

The 2nd

Hamamatsu Intercultural City Vision

March 2018



浜松市
HAMAMATSU CITY

Table of Contents

Chapter 1: Formulating the 2 nd Vision.....	1
1. The Purpose of Formulating the 2 nd Vision.....	1
2. Role of the 2 nd Vision and the Term of the Plan	2
Chapter 2: Environmental Analysis.....	3
1. Evaluation of the 1 st Vision's Initiatives and Results.....	3
2. Changes in the Socio-Economic Environment	6
3. Hamamatsu City's Present Condition	8
4. National and International Trends	12
5. Identification of Issues and Future Directions	15
Chapter 3: Towards the Realization of an Intercultural City.....	17
1. The 2 nd Vision's Goals for the Future	17
2. Promotion Policy and System	18
Chapter 4: Promotion Policies	19
Policy Structure	19
1. A City Built Together, Hand in Hand, with Mutual Respect (Collaboration)	21
2. A City that Brings Forth New Value through Diversity (Creation).....	26
3. A City Easy for Anyone to Live in (Peace of Mind)	31
4. List of Initiatives	36
<Glossary>	39

Chapter 1: Formulating the 2nd Vision

1. The Purpose of Formulating the 2nd Vision

In 2012, Hamamatsu City formulated the “Hamamatsu Intercultural City Vision” (hereinafter referred to as “the 1st Vision”) as a guide for the city’s intercultural policy. The city has been working on various measures to create the Hamamatsu model of an intercultural society.

During these past five-years of the 1st Vision’s plan, the number of foreign residents in Japan has steadily increased. In 2017, the number of foreign residents reached a record high of 2.47 million and the number of foreign workers also reached 1.08 million by the end of June. Even in Hamamatsu, the number of foreign residents, which once saw a massive decrease after the Lehman shock in 2008, has been increasing over the past few years. All of these are due to the progress of economic globalization along with the decrease of people in the workforce as a result of a declining birthrate and an aging population.

Bearing in mind these circumstances, the fundamental policy of the Basic Plan for Immigration Control (5th Edition), which was published in September 2015, calls for the active acceptance of foreigners who can re-vitalize Japan’s economy and to strive for the realization of an inclusive society with such foreigners. Also, there are active discussions about the utilization of foreign talent in National Strategic Special Zones along with implementing the establishment of new residency statuses and the expansion of the Technical Intern Training Program based on the November 2016 revised Immigration Control and Refugee Recognition Act

In the 1st Vision, we identified “City Development Utilizing Diversity” as our key initiative and aimed for the creation of a new culture—where cultural diversity brought by foreign residents serves as the city’s vitality—for the promotion of this initiative and for the revitalization of the community. With this in mind, aligning ourselves with the Intercultural City Program that is implemented in European cities, recognizing foreign residents as important partners for city development, and promoting the building of a community where anyone can play an active role are the important themes of interculturalism from here on.

In light of these circumstances, Hamamatsu will carry on with our present initiatives and continuously aim to create the Hamamatsu model of an intercultural society and formulate the 2nd Hamamatsu City Intercultural Vision to reflect the changes in the socio-economic environment.

2 Role of the 2nd Vision and the Term of the Plan

1. Role of the 2nd Vision

In March 2015, the city formulated the Hamamatsu Comprehensive Plan to realize the future vision of the city: “Creative City Hamamatsu, shining into the future’ built on civil collaboration.”

The 2nd Vision is one of the field-specific plans of the master plan that is the Hamamatsu Comprehensive Plan. It is also one of the seven major strategies listed in the Strategic Plan as well as a plan to promote “Urban Management Strategies to Hold the Future Together.”

There are also various field-specific plans related to interculturalism in Hamamatsu. Apart from the master plan, the 2nd Vision also has individual plans in other sectors and strives for and promotes consistency.

<Hamamatsu Comprehensive Plan (Hamamatsu City’s Future Vision)> (excerpt)

[Basic conception: Ideal form 30 years into the future (2045)]

Future vision: “Creative City Hamamatsu, shining into the future’ built on civil collaboration”

[Creative City] [Civil Collaboration] [Personal Development of Citizens]

<12 Futures (Ideal Forms): #6 Mutual Acceptance (Interculturalism)>

- Interculturalism will create international-minded people
- A city without borders among its people



[Basic plan: Term of the plan is 10 years from 2015 to 2024]

Field-specific plan: Local government and urban management

<Basic policy>: Urban Management Strategies to Seize the Future Together

[Policy]: Vitalization of the city utilizing diversity and its connections with the world: Create an environment where foreign residents can participate in community and city building and where anyone can play an active role



The 2nd Hamamatsu City Intercultural Vision
(2018–2022)



Field-specific plans
related to the 2nd Vision

2. Term of the Plan

The term for the new vision lasts for five years from 2018 to 2022. However, if there are major changes in the socio-economic environment and national trends regarding interculturalism, revisions will be added when necessary to reflect these changes.

