backgrounds to meet and interact in the neighbourhood (interaction within neighbourhoods)?

YES	x
A policy is being prepared	
There are only occasional matters	
NO	

Please give an example so that your answer could be validated :

A Metropolis for People, Engage in Copenhagen, Policy for Disadvantaged Areas of Copenhagen

c) How intercultural are the public services?

An optimum intercultural city would see an equal reflection of the population in the ethnic/cultural background of public employees – at all levels of seniority. More than this however, it would recognise that as the population changes, the very nature of the public service must be reviewed and possibly revised. It must be open to the possibility of new ideas and innovation brought by minority groups rather than imposing a 'one size fits all' approach to public services and actions.

23. Does the ethnic background of public employees reflect the composition of the cities population?

Yes, at all hierarchical levels	
Yes but only at the lower levels	X
NO	

24. Does the city have a recruitment plan to ensure this?

YES	
YES and it aims specifically to increase migrant/minority representation at the higher hierarchical levels	
NO	X

Please give evidence to validate your answer:

No, not all levels of seniority. It is the target of the Inclusion Policy 2011-14 that city employees on all levels should reflect the general population. In order to focus on how to increase especially the representation of leaders with an ethnic minority background, a pilot project was launched in autumn 2012. The aim with the pilot project was to encourage employees with an ethnic background to make an action plan for career and competency development. 28 employees participated in the pilot project. In the end of the year an evaluation will show how many of the participants has moved on or on their way to other positions (in more senior levels). Another focus is the City's 'Leader development program (LUP)'.

25. Can people who are not citizens of your country can be employed in public administration?

YES	X
On certain positions only (and/or EU citizens only)	
NO	

Yes (for EU-citizen yes. For non EU-citizens, yes if they have a work permit).

26. Does the city take action to encourage intercultural mixing and competence in private sector enterprises [eg city support for a Charter against discrimination in enterprises, enterprise diversity charter, intercultural training for company managers]?

YES	X
NO	

Please give an example to validate your answer:

The Engage in Copenhagen Programme has a variety of initiatives for this. More than 500 companies and organizations have signed the Diversity Charter, stating that they wish to promote diversity in their organization and that diversity is an asset. There are also a number of training programs and awareness raising initiatives to promote working with diversity in practice.

27. Does the city provide following services appropriate to the ethnic/cultural background of all citizens

(Multiple denomination possible)

Funeral/burial	X
School meals	X
Women-only sections or times in sport facilities	X
Others (please specify)	X

Please give an example to validate your answer:

Funeral/burial: Some minority groups, yes, e.g. special sections for Muslims in Vester Kirkegaard. The Jewish Community has its own cemetery.

School meals: The Children and Youth Committee has since 2006 developed the concept EAT, that aims to develop healthy and good food culture on schools. EAT School meals are adjusted to cultural diversity at schools (e.g. when pork is served there is an alternative offer for children who do not eat pork), aims to create dialogue and integration, cultivates the enjoyment of food and follows official food recommendations.

Women only sections: In some cases yes, e.g. DGI (swimming and sports facility) have days dedicated to women only, arranged by the organisation SSB. The Committee for Culture and Leisure has since 2008 actively supported organisations through which, the Network for Girls and Women Swimming arranges swimming for women only, in several swimming pools in the city. Several volunteer based associations (approx. 10) organise activities for girls/women only, such as swimming, dance, gymnastics every week. The Culture- and Leisure department provides free sport facilities, economic support and advice/back up for these associations.

Others: In creches, special food is offered for children who do not eat pork etc.

d) How intercultural is business and the labour market?

Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way round. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.

28. Is there a business umbrella organisation which has among its objectives to promote diversity and non-discrimination in employment?

YES	x
NO	

Foreningen Nydansker (The Association New Danes)

29. Does the city have a charter or another binding document against ethnic discrimination in its own administration and services?

