No worries. This is Rotterdam.
Living together in a city where everyone’s a minority.

Integration & the Community Action Programme 2019 – 2022
Article 1, The Netherlands Constitution

All persons in the Netherlands shall be treated equally in equal circumstances. Discrimination on the grounds of religion, personal belief, political opinion, race, gender or any other ground is not permitted.
Foreword

Rotterdam, in all its diversity, is a fantastic city. It is truly an honour to be able to serve this city, as vice-mayor for Enforcement, Public Space, Integration and the Community. But it is also a challenge because living together properly in the city will not just happen. In Rotterdam, too, we often see tense relationships between people and groups. Around the time of the elections, lists were published of the topics that people are most concerned about. Integration and living together were almost always at the top. We have to take those concerns seriously, without losing sight of the fact that in things are actually very often going well in the city.

My aim is to reduce the tensions in the way we live together in Rotterdam. The action programme you are now reading forms the basis for the activities that are planned for this council’s term in office.

The title No worries, this is Rotterdam, the subtitle Living together in a city where everyone’s a minority and the motto ‘In legibus libertas’ (liberty in the laws) on the outer wall of the town hall together provide the essence of where we want to go: living together without tensions in a city characterised by diversity, within the protection and limits of the law.

This action programme is for all Rotterdammers: those who were born here, those who settled here later and those who are still very new. We want all these Rotterdammers to feel at home here and to continue to feel that way. Living together in our diverse city does not just happen. We pay extra attention to the people for whom it is not self-evident that they can be part of it.

The changes that have taken place in the city over the past few decades have done a lot of good but have also led to some alienation. This alienation only disappears when people feel connected with each other, respect each other and help each other when necessary. And if they can get a sense of certainty from the rules that we have agreed with each other and that we enforce. Equality, connection and enforcement are therefore the pillars supporting this programme.

The aim of this action programme affects the portfolios of several members of the council executive. We realise that we can only achieve things through intensive cooperation. I am convinced that this ‘team’ – in terms of composition, a wonderful example of the diversity within our city – is going to be successful.

I would like to thank the dozens of people and organisations who have contributed to this plan and who are going to help with its implementation.

Bert Wijbenga - van Nieuwenhuizen
Vice mayor for Enforcement, Public Space, Integration and Community
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“More than seven years ago, I founded the Health Information Foundation (Stichting Voorlichters Gezondheid). And as a spokesperson on health issues, I realise that language is very important, not only for migrants, but also for people who have lived in Rotterdam for years. If you master the language, you have access to good healthcare.

During the day, you may be able to see a doctor you trust who speaks your language. But at night, in the event of an urgent problem in the hospital, you depend on Dutch doctors. Rotterdam is very diverse. Respect, mutual understanding and tolerance ensure that everyone can take part.

In one of my classes about values and norms, someone said to a gay Indonesian man, ‘I hate homos.’ To that person, I said, ‘Can I ask you something? You like freedom, solidarity and tolerance. Yet you want these values for yourself but not for others – why?’ Raising awareness is very important to me. In my lessons, I often say that everyone in the Netherlands must be treated equally. That’s what Article 1 of our constitution says. There’s only one ‘we’ and together we have to make our city something very beautiful. There are and always will be differences; what unites us is our love for the city. I am a Moroccan-Dutch woman, born in Rotterdam. The fact that I can be myself here is not a feeling but a mindset. Early on, when I didn’t have the Foundation, I didn’t wear a headscarf. It was easy to find a job. When I started wearing a headscarf, things were different. I might perhaps be rejected by the first nine companies, I thought, but the tenth would probably take me on. It’s very important not to play the role of victim.

There are many problems in Rotterdam, but the municipality also offers many solutions to make sure that everyone can take part. Actions, not words. For example, child mortality is high. That is why we are now not only giving information to pregnant women but also to general practitioners and because of this, midwives are now working better together. Rotterdammers have to find their way in the social environment. And there’s still some way to go.”
1 Introduction

1.1 Living together in a city where everyone’s a minority

Of course, it is conceivable that there are Rotterdammers whose ancestors lived here when a dam was constructed in the Rotte in the year 1270. But for the most part, Rotterdam’s families did not settle here until much later, and they came from all over the place. Sometimes from the immediate vicinity of the city, sometimes from the other side of the country, sometimes from much further afield. And that remains so. In 2018, our city was home to people with no less than 206 different nationalities.

And that is not the only difference: take beliefs, sexual orientation, religion, culture, income and age too, for instance. There is simply no avoiding it: everything that people can be, is present in Rotterdam.

A Catholic from Kralingen with roots in Brabant can be a Rotterdamer. So can a humanist from Charllois, originally from a prominent Zeeland family. Or a fleeing Nigerian Christian: also a Rotterdamer. The patriotic Turk, the third generation Moroccan, the transsexual Georgian with Albanian ancestors, the elderly Russian Orthodox believer and, yes, even the Amsterdammer who moved at the beginning of this year; they are all Rotterdammers.

No matter how you look at it, Rotterdam is a city full of differences.

And everyone has an opinion about it.

Few things have been the subject of as much debate in the last ten or twenty years as diversity in the city. And, as is often the case with discussions and debates, the loudest voices come from people who only see the advantages or the disadvantages.

Some Rotterdammers point to the nice eateries that have sprung up from the ground like mushrooms. To Turkish shops where the olives are indeed a lot tastier than those from the Dutch supermarket. They point to cultural expressions that until recently could only be seen in faraway places. And they may even feel emotional when they see people from different ethnic and religious backgrounds who actually do things together without interfering in each other’s lives. Even if it is just waiting for the metro.
And indeed, you do come across that in our city. It does happen.

But there is also another side. A side that other Rotterdammers point to with concern, that of the people who no longer feel at home in the neighbourhood where they have lived for years and sometimes even grew up. Where the Dutch baker has made way for a phone shop, although there are already five other phone shops. They point to neighbourhoods where so many people with a specific ethnic or cultural background have come to live next to each other that new minorities have been created. And about the threat of radicalisation of people who think that Dutch laws and regulations do not apply to them.

Indeed: that is also something you encounter in Rotterdam.

Both sides have a point, but the pointedness of the discussion has in the meantime put the city under unnecessary pressure and overshadowed the beautiful aspects. It has not brought us any closer to – and may even have pushed us further away from – something that is very much needed for constructively living together in a city full of differences: the absence of worries.

Discussion and debate remain necessary. And emotions will continue to run high from time to time, of course. But it must lead to something. The recently departed city poet Derek Otte talked in his farewell collection about “learning to clash constructively”. It’s fine for sparks to fly in Rotterdam, but entrenched ideas are no use to us.

In short, it is time to ease off and add a healthy dose of realism.

Because (let’s face it) diversity in Rotterdam is a fact: 70 per cent of all people under the age of 18 in Rotterdam have parents of non-Dutch backgrounds. It will not be long before no single group is in the majority here. Diversity in Rotterdam is no longer a choice or something we can turn back, or even an aim: diversity is a given.

A large majority of Rotterdammers – of whatever origin – also recognise this. These are the people who in surveys say things such as “a little diversity is fine with me” or who fill in the ‘neutral’ box if asked what they think about it. They look at their city and see that many things are going well, but also that sometimes it goes wrong. They are alternately proud and anxious. They see both the advantages of diversity and its drawbacks. One moment they are enjoying the colourfulness and variety and the next moment they feel discomfort. They are people whose everyday activities make an enormous contribution to life in Rotterdam. What unites them is their love of the city. The realisation that, wherever we come from, we are all first and foremost Rotterdammers.

Realistic and with no worries. That is how we deal with differences in Rotterdam. We can do this because we all stick to two important agreements.

The first is the Dutch legislation, a key element of which is the constitution. The laws are not there to restrict us, but to make all these differences possible. So whenever the constitution is called into question, we intervene.

Whether you are a Moroccan who is rejected for a job because of your surname or a homosexual who is abused or intimidated, you can count on an appeal to the municipality being heard if the rights enshrined in the constitution are violated.

The second agreement is the language. We can be succinct about this too: if we can’t understand what is said or written, we can’t understand each other and we can’t live together. Being able to speak, write and make yourself understood in Dutch makes it possible to take part, creates opportunities and gives you the feeling of belonging. It is therefore an absolute must for all Rotterdammers to be able to express themselves well in Dutch.