Chapter 2: Environmental Analysis

The new vision is formulated with an understanding of the circumstances surrounding the 1st Vision’s initiatives and interculturalism, by identifying issues and considering future directions.

1. Evaluation of the 1st Vision’s Initiatives and Results

In the 1st Vision created in Hamamatsu City in 2012, “Collaboration,” “Creation,” and “Comfort” were selected as the pillars of the policy structure, and since then various initiatives concerning interculturalism have been promoted.

Almost all of the initiatives based on the 1st Vision have been implemented or launched. However, it is important to evaluate the measures, projects, initiatives, and results, and clarify future issues when formulating the new vision.

Consequently, we will review the main initiatives of the three pillars of the 1st Vision’s policy structure to clarify future issues.

1. City built jointly by everyone, hand in hand (Collaboration)

For the Collaboration pillar, as an initiative towards the creation of an inclusive society, the community inclusiveness model project promotes foreign resident participation in neighborhood associations and local communities while the Intercultural Center and the Foreign Resident Study Support Center, where the city’s intercultural policies are at their core, organize their own events which create intercultural exchange opportunities.

Also, in order for local stakeholders to promote interculturalism throughout Hamamatsu, the city hosted the Hamamatsu City Intercultural Integration Promotion Council and has promoted interculturalism initiatives coordinated by a diverse set of agencies.

Furthermore, in order to gain a mutual understanding of people’s part in bringing the community together in the future, in addition to improving education for mutual understanding lectures to deepen understanding of different cultures, we have also conducted awareness activities related to the universal design necessary for understanding cultural diversity as well as human rights.

Given the present initiatives mentioned, the following points can be considered as future issues.

- <Future Issues>
- Strengthening the network and sharing information between related organizations
 - Fostering understanding and awareness among Japanese residents regarding interculturalism
 - Create intercultural exchange opportunities in the community
 - Fostering mutual understanding and interaction between Japanese and foreign residents

2. City developed by making the most of its diversity (Creation)

For the Creation pillar, Hamamatsu City is focused on nurturing future generations of people with foreign roots. Since 2011, the city has implemented the “Zero School Refusal in Foreign Resident Children” program and by September 2013, there were no more reports of school refusals.

Furthermore, programs regarding interculturalism are intensively held to deepen one’s understanding of inclusion. Apart from this, an “Intercultural Month” is organized as an opportunity for intercultural exchange and the city works hard to promote exchanges that make use of diversity and to spread the word about having a culture of diversity.

In addition, in order to promote the creation of an environment where everyone can show their potential, the city aims to realize a community which makes use of the diversity advantage through showcasing young people who participate actively in the community as role models, cooperating with schools, universities, and enterprises, as well as holding various seminars to encourage young foreign residents to be active in their local community.

Given the present initiatives mentioned, the following points can be considered as future issues.

<Future Issues>

- Promotion of active participation in the community for young foreigners who are past compulsory school age
- Create opportunities for foreign residents to be able to spread the word about the culture of diversity
- Promotion of active participation for young foreign residents
- Promotion of employment for foreign exchange students
- Strengthen cooperation with other intercultural cities in the world

3. City where everyone can live comfortably (Comfort)

For the Peace of Mind pillar, the city improved its multilingual information dissemination system. In 2013 Canal Hamamatsu, a city produced website where daily life and administrative information are available for foreign residents in multiple languages, underwent a renovation and three more languages were added to its supported languages making information shared on the website available in six languages.

Furthermore, in March 2015 the city signed an agreement with the Hamamatsu Foundation for International Communication and Exchange (HICE) regarding the establishment and operation of the Disaster Multilingual Support Center and worked on building a support system for foreign residents in the event of a natural disaster.

In addition, the city provides Japanese lessons necessary for daily living as well as volunteer training courses and has strengthened cooperation with NPOs and other supporting organizations active in the city.

Given the present initiatives mentioned, the following points can be considered as future issues.

<Future Issues>

- Maintenance of the Disaster Multilingual Support Center
- Effective sharing of multilingual information using various dissemination tools
- Improvement of Japanese Language Support System
- Training and utilization of personnel to promote mutual understanding in the community
- Strengthen consultation and information services necessary for daily living

2. Changes in the Socio-Economic Environment

Five years after the 1st Vision was formulated, the major changes in the socio-economic environment are as follows.

1. Overseas Immigration Policy Impasse and the Progress of Globalization

Various issues relating to immigration policy have risen and immigration policies in Europe and the U.S. are at a standstill due to terrorist attacks against the backdrop of the influx of refugees fleeing from political instability in the Middle East, social divisions, and widening inequality.

On the other hand, the progress of globalization is increasing. People, commodities, and information cross borders back and forth bringing the international community closer together. In particular, the mobility of people has been increasing along with the various common problems in the world resulting from this. It is necessary now more than ever to regard interculturalism as an important issue.

