

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 identify and communicate to others 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

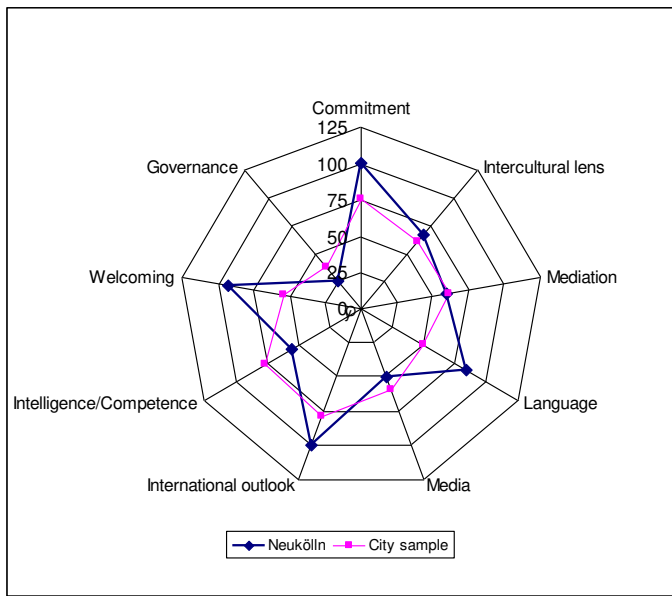
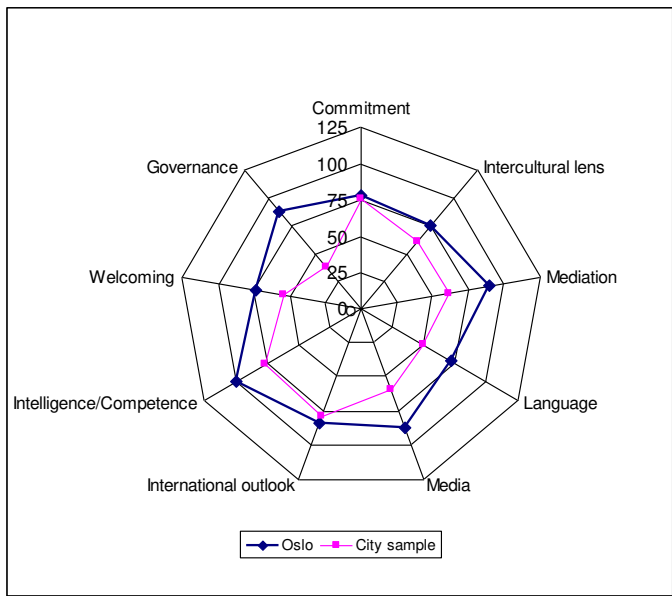
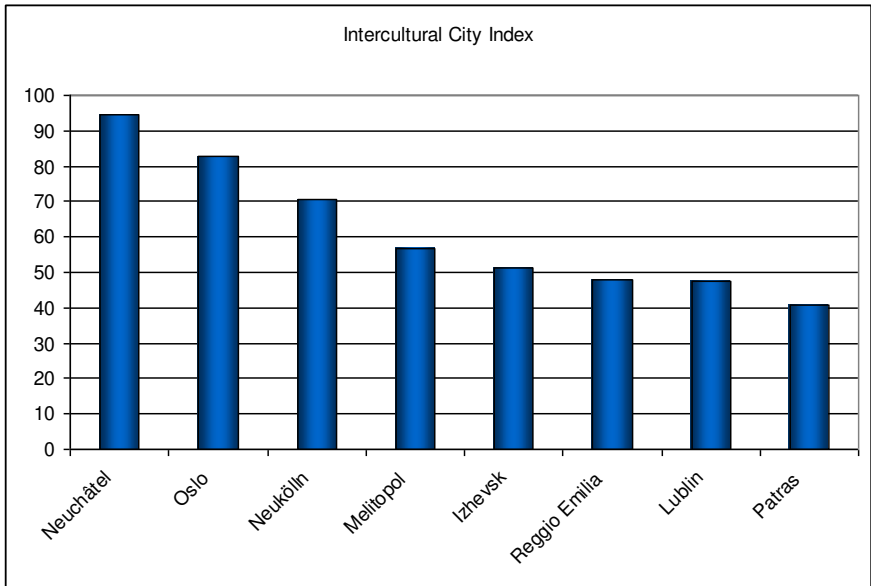
The tool involves a combination of

- 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 practice cities across Europe and has been validated by the 11 cities involved in the pilot.