YES	x
NO	

Please give an example to validate your answer:

The City Ombudsmand has a mandate for what is called "discrimination supervision". This means that the City Council has asked the Ombudsmand to guarantee that the City does not discriminate citizens or employees (Only seven cities in Denmark have a City Ombudsmand, and only in Copenhagen does the Ombudsman have a mandate for "discrimination supervision").

30. Does the city take action to encourage businesses from ethnic minorities to move beyond ethnic economies and enter the mainstream economy and higher value-added sectors [help small and medium ethnic enterprises to grow, diversify their products and reach out to new markets – help with business planning, banking, mentoring]?

YES	x
NO	

Please give an example to validate your answer:

The Business Centre offers people with a different cultural background than Danish courses about entrepreneurship, business development etc. The main focus is to develop businesses in Denmark and to use cultural/international competences to start your own business with a global mindset. (eg. exports, service for Danish/international companies etc.)

31. Has the city taken action to encourage 'business districts/incubators' in which different cultures could more easily mix? [definition: a business incubator is a structure which hosts and supports start-up enterprises, in this case the question is whether such incubators take targeted measures to encourage contacts and joint ventures between entrepreneurs from different backgrounds]

YES	
NO	x

Please give an example too validate your answer.

The City does cooperate with Copenhagen Fur on creating an incubator environment for fashion designers aiming to attract Chinese fashion designers and help them into the Danish labour market. However this is not directed specifically at encouraging broader intercultural interaction (beyond Chinese-Danish)

32. In its procurement of goods and services does the city council give priority to companies with a diversity strategy?

YES	x
NO	

Please give an example to validate your answer:

The city has two kinds of social clauses for procurement contracts:

Hard clauses: Requirement that the firm contracted hires a certain number of unemployed, trainees or persons in so-called "supported employment" (støttet beskæftigelse).

Soft clauses: Requirement that the firm generally demonstrates diversity in HR-approach

Above initiative was passed in 2006 as a measure for better integration of unemployed on the labour market. By the end of 2009, 420 contracts with social clauses have been signed, the majority, though, being softer clauses.

By September 2010 it was decided to use hard social clauses, in particular with regard to employment of trainees. By May 2013, 63 contracts with hard social clauses had been signed with 183 full time trainee positions.

Present legislation is not seen to allow the target group of social clauses to be limited by other than employment criteria, thus social clauses cannot be directed towards e.g. specific ethnic or age groups. The use of social clauses is further limited by a number of EU-legislative principles, e.g. non-discrimination of foreign firms, proportionality and use of social clauses towards goods or services produced abroad.

e) How intercultural is cultural and civil life?

The time which people allocate to their leisure may often be the best opportunity for them to encounter and engage with people of another culture. Equally however, if patterns of leisure are structured along ethnic lines (e. g. a football league of teams from only one culture) it may be a powerful reinforcer of separation. The city can influence this through its own direct activities and through the way it distributes resources to other organisations.

33. Does the city Council use interculturalism as a criterion when allocating grants to associations and initiatives?

YES	x
NO	

Please give evidence to validate your answer:

*The *Engage in Copenhagen Grant* (Bland dig i byen puljen) which is given to local initiatives that foster citizen dialogue, intercultural relations and inclusion

<http://www.blanddigibyen.dk/bland-dig-i-byen-puljen/>

0,6 million Danish kroner

*The *Grant for Special Integration Funds* (Puljen for særlige integrationsmidler)

1,2 million Danish kroner

*The *Development Fund for Children and Youth* (Udviklingspuljen for børn og unge)

2 million Danish kroner

34. If yes how much of all grants to associations and initiatives are granted based on the criterion interculturalism (in %)?

Approximately 5 %

35. Does the city organise events and activities in the fields of arts, culture and sport aimed at encouraging people from different ethnic groups to mix?

Regularly	x
Sometimes	
Never	

Please give an example to validate your answer:

The diversity festival Taste The World with food and culture from around the world and participation from a large number of minority organizations.

Celebration of Eid/Hanukkah/Newroz/Chinese new year etc. Street football competition with teams representing different countries in the world.

