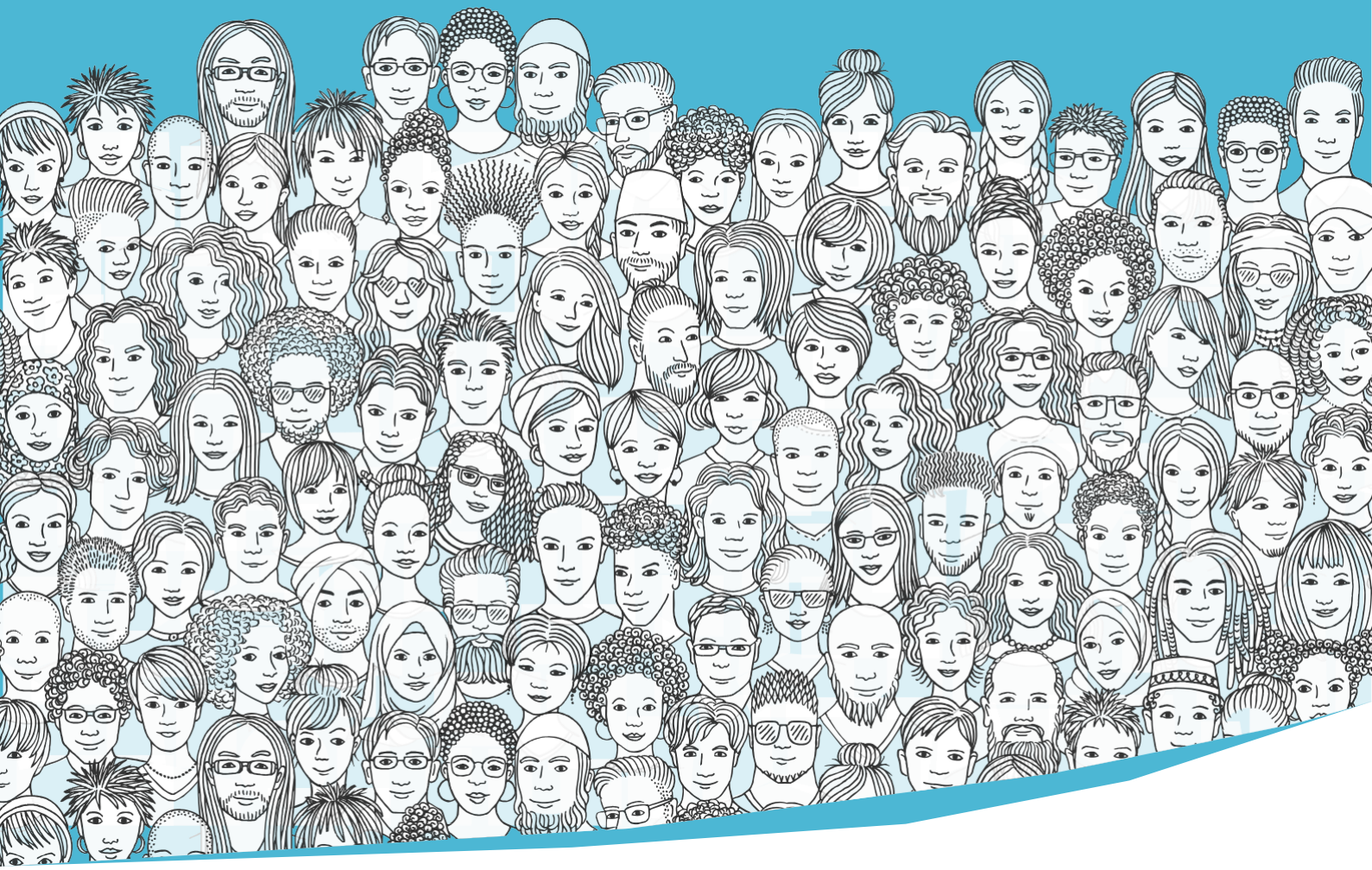
SELF-CHECK
WORLD-OPEN CITIES & COMMUNITIES

OBJECTIVES AND THEIR INDICATORS



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SELF-CHECK for WORLD-OPEN CITIES & COMMUNITIES: OBJECTIVES AND THEIR INDICATORS

Guiding Theme

We understand the following as the guiding theme for world-open cities & communities' self-check:

World-open cities and communities proactively promote culture and policies that enable and promote a sense of belonging to the local community on the part of all residents and acceptance of diversity in the community regardless of origin, ideology or religion.

