

2012 edition of


Living Together

Projects Promoting Inclusion
in 11 EU Cities

At Home in Europe Project



New York – London – Budapest



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Open Society Foundations Mission Statement

The Open Society Foundations work to build vibrant and tolerant democracies whose governments are accountable to their citizens. Working with local communities in more than 70 countries, the Open Society Foundations support justice and human rights, freedom of expression, and access to public health and education.

Introduction

Living Together: Projects Promoting Inclusion in 11 EU Cities was published in November 2011. At the time of publication it was felt that an annual addition to the guide could be informative and a valuable resource to users. The intention was to create a space and place which would allow for innovative local and national practices that have arisen since the completion of the Open Society Foundations Muslims in EU Cities research to be showcased. Covering 42 pages, this addition to the guide illustrates city and local initiatives that have sought to challenge and resolve inequalities, discrimination, and marginalisation in select cities in Belgium, Denmark, France, Germany, The Netherlands, Sweden and the United Kingdom. Although the original Muslims in EU Cities research focused predominantly on the experiences of Muslims, a majority of the best practices in the *Living Together* guide and in this latest publication relate to initiatives, policies, and projects that seek to help and support socially excluded communities, or address similar issues faced by other groups.

The cities from which the best practices are extracted are Amsterdam, Antwerp, Berlin, Copenhagen, London, Marseille, Paris, Rotterdam and Stockholm. All the cities have relatively recent migration patterns (since the 1960s) giving rise to large second- and third-generation communities, significant Muslim populations and various challenges in relation to changing demographics and communities. A focus on action at the local level allows for a closer examination of the interaction between residents and policymakers and politicians in areas where Muslims and other

minorities form a higher proportion of the population than in the city or state as a whole.

This guide is intended to be a resource for governments, local authorities, policymakers, non-government organisations (NGOs) and charities, with the hope that all readers will be both informed and inspired by the examples of good practice that it presents. Similar to the *Living Together: Projects Promoting Inclusion in 11 EU Cities*, the additional practices highlighted are divided into chapters on identity, belonging and interaction; education; employment and training; housing; health; policing and security; participation and citizenship; and the role of the media. The guide will continue to be annually revised as positive and innovative efforts are identified.

Identity, belonging and interaction

Organisations and initiatives for positive community relations

THREE FAITHS FORUM (3FF), United Kingdom

The mission of the Three Faiths Forum¹ (3FF) is to build lasting relationships between people of all faiths and beliefs. The founders, who set up the forum in 1997, believed that Muslims, Christians and Jews needed to get to know each other better to overcome past tensions and misunderstandings. Today, its remit is to work in the same vein with people of faiths and beliefs.

The Forum aims to create a society where different communities not only coexist, but also work together, enrich and learn from each other, and it works towards making positive social change possible by building new inter-communal relationships. The starting point is that the United Kingdom's diversity provides enormous opportunities, but that people's knowledge often comes from simplistic media reporting, false knowledge, or the transfer of existing prejudices. As a result, communities can and do remain divided, with groups becoming excluded.

3FF runs a variety of interfaith, inter-cultural and inter-communal programmes which include workshops, training and dialogue and works in schools, universities and the wider society. Activities involve teachers, students and young professionals, faith organisations, artists, political leaders and upcoming leaders.

Based in London with 17 staff, the forum is active across the UK and also works internationally to create new models for intercultural cooperation, including in the United States, the EU and the Middle East. 3FF is funded by family foundations, payment for training and workshops, local and national government, and private donors.

MASLAHA, London, United Kingdom

Maslaha, translated from Arabic to mean 'for the common good', is a small charity based in East London that seeks to empower disadvantaged Muslim communities to overcome social inequalities. Based on lived realities, the organisation brings together diverse voices in creative and dynamic ways and works with them to demand and pursue positive change. Maslaha receives funding from the National Health Service, the British Council and a number of private foundations. It currently has one full-time and two part-time staff.

Established as an independent organisation in 2011, Maslaha started as a project of the Young Foundation and continues its strong tradition of social innovation. By combining creativity and entrepreneurship Maslaha identifies and tackles major social needs in areas of education, health, gender inequality, and identity and belonging. In February 2012 Maslaha was recognised as one of Britain's 50 New Radicals, a joint initiative by NESTA and *The Observer* newspaper to find examples of inspirational British

citizens who are improving the lives of people and communities across the country in radical and creative ways.

Among their projects, highlights include award-winning health resources² which address health inequalities in Muslim communities by providing information in a way that resonates with everyday life and thinking. These resources are used by health practitioners and distributed in the community to raise awareness of a specified issue, e.g. how to live a healthy lifestyle if you have diabetes. In education, Maslaha has worked closely with teachers and schools to provide curriculum resources showing the contribution of Islam and Muslims to many subjects.

A pioneering project, I Can Be She, seeks to empower Muslim women and change the ways in which society perceives them. This initiative includes an online resource which explores the role Muslim women have played through history in parallel with the powerful achievements of Muslim female role models today, and a campaign to empower young Muslim women. Other components include an exhibition series and workshops with young people. Maslaha has also produced online and physical exhibitions highlighting the constant influence and sharing of ideas that have occurred between societies and individuals. These exhibitions have been extremely successful and have toured across Europe. Current exhibitions include “Evliya Celebi: The Book of Travels” and “The City Speaks”.