2. Declining Population and Labor Shortage

By 2060, Japan's population is predicted to shrink to 86.74 million while Hamamatsu's population is predicted to shrink to 560,000¹. There are no signs that Japan's declining birthrate and aging population are stopping soon and it is expected that the labor shortage will be worse in the future. By 2025, the predicted estimate for the labor shortage is at six million² and in order to maintain Japan's current economic growth rate, the country will need to fill the gap left by this shortage.

As one solution to this problem, under the 2014 Japan Revitalization Strategy, Japan recognizes the major role that foreign talent play in the growth of Japan's economy as well as the country's course of action with regard to utilizing foreign talent. In addition, along with utilizing foreign talent, improvement of the living environment to attract foreign human resources is also stipulated under the 2016 Japan Revitalization Strategy.

3. Surge in Foreign Workers

With Japan facing labor shortage problems accompanied by a declining and aging population and changes in its industries and employment system, the country continues to work on opening its doors to foreign workers through active discussions regarding the acceptance of foreign talent, accepting highly skilled foreign professionals, the expansion of the Technical Intern Training Program, and the establishment of a new status of residence called "Nursing Care." The number of foreign workers exceeded one million for the first time in 2016 and for four consecutive years the record for the number of foreign workers has been broken. We are beginning to see large movements due to the country's developing acceptance of foreign workers and increasing demand of foreign talent from enterprises.

¹ Hamamatsu City "Yamaraika" Population Vision (Hamamatsu City, 2015)

² Labor Market Future Projection (Persol Research Institute, 2016)

In addition, the utilization of foreign talent, attracting highly skilled foreign professionals, examination of the system of accepting foreign talent as well as major regulatory reforms by the National Strategic Special Zones were cited under the Future Investment Strategy 2017 which was approved by the Cabinet in June 2017. We can expect this to spur an increasing trend in foreign workers.

4. Promotion of Diversity

The rate of globalization continues to increase and as international competition progresses, the utilization of foreign talent becomes important. Regardless of industry, we are promoting the acceptance of diverse talent, respect of their individuality, and employment of diverse talent. Furthermore, by respecting diversity, we develop inclusion and management to create a place where diverse talent can work together.

Essentially, different individuals should respect each other, draw out individual abilities, and link them to the value of the organization, which leads to sustained growth of the individuals and the organizations. We are moving towards an age where all citizens from different cultures grow with their organization and their community.

5. An Unsafe and Insecure Society

The worsening employment environment caused by the 2008 Lehman Shock greatly affected foreign residents in Hamamatsu as most of them were either not permanently hired or directly hired. Although there are signs that the employment environment is improving, this has not led to stable employment, so foreign residents' livelihoods continue to be unstable.

On the other hand, there is an increasing demand for large-scale disaster response due to major disasters that have occurred across the country such as the 2011 Great East Japan Earthquake, the 2016 Kumamoto earthquake, and the torrential rains in Northern Kyushu this year.

To ensure everyone can live safely and securely it is important to strengthen cooperation with related institutions and establish a crisis management system.

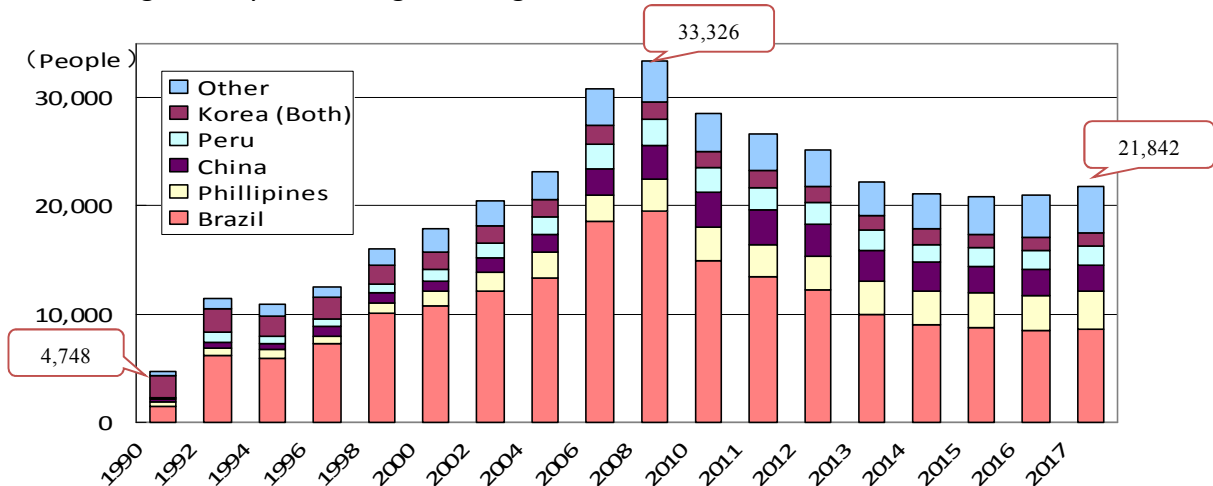
3. Hamamatsu City's Present Condition

Now we will take a look at Hamamatsu City's present condition.