PURPOSE

This self-check provides municipalities in Germany with an instrument that supports them in shaping and developing their integration and diversity work. Specifically, municipalities can use the self-check to

- **assess the current situation** in key action areas within their local integration and diversity work.
- further develop their municipal **integration and diversity work** within the framework of moderated dialogues, based on the results of the assessment.
- send a **clear signal**, not least against racism and other forms of discrimination, by positioning themselves as "world-open cities & communities".

What added value does the self-check contribute?

- While the issue of housing and integration of refugees has been the focus of municipal efforts since 2015, it is now a matter of developing or enhancing a **broad and at the same time inclusive approach to municipal integration and diversity work**, shifting to regular operations and approaching a holistic welcoming approach. In this process, the self-check can offer **support and orientation to** community actors.
- In particular, the self-check can be a starting point for actors at the municipal level to agree on a **common position and on future goals and measures** on the path to a world-open city & community. This **facilitates cooperation among** actors and **enables them to** use **resources in a more targeted manner.**
- The self-check can **supplement and aid the practical implementation of other initiatives and programmes** (e.g. state integration programmes, municipal initiatives to meet global sustainability goals).

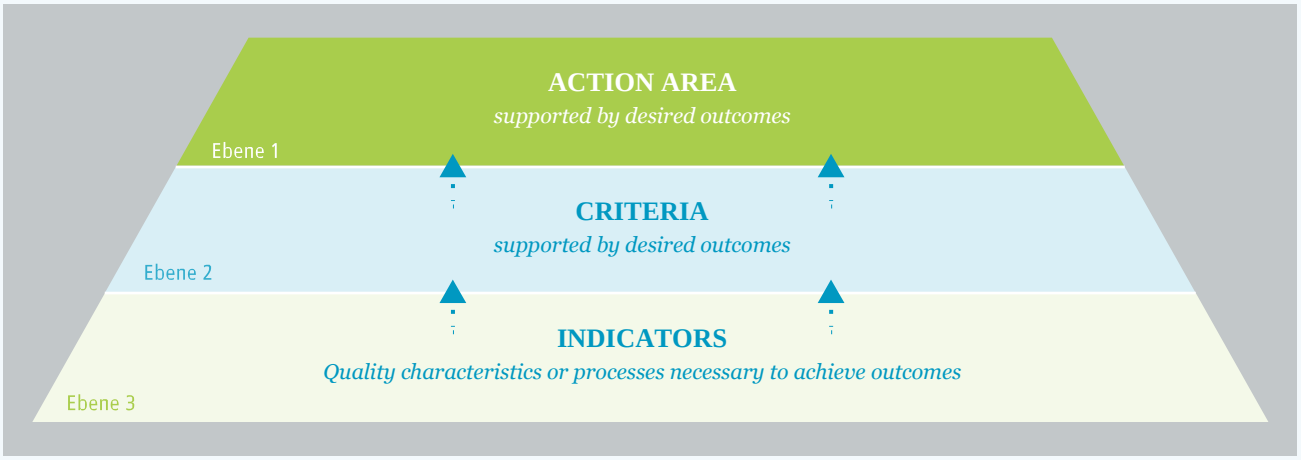
What is the self-check not suitable for?

- The self-check **does not** provide municipalities with a **"panacea"** for successful integration and diversity work.
- The self-check **does not** lead **to certification** as a world-open city & community, and there is **no independent** external **assessment**.

APPROACH AND SCOPE

This tool kit for taking stock is structured in such a way that it comprises seven key **action areas for** municipal integration and diversity work (level 1), which reflect both thematic-sectoral and cross-sectional topics. Each action area comprises several **criteria** that reflect essential dimensions of municipal integration and diversity work within that action area (level 2). The action area and its criteria are each assigned outcomes. These provide a picture of what the ideal result of successful integration and diversity work in a world-open city & community can look like. Several **indicators** are listed for each criterion (level 3). The indicators describe primarily processes (sometimes also quality characteristics) that must take place in order to achieve the desired outcomes.