CULTURES OF ISLAM INSTITUTE, Paris, France

The Cultures of Islam Institute³ (*Institut des Cultures d'Islam*) is situated in the heart of the multicultural Goutte d'Or neighbourhood in Paris's 18th *arrondissement*. Founded in 2006 by Bertrand Delanoë, Mayor of Paris, and Daniel Vaillant, mayor of the 18th *arrondissement*, the institute – or ICI, which means “here” in French – is part of an effort to make all Parisians feel

at home in their own city. The ICI is an NGO which offers a space for the diversity of Islamic cultural expressions present in the city of Paris, including those which are still too often perceived as foreign.

By giving space to communities which are not always recognised, the ICI gives visitors the opportunity to discover the variety and richness of Islamic cultures and a better understanding of French Muslims. Through contemporary art exhibitions, live performances, artistic workshops, debates, and Arab classes and festivals, the ICI participates in the construction of a Parisian, French and European Islam.

Operating as a centre of expertise, the institute works in partnership with local associations, universities and other cultural institutions in Paris, the Ile-de-France region, France and other European countries. The ICI also offers a space for worship, funded through private donations, in response to the lack of available space which led to many people having no option but to pray in the streets. In a spirit of openness and modernity, the institute aims to be a space for all, Muslim and non-Muslim, from varied cultures and backgrounds across the *arrondissement* and the wider city of Paris.

Organisations and initiatives for developing positive identities and a sense of belonging

THE PLATFORM FOR ISLAMIC ORGANISATIONS IN RIJNMOND, Rotterdam, the Netherlands

The umbrella organisation, Platform for Islamic Organisations in Rijnmond (Stichting Platform Islamitische Organisaties Rijnmond, SPIOR⁴), was established in 1988. It supports active citizenship and participation, and takes the position that being a Muslim does not preclude being a Dutch

citizen and a Rotterdammer. SPIOR believes that multiple-identity aspects can be a strength in the Rotterdam region.

With over 20 years of experience and links with over 60 Muslim organisations, it is an important intermediary and discussion partner for the Rotterdam municipality and the councils of the city districts. It plays a major role in establishing and maintaining a dialogue between different groups in Rotterdam, and also provides advice, training and practical support to the local Muslim communities. SPIOR works on a variety of topics including education, employment, women's emancipation, forced marriages, discrimination and the social isolation of women.

SPIOR is one of two founding partners of the Rotterdam Centre of Expertise on Diversity which started in 2012.

THE MULTICULTURAL CENTRE, Botkyrka (Stockholm), Sweden

The Multicultural Centre⁵ is a forum and a meeting place for research, documentation, debate and artistic expression relating to migration and social and cultural diversity in Sweden. The centre works for a society where diversity is reflected in the national image and in which migration-related phenomena are naturally included in the Swedish heritage. The centre develops and disseminates knowledge about social and cultural factors that facilitate the creation of long-term sustainable multicultural societies in Botkyrka and Sweden.

The research is concerned with the question of how society has been influenced by migration and is based on the idea that a multicultural society is something more than just people from different cultures and that migration affects everyone, directly or indirectly. The research addresses

issues of how Sweden is changing, given the needs and opportunities created by social and cultural diversity.

The centre's exhibitions and cultural educational activities are staged in Botkyrka in a cultural centre with a lecture hall, cafe and library. The library is one of Sweden's largest specialist libraries with an emphasis on migration, ethnicity, integration, cultural encounters, xenophobia, racism and cultural diversity. The centre, which was founded in 1987 by the municipality of Botkyrka, has been involved in a number of government investigations and evaluations of programmes and policies on multiculturalism and integration.

ANCHORAGES, Marseille, France

Anchorage⁶ (*Ancrages*) is a documentation and resource centre for migration and heritage in the Provence-Alpes-Côte d'Azur (PACA) region. The centre was founded in 2000 and is located in the 15th and 16th *arrondissements* of Marseille. It has a network of researchers and activists who develop and disseminate knowledge about migration and maintains a public archive of collective memories of migrant populations in the PACA region.

Staff and volunteers provide training on cultural management and migration-related topics to teachers, social workers and residents of Marseille and organise exhibitions and events on urban identity.

The centre is a non-profit organisation and is supported by the state, the regional council (*conseil régional*) of PACA, the regional directorate for youth, sport and social cohesion PACA and the general council (*conseil général*) of Bouches-du-Rhône.

Improving the participation and interaction of women

DONA DARIA, Rotterdam, the Netherlands

Dona Daria⁷ is an expertise centre and central point of contact for issues related to emancipation in the Rotterdam area. The centre was founded in 2006, following a merger of various ethnic women's organisations. Dona Daria develops and runs programmes for prevention and behavioural change in areas of health care, social skills, empowerment, education, domestic violence and employment for around 3,000 women (and men) each year.