What matters is what we make of it together. And making something of it is what we have always been pretty good at in Rotterdam. You see that immediately if you put a photo from autumn 1940 next to one of Rotterdam today. The skyline is made up of striking buildings and iconic bridges, but it stands for much more. It stands for a city that is growing and developing because the people who live there are growing and developing. It stands for a city where people get opportunities, wherever they come from and however different they may be. A city that is bustling, thanks to these differences and not despite them. A cosmopolitan place in every way.
1.2 Together with the city

People expect a lot from their government, including when it comes to the subject of living together and dealing constructively with differences. At the same time, we have to be honest: the influence of government on this is limited. Employers, social organisations, sports clubs, schools and individual Rotterdammers all play equally important roles. During the development of this action programme, we deliberately entered into discussions with Rotterdam’s people and organisations. Doing things together with the city is the only way we can make the difference.

The foundations are already there. There is a coalition agreement and a number of motions have been adopted by the municipal council. Experience has been gained in recent years about policy interventions. And science provides us with important insights about what works and what does not.

We have enriched and sharpened this image by engaging in dialogue with professionals, volunteers and interested members of the public. Working visits, debates, meetings and individual discussions have made important additions to this action programme. We have also spoken to leading scientists with different views regarding these themes. We consciously went looking for this diversity, in order to arrive at a carefully balanced and constructive story.

Inspiration was drawn from projects that took place during the previous council’s term in office. The Gesprek met de Stad (Conversation with the City) is one of them. Not only the municipality but also many residents, social organisations, institutions and businesses organised discussions in their own neighbourhoods, companies or networks. The question of how we go about building the future of the city is important to the people of Rotterdam and has given rise to energy and creativity. Through this dialogue, thousands of Rotterdammers have helped create the story of the city.

Living together was one of the most widely discussed themes. Rotterdammers feel a strong bond with the city. The realisation that diversity and differences between people are integral to a city like Rotterdam is reflected in the stories. Although residents say that they feel involved with ‘their’ city or neighbourhood, they feel less connected with many of their fellow residents. There is a great need for a human dimension and ‘real contact’. Rotterdammers perceive little understanding and respect for each other in the public spaces. There is a feeling that people do not want to listen to each other as much as they used to and that they do not dare to speak to each other.

The results from the WIJ-Society programme have been worked out and embedded in this action programme. It has taught us that real connection is achieved by building and maintaining networks. Investing in low-threshold initiatives has allowed new networks and projects to be created in recent years that are continuing to expand. In turn, these have spawned new projects and ideas: networks at area level, in specific groups and communities, networks around the ‘Handvest van Compassie’, networks of the ‘Coalitie Rotterdammers voor Mekaar’, networks of entrepreneurs and professionals in the city. These networks form the necessary social fabric of the city. It is important to converse with each other and to keep doing so, in order to be able to make agreements. It also makes our city defensible when society is under pressure and social resilience is called upon.
Simon Cohen
entrepreneur and
chairman of the Coalition of Rotterdammers for Each Other

“To use your heart and soul to resolve particular problems in Rotterdam, that, for me, is really taking part. I do that as chair of the Coalition Rotterdammers voor Mekaar (Coalition of Rotterdammers for Each Other). In this project, fifteen people with large networks have joined forces to prevent or reduce undesirable tensions in the city.

To that end, it is essential to establish connections with individuals, professionals and organisations. For example, when the police carried out one particular raid in Rotterdam-Zuid, the tensions were high and it turned out that this was because all the police were white while the residents were all coloured. Afterwards, we had a discussion with the Police Commissioner who was pleased that we had signalled this and wanted to use the insights at a later date.

I am very open with people from different backgrounds, particularly as regards religions. It is only with right-wing extremists that I am a little wary and adopt a wait-and-see approach. But I am also quick to get a dialogue started and to eliminate negative ideas. I even go looking for differences: recently, on behalf of an ecclesiastical organisation, I was able to organise a meeting about football and anti-Semitism at the headquarters of the police. The Public Prosecutor’s Office, the Anne Frank foundation, Radar, the Jewish community, churches, the KNVB and hooligans from Feyenoord were all present. It was a successful meeting in which we were able to exchange important insights.

I am concerned about the growing hatred of minorities, especially Jews. I am able to be myself and I feel I have appropriate support, but I do hear stories from within my network. People who, for example, don’t dare to wear a yarmulke outside on the street. And I have gay friends who wouldn’t even think about walking hand in hand outside the house. Keeping talking remains important. In my work, I do this by helping people with dilemmas of a personal or work-related nature to come to a new understanding of themselves. Asking questions and not just giving advice lets people take a look at themselves somewhat more critically.”
2 Working towards a
tension-free society

2.1 Who does it concern?

Living together is a matter for all Rotterdammers, regardless of their origins, sexual orientation, faith (or lack of one), skin colour, age, income, favourite football club or musical preferences.

We think it is important that every resident of our city is seen and heard. The actions that we initiate and encourage from within the municipality are aimed at the whole of Rotterdam society and are aimed at achieving acceptance of diversity and learning how to deal with it in the best possible way. Our goal is a tension-free city that is safe for everyone.

This plan affects all Rotterdammers. We are aware that some Rotterdammers feel it is less self-evident that they can take part and be themselves. That is why we pay extra attention to specific groups where necessary. Take LGBTI people, for instance, both young and old, and women in dependency positions that they have not chosen themselves. Also consider Rotterdammers who are visibly different because they have a disability, a different skin colour or a particular religious conviction.

Furthermore, around 11,000 newcomers from abroad find a place in Rotterdam each year. For many of them, it is a transition that takes place without major problems - expats and students, for example. But there is also a vulnerable group of new Rotterdammers and these people require extra attention. To ensure that they too can take part in our society to the best of their ability and as soon as possible, we are investing in them and asking them to make every effort themselves.

These people are asylum migrants and the family members who join them at a later time. They come under the residence permit holder approach adopted by Rotterdam. Family migrants coming to the Netherlands in the context of making or reunifying families are in many cases the partners of Rotterdammers who themselves may or may not have a migrant background. Some of them come from outside the EU and are obliged to partake in citizenship education. There are also Rotterdammers with an unfinished citizenship education. This is the group who came to the Netherlands as refugees between 2006 and 2013, who have not yet completed the citizenship education process and are therefore considered vulnerable.

In the following sections, under the questions ‘What do we want to achieve?’ (Section 2.2) and ‘How are we going to do it?’ (Section 2.3), we will deal with the themes Living together without tensions and New Rotterdammers separately. There is considerable overlap between the two, of course.
2.2 What do we want to achieve?

2.2.1 Living together without tensions

Desired social effect
Rotterdam is a city that does not exclude anyone. The laws are there to protect all Rotterdammers and, at the same time, they oblige those same Rotterdammers to abide by them. Every Rotterdammer can count on a safe social environment that they can and may take part in. Within the limits of the rule of law, everyone is allowed to be themselves and to express themselves as they wish. We call each other to account on the basis of behaviour, not on convictions and opinions. Rotterdammers recognise that the great diversity in the city means that there are differences that sometimes cause discomfort. We tackle them constructively. Groups that still have a vulnerable position in our society have become more assertive and let themselves be seen and heard positively. This is letting Rotterdammers building a tolerant city in which people from different backgrounds live together respectfully and appropriately.

Target of the council executive
By 2022, there will be demonstrably more acceptance of the diversity that characterises our city.

To that end, we have set the following goals:

1. Rotterdammers will be more at ease with the diversity in the city.
2. There will be more knowledge and awareness of prejudice and discrimination in the city (and that covers all grounds, in all areas). Equal opportunities and inclusiveness have been expanded in general and - more particularly – in the labour and housing markets.
3. There will be more knowledge and awareness of the importance of equality and equal treatment of men, women and LGBTI people within the various social domains.
4. The social safety of vulnerable Rotterdammers, such as girls/women and LGBTI people will be improved.
5. Vulnerable Rotterdammers will be more assertive and resilient. This lets them make better use of the opportunities they are given and actively take part in society.
6. Rotterdammers will have greater confidence in the future of our diverse city through strict enforcement of the rules.

These goals are supported by the pillars of Equality, Connection and Enforcement. More details of this can be found in the discussion of the actions in Section 2.3.

2.2.2 New Rotterdammers

Desired social effect
Newcomers in Rotterdam who have come to the city from abroad will find their way in Rotterdam society and learn to speak Dutch as quickly as possible. They will take control of their own lives and take part in society to the best of their ability. They will be grounded in Rotterdam society and can fall back on a network that is broader than their own community. They will also be familiar with the rights and obligations accorded to them by the Dutch constitution and act accordingly. This will let them contribute as quickly as possible to a tension-free city in which people meet and can understand each other. Moreover, their active participation will make them more self-reliant which in turn can preclude or limit any reliance on public resources.