1. Foreign Residents in Hamamatsu

<Changes in the number of foreign residents³>

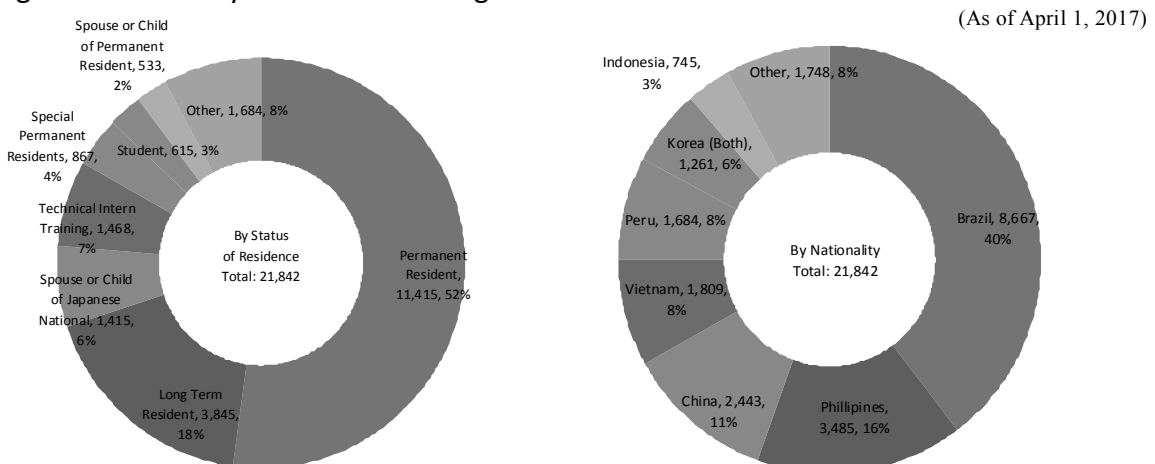
There was a rapid increase in the number of foreign residents after the 1990 revision of the Immigration Control and Refugee Act was enforced. The economic situation deteriorated in 2008 and this resulted in a sharp decrease to the number of foreign residents in Hamamatsu, which had been increasing at that time. However, at present there is a gradually increasing trend again.



<Breakdown by nationality and status of residence>

In terms of nationality, although there is a declining trend, people born in South America account for approximately 50% of the total, with Brazilians making up the most number of immigrants in the whole country. However in recent years, the diversity of nationalities is increasing as well as the ratio of Asian nationals which accounts for a certain percentage.

On the other hand, in terms of status of residence, people who have statuses of residence that allows them to stay in Japan long term account for 80% of the total, with long-term residency further increasing.



³ Number of registered foreign residents within Hamamatsu as of April 1.

2. Current Situation Surrounding Foreign Residents

The following is a summary of the current situation surrounding foreign residents based on a survey conducted by Hamamatsu City in 2014 regarding Japanese and foreign residents.

(1) Current Situation

Some notable figures from the survey are outlined below as well as figures from the previous survey in 2010 for comparison.

Labor

- In terms of employment, indirect employment (temporary, contract, etc.) declined to 35% (previously 47%) while the percentage of direct employment is gradually increasing.
- In terms of industries, manufacturing (transportation vehicles such as automobiles and motorcycles) has the largest figure at 59%. On the other hand, this trend is gradually expanding to other industries.

Medical, Health, and Welfare

- The percentage of people who are enrolled in the national health insurance increased to 84% (previously 73%).
- The percentage of people who are registered with the national pension plan increased to 55% (previously 39%).

Disaster Prevention

- The percentage of people who are aware of their evacuation site is 69% (previously 56%), which is nearly 70%.
- In terms of awareness for disaster preparedness there is an improvement with only 30% (previously 58%) answering “I have not made any special preparations.”

Local Community, Housing, and Community Support

- In terms of housing situations, the largest group, which accounts for 40% (previously 40%) lives in “private apartments.” This is followed by 25% (previously 16%) of respondents living in their “own house (including condominium),” 17% (previously 30%) living in “public housing,” and 9% (previously 11%) living in “company housing or apartment houses rented by companies.”
- In terms of Japanese language proficiency, the percentage of people who can read kanji is 46% (previously 39%).
- According to the survey answered by foreign residents, 85% of the respondents (previously 88%) said they “interact with their Japanese neighbors closely” or “interact with their Japanese neighbors but only to the extent of exchanging greetings.” On the other hand, according to the survey answered by Japanese residents, 37% (previously 30%) answered similarly when asked if they interact with their foreign resident neighbors.
- The percentage of foreign residents who joined neighborhood associations increased to 43% (previously 36%).

