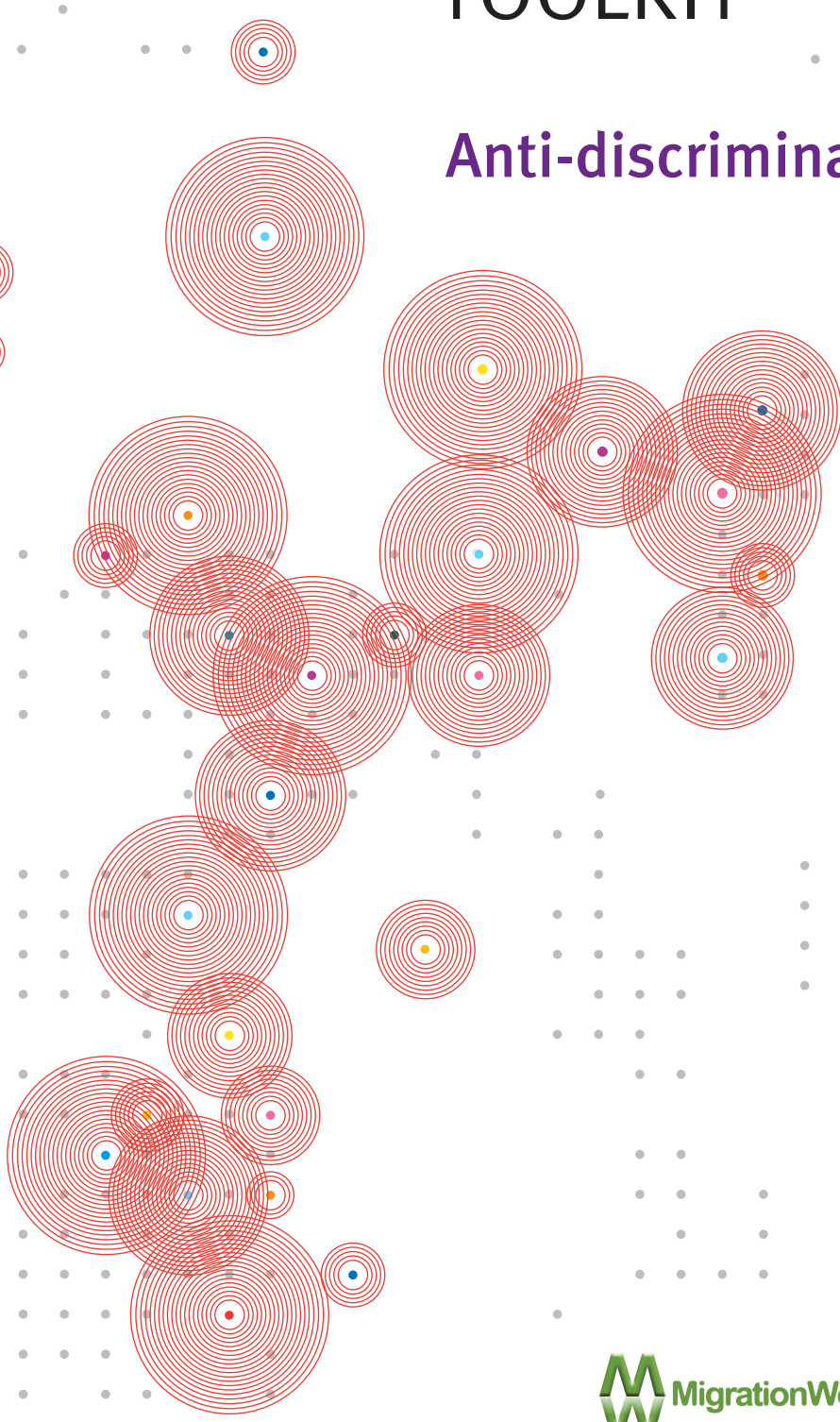


INTEGRATING CITIES TOOLKIT

Anti-discrimination policies



ACKNOWLEDGEMENTS

EUROCITIES would like to acknowledge Marcus Engler from Network Migration in Europe and Sue Lukes, Anna Reisenberger and Richard Stanton from MigrationWork CIC for their work and contribution to the toolkits.

We would like to thank the EUROCITIES Working Group Migration & Integration for its guiding role in the production of these publications, in particular: Ramon Sanahuja (Barcelona); Andreas Germershausen, Cigdem Ipek, Andreas Kapphan and Ulrich Raiser (Berlin); Christine Lunde Rasmussen (Copenhagen); Anu Riila (Helsinki); Toralv Moe and Tone Skodvin (Oslo); Paul Hoop (Rotterdam); Maria Nyrhinen (Tampere); Paula Popoire Gomes and Tom Versluys (The Hague). Finally, we would like to thank all those who provided suggestions and examples for the toolkits.

Copyright © 2012 EUROCITIES asbl, Brussels, Belgium. If you would like to cite any part of this publication, please make reference to its title and authoring organisation.

Work to produce the thematic benchmark in this toolkit was led by MIXITIES partner MigrationWork CIC, a not-for-profit consultancy which works on issues of migration and integration / www.migrationwork.org

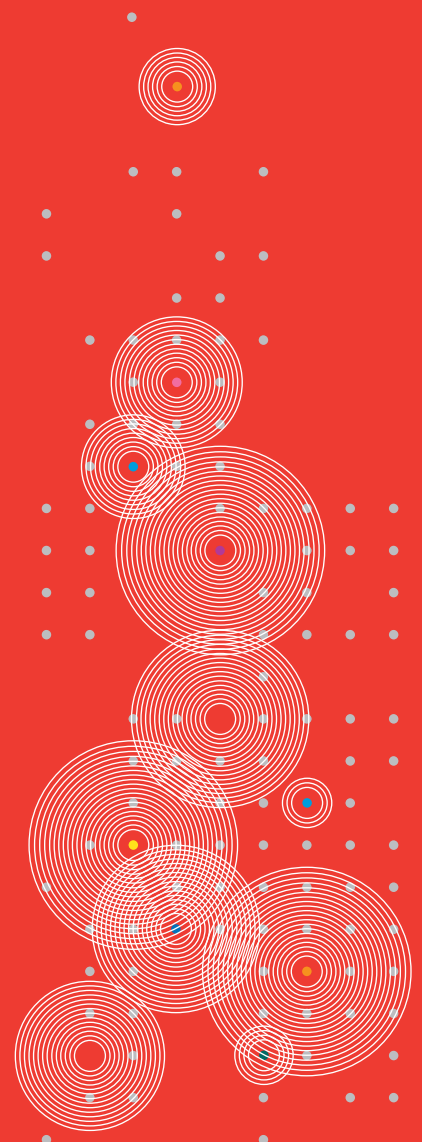
Available from EUROCITIES asbl
www.eurocities.eu / www.integratingcities.eu / info@eurocities.eu

Authors:

Sue Lukes and Richard Stanton, MigrationWork CIC



The MIXITIES project was co-financed by the European Commission, DG Home Affairs through the European Fund for the Integration of Third Country Nationals. The responsibility of ideas or opinions expressed in this publication lie with the authors of the project. The Commission is not responsible for those ideas or opinions nor for any use that may be made of them.



