



City of Cologne

**Assessment Report:
Implementation of the Ten Point Application Plan of the
European Coalition of Cities against Racism**

For the City of Cologne, the fight against racism and discrimination is an absolute priority which is being addressed with great seriousness. The city departments involved in combating racism and discrimination are primarily part of the Office for Integration and Diversity in the Mayor's Department. The Office for the Prevention and Reduction of Intolerance, Discrimination and Exclusion (IDA) develops prevention measures for racism and discrimination. The aim is to ensure the reduction and prevention of intolerance, discrimination and exclusion on the basis of background, ethnicity, race, sexual orientation, disability, religion, gender and age and, in turn, promoting the breaking down of structural and access barriers for the aforementioned target groups vis-à-vis municipal and other institutions. To this effect, IDA is working on the conceptual development of information and training offers for municipal administration employees as well as external groups. Furthermore, preventive measures in the fight against racism and discrimination are being developed. Since December 2018, the Office for Integration and Diversity has been bundling the cross-sectional tasks regarding the topics of integration, diversity, religion and disability policy as well as sexual orientation, gender identity and anti-discrimination.

The Office for Integration and Diversity is also in charge of working with Cologne's anti-discrimination offices as well as the allocation and supervision of the total annual project funds for anti-racism training (50,000 EUR) available as part of the municipal integration budget. The aim is to support ongoing projects that promote an intercultural approach and have a social-spatial reference. Special consideration is given to projects that do intercultural, anti-racist and racism-critical work that has a lasting effect, for example by producing teaching materials or by training multipliers.

In addition, the Office for Integration and Diversity includes f. ex. the Office of the Ombudsperson for People with Disabilities, who acts on behalf of a complainant in the administration, supports individuals in their complaints and serves as a point of contact for the concerns of people with disabilities; the Office for Lesbian, Gay, Bisexual, Transgender and Intersex People, which offers clarification and advice for LGBTI people; and the Central Office of the Council of Religions.

In addition to the Office for Integration and Diversity, the Information and Education Centre of the NS Documentation Centre of the City of Cologne (ibs) takes a scientific and pedagogical interest in current right-wing extremist ideologies and manifestations and offers educational programmes on these topics. The ibs is an institution of the City of Cologne in the Department of Art and Culture; its aim is promoting awareness of human rights, democracy, cultural diversity and non-violence as well as preventing and countering right-wing extremist patterns of thought and action. In addition, the *Mobile Beratung gegen Rechtsextremismus in Regierungsbezirk Köln* [transl.: Mobile Advice against Right-Wing Extremism in the Administrative District of Cologne] is a project of the Information and Documentation Centre. The *Mobile Beratung* supports people who are confronted with right-wing extremism and antisemitism in their daily lives and work or social environment and who want to strengthen democratic culture. The advice service evolves with local people and is based on their needs, local possibilities and conditions. Another project that has been running since 2019 is the Office *[m²] miteinander mittendrin. Für Demokratie – Gegen Antisemitismus und Rassismus* [transl: In it together. For Democracy - Against Antisemitism and Racism] which was established with the aim of offering education opportunities to as many people in Cologne as possible.

The work carried out by the City of Cologne is based on the legal framework laid down by the constitution of the Federal Republic of Germany and the state constitution and municipal regulations of the state of North Rhine-Westphalia. Furthermore, the City of Cologne comprehensively implements the corresponding federal and state laws. The General Equal Treatment Act serves as the basis for anti-discrimination and anti-racism work. The legal foundations for combating discrimination on the basis of gender and disability are laid down in the North Rhine-Westphalia State Equality Act and the North Rhine-Westphalia Disability Equality Act, respectively. The state of North Rhine-Westphalia has no anti-discrimination state legislation.

The City of Cologne has various concepts that have been adopted by the Council which are decisive for municipal action. These include the diversity concept *Köln l(i)ebt Vielfalt* [transl.: Cologne Li/oves Diversity], the action plan for Cologne's disability policy *Köln überwindet Barrieren – eine Stadt für alle* [transl.: Cologne Overcomes Barriers - a City for Everyone], the concept *Stärkung der Integrativen Stadtgesellschaft* [transl.: Strengthening the Inclusive Urban Community], and the Office for Gender Equality's equality policy. The City of Cologne is currently developing an action plan for the acceptance of sexual and gender diversity.

The Municipal Office for Equality between Women and Men is committed to implementation of the City of Cologne's gender mainstreaming strategy, the internal advancement of women, equal opportunities for women and men in Cologne and the compatibility of family and work.

Cologne is home to 1,089,984 people (as of November 2019). 426,646 people in Cologne have a migrant background, including 212,191 foreigners from 184 nations. As of 31 December 2017, 92,924 people with severe disabilities were registered in Cologne. According to a study commissioned by the City of Cologne in 2019, 10.6% of people in Cologne identify as belonging to the LGBTI community. There are no official statistics on the spoken languages in Cologne. Officially, 18 languages are used in the language of origin teaching program, including Albanian, Arabic, Bosnian, Bulgarian, Farsi, Greek, Italian, Croatian, Kurdish, Kurmanji, Kurdish Sorani, Polish, Portuguese, Romany, Russian, Serbian, Spanish, Turkish and Twi.

There are 130 different religious communities in Cologne. 26 of these are represented in the Council of Religions, which is a voluntary association that works to promote inter-religious dialogue and peaceful, equitable coexistence among all Cologne residents and rejects all forms of discrimination, terror and violence.

No official statistics documenting racist incidents in Cologne are available. The police report a total number of 291 politically motivated crimes in Cologne for the first half of 2019, 137 of which are crimes motivated by right-wing politics. In 2018 125 cases of discrimination were reported through the anti-discrimination offices at *Öffentlichkeit gegen Gewalt e. V.* and *Caritasverband für die Stadt Köln e. V.*, which are partly funded by the City of Cologne, according to *Öffentlichkeit gegen Gewalt e. V.*; according to *Caritasverband für die Stadt Köln e. V.*, the *Caritas* anti-discrimination service centre had 488 call-ins to do with incidents of discrimination, of which 82 cases raised claims to requiring long-term counselling.

Field of Action 1: Greater Vigilance against Racism

Setting up a monitoring, vigilance and solidarity network against racism at city level.

State of Affairs:

Establishing an advisory council including various social actors in order to take regular stock of the local situation

The City of Cologne supports the Cologne Forum against Racism and Discrimination in its work and is represented there by the Office for Integration and Diversity, the ibs, and the Office for Children, Youth and Families. In order to promote the work of Cologne Forum against Racism and Discrimination, an administrative position has been financed by municipal anti-racism funds since 2018.