According to the Hamamatsu City Board of Education, the situations regarding education are as follows.

Education

- As of May 1, 2017, the number of children of foreign residents registered in elementary and junior high schools in Hamamatsu City is 1,565.
- The number of Japan-born students among foreign students has increased. As of April 2017, approximately 70% of first graders had been born in Japan.
- Eighty percent of foreign students continued their high school education⁴. There are a lot of students who enrolled in evening high schools.
- Recently, the number of children with Asian nationalities including Filipino children has increased and because of this various types of support are necessary.

(2) Expected Future Challenges

- In terms of employment, there are signs of direct employment increasing but the ratio of indirect employment is still high and there is still a sense of job insecurity. Also, the ratio of employment under fixed-term hiring contracts is high and so foreign residents continue to experience unstable working and living conditions.
- The ratio of foreign residents who are enrolled in the national health insurance is increasing but problems regarding unpaid medical expenses, unpaid national health insurance premiums, and outstanding tax demand in local taxes continue to be reported. It can be said that these issues are a result of the unstable hiring environment that foreign residents are subjected to, as well as the lack of understanding of these systems due to cultural and language differences.
- In terms of disaster preparedness, although there was a study carried out after the Great East Japan Earthquake and we saw a lot of progress, there is still a necessity to raise awareness about disaster prevention in order to have more people well informed about it.
- Looking at the ratio of participation in neighborhood associations and interaction with neighbors, it is still hard to say that foreign residents fit into the community as members of society. There are still some issues in the community such as proper rubbish disposal, noises, or how to use parking spaces that arise from the cultural and language differences.
- In terms of the housing situation, tenants are becoming more diverse, so there is a demand for support towards maintaining a safe living environment.
- In terms of Japanese language studies, the ratio of people who lack Japanese language proficiency is still high. Studying Japanese is necessary not just for daily living, but also for school and work.
- In the field of education, thorough support is necessary due to the increasing number of people settling in Japan, which in turn results to an increase in the number of children being born and raised in Japan and schools becoming more diverse. Also, the instability of the parents' livelihood can have a huge impact on their child's educational environment, leading to problems with attendance such as school evasion.

To realize an intercultural society, it is necessary to resolve these issues. Along with steadily promoting initiatives as a city, it is necessary to make proposals through bodies such as the Hamamatsu Foreign Residents Council to resolve issues caused by national laws or systems.

⁴ The situation regarding foreign students who graduated from public junior high schools within Hamamatsu and then continued their high school education in 2016.

(3) From the “Recommendations from the Hamamatsu Foreign Residents Council”:

After the 1st Vision was formulated, the Hamamatsu Foreign Residents Council held a forum twice: one in August 2014 and another last February 2017. Below are the summaries of these forums as well as the proposed recommendations.

<Summary of the 3rd Hamamatsu Foreign Residents Council>

Theme 1: Social Participation as Citizens in the Community

Recommendation 1: Utilize and create effective opportunities to encourage participation in local communities

Recommendation 2: Share necessary information to support their living environment and secure personnel

Recommendation 3: Increase opportunities for mutual exchange and mutual understanding and foster collaborative consciousness

Theme 2: Creation of a Culture of Diversity and Re-vitalization of the Community

Recommendation 1: Empowerment and educational support for children and young people who have a connection to the world

Recommendation 2: Provide opportunities to experience art and culture and a place for exchange

Recommendation 3: Spread the word about the new culture created from understanding and respect for creative diverse cultures.

<Summary of the 4th Hamamatsu Foreign Residents Council>

Theme 1: Strengthening of Livelihood System such as Improvement of Multilingual Information Dissemination

Theme 2: Educational Support including Japanese Language Lessons

Recommendation 1: Strengthen information dissemination that people are familiar with

Recommendation 2: Improve Japanese language education support system adequate to a child’s environment

Theme 3: Improving Interculturalism in the Community

Theme 4: Projects for Inclusion

Recommendation 1: Encourage participation in activities related to interculturalism in the community

Recommendation 2: Train and employ personnel to foster mutual understanding in the community

4. National and International Trends

Now we will look at trends in Japanese cities, national trends, and international trends in interculturalism since the formulation of the 1st Vision.

(1) Trends in Japanese cities

The Council of Municipalities with Large Migrant Populations was established in 2001 due to advocacy by Hamamatsu City. Local governments and other agencies promoting interculturalism that are involved with foreign residents, particularly those of Japanese descent from South America whose numbers rapidly increased after the 1990 revision of the Immigration Control and Refugee Act, participate in the council and have achieved definite results while continuing to propose reforms of foreigner policy to the national government. The Intercultural Integration Promotion Council (established 2004), which is centered on the Tokai region and has 7 member prefectures and 1 member city, has also been active in proposing reforms to the national government from a larger regional perspective.