About

The **Integrating Cities toolkits** offer practical, tested guidance and inspiration to help cities to reach European standards in key areas of migrant integration –as set out in the **EUROCITIES Integrating Cities Charter**.

There are three Integrating Cities toolkits developed through the work of the transnational project **Making integration work in Europe's cities (MIXITIES)**, funded by the European Integration Fund. They cover:

- Introductory and language courses;
- Anti-discrimination policies; and
- Promoting cultural diversity.

The toolkits are designed primarily for people working in local authorities in Europe's larger cities. But they may also be useful for smaller local administrations in Europe and beyond, and for the partners of local authorities such as NGOs. Whether your authority already works on these integration themes, or is starting out, the Integrating Cities toolkits can help.

How were the toolkits developed?

In each toolkit you will find an **Integrating Cities benchmark**, together with guidance and examples to help users to apply it.

The benchmark is drawn from a Europe-wide review of cities' experience in working on each of our three themes. In the **MIXITIES** project city practitioners, together with independent experts, identified key features of local policy, practice and governance which - for each theme - make the difference in enabling cities to reach the Integrating Cities standard.

Testing itself against the benchmark, a city can see how near it is to the standards of the Integrating Cities Charter. It can see what more it needs to do to meet those standards. And it can find inspiration to match the best, most effective practice among the cities of Europe.

In addition to these toolkits, monitoring of the implementation of the Charter is also done through the annual Integrating Cities survey of signatory cities.



Toolkits and the Integrating Cities Charter

The toolkits aim to guide cities in implementing the **EUROCITIES Integrating Cities Charter**. The Charter sets out duties and responsibilities of European cities to embrace the diversity of their population and to provide equal opportunities in their roles as policy-makers, service providers, employers and buyers of goods and services. Launched in 2010, it has since been signed by over 25 cities.

The Integrating Cities Charter states that:

As policy-makers we will:

- Actively communicate our commitment to equal opportunities for everyone living in the city;
- Ensure equal access and non-discrimination across all our policies;
- Facilitate engagement from migrant communities in our policy-making processes and remove barriers to participation.

As service providers we will:

- Support equal access for migrants to services to which they are entitled, particularly access to language learning, housing, employment, health, social care and education;
- Ensure that migrants' needs are understood and met by service providers.

As employers we will:

- Take steps where required to reflect our city's diversity in the composition of our workforce across all staffing levels;
- Ensure that all staff, including staff with a migrant background, experience fair and equal treatment by their managers and colleagues;
- Ensure that staff understand and respect diversity and equality issues.

As buyers of goods and services we will:

- Apply principles of equality and diversity in procurement and tendering;
- Promote principles of equality and diversity amongst our contractors;
- Promote the development of a diverse supplier-base.

¹ The signatories of this Charter have different public duties for the delivery of public services. Where the signatory city is the direct service provider they agree to the provisions of this Charter. Where the signatory city is not the direct service provider, they agree to advocate the provisions of this charter with the service providers.

Introduction

This toolkit sets out the **Integrating Cities benchmark on anti-discrimination** - what it is, and how you can use a list of context factors to allow for your city's specific circumstances when applying this Europe-wide tool. It gives guidance on how your city can make best use of the benchmark to develop work on anti-discrimination.

This toolkit covers those aspects that deal with barriers resulting from discriminatory policies and what cities can do to overcome these. It is designed to complement the differing but interrelated Integrating Cities toolkit on promoting cultural diversity that focuses on how cities can realise the potential of cultural diversity.

What is the anti-discrimination benchmark?

It begins with the **Integrating Cities standard** – a headline summary of the policy objective of anti-discrimination, drawn from the Integrating Cities Charter.

Then the benchmark sets out the components illustrated below:

Key factors are the policy elements which make the difference in enabling cities to meet the Integrating Cities standard. So a city's chances of success in reaching this standard are greater, the more of these key factors it has in place. Each of them is formulated as a statement, allowing you to verify whether it is true or not for your city.

Guide questions ask about issues which need to be investigated before you can say if the city has the key factor in place.

Examples illustrate ways in which cities are working to address the themes covered by the key factor.

01 PUBLIC COMMITMENT
The city gives leadership in opposing discrimination against migrants, publicising its commitment to equality for them

Clear, public expression of commitment by political leaders will shape and inspire the activities of city staff, migrants and non-municipal actors and sets the context within which strategies, actions, campaigns and consultations can take place effectively. It provides a point of reference not just in service planning, but also for individuals who may wish to go beyond simple observance of rules to develop creative solutions to problems.

GUIDE QUESTIONS	EXAMPLES
<ul style="list-style-type: none">• Is there a public statement of the city's commitment to tackle discrimination against migrants?• Do political leaders refer to this commitment frequently?• Does this commitment shape and inspire the activities of city staff, migrants and non-municipal actors?• Do they refer to it and find it useful in developing creative solutions to problems?	<p>The city of Ghent is a European leader in opposing discrimination against migrants. The city's mission statement, Ghent 2020, sees social sustainability as a key strategic goal. The commitment to opposing discrimination finds an echo in the mayor's public statements which promote equality and inclusiveness for migrants. The city of Ghent has signed up to the EURO CITIES Integrating Cities Charter, to European Coalition of Cities Against Racism (ECCAR) and to the Belgian Diversity and Equality label.</p> <p>Dublin's 'One City One People' campaign led by the office for integration of the city council, gives a clear statement against racism and discrimination while promoting inclusion and integration of the city's immigrant population. The campaign conveys the message to media and public that Dublin is an open city which respects and embraces different, is accessible, safe and equal and does not accept racism and discrimination.</p>

What about specific context factors?