Another example is the Integrated Urban Regeneration Projects ("områdefornyelser") that organizes local activities in the neighbourhoods aimed at creating relations across ethnic, cultural and social differences.

Also, the city arranges holiday camps.

36. Does the city encourage cultural organisations to deal with diversity and intercultural relations in their productions (through specific grants or special regulations for instance)?

YES	x
Occasionally	
NO	

Please give an example to validate your answer:

E.g. Kulturguiderne ("Culture Guides") make a strong effort to encourage theatres, museums and other cultural organisations to involve ethnic minorities.

37. Does the city organise public debates or campaigns on the subject of cultural diversity and living together?

Yes, regularly	x
Yes, occasionally	
It has happened once or twice	
NO	

Please give an example to validate your answer:

Local initiatives in the social housing areas. Citywide: Numerous campaigns under Engage in Copenhagen, e.g. inter-faith campaign, promotion of diversity charter, Campaign to combat hate crimes (Stop Hadforbrydelser) <https://www.facebook.com/StopHadVisRespekt>, Campaign to combat discrimination (Stemplet) <https://www.facebook.com/stemplet.kbh>.

f) How intercultural is public space?

Public spaces and facilities are important for several reasons. They are places which most citizens are obliged to use from time to time therefore raising the possibility for chance meetings between strangers. They may also reinforce cross-cultural solidarity. For example in cases of aroused public interest around the proposed development or closure of a facility. Well managed and animated spaces can become beacons of the city's intercultural intentions. Conversely badly-managed spaces can become places of suspicion and fear of the stranger.

38. Does the city take action to encourage intercultural mixing in (Multiple denomination possible)

Public libraries	x
Museums	x
Playgrounds	x
Squares	x
Others (please specify)	x

Please give an example to validate your answer:

Libraries organize several and regular activities where minorities and people of the majority meet. E.g. Expat dinners at the local library with the purpose to have a cosy evening where local expats can meet local Danes and vice versa. 'Others': E.g. Sports events and facilities, holiday camps etc.

39. Does city take into account the population diversity in the design and management of new public buildings or spaces?

Yes, always	
Yes, some buildings or places	x
NO	

Please give an example to validate your answer:

Superkilen in Nørrebro - a square with inventory from all over the world and Valby Park with thematic gardens, one represents for example the Middle East

40. When the city authorities decide to reconstruct an area, do they propose different methods and places for consultation to involve people with different ethnic/cultural backgrounds?

YES	x
NO	

Please give an example to validate your answer:

Integrated Urban Regeneration Projects (Områdefornyelsesprojekter). There is a strong emphasis that the diversity in the neighbourhoods should be reflected in the active citizen participation which is part of developing the areas.

41. Are there spaces or areas in the city which seem to be dominated by one ethnic group (majority or minority) and where other people feel unwelcome?

Yes, several	
Yes, one or two	
NO	x

Some areas of Copenhagen have an overrepresentation among residents of one or more ethnic minority groups. Nevertheless, according to key city officials the ethnic groups do not dominate these areas and generally other people do not feel unwelcome. In the last couple of years there has been negative press coverage of certain areas – e.g. Tingbjerg and Nørrebro. However, these

stories represent only a very selective picture and are not seen as representative of the areas in general, especially not by the residents in those areas.

42. Are there areas in the city which are reputed as "dangerous"?

YES	
NO	x

There are areas in the city which are more in need of efforts aimed at increasing safety than others (measured in *The Copenhagen Safety Index*, yearly survey) but no areas are considered dangerous. As to their "reputation" it is in general a difficult topic to measure precisely, nor does the city attempt to measure it, as it would yield very little useful knowledge. What the city does measure, is the level of crime, both by police statistics, and in a survey asking residents if they have actually experienced episodes of crime and if they feel safe/unsafe in their neighbourhood. The combination of the survey and police statistics forms The Copenhagen Safety Index, which has shown a marked improvement from 2009 to 2013, reducing the number of districts in need of a strong or increased crime preventive effort from 14 to 5. Furthermore, the different districts of Copenhagen are relatively safe in comparison with other larger European Cities.