Structure of objectives and their indicators



Action areas addressed by Objective and indicators

This self-check applies to activities and processes that are either **largely within the sphere of influence of local policymakers and administration** or can at least be suggested, initiated or supported by actors involved in policymaking and administration as well as other local actors. Furthermore, this self-check is designed in such a way that it can be used **for all types of municipalities in Germany.**

It can be used for **ongoing self-assessment** - regardless of where a municipality currently stands. If the enhancement of integration and diversity policy is understood as an **ongoing process**, it quickly becomes clear that a community will never be “finished" and will never achieve an ideal state of openness. Similarly, in view of the heterogeneity of municipal realities, there is also no one ideal path to a world-open city & community. Rather, the present set of objectives and indicators shows typical ways and areas where a world-open city & community can proactively work towards living together in diversity.

EXPLANATIONS OF TERMS

The following terms are used frequently in this set of objectives and indicators. We base our understanding on the following:

All residents

By this we mean all people living in the community, regardless of their origin, ideology or religion.

Community

In these objectives and indicators, we use the term community when we refer to a territorial unit, i.e. a place. This includes cities, districts and townships.

Local actors

Among local actors on the ground, we include all local actors who can be engaged with and help shape local integration and diversity work (or the respective action area). This includes actors in policymaking and administration as well as those from civil society and the local economy.

World-open city & community

By world-open, we mean an attitude which, in the sense of our guiding theme, aims to positively shape and promote living together in diversity regardless of origin, ideology or religion and foster the sense of belonging among all residents to the local community.

People with an immigration history

In contrast to the term "all residents", this explicitly refers to persons who have immigrated to Germany or who are descendants of persons who have immigrated to Germany. We use this term in the same sense as the statistical definition of *people with a migration background* (i.e. to describe people who either live in Germany with foreign citizenship, are naturalized Germans or are children born in Germany with a German passport, where the migration background is derived from at least one parent).

Intercultural thinking and acting

By intercultural thinking and acting we mean the ability of people to interact satisfactorily with people of different origins, worldviews and religions. Important prerequisites include emotional competence and sensitivity.

Social Development Goals (SDGs)

The United Nations Agenda 2030 with 17 goals and 169 sub-goals for sustainable development was adopted in September 2015. Since then, many countries around the world have developed and enhanced their national sustainability strategies with regard to SDGs, including the Federal Republic of Germany. The SDGs are also important at the municipal level. For example, SDGs deal with global responsibility. These objectives and their indicators aim to build on this and address this aspect in Action Area V.
General information on SDGs can be found at *https://sustainabledevelopment.un.org* and with a special focus on German municipalities at www.monitor-nachhaltige-kommune.de.

Diversity

In the context of these objectives and their indicators, we do not take into account all the many dimensions of diversity, but rather focus on the dimensions of origin, worldview and religion.

Racism

Racism is a doctrine or ideology that divides people into supposedly homogeneous groups according to the colour of their skin, biological, religious or cultural characteristics, and ascribes to them unchangeable "characteristics and traits" and, based on those, declares some “superior” and others “inferior.” Racist acts intend to or have the effect of denigrating people because of those (partly ascribed) characteristics and thus such acts impair their equal participation in the community. Racism contradicts the principle of the "inviolability of human dignity" (Article 1 of the Basic Law) and the principle of equality (Article 3 of the Basic Law).

ACTION AREAS AND CRITERIA AT A GLANCE

The following overview presents in brief the seven action areas of a world-open city & community. An overarching goal is formulated for each action area, which in turn is specified in the criteria listed below it. The action areas are not listed in any particular order.

ACTION AREA 1 MANAGEMENT AND CONTROL

In a world-open city & community, promoting and enhancing a welcoming approach is firmly anchored and clearly communicated as a management and directing task.

In a world-open city & community…

- structures and processes for managing municipal integration and diversity work are clearly defined and managed.
- the issue of a welcoming approach is of great importance in policymaking and
- administration.
  Decision-makers in policymaking and administration understand and communicate the promotion and enhancement of welcoming policies as a management task.
- the effects of community integration and diversity work can be tracked by means of data-based monitoring.

ACTION AREA 2 FAIR ACCESS AND OPPORTUNITIES FOR PARTICIPATION

In a world-open city & community, all residents have fair access to the offerings and services available in the community and can thus participate in community life.

In a world-open city & community…

- all residents have access to offerings and services available in cores areas of community life (e.g. education, language, work and training, housing, health and health care, transportation, culture and sports, safety and justice).
- People newly arrived are given orientation about offerings and services in the community relevant to them.