The expertise centre gives asked and unasked advice to professionals from the local government and civil society, places emancipation on the public and political agenda, offers training for professionals and is responsible for the emancipation network with other organisations in the Rotterdam area. Dona Daria is funded by the municipality of Rotterdam and various foundations and currently has 16 employees and 10 volunteers.

LIFE E.V., Berlin, Germany

LIFE e.V.⁸ works towards gender equality in education and employment. Some projects are focused on the situation of migrant youth and women, many of whom are Muslim. The organisation's main objective is to foster equal opportunities for groups that are affected by education and employment discrimination.

Life e.V. is active in delivering projects in the fields of pre-vocational orientation, vocational support and training, further education, networking

and cooperation, and research and development. The organisation has also developed and is implementing an intersectional diversity training approach in Germany, reconciling religion, gender and sexual orientation.

Current educational projects include Sista-Abla Brotha-Abi (SABA) diversity mentoring in multicultural schools towards equal opportunities in career choice; and „tasteMint!“/“Vitamins“ or “Think electric“, which encourages and supports young women in MINT (Mathematics, Informatics, Natural sciences and Engineering/ Technology) careers. Employment projects include support for migrant women engineers to work in the fields of green and renewable energy and a project where disabled women in employment support marginalised women to enter the labour market.

NEIGHBOURHOOD MOTHERS, Denmark

Neighbourhood Mothers⁹ (*Bydelsmødre*) are a group of ethnic-minority women who support ethnic-minority women in Denmark to get a foothold in Danish society. They reach often very isolated women whom municipal authorities have difficulties establishing contact with. The Neighbourhood Mothers aim to help women help themselves, their children and families in order for them to influence their own and their family's living conditions; they build bridges between the women and the local community and explain about services and possibilities available to them and their families. Importantly, they create a vital network for the women.

There are currently 37 Neighbourhood Mothers groups in Denmark, with six groups in Copenhagen. It is one of four projects financed by the the Foundation of Social Responsibility¹⁰, a non-profit charitable foundation, whose objective is to support activities that promote social responsibility in the civil, private and public sectors. There are currently 350 trained Neighbourhood Mothers who have completed a 14-module course. Each

module is three hours and includes introductions to Danish society and the municipality and covers issues of equality, rights and obligations.

THE KIRAN PROJECT, London, United Kingdom

The Kiran Project¹¹ was set up in 1990 to meet the needs of women and children from black, Asian and ethnic-minority groups (BAMER) experiencing domestic violence and abuse. Since its inception the project has expanded its services to meet the needs of the wider BAMER community and now provides a holistic range of services to its diverse client group. The Kiran Project believes that all women and children have the right to live free from violence and to leave a home or relationship where the risk of such violence exists.

The Kiran Project provides a wide range of services tailored to meet the needs of an increasingly diverse community. It has initiated many strands of work to ensure that effective support is delivered to its users and now also has a resource centre where it provides parenting programmes, training, advocacy, advice and information. The project works closely with schools, colleges, children's centres, and voluntary and statutory agencies.

The services provided by the Kiran Project are provided in a non-judgemental, non-directive form, in a culturally sensitive way, thus empowering women to make their own choices and decisions and to regain control of their lives. The Kiran Project provides safe temporary accommodation to BAMER women and their children and is the only agency of its kind in the London Borough of Waltham Forest.

Interaction through culture and sport

GAM3 – URBAN SPORTS ORGANISATION, Denmark

GAM3's vision is to use urban sports and urban culture to empower youth and prevent conflict and marginalisation at a local and global level. The program is a fusion of different urban sports, dance, urban culture, and is trying to integrate ethnic-minority youth into the community. GAM3¹² (pronounced "game") organises community projects for young people in social housing areas in Denmark and Lebanon.

Seeing how marginalised youth from ethnic minorities could be brought together with Danish youth and find common grounds around basketball and dance, GAM3 turned to the idea of using sports as a vehicle for social change. Through the experiences from working with youngsters who had not already found their way to organised sport clubs, an interest in increasing the development aspects of the activities grew. One current initiative is an English and Arabic basketball project that introduces three levels of empowerment (individual, social and community), with a series of corresponding training themes (leadership, trust, democracy, etc.).

GAM3 was founded in 2002 and in 2010 an indoor facility for street sports, "Street Mekka", opened its doors, in partnership with the City of Copenhagen (Culture and Leisure Administration). GAM3's many projects across Denmark are directed by a volunteer governing body and its headquarters is in Copenhagen. The Danish activities are executed by a big group of basketball and football coaches as well as dance and street fitness instructors and more than 100 volunteers.

Education

Local and regional initiatives

THE YOUNG URBAN MOVEMENT PROJECT, Sweden

YUMP¹³ is a training programme that supports and develops young people with entrepreneurial aspirations to turn business ideas into a concept with high growth potential and then put the ideas into action. The goal is to inspire young people to be in charge of their own future and see entrepreneurship as a serious alternative to employment; create role model entrepreneurs and attract companies to become aware of the, in some cases untapped, potential in their own backyard.

YUMP's target group is young people between the ages of 19 and 29 who mainly come from socially disadvantaged areas in Stockholm, Malmö and Gothenburg. The programme is based on a learning by doing approach and prospective entrepreneurs develop business ideas with the local business communities. The programme is launched every year and lasts for six months.