The Office of the Ombudsperson for Cologne is financed by the Housing Office of the City of Cologne. This office receives information on serious problems in connection with housing for refugees, volunteers, employees and other persons and reports regularly to the administration and political bodies of the City of Cologne. The reports are published. If structural risk factors or needs for improvement are identified, changes are recommended.

The working groups of the Cologne Integration Council act as advisory bodies, which deal with integration policy issues and develop recommendations for the Integration Council and the administration. Specifically Working Group 5 (General Legal Issues, Intercultural Opening and Anti-Discrimination) deals with the topic of anti-discrimination. In addition, the City of Cologne cooperates with various working groups with the focus on intercultural openness and anti-racism through the Municipal Integration Centre of the Office for Integration and Diversity at state level.

Developing a system that enables a rapid response to racist acts and to inform the competent authorities in cooperation with civil society organisations

Various municipal departments as well as council representatives support the activities of bodies in the fight against racism and discrimination, such as the *Runder Tisch für Integration* [transl.: Integration Round Table], the *Runder Tisch für Flüchtlingsfragen* [transl.: Refugee Round Table] and many others.

Addressing issues of racism and discrimination in as many institutions and organisations in the city as possible

Racism and discrimination are addressed in as many institutions and organisations in the city as possible, including the Cologne Working Group for Integration Agencies. The *Runder Tisch für Flüchtlingsfragen* calls on all parties to refrain from discriminatory behaviour before every election; the parties should sign this declaration and must observe it during the election campaign.

When the Office for Integration and Diversity establishes new structures and revises guidelines, it ensures that organisations and institutions clearly adopt and address the issue of combating racism and discrimination.

Responsibility for the regional coordination for Cologne's *Schulen ohne Rassismus – Schulen mit Courage* [transl.: Schools without Racism - Schools with Courage] is with the Municipal Integration Centre, which organises networking meetings and provides information to participating schools regarding offers from cooperation partners.

Strategy

The aim is to consolidate the lively exchange already taking place between various authorities and other actors even more by intensifying cooperation between the Office for the Prevention and Reduction of Intolerance, Discrimination and Exclusion in the Office for Integration and Diversity, the Cologne Public Library, the Forum of the *Volkshochschule Köln* [transl.: adult education centre Cologne] and the *ibs*. The aim is to achieve greater visibility in the urban community by coordinating projects and the topics of anti-racism and anti-discrimination.

Field of Action 2: Evaluation of the Local Situation and Municipal Measures

Establishing a data collection, formulating achievable objectives and developing indicators to assess the impact of municipal measures.

State of Affairs:

Cooperating with research institutions in order to analyse the data and information regularly and to prepare studies pertaining to the local situation

The City of Cologne cooperates with research institutions in various fields to collect and analyse data and information pertaining to the local situation. In this context, various measures should be identified:

“Wie inklusiv ist unser Quartier?” [transl.: How Inclusive is Our District?] A study that explicitly addresses the issue of accessibility and conducts an exemplary survey of intergenerational justice and accessibility in two social environments in collaboration with interested residents, institutions and organisations working in social environments and Cologne-based disability organisations. The survey will be used to develop an exemplary catalogue of measures for developing residential districts in more "inclusive" ways.

“LSBTIQ als wirtschaftlicher Standortfaktor für Köln“ [transl: LGBTQI as an Economic Location Factor for Cologne] A study that analyses the extent to which the acceptance of lesbian, gay, bisexual, trans, intersex and queer people in Cologne has a positive effect on business locations.

“Wir sind Eltern! Eine Studie zur Lebenssituation von Kölner Regenbogenfamilien“ [transl.: We Are Parents! A Study on the Living Situation of LGBTQI Families in Cologne]. A study conducted in the scope of the European project AHEAD (Against Homophobia. European Local Administration Devices), with the aim of promoting gender equality policy at a local level in the fields of educational policy, family policy, social integration and immigration policy and the organisation of public space.

“Impulse für Innovationen in der Migrations- und Integrationsarbeit“ [transl.: Impulses for Innovation in Migration and Integration Work] The study provides impulses for innovation in dealing with migration-related diversity in municipalities at a strategic level. The main focus is on strategies for municipal migration and integration policy and practical implementation.

Developing concrete, city-specific recommendations based on data analysis and establishment of data collection, formulating achievable objectives and developing indicators to assess the impact of municipal measures

In the equipment standards section, the municipal design manual defines room types in the spirit of Design for All, thus contributing to breaking down barriers for people with disabilities in everyday life. In addition, the concerns of people with disabilities are expressly considered in the process of creating or updating various urban development concepts. Particularly noteworthy are the concept for strategic urban development (in development), the urban development concept for mobility and transport, the updated version of the retail and shopping centre concept and other sub-spatial urban development concepts. An internal administrative working group deals with well-designed, accessible standards for public spaces. This includes, for example, the early integration of design guidelines for accessible construction in the planning stage.

Data was collected in the scope of the projects *Willkommen und Ankommen in Köln* [transl.: Welcome and Arriving in Cologne] (2014/15, 2016, 2017/18), supported by the European Social Fund (ESF), and BONVENA (2016-2018) and ALVENI (2019-2020), supported by the Fund for European Aid to the Most Deprived [in Germany] (FEAD); the data collected in the scope of the projects was evaluated by the EU and the measures' effectiveness was assessed. Since 2019 the project *Willkommen und Ankommen in Köln* has been independently funded by the City of Cologne. The projects ALVENI left of the Rhine and ALVENI right of the Rhine include anti-discrimination workshops in encounters with Southeast European immigrants.

The Intercultural Action Programme presented to the Cologne City Council in 2014 is a compilation of all measures to promote integration, diversity and intercultural coexistence in Cologne. It is a collection of ideas on further development of the process of integration as offered by seven teams of experts, and lists concrete measures and actions to be taken, for example in the section *Diskrimierungsfreie Stadt* [transl.: City Free from Discrimination].

With the action plan for Cologne's disability policy, *Köln überwindet Barrieren – eine Stadt für alle*, the concept *Stärkung der Integrativen Stadtgesellschaft* and the diversity concept *Köln l(i)ebt Vielfalt*, the City of Cologne has various catalogues of measures at its disposal which outline achievable goals and indicators to increase participation opportunities and combat discrimination.

Strategy

The City of Cologne is currently developing an action plan for the acceptance of sexual and gender diversity, which includes achievable goals and measures.

The plan is to set up a system of indicators for parameters relevant to integration and diversity. To achieve this, close coordination with the Department of Social Affairs' Social Planning Committee and the Office for Urban Development and Statistics is already underway to incorporate integration monitoring into existing systems. The aim of the monitoring is to provide a solid data situation in order to identify needs as well as potential problems that arise in the scope of the integration process at an early stage, so that targeted measures can be developed to control and counteract them.

The report currently being prepared is intended to eliminate gaps in information and data.