Target of the council executive
80% of all Rotterdam residence permit holders receiving a welfare benefit will have started the citizenship education programme within six months of their benefit being granted. Together with additional measures aimed at access to work – as described in the document Rotterdamse Aanpak Statushouders 2018 – 2022 (Rotterdam’s Approach to Residence permit holders 2018 – 2022) - this will lead to a fall in the number of welfare benefit claimants among residence permit holders from 1950 to 1540.

To that end, we have set the following goals:

1. 80% of family migrants who are obliged to undertake citizenship education will have started a citizenship education programme within 6 months.
2. 90% of residence permit holders and family migrants who are obliged to undertake citizenship education.

It goes without saying that we want to measure and monitor the progress and results of these council targets and goals accurately.

“I don’t have a problem with people who believe in moderation, accept others and just work and pay their taxes as normal. But I do have a problem with people who don’t want to, whether native or foreign. You’ve got to be very tough with that group.”

— Willem Husselman
2.2.3 Measurable goals and monitoring

It goes without saying that we want to measure and monitor the progress and results of these council targets and goals accurately.

In doing so, we are building on research that has been carried out in recent years into the effects and operative elements of various interventions. Take for example the impact research carried out by Movisie in 2017 and the reports by the urban expertise centre IDEM. Furthermore, we are using the Omnibus survey and the Neighbourhood Profile by the municipal research bureau OBI and research by knowledge institutes associated with Erasmus University Rotterdam which offer various insights into the situation in Rotterdam and the policy pursued. At the end of 2018, we started an investigation into the perception of safety as felt by LGBTI people in Rotterdam. We will continue to monitor this as well.

We also make use of the knowledge and expertise available at the national level. This includes reports by the Netherlands Institute for Social Research (SCP), the Scientific Council for Government Policy (WRR), the Verwey-Jonker Institute and the Integration & Living Together Knowledge Platform.

In any event, the available information referred to above will be used to monitor the target formulated under 2.2.1. Furthermore, together with OBI, we are looking at how the level of acceptance of diversity in Rotterdam can best be measured. In 2019, together with the Rekenkamer (Court of Auditors), we will be taking a closer look at the targets. The council will be informed about this in the spring.

With regard to monitoring the target formulated under 2.2.2, it is worth noting that the definitions and recording of this target are going to change in 2020 as a result of the national integration change statement. The integration regime is going to be completely overhauled. An important aspect of this is that municipalities carry out the integration tasks. The definitions will most likely change in line with the new legislation and the options for recording and measurability will be greater. Until then, there will be a ‘bridging period’ in which the municipality will try to anticipate the contours of the future legislation as well as it can. In due course, the amendments to the technical explanation will be re-examined, also by the Rekenkamer.
Aruna Vermeulen  
managing director, HipHopHuis

“I don’t get the feeling that everyone in Rotterdam can be one hundred percent themselves and take part fully in the life of the city. In principle, all facilities in the city are for everyone, regardless of gender, origins or preferences. Everyone who lives and breathes in Rotterdam may use public transport, walk across the market or go to the theatre. And that’s good. But it doesn’t mean that everyone feels welcome everywhere. Conditions everywhere don’t yet mean that everyone feels free in the city.

In the HipHopHuis, we create conditions that ensure that our communities – generally young people from Rotterdam – can be themselves. Our organisation is a cross-section of the public: we recruit our staff from among our supporters. That means that people can recognise themselves in our team, which provides confidence and a feeling of safety. We also furnish the building in a way that suits the community and we serve drinks that we know the visitors will like. If you feel that this is your place, a safe place where you are heard and have influence, then room to develop comes about naturally.

Inclusiveness starts with awareness. If you’re aware of who you are and what place you occupy in society, you can also see how others fit in. That’s where the process towards an inclusive Rotterdam begins. It isn’t an easy or quick process. I notice a lot of discomfort in talking about exclusion, about power and about colour. For getting to the heart of the matter, that is a first step. Diversity is a given; inclusiveness is the goal. It is the unique power of Rotterdam. But if you can’t see this quality yourself, you can’t let it work for you either!”
2.3 How are we going to do it?

2.3.1 Living together without tensions

For each pillar, the actions we are going to deploy are described below. A number of the actions affect more than one pillar.

I Equality

All Rotterdammers are entitled to the freedom to be themselves and to have equal opportunities to take part in society. Some Rotterdammers feel restricted, not accepted or treated differently. This can be because of origin, religion, age, disability, sexual orientation or gender.

Unfortunately, this also still applies to some girls and women in Rotterdam. Much has already been achieved in recent decades, but that does not detract from the fact that many women and girls still find themselves in disadvantaged positions. This applies in particular to the unequal division between work and childcare, where it is usually the woman who is expected to combine home care with (part-time) work. Emancipation is still seen as more a matter for women themselves. It is therefore time to emphasise the responsibility of men in realising gender equality. Male and female emancipation go hand in hand. Equality requires effort on both sides: we support all groups and individuals who – because of their origin, religion, age, disability, sexual orientation or gender – need to work harder for equal opportunities. We invest in their assertiveness and resilience. At the same time, we are working on positive visibility so that the acceptance of these vulnerable groups will also increase. Efforts are also being made to combat discrimination with the aim of realising a level playing field for all Rotterdammers. Diversity is a given; inclusiveness is the goal.

1. We promote equal opportunities in the labour and housing markets and equal treatment when it comes to nightlife

The labour market

Since 2016, municipal discrimination policy has focused mainly on the labour market because discrimination in this area occurs most often and the impact on the opportunities for Rotterdammers to take part in society is enormous. We will continue to maintain this focus in this term in office. The commitment of employers is crucial in this. Thanks to the involvement of businesses and social and public organisations, the Rotterdam network 010Inclusief has been able to develop over recent years into a promising platform. In the coming period, we will continue to work with this platform on network building and setting the issue on the agenda. We will also be working on knowledge
sharing, inspiration and innovation in order to find a better approach to employment discrimination.

One tangible way of doing this has been establishing a prize for businesses and organisations that set an example in terms of inclusiveness and combating discrimination. Together with 010Inclusief, we will be providing more details about this in the coming period.

Furthermore, we are working on curbing discrimination within the temporary employment sector. Employment agencies in particular can play an important role in introducing under-represented groups to the labour market. Since 1 March 2018, work has been ongoing with regard to an agreement with and between employment agencies in which an internal ‘prevention of discrimination’ procedure is laid down. The field test carried out by the consumer programme AVRO/TROS Radar gave rise to this. The aim is that the participating employment agencies no longer do business with companies that set discriminatory requirements.

In the coming period, we will also be working on an agreement in principle with 010Inclusief businesses (including the municipality itself) that will stipulate that employee lending agreements will only be concluded with employment agencies that have signed this agreement and set up their organisation accordingly.

A targeted approach to internship discrimination is also necessary. Together with the platform and its members, we are going to collect and exchange information in the coming period about the causes, manifestations, consequences and possible approaches regarding internship and employment discrimination in the city and we will follow up on them within this action programme.

It should be noted, however, that there are a multitude of explanations for disadvantages in the labour market, which can also vary from one group to another and do not always involve discrimination. For example, young people often lack the desired experience and Dutch people with immigrant backgrounds may not have a good network. Alleged discrimination does not relieve anyone of their own responsibility to work hard, to be attractive for employers and to seize opportunities.

The housing market
The current squeeze in the housing market and the increasing pressure on prices means that the importance of a discrimination-free housing market in the private sector is growing. This is also because the considerable pressure on the social housing stock will only increase if the free sector is locked to particular groups.

Thanks to successful lobbying of the national government, we will be working with the Ministry of the Interior and Kingdom Relations in the coming years on the development of a programme aimed specifically at creating greater awareness and support in this area. This programme is intended lead to a targeted approach to discrimination in collaboration with the sector and the affiliated and individual estate agents. On the basis of a field survey, various instruments will be developed to combat discrimination in the housing market, such as information material, workshops, training courses and an equal treatment QuickScan about discrimination in the housing market for both estate agents and landlords. Presentations with a positive approach can create support for diversity policy and give a stimulus to self-regulation by the sector. Furthermore, we are working on a campaign in which storytelling is used to create more awareness among people looking for a home in Rotterdam.