Ambassadors from YUMP have met thousands of young people and while some YUMP participants have found employment in the business sector, many more have started successful small and medium-sized enterprises.

YUMP is financed by private donors, the business community and the Swedish Agency for Economic and Regional Growth.

Employment and training

Training and employment provision

COPENHAGEN DIVERSITY CHARTER, Copenhagen, Denmark

Copenhagen Diversity Charter¹⁴ (*Københavns Mangfoldighedscharter*) was launched in June 2011 by the Mayor for Integration and Employment. The charter aims to make private enterprises, organisations and civil society commit to diversity in the city and in businesses to increase economic growth and innovation and to improve the quality of life for Copenhageners.

Signatories of the charter agree that diversity is a strength, that everybody should have the chance to participate and that being an involved citizen is everybody's concern. They also commit to making diversity a practice in their businesses/organisations and to contributing towards diversity being seen as an asset in the public debate. Signatories gain access to projects and counsel on how to transform diversity into economic growth.

By 1 January 2012 the charter had been signed by 133 companies and organisations, exceeding the goal of 100. For 2012 the goal is 500 signatories and is likely to be met or exceeded as the number currently stands at 407 (September 2012). A Diversity Board oversees the

implementation of the charter. The board includes CEOs from private businesses, representatives from cultural institutions and the media.

THE ASSOCIATION OF NEW DANES, Denmark

The Association of New Danes¹⁵ (*Foreningen Nydansker*) is an independent, knowledge-based centre for diversity. It works to lower the barriers for ethnic minorities, that is, Danish citizens as well as newly arrived migrants, to the labour market in Denmark. It also works towards making diversity management a natural and valued element in the Danish labour market.

The association currently has over 100 member companies, small, medium-sized and large, from both the public and private sectors, which contribute towards keeping the focus on integration and diversity. Its goal is to encourage more companies to recruit diversely and to implement diversity actively on an everyday basis, within the workplace.

The association, with headquarters in Copenhagen, applies a variety of approaches and methods, including projects, courses, seminars and the provision of advice, with a focus on diversity management, recruitment and retention, mentoring initiatives and cultural encounters. Using its knowledge and experience, the association also seeks to influence and contribute positively to the political agenda in the area of diversity.

The association was established in 1998 by a group of business leaders who wanted to promote inclusion and diversity and utilise untapped potential of qualified candidates of minority origin.

NOVUM, Denmark

Novum¹⁶ is a nationwide association for highly skilled new Danes. The non-profit organisation, founded in 2009, bridges the gap between small and medium-sized enterprises wishing to expand on the global market and the resources that highly educated new Danes in Denmark with a business background can offer.

Novum works on the basis that a highly trained new Dane with roots and networks in the country in which the company wants to expand can contribute to overcoming the challenges with their professional expertise and insight into the home market, business culture and societal norms.

Novum's activities include employment support and advice, courses for highly skilled new Danes and match-making introductory meetings between companies and potential candidates. The organisation also represents highly educated new Danes in political debates on business and growth, contributes to keeping highly educated new Danes in the Danish workforce and to a more nuanced portrayal of highly educated new Danes in Denmark.

YOUTH TRADE UNION, The Netherlands

The Youth Trade Union¹⁷ (*FNV Jong*) is a branch of the largest confederation of unions in the Netherlands (FNV) and currently represents the interests of 170,000 young employees and social benefit claimants under the age of 35.

One of the the union's goals is to lower the high unemployment rate among young people with an ethnic-minority background, both Dutch citizens and newly arrived migrants. A recent study by the union shows that young people with an ethnic-minority background are less confident when they are about to enter the job market. In its efforts to lower the barriers for access to the labour market for young people with such a background, the union also

works towards getting access to and ensuring adequate conditions for internships for young trainees.

The union undertakes advocacy by seeking to influence laws and policies on youth employment at local, regional and national levels. It also carries out research, runs courses and projects for young people and has recently started to recruit new members directly.

KUNSTZ, Antwerp, Belgium

kunstZ⁸ works to promote the participation and inclusion of ethnic minorities in the cultural sector in Antwerp. The non-profit organisation runs an employment scheme and a theatre training programme. Its aim is to enhance ethnic diversity on the Flemish cultural scene, among the audience, on the stage, behind the scenes and at every level of cultural production. The organisation believes that participation in cultural activities significantly stimulates engagement in society as a whole.

kunstZ works on the premise that art has a duty to represent the current state of society. It believes that the art scene in Antwerp is failing to do so because of the high under-representation of ethnic minorities in the performing arts.

It runs an employment scheme for ethnic-minority people who have professional ambitions to work as, for example, actors, dancers, directors, stage technicians and costume designers. Candidates sign up for the programme and are coached by professionals from theatre groups in Flanders. The programme can easily be combined with a day job. Each year kunstZ produces several theatre performances with the candidates, thereby giving them a chance to demonstrate their talents and be spotted by staff from professional theatres.

Employment support for women

KVINFO MENTOR NETWORK, Denmark

The Danish Centre for Information on Gender, Equality and Ethnicity⁹ (KVINFO) set up its first mentor network in Copenhagen in 2002.