III. Mediation and conflict resolution

It is a basic tenet of the Intercultural Cities programme that where groups of different cultural background and of social and economic status are present in close proximity, there is always the potential for conflict over values, behaviour or resources. This is natural – what is unnatural would be for city authorities to seek to deny or ignore it. The process of anticipating, identifying, addressing and resolving conflicts is a fundamental process of living together in a dynamic and communicative community. Indeed the optimum Intercultural City sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

43. Does the city and/or public service organisations provide a professional service for mediation of intercultural communication and/or conflict?

Multiple answers possible

A municipal mediation service devoted to intercultural issues only	x
A generalist municipal mediation service which also deals with cultural conflicts	x
An intercultural mediation service run by a civil society organisation	
A state-run mediation service	
Others (please specify)	x

Ethnic Consultancy Team (under the Social Services Committee): Specialises in mediation relating to minority youth 15-25 years, where the dilemma is related to difficult generation conflicts, threats of forced marriage, crime related to honour issues, social control, restrictions of freedom etc.. Also available for teaching, participation in general dialogue at team meetings, theme debates etc

Dialogue Consultants who are trained by the city and can be hired to facilitate dialogue etc.

VINK (Knowledge*inclusion*Copenhagen) facilitates dialogue meetings and one-to-one counselling of staff in relations to themes such as social control, resistance identities, conflict resolution, prevention of extremism etc.

44. Is there an organisation in the city dealing specifically with inter-religious relations?

YES	x
NO	

Please give an example to validate your answer:

There has recently been established a board of religious actors who council the city on inter-religious issues and can partner with the city in initiatives and campaigns on inter-religious topics.

Din Tro Min Tro (supported by the Committee for Children and Youth) is an initiative that facilitates presentations in schools by a panel of a Jew, a Christian and a Muslim on faith, similarities and differences, religious practice etc.

45. Is intercultural mediation provided?

(multiple answers possible)

In specialised institutions such as hospitals, police, youth clubs, mediation centres, retirement homes	x
In the city administration for general purposes	
In the neighbourhoods, on the streets, actively seeking to meet residents and discuss problems	x
Others (please specify)	x

Please give an example to validate your answer:

Discrimination Councillors are representatives from various NGO's, minority organizations etc. that are trained by the city to reach out to and council people who have been discriminated and to build bridges and mediate between minority groups.

Din Betjent (Your Police Officer) are local police officers that engage in dialogue in order to bridge understanding between police and citizens.

IV. Language

The learning of the language of the host country by migrants is key issue for integration. However there are other considerations in an intercultural approach to language. For example in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

46. Does the city provide any of the following:

(Multiple denomination possible)

Specific language training in the official language(s) for hard-to-reach groups (non-working mothers, unemployed, retired people etc.)	x
Learning migrant/minority languages as part of the regular curriculum at schools	
Learning migrant/minority languages as a mother tongue course for migrant/minority kids only	x
Learning migrant/minority languages as a regular language option available to everyone	
Support for private/civil sector institutions providing language training in migrant/minority languages	
Others (please specify)	x

Please give an example to validate your answer:

Learning Danish (second language) as part of the regular curriculum in schools.

47. Does the city support financially local

(Multiple denomination possible)

Minority newspaper/journal	
Minority radio programmes	
TV programmes in (a) minority language(s)	
Others (please specify)	x

Please give an example to validate your answer:

E.g. *Multi Media Workshop in Livsbanen* where ethnic minority youth can work with e.g. making movies, web-tv, web-news, mixing music etc. See description in Danish:

<http://193.169.154.149/bif/Projektbanken/Lists/Projektregistreringer/DispForm.aspx?ID=1149&Source=http%3A%2F%2F193%2E169%2E154%2E149%2Fbif%2FProjektbanken%2FSider%2FDefault%2Easpx>

48. Is the city supporting projects seeking to give positive image of migrant/minority languages (for instance day of migrant languages, readings, poetry evenings, multi-lingual cultural events etc.)?