Cities' experience shows how factors that are largely outside the city's control are especially likely to have an impact on migrant integration, making it more challenging. Through the MIXITIES project, EURO CITIES has defined a list of these context factors that may affect its ability to meet the benchmark. You are invited to refer to these factors, listed at the end of the benchmark, which may be relevant in explaining your city's progress in anti-discrimination work.

How can you use the anti-discrimination toolkit?

Each of the Integrating Cities toolkits is an instrument for inspiring, assessing and developing your policies. You can apply the benchmark in this toolkit in different ways, depending on which developments have taken place in your city so far; whether you want to focus on the whole benchmark or only elements of it; who you want to get feedback from; and what resources you have available. Here are options which your city can try as stand-alone actions, or in sequence:

Do you want a simple low-cost review of your own performance in anti-discrimination work, using your own resources?

Benchmarking by internal assessment

Using an in-house review team or consultants, your city can apply the Integrating Cities toolkits to assess itself against the benchmark. This could be a one-off review, or might set a baseline from which the city can monitor progress by repeating the review periodically.

Do you want in-depth scrutiny of your anti-discrimination work by practitioners who understand your experience but bring a fresh view, from other cities?

Conducting a peer review

You can do a peer review to get an in-depth appraisal of your city's work and new insights on how to progress to the European standard. This can also be a way to validate or further develop your own assessment.

In the **EUROCITIES' peer review method** a team of peers or 'equals' from other administrations is brought together to jointly evaluate your city's performance against the benchmark. The review team can be made up of peers from other cities in your own country or from other countries. EURO CITIES has also had good experiences with inviting colleagues that are not peers in the strict sense, for example migrant organisations or national government.

Under the guidance of an expert leader the team checks the host city's activity systematically against each key factor in the benchmark. This check starts with a self-assessment by the city under review which provides evidence on whether or not the different key factors are met drawing on **documentary sources** of information such as minutes and briefings, annual reports, monitoring data, press releases and so on. The team then visits the city and carries out **interviews and focus groups** with city officials and other stakeholders working in the field, where they seek further evidence on how the city compares with the benchmark. Each piece of evidence from interviewees is recorded. Putting together documentary and interview evidence, peers draw out **conclusions** about how the city performs against the benchmark and **recommendations** to help it to strengthen its integration work. These can be given directly to host city colleagues in a feedback session as well as included in a follow-up report.

This is not a cheap option, with costs of the visit by the peer team and an expert leader to guide its work. But it can bring new perspectives and wider experiences from peers who may find it easier to question local practice.

For more information about peer reviews see:

EUROCITIES peer review video

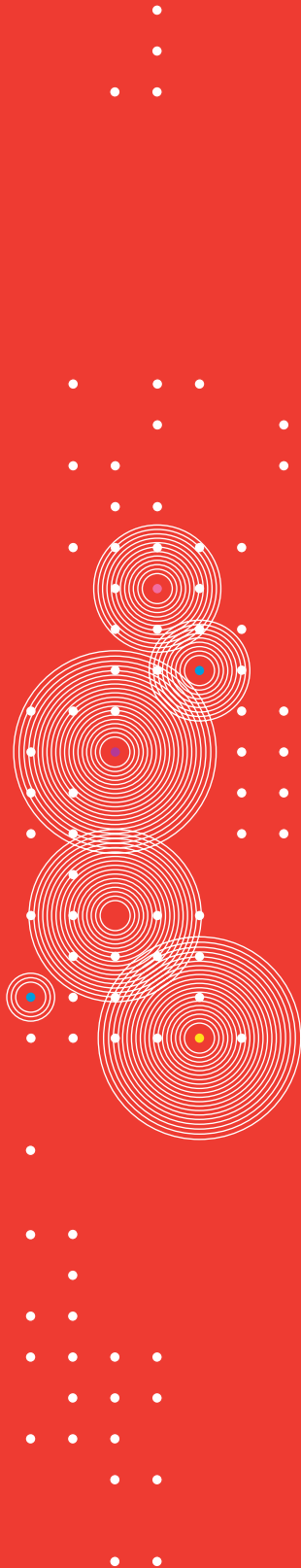
EUROCITIES toolkit for mutual learning

Have you identified what's missing from your anti-discrimination work and now you need a plan to move your city towards European best practice?

Preparing a development plan

This could be an option if your city has no anti-discrimination programme yet in place – or if you have a programme and just reviewed it using one of the methods above. How do you map out the steps your city should now take, to progress towards the European standard?

The Integrating Cities benchmark offers a framework for a city to design a plan for developing activity on anti-discrimination. The benchmark's key factors will help you to frame your plan's objectives. Its guide questions indicate priority actions to deliver those goals - and you may want to identify some which could be 'quick wins' so your staff and the public see early results, as well as those needing longer-term work. Lastly the benchmark offers examples from other cities, showing concretely how well-planned actions can deliver the European standard on anti-discrimination.



INTEGRATING CITIES STANDARD:

The city takes the necessary steps to ensure that migrants are not excluded by discrimination from access to the employment, services, procurement and tendering procedures of the city authority.

The European Union has a strong legislative framework outlawing discrimination, both direct and indirect¹, on grounds such as racial or ethnic origin. This includes the Charter of Fundamental Rights, two directives on non-discrimination and a proposed one against discrimination on services outside employment. However, protection against discrimination has not yet become a reality in Europe. Research shows that this is due to an incomplete transposition of the EU legislative instruments in some member states, the weakness of institutions safeguarding rights and a lack of awareness of rights. As EURO CITIES Integrating Cities Charter acknowledges, cities also have a key role to play in ensuring that their residents do not face discrimination in accessing services and employment, and are helped to challenge any discrimination they may face in the city.

¹ Direct discrimination occurs where a person is treated less favourably than others, in similar circumstances, because of a particular characteristic (such as race, gender, age). Migrants may face direct discrimination, for example, if refused employment or services because of their ethnic origin or religion. Indirect discrimination occurs when an apparently non-discriminatory provision is applied to all potential applicants or service users but has the effect of excluding most or all people from a particular group.