It is a programme that pairs up refugee and migrant women with women who are firmly established members of the Danish workforce. Mentor and mentee are matched according to the mentee's educational and professional background and her personal wishes and goals. Built upon mutual respect and trust, the aim of the relationship is to assist the mentee in fully realising her potential, in turn enabling her to progress successfully with her life in Denmark.

Mentors provide advice on job applications, job interviews, workplace culture, reassessment of job possibilities and, crucially, provide access to their professional networks. Networks are essential to gaining a foothold in Danish society; it is estimated that more than 50 per cent of all job openings in Denmark are filled via personal networks.

The mentor network, financed by the Ministry of Social Affairs and Integration, has involved more than 6,000 women since it was set up and currently has 2,800 active members. It operates across Denmark and has inspired the establishment of similar networks in other sectors, and the concept has also been taken up outside Denmark.

Housing

Local housing initiatives and neighbourhood projects

AGORA, Marseille, France

Agora²⁰ (*Centre Social l'Agora*) is a community centre operating in three housing estates and a shared ownership estate in Marseille's 14th *arrondissement*. Founded in 1972 as La Busserine Association for Social and Cultural Activities, it was transformed into a community centre in 2005.

Through a variety of scientific, artistic and social approaches and activities, Agora works to mitigate exclusion, tackle issues of racism and discrimination and change the image of the neighbourhood by transforming the self-image of the residents. Agora's goal is to make residents able to live with dignity and to become strong political citizens, and there is a strong focus on citizenship and participation and ways in which residents can influence local policies.

Current projects include educational activities, including providing tools to overcoming barriers against inclusion in the wider society. Agora holds regular debates and conferences attended by residents from the 14th *arrondissement* and other parts of Marseille and the centre is widely used by

civil society organisations across Marseille to host debates and events. The community centre has a council of young people aged 16-25 years, who among other activities use rap, music and film to create an alternative and more real representation of their reality, as opposed to the reality mainstream media portray.

Agora currently has 300 families that take part in their activities. The centre receives funding from the state (Family Welfare Department), the mayor's office and the regional and general councils.

IMPULS, Amsterdam, the Netherlands

IMPULS²¹ is a community welfare organisation located in the New West District and in two other districts in Amsterdam. The organisation works to combat poverty and improve social justice in local communities. It develops and runs projects in areas of education, employment, health, and identity and belonging. Social workers and other professional staff reach out to the most vulnerable populations, often of migrant origin.

Current projects include child-care centres and Dutch language programmes for children, youngsters and their parents, as many children of ethnic-minority backgrounds in these communities often are one or two years behind in their education. There is a health project to fight obesity in youth, in collaboration with local sports organisations, hospitals and with the involvement of parents, as well as access-to-employment schemes for youngsters aged 16-21.

“Memories of migration” is an initiative where parents are actively encouraged to tell their migrant history to their children with a view to accepting, embracing and being proud of their individual and collective histories. A recent initiative is the Fathers' Project, where fathers and other

men come together. However, challenges remain to recruit more native Dutch men to this group.

IMPULS is financed by government funding, grants and, increasingly, from local businesses as well as large corporations and banks. The private business sector is gradually becoming interested in contributing financially to social justice issues. This funding source is important as the current government has decreased funding for social inclusion work and welfare projects.

Policing and security

Collection of data and statistics

THE ANTI-DISCRIMINATION BUREAU, Stockholm, Sweden

The Anti-discrimination Bureau Stockholm²² (*Antidiskrimineringsbyrån*) was established in 2003. It operates in Greater Stockholm and is financed by the Swedish Youth Board²³. The bureau is run by SIOS²⁴, the Cooperation Group for Ethnic Associations in Sweden, and works on all grounds of discrimination: ethnicity, religion or belief, gender, sexual orientation, gender identity, disability and age. It currently has two staff, interns and volunteers.

The bureau documents about 120 cases per year and offers legal advice to individuals who experience discrimination. The service is confidential and free of charge. Most cases are based on ethnic discrimination in the workplace, in the health-care system and in housing, and the bureau takes action on some cases, for example in the form of mediation.

The bureau also provides educational sessions and information activities on anti-discrimination law, policies and measures to NGOs, schools, municipality employees and politicians as well as businesses. In addition, it

carries out studies, gives legal opinions to the government and collaborates with the Equality Ombudsman²⁵ in Sweden and the Citizens Advice Bureau.

The Anti-discrimination Bureau is part of a network of NGOs in the Stockholm area which does advocacy work in an effort to influence local policy- and decision-makers to change policies and laws to mitigate discrimination, for example by making schools in the area include anti-discrimination lessons in the curriculum.

RADAR ANTI-DISCRIMINATION AGENCY, The Netherlands

RADAR²⁶ Anti-discrimination Agency (*Anti Discriminatie Raad*, RADAR) was founded in Rotterdam in 1983 as one of the first local anti-discrimination agencies in the Netherlands. The agency operates in the regions of Rotterdam-Rijnmond (Rotterdam), Zuid-Holland-Zuid (Dordrecht), Midden- and West-Brabant (Breda) and Brabant-Noord ('s Hertogenbosch).