ACTION AREA 3 LABOUR AND ECONOMIC DEVELOPMENT

A world-open city & community recognises the contributions of all residents to local economic development and utilizes the diverse potential of all residents.

In a world-open city & community...

- its welcoming approach is recognised as a local advantage and actively utilized in economic development.
- relevant labour market actors recognise and make use of the diverse potential of all residents for economic development.
- relevant labour market actors think and act with intercultural competence in their everyday work.
- there is a strong economy involving people with an immigration history, which is satisfactorily integrated into municipal/regional economic circuits.

ACTION AREA 4 INTERCULTURAL OPENNESS AND ANTI-RACISM

In a world-open city & community, intercultural openness is successfully implemented by local actors within their institutions.

In a world-open city & community...

- intercultural thinking and action are firmly anchored in policymaking and
- administration.

  Intercultural thinking and action are firmly anchored in the institutions or committees of other local actors.
- people with an immigration history are sufficiently represented as employees or functionaries in policymaking and administration.
- people with an immigration history are sufficiently represented as employees or functionaries in institutions or committees of other relevant local actors.
- racism in policymaking and administration is actively combated.
- racism is actively combated in the institutions and committees of other relevant local actors and in the public sphere.

ACTION AREA 5 ENGAGEMENT AND PARTICIPATION

In a world-open city & community there is a strong culture of engagement and participation, which strengthens the residents' assumption of responsibility for living together in diversity.

In a world-open city & community...

- there are good basic conditions so that all residents are engaged in living together in diversity regardless of origin, culture, worldview or religion.
- people with an immigration history are satisfactorily involved in local political processes.
- local actors assume global responsibility.

ACTION AREA 6 SOLIDARITY AND COMING TOGETHER

In a world-open city & community, residents of different origins, cultures, world views and religions respect and value each other and stand up for each other.

In a world-open city & community...

- public spaces and community facilities are designed to enable residents of different origins, cultures, ideologies and religions to come together and feel safe.
- residents think and act with intercultural competence.
- residents appreciate diversity regardless of origin or culture, worldview or religion and actively work to ensure that this is realized.

ACTION AREA 7 COMMUNICATION AND CONFLICT MANAGEMENT

In a world-open city & community, all residents feel informed, heard and safe.

In a world-open city & community...

- structures have been established that enable a dialogue with and among all residents regardless of origin, culture, worldview or religion.
- all residents are provided with information that takes into account their linguistic and cultural needs.
- The media discourse supports the understanding that all residents can live together respectfully and feel safe.
- satisfactory management of intercultural, interreligious and racial conflicts helps all residents feel safe.

ACTION AREA 1
MANAGEMENT AND CONTROL

OBJECTIVE: In a world-open city & community, promoting and enhancing a welcoming approach is firmly anchored and clearly communicated as a management and guiding task.

CRITERION 1.1	**In a world-open city & community, structures and processes are clearly defined and managed to guide municipal integration and diversity work.**
INDICATORS 1.1	**Actors involved in policymaking and administration ...** ... have **defined** an **understanding of openness to the world within the community** with the participation of those in the community with local responsibility (e.g. in the form of a model for integration/diversity). ... have **defined a concept for guiding integration and diversity work**, which defines responsibilities (e.g. integration/diversity, anti-discrimination concept). ... have backed up the concept with a **concrete action plan.** ... have provided the **concept with** (financial/personnel) **resources**. ... **develop** the **concept further** if necessary.
CRITERION 1.2	**In a world-open city & community, great value is placed on welcoming policies by policy makers and administrators.**
INDICATORS 1.2	Within the administration there is an **office that coordinates** municipal integration and diversity work (e.g. integration officer, integration office, municipal integration centre or the like). The coordinating office has **sufficient personnel and financial resources** to implement and enhance its concept of community integration and diversity work. The coordinating office incorporates the **interests and perspectives of other** relevant **local actors** in its work. The work of the coordinating office results in the **implementation of specific activities to promote openness to the world within** the municipality.

CRITERION 1.3	**In a world-open city & community, decision-makers in policy making and administration understand and communicate the promotion and development of welcoming policies as a management task.**
INDICATORS 1.3	**Decision-makers in policymaking and administration (e.g. in the city council, district council and administrative boards)...** ... regularly **address issues of welcoming policies** in working meetings. ... project a welcoming **attitude** (e.g. through the visible positioning of diversity and diversity issues, through a clear commitment against racism)
CRITERION 1.4	**In a world-open city & community, the effects of municipal integration and diversity work can be tracked by means of data-based monitoring.**
INDICATORS 1.4	**actors in policy making and administration...** ... **develop** a **concept** for **data-based integration and diversity monitoring with the participation of other relevant local actors**. ... utilize the monitoring system to **document** community integration and diversity work. ... utilize the monitoring system **to enhance** community integration and diversity work.