PUBLIC COMMITMENT

01

The city gives leadership in opposing discrimination against migrants, publicising its commitment to equality for them.

Clear, public expression of commitment by political leaders will shape and inspire the activities of city staff, migrants and non-municipal actors and sets the context within which strategies, actions, campaigns and consultations can take place effectively. It provides a point of reference not just in service planning, but also for individuals who may wish to go beyond simple observance of rules to develop creative solutions to problems.

GUIDE QUESTIONS

- Is there a public statement of the city's commitment to tackle discrimination against migrants?
- Do political leaders refer to this commitment frequently?
- Does this commitment shape and inspire the activities of city staff, migrants and non-municipal actors?
- Do they refer to it and find it useful in developing creative solutions to problems?

EXAMPLES

The city of **Ghent** is a European leader in opposing discrimination against migrants. The city's mission statement, Ghent 2020, sees social sustainability as a key strategic goal. The commitment to opposing discrimination finds an echo in the mayor's public statements which promote equality and inclusiveness for migrants. The city of Ghent has signed up to the EURO CITIES Integrating Cities Charter, to European Coalition of Cities Against Racism (ECCAR) and to the Belgian Diversity and Equality label.

Dublin's 'One City One People campaign' led by the office for integration of the city council, gives a clear statement against racism and discrimination while promoting inclusion and integration of the city's immigrant population. The campaign conveys the message to media and public that Dublin is an open city which respects and embraces difference, is accessible, safe and equal and does not accept racism and discrimination.

STRATEGY

02

The city has a strategy for anti-discrimination which identifies migrants as a target group.

Migrants' rights are unlikely to be realised if they are seen as an isolated issue. To be effective they have to be situated within the wider context of an overall equal opportunities strategy, developed by the city authority as part of its essential activities and fully integrated into the city's work and planning. Such a strategy should tackle discrimination against all groups affected, but should also identify migrants specifically.

GUIDE QUESTIONS

- Does your city have a strategic document that brings together anti-discrimination work - either as a stand-alone policy or as part of the city's strategic plans?
- Does this strategy set out the city's goals and key priorities for this work; key actions, programmes and timescales; and who is responsible for which actions?
- Does it identify migrants as a target group?
- Does it form part of your city's essential activities?
- Do practitioners - in the city administration and in partner agencies – know about the strategy and refer to it in their work?

EXAMPLES

The city of **Malmo** has a strategy against discrimination which aims to “make discrimination visible and work against it and promote human rights and equal treatment”. The strategy covers discrimination on the grounds of gender, age, disability, ethnicity, religion or belief, sexual orientation and transgender identity. Actions are proposed in employment, housing, schools and participation, with concrete actions outlined and resources allocated for follow-up. The city executive oversees the implementation of the strategy's actions by relevant authorities. Reporting is transparent, with an annual presentation on the city's homepage, based on a mix of testing, random sampling, questionnaires and targeted interviews.

The city of **Amsterdam** launched a strategy in 2010 that aims to combat discrimination on all grounds, including ethnicity, religion or belief. Among the main actions is to publicise different forms of discrimination and raise awareness on how to address and report these. Implementation of the strategy is overseen by the department of social development and mainstreamed throughout city services and actions including, but not limited to, labour market, education and security.

COORDINATION AND GOVERNANCE

03

The city has assigned responsibility for implementing its anti-discrimination goals to a specific person or body who has enough authority to ensure delivery and coordinate the different actors involved.

If it is to be successfully implemented and monitored, anti-discrimination work needs a person (or body) with clear responsibility, authority and mandate to oversee it and coordinate the range of actors involved.

GUIDE QUESTIONS

- **Who is responsible for implementing the anti-discrimination strategy and/or your city's objectives in this field?**
- **Does this person (or body) have enough authority to direct this work?**
- **Does this person (or body) have the necessary resources to ensure implementation?**
- **How is the work of departments and agencies on anti-discrimination coordinated in and outside the city to implement the city's strategic goals for anti-discrimination?**

EXAMPLE

The city of **Nantes** has adopted an action plan to improve access rights and integration, access to citizenship, prevention of discrimination and racism and the adaptation of services to respond to the growing share of migrants living in the city. The implementation of the plan, its 12 operational objectives and 42 actions is coordinated by the delegation for equality, integration and citizenship. The plan also defines responsibilities of the different sectors of the administration for each objective. Furthermore, the city's Human Resources department is responsible for managing the internal dimension of the city's diversity and equal opportunities policy.

MIGRANT CONSULTATION

04

Migrants' views are sought on the effectiveness of the city's commitment to anti-discrimination.

Consulting migrants about the effectiveness and usefulness of the city's anti-discrimination policies ensure that this commitment to anti-discrimination is regularly examined, challenged and amended. These consultations may form part of other arrangements for dialogue and consultation with migrants and their organisations.

GUIDE QUESTIONS

- Does your city have specific mechanisms for consulting migrants about discrimination they may face in accessing the city's services?
- Do these consultations regularly examine and/or challenge your city's anti-discrimination work?
- Can you give examples of how such consultations led to changes to the city's policies and practice?

EXAMPLES

Launched by the city of **Nantes** in 2004, the migrants' council (Conseil nantais pour la citoyenneté des étrangers) offers migrants the opportunity to exercise their local citizenship rights and actively contribute to city policy. Comprising of city officials, experts and elected representatives of organisations addressing discrimination and integration matters, the council contributes to the city's civic dialogue by enabling a formal and constructive exchange between the city and its growing migrant communities. Recommendations of the council have contributed, among others, to the development of the city's equality, anti-discrimination and integration policies. A working group of the council is entrusted with overseeing anti-discrimination issues specifically.

The city of **Ghent** supports the @REM Advisory Board, a formal migrant consultation structure supported by the Integration Service of the city which provides advice to the city and to the Public Social Welfare Office about specific matters in relation to ethno-cultural diversity. The Board, comprised of migrant representatives and experts on education, employment and diversity, provides recommendations either at request of the city or on its own initiative.

ENGAGEMENT OF NON-MUNICIPAL ACTORS

05

The city engages and mobilises partners and stakeholders across public, private and third sectors to support its anti-discrimination aims.

Cities can exert a huge influence outside their immediate remit by stimulating NGOs and private enterprises to contribute to the city's vision of equal opportunities for all. This may in turn bring in new resources and ideas to support the work.

