

List of good practices

Intercultural Dialogue and civic participation

Heidelberg, Germany "Jewish-Muslim Culture Days"

The Jewish-Muslim Culture Days are a format that is unique in Germany: after the second Jewish Culture Days under the motto "To Life" and the first Muslim Culture Days under the title "For the People," the organizers of the Jewish Culture Days and the Muslim Culture Days got together in 2017 in Heidelberg. They established that any discussions in the media and politics on Jewish and Muslim encounters are mostly based on problems. However, life in Heidelberg – as in many other places in Germany – is mainly harmonious. Following the guiding principle "New Normal(s)," this cooperation should look beyond the deficient integration debates at the natural and respectful coexistence and show that the open society in which Muslims, Jews, Christians, atheists, and people of many other faiths live peacefully together has already long been the reality. The project aims to strengthen the diversity of perspectives in debates about Jewish and Muslim life in Germany and make Jewish and Muslim positions visible – not as interreligious dialogue, but as a contemporary intervention in questions of education, culture, society, and belonging. At the same time, the development of self-confident, solidary, and future-oriented concepts of democratic coexistence in a plural society should be initiated. Antisemitism, anti-Muslim racism, intolerance, and every form of exclusion and discrimination are countered during these cultural days with what unites them: a sign that in a cosmopolitan society like Heidelberg, people live, celebrate, eat, and discuss together. The culture days allow new social networks to develop, which come into effect in different event formats, such as readings, film screenings, concerts, and city tours.

Zürich, Switzerland "Initiatives for interreligious dialogue"

The [Zürcher Forum der Religionen](#) (Zurich Forum of Religions) is an association of representatives of religious communities and government agencies in the larger Zurich area. It sees itself as a link between the five major religious traditions – Hinduism, Buddhism, Judaism, Christianity, and Islam – and is committed to interreligious dialogue and exchange between religious and political institutions. The Forum also offers a series of annual events for the public in the locations of the religious communities. For example, regular visits to different Muslim communities attract much attention and enable people to step into the mosques and meet community members. Personal encounters and conversations are believed to be the best way to neutralize prejudices and misconceptions and counteract anti-Muslim Racism. On a different note, the [Zentrum für Interreligiösen Dialog](#) (Centre for Interreligious Dialogue) focuses on conveying knowledge about Christianity, Islam, and Judaism. Their curriculum offers a vast array of lectures and seminars on theological and societal issues related to religion. In addition, the organization conducts workshops in public schools imparting basic knowledge on Islam and strengthening skills in dealing with religious diversity.

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Karlsruhe, Germany “Muslimische Kulturtage” (Muslim Cultural Days)

The Muslim Cultural Days (MCD) are the most significant event for the German-speaking Muslim community in Karlsruhe and occur every two years. Within the framework of the MCD, lectures, workshops, panel discussions, and book readings take place. In terms of the effectiveness of the measures, it should be noted that the MCD team observes a substantial increase in contact requests after and during the event period. These are private individuals and representatives of other associations, various religious communities, municipalities, and municipal institutions. Requests again related to, for example, interviews on television, for magazines, discussions with expert groups on specific Islam-related topics, mosque tours, cooperation in the interreligious area, and so on.

Gothenburg, Sweden "Annual Eid celebration"

The Eid celebration for all is a cultural celebration that has been held for 14 consecutive years. During these years, it has become a tradition for all citizens in Gothenburg. The festival has grown to become a much appreciated and well-attended event. The festival is a meeting place for families from all parts of the city to meet and enjoy together. The festival has served as a platform and meeting place for people regardless of religion, culture, ethnicity, or age. More than 20 000 citizens participate together and share the joy of a celebration. Feeling safe and welcomed by Gothenburg by celebrating one of the most significant Muslim holidays at an established cultural institution has invaluable positive aspects for the individual, the family, the group, and by extension, for the society as a whole. The joy that our young participants have experienced through the celebrations over the years is priceless and has left its mark on how you relate to their city. They feel more included and visible, especially in the city's public culture.

Kortrijk, Belgium

The city works together with the Muslim community in many ways. Until 2019, we held "Dar es Salaam" every year, three evenings about Islam, of which two are lectures and a third evening concluded with a space for dialogue. Since 2015 they have organized "Dialogue in friendship" to create meetings between Muslims and Christians. After the terrorist attacks in Brussels on March 22, 2016, Christians and Muslims held a silent march together against terror. Every year, they organize *iftar* meals together during Ramadan. Furthermore, the city has maintained a good connection with the mosque for years. At the request of organizations, visits to the mosque are arranged. The city organizes ad hoc activities during the year. Finally, the city gives advice or offers help with its accreditation files.