Given this, there has been a striking increase nationally in the number of foreign residents and the lengthening of residency periods in recent years, turning interculturalism from an issue limited to certain areas with a concentration of migrants to one of national importance. From the perspective of recognizing foreign residents as stakeholders and members of their communities instead of as temporary workers and visitors, the need to engage with interculturalism is becoming greater than ever before.

On the other hand, while initiatives that go beyond existing foreign resident support, take a positive view of the presence of foreigners, and make the most of their presence are gaining attention, the number of local governments celebrating diversity in community building has been growing, beginning with the Hamamatsu Intercultural City Vision (2013), then the Nagano Prefecture Guidelines for the Promotion of Intercultural Cohesion (2015), and now the Tokyo Guidelines for the Promotion of Intercultural Cohesion (2016). The Council of Municipalities with Large Migrant Populations also revised its bylaws in 2015 with the same intent, transitioning to a new stage where the perspective of utilizing the diversity of foreigners for city development has been made into a main theme of the council.

(2) National trends

On the national level, a new residency management system was introduced in July 2012 when the Alien Registration System was abolished and the Basic Resident Registration System for Foreign Residents was established. With this, the foundations were established for being able to grasp the basic information necessary to provide government services to foreign residents based on their basic resident registration.

Furthermore, in September 2015, the Ministry of Justice published the Immigration Control Basic Plan (5th Edition) and touted trouble-free acceptance of foreigners—who bring vitality to Japan’s economy—and contribution to the realization of an inclusive society with foreign residents through the proper operation of the residency management system as concrete policy goals.

Moreover, with the worsening of the labor shortage, the Immigration Control and Refugee Recognition Act was amended in 2016, adding the “Nursing Care” status of residence, expanding the Technical Intern Training Program, and promoting National

Strategic Special Zones among other things that signaled that the national government is serious about utilizing foreign talent.

Ten years have passed since the Ministry of Internal Affairs and Communications formulated the Intercultural Promotion by Local Governments Plan, asking local governments to formulate plans and guidance relating to the promotion of interculturalism. In order to contribute to the further promotion of interculturalism by local governments, the Ministry published a collection of intercultural best practices. This collection includes examples from across the country and is split into three sections based on the structure of the Intercultural Promotion Plan. These sections are communication support, daily living support, and intercultural community building. On top of that, one more new section was added: contribution to community revitalization and globalization.

For local governments across Japan working to accept foreigners as community residents, the importance of initiatives that treat foreigners as contributors to local communities is being seen in addition to the initiatives regarding support for foreigners that have long held great importance.

(3) International Trends

Overseas, particularly in western countries, the refugee situation has worsened and there has been a new wave of negativity in recent years towards the acceptance of foreigners, immigrants, and refugees. This negativity has manifested in ways such as terror attacks occurring in major cities, exposing hitherto unseen problems in immigration policies such as multiculturalism[†] or assimilation[†].

Nevertheless, inclusive society initiatives at the local government level have been aggressively promoted and the network of local governments engaging in interculturalism has been growing. The representative example of this is Intercultural Cities, which begun in 2008 under the guidance of the Council of Europe[†]. Currently, over 120 local governments centered on Europe are participating and driving initiatives to make the most of the diversity of foreigners in city development. In October 2017, Hamamatsu also became the first Asian city to join this network.

In addition, a national network of local governments that welcome immigrants called the Welcoming Cities And Counties was formed in the United States of America in 2013 and it has nearly 80 members. On the other hand, in Canada, the Cities of Migration website was established in 2009 to share best practices primarily between North America and Europe to aim for the improvement of immigrant integration methods.

Furthermore, in South Korea, the National Committee of Intercultural Cities was established in 2012, modeled after Japan's Council of Municipalities with Large Migrant Populations, and it currently has 24 member cities.

The networks in Europe, America and Korea are all proactively recognizing the existence of foreigners, immigrants, and refugees, making the most of them in diverse city development, and advocating for their necessity in the strengthening of collaboration between cities, both domestic and abroad.

To help formulate this new vision, we also conducted an investigation through the Council of Local Authorities for International Relations regarding intercultural policies in Barcelona, Spain, a leading European representative of the Intercultural Cities Network, which Hamamatsu recently became a member of.

The principles of Barcelona's intercultural policies (Interculturality Plan) are as defined below.

【1.Equality】

Overcome discrimination, prejudice, and other barriers to equality and guarantee all rights and responsibilities to all city residents.

【2.Diversity】

Accurately recognize the diversity of immigrants. This will reduce the complexity inherent to diversity and increase the opportunities to be gained for creativity and exchange.

【3.Interaction】

Drive proactive civic exchange by closing the gap between residents and immigrants with foreign cultures using mutual understanding, coming together to work towards the same goals, and engaging in cultural activities and the resolution of various challenges.