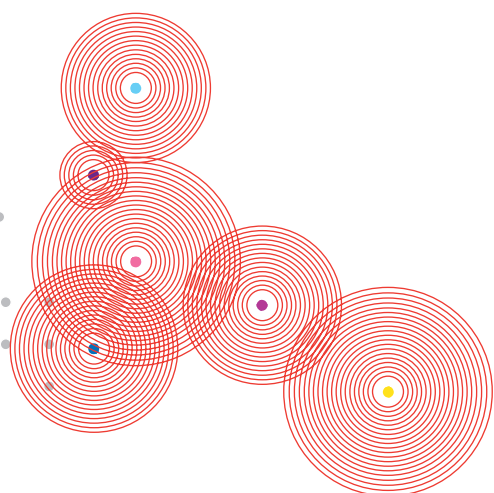
GUIDE QUESTIONS

- How does your city seek to influence anti-discrimination practice among other local partners and actors?
- What steps does your city take to build support for anti-discrimination work including in areas where it has no direct authority?
- Does your city engage with local media to ensure that migrants are fairly represented?
- How does your city reward good practice in anti-discrimination among local businesses and/or in civil society?

EXAMPLES

The city of **Copenhagen** has launched a Diversity Charter for external organisations to sign up to the city's inclusion policy which sets the ambitious goal of becoming the "most welcoming major city in Europe by 2015". This initiative forms part of the city's goal to engage all sectors and relevant players such as private companies, educational institutions, housing associations, non-governmental organisations, media, volunteers, local communities, and others in implementing its strategy. Signatories of the Diversity Charter commit themselves, among others, to "supporting initiatives that promote diversity and inclusion and which fight discrimination in Copenhagen". The Charter has been promoted through social media, attracting a high level of attention from city residents.

The city of **Tampere** forms part of RASMUS, a national network comprised of representatives from over 30 organisations including local migrant associations and local authorities who oppose racism and xenophobia and wish to promote diversity and human rights. Tampere uses its involvement in this network to engage its members in the planning and implementation of an annual anti-racism week in the city co-financed by national and municipal governments.



MUNICIPAL EMPLOYMENT

06

The city has an equal opportunities policy in municipal employment that guarantees fair and equal treatment by managers and colleagues.

The city as an employer can provide an important example to other local employers. Equal opportunities in the city's wider labour market can only be achieved if the city administration itself is an equal opportunities employer.

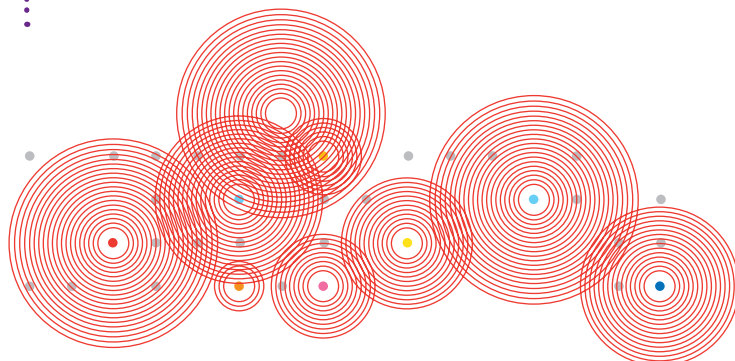
GUIDE QUESTIONS

- Does your city's employment service have written anti-discrimination policies in place?
- Do these policies include access to redress in cases of discrimination, at each of these levels:
 - recruitment
 - staff development
 - workplace relations?
- How are these policies enforced?
- Does your city implement measures to overcome discrimination (both direct and indirect) faced by migrants?
- If legislation passed by other levels of government tends to cause discrimination in employment, has your city taken action to overcome this obstacle?
- Do migrants report that they experience equal access to employment services?
- Is there evidence that your anti-discrimination employment policies and processes have been used as models of good practice by other local employers?

EXAMPLES

With approximately 38,000 employees, the city of Helsinki is one of the biggest employers in Finland. In order to overcome the disadvantage of language, the Human Resources Department of the city of Helsinki coordinates a range of courses and services for migrants in language tuition. Amiedu, a foundation owned and funded by the city, provides training in Finnish as a second language for immigrant employees at their workplace. The courses are tailored to the employees' and managers' needs, and encourage integration in the workplace and diversity management. Those with a good level of Finnish are offered a wide range of vocational qualifications which enables them to move forward in their career path.

Rennes Metropole has run since 2010 a project entitled 'Objectif Concours (On the way to public sector exams)' that addresses discrimination in employment faced by higher-education graduates from the city's most deprived districts. The project consists of a tutorial system whereby 10 young graduates each year are offered traineeships by the municipality, including work experience and tutoring by a city officer. This real-life experience on the job and personalised support are seen as key factors in contributing to success in public sector exams thus addressing the disadvantage faced by some candidates.



TACKLING DISCRIMINATION IN KEY SERVICES

07

Anti-discrimination policy goals are mainstreamed into municipal policies and services resulting in programmes of action to ensure equal access to all key services including housing; education (including adult and language learning); leisure; health, social services and care; employment, enterprise and training; and procurement.

The equal opportunities strategy becomes effective when it

- reaches into all areas of municipal activity
- is included in individual service planning
- is recognised by all staff as an essential part of their work
- makes services equally accessible for all users.

GUIDE QUESTIONS

- **Has the anti-discrimination strategy been implemented at all levels and in all services?**
- **Does the aim of anti-discrimination feature in all service planning?**
- **Are anti-discrimination goals recognised by all staff as essential to their work?**
- **Where legislation passed by other levels of government could restrict access to services, does your city work to minimise its potential negative effects, using all the exemptions or discretions available to it ?**
- **Does your city work with partners to develop equality of access for migrants to all local services?**
- **Do migrants report levels of satisfaction similar to non-migrants, when they are asked about their experience of using services?**

EXAMPLES

The city of **Ghent** runs an interpreting and translation service which can be used free of charge within allocated time budgets by city services, health care providers, educational institutions and welfare organisations. According to local NGOs and city officials the service has significantly improved migrants' access to services and facilitated the work of service providers.