Leipzig, Germany Workshop to building bridges between the city administration and the civil society

Reservations and stereotypes about Muslims are widespread in eastern Germany. Against this background, the Leipzig city council passed a resolution on July 8, 2020, to take more committed action against anti-Muslim racism. In implementing this decision, the city's

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Department for Migration and Integration organized a workshop to network administration and civil society actors on this topic and jointly considered how anti-Muslim racism can be pushed back and what concrete measures are required to do so. The workshop made clear that there is great potential for learning from one another. The personal exchange with those affected by anti-Muslim stigmatization or even racism leads to sensitization for the topic on the part of the administrative staff. At the same time, the knowledge of civil society actors is strengthened concerning how the administration works and what influence the administration has to improve the situation. However, for a sustainable mutual learning and sensitization effect, other people than those involved in this workshop must be involved.

Intersectionality and Vulnerable groups

Graz, Austria "Permanent roundtable for Muslim women"

The Anti-Discrimination Office Styria initiated in 2016 a support group in which Muslim women could reflect on their experiences of discrimination and exchange views with others affected. The group met at regular intervals until 2019. The project's aim was empowerment and awareness-raising through an exchange of experiences and placing the topic of anti-discrimination in the communities. An important aspect was that the roundtables were less about experts empowering the women and more about the experts accompanying and supporting the women in their personal development processes of self-empowerment. The women knew that at the meetings, they would meet women in a similar situation, in the same life situations, so that the inhibition threshold was low to nonexistent. The meetings took place on the premises of the Anti-Discrimination Office Styria. Getting to know the office made it easier for the women to take advantage of the counseling services in case of discrimination, as they already knew the office and the counselors. The Anti Discrimination Office Styria should thus be an essential contact point for all Muslim women affected by discrimination in Styria. In addition to empowerment, it is also a matter of making a complaint and strengthening trust in the rule of law: It is not normal and legitimate that such acts are committed.

Chemnitz, Germany "Activities against xenophobia towards refugees"

Chemnitz was the only place where the Free State of Saxony had an initial reception facility for refugees for many years. However, the Free State of Saxony has not taken any measures to enable positive contact experiences for immigrants and the host society. In this situation, the The Federal Ministry of Family Affairs, Senior Citizens, Women and Youth commissioned the Chemnitz University of Technology with a study to analyze the perception of events in the city population, the causes, and effects. The study provides important insights into anti-Muslim racism. A significant role is played here because concrete positive contact can reduce fears and threat perceptions and strengthen security. The city of Chemnitz has taken various measures to counter racism and xenophobia and shape a cosmopolitan city dock to the study's recommendations.

Education

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Gothenburg, Sweden "Under the Same Sky"

The purpose of Under the Same Sky is to, based on the UN Declaration of Human Rights, work long-term against all forms of oppression towards increased understanding of human diversity, and to develop interpersonal relationships in schools with students from 13-16 years old. During the course, students will meet young adults from different religious backgrounds. They will have the opportunity to reflect on what separates or unites them with others and how they can create positive relationships and mature in responsibility for each other. The course comprises 15 sessions of 60-80 minutes, which can be incorporated into a regular class schedule. The course is designed to suit all schools, regardless of whether the norm around students is religious or secular.

Heidelberg, Germany "Muslim Academy Heidelberg"

In Heidelberg, city and knowledge have always been inseparably intertwined: Germany's oldest university forms an essential part of today's city identity. At the same time, Heidelberg is growing and developing under the existing social dynamics. How can architecture and urban planning help shape these changes in a targeted manner? International Building Exhibitions (IBA) are an influential instrument for urban development. With the motto "Knowledge-based urbanism," the IBA Heidelberg builds on Heidelberg's existing potential and thinks ahead. From 2012 to 2022, the IBA will be active across the city, helping to initiate, advise and implement urban and architectural projects that are exemplary for the knowledge society. Muslim Academy Heidelberg i. G. came together in the spring of 2013 as a grassroots movement under the name "Teilseiend." Its objective is to visibly locate Muslim life in Heidelberg within the framework of the IBA. From the Muslim perspective, a future-oriented institution and a place are to be created for all Heidelberg residents who initiate exchange on equal terms and at different social levels. For this purpose, the Heidelberg Muslim Initiative wishes to act as a bridge between urban society, science, and Muslim communities. The unique feature of the initiative lies in its heterogeneous composition of Heidelberg Muslims and the claim to a diversity of opinion and controversial negotiations. Since then, the academy has been developing a new Heidelberg model in which Muslim work is a matter of course for the whole society. For the first time, a political, educational institution and thus a place for promoting democracy will be institutionalized under Muslim sponsorship, paving the way for overcoming social polarization related to Islam and Muslim life. The Muslim Academy Heidelberg aims to stimulate knowledge in Heidelberg through its work with Muslim intellectual impulses.