Intercultural policies are city policies that began with the White Paper on Intercultural Dialogue and the European Year of Intercultural Dialogue in 2008 during a period when various European cities were making plans for an increase in immigrants and for social integration within their countries. In this approach, the cultural diversity brought forth by migrants and minorities are not considered a threat and instead this diversity is taken as an advantage and initiatives that utilize this diversity advantage as a source of city revitalization, innovation, creativity, and growth are endorsed.

Under the guidance of the Council of Europe[†], an international organization, over 120 cities around the world now participate in this same program. Concrete initiatives, including rating of policies by experts, mutual visits by member cities, and conferences on particular themes are advanced, while becoming a new wave of future intercultural policies.

On the other hand, in 2001, the Council of Municipalities with Large Migrant Populations adopted the Hamamatsu Declaration on Regional Coexistence⁵, whose basic premise is as written below.

The progression of foreign settlement means that foreign residents live together in the same area as local residents. They are a major force supporting the local economy as they are important partners in creating a new regional culture based on the coexistence of diverse cultures and in city planning. Based on this recognition, it is essential to establish a system and rules for coexistence to build a safe and comfortable community, in cooperation with the consensus of all residents.

We, the 13 municipalities, with the participation and cooperation of all Japanese and foreign residents, will work in close cooperation to promote the formulation of a truly harmonious society based on respect for rights and fulfillment of obligations, essences that are indispensable to healthy urban life, through understanding and respect for the cultures and values of one another. (Excerpt)

If we compare the Hamamatsu Declaration to the ideals and principles of intercultural policies, we can find many important viewpoints that they share, such as “foreign residents are important partners in city development,” “creation of new community values deriving from the cultural diversity,” and “respect for rights and fulfillment of obligations.” With these ideas in mind, we will work to promote this new vision.

⁵ Full text of the Hamamatsu Declaration and Recommendation (<http://www.shujutoshi.jp/siryu/index.htm>)

5. Identification of Issues and Future Directions

(1) Identification of Issues

Based on the analysis discussed previously, the 2nd Vision will focus on the following three major challenges.

Promotion of the activities of foreign residents in local communities

Isolation or segregation of those with different cultures will not bring about desirable results in local communities. We must create opportunities for mutual exchange while providing chances to learn Japanese language and culture and furnishing communication support services such as multilingual consultations or provision of government and daily life information. In addition, in order to reduce everyday conflicts in the community, it is important to improve the shared understanding and compliance of necessary rules. In addition, since it has been a quarter of a century since the surge in immigrants from South America, the children and grandchildren born and raised in Japan of those immigrants will soon become full-fledged members of their local communities, so people are looking to encourage their proactive participation in society. We must work to promote the creation of an environment where everyone can fulfill their obligations and be awarded the rights they are entitled to and where foreign residents can take the lead in city development as members of the community.

Cultivation and support of future generations responsible for the future of Hamamatsu

In order to maintain local communities with sustainable vitality as the population continues to decline with a dwindling birthrate and a growing contingent of elderly, it is important to focus on children with foreign roots⁶ as important members of society responsible for the future of Hamamatsu. We must work to cultivate and support these children so that they are able to manifest their full abilities and become people who can support local communities. Furthermore, in this globalizing society, it is necessary to teach Japanese children about different cultures and cultivate an international mindset to deepen understanding as well as cultivate language ability to improve communication skills.

Creation of a safe and secure society

Although ten years have passed since the 2008 world financial crisis, the effects of the recovery are not truly being felt, and the foundations of everyday life for foreigners, such as the employment environment, are still weak. In addition, we must create communities where all can feel safe and secure by having countermeasures for large-scale disasters such as the successive earthquakes and heavy rain disasters that have occurred in regions across Japan in recent years.

⁶ In this document, “children with foreign roots” includes: children with foreign nationalities, children where one parent has a foreign nationality, children of Japanese nationality who have spent many years abroad, and children who have become Japanese citizens.

(2) Future Directions

Five years have passed since the 1st Vision was formulated, while the number of foreign residents and long term residency are increasing and the nationalities are becoming more diverse, local governments across Japan have been demanding more than ever for initiatives towards co-existence with foreign residents with the perspective of recognizing them as stakeholders and members of their communities. In Hamamatsu, in addition to promoting various measures concerning foreign resident support, we will set the following three points as future directions for interculturalism in promoting city building that makes use of the diversity advantage brought by foreign residents.

Community built together with those of differing cultures

In order to promote interculturalism, there must be mutual acceptance and understanding with people from diverse cultural backgrounds and active dialogues and exchanges must be held as these are necessary to build a community together. To achieve this, it is important to promote initiatives such as promoting interculturalism and inclusion throughout Hamamatsu by various stakeholders, fostering awareness about interculturalism, promoting mutual understanding and exchanges, and encouraging foreign residents' participation in city building.