Field of Action 3: Better Support for Victims of Racism and Discrimination

Support for victims so that they can better defend themselves against racism and discrimination in the future.

State of Affairs:

Establishing an office of the ombudsperson or an anti-discrimination department in the Municipal Administration to deal with complaints

The council order 1962/2015 established the Office for the Prevention and Reduction of Intolerance, Discrimination and Exclusion (IDA). IDA develops prevention measures for racism and discrimination. The aim is to ensure the reduction and prevention of intolerance, discrimination and exclusion on the basis of background, ethnicity, race, sexual orientation, disability, religion, gender and age and, in turn, promoting the breaking down of structural and access barriers for the aforementioned target groups vis-à-vis municipal and other institutions. The awareness that diversity, in its holistic outlook, ought to be understood as a resource full of potential for everyone involved is emphasized by the implementation of the umbrella diversity concept *Köln l(i)ebt Vielfalt* [transl.: Cologne Li/oves Diversity] as well as an associated public relations and communication campaign, and planned scientific studies. To this effect, IDA is working on the conceptual development of information and training offers for municipal administration employees as well as external groups. Furthermore, preventive measures in the fight against racism and discrimination are being developed. The Office of the Ombudsperson for People with Disabilities acts as the partial representative party for the complainant in the administration, supports people in their complaints and serves as a point of contact for the concerns of people with disabilities.

Promoting local institutions offering legal and psychological support for victims and developing preventive measures to combat racism and discrimination

The City of Cologne financially supports two external anti-discrimination offices run by *Caritas* and *Öffentlichkeit gegen Gewalt e.V.*, the youth centre *Anyway e.V.*'s LGBTI work, *Rubicon e.V.*'s trans counselling services, and the Office of the Ombudsperson Cologne, which deals with complaints and incidents in refugee housing. Furthermore, it supports the Therapy Centre for Victims of Torture, where traumatized - and often re-traumatized by xenophobic behaviour - refugees are advised, treated and supported.

The city's integration budget provides annual project funding of 50,000 Euros for anti-racism training. The aim is to support ongoing projects that promote an intercultural approach and have a social-spatial reference. Special consideration is given to projects that do intercultural and anti-racist work that has a lasting effect, for example by producing teaching materials or training multipliers.

In the field of LGBTI education, school education campaigns on sexual and gender diversity for young people by *WiR - Wissen ist Respekt* [transl.: Knowledge is Respect] and *SchlauKöln* are funded.

Municipal funding also made an increase in the number of copies of the *Gemeinsam in Köln - GiK* [transl.: Together in Cologne] events calendar, as well as the printing of an insert on the topics of leisure and contact opportunities possible.

The ESF and FEAD projects have afforded language and cultural translators to support Sinti and Roma people with bureaucratic and administrative processes.

Introducing disciplinary measures against municipal employees who are guilty of racist behaviour

In case of relevant indications, the Staff Office will examine and initiate labour law or disciplinary measures. In accordance with the General Equal Treatment Act (GETA), municipal employees can turn to the Disciplinary Office of the City of Cologne, which also examines and applies disciplinary measures against employees of the Municipal Administration.

Strategy

Development of uniform guidelines for better control and strategic orientation of funds into anti-racism training.

Together with a project team consisting of City of Cologne trainees, the training supervisor is developing a flyer for trainees, which addresses the topic of discrimination and will be distributed among all trainees.

Field of Action 4: Better Participation and Information Offers for Citizens

Better information for citizens regarding their rights and obligations, protection measures, legal options and sanctions for racist behaviour.

State of Affairs:

Better information for citizens regarding their rights and obligations, protection measures, legal options and sanctions for racist behaviour.

The City of Cologne has various participation and information offers for all residents of Cologne. These include, first and foremost, the Integration Council of the City of Cologne as well as the Municipal Working Group for Disability Policy, the Municipal Working Group Lesbians, Gays, Bisexuals, Transgender and Intersexual People (LGBTI) and the Municipal Working Group for Senior Citizens Policy. These bodies are fully committed to the concerns and interests of the people and demographics in Cologne that they represent. Recent strengthening of these bodies manifested in paying attendance fees to the members of the Municipal Working Group for Disability Policy and the Municipal LGBTI Working Group as well as by establishing their own respective budgets.

The Ombudsperson for People with Disabilities is represented on the City of Cologne's Advisory Board for Public Relations and helps to reach out to and engage population groups that have not been reached thus far. Beyond outreach, the aim is to establish accessibility as the standard. An additional measure is the planning of multilingual advertising for participation management/citizen participation events.

Information about the anti-discrimination work of the municipality and its cooperation/networking partners as well as other integration-related issues is available on the municipal website.

The NS Documentation Centre of the City of Cologne provides information on right-wing extremism and on the intervention and prevention of right-wing extremist thought and action patterns on the Information and Education Centre against Right-Wing Extremism's website.

Various approaches to sensitizing the general public in dealing with racism are offered by the NS Documentation Centre. The Information and Education Centre against Right-wing Extremism offers advice, information and assistance for associations, initiatives, organisations, institutions and individuals interested in developing and implementing projects and activities against right-wing extremism and racism by means of

- supplying teaching materials,
- assisting in the quest for suitable working approaches, drawing up a pool of methods and exemplary activities for multipliers and committed young people
- supporting pupils, students and researchers in their research on right-wing extremism
- written publications
- media research service
- other events and exhibitions.

Disseminating publications which provide information on the rights and obligations of citizens in a multicultural society, on the Municipal Administration's anti-racism policy, on sanctions for racist behaviour, and contact addresses for victims and witnesses to turn to for support

The annual reports of the two municipal anti-discrimination offices include further information on anti-racism work in Cologne and contact persons. Another publication on discrimination is the European White Paper: "Homophobia and What to Do About It?! Sexual Orientation and Gender Identity - Local Policies Promoting Equality".

Regularly organizing and realizing a varied programme of events on 21 March to mark the "International Day against Racism" and to inform and sensitize the public

In the scope of its membership of the Forum against Racism and Discrimination, the City of Cologne will take part in the joint action on the International Day against Racism on 21 March. As a signatory of the Diversity Charta, the City of Cologne is promoting an open and diverse Municipal Administration and urban community on German Diversity Day. In addition, the Office of the Ombudsperson for People with Disabilities organises a thematic event on the Day of People with Disabilities every year, and the Office for Lesbian, Gay, Bisexual, Trans and Intersex People participates in the International Day Against Homo-, Bi-, Inter- and Transphobia (IDAHOBIT), the Transgender Day of Remembrance and Cologne Pride with actions and events.

Supporting non-governmental organisations in their efforts to raise awareness and develop actions against racism and discrimination

The City of Cologne welcomes, supports and backs the development of new working structures of autonomous migrant organisations in Cologne. Binding regulations are set out within these structures which stipulate that members must actively stand up against racism and discrimination. The organisation is to be involved in various municipal and civic actions against racism and discrimination in the future.