The city of **Lublin** actively addresses discrimination and diversity in education by legal and other means. Though Lublin is a relatively homogenous community with a vast majority of ethnic Poles, the city undertakes actions to prevent prejudice and discrimination and to increase ethnic/cultural mixing in the city schools. It has laid down an obligation for schools to make mixed classes work and thus integrate Roma children with children from the majority ethnic group. Intercultural trainings for teachers and civil servants are organised and the city employs intercultural assistants to work with mixed background pupils.

STAFF KNOWLEDGE

08

Municipal staff are trained and informed about discrimination legislation, and how to promote equal access for all users including migrants.

Anti-discrimination work requires skill and the use of up-to-date techniques for monitoring and tackling discrimination. Staff providing services also need to be fully aware of migrants' rights in relation to discrimination and redress.

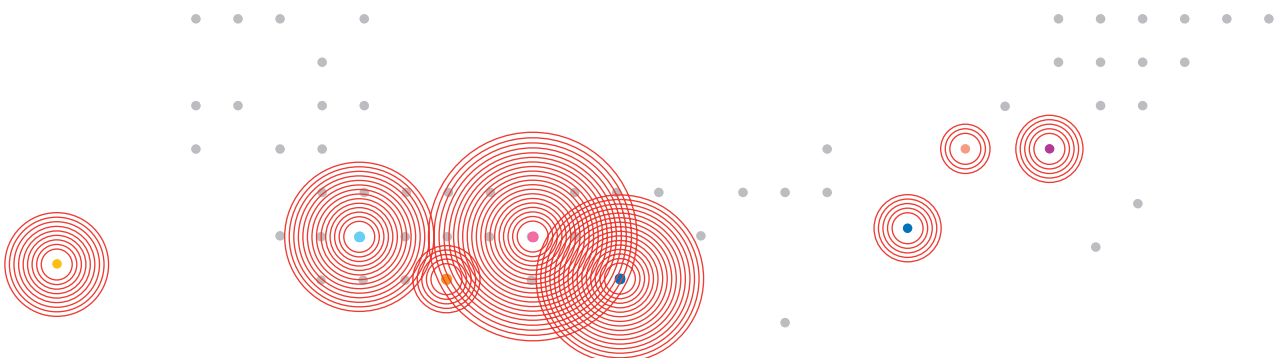
GUIDE QUESTIONS

- **What steps does your city take to ensure that all new staff receives training in anti-discrimination legislation, measures and techniques?**
- **Does this training look specifically at risks of discrimination against migrants?**
- **Do staff in your city receive regular updates on anti-discrimination legislation, measures and techniques?**
- **Can staff use this knowledge to promote migrant access to services?**
- **Can your city evaluate whether staff training on these issues has any effect?**

EXAMPLES

The city of **Vienna** offers a variety of trainings on anti-discrimination for different target groups of municipal staff. They address discrimination both within the municipality and more widely, and cover topics such as types and grounds of discrimination, the EU, national and regional legislation on non-discrimination and the mandates of local institutions in fighting discrimination. Case studies are used to apply the content of the trainings to everyday professional life of the course participants.

The city of **Madrid** raises awareness on issues of discrimination and xenophobia among its staff by including these issues in staff training courses offered by the Institute for Training and Studies of the Madrid local government – a body which offers training specifically for people working in the city. Furthermore, a specific programme aimed at staff working directly with migrants, such as policy officers, social workers and others, aims to increase knowledge and awareness of interculturality and diversity issues among city officers at all levels.



MIGRANT AWARENESS OF RIGHTS

09

The city takes effective steps to communicate information to migrants about - their rights in relation to discrimination - ways of finding advocacy and getting redress, when they feel their rights have been breached.

While cities generally are not responsible for legislation or enforcement against discrimination, they can sponsor and support advocacy resources that inform migrants about their rights and enable them to take action against discrimination in all areas of their lives.

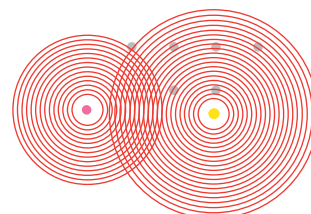
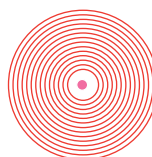
GUIDE QUESTIONS

- **Does your city's strategy for anti-discrimination include the aim of making migrants aware of these rights, and what action does the city take to achieve this?**
- **Are there advocacy units or organisations in the city that enable migrants to challenge discrimination?**
- **How does your city promote such services?**
- **How does your city check, for example via surveys, that migrants know their rights?**

EXAMPLES

The city of **Ghent** employs a number of strategies to raise rights awareness among its communities. The Reporting Unit for Discrimination receives and investigates allegations of discrimination in the city. Migrants can learn about their rights in the civic integration programmes run by Kom-Pas or Transithuis, which are both NGOs supported by the city. The Legal Unit of the city's own Integration Service also provides information about rights and options in relation to legal status, helping to avert some discrimination. It offers leaflets and training sessions for migrants on their rights.

The city of **Amsterdam** launched in 2011 a campaign to combat all forms of discrimination. Posters, leaflets, advertisements, wristbands, billboards and a facebook page advertised the campaign's slogan: 'Discrimination. Amsterdam is through with it'. A corporate identity for the campaign was developed by a communications firm while the city coordinated the main activities, actions and events. The second phase of the campaign included joint communications campaign and reaching out campaign with districts and municipal bodies.



PROCUREMENT

10

The city has an effective policy on equal opportunities in procurement, that forbids discrimination in letting municipal contracts and includes access to redress for aggrieved parties.

As a major purchaser of goods and services, the city can make a difference to integration when it champions the principle of equal opportunities in its procurement policies. It can make sure that migrant enterprises do not face any disadvantages when seeking to trade with public sector, and only trade with businesses that respect anti-discrimination laws themselves.