ACTION AREA 2 FAIR ACCESS AND OPPORTUNITIES FOR PARTICIPATION

OBJECTIVE: In a world-open city & community, all residents have fair access to the community's offerings and services and can thus participate in community life.

CRITERION 2.1	**In a world-open city & community, all residents have access to offerings and services in core areas of community life** (e.g. education, language, work and training, housing, health and health care, transport, culture and sports, safety and justice)**.**
INDICATORS 2.1	Actors in policy making and administration and relevant actors from core areas of community life **identify barriers to access** to offerings and services. Actors in policy making and administration and relevant actors from core areas of the community **develop measures to reduce existing access barriers**. Responsible actors from core areas of the community **implement the measures developed** accordingly.
CRITERION 2.2	**In a world-open city & community, newcomers are provided orientation about relevant offerings and services in the community.**
INDICATORS 2.2	Actors in policy making and administration and other relevant local actors **develop measures that provide newcomers with orientation** about offerings and services relevant to them (e.g. providing comprehensive and comprehensible information, bundling of responsibilities, central contact points such as welcome centres). Local players **implement the measures developed** accordingly.

ACTION AREA 3
LABOUR AND ECONOMIC DEVELOPMENT

OBJECTIVE: A world-open city & community recognises the contribution of all residents to local economic development and utilizes the diverse potential of all residents.

CRITERION 3.1	**In a world-open city & community, its welcoming policies are recognised as a local* advantage and actively used for economic development.**
INDICATORS 3.1	**Actors in policy making and administration and relevant labour market actors ...** ... **identify opportunities and challenges** to a welcoming approach in economic development. ... **develop measures** to use their welcoming policies as a local advantage and to meet the associated challenges (e.g. by positioning the municipality as a welcoming business location when recruiting skilled workers and companies). ... **implement the developed measures** accordingly.
CRITERION 3.2	**In a world open city & community, relevant labour market players recognise and utilise the diverse potential of all residents for economic development.**
INDICATORS 3.2	**Actors in policy making and administration ...** ... **raise awareness among** relevant local labour market players **of the added value** that utilizing the diverse potential of all residents can provide. ... and relevant labour market actors develop **measures to make better use of** the **diverse potential of all residents**. ... and relevant labour market actors **implement the measures developed** accordingly.

CRITERION 3.3	**In a world-open city & community, relevant labour market players think and act with intercultural competence in their everyday work.**
INDICATORS 3.3	**Actors in policy making and administration ...** ... **raise awareness among** relevant local labour market actors **of the opportunities** that derive from anchoring intercultural thinking and action in the world of work. ... and relevant labour market actors **develop measures** to anchor intercultural thinking and acting in the world of work (e.g. intercultural training and qualification measures). ... and relevant labour market actors **implement the measures developed** accordingly.
CRITERION 3.4	**In a world-open city & community there is a strong economy involving people with an immigration history, which is satisfactorily integrated into municipal/regional economic circuits.**
INDICATORS 3.4	Actors in policy making and administration design local/regional **instruments of economic development** (e.g. business start-up consulting) in such a way that they can support people with an immigration history and their companies in line with their needs. **People with an immigration history** and their companies make **use of appropriate instruments** of economic development. Actors in policy making and administration and representatives of local business promote **networking and cooperation** between migrant and non-migrant business communities.

ACTION AREA 4
INTERCULTURAL OPENNESS AND ANTI-RACISM

OBJECTIVE: In a world-open city & community, intercultural openness is successfully implemented in the institutions and committees of local actors.