The City of Cologne supports various efforts to raise awareness about racism and discrimination within its reach and capabilities. An annual funding amount is available for projects through the funds allocated to anti-racism training. In addition, the City of Cologne participates in the North Rhine-Westphalia state project *NRWeltoffen*, run by the NS Documentation Centre, and the federal programme *Demokratie leben – Partnerschaften für Demokratie* [transl.: Living Democracy - Partnerships for Democracy].

One of the city's preventive measures against racism and discrimination is the promotion of intercultural centres which, as institutions set up and maintained by associations, independent institutions and autonomous migrant organisations, promote intercultural dialogue and contribute to educating and sensitizing citizens.

The participation of migrant representatives directly elected to the Cologne Integration Council in the form of recommendations for decision-making by the political bodies contributes to the advancement of anti-racism and anti-discrimination work in the municipality.

Improving participation opportunities for discriminated groups

In order to support the organisations and self-help groups for people with disabilities in exercising their participation rights, measures are taken in consultation with the Municipal Working Group for Disability Policy to improve the framework conditions for voluntary work by members of the disabled persons' organisations and self-help groups. This participation includes, among other things, a delegation of expert residents or members of the Working Group *Barrierefreies Köln* [transl.: Accessible Cologne]. Representatives of the organisations and self-help groups for people with disabilities are supported by the Office of the Ombudsperson for People with Disabilities in exercising their rights of participation. This includes absorption of assistance costs for the Municipal Working Group for Disability Policy.

Since 2015, measures have been taken to respond to the special protection and safety needs of refugees. These include advice and support for refugees by municipal counselling centres and setting up housing units for LGBTI refugees.

Strategy

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Field of Action 5: The City as an Active Promoter of Equal Opportunities

Promoting equal opportunities on the employment market.

State of Affairs:

Promoting equal opportunities on the employment market

The Municipal Integration Centre advises recently immigrated persons aged 18-27 years about their educational and employment opportunities. Based on their educational biographies, they are comprehensively informed about the options of obtaining or completing a school-leaving qualification, attending a language course, starting an apprenticeship or enrolling in higher education. They are referred to other counselling and support services, educational institutions, independent institutions, associations, etc. This is often the first contact with a counselling body in the municipality and results in the young recently immigrated persons gaining initial access to the educational infrastructure and employment opportunities.

By running information sessions on the dual training system as part of the international remedial classes at vocational colleges, the Municipal Integration Centre equips the pupils with information and thus promotes their participation in the German training and education system. Referral counselling in cooperation with partners specialized in employment market integration (IHK, HWK, *Integrationpoint*) supports placement in the training market.

The Municipal Integration Centre is also focused on *Interkulturelle Elternarbeit* [transl.: Intercultural work with parents] and is working on developing materials and an overview of the counselling services and information sessions available to recently immigrated parents and their children in collaboration with relevant institutional players, especially in the area of transitions from school to work. The aim is to qualify and empower parents to support their children in the process of finding a career and to be available as competent contact persons. This systemic approach is intended to strengthen the participation opportunities of recently immigrated young persons in the areas of education and work.

The ESF project *Willkommen und Ankommen in Köln* (WAK) offers employment market activating counselling and preventive (basic) educational opportunities to help combat poverty in the social environments. As part of the integrated urban development concept *Starke Veedel – Starkes Köln* [transl.: Strong Neighborhoods - Strong Cologne], WAK's objective is sustainable improvement in the particularly socially disadvantaged urban districts, and to the living situation of its populations. Promoting these districts simultaneously contributes to the development of the city as a whole and promotes urban social cohesion.

In addition, the Municipal Alliance for Employment initiates several projects for the target groups, f. ex. long-term unemployed people and educationally disadvantaged people. These include the *Kompetenzzentrum Bildung und Arbeit für Migrantinnen und Migranten in Köln* (KOBAM) [transl.: Competence Centre Education and Employment for Migrants in Cologne], the *Köllner Bildungsmodell* (KöBi) [transl.: Cologne Educational Model] and the *Kommunale Programm für Arbeit und Beschäftigungsfähigkeit* (KomProAr-Beit) [transl.: Municipal Programme for Work and Employability]. The latter enables social participation and integration into the employment market for Cologne's long-term unemployed populations, and thus the migrant populations who are often disproportionately affected by long-term unemployment.

Promoting intercultural training courses for company employees in cooperation with trade unions, professional, trade and industry associations

The Municipal Integration Centre works closely with municipal employment market integration institutions such as the Chamber of Industry and Commerce, the Chamber of Crafts, the Job Centre and others. It is through this cooperation and exchange that work is done to improve the access to the employment and training market for recently immigrated young adults.

The Municipal Integration Centre offers regular workshops on relevant topics related to municipal integration work to support multipliers in their work with the target group of recently immigrated youths and young adults, to break down barriers, promote dialogue, impart intercultural know-how and create equal opportunities.

Economically assisting discriminated groups

The WAK project provides support in the process of the assessment and recognition of skills acquired abroad in a German context. It also supports the *Projekt Stadtteilmütter* [transl.: Project of the District Mothers / Parents], which informs people about the German educational and social system, and about transitions from school to work and into the world of employment, in order to ensure equal opportunities for everyone. Four employment relationships (one-euro-jobs) were created within the framework of Humanitarian Aid.

Representatives of trade unions and trade associations are on the advisory board for the Centre for Multilingualism and Integration, a joint project of the City of Cologne, the University of Cologne and the Cologne district government. It promotes intercultural training through various events and initiatives. *KOBAM* - the Competence Centre Education and Employment for Migrants in Cologne - is a cross-institutional service centre for the improvement of individual training and employment opportunities for migrants and supports them in their social and professional integration. *KöBi* - the Cologne educational model - offers people aged 25 to 35 years an opportunity to acquire a professional qualification on the basis of a step-by-step modular qualification scheme.

The Municipal Integration Centre is part of working groups and committees dealing with the topic of employment market integration and develops structures within this framework and in collaboration with relevant institutional players to improve access to training and employment for young adults who have recently immigrated to Cologne.

e.g. Publicly recognising local companies that actively support the fight against racism and discrimination

The commitment to people and organisations that stand up against discrimination and for an inclusive urban community is exemplified by the *Miteinanderpreis* [transl.: Together Prize] awarded by the City of Cologne in the course of the Honorary Volunteer Award, as well as Cologne Innovation Prize for Disability Policy, which is awarded every two years.