YES	
NO	
Occasionally	x

Please give an example to validate your answer:

E.g. Turkish Film Festival. The film festival features a number of Turkish films over several days. The film festival contributes to create better understanding and more insight in the Turkish culture.

Support for the World Culture Centres work with ethnic minority organisations and events.

V. Relations with the local media

The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Much of this media is nationally or internationally generated and therefore beyond the influence of city authorities. Nevertheless there is still much the city authorities can do to influence and partner with local media agencies to achieve a climate of public opinion more conducive to intercultural relations.

49. Does the city have a media strategy to improve the visibility of migrants/minorities in the media (for instance special columns in the press, TV or radio campaigns; targeted media briefings, joint public events with media, lists of specialists on different subjects who are of minority background for media to use as sources etc.)?

YES	x
There are occasional actions	
NO	

Please give an example to validate your answer:

When the city carries out specific events or initiatives that are relevant for diversity and celebration hereof (e.g. Taste the World, religious and cultural celebrations etc), a media strategy is developed.

Also, there has recently been adopted a new media strategy for communicating the Engage in Copenhagen Program

50. Is the city's communication (PR) department instructed to highlight diversity as an advantage regularly and in various types of communications?

YES	x
NO	

51. Does the city provide support for advocacy / media training / mentorship for journalists with minority background?

YES	
NO	x

The city has cooperated with minority media, e.g. Etnika Magazine and Ansvarlig Presse – but not in terms of support for advocacy, media trainings for minority journalists etc.

52. Does the city monitor the way in which media portray minorities?

Yes, the city itself does it	
Yes, by an external body	
NO	x

VI. An open and international outlook

An optimal intercultural city would be a place which actively sought to make connections with other places for trade, exchange of knowledge, tourism etc. It would be a place which the stranger (whether business person, tourist or new migrant) found legible, friendly and accessible, with opportunities for entering into business, professional and social networks.

53. Does the city have an explicit policy to encourage international co-operation: not simply twinning but sustained scientific, economic, cultural and other projects?

YES	x
NO	

The Economic Council has approved an International Strategy, which encourages international cooperation (most international work is based in the Economic Committee).

Some of the other Committees, e.g. Employment and Integration Committee, also have separate international action plans / strategies to guide the international work. The City also welcomes international cooperation through a high level of activity in international networks, hereunder the ICC network. The city has recently established International House Copenhagen with actors from several different administrations, state level, university, organisations, private sector etc. They also have a strong international profile.

54. Is there a specific financial provision for this policy?

YES	x
NO	

Budget for International Work allocated as part of regular frame for each Committee – additional resources are on ad hoc basis dedicated for specific projects or interventions.

55. Is there an agency with a specific responsibility for monitoring and developing the city's openness to international connections?

YES	x
NO	

Wonderful Copenhagen and Copenhagen Capacity both aim to develop the city's openness to international connections and attract foreign investments. Both are regional institutions, which the city cooperates with.

Moreover, the City Administration itself is very active in various international networks in order to develop international connections and openness, e.g. on Climate, Environmental Efforts and Inclusion and in order to promote economic cooperation and growth.

The Cph Business Centre is part of the international programme Opencities that is a knowledge network for cities that wishes to measure openness and international attractiveness.

The new International House Copenhagen will have a strong roll in international connections as well.

56. Does the city support encourage universities to attract foreign students, if applicable (eg involve universities in official foreign visits or various international projects, organise promotion events abroad)?

YES	<input checked="" type="checkbox"/>
NO	<input type="checkbox"/>

Copenhagen has a strong focus on attracting foreign talent, including students. Moreover, Copenhagen actively seeks to promote cooperation between universities in the Copenhagen area and Sweden / Northern Germany – especially in connection with ESS. Copenhagen has signed cooperation agreements.

Copenhagen has supported an analysis regarding the conditions to establish a residence hall for international students (Copenhagen Campus) offering attractive apartments in an international student and research environment. No decision on building the Campus been made yet.