It undertakes research, analysis and reporting to promote equality and combat discrimination. Its research on structural forms of discrimination includes the police and justice systems as well as education and employment. RADAR also gives advice and support to citizens who wish to file discrimination complaints.

In addition, it monitors discrimination cases, using compiled data to identify key issues and inform recommendations. RADAR has a large portfolio of workshops and training courses on empowerment and how to deal with discrimination in the private, public and professional spheres.

THE COMPLAINTS BUREAU
FOR DISCRIMINATION AMSTERDAM REGION,
Amsterdam, the Netherlands

The Complaints Bureau for Discrimination Amsterdam Region (Meldpunt Discriminatie Regio Amsterdam²⁷, MDRA) applies various approaches and methods to combat and prevent discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation.

The bureau handles, refers and documents individual cases in areas of education, employment, housing, provision of goods or services, and also deals with cases of hate crime. People can lodge their complaints by email, phone or in person and the bureau takes action on some individual cases, for example by mediation between parties. Information about the bureau is available from its website and leaflets which are distributed in social centres, schools, libraries, municipal offices and neighbourhood centres.

The bureau also develops and delivers training on discrimination law and anti-discrimination measures to schools, companies and institutions. The bureau has developed a project, “Respect”, with two schools in Amsterdam involving 50 pupils in which volunteers from the gay, black and Jewish communities presented their cases of discrimination, which resulted in a film produced by the pupils. The bureau also works to tackle structural discrimination in the educational sector by equipping schools to deal with complaints. With the business sector the bureau encourages and facilitates codes of conduct with a view to having a proper discrimination policy implemented in the workplace.

The bureau also conducts research, for example on hate crimes, where it has developed a system with the police and the public prosecutor to systematically register cases of hate crimes in public spaces. It also advises various government bodies on its position on discrimination. The bureau currently has seven staff and one volunteer.

THE COMPLAINTS CENTRE FOR DISCRIMINATION – ANTWERP, Antwerp, Belgium

The Complaints Centre for Discrimination – Antwerp²⁸ (*Meldpunt Discriminatie Antwerpen*) was set up in 2008 in the Ombudsman's office in Antwerp. The centre handles individual cases of discrimination, including through its hotline service, conducts training on discrimination and provides information and advice to residents, local civil society organisations, city institutions and businesses.

Individuals in Antwerp and the surrounding region of Flanders can file their complaints in person, by phone or by using the hotline service set up to encourage people to report cases of discrimination. The rate for reporting cases of discrimination among young men of migrant origin is currently very low.

Most complaints are based on race, disability, age, sexual orientation and faith. The centre takes action on some cases by mediating between parties, in particular in areas of employment and housing. When discrimination cases go to court, the bureau refers the case to the Centre for Equal Opportunities and Opposition to Racism²⁹, the Belgian equality body.

The centre is prominent in rural areas of Flanders and works with local organisations and the local press to encourage residents to report cases of discrimination. The centre also conducts training on discrimination to local NGOs, private businesses and the police, and is part of various networks to combat discrimination in the Antwerp area. The bureau currently employs two staff.

NETWORK AGAINST DISCRIMINATION OF MUSLIMS, Berlin, Germany

The Network against Discrimination of Muslims³⁰ (*Netzwerk gegen Diskriminierung von Muslimen*) was set up by the non-governmental organisation Inssan in partnership with the ADNB, a legal advice centre in 2010. Its aim is to document and combat discrimination against Muslims in the Berlin area. The network currently has 16 members, including Muslim organisations, mosques and other civil society organisations.

The network documents cases, provides advice and empowerment programmes to individuals and groups, conducts training on anti-discrimination and does advocacy work. The network has documented and analysed more than 250 cases, a majority of which are in the educational and employment sector. It has demonstrated that young Muslim women, wearing the veil and about to access the labour market, face more discrimination than other groups.

A major activity of the network is empowerment programmes for Muslims to fight discrimination. Trained instructors hold events where people are encouraged to talk about their experiences of discrimination, laws and policies are explained and applied to individual cases, and concrete ways of taking a discrimination case forward are discussed. New empowerment strategies are also being discussed, including using interactive methods such as theatre and films. The network reaches out to Muslim communities by disseminating brochures and posters in mosques and has its own website and Facebook page.

Members of the network also advocate for change, for example in laws, company policies and school curricula, by making efforts to influence national and local decision- and policymakers as well as the business sector. The network is financed by the Berlin Commission for Integration and private foundations.

MOVEMENT AGAINST RACISM AND FOR FRIENDSHIP BETWEEN PEOPLE, Marseille Branch, Marseille, France

Founded in 1949 on the principles of liberty, equality and fraternity, the Movement Against Racism and for Friendship Between People (MRAP-13³¹) is an NGO which uses a variety of approaches and tools in its fight against racism. MRAP-13 is the regional (Bouches-du-Rhône) branch of the nationwide NGO and is based in Marseille. It offers legal aid, sign-posting, support and in some cases legal representation to individuals seeking redress against discrimination.