Strategy

The city plans to resume the activities of the Cologne Employment Market Network for People with Disabilities to Support Them with Their Employment Situation. The activities of the Cologne Employment Market Network for People with Disabilities to Support Them with Their Employment Situation should also be secured in the future. The aim is to specifically reduce prejudices by providing information and consultations and facilitating encounters. In order to meet the high demand for networking, exchange and coordination of the different institutional players and related activities and thus to improve company consultation and the placement of people with disabilities, a regional network meeting to promote the employment of people with disabilities will be held twice a year (initially).

As part of the municipal anti-discrimination directive, anti-discrimination clauses will be included in municipal contracts.

As part of the activities of the *Kompetenzzentrums Frau & Beruf Region Köln* [transl.: Competence Centre Women & Work Region Cologne], the project *Mentegra. – Mentoring zur beruflichen Integration von qualifizierten geflüchteten Frauen* [transl.: Mentegra. - Mentoring for the Vocational Integration of Qualified Refugee Women] is planned for 2020, an in-company mentoring programme with mentors from small and medium-sized business for refugee women who have previous vocational or university qualifications from their country of origin.

Field of Action 6: The City as Employer and Service Provider

The City of Cologne is committed to ensuring equal opportunities and equal rights as an employer and service provider.

State of Affairs:

The City of Cologne is committed to ensuring equal opportunities and equal rights as an employer and service provider

By joining the initiative Diversity as Opportunity - The Charter of Diversity of Companies in Germany in 2007, the City of Cologne committed itself to promoting a non-discriminatory climate and equal opportunities for all employees regardless of their background, gender, disability, religion or belief, age or sexual orientation by introducing diversity management. The diversity concept *Köln l(i)ebt Vielfalt*, the action plan for Cologne's disability policy and the integration concept and the action plan against homo- and transphobia which is currently being developed contribute to realizing this goal.

Since 2016, the City of Cologne has enacted a municipal inclusion agreement. In 2017, the rate of people with severe disabilities in the City of Cologne was 8.24%. According to the inclusion agreement, the City of Cologne aims to secure or significantly exceed the required minimum employment rate.

The information available online has been continuously expanded and improved. This includes an increase in the availability of sign language, the publication of content in simple language on frequently accessed pages and the integration of the online voice service ReadSpeaker for passages on *stadt-koeln.de* being read aloud.

Introducing measures to promote intercultural competence within the Municipal Administration

In order to strengthen intercultural competence within the Municipal Administration, employees and managers are offered various further training measures, including courses on intercultural competence, inclusion agreements, simple language and diversity management.

Throughout 2018 up to 31 July 2019, more than 350 employees and managers (usually multipliers) have received training concerning these topics so far. These are increasingly being offered for offices and teams as well and are in great demand, for example from the Office for Social Affairs and Senior Citizens, the Office for Housing or the Office for Public Order. In addition, regular theme days are held in the various offices and departments, including the Office for Children, Youth and Families and the Job Centre.

On the basis of the inclusion agreement concluded by the City of Cologne in 2016, all of the approximately 1,500 city managers will also be receive training on various aspects and topics of inclusion as part of the obligatory further training course *Inklusion verstehen und erfolgreich umsetzen* "[transl. Understanding and Successfully Implementing Inclusion].

Since 2018, over 250 experienced managers have received training.

In addition, since the beginning of 2019, all new managers, i.e. those who are assuming management responsibility at the Municipal Administration for the first time, have also received training on diversity and inclusion as part of a 10-day training series.

There are also specialist further training measures to promote the intercultural competence and diversity competence of municipal employees, some of which have been running for years. Training and/or advice is offered to accommodate specific needs, for example on special protection and safety needs of LGBTI refugees in the context of the Housing Office.

Training courses are offered for Municipal Administration staff on municipal guidelines for accessible communication, the installation of aids such as tactile guidance systems and mobile induction loops. The participation and involvement of people with disabilities in numerous urban planning undertakings has led to a significant increase in knowledge and sensitivity to accessibility and inclusion requirements.

Within the framework of the project *Einwanderung gestalten NRW* [transl.: Shaping Immigration North Rhine-Westphalia], a workshop entitled *Expedition Vielfaltskompetenz* [transl.: Expedition Diversity] has been organised to actively support the advancement of diversity competence within the Municipal Administration. Impulses and ideas regarding the value of teaching diversity competence were collected with the help and support of migrant organisations, intercultural centres, volunteers and administration.

In the past 4 years, the municipal training supervisors have implemented almost 30 projects worldwide for all groups of trainees and have sent over 180 junior staff abroad, offering these young people even more of a chance at being introduced to internationality and an understanding of other cultures and social circumstances. The training supervisors advise and support the trainees in their search for internships and semesters abroad.

Promoting the employment of people with a migrant background and from marginalized groups vis-à-vis the Municipal Administration

Through its council decision *Initiative Chancengleichheit* [transl.: Initiative for Equal Opportunities], the Municipal Administration promotes the employment of people with a migrant background. The integration of young people with a migrant background into training programmes offered by the City of Cologne is supported through six-month orientation and qualification measures.

The *Chance+* initiative provides refugees with the opportunity to do an internship with the Municipal Administration. At the end of 2017, approximately 40 people had been placed in internships, some of which had been extended, and 8 people had been placed in vocational training or jobs, including in the municipal project for young people with a migrant background.

The quota of people with a migrant background who are in vocational training with the City of Cologne is consistent at 30%.

All of the City of Cologne's job postings include a diversity clause, which makes it clear that the City of Cologne promotes equality of all employees and therefore welcomes applications from women and men, regardless of their ethnic, cultural or social background, age, religion, ideology, disability or sexual identity.

In 2018, a network of LGBTI employees was established within the Municipal Administration under the name *Buntwerk*. This network is a safe(r) space for informal exchange. At the same time, it functions as a platform for planning and implementing high-profile campaigns on specific topics. In this way, the members of *Buntwerk* promote visibility and acceptance of sexual and gender diversity both within and outside the Municipal Administration.

Strategy

Under the leadership of the Office for Diversity Management and in cooperation with the Office for Staff Development, a virtual reality training course is currently being developed for junior managers to educate them about diversity and diversity management.

The *stadt-koeln.de* website header is being redesigned in order to provide functions that will make it easier to operate for people with disabilities at an easily accessible location.

The training management is also planning a variety of future projects abroad in order to further promote and focus on the topic of internationality through on-site visits as well as frequent return visits by groups to Cologne, always in conjunction with project assignments.

In addition, a concept for young people with disabilities in the annual training occupation of office communication specialist is currently being developed. As a first step, 4 people have already been hired within the framework of a short concept, after a trainee started her training in 2018 to gain initial experiences.

Field of Action 7: Equal Opportunities on the Housing Market

Developing concrete measures to combat discrimination in the provision and sale of housing space.