Hate Crime and Discrimination

Malmö, Sweden "Safe Digital Cities"

When the city became a member of Nordic Safe cities at the beginning of 2020, there was a lack of an understanding of Malmö's digital "mood." Many threats and hatred affect people online, and few cities today have a systematic view of what online life looks like at the municipal level. The first analysis was presented in March 2020. It shows that Malmö has problems with online hatred and that hatred and racism are aroused by issues related to

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crime and migration – and are in principle directed entirely at Muslims and/or people with (or perceived) MENA background (mixed). So Islamophobic/anti-Muslim racism. Most hatred arises if people who are perceived as / are Muslims or with a MENA background (or others who stand up for them) point out injustices (the hate is directed at the minority or those who stand up for the minority). Hence, we offered training for civil society actors in Malmö and other organizations and helped reduce hatred online on their platforms. We also created a group with several moderate digital voices that oppose extremism online. We have had meetings with the Oslo online police which inspired us to find a model where the authorities in Malmö (municipality, police, and civil society actors) can be present on the web to create more digital security, to enter into dialogue with citizens, and to be present where they are on the digital streets.

Barcelona, Spain "Discrimination Observatory"

The Observatory of Islamophobia in Catalonia (ODIC, for its acronym in Catalan) was created in 2020 with a double objective. Its first aim was to centralize all situations of Islamophobia that occur in the Catalan territory and support their social and/or judicial denunciation. Its second aim was to make visible the phenomenon of Islamophobia in Catalonia. Last year ODIC published its first annual report, which collected the complaints it received throughout the previous year (2020). The ODIC is a fundamental space for the fight against Islamophobia in the city (and the rest of Catalonia). The ODIC has laid the foundations for collecting cases and the systematization and dissemination of problems related to Islamophobia. It has also become a reference for communities and entities that deal with Islamophobia or suffer from its impacts.

Graz, Austria "Ban Hate reporting App"

The Antidiscrimination Office Styria (ADS) is an institution that offers counsel to people who feel discriminated against irrespective of legal protection. Cases of hate speech were reported to the ADS to an increasing degree, which is why in 2017, the ADS developed the first mobile application for reporting hate postings without unnecessary bureaucracy and independent of the platform ("BanHate"). The app is available for free (iOS-Store, Google Play-Store), with an area of responsibility in Austria, while posts are received from all German-speaking areas. Hate speech can be reported with only a few clicks and is subsequently examined for illegal content by legal practitioners and eventually forwarded to appropriate agencies and authorities when indicated.

Rotterdam, Netherlands "Beyond bonding & bridging, linking communities and safeguarding equal treatment in a super diverse city"

Reporting discrimination is vital for a better insight into the source and size of the problem and increasing victims' resilience. Our experience is that it makes a tremendous difference

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when Muslim residents can report to an organization they trust. Therefore, a pro-active and outreaching approach by a known and trustworthy organization is necessary. The project "Beyond bonding & bridging, linking communities and safeguarding equal treatment in a super diverse city" (BBB) serves as an example of how to shape a super diverse city in which there is a place for all to exist and live together. Furthermore, the project shows how to act when this is challenged by harassment and discrimination. It builds on existing networks, methods, and community capacity in creating a better early warning view and anti-discrimination response. The project facilitates a combined intervention strategy to improve the quality of the information on the impact of discrimination and coping strategies of communities. It directly involves the local Muslim, Jewish and Black communities. The 50 representatives involved are also the ambassadors who introduce the newly developed methods to 500 influencers in the community networks and local government.

Cities as service providers

Toulouse, France "Extra-municipal consultation body"

The extra-municipal consultation body "Fraternity – council for secularism" (Fraternité – Conseil de la laïcité) is one of its kind in France responding to the permanent objective of the City of Toulouse to promote dialogue between representatives of all religious communities. The council consists of seven represented religious communities; the two representatives from the Muslim civil society are the religious association (the Islamic Religious and Cultural Association in France (ACCIF) and the Regional Council for Muslim Worship (CRCM). The current work of the council relates to the question of confessional areas in cemeteries (in particular that of areas designated for Muslims) in the cemeteries managed by Toulouse Métropole/Toulouse town.