In the new International House Copenhagen there is a strong emphasis on international students and international academic staff. E.g. University of Copenhagen occupies a section of the house where they host activities and house visiting scholars etc. In the International house is the so called One Stop Shop (International Citizen Service) which aims to make administrative matters easier for e.g. students, by gathering all citizen services in one entry / office.

Also, the city initiative Copenhagen Career Program, located in the international house, cooperated with the universities to make mentor programs, courses etc. for their international students.

Over all the City works for a broad agenda on securing openness and international attractiveness for international students. This is done both by strategic policy making that aims at improving

overall framework conditions and concrete projects such as facilitating jobs for international students in companies and providing student housing.

57. Does the city take measures to encourage foreign students to participate in the life of the city and remain after graduation? (eg. fairs and events where foreign students could meet local people, support with job and housing after graduation etc.?)

YES	x
NO	

The city has the Copenhagen Career Program, which provides network opportunities, mentor programs and courses for international students.

More than twice a year, CPH International Service arranges - in collaboration with the Volunteer Centers - information meetings and Volunteering Fairs for all expats, including foreign students, in Greater Copenhagen in order to introduce and make newcomers a part of Danish society.

Furthermore, foreign students are invited to participate in a welcome reception at the City Hall with other new comers. Here they can meet city officials, local associations and hear about cultural offers of the city.

The City cooperates closely with a number of expat networks such as Work in Denmark and Expat in Denmark.

The homepage of the City offers information in English about a number of practical matters, cultural offers etc. and encourages newcomers to participate in city life.
<http://www.kk.dk/sitecore/content/Subsites/CityOfCopenhagen/SubsiteFrontpage/LivingInCopenhagen.aspx>

The City is developing digital info boxes in city space, which will include all information that foreign students, other new comers, conference participants, tourists etc. may need. E.g. information about transport, citizen service, culture, sports, conferences etc. This will allow internationals a broad platform to take advantage of city potential and possibilities.

Also, the co-operation with the organisation AIESEC about facilitation of jobs for international students encouraging the students to participate in the city life.

58. Does the city have projects or policies for economic relations (co-development) with countries of origin of its migrant groups?

YES	
NO	x

VII/VIII. Intercultural intelligence and competence

A city cannot be intercultural if it is ignorant of its citizens, their diversity and lifestyles and how they interact with each other. An intercultural observatory takes existing data and interrogates it from an intercultural perspective. It also identifies gaps in the city's knowledge base and where necessary devises new kinds of data and analysis to add depth and clarity to the 'intercultural picture'.

Very few people can be expected to be experts in more than a few of the languages and cultures of the many groups who live in a city. This is understandable. However, the competent public official in an optimal intercultural city should be able to detect, and respond to, the presence of cultural difference, and modulate their approach accordingly; rather than to seek to impose one mode of behaviour upon all situations. Such sensitivity and self-confidence in unfamiliar situations is not commonly-seen but it is a skill which can be acquired through expert training, and must become as important to the officials as their specific profession and technical skills.

59. Is information about diversity and intercultural relations mainstreamed to inform the city government / council's process of policy formulation?

YES	x
NO	
Sometimes	

Please give an example to validate your answer:

On an annual basis, the Committee for Integration and Employment produces a status report on the progress in the field of Integration. The report includes information on the progress towards policy targets and main challenges. The report is presented on political level and used to inform policy making and prioritization.

60. Does the city (directly or through an external body) carry out surveys including questions about the public perception of migrants/minorities?

YES	
NO	x

Copenhagen carries out a yearly survey on the perception of inclusion and discrimination. The survey does not include questions on majority's perception of migrants. The University of Copenhagen has carried out surveys on the majority's tolerance of migrants in Denmark, data is not available on city level.

61. Does the city promote the intercultural competence of its officials and staff (both in administration, and public services), for example through

(Multiple denomination possible)

Interdisciplinary seminars and networks	x
Training courses	x
Others, please specify	x

Please give an example:

Eg. Dialogue meeting arranged by VINK on minority related issues.

Training of city officials at various levels and across sectors in promotion of equal opportunities for all citizens.