State of Affairs:

Developing concrete measures to combat discrimination in the provision and sale of housing space

Since 2016, the City of Cologne has maintained the Office of the (independent) Ombudsperson, which is staffed with two specialists and is linked to the Cologne Refugee Council. It makes it possible for refugees to lodge a complaint in the event of discrimination in their accommodation. The Office of the Ombudsperson then clarifies the facts of the case in cooperation with the administration, which will provide redress in particular cases or take precautions to prevent similar incidents of discrimination in the future.

The City of Cologne employs security services in housing facilities for refugees. The contracted security services are contractually obliged to conduct training courses to train the employees in intercultural competence and de-escalation techniques. The intercultural competence training courses cover all nationalities and cultures living in housing facilities in the City of Cologne and sensitize employees to racial discrimination.

In the scope of the implementation of the State Protection against Violence Concept North Rhine-Westphalia (LGSK NRW), the City of Cologne has established a working group consisting of participants from the *Runder Tisch für Flüchtlingsfragen* [transl.: Round table on refugee issues] and the administration, which is developing a protection against violence concept for municipal housing facilities for refugees in Cologne.

Analogous to the LGSK NRW, every refugee housing facility for in Cologne follows guidelines that set out the clear commitment to protect human dignity and defend against violence and discrimination of any kind.

Another component in creating better structures is the training and education of local social workers regarding topics including democratization, participation, cultural diversity, etc.

The Municipal Integration Centre has produced a guidebook *Wohnen in Köln* [transl.: Living in Cologne] in simple language to support people, especially recently immigrated persons, in finding housing and to provide guidance.

Accessibility in refugee housing goes beyond legal statutes. This is a voluntary measure taken by the City of Cologne.

The counselling centre *wohn mobil* [transl.: live mobile] is supported by the City of Cologne. It advises people with disabilities on how they can renovate their homes to make them accessible and which subsidies they can apply for to help with the process, with the aim of maintaining and supporting independent living opportunities in a familiar living environment.

Developing guidelines or codes of conduct for municipal and private companies active on the property market to combat discrimination in the rental and sale of housing space

When leasing rental properties under municipal administration to refugees and other people with a migrant background, employees of the Office of Housing must act strictly in accordance with the legal requirements of the General Equal Treatment Act (AGG). § 2 Para. 1 Cl. 8 of the AGG prohibits discrimination on the grounds of ethnic background, gender, sexual orientation, age, disability, religion or worldview when accessing goods available to the public, including housing.

The AGG legal non-discrimination principle when concluding residential rental contracts also applies to providers of apartments on the free housing market, both private individuals and real estate companies. Due to the legal statutes which apply to the whole of Germany, any voluntary agreement by private landlords and housing companies to refrain from discriminatory behaviour when leasing apartments is obsolete. The legal non-discrimination principle entails the possibility to claim damages in case of violation (§ 21 AGG).

The consumer protection centre of the state of North Rhine-Westphalia offers individual advice in Cologne for people who feel discriminated against in a rental situation.

Cologne's largest housing company, *GAG Immobilien AG*, whose shareholder is the City of Cologne, has set up a quality management department which is also concerned with ensuring fair and non-discriminatory rental apartment procurement practices.

A social management department set up at GAG acts as the mediator in dealing with social conflicts between tenants, as well as in intercultural conflicts with tenants with a migrant background. This facilitates integration within the framework of a leasing relationship.

The City of Cologne is mindful of accessibility in the construction of new buildings. This applies equally to kindergartens and schools as well as to sports facilities, cultural institutions and administrative buildings.

Supporting persons affected by discrimination in their search for housing

The *Runder Tisch für Flüchtlingsfragen*, [transl.: Round table on refugee issues] comprised of representatives of the council factions, churches, welfare organisations, the police, representatives of independent agencies and the Municipal Administration, has drawn up guidelines for the accommodation and care and support of refugees. According to these guidelines, refugees who meet the criteria for private housing will be supported by volunteer helpers in their search for suitable housing.

The move-out management is a joint project of the City of Cologne administration and independent agencies. The aim is to offer refugees who were previously living in municipal housing a new perspective, to facilitate integration and to support them in their search for suitable private rental accommodation on the free housing market. *Caritas*, the German Red Cross and the Cologne Refugee Council are involved in the project. These organisations are well-connected in the urban community. A new cooperation agreement signed 1 September 2019 indicates that numerous volunteers who have been caring for individual refugees privately up to now will become actively involved in the project in the future.

The project participants are particularly concerned with problems refugees face when trying to access the free housing market. They thus help with formalities (change of registration), explain basic guidelines when establishing tenancy (application form, *Schufa* information, deposit payment, payment of service charges) and assist in obtaining state subsidies (absorption of rent payments, initial equipment allowance). Workshops and information evenings are

offered, among other things. The project participants also mediate in case of language barriers and conflicts due to misunderstandings. The aim is to overcome reservations about renting to people with a migrant background.

In the area of social housing, special regulations have been adopted to ensure non-discriminatory access for people with a migrant background. A concept for integrative occupancy has been developed for the initial leasing of publicly subsidized apartments in new buildings rented or built by the Office for Housing of the City of Cologne. One third of the apartments, respectively, will be rented to

- apartment seekers with a *Wohnberechtigungsschein* [transl.: a certificate of eligibility for housing issued by the relevant district]
- apartment seekers with access restrictions to the housing market
- homeless citizens and refugees with residence status who previously lived in accommodation provided by the Housing Office.

The housing project *Villa Anders* [transl.: Villa Different] is a LGBTI housing project that is one-of-a-kind in all of Germany. It combines the advantages of multi-generational living with a safe(r) space in which sexual orientation is of no importance. The housing project is managed by the Cologne housing cooperative GAG.

Since 2016, the City of Cologne has been providing housing units for refugees with special protection and safety needs.

Strategy

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Field of Action 8: Combating Racism and Discrimination through Education and Training

Developing measures to tackle inequality in education and schooling opportunities; promoting tolerance and intercultural understanding through education and schooling.

State of Affairs:

Developing measures to tackle inequality in education and schooling opportunities; promoting tolerance and intercultural understanding through education and schooling

By offering bilingual schools and day care centres, the City of Cologne promotes intercultural understanding through education and schooling. The work of the Centre for Multilingualism and Integration (ZMI) supports educational institutions in their efforts to systematically and permanently implement language development and multilingual education and thus contribute to the intercultural opening of Cologne's educational landscape. The Association of European Primary Schools especially tries to systematically dovetail regular lessons with the language(s) of origin of the pupils with a migrant background. In this way, some children have the chance to deepen the knowledge of their language of origin in class, while other pupils can experience a language that is new to them.