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 and 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 (eg. 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?

Copenhagen

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

539.542 (January 2011)

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.

Descendants are 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 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 longer classified as descendants. In case both parents maintain foreign citizenship, their children are classified as descendants.

Person of Danish origin are person who, regardless of birthplace have at least one parent who are both Danish citizen and born in Denmark.

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

Persons with Danish origin: 77,85 %

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

Foreign citizens: 13,97 %

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

Foreign citizens who are immigrants: 12,13 %

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

Second generation descendants of immigrants: 5,41 % (no data for 3rd generation)

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 %

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

Largest groups as defined by country of origin:

Immigrants and descendants with origin in Pakistan: 1,63 %

Immigrants and descendants with origin in Turkey: 1,48 %

3. Economic performance

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

373.000 kr. / 50.019 Euros (as by capital region, 2008)

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 its 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?

Yes No Scheduled for May 2011

5. Has the city adopted an intercultural city strategy?

Yes No

6. Has the city adopted an intercultural city action plan?

Yes No

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

Yes No

8. Is there an evaluation process for the intercultural strategy/action plan?

Yes No Internal

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

often rarely never

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

Yes No

If 'yes', please provide a link: www.blanddigiby.dk

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

Yes No Not yet but we seriously thinking about it

Administrative level: Commission for Integration and Employment, Office for Integration Services is lead for implementation and policy formulation.

On senior management level, the so-called K-forum has been established including representatives of all Commissions.

12. Does the city provide any means of acknowledging or honouring local citizens who have done exceptional things to encourage interculturalism in the local community?

Yes No

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?

Yes, in all schools Yes, in most schools Yes, in some schools No

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

often sometimes rarely never

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

Only very few schools No

Please give an example:

School project 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..

16. Do schools carry out intercultural projects?

Often Rarely Never

17. Does your city have a policy to increase ethnic/cultural mixing in schools?

Yes. 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 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?

None (Note that Copenhagen heighbourhoods ("bydele") is larger than ICC standard, sometimes app twice the size)

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

A few neighborhoods One or two neighborhoods No

20. Does the city encourage actions where residents of one neighbourhood are able to meet and interact with those of another with a different ethnic/cultural background (interaction between neighbourhoods)?

Yes No

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.

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

- Yes A policy is being prepared There are only occasional measures No

Example: Agreement between City of Copenhagen and Housing Organisations in 2007

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 A policy is being prepared There are only occasional measures
 No

Example: Metropolis for people ("Metropol for mennesker"); Engage in the City

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 No

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

- Yes No

Please give an example: No, not for 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. A concrete plan has not yet been passed.

For general level, the city provides Integration Training Positions – a one year position where the employee is guaranteed an ordinary position afterwards. During the training period, the employee works 80 % of the time and receives training (including language training) for the rest.

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

- Yes No On certain positions only

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

26. Does the city take action to encourage intercultural mixing in the private sector labour market?

Yes No

Please give an example: The Engage in the City Programme has a specific initiative on this issue (though the Engage in the City Board / Engage in the work life Network)

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

(Multiple denomination possible)

funeral/burial

For some minority groups, yes, e.g. special sections for Muslims in Vester Kirkegaard. The Jewish Community has its own cemetery.

school meals

The Children's Commission 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 or times in sport facilities

In some cases yes, DGI swim bath have had days dedicated to women only.

others, please specify

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 No

Foreningen Nydansker

29. Does the city have a charter or another binding document against discrimination in the workplace?

Yes No

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 the Ombudsman has a mandate for "discrimination supervision").