Bologna, Italy "Education and Training"

The *City Plan for a non-discriminatory and human-rights based administrative action towards new citizens* was adopted in 2018 by the City of Bologna to ensure the right to well-being, the right to non-discrimination, and the right to participation in public life at the local level for citizens or new citizens belonging to different communities, including Muslim communities. Based upon this framework, civil servants were trained through a cross-disciplinary approach as an open lab, adapting contents and methodology over time. The methodological framework followed a human rights-based approach that, on the one hand, has helped to overcome predominant narratives and framing of specific communities, as "others," strangers, or through the optics of security and on the other hand, to develop specific action

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plans to improve service delivery. The first training involved 130 public servants working in the six city districts, on the topics of human rights, dignity, integration, and cultural rights; the role of Cities in ensuring participation, mutual understanding, and contrast to discrimination; statistics on the different communities at the local level to tackle biases and prejudices; expectations and needs of the local religious communities in Bologna, with an apparent reference to municipal services; intercultural communication; contexts, culture, diversity. More training was repeated, including more public officials, front office staff, school services, "community work" staff, librarians and museum workers, and the local police.

Barcelona, Spain "Municipal Action against Islamophobia"

Barcelona City Council approved the first plan against Islamophobia in December 2016 with an initial duration of 18 months and extended until June 2019 to combat the increase in hate speech targeting Islam because of the terrorist attacks in Barcelona on 17 August 2017. It should be noted that the plan to combat Islamophobia was created with the close participation of the Muslim communities, experts, and human rights organizations to include the perspective and work of leading associations and entities. This allowed the involvement of people affected in the design and implementation plan. The plan represents the efforts of Barcelona City Council and the entities to raise awareness of Islamophobia as a form of discrimination. Its objective is to counteract the negative generalization suffered by Islam through images and hate speech disseminated in the media, normalize the city's religious diversity, and reinforce the mechanisms to prevent Islamophobic discrimination.

Vienna, Austria "Diversity Management"

The City Administration is supported by its integration-oriented diversity management approach and teams. The Department for Integration and Diversity offers training events for employees of the City of Vienna, which either take place at Wien-Akademie (the training institution of the City of Vienna) or take the form of in-house events tailored to the needs of participants. The Department for Integration and Diversity offers training addressing among others the following: "Transcultural competence," "Islam in Vienna," "Diversity management – an introduction," "The foreign within me," "Seen from a counterpart's perspective," "Vienna as an immigration city – debates and facts," "Clients with a migration background." Topics related to diversity in the society, including religious backgrounds of citizens, discrimination, etc., are always a part of the contents of these trainings. Advanced training is also provided to various stakeholders, employed at governmental and non-governmental institutions and volunteers, such as the police, Austrian Federal Railways, staff members of schools / high schools, social workers, medical professions, social organizations such as Caritas, Red Cross, etc. The department has offered the lecture *"Islam in Vienna"* for over 13 years. The settings, length (from 3 to 7 hours), and contents of the talks and workshops are tailored to the needs and backgrounds of participating groups.

Research and needs mapping

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Bologna, Italy "Participatory Approaches"

The research titled *An effective inclusion of Islam and Muslim citizens in Bologna* was conducted between 2013 and 2015 by the European University Institute to strengthen the relationship between the City of Bologna and the Muslim communities. This preliminary participatory survey involved the local Muslim communities, young Muslims, religious leaders, the emerging CIB (Islamic Community of Bologna), and a few municipal services to explore and highlight the Muslim presence and contribution, the existing relations, and their unmet needs at a local level. This contributed to the adoption by the city of Bologna in 2018 – through another participatory process – of a *City Plan for a non-discriminatory and human-rights-based administrative action towards new citizens*. The Plan envisaged a comprehensive framework of steps that lead to more specific plans targeting different areas and municipal services (local police, etc.). One of these steps was a new research titled *The needs and expectations of religious communities in Bologna* concerning local service provision, public spaces, places of prayer, sense of exclusion or belonging, etc. The research investigated any discriminatory situation or conditions preventing the full enjoyment of the freedom from manifesting religious identities. The ongoing participatory process recently led to the co-design of a Help Center to report and receive support in case of discriminatory conduct. The *S.P.A.D. (Sportello antidiscriminazione/Anti-discrimination help center)* was co-designed by the City of Bologna and 30 civil society organizations, and it is co-managed by all entities taking part in the process, with encouraging results.