The Municipal Integration Centre has been responsible for the regional coordination of *Schulen ohne Rassismus / Schule mit Courage (SoR/SmC)* [transl.: Schools without Racism / School with Courage] in Cologne since 2018. There are currently 26 *SoR/SmC* in Cologne and four *Schulen der Vielfalt* [transl.: Schools of Diversity]. In the scope of this project, open schools set themselves apart by their activities to promote greater acceptance as a quality feature for a good school climate. Teachers are asked to take resolute action against homophobic and transphobic utterances and to make sexual and gender diversity a topic of discussion in class.

Anti-discrimination work is carried out in schools through the choice of appropriate teaching content, methods and projects. These include topics across schools which deal with the topic of racism or discrimination, either directly and exclusively or indirectly. The NS Documentation Centre contributes to the discussion of racism with a broad catalogue of measures. The information and education centre against right-wing extremism, which has been doing work for over ten years, aims to promote awareness of human rights, democracy, cultural diversity and non-violence as well as prevent and counter right-wing extremist patterns of thought and action. The focus is on educational and preventive work in schools and youth facilities. In doing so, emphasis is placed on sensitizing and informing as well as motivating pupils and young adults to get involved themselves. The pedagogically comprehensive and differentiated gratis offering of the information and education centre includes courses on right-wing extremism and advanced courses/workshops for schools and youth facilities to deepen the understanding of different focal points as well as seminars, further training and lectures for adults, especially for multipliers.

The City of Cologne supports and promotes the school awareness raising projects *SchlauKöln* and *WiR - Wissen ist Respekt*. In their workshops, the projects offer information about the diversity of sexual identities that exist on the spectrum between hetero- and homosexuality as well as about the range of gender identities. Both projects impart knowledge and promote understanding regarding the realities of being lesbian, gay, bisexual and trans* for school classes and youth groups.

Implementation of the 12-point package of measures in the inclusion plan for schools in Cologne began in 2012 and was updated in 2015. The inclusion concept for the work in the municipal day-care centres has been developed and is being implemented. Within the framework of the pilot project Inclusion in Youth Development, institutions for open child and youth work and cultural work with young adults have teamed up to form a network. The employees of these institutions have regularly taken part in further training events and workshops on various topics.

Developing measures to ensure equal opportunities in access to education and training

The Municipal Integration Centre advises young people with a migrant background on education and vocational training opportunities. It supports the educational landscape by offering guidance, qualification opportunities, networking and projects - partly in partnership – in the fields of sports, culture, media education, German language support, among others.

In addition, there is a focus on intercultural school development and intercultural work with parents, f. ex. through *Projekt Rucksack*, which aims to promote the language development of children in German and in their language of origin and to foster their parents' upbringing skills (family education).

The *Brückenprojekt* run by the Youth Welfare Office of the City of Cologne makes the support and care of 0-6-year-old children, predominantly from recently immigrated families, possible.

The Municipal Integration Centre offers information and guidance to recently immigrated young persons aged 16-18 years regarding the vocational college system and collects the relevant data for forwarding to the district government, which assigns them to an international remedial class at a vocational college. A preceding consultation with the Municipal Integration Centre equips the vocational colleges with relevant information about the student to ensure the best possible integration in the institution. Access to and integration into the regulatory system of the German education system is thus made possible. By cooperating closely with the vocational colleges in Cologne and promoting enhanced networking, the Community Integration Centre contributes significantly to the improvement of the educational participation of recently immigrated youths and young adults.

The Municipal Integration Centre cooperates with foundations, independent sponsors and educational providers to improve language support for recently immigrated youths and young adults between 16 and 27 years of age. As a result, service gaps are uncovered that result in the development of recommendations for action and guidance in pursuing the goals of a complete educational biography and the promotion of equal opportunities for the target group.

The Municipal Integration Centre commits itself to the topic "literacy" of recently immigrated youths and young adults with literacy needs by entering into a professional exchange with educational providers. The aim of this exchange is to improve the participation opportunities of the target group. In addition, the Community Integration Centre works with the relevant actors and decision-makers to develop appropriate opportunities for the target group and to close gaps in their education.

Developing teaching materials to promote tolerance, human rights and intercultural understanding

In the scope of the ALVENI project, the importance and significance of education is conveyed through target group-specific coaching in kindergartens. In order to tackle inequality in educational and schooling opportunities and in turn to ensure equal opportunities, the WAK project teaches language in connection with topics related to work and everyday life.

The administration develops teaching materials for the promotion of tolerance, human rights and intercultural understanding, for example in the scope of the *Brückenbauer* project run by the Cologne Refugee Council, by providing expert advice in developing the materials.

The Municipal Integration Centre offers regular workshops on relevant topics of municipal integration work to support multipliers in their work with the target group, namely recently immigrated youths and young adults, in breaking down barriers, promoting dialogue, imparting intercultural expertise and creating equal opportunities.

Multilingual information material for parents of primary school pupils will be provided.

Strategy

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Field of Action 9: Promoting Cultural Diversity

Promoting cultural diversity in cultural programmes, public spaces and urban life.

State of Affairs:

Promoting cultural diversity in cultural programmes, public spaces and urban life

By fostering 21 European and global town twinning arrangements, cooperating in European and international town networks as well as intercommunal co-operations with other cities worldwide, the City of Cologne is contributing to international understanding, reducing prejudices, cultural dialogue, the exchange of information and experience and the mutual transfer of best practice. In this spirit, the City of Cologne has committed itself to implementing the Millennium Development Goals of the United Nations.

In 2018, the Department for Cultural Participation was established in the Cultural Office, thematically updating and expanding the already existing funding area of intercultural support. The creation of a new funding concept for the field of cultural participation within the framework of a participatory process offers an opportunity to develop apposite promotional tools, which form the basis of the new department's future work. Funding made available by the Federal Cultural Institution's *360° Fonds für Kulturen der neuen Stadtgesellschaft* [transl.: 360° Fund for Cultures of a New Urban Community] has been used to create financial and staff resources for diversity-oriented work in the Cologne Public Library and the Rautenstrauch-Joest-Museum - Cultures of the World.

Within the framework of the administrative reform, the areas of lifelong learning, outreach, diversity and inclusion have also been expanded by bringing more staff in.

The *Museumsdienst* [transl: Museum Service; educational service] is aimed at the entire population, regardless of age, background, education, religion, as well as visitors with sensory, motoric and/or cognitive impairment. In doing so, the *Museumsdienst* aims to ensure accessible education opportunities. In addition to programmes in the field of lifelong learning (e.g. a series of events for Turkish-speaking senior citizens), intercultural and multilingual learning (e.g. a project in cooperation with the Centre for Multilingualism and Integration Cologne) and with inclusive access (e.g. guided tours for blind and visually impaired visitors and their friends), the *Museumsdienst's* outreach project *Mobiles Museum* brings its services to the city's social spaces.