GUIDE QUESTIONS

- **How does your city ensure that migrant suppliers of goods and service (i.e. those owned by people of migrant background) have equal access to all their procurement processes?**
- **Has your city checked that its procurement process presents no hidden or indirect barriers (such as a preference for larger or longer-established firms) which might make it harder for migrant enterprises to compete as suppliers?**
- **Does your city monitor procurement and evaluate the results, with a view to changing procurement processes as necessary?**

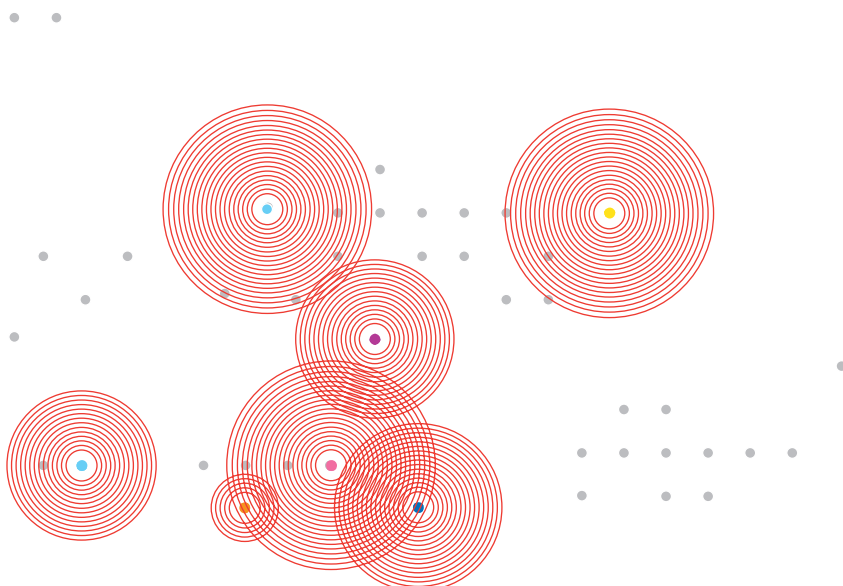
EXAMPLES

The city of **Stockholm** introduced in 2005 an anti-discrimination clause in all procurement contracts for goods and services. It obliges all contractors to comply with relevant anti-discrimination legislation and provide written reports, on request, on all equality measures undertaken. Sub-contractors must meet the same requirements, with contractors responsible for ensuring that they do. If a supplier proves non-compliant, the city has the right to terminate the contract.

In 2010, the city of Ghent was the first Belgian city to introduce an anti-discrimination clause in contracts with all suppliers, requiring that any company contracted:

- not tolerate any form of discrimination regarding gender, nationality, race, colour of skin, ethnic origin, age, sexual preference, political conviction, language, condition of health, disability, physical or genetic aspect or social descent.
- is accessible to all
- prevent all discriminatory behaviour in the workplace
- respect all laws regarding non-discrimination and equal rights
- impose the same standards on all subcontractors

This clause forms part of the sustainable procurement policy of the city, which seeks best value for money defined as the optimum combination of whole life costs and benefits, and so includes social, environmental and other policy goals and aims to instil public values in contracts.



MONITORING AND EVALUATION

11

The city monitors migrants' access to all key city services, whether municipally run or not, evaluates the results and takes action.

To find out whether an anti-discrimination strategy actually works on the ground, and to identify weak spots, it will be vital for the city authority to measure the take-up of services by migrants and their levels of satisfaction in comparison with the overall population. The necessary information may be hard to obtain - for example where services are not run directly by the city itself, or in countries where nationally-administered surveys do not provide such data (perhaps because the idea of recording ethnicity or country of origin is not well established). So collecting this information may call for innovative methods, developed by the city in dialogue with local partners.

GUIDE QUESTIONS

- Does your city carry out regular surveys to ask migrants about their experience, looking at discrimination they may face?
- Do these surveys feed into city planning processes?
- Does your city monitor access to its services, including municipal employment, identifying migrants as a target group?
- Do you regularly analyse results of surveys and monitoring?
- Do the analyses form part of wider evaluations of your city's practice?
- Do these analyses and evaluations lead to changes in your city's practice?

EXAMPLE

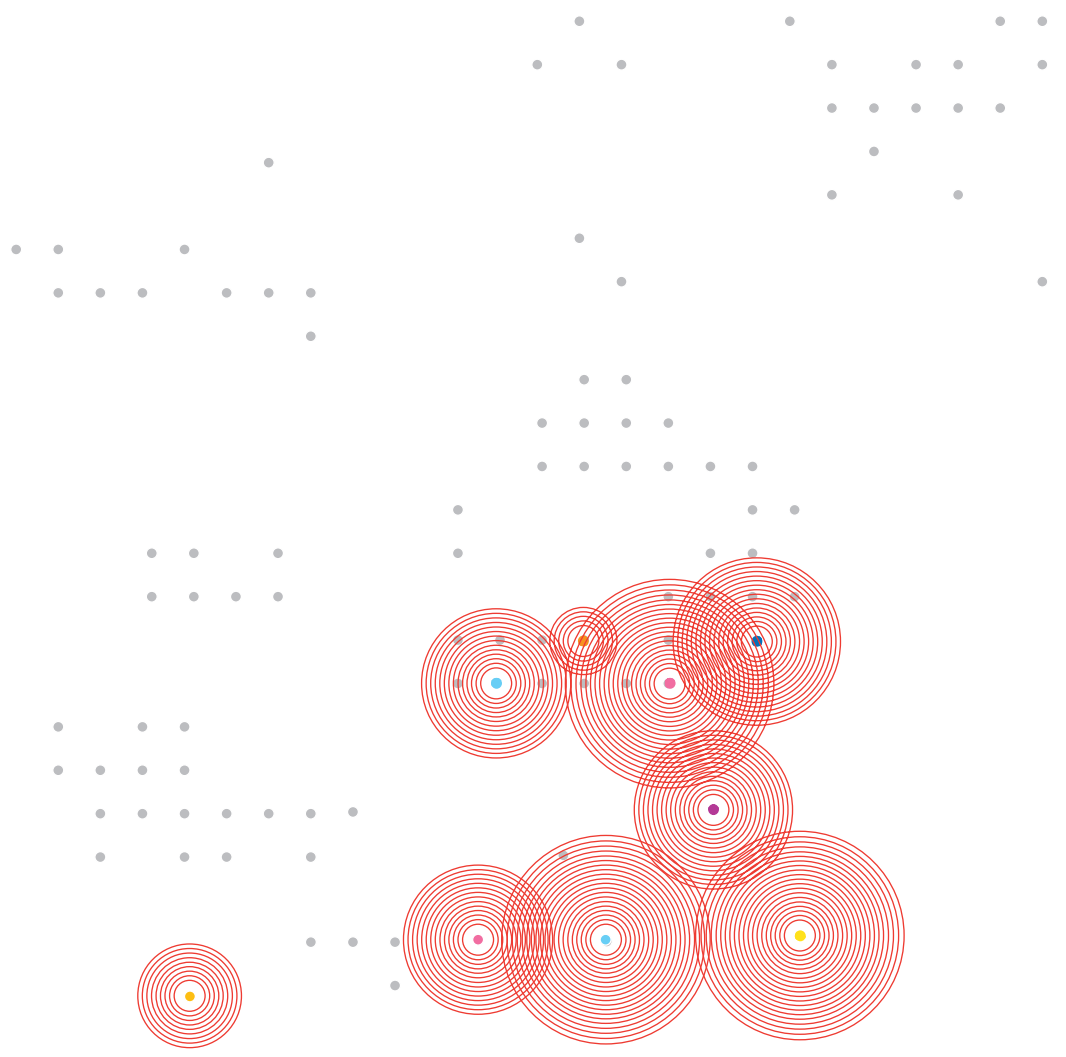
The city of **Copenhagen** has a wide range of mechanisms to get a sense of the state of discrimination among its population. The city runs an annual survey on discrimination where it surveys citizens on their experience on discrimination. In the past, this survey has shown that youth from non-Danish ethnic background are almost three times as likely to experience discrimination as ethnic Danes. Furthermore, the city collects information on reporting of discriminatory acts through its ombudsman, a telephone hotline and web-based anonymous reporting. This gives the city a broad picture of discrimination, allowing it to take note and action of existing or potentially emerging problems of discrimination.