IX. Welcoming new arrivals²

People arriving in the city for an extended stay (whatever their circumstance) are likely find themselves disorientated and in need of multiple forms of support. The degree to which these various support measures can be co-ordinated and delivered effectively will have a major impact upon how the person settles and integrates. What is often overlooked, but which has a powerful impact on intercultural relations, is whether those from the host community have been given any prior preparations or, on the contrary, might they feel surprised or alarmed by the new arrival.

62. Does the city have a designated agency or office to welcome newcomers?

YES	x
NO	

On 4 June 2013, International House Copenhagen opened its doors to welcome international citizens in Greater Copenhagen. The house provides citizen services in English, a one point entry for all paperwork, networking activities, help with job seeking and much more in order to help newcomers settle in the best possible way into Danish society and labour market.

63. Does the city have a comprehensive city-specific package of information and support to newly-arrived residents from abroad?

YES	x
NO	

At CPH International Service (part of International House Copenhagen), newly arrived citizens will find all the authorities that they typically need to contact, as well as private actors ready to help them settle in the best possible way.

² All categories of people who intend to establish themselves in the city are covered by the term new arrivals: spouses, workers, refugees. This section does not include specific welcoming activities of universities, companies etc. but only programmes offered by the city itself to welcome people in their capacity as residents and citizens.

CPH International Service is part of the Copenhagen Talent Bridge project and is presently in the process of developing an app, where international citizens will be able to find all the city-specific information that they should need.

64. Does different city services and agencies provide welcome support for
(Multiple denomination possible)

Family members	x
Students	x
Refugees	x
Migrant workers	x
Others (please specify)	x

Please give an example to validate your answer:

E.g. the city has the Copenhagen Host Program where newcomers are coupled with a voluntary Copenhagener who can help them build their social and professional network. Students and spouses are provided help to start their professional career in Copenhagen through Copenhagen Career Program.

Further, practically all foreigners over the age of 18 are entitled to Danish courses if they have a residence permit or otherwise have a permanent legal residence in Denmark and are registered at the municipality. They are also entitled if they have permanent residence under EU rules on freedom of movement and residing in a municipality. In addition, the European Union Border commuters are entitled to Danish courses. EU border commuters are workers who work in Denmark, or persons who have established a company in Denmark without living here.

65. Does the city have a special public ceremony to greet newcomers in the presence of officials (we do not mean official ceremony for newly naturalised citizens but for people arriving to live in the city regardless of nationality)?

YES	x
NO	

Please give details:

Several times a year, a Welcome Reception and the Copenhagen Expat Fair is held at the City Hall. All expats can sign up for the reception. Expats are welcomed to Copenhagen by officials. Newly arrived expats are invited through various channels.

Among other things, the participants get the chance to talk to members from various clubs and associations from the Greater Copenhagen Area about what they can offer the expats and their families and how they sign up.

X. Governance, leadership and citizenship

Perhaps the most powerful and far-reaching actions which a city can take in making a city more intercultural are the processes of democratic representation and decision-making. Clearly some of these may be determined nationally, but 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.

66. When can foreign nationals (excluding EU nationals or other nationals with special regimes (eg. Nordic, Commonwealth etc.) vote in local elections?

After three years of residence or less	x
After five years of residence or more	
Only when they obtain the nationality	

NOTE:

Immediately for EU citizens and citizens from Iceland and Norway over 18 years
After 3 years for non-EU citizens

67. Does the ethnic background of elected politicians reflect the composition of the cities population?

YES	
Partly	x
NO	

15 % (In comparison, 22 % of Copenhagen population are migrants / descendants)

68. Does the city have a political body (council or similar) to represent ethnic minorities/migrants and/or to deal with diversity and integration matters and which is independent of the local authority and has an advisory function?