Nightlife
The unjustified refusal of people at the door of an establishment does not improve the image of the city, nor does it add to safety or an easy-going atmosphere in the nightlife. The Door Policy Panel has been supported by the municipality since 2002 to prevent or remedy discrimination in the nightlife sector, thereby helping to create a pleasant nightlife climate. The Panel has drawn up criteria for a discrimination-free door policy in support of the nightlife sector and it deals with complaints from young people. It also focuses on prevention, such as providing training and instruction for security staff and information about responsible action for young people.

Mystery guest investigation
It is often difficult to make exclusion or discrimination visible. We expect that carrying out field tests or using mystery guests will give us a better idea of the nature and scope of these matters. This will then allow us to address discriminatory parties. Furthermore, based on the findings, it lets us make agreements with employment agencies, estate agents, operators in the catering sector and branch organisations that have a role and responsibility in guaranteeing equal treatment for every Rotterdamer who enters the housing or labour market or goes out in the evening or at night. The results of these field tests will be communicated widely and reported to the Rotterdam city council. Where possible, the findings will also be followed up in our anti-discrimination policy.

2. We promote equal opportunities and equal treatment for all Rotterdammers
All Rotterdammers are equal and have the right to equal opportunities in order to take part in society and to be treated equally. In the prevention of and approach to discrimination, we comply with the Municipal Anti-discrimination Provision Act by facilitating a city hotline and complaints handling desk and we work according to the equal treatment principle. We have chosen to tackle discrimination across the full range of grounds, as specified in the General Equal Treatment Act.
However, it is necessary to zoom in on particular groups or actual situations and themes.

For example, discrimination against Muslims (particularly against girls and women who wear headscarves) calls for a more targeted approach. This form of discrimination is by far the most common and especially concerns young Muslims who are often very vulnerable Rotterdammers. Anti-Semitic chants at football matches are also still too common. In response to this, a project was started involving hardcore supporters of Feyenoord and people from the Jewish community and information was given to the Jewish community about cooperation and opportunities for making a report. This will be continued in the coming period.

The Rotterdam discrimination monitor indicates that discrimination on the grounds of a disability/chronic sickness was the second-largest ground in 2017. Since July 2016, the UN Convention on the rights of people with disabilities has been in force in the Netherlands. Thanks to this treaty, public buildings, shops and websites must now also be accessible for this target group. The municipality of Rotterdam is working on the accessibility of municipal facilities and communicates about the treaty with social organisations (also see Chapter 3).

The equal position of men and women is not an issue for most Rotterdammers. However, it is not yet self-evident for part of Rotterdam society. Too often, we are confronted with situations of domestic and sexual violence against women, the lack of social or (labour) participation of women, pregnancy discrimination or the unequal division of care tasks. This creates an unequal position for both men and women. Equality between men and women is an essential value in our society and it is an important condition for living together in a city in which everyone can be themselves. Emancipation issues are not only about individuals but also about relationships between people and groups of people. There is an increasing need among men and boys for activities that help them to redefine their role as men in a changing society. It is therefore important to involve men actively in the emancipation process and to keep it on the agenda.

### 3. We promote social acceptance by means of positive visibility of diversity and plurality in the city

Research shows that the presence of positive role models in the media and in daily life can significantly improve the self-image of vulnerable young people who do not yet have a strong identity.

At significant moments in the year – such as the International Day against Discrimination and Racism, the International Day Against Homophobia and Transphobia, Coming Out Day, International Women’s Day, International Day against Sexual Violence against Women (Orange Day) and the International Day of Human Rights – the municipality devotes attention to these themes by facilitating events and other activities. We look at the public celebration of particular occasions as perceived by different groups of Rotterdammers but that are not recognised as public holidays. In this way, we ensure greater visibility of the diversity in the city in the communication from the municipality.

Other initiatives include the annual organisation of conferences and meetings about themes that fall within the concept of living together without tensions. We are also investigating the possibility of hosting EuroPride and Pink Saturday in 2023. For both EuroPride and Pink Saturday, the organisations involved decide for themselves where the festival is going to take place each year, based on the cities that have tendered for it. We support the application by our city because Rotterdam deserves international recognition as an LGBTI-friendly place.
II Connection

Working on inclusiveness also means working on connectedness in the city. A precondition for a connected city is that there is always an opportunity to meet and that this can take place under positive circumstances. We create this opportunity by facilitating meetings and dialogue between all population groups, identities and subidentities that intersect each other.

We take up the challenge of creating a tension-free society together, from the bottom up, with the people and groups in the various neighbourhoods within Rotterdam. To this end, the municipality is expanding its strategic partnerships in all domains: the business world, healthcare, education, youth, welfare, the labour market, culture, sport, etc. In these partnerships, we explicitly put the promotion of expertise for professionals and volunteers and information and training for young people in schools on the agenda.

4. We facilitate meetings and dialogue between Rotterdammers about matters such as dealing with diversity, discomfort, social standards and such things

People make the city together. The government sets boundaries, supports where necessary and offers perspectives. By ensuring that people talk to each other not only about what is important for them and what unites them but also about the differences and discomforts that they experience, we help them make connections and broaden their view of the world.

The methods that we use for this have proved effective in the past. Take for example the dialogues at neighbourhood level and the discussions that are held, with the help of trained peers, at vocational schools, or the OpzoomerMee and the WIJ-Samenleving programmes. We invest in a strong network of professionals and volunteers who know the city well. We support small social and religious or philosophical organisations that make a substantive contribution to the objectives of this action programme and are able to bring members of the public together in an easily accessible way. These kinds of initiatives often reach Rotterdammers who are not interested in urban activities. Involving these often small organisations makes contact and discussion with vulnerable Rotterdammers possible.

Important conditions are that these activities contribute to contact between members of the public who never or hardly ever meet each other in normal daily life and that allow the discussion of taboo and/or controversial subjects to take place, such as the integration of newcomers, male/female relationships, discrimination in employment or elsewhere, or sexual diversity and Zwarte Piet (Black Peter).

The appearance of Zwarte Piet as part of the Sinterklaas celebrations led to fierce debate this year and to irreconcilable opinions. In 2019, at the request of parties in the city, the council executive prepared to facilitate dialogue and conflict resolution. In doing so, the council executive has at all times refrained from expressing an opinion about the content, as this is a matter for society itself.

Furthermore, we are examining the possibilities for a ‘Rotterdamship Day’ and a campaign that focuses on ‘Rotterdamship’. The underlying idea is that we feel connected because we are all residents of Rotterdam. Rotterdammers are proud of their city and we want to appeal to that.

5. We support schools in Rotterdam by providing information and training about dealing with (sexual and gender) diversity, inclusiveness and exclusion

Together with the Rotterdam schools, we provide information and training about how to deal with the great diversity that characterises our city. In this, we use various working methods such as dialogue, theatre, film, storytelling, the use of role models, peer coaches, etc. The aim is to make young Rotterdammers aware of prejudices and to help them to accept and deal with diversity. And to also increase their resilience and communication skills about this subject. We do not shy away from topics such as religion, ethnicity, sexuality, bullying and discrimination.

Of course, we connect as much as possible with the existing curriculum and with the needs of the schools. We will shortly be talking with them about which type of offering is most appropriate in the specific context of their school and we will of course also pay attention to the indispensable role of teachers and parents.

6. We promote the expertise of professionals and volunteers in the city with regard to inclusiveness and diversity

It is important to continue investing in promoting the expertise of professionals within the neighbourhoods with respect to diversity (e.g. sexual and gender). These are professionals working in the health & welfare, education, safety and leisure sectors. Together with active members of the public, they play a crucial role. We do this by organising training courses, expert meetings and information sessions that add to the knowledge and competencies needed for acting effectively as a professional in a diverse society. We are also building a strong network of professionals and volunteers who share their knowledge and experience with each other. In addition to supporting professionals, we also focus on supporting volunteers, networks and social initiatives.

Diversiteit aan de Maas (overall analysis of IDEM Area Images) indicates that the quality, effectiveness and sense of urgency deserve extra attention in many areas. This includes inter alia eliminating knowledge gaps and further education in areas such as integration and inclusive thinking and working. We focus not only on the individual professional and active public but also on organisations and their management and administration.
The position of homosexual senior citizens also requires specific attention. Lack of specific knowledge and the reluctance of professionals to act often lead to homosexual senior citizens going back into the closet. We therefore continue investing in specific promotion of the expertise of professionals and volunteers with regard to greater knowledge about identifying the problem and the sensitive handling of this target group.

The continuance of a Rotterdam centre of expertise for diversity is also important in this respect; as a quality stimulus and as a connecting network organisation at urban and district level.