The City of Cologne was one of the first municipalities in Germany to set up its own funding programme to support intercultural art projects. Innovative intercultural art projects have been funded every year ever since, attesting to the diversity of Cologne's urban community.

With the project *Maker Interkulturell*, the Cologne Public Library will expand its participatory structures and develop more diversity-oriented offers with the active involvement of people with a migrant background - especially young people. This process of diversification is also intended to impact Cologne's urban community through cooperation with partners in the fields of education, culture and politics.

For many years, the Cologne Public Library has been pursuing the goal of addressing all of Cologne's citizens with a migrant background through its intercultural library work. Its services include guided tours for integration course participants, a wide range of multilingual programmes to promote reading, as well as a language room and the EU project "A Million Stories" for refugees.

In cooperation with various partners, the *FORUM VHS* [transl.: VHS stands for "Volks-hochschule" which translates to adult education centre] will be further expanded to become a place for discourse and conversation about current issues of social diversity.

The topic of inclusion has been given ready consideration in the Cultural Development Plan and the meetings of the *Runder Tisch für Inklusive Kultur* [transl.: Roundtable for Inclusive Culture] are attended by municipal officials. The fee and user regulations for municipal sports, cultural and educational facilities will be adapted in the interest of people with disabilities: people with severe disabilities will receive a discount, and authorised carers of people with disabilities (indicator B in the disabled person card) will receive free admission. The city advertises the adoption of these regulations to municipal companies and private institutions.

The accessibility of municipal and private cultural offers has been improved continuously. All community centres are working at making their offers and services more and more inclusive. The spatial accessibility standards in rooms in adult education centres are being further optimised according to the needs of participants with disabilities. In the case of construction measures as well as renting of classrooms, requirements of accessibility must be ensured.

Offering regular financial support for cultural projects and community centres that represent the cultural diversity of the urban population. Integrating these programmes into the city's official cultural landscape

The City of Cologne promotes various event formats that give groups affected by racism and discrimination the opportunity to communicate their objectives and experiences to a broad public. These include the annual promotion of the *Sommerblut Festival*, the *Cinepänz Festival*, the *BritneyX Festival*, the *Homochrome Film Festival*, the *Come-together Cup*, the *Tü-pisch Türkisch Film Festival*, the *Stimmen Afrikas* reading series and the *FremdeOrte* writers' café, to name but a few.

In addition, the City of Cologne consistently supports a small base of institutions that showcase the city's cultural diversity through the institutional funding of the *Summerblut Festival* and the *KulturForum* Turkey Germany.

The *Museumsdienst* cooperates with various partners in the field of cultural diversity; together they develop bookable or public programmes. Financial support falls outside of the competences of *Museumsdienst*.

Promoting the production of films, documentaries, etc. which give groups and individuals affected by racism and discrimination the opportunity to communicate their objectives and experiences to a broad public

By promoting intercultural centres in the city, a multitude of different cultural offers is made possible and the equitable coexistence of people from different backgrounds is ensured.

The *Museumsdienst* offers thematic guided tours (Rautenstrauch-Joest Museum) as well as a workshop on the topics of right-wing extremism, racism and discrimination (NS Documentation Centre).

The Cultural Office of the City of Cologne supports film projects that engage with the topic of racism and discrimination in an artistic and aesthetic way.

The City of Cologne supports both the Centre for Gay History and the Women's History Association as institutions documenting Cologne's gay and lesbian urban history.

Naming of public areas (streets, squares, etc.) to commemorate discriminated persons or groups or relevant significant events

Naming public areas after victims of the Nazi regime or to commemorate events from that time has been done in Cologne for years. This includes the naming of streets and squares after victims of the Nazi regime as well as the maintenance of and remembrance through memorials throughout the city. This includes the Memorial for the Victims of the Nazi Military Justice System, Sinti and Roma - Trace of Memories in Cologne, the Memorial for the Gay and Lesbian Victims of National Socialism. Furthermore, more than 2,100 small brass plaques installed on many of Cologne's streets commemorate the victims of National Socialism as part of the *Stolpersteine* campaign.

Strategy

Plans are currently underway to erect a memorial to commemorate both bomb attacks by the NSU (National Socialist Underground) in Cologne.

In the scope of the creation of a new funding concept for the field of cultural participation (which will eventually include interculturality), this field is being updated simultaneously so as to further sharpen the view of changing social realities. In addition to the project funding that is already in place, funds for the structural strengthening of the movement in order to create more planning security will also be developed.

In the scope of the project *Maker interkulturell (360°)*, the Cologne City Library intends to encourage people with a migrant background to develop and carry out cultural offers and programmes. For the cultural programme, an event on topics related to interculturality and diversity is planned at least once every six months. Cooperation with intercultural actors from the fields of education, culture/art and politics is also being sought.

Over the next two years, the *Museumsdienst* plans to increase diversity in programming, to continue projects and city-wide cooperation in the areas of diversity and inclusion, and to increase the participation opportunities for citizens in museums. Expanding cooperation opportunities in the areas of interculturality and establishing a round table on the topics of inclusion and museums is also planned, as well as expanding anti-racism and anti-discrimination services in collaboration with those affected by racism and discrimination.

Field of Action 10: Racist Violence and Conflict Management

Developing or supporting measures to deal with racist violence and promoting conflict management

State of Affairs

Establishing an expert committee (scientists, practitioners, people affected) to advise the Municipal Administration and the population, analyse conflict situations and warn against hasty reactions

Expert committees at the municipal level are active alongside the Municipal Administration and local politicians in relation to specific target groups. One example of this is the *Runder Tisch für Flüchtlingsfragen*, run by the Municipal Administration, which analyses conflict situations, implements increased education of the population and socio-pedagogical care for refugees placed in housing facilities with the aim of conflict prevention and has the effectiveness of its actions evaluated. The various municipal working groups and the Integration Council with its working groups should also be regarded as expert committees.

The anti-discrimination offices funded by the City of Cologne advise affected people and support them over the course of their complaints.

Developing or supporting measures to deal with racist violence and promoting conflict management

When specific conflict situations arise, committees are formed at short notice to analyse the causes, develop conflict resolution strategies and measures to prevent violence on the ground. In addition, there are discussion groups to make permanent contact between representatives of discriminated groups and the administration or police possible. These include the sub-working group *Dialog mit der Polizei* [transl.: Dialogue with the Police], run by the LGBTI Municipal Working Group.

Defusing conflicts in urban public spaces through joint patrols comprised of security staff and police. De-escalation through street workers, especially when dealing with migrants from Southeast Europe. Sensitisation through street workers engaging in dialogue with residents and business owners.

Developing a range of conflict management and mediation programmes for relevant institutions, such as the police, schools, youth centres, integration facilities, etc.

Establishing the Crime Prevention Council and establishing the Centre for Crime Prevention and Security in Cologne.

Strategy

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