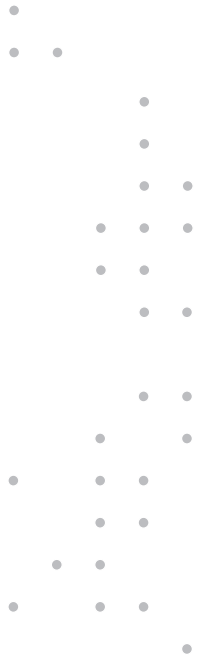
Context Factors

The following are a list of factors that can affect the ability of your city to meet the benchmark. You can refer to these when using the toolkit to explain a particular context in which the city operates in reaching the European standard.

CONTEXT FACTOR	EXAMPLES OF WHAT THIS FACTOR MAY INVOLVE
<ul style="list-style-type: none"> • National legislation and policy 	<p>Division of competences between central and city administrations; rules limiting city's power to provide services to migrants, or ways of delivering them.</p>
<ul style="list-style-type: none"> • Data availability 	<p>Limits on sources of quantitative data - or qualitative information where relevant.</p>
<ul style="list-style-type: none"> • Migrant population 	<p>History of migration including recent changes; make-up of current migrant population (eg. language requirements, diversity, links with previous settlement).</p>
<ul style="list-style-type: none"> • Labour market and other economic conditions 	<p>Rates of unemployment and skills requirements of local employers, opportunities for self-employment.</p>
<ul style="list-style-type: none"> • City resources 	<p>Availability of financial resources for integration actions; changes in budget.</p>
<ul style="list-style-type: none"> • City's political situation 	<p>Political control within city administration; its policies on migration and integration; electoral outlook.</p>
<ul style="list-style-type: none"> • Civil society in the city 	<p>Degree of development of civil society in the city – both migrant-run organisations and others; extent of engagement in municipal decision-making.</p>









About MIXITIES:

MIXITIES was a mutual learning project - running from late 2010 to May 2012 - through which cities found out how they could best deliver their commitments in the EUROCITIES Integrating Cities Charter. MIXITIES explored three themes from the Charter, developing a detailed benchmark of key ingredients and best practice for each of these areas. The benchmarks were then used to assess real experience in European cities in peer reviews.

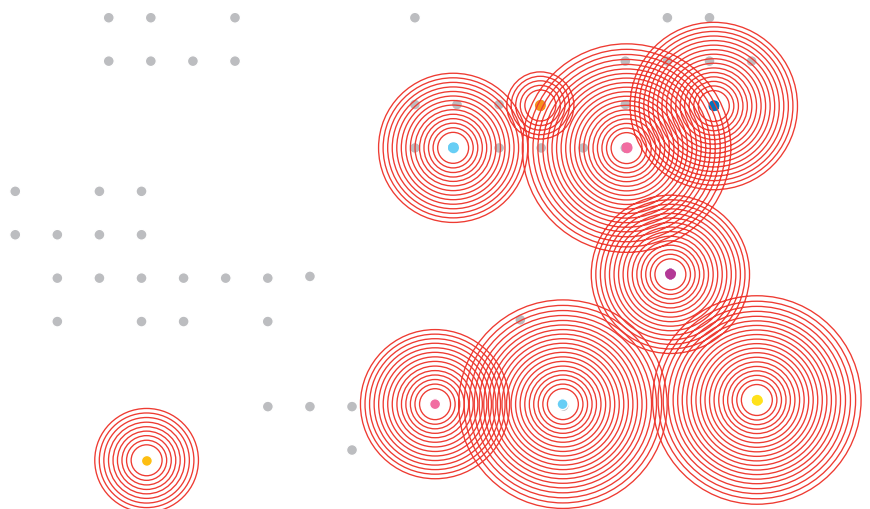
The host city - receiving the peer review visit - learnt about its strengths and weaknesses in this area of integration work by being compared with the benchmark. In addition, piloting the benchmark 'live' in that city gave MIXITIES the opportunity to test, improve and develop it into the toolkits to be used by cities across Europe as effective instruments to put the Charter into practice.

MIXITIES was implemented by a consortium coordinated by EUROCITIES, 16 local authorities from 12 EU Member States as well as expert leaders Berlin Senate for Integration and Migration and MigrationWork CIC.

How do the Integrating Cities toolkits relate to the broader EU context?

The 2011 European Agenda for Integration acknowledges the role of the EU in providing a framework for monitoring, benchmarking and exchanging good practice on migrant integration among the various governance levels. The EUROCITIES toolkits complement the European Modules on Integration.

These toolkits, benchmarks and modules on migrant integration (with those developed in other projects and networks) show the ongoing commitment of many public authorities and NGOs to learn from each other, assessing and improving policies for the integration of migrants in Europe.



Square de Meeûs 1
1000 Brussels
Belgium
Tel.: +32 2 552 08 88
info@eurocities.eu
www.eurocities.eu