7 The municipality sets a good example

We are aware of our responsibility to fulfil an exemplary role. This is evident from the way in which we deal with matters relating to this programme:

- We do not conduct business with discriminatory parties. Within the framework offered by the legislation and regulations around subsidies and procurement, we push the boundaries in order to send out a clear signal that discrimination and exclusion are not acceptable in Rotterdam.
- We provide a safe and inclusive workplace for all civil servants in Rotterdam. Attention is paid to these topics at all levels of the organisation and, in the event of undesirable situations, there are appropriate means of reporting them.
- We have an inclusive recruitment and selection policy. Recruiters and other staff who play a role are trained to identify and combat stereotypes and prejudices that may stand in the way of equal treatment. We also take a critical look at the instruments we use and evaluate them in terms of the level of inclusiveness.
- We are a member of 010Inclusief, the Rotterdam platform against labour market discrimination, and we play an active part in it (see Action 1).
III Safety and Enforcement

You need to be safe in order to feel free and to be who you are, so that you can achieve and express your own wishes. Unfortunately, the reality is that not everyone feels this safety. That affects us all. We are only free when everyone in our city feels that it is safe to walk hand in hand, when all girls and women can walk the streets unmolested and when everyone feels free not to need to hide their religion. Improved safety will not be achieved through dialogue and activities about equality and connection alone. Improved safety and the perception of safety and enforcement of the rules are therefore an important pillar in the pursuit of a more easy-going society.

Enforcement of rules is a primary task of the authorities. Rotterdam is committed to clean, decent and safe neighbourhoods where it is pleasant to live. Enforcement officers have an important role to play in this. They do their utmost to prevent or remedy the everyday annoyances experienced by the public and visitors. Enforcement officers also focus on preventing antisocial behaviour. If necessary, they act by calling people to account for their behaviour and fining them.

In addition to the efforts of our enforcement officers, the police and the anti-discrimination provisions also play an important role in this. Discrimination can be reported to both the anti-discrimination desk and the police. Raising awareness of the options for reporting and improving confidence in these public authorities is an important element in this action programme.

8. We improve the social safety of (vulnerable) Rotterdammers
Undesirable and excessive behaviour on the streets is not tolerated in our city. In the coming period, we will link up with two existing initiatives: the Rotterdam alliance ‘Natuurlijk Samen’ (Together of Course) and the approach ‘Seksuele straatintimidatie’ (Sexual intimidation on the streets). We are doing this in collaboration with City Management Department and the Ministry of Education, Culture and Science as part of the Safe Cities project. We have chosen to broaden the Street Intimidation approach target group to include LGBTI people and women. Cat-calling, hissing or intrusive following do not belong in a Rotterdam with no worries and we take a firm line against this.

We also focus on making intimidating behaviour in the public space visible and discussable and on what the consequences are for the target group. Furthermore, we support professionals and volunteers by issuing guides about how to prevent and deal with the intimidation of girls/women and with gender-based violence.

9. We increase knowledge regarding the options for reporting discrimination
The available data from the Discrimination Monitor and SCP research shows that the number of reports of discrimination made annually by Rotterdammers is only the tip of the iceberg. If people recognise discrimination as such, they do not always know where to go to report it or they choose not to report it.

As a government, we have a responsibility to continue the discussion about discrimination and to ensure that people who want to make a report know where to go and also feel heard and helped.

That is why we are making sure that access to the hotlines is as easy as possible and why we are raising awareness about the various reporting options, such as the ‘Meld Discriminatie Nu’ (Report Discrimination Now) app. We are investing in the trust in the authorities and the bodies involved by highlighting good examples of reports and the follow-up actions. We also focus on specific phenomena and target groups. We pay extra attention to groups that we know from research and from the discrimination monitor are under-represented in the reports (this concerns LGBTI people, those with disabilities and women from Muslim backgrounds).

10. We facilitate meetings, meeting places and training for vulnerable Rotterdammers, aiming to increase assertiveness and resilience
Certainly, for vulnerable Rotterdammers, it is important that they can recognise themselves in others, that they know they are not ‘the only ones’ and that they expand their network. This applies in particular to LGBTI people and women in non-self-chosen dependency positions. As a municipality, we recognise this and contribute to good collaboration between the interest groups, self-help organisations, volunteers and professionals involved in this field.

With the aid of training courses for vulnerable Rotterdammers, we ensure that they have the tools to be able to deal assertively with situations of exclusion, inequality or discrimination. We use a methodology of reciprocity in which the perspective of the perpetrator and the victim is interchangeable, i.e. one that focuses on all grounds of discrimination. These activities are secured within a broader approach with the aim of increasing social participation.

“We consider it important that everyone can be themselves, but it must be within the framework of the legislation that we have here in Rotterdam as well as that of the State. We point out to people what the rules are, and we enforce them.”

— Corine Duitman
Corine Duitman
Head of Enforcement for the Municipality of Rotterdam

“In order to get along with each other and to give everyone the space to be themselves and to take part, we need a framework. This means that everyone can’t just do what they want: what is a pleasure for one person can be a nuisance for another. This is what we need to talk to each other about.

In the past, the Enforcement department focused mainly on writing tickets and its staff were frequently seen as traffic wardens. Nowadays things are very different and the Enforcement department serves the city in a much broader way. We feel very strongly about hospitality. We make sure that people who live and work in Rotterdam can live together pleasantly and that people who visit Rotterdam have a good time. As a municipality, we have drawn up a set of rules for this. The department has more than four hundred employees who are busy implementing these rules and promoting them in all kinds of ways.

On a summer’s day, for example, the parks in Rotterdam are very busy. At the end of the day, there’s often a lot of rubbish and the grass has been affected by barbecues. On a day like that, we will talk to people and ask them to clear up their waste and to barbecue responsibly. We think it’s important that the neighbourhood is kept clean, so that we can live pleasantly together. If we see that this isn’t being done then, of course, we go into action. We call those involved to account for their behaviour. We explain why it is undesirable and what behaviour we do want to see. Where necessary, we may go further and write a ticket. This work requires specific skills from the enforcement officers. That’s why we have invested a great deal in their training, which covers matters such as interviewing techniques and acting in a de-escalating manner.

We also play a role in the council’s new policy for combating street intimidation. It must be possible, for example, for women to be able to walk around in public unhindered and safely. Unfortunately, this is still a problem in some places. There are plans to extend this policy to LGBTI groups.

We consider it important that everyone can be themselves but this must be within the framework of the legislation that we have here in Rotterdam as well as that of the State. We point out to people what the rules are, and we enforce them.”
2.3.2 New Rotterdammers

In the actions aimed at new Rotterdammers, the pillars of Equality, Connection and Enforcement have been integrated as follows.

- **Equality**: we promote the equality of new Rotterdammers by facilitating their participation in society as quickly as possible, by helping them to learn Dutch as quickly as possible and by helping them to take control of their own lives. Thereby, we offer them knowledge of the rights and obligations which are no different for them than for other Rotterdammers.

- **Connection**: there is a connection when newcomers have become grounded in Rotterdam society and can rely on a network that is broader than their own community. We encourage participation and meeting, so that they help create to a tension-free city in which people meet and can understand each other.

- **Enforcement options**: the Citizenship Education and Participation Acts provide options for enforcement. For those people with a citizenship education obligation – both residence permit holders and family migrants – learning the language and attending the participation workshops are mandatory and this obligation is enforced by the national government. Once the new citizenship education system has been introduced, the municipality will have a major role to play in the enforcement and monitoring progress. For those receiving a benefit (residence permit holders), sanctions are already possible under the Participation and the Language Requirement Acts in the form of a temporary reduction in welfare benefit.

For new Rotterdam residents, we deploy the following actions:

11. **Rotterdam Approach to Residence Permit Holders 2018 – 2022**

In October 2018, the ‘Rotterdams Aanpak Statushouders 2.0 (2019 – 2022): Wonen, zorgen, leren én werken’ (Rotterdam Approach Residence Permit Holders 2.0 (2019-2022): Living, caring, learning and work): was presented to the city council. This is founded on a broad, intensive, integrated and non-op- tional approach, involving the deployment of multiple municipal clusters. From the policy for newcomers, a con- tribution is made to this in the form of social guidance and intensive language courses for residence permit holders.

12. **Participation declaration workshops for residence permit holders and family migrants**

Since 1 October 2017, signing the participation declaration has been obligatory part of the citizenship education programme. By signing it, a person with a citizenship education obligation shows that they have taken due note of the norms and rules of Dutch society and that these will be respected. The legal task of offering the participation declaration process has been placed with the municipality.