CRITERION 4.1	**In a world-open city & community, intercultural thinking and acting are firmly anchored in policy making and administration.**
INDICATORS 4.1	**Actors involved in policy making and administration ...** ... **raise awareness among their employees** at all levels of the added value that intercultural thinking and action can contribute in their area of responsibility. ... **develop measures to** promote intercultural thinking and acting in their area of responsibility (e.g. through training and continuing education). ... **implement the measures developed** within their area of responsibility.
CRITERION 4.2	**In a world-open city & community, intercultural thinking and acting are firmly anchored in institutions or committees of other relevant local actors.**
INDICATORS 4.2	Actors involved in policy making and administration **raise awareness among other relevant local actors** of the added value that intercultural thinking and action can bring to their institutions or committees. Actors involved in policy making and administration and other relevant actors in their area develop **measures to promote intercultural thinking and action in their institutions or committees** (e.g. through training and continuing education). Local **players implement the measures developed** accordingly.

CRITERION 4.3	**In a world-open city & community, people with an immigration history are satisfactorily represented as employees or functionaries in policy making and administration.**
INDICATORS 4.3	**Actors involved in policy making and administration ...** ... **raise awareness among their employees or functionaries** of the added value that adequate representation of people with an immigration history can contribute to their institutions (e.g. agencies, local associations of political parties) or bodies (e.g. parliamentary groups, committees, heads of departments). ... **develop measures** to promote adequate representation of people with an immigration history at all levels and in all departments (e.g. target numbers for representation, advertising campaigns for trainees, targeted personnel development measures). ... **implement the developed measures** accordingly.
CRITERION 4.4	**In a world-open city & community, people with an immigration history are adequately represented as employees or functionaries in institutions or committees of other relevant local actors.**
INDICATORS 4.4	Actors involved in policy making and administration **raise awareness among other relevant local actors** of the **added value** that adequate representation of people with an immigration history can bring to their institutions or committees. Actors involved in policy making and administration and other local actors **develop measures to promote adequate representation** of people with a history of immigration with**in local institutions or committees and institutions**. Local players implement **the measures developed** accordingly.
CRITERION 4.5	**In a world-open city & community, racism is actively fought in policy making and administration.**
INDICATORS 4.5	**Actors involved in policy making and administration ...** ... **promote awareness** of racism within their own structures (e.g. through internal training, workshops). ... **develop measures** to combat racism within their own structures (e.g. establish ombudsman offices). ... **implement the developed measures** accordingly.

CRITERION 4.6	**In a world-open city & community, racism is discussed and actively combated in institutions and committees of other relevant local actors and in the public sphere**

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INDICATORS 4.6

Actors involved in policy making and administration ...

... **promote awareness** of racism in institutions and bodies of other relevant local actors and in the public sphere (e.g. through publicity campaigns).

... and the other relevant local actors **develop measures** to combat racism in their institutions and bodies and in the public sphere (e.g. establish ombudsman offices, documentation centre for racist incidents, prepare a response plan in the event of racist incidents, provide support and counselling for victims of racist violence).

... and other relevant local actors **implement the measures** accordingly.

ACTION AREA 5
ENGAGEMENT AND PARTICIPATION

OBJECTIVE: In a world-open city & community there is a strong culture of engagement and participation, which strengthens the residents' assumption of responsibility for living together in diversity.

CRITERION 5.1	**In a world-open city & community, there are good basic conditions so that all residents are engaged in living together in diversity regardless of origin, culture, ideology or religion.**
INDICATORS 5.1	Actors involved in policy making and administration and other relevant local actors develop **measures to promote civil society commitment** to living together in diversity regardless of origin, culture, ideology or religion (e.g. support through resources). Local players **implement the measures developed** accordingly. Actors involved in policy making and administration and other relevant local actors develop **viable structures for coordinating local voluntary work**. Structures to coordinate local voluntary work are established and facilitate **efficient cooperation between paid and voluntary work**. Actors involved in policy making and administration and other relevant local actors develop **measures to recognise and value commitment** to living together in diversity regardless of origin, culture, ideology or religion (e.g. activities to empower refugees). Local players **implement the measures developed** accordingly.

CRITERION 5.2	**In a world-open city & community, people with an immigration history are satisfactorily involved in local political processes.**
INDICATORS 5.2	Actors involved in policy making and administration **raise awareness among their employees or functionaries** of the **added value** that **adequate participation of people with an immigration history in political processes** can contribute (especially through low-threshold, non-formal opportunities for participation, e.g. in the field of urban development). Actors involved in policy making and administration and other relevant local actors **develop structures and processes** that enable and promote adequate participation of people with an immigration history on site. Local players **implement the structures and processes developed** accordingly.
CRITERION 5.3	**In a world-open city & community, local actors assume global responsibility.**
INDICATORS 5.3	Actors involved in policy making and administration **raise awareness among** other relevant local actors of the **added value** that the assumption of global responsibility can contribute. Actors involved in policy making and administration and other relevant local actors develop measures that **enable and** can **promote** the **assumption of global responsibility** (e.g. promotion of One World groups, procurement guidelines for fair products, development of North/South city partnerships). Local actors **implement the measures developed** accordingly.