30. Does the city take action to encourage businesses from ethnic/cultural minorities to move beyond localised/ethnic economies and enter the mainstream economy and higher value-added sectors? Yes No

31. Has the city taken action to encourage 'business districts/incubators' in which different cultures could more easily mix?

Yes No

Please give an example:

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

Yes No

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

1. 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 measures for better integration of unemployed on the labour market. So far, 420 contracts with social clauses have been signed, that majority, though, being softer clauses. Recently, an Action Plan to expand the use of harder clauses has been agreed.

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. 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 No

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

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

REGULARLY: Based on feed back from KFF, changed to regularly

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 Occasionally No

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

Yes, regularly Yes, occasionally It has happened once or twice No

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

museums

playgrounds

squares

others, please specify

Comments: In museums only occasionally: E.g. on the City Museum the City has supported the project "the Wall" where local citizens stories are illustrated. The City support has ensured that the Nørrebro Wall was facilitated by youth with different ethnic background.

Likewise occasionally on libraries: Various libraries in Copenhagen have held events for minority groups that have taken place in minority languages such as Turkish, Persian, Urdu etc. e.g. through reading and discussing foreign literature, poetry competitions and movie watching together. In 2009, the We Copenhagener-Programme supported four intercultural arrangements in libraries. Of these, two took place in Nørrebro Library. In 2010, the Nørrebro Library received another grant of 100.000 kr. for an intercultural arrangement.

39. Does city take into account ethnic/cultural backgrounds of citizens in the design and management of new public buildings or spaces?

- Yes, always No Yes, some new buildings or places

Please give an example: Superkilen at Nørrebro with inventory from all over the world

40. When the city authorities decide to reconstruct an area, do they propose different forms and places of consultation to reach out to people with different ethnic/cultural backgrounds?

- Yes No

Please give an example: Integrated Urban Regeneration (Områdefornyelsesprojekter)

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

There are areas, dominated by one ethnic group, but relevant city officials assess that overall other people do not feel unwelcome here. There have been some negative press coverage on areas like e.g. Tingbjerg, but they are found to be selective and not representative of the general picture.

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

- Yes No

NO - There are areas in the city perceived by citizens as unsafe (Safety Index, yearly survey), but that is seen as quite different from dangerous. Taking into the situation in other European Cities, gives further support to a negative answer.

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?

- a municipal mediation service devoted to intercultural issues only
- a generalist municipal mediation service including intercultural competence and specialised staff
- a mediation service with intercultural competence run by an autonomous humanitarian organisation
- a state run mediation service
- other, please specify

OTHER IS TICKED

Comment: Ethnic Consultancy Team (at Social Commission): 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.

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

- Yes
- No

45. Is intercultural mediation provided (*multiple answers possible*)?

- in service such as hospitals, police, youth clubs, mediation centres, etc.
- in the city administration for general purposes
- in the neighbourhoods, on the streets, proactively meeting residents

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.)
- 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
- 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
- other, please give an example

An example is “Danish as a second language”, which is an integrated part of teaching in schools.

47. Does the city support financially local

(Multiple denomination possible)

- minority newspaper/journal
- minority radio programmes
- TV programmes in the language other than the language of the majority ethnic

Please give an example: The city usually does not engage in financing local media (whether newspapers, TV or radio) in foreign languages. In 2007 though, Quaran Media, a local organization that produces documentaries, received financial support in 2007 in relation to organizational development.

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

Please give an example: Various libraries in Copenhagen, e.g. Nørrebro Library, have held multi-lingual cultural events, more specifically events for minority groups that have taken place in minority languages such as Turkish, Persian, Urdu etc. During these events, there have been readings and discussion about foreign literature, poetry competitions and movie watching. The purpose has been the promotion of intercultural relations.

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 promote a positive image 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 etc)?

yes no there are some occasional actions in this respect

The City has carried out a 3-y campaign (We Copenhagener) among others with the aim of acknowledging and celebrating diversity. A part of this campaign has been directed towards the media and there has been substantial press coverage.