YES, we have an advisory body representing migrants/minorities and their organisations	x
Yes, we have an advisory body involving migrants/minorities <u>as well as relevant public institutions, organisations and experts</u>	
NO	

The Employment and Integration administration has formalized the advisory function of civil society through three advisory boards. The boards advise the city on issues concerning respectively: 1) Combatting discrimination (board made up of representatives from minority organisations), 2) furthering youth participation (board made up of representatives from youth organisations) and 3) inter-religious issues and campaigns (board made up of prominent religious actors from the main religious groups in Copenhagen).

69. Is there a standard for the representation of migrants/minorities in mandatory boards supervising schools and/or public services?

YES	
NO	x

70. Do you have initiatives to encourage migrants/minorities to engage in political life?

Regularly	x
Sometimes	
NO	

Please give an example to validate your answer:

CPH International Service and CPH Volunteers will invite expats in Copenhagen to an information meeting on 30 October 2013 in the Ceremonial Hall at the University of Copenhagen about Danish democracy and the right and possibility to vote in local elections.

Copenhagen especially has a challenge concerning political participation among minority youth group (and youth in general). A number of initiatives have been started to address this. E.g. the youth advisory board mentioned above and a number of activities relating to promoting youth participation in the local election in the fall of 2013.

From 2014, the Employment and Integration Committee has allocated funds to start up a youth organisation which will focus on intercultural issues and active youth participation.

XI Anti-discrimination

71. Does the city regularly monitor/research the extent and the character of discrimination in the city?

YES	x
NO	

Every year the city carries out a discrimination survey where 2.000 Copenhageners are asked to answer questions concerning whether they have experienced discrimination, what kind of discrimination etc. Further, yearly, there is carried out a study on discrimination issues, e.g. with qualitative interviews and an overview of discrimination reporting statistics.

72. Does the city have a specific service that advices and supports victims of discrimination or does it provide grants to civil society organisations that play this role?

YES	x
NO	

As mentioned earlier, there are Discrimination Councillors who are representatives from various NGO's, minority organizations etc. that are trained by the city to reach out to and council people who have been discriminated and to build bridges and mediate between minority groups.

Further, as is also mentioned earlier, the City Ombudsmand has a mandate for what is called "discrimination supervision". Citizens can file complaints to the City Ombudsmand.

73. Does the city run anti-discrimination campaigns or raise awareness in other ways?

Regularly	x
Sometimes	
NO	

Please give an example to validate your answer:

Stemplet is a campaign and awareness raising initiative that focuses on combating discrimination, mainly among youth and with an emphasis on discrimination in the night life.

C. Information about the questionnaire

**74. Which sources of data have been used in the questionnaire?
(please fill in the main sources if possible)**

Main sources of statistical data: Statistics Denmark, Statbank Denmark, City Statistical Bank (Koncernservice)

Further: Information on the various topics that the questionnaire covers has been collected from six of the seven administrations in Copenhagen (there were no questions with specific relevance for the Health and Care Administration). Within the administrations, several offices, units and institutions/centres have been involved in answering.

75. By whom were the questions answered?

Abbreviations:

Employment and Integration Administration (BIF)

Children and Youth Administration (BUF)

Technical and Environmental Administration (TMF)

Finance Administration (ØKF)

Culture and Leisure Administration (KFF)

Social Services Administration (SOF)

Question no.	Mainly responsible for answering	Secondary responsible for answering
1.-3.	BIF	
4.-12.	BIF	
13.-17.	BUF	BIF
18.-22.	TMF	BIF
23.-27.	ØKF	BIF plus BUF and KFF for question 27
28.-29.	BIF	
30.-31.	TMF	ØKF, BIF
32.	ØKF	BIF
33.-37.	BIF	KFF og TMF
38.-40.	TMF	KFF for question 38
41.-42.	ØKF	BIF
43.-45.	BIF	SOF
46.-48.	BIF	BUF for question 46 og KFF for question 48
49.-52.	BIF	
53.-58.	ØKF og TMF	BIF
59.-61.	BIF	ØKF for question 61
62.-65.	BIF	ØKF
66.-67.	ØKF	BIF
68.-76.	BIF	

A more detailed overview can be provided if needed.

76. Do you have any remarks on the questionnaire?

Thank you for taking part in this survey!