MRAP-13 receives 700–1,000 complaints per year (it often refers cases to other agencies), and had 40 successful cases in 2011. Current activities focus on combating discriminatory practices in education, employment and in policing and security, with a particular focus in recent years on the Roma community in the region.

In addition to combating racism in the Marseille region, MRAP-13's other goal is to increase awareness of discriminatory practices. To meet that goal, it undertakes educational activities in schools, organises demonstrations and carries out seminars and trainings to professionals, the public sector and the business community. The branch has also put efforts into encouraging dialogue and reducing tensions between Marseille's different minority communities. Many activities are undertaken in partnership with other local NGOs, regional collectives, and national and European networks.

MRAP-13 is funded by local authorities, the regional council and the state. There are four staff and 12 volunteers.

Participation and Citizenship

Promoting participation in civil society

UPRISING, United Kingdom

The mission of UpRising³² is to open pathways to leadership for talented young adults aged 19–25 from diverse backgrounds to be future leaders in an increasingly diverse United Kingdom and a globalised world.

UpRising's leadership programme is designed to create future leaders in politics and public life by developing the United Kingdom's next generation of public and community leaders. It aims to equip young people with the life skills, knowledge, networks, confidence and power to transform their communities and the country for the better and to bring about a substantial shift in power.

Participants (UpRisers) receive tailored support and assistance, including from leading journalists, politicians and activists, and they also support each other as peers. In addition, a mentorship component matches UpRisers with successful professional leaders in their chosen fields, ranging from the voluntary sector and politics to the arts, business, human rights and advocacy.

Exit interviews carried out in June 2012 showed that 97 per cent of UpRisers now recognise themselves as leaders, with 99 per cent believing that they have the power and skills to change issues that affect them and their local community. Some UpRisers go on to lobby successfully for legislation change and start their own social enterprises, and are being elected to local government.

UpRising runs programmes in London, Birmingham, Manchester and Bedford and currently employs 10 staff in its London-based office. Funding comes from a range of individuals and organisations in the United Kingdom.

ENGAGE IN CPH, Copenhagen, Denmark

Engage in CPH³³ (*Bland dig i byen*) is a diversity programme (2011–2014) designed as a catalyst for the City of Copenhagen's Inclusion Policy and vision for the city: to become the most inclusive major city in Europe by 2015 measured on the Intercultural Cities Index³⁴.

Engage in CPH seeks to engage the city and put the policy of inclusion into practice through a number of initiatives with the common goal of making Copenhagen into an open and welcoming city; it is an invitation to all Copenhageners to interact with their fellow citizens. The goal of Engage in CPH is for Copenhagen to be a city where individual citizens, neighbours and the city officials trust each other, where discrimination is combatted and where everybody feels recognised and treated as an equal.

Engage in CPH is aimed at transforming the diversity of Copenhagen into economic growth and a good quality of life. Three pillars make up the framework of Engage in CPH: the municipality pillar which promotes and communicates the notion of equality of service within the administration of the City of Copenhagen; the stakeholder pillar which establishes partnerships

and provides counsel to businesses, associations and organisations on how to use diversity to make growth; and the citizen pillar which engages all Copenhageners in dialogue across differences and seeks to combat discrimination of any kind.

Promoting political participation

CONSULTATION PROJECT WITH MINORITIES, Antwerp

In 2010, the City of Antwerp asked Minderhedenforum³⁵ to set up a local branch to facilitate contacts and organise consultations with the federations of ethnic cultural minorities in Antwerp. The local forum staff members focus mainly on strengthening cooperation between the federations, establishing and supporting links with other organisations and developing policy advice on local government, in close cooperation with the federations.

Goals include expanding and diversifying the existing networks; establishing links between federations of ethnic cultural minorities and other organisations, encouraging participation in local government policy with a particular focus on the municipal elections in October 2012 and organising training sessions on democracy, participation and policy issues relating to local government.

The project is part of the City of Antwerp's Diversity Plan³⁶ (2011–2014). The plan aims to motivate Antwerp's minorities, strengthen the feelings of togetherness among the citizens of Antwerp and guarantee fundamental rights to minorities.

Examples of civil society organisations and campaigns

THE DANISH-ETHNIC YOUTH COUNCIL, Denmark

The Danish-Ethnic Youth Council³⁷ (*Ny-Dansk Ungdomsråd*) was set up in 2010 by the Danish Youth Council³⁸ and the Ministry of Social Affairs and Integration.

The Danish-Ethnic Youth Council works towards engaging young people with different cultural backgrounds in Danish society and to give a voice to ethnic-minority youth. The council works towards ensuring greater participation in the societal debate and in the voluntary organisations, so important to Danish society.

The council has free hands to plan and participate in activities concerning subjects related to integration, citizenship and engagement in democratic society. Within this framework the council plans activities that aim at furthering participation in community building in Denmark and functions as an adviser for municipalities, ministries and companies on integration, citizenship and engagement in democratic society. The council consists of 14 young people and members are elected for a period of one year.

A major project, “Our Country – Our Election³⁹”, was a campaign to create awareness about the importance of voting. The council made efforts to increase the voter turnout of young new Danes and was successful in reaching out to neighbourhoods with a high concentration of young new Danes, ahead of the general election in September 2011. The council plans a similar campaign in preparation for the 2013 municipal elections in Denmark.