Also, when the city carries out specific events or initiatives that are relevant for diversity and celebration hereof (e.g. International Day, Blender, Eis), a media strategy is developed. Lately prominent spokespersons from the Muslim and Jewish minority and from the Christian Church have stood up with the Mayor to speak out against hate crimes and promote peaceful inter-religious relations. This event was very well covered in the national and local press.

50. Is the city's information service instructed to promote harmonious intercultural relations?

Yes No

Not on overall level, but the City runs a pilot programme on "Equality in Communication" which aims for the city communication to reach all citizens on equal footing. The idea is for best practices to be rolled out when pilot programme is finalised.

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

Yes No

The city has cooperated with minority media, eg. Etnika Magazine and Ansvarlig Presse – but not in terms of support for advocacy, media trainings for minority journalists etc. This kind of initiatives are planned for the Engage in the City programme

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

Yes, the city itself does it Yes, by an external body No

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 for the encouragement of international co-operation?

Yes No

The Economic Council has approved an International Strategy which encourages international cooperation (most international work is based in the Economic Commission). Some of the other Commissions, e.g. Employment and Integration, also has 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, e.g. Copenhagen is presently the Chair of EUROCITIES and participates in a number of networks and projects, e.g. CLIP-network, Intercultural Cities, Open Society Study on Muslims in Europe.

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

Yes No

Budget for International Work allocated as part of regular frame for each Commission – 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 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 Integration and in order to promote economic cooperation and growth.

56. Does the city support universities to attract foreign students (if applicable)?

Yes No

There is at present no direct support to university to attract foreign students. However, 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.

The City has further established the so called One Stop Shop (International Citizen Service) which aims to make administrative matters easier for all ex-pats, including students, by gathering all citizen services in one entry / office.

57. Does the city take measures to encourage foreign students to participate in the life of the city?

Yes No

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

The city further 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 foreign students, expats, 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.

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

Yes No

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 No

Please give an example: On an annual basis, the Commission of Integration and Employment produces a status report on the progress in the field 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. Specifically when preparing the Inclusion Policy 2011-14, a public hearing process was carried out in order to include citizen level information and perceptions.

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

Yes No

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 information networks

training courses

others, please specify

A 2-days training on equal opportunities / diversity has been offered to selected employees of City Administrations (Autumn 2009)

A general training for all employees will be developed as part of the Orientation Course for new employees.

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 No

63. Does the city have a comprehensive city-specific package of information and support to newly-arrived residents from abroad? Yes No

64. Does different city services and agencies provide welcome support for

(Multiple denomination possible)

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.

- family members
- students
- refugees
- migrant workers
- others, please specify

65. Does the city have a special public ceremony to greet newcomers in the presence of officials?

- Yes No

Please give details: E.g. in 2011 the reception is being Held at City Hall.

Lord Mayor of Culture and Leisure Pia Allerslev will officially welcome participants to Copenhagen at the reception.

Following Jason Lan, Country Manager for Huawei Technologies will tell about his experience as a newcomer in Copenhagen.

All expats can sign up for the reception at

<http://www.kk.dk/sitecore/content/Subsites/CityOfCopenhagen/SubsiteFrontpage/LivingInCopenhagen/CitizenService/InternationalService/Reception.aspx>

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 newcomers vote in local elections?

- Immediately after registering as residents
- After a certain period of residence in the city
- Only when they obtain the nationality

NOTE:

Immediately: for EU-citizens, citizens from Iceland and Norway over 18y
After 3 years of residence for non-EU citizens

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

Yes Partly No

App. 16 % (In comparison, 17,8 % of Copenhagen pop are migrants / descendants)

68. Does the city have a political body (council or similar) to represent all ethnic minorities and which is independent of the local authority?

Yes No

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

Yes No

C. Information about the questionnaire

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

See attachment 1

71. By whom were the questions answered?

See attachment 1

72. Do you have any remarks on the questionnaire?

In many cases, how to understand and answer the questions is open to interpretation.

Thank you for taking part in this survey!