ACTION AREA 6 **SOLIDARITY AND ENCOUNTER**

OBJECTIVE: In a world-open city & community, residents of different origins, cultures, world views and religions respect and appreciate each other and stand up for each other.

CRITERION 6.1	**In a world-open city & community, public spaces and community facilities are designed to enable residents of different origins, cultures, world views and religions to meet and feel safe.**
INDICATORS 6.1	Actors involved in policy making and administration and other relevant local actors develop **measures** to **design public spaces and community facilities in** such a way that residents of different origins, cultures, ideologies and religions can **meet and feel safe.** Local players **implement the measures developed** accordingly.
CRITERION 6.2	**In a world-open city & community, residents think and act with intercultural understanding.**
INDICATORS 6.2	Actors in policy making and administration and other relevant local actors **develop measures to promote intercultural thinking and action among residents** (e.g. by addressing diversity, anti-discrimination and anti-racism issues in cultural, sports or educational institutions in order to increase knowledge and understanding of diversity). Local players **implement the measures developed** accordingly.
CRITERION 6.3	**In a world-open city & community, residents appreciate diversity regardless of origin, culture, ideology or religion, and are actively committed to ensuring that this diversity is realized.**
INDICATORS 6.3	Actors involved in policy making and administration and other relevant local actors develop **measures that** promote the **appreciation and positive connection among residents within a diverse community** (e.g. through cultural activities and festivals). Local players **implement the measures developed** accordingly.

ACTION AREA 7
COMMUNICATION AND CONFLICT MANAGEMENT

OBJECTIVE: In a world-open city & community, all residents feel informed, heard and safe.

CRITERION 7.1	**In a world-open city & community, structures have been established that facilitate dialogue with and among all residents, regardless of origin, culture, worldview or religion.**
INDICATORS 7.1	Actors involved in policy making and administration and other relevant local actors **develop measures** aimed at ensuring that the **concerns of all residents** are **heard** and that **dialogue with and between different groups** is promoted (e.g. in the development of a self-image/image of openness to the world in the community; integration conferences, interreligious dialogues). Local players **implement the measures developed** accordingly.
CRITERION 7.2	**In a world-open city & community, all residents are provided information that takes into account their linguistic and cultural needs.**
INDICATORS 7.2	**Actors involved in policy making and administration** develop measures to gear **their own communication and information activities** to the linguistic and cultural needs of all residents (e.g. non-discriminatory language, multilingualism). Actors involved in policy making and administration **implement the measures developed** accordingly. Actors involved in policy making and administration **raise awareness among other relevant local actors** about the **added value** that communication by their institutions can contribute to meeting the linguistic and cultural needs of all residents (e.g workshop for. journalists, working with the media). Policy makers and administrative actors and other relevant local actors will develop measures to ensure that **communication and informational activities by institutions of other local actors are** geared to the linguistic and cultural needs of all inhabitants. Local players **implement the measures developed** accordingly.

CRITERION 7.3	**In a world-open city & community, the media discourse supports the idea that all residents can live together respectfully and feel safe.**
INDICATORS 7.3	Actors involved in policy making and administration and other relevant local actors develop **measures** that contribute to a **balanced, factual and fact-based media discourse on integration and diversity issues** (e.g. understanding how to deal with phenomena such as "hate speech" and "fake news", publicity campaigns, commitment against racism). Local actors **implement the developed measures** accordingly.
CRITERION 7.4	**In a world-open city & community, adequate management of intercultural, interreligious and racially motivated conflicts helps all residents feel safe.**
INDICATORS 7.4	Actors involved in policy making and administration and other relevant local actors **analyse incidents and the context of** intercultural, interreligious and racially motivated conflicts in the community (e.g. in the context of round tables of local actors with the participation of the police). Actors involve in policy making and administration and other relevant local actors draw up **measures to enable** intercultural, interreligious and racially motivated **conflicts within the municipality** to be **dealt with appropriately** (e.g. structures and contact points for mediation, adequate operational concepts of the local police or similar). Local players **implement the measures developed** accordingly.

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