In preparation for signing the participation declaration, a series of workshops will be offered in which the themes of freedom, equality, participation and solidarity are ad- dressed, and which will use a range of working methods. These values, which are partly enshrined in the constitution, are prerequisites for living together without tensions in our city.

For residence permit holders, these workshops are em- bedded in the social guidance that they receive. And for family migrants, they offer an opportunity to refer them to additional information, language options, voluntary work and (if necessary) welfare or assistance. For them, too, there is a close connection with the social guidance de- scribed below.

13. **Social guidance for family migrants**

Family migrants are often largely dependent on their Dutch partner, who must form the bridge to society. This can help and encourage them, but sometimes it can also restrict them and lead to an undesirable balance of power that
stands in the way of their self-reliance and participation. New Rotterdammers often consult their networks, but this does not always lead to correct information.

It is their own responsibility to comply with the citizen education obligation. Family migrants fall outside the scope of the Rotterdam approach for residence permit holders. But, just like residence permit holders, family migrants can find it difficult to find their way to standard provisions (such as the Vraagwijzer / Question Pointer) or they may experience problems in arranging their affairs. This is partly due to language difficulties and partly to the fact that our society is perceived as complex.

For this reason, we will be offering a special programme for social support for this group from 2019 onwards. The main ingredients in this programme are the development of a network of key figures and targeted information and/or workshops. This is how we want to point out the way and form a bridge to standard facilities and to help people to strengthen their network and become socially active.

14. Establishment of a central point for citizenship education

With the upcoming change to the Citizenship Education Act, the municipality will get a major governing role in the second half of 2020. The procurement of programmes and the enforcement of the monitoring of these programmes will be returned to the municipality.

Until then, we will not be sitting still. Where possible, we will be increasing our influence by actively contributing to the detailing of the legislation and its further implementation. In anticipation of this Act, the frameworks of the Participation and Language Requirement Acts offer us the opportunity to encourage (and, where necessary, force) people to make a good choice for a citizenship education programme at an earlier stage. Specialist municipal consultants advise residence permit holders about this after a comprehensive intake and they will monitor progress.

Family migrants are usually not entitled to benefits, which means – for the time being – that there are no control and monitoring instruments for them under the above-mentioned legislation. However, it is clear that they have a great need for information about citizenship education and would like to receive help in selecting an appropriate and qualitative programme.

In order to flesh out the various elements associated with this in a targeted and coordinated way, we are setting up a central point for citizenship education. A municipal team will initially focus on:

- Building up knowledge about the supply of qualitatively good citizenship education in Rotterdam.
- Making this knowledge available to municipal consultants from the W&I, Jongerenloket (Youth Desk) and Tegenprestatie (Recompensate) task forces. They will support residence permit holders and others entitled to benefits who have a citizenship education obligation in choosing a suitable programme and then they will monitor progress.
- Offering this knowledge to key figures within the standard language policy; language referrers and question pointers, in order to promote the connection between citizenship education and other educational and language opportunities.
- Providing individual advice on a voluntary basis to people with a citizenship education obligation who are not entitled to benefits.
- Managing relationships with those offering language courses in anticipation of the procurement and account ownership in the new system of citizenship education.
- For this, we are thinking of a combination of a knowledge centre and service point, a digital and physical one-stop shop, which is known to the other municipal counters (such as the neighbourhood teams and question pointers) and by people with a citizenship education obligation. They can go there for individual advice. From mid-2020, the new municipal tasks will take shape from the central point for citizenship education:
  - Procurement of citizenship education programmes.
  - Progress monitoring and enforcement of citizenship education.
  - Checking the quality of language course providers.

15. Intensive approach to unfinished citizenship education

In the system for citizenship education prior to 2013, the municipality was responsible for the procurement of citizenship education and enforcing it. More than a thousand people have still not completed their citizenship education. We are going to examine the characteristics of this group and focus in particular on the question of the extent to which they are self-sufficient (financially and otherwise) and actually participate.

We will provide the most vulnerable among them with intensive customised support to improve their language skills and participation in society. The ‘vulnerable’ can be considered as those who live on benefits, are in debt or are completely dependent on a partner with a modest income.

“During my lessons, I try to learn as much as possible from my students. Rather than just dismissing them from the class, I want to understand, for example, why they behave in a particular way.”

— Giorgio Costa
Willem Husselman
resident of Beverwaard

“I can absolutely be myself in Rotterdam, but of course it helps that I was born and raised in the Netherlands. There are certainly some Rotterdammers who can’t really be themselves.

Consider a Jew with a yarmulke. He feels increasingly threatened and prefers to take off his yarmulke. Even homosexual couples don’t always feel free. I think the cause of this lies in cultural differences and in the increasing polarisation that is fed strongly by current politics. Differences between groups of people are becoming ever greater and people are becoming alienated from each other. They accept each other less and the mentality has hardened. Sometimes you meet people who give you that stare: “What do you want?!” I find that a shame.

The gap between the public and politics is also widening. What I find very bad, for example, is that older people who built up Rotterdam after the war now get shoved in the back. The breakdown of care for the elderly goes further and further with the Participation Act. And all the while, refugees coming to the Netherlands only have to hold out their hand to get money. Furthermore, when they are granted a permanent residence permit, they often remain on social welfare for a long time. I don’t have a problem with people who are well integrated, accept and respect others and just normally work and pay their taxes. But I do have a problem with people who don’t want to, both native and foreign. You have to be very tough with them. In addition, you must always have a dialogue with each other. I am critical, but I am always prepared to explain my views.

Since 2015, I’ve been involved in the management committee of the AZC (Asylum Seekers’ Centre) in Beverwaard. This committee is made up of a number of residents and we talk to bodies such as the Central Agency for the Reception of Asylum Seekers, the police and the municipality about the ins and outs of the AZC. Most members of the Management Committee are in favour of the AZC, but I’m against it. I have several reasons for this. In 2015, for example, the municipality decided to locate the AZC in the Beverwaard without involving local residents in the decision-making process. In the first two years, when there were a lot of families, there were not many incidents. At that time, I was, to be honest, reasonably positive. However, between mid-April and mid-August of this year, there were 20 incidents and there were 69 more in the two months after that. This is because an increasing number of asylum seekers from safe countries were received in the AZC. It is precisely these asylum seekers who have been involved in the majority of the incidents. This has led to a great deal of unrest and dissatisfaction on the part of the local residents, including myself. Mayor Aboutaleb has recently indicated that asylum seekers from safe countries will no longer be accommodated in the AZC for the time being, but we will see if that is so…”
3 Connection and shared responsibility

Living together without tensions in a diverse city can only be achieved by good cooperation – with active residents and professionals, with social and public organisations and with businesses in the city. But cooperation within the municipal authority and the administrative organisation is also an important condition.

This is why the council executive has consciously opted for an integral agenda when it comes to an easy-going approach to living together, diversity and inclusiveness in Rotterdam. The objectives and actions described below are an initial inventory of substantive points in the social sphere (social policy) and relating to safety, work and income and the municipality’s personnel policy. The actions and objectives below are a mix of existing policy and new collaborations. Only the objectives and actions relating to tension-free living, diversity and inclusiveness are included. This integral agenda is continually under development and will be added to and expanded upon. This includes substantive connection with regard to ‘physical’ policy, for example, urban development (gentrification), housing policy, the interpretation of the outdoor space and mobility.

3.1 Safety and enforcement

Objectives:
- Identifying and combating radicalisation, extremism and polarisation.
- Improving the safety and the feeling of safety of all Rotterdammers (Safe @ Rotterdam)
- Rotterdam is committed to safe and clean neighbourhoods in which it is pleasant to live. Enforcement officers have an important role to play in this.