The Role of the Media

Media for minority groups

ECHOS D'ORIENT, Marseille, France

Echos d'Orient⁴⁰ is a free magazine and website in the Provence-Alpes-Côtes d'Azur (PACA) region. The magazine, whose target readership is the PACA region's minority populations, prints 30,000 copies every two months and it is distributed in shops, restaurants, cafés and libraries.

Echos d'Orient aims to mitigate discrimination of minorities by creating a more positive image and counter mainstream media's often very negative portrayal of ethnic minorities. It offers a more realistic and positive picture of minority groups and promotes the idea of diverse groups living together.

The magazine particularly targets young people and had a feature on a mobilisation campaign by young people, for young people in connection with the May 2012 French presidential election.

Echos d'Orient began in 2008, has 10 freelance staff and is financed by the funds it receives from advertising.

Media by minority groups: improving inclusion and participation

MIRA MEDIA, The Netherlands

Mira Media⁴¹ is the Dutch national centre of expertise on media and diversity. It was founded in 1986 by the major national migrant organisations in the Netherlands. Mira Media supports migrants in obtaining an equal voice in the public media debates and it supports local multicultural communities in using media as an important instrument to improve intercultural dialogue, social cohesion and citizenship in their neighbourhoods.

Mira Media seeks to achieve its goals by acting as mediator between migrant communities and the mainstream media and it encourages migrants in active media participation, by facilitating media training, maintaining a digital news platform, producing a yearly national newspaper and supporting the development of migrant organisations⁴² own media strategies.

Mira Media also develops and supports intercultural media tools and methods in cooperation with local migrant organisations, local authorities and neighbourhood organisations, which help to improve intercultural communication and dialogue between different ethnic communities and generations and which help to improve the negative image of multicultural neighbourhoods vis-a-vis other local communities⁴³.

Mira Media is the initiator and coordinator of the European Tuning into Diversity network⁴⁴ and is coordinating a range of successful transnational projects in the fields of media and diversity.

Notes

¹ See www.3ff.org.uk

² See <http://www.maslaha.org/about/whats-happening/>

³ See <http://www.institut-cultures-islam.org/ici/l-institut-des-cultures-d-islam>

⁴ See <http://www.spior.nl/>

⁵ See <http://mkc.botkyrka.se/welcome>

⁶ See <http://ancrages.org/>

⁷ See <http://www.donadaria.nl/>

⁸ See <http://www.life-online.de/>

⁹ See www.bydelsmor.dk

¹⁰ See www.socialtansvar.dk

¹¹ See <http://www.kiranproject.org.uk/>

¹² See <http://gam3.dk/>

¹³ See www.yumpnow.com

¹⁴ See <http://www.blanddigibyen.dk/files/2011/06/Copenhagen-Diversity-Charter.pdf>

¹⁵ See <http://www.foreningen-nydansker.dk/site/who-we-are>

¹⁶ See <http://www.novum-net.dk/?q=node/165>

¹⁷ See www.fnvjong.nl

¹⁸ See <http://www.kunstz.be/kunstz/>

¹⁹ See <http://www.kvinfo.dk/side/1002/>

²⁰ See <http://csagora.fr/>

²¹ See www.impuls.nl

- ²² See <http://www.adb-stockholm.org/page7.html>
- ²³ See http://www.ungdomsstyrelsen.se/english_main/0,2693,,00.html
- ²⁴ See <http://www.sios.org/>
- ²⁵ See <http://www.do.se/en/About-the-Equality-Ombudsman-/>
- ²⁶ See www.radar.nl
- ²⁷ See www.mdra.nl
- ²⁸ See <http://www.antwerpen.be/eCache/ABE/80/21/884.Y29udGV4dDo4MDMzODc2.html>
- ²⁹ See <http://www.diversiteit.be/?setLanguage=3>
- ³⁰ See www.netzwerkdiskriminierung.de/
- ³¹ See <http://mrap13.org/>
- ³² See <http://uprising.org.uk/>
- ³³ <http://www.blanddigibyen.dk/files/2011/05/Engage-in-CPH-2012-Booklet.pdf>
- ³⁴ See http://www.coe.int/t/dg4/cultureheritage/culture/cities/newsletter/newsletter11/newsletter11index_EN.asp
- ³⁵ See www.minderhedenforum.be
- ³⁶ See <http://www.antwerpen.be/>
- ³⁷ See http://duf.dk/maerkesager/medborgerskab/ny_dansk_ungdomsraad/in_english/
- ³⁸ See <http://duf.dk/english/>
- ³⁹ See http://duf.dk/maerkesager/medborgerskab/ny_dansk_ungdomsraad/vores_lan_d_vores_valg/
- ⁴⁰ See <http://www.echosdorient.com/>
- ⁴¹ See www.miramedia.nl
- ⁴² For more information see Media4us: www.wereldjournalisten.nl
- ⁴³ For more information see Media4me: www.media4me.org
- ⁴⁴ See www.tuningintodiversity.eu

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