Actions:
1. The Safety Policy (Veilig@Rotterdam) focuses inter alia on neighbourhood involvement and social control in combination with supervision and vigorous enforcement where necessary, which leads demonstrably to liveable neighbourhoods. A tailor-made approach does justice to the developments in society and in the city, to the differences between neighbourhoods and to the differences in the concerns and problems experienced by the public and entrepreneurs in Rotterdam.
2. We do not tolerate sexual intimidation in the street and we deal with it. The Stop app in particular brings hotspots into view, which increases the chances of being caught and makes it easier to take action against perpetrators. At the same time, we are raising awareness and consequently creating a behavioural change among victims, perpetrators and bystanders. The current approach to the street intimidation of women and LGBTI+ people will be evaluated and optimised.
3. The Radicalisation, Extremism and Polarisation approach utilises four lines of action:
   a. Depolarisation and reduction of tensions
   b. Increasing resilience to radicalisation, extremism and polarisation
   c. Promotion of expertise
   d. Disengagement and deradicalisation
4. For Rotterdammers, the perceptible enforcement of the principles of our constitution, laws and freedoms in Rotterdam. From wedding processions, domestic disturbances to pollution on the streets and drunken yelling: the norm is clear and the enforcement is strict.
5. Seeking connection and linkage with policy areas around domestic violence and harmful traditional practices. Veilig Thuis (Safe at Home) is the central point of contact for victims of domestic violence, honour-related violence (such as honour killings) and other harmful traditional practices. Just as for all forms of violence against women, honour crimes are punishable.
   a. Professionals can contact Veilig Thuis for advice or to make a report if they suspect honour-related violence.
   b. Veilig Thuis is represented in the Veiligheidshuis (Safety House) in the Domestic Violence theme room and is in charge of the multidisciplinary case consultations.
   c. This creates an important link between the health and the safety domains.
6. Within the national structure of the police, an intensification is taking place in the Rotterdam region with regard to the approach to harmful traditional practices.
   a. Within the core teams, the target group of expertise promotion coordinators is looking widely at victim care, which includes domestic violence and harmful traditional practices.
   b. The appointment of one of these people as the regional contact person. This official is responsible for monitoring the general state of affairs at unit level in support of the regional honour-related violence portfolio holder.
   c. Optimisation of the use of the checklist of the National Expertise Centre for Honour-related Violence.
   d. Optimisation of the use of the new national query for honour-related violence (with regard to early signalling). A query is a registration system of the police that filters on type of notification, for example on honour-related violence.
3.2 Education

Objectives:
- To increase knowledge and skills with regard to themes related to diversity, such as citizenship, inclusiveness, discrimination and prejudice, sexual and gender diversity and emancipation.
- To promote the acceptance of diversity in schools by pupils, parents and teachers.

Actions:
1. Encourage informational activities and dialogue about citizenship, inclusiveness, diversity (e.g. sexual and gender), discrimination and emancipation in all schools in Rotterdam; aimed at students of all ages and levels. Additional efforts being made in this regard are:
   a. The Vice Mayor for Education will discuss the topic in the sector chambers (a consultation between the various education sectors and the municipality).
   b. If schools do not comply with the core objectives (including sexual diversity and citizenship), pupils and parents can report this to the inspectorate of the education system. In extreme cases, funding may be recovered.
2. Support for schools in their choice of teaching materials about citizenship and diversity through setting up a platform offering a range of programmes and activities that schools can make use of.
3. Agreements about the embedding of the diversity themes within the school policy and in educational programmes at school administration level.
5. Stimulating the promotion of expertise of teachers and supervisors, among other things, via the three urban primary school teacher training institutions and the teacher training course at Rotterdam Hogeschool.

3.3 Youth and youth care

Objectives:
- Support for all young people in their growth towards maturity and encouraging talent development, especially among the more vulnerable young people, including bicultural young people and LGBTI people.

Actions:
1. Promotion of expertise in the field of culturally sensitive work and diversity for youth nurses, school social workers, youth workers and municipal consultants working at the JongerenLoket (Youth Desk).
2. Promoting the acceptance of diversity (sexual, gender and other forms) and of less tense ways for young people to deal with the diversity in the city.
3. Increase knowledge and raise awareness of prejudice and discrimination on all grounds.
5. Continuation of specific assistance to LGBTI people with funding from Youth Care.
3.4 Welfare, Care, Elderly Care and Neighbourhood Teams

Objective:
- Accessible support and care/assistance for all Rotterdammers and in particular for vulnerable groups in society, including the elderly, LGBTI people, women, Rotterdammers with a disability and cultural sensitivity with regard to Rotterdammers with a different cultural background.

Actions:
1. Include the themes of diversity (sexual, gender and otherwise) and culturally sensitive working practices in the master plan for the elderly and in the plan to combat loneliness.
2. In the indicator for the elderly in the Rotterdam cooperation agenda ('Samenwerkingsagenda Rotterdam, ouderenwijzer'), specific attention is paid to elderly people with migrant backgrounds. Many of them have inadequate knowledge of the healthcare system. They do not know enough about what is available. The focus is on providing good information, early warning and improving health skills.
3. In addition, within the Language Policy for all Rotterdammers with a language shortfall (who are not subject to the citizenship education obligation), the opportunity to improve language skills is included; this includes the elderly, especially from a health perspective.
4. Connecting urban policy and neighbourhood agendas through which interventions are made on the basis of empirical data.
5. The follow-up of the tenders Stedelijk Welzijn, Zorg and WMO via our account holders, which state that the tendering parties must be able to work in a culturally sensitive way and must have in-house knowledge and skills with regard to diversity (e.g. sexual and gender).
6. Work on tensions-free living together through programmes such as OpzoomerMee and Couleur Locale.
7. Rotterdam Unlimited: Communication with target groups and organisations/businesses about what rights and obligations there are with regard to the accessibility of facilities and disseminating information about the Discrimination hotline.
8. Further professionalisation of the neighbourhood teams and question pointers with regard to culturally sensitive working practices and diversity.
9. Implement the UN Convention for people with disabilities. In other words, municipal facilities must be physically and socially accessible to people with physical and/or mental disabilities.

3.5 Implementation of the Participation Act

Work & Income, Recompensate Task Force, Youth Desk and Participation & Urban Care

Objectives:
- Ensure that there are no discriminatory texts or requests in vacancies for Rotterdam social assistance recipients.
- Promote awareness among our own staff and job seekers about discrimination in the labour market and how preferences for particular categories of job seekers can (unconsciously or otherwise) have an exclusive effect in the recruitment and selection phase.
- To create additional employment opportunities for vulnerable groups in the labour market.

Actions:
1. Establish a connection with the Recompensate Task Force, Youth Desk and W&I through programmes (promotion of economic independence), especially for women with a disadvantage with regard to the labour market.
2. W&I will appoint a permanent contact for discrimination as the first point of contact for notifications of employment discrimination by job seekers.
3. W&I provides (increasing) awareness among both job seekers and personnel by supplying specific information about labour market discrimination and the method of reporting.
4. The municipality is responsible for supporting job seekers with disabilities (WSW, sheltered employment and guaranteed jobs) in finding and holding on to employment. The municipality uses a number of instruments for this purpose, such as offering trial placements, employment development, help in finding employment, wage subsidies, workplace adaptation and job coaching.

“Devoting your heart and soul to resolving particular problems in Rotterdam, that, for me, is really taking part.”

— Simon Cohen
3.6 Good employment practices

Objective:
- The municipality sets a good example by committing to an inclusive organisation. We, therefore, offer every employee, regardless of age, ethnicity, background and gender, the same employment and development opportunities.

Actions:
1. Training and development for employees, especially managers, centring on sensitivity (e.g. cultural) and communication and actions that are free of value judgements.
2. Courses focusing on an inclusive recruitment and selection policy. In this context, a start has been made on training courses for the recruitment and selection for the 2018-2020 trainee programme for recruiters and for those responsible for the vacancy. This will be continued in the general recruitment and selection policy.
3. Young professional programme 2018 and 2019: a diverse group of a number of talented employees who work within the organisation.
4. Inspiration sessions and knowledge get-togethers about diversity and inclusiveness for employees.
5. Active membership of 010Inclusief, the Rotterdam platform against labour market discrimination.
6. Ensuring a safe and inclusive workplace for all civil servants in Rotterdam.
7. The municipality employs 2,600 people with occupational disabilities (Rotterdam inclusive). The municipality provides sufficient suitable work for its employees, always with great attention and room for labour development.

3.7 Sport

Objective:
- Within the Safe Sports Climate, specific attention is paid to the inclusiveness of vulnerable groups, including LGBTI people, athletes with migration backgrounds and women in ‘typical’ male sports.

Actions:
1. Promote the acceptance of (sexual and gender) diversity and respect for each other.
2. Combat bullying and discrimination.
3. Promote the expertise of trainers and counsellors in the field of culturally sensitive work and (sexuality and gender) diversity.

3.8 Culture

Objective:
The municipality aims for inclusive cultural provisions that are accessible to all residents and visitors of the city, both active and receptive.

Actions:
1. The cultural institutions jointly offer a programme for all Rotterdammers that matches their interests. This applies to both active and receptive artistic and cultural events and activities;
2. The municipality asks the cultural institutions that receive subsidies from the Culture Plan to apply the Cultural Diversity Code actively. This code has been drawn up by the sector itself and provides rules of conduct for diversity in governance, personnel, production and the public;
3. The municipality has asked the Rotterdam Council for Art and Culture to advise about inclusiveness in cultural policy. Their recommendations are expected at the beginning of 2019 as part of the Culture sector analysis.
4. The cultural sector is obliged to implement the UN Convention for people with disabilities. In other words, municipal facilities must be physically and socially accessible for people with physical and/or mental disabilities. Funding decisions shall include the phrase that no activities may be carried out that constitute discrimination on the grounds of religion, belief, political opinion, race, gender, civil status, age or on any other grounds.
“When I was eighteen, I started working for Nationale Nederlanden (NN) through a programme for school-leavers. I’ve been working here for thirty-five years now, and during that time I’ve been able to obtain various diplomas and certificates.

I’m very grateful for this and I would like to give back something in return. That is why, through JINC (Youth INCorporated), I coach young people who are about to make a choice about vocational education, to try to prevent drop-outs. Many people think these young people are disadvantaged, but I always say that I help talent. By coaching these Rotterdam youngsters, I help them to grow so that they can continue to take part in education.

Since 2015, I’ve been involved in the 010Inclusief platform, which brings together a number of large employers in Rotterdam. We try to create opportunities together for various target groups in the labour market by offering internships and attracting talent to the labour market. This year, for example, I have placed a new colleague with an occupational disability within our company.

Since the start of the Diversity Dinner, NN also has a table where I’ve had conversations with people with non-western backgrounds. I met a woman with a headscarf who told me that she sometimes applies anonymously. I advised her always to send a picture of herself.

As an HR Business Partner at NN, I worked with the Radar Foundation, which this year gave the workshop ‘Omgaan met vooroordelen op de werkvloer’ (Dealing with prejudices on the shop floor) to managers. I welcomed this initiative for raising awareness of the prejudices that we sometimes unconsciously have.

Personally, I always try to understand other people by listening carefully. Behind many views, there is a story that I would like to know without being judgemental. I believe that we are all complementary: we supplement each other, especially if we have other ideas.”
4 Financial Overview

4.1 Finance

Municipal resources

<table>
<thead>
<tr>
<th>The community</th>
<th>2019 Budget</th>
<th>2020 Forecast</th>
<th>2021 Forecast</th>
<th>2022 Forecast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other outsourced activities and/or subsidies</td>
<td>2,706,428</td>
<td>2,706,428</td>
<td>2,706,428</td>
<td>2,706,428</td>
</tr>
<tr>
<td>Coalition agreement: new emancipation agenda</td>
<td>1,000,000</td>
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<tr>
<td>Coalition agreement: restructuring within portfolio</td>
<td>-500,000</td>
<td>-500,000</td>
<td>-500,000</td>
<td>-500,000</td>
</tr>
<tr>
<td>Coalition agreement: mystery guests</td>
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<td>100,000</td>
<td>100,000</td>
<td>100,000</td>
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<tr>
<td>Coalition agreement: change in subsidies trend</td>
<td>5,460</td>
<td>5,460</td>
<td>5,460</td>
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<tr>
<td>Extra national resources: housing market discrimination</td>
<td>250,000</td>
<td>250,000</td>
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<tr>
<td>Extra national resources: Safe Cities programme</td>
<td>50,000</td>
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<tr>
<td>Redirection of Social support for asylum qualifiers as a cost centre</td>
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<td>0</td>
<td>0</td>
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</tbody>
</table>

Total: 3,341,888 3,561,888 3,311,888 3,311,888

Integration

<table>
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<th>The community</th>
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<th>2020 Forecast</th>
<th>2021 Forecast</th>
<th>2022 Forecast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coalition agreement: intensive language courses for residence permit holders</td>
<td>800,000</td>
<td>800,000</td>
<td>800,000</td>
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<tr>
<td>Coalition agreement: intensive social guidance for family migrants*</td>
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<td>600,000</td>
<td>600,000</td>
<td>600,000</td>
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<tr>
<td>State resources: residence permit holders (€2,370 per person)**</td>
<td>900,000</td>
<td>711,000</td>
<td>711,000</td>
<td>711,000</td>
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<tr>
<td>Restructuring of cost carrier Integration &amp; Emancipation</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Remaining budget from previous year</td>
<td>p.m.</td>
<td>p.m.</td>
<td>p.m.</td>
<td>p.m.</td>
</tr>
</tbody>
</table>

Total: 2,570,000 2,111,000 2,111,000 2,111,000

* Of this budget, €300,000 will be used for cover for the IOS.
** This depends on the number of residence permit holders allocated to Rotterdam by COA in the previous year. The assumption is 380 for 2019 and 300 from 2020.

State resources

Occasionally, the Municipality of Rotterdam receives government funding for the themes of the integration and living together action programme. These resources are used as much as possible in line with the objectives of this action programme, unless the government sets different criteria.
4.2. Subsidy and procurement

**Procurement**
Within each implementing line, the majority of the budget is used for procurement. This mainly concerns activities for which we expect a clear result for the participant compared to the start of the activity, such as programmes, training courses, a series of meetings, etc. The contract for implementing the expertise centre is also realised by means of procurement.

For each implementing line, we develop separate specifications for the procurement. A contract is awarded for two years with the possibility of two further one-year extensions.

**Subsidy**
The remaining part of the budget is spent in the form of grants.

4.3. Legal framework

- Procurement policy of the Municipality of Rotterdam, VNG Model General Procurement Terms and Conditions
- Subsidy regulation Rotterdam 2014.
- The legal basis for the anti-discrimination component is the municipal Anti-Discrimination Provisions Act.

4.4. Principles and conditions

A number of basic principles and conditions are given below that are used when assessing grant applications. These are also included as assessment criteria in the procurement specifications.

**Contribution to the policy objectives**
Activities for which a grant is requested must contribute to the objectives and results set out in the previous sections.

**Discrimination**
Activities that discriminate on the grounds of religion, belief, political opinion, race, gender, civil status, age or any other grounds will not be supported.

**No new methodology development**
No grants will be provided for the further development of methodologies.

**Measurable result**
For each activity, we make it a condition that the result of the activity is measured e.g. by taking baseline and final measurements. The way this is done should be made clear in the project proposal.

**External sources of financing**
In addition to the requested funding (subsidy), organisations are expected to make an effort to obtain external funding (grants, sponsorship, etc.). Depending on the activity, we also expect participants to make a contribution themselves.

**Collaboration**
It is preferable that activities are carried out in collaboration with other organisations, for example aimed at a chain approach or achieving a larger, more diverse support base.
Giorgio Costa
teacher at Albeda Danscollege

“I think that in a large, multicultural city like Rotterdam there is room or space for everyone to be themselves. In Witte de Withstraat on a Thursday evening, for example, you can see people enjoying themselves, while on West-Kruiskade you come across very different types of people. That is good, because at another time you may come across them again, for example, in the Kuip or on Coolsingel during the summer carnival. I like to see that.

So I’m convinced that everyone can be themselves and can take part in life in Rotterdam, as long as we accept the diversity of people and cultures. Unfortunately, there are pitfalls, such as differentiating between people on the basis of culture and ethnicity. On top of that, some people think they can’t deal with people who have other beliefs. I’ve been good friends with one person for fifteen years who I know has very different political views to mine. But I think it’s wonderful to learn something from another point of view. That’s the way to broaden your own vision.

During my lessons, I also try to learn as much as possible from my students. Rather than just dismissing them from the class, I want to understand, for example, why they behave in a particular way. A bit of understanding takes you further. But that’s my approach and it’s fine if other teachers do things differently. Moreover, being occupied with music and dance in my lessons is a way of connecting. The students sometimes have very different backgrounds and there are large age differences, but they share the same emotions and they have all very consciously chosen this dance course.”
5. Finally: living together without tensions is hard work

No worries. That’s what we need in Rotterdam, a city with 206 nationalities where nobody is in the majority. But we, the Municipal Executive, cannot afford to take our eye off the ball. Our highlighted approach shows that we aren’t sitting back and thinking we’ve succeeded.

Lowering the tensions in the city like this is a question of very hard work combined with an easy-going way of looking at things. Hard work done together with all Rotterdammers and Rotterdam organisations. The Integration & Society Action Programme that you have just read bears witness to this. We hope that it has convinced you of the determination, decisiveness and energy that we, the council executive, are putting into living together and integration, something that is so crucial to the city. Furthermore, we hope that the action programme will inspire you to find ways of helping achieve this.
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