Even in our everyday lives, it is also necessary to build an equal relationship as members of the same community in terms of building relationships through visible interactions.

Diversity-driven community development

In order to enable sustainable development as an attractive city where anyone can be active, we must cultivate and support the next generation responsible for the future of Hamamatsu, including children with foreign roots. In addition, the diverse cultures of foreign residents can be a source of vitality for the city. We will aim for the revitalization of our communities and to create and spread a new culture of diversity where anyone can manifest their full potential. Furthermore, to promote initiatives from the standpoint of utilizing diversity in this way, we must build relationships and strengthen collaboration with intercultural cities both domestic and abroad and work to share our knowledge and expertise with one another.

Communities where all can feel safe and secure

The societal foundations supporting foreign residents are still fragile, and many community and daily living problems have yet to be resolved. We must steadily implement initiatives to solve these problems, and create communities where all can live in safety and security. On the other hand, in order to promote inclusion, foreign residents must also learn the language of everyday life (Japanese), fulfill societal obligations such as pension and health insurance payments, and follow the basic rules of society as members of their local community. We must also continue to advance the concrete support necessary to promote inclusion in communities based on this respect for rights and fulfillment of obligations.

Chapter 3: Towards the Realization of an Intercultural City

1. The 2nd Vision's Goals for the Future

In the 1st Vision, the future vision for our city was “An intercultural city built together, where creativity and development continues based on mutual understanding and respect.” The ideal incorporated into this vision was aligned with the direction and model of Europe-centered intercultural cities and other intercultural cities both domestic and abroad. As such, we believe it will be important for the promotion of intercultural initiatives into the future.

The 2nd Vision, while carrying forth the basic ideals of the 1st Vision, makes clear the role that our city must fulfill, while continuing to develop earlier initiatives.

Although the Hamamatsu City Comprehensive Plan states that the future vision for the city is “A Creative City built on civil collaboration, shining into the future,” in order to realize this vision, it is necessary to have many foreign residents participate in community and city building and create an environment where they can be active.

The 2nd Vision, which covers one of the themes of the Comprehensive Plan, aims to realize a Hamamatsu-style Creative City that makes the most of diversity by promoting initiatives related to interculturalism.

Given this, we will continue with the same future vision for our city from the 1st Vision, establishing it as below.

An Intercultural City Built Together that Continues to Create and Grow Based on Mutual Understanding and Respect

To realize this future vision, we will work to promote policies based on the 3 future directions mentioned earlier (Community built together with those of differing cultures, Diversity-driven community development, and Communities where all can feel safe and secure).

2. Promotion Policy and System

(1) Promotion Policy

In the implementation of the new vision, in order to make initiatives that take advantage of the results of the 1st Vision's initiatives possible, we will put an even greater focus on coordination and collaboration with a variety of stakeholders and promote initiatives that bear in mind the following points as a basis for continuing the promotion of interculturalism through partnerships.

Hamamatsu-wide System

In order to realize an intercultural society, a variety of stakeholders, including government, citizens (the leaders of community development), foreign laborer employment businesses, and citizen groups engaging in intercultural initiatives, must fulfill each of their roles through the advancement of effective initiatives that take advantage of their own unique characteristics. We will advance initiatives in collaboration with diverse stakeholders throughout Hamamatsu, such as the hosting of the meetings of many different networks, including the Hamamatsu City Intercultural Integration Promotion Council, by various organizations involved in the promotion of interculturalism.

Civil Collaboration

In Hamamatsu, related organizations are not the only ones engaging in intercultural initiatives; many groups and individuals are doing so as well. Collaboration does not stop at just government-related institutions; many people, including citizen groups, volunteers, neighborhood associations, and foreigner communities, will also give recognition to one another and work hand-in-hand to combine their wisdom and promote policies.

Collaboration with Domestic and International Intercultural Cities

We will continue to collaborate with cities within Japan, such as the member cities of the Council of Municipalities with Large Migrant Populations, and proceed with surveys, research, and implementations regarding policies and challenges. In order to promote policies that consider international perspectives, we will also continue to strengthen our collaboration with the intercultural cities of the world, beginning with the member cities of the Intercultural Cities Network led by the Council of Europe.

(2) Promotion System and Progress Management

The progress of the Vision will be reported at Hamamatsu City Intercultural Integration Promotion Council meetings, Hamamatsu Foreign Residents Council meetings, and the government division update meetings. Also, with regards to Chapter 4: Promotion Policies, we will continue to make revisions as necessary.

Chapter 4: Promotion Policies

Policy Structure

The policy structure of the 2nd Vision is established below.

Policies will be structured to address each of the previously mentioned future directions.

Future Direction	Community built together with those of differing cultures
Policy Focus 1: <u>A city built together, hand in hand, with mutual respect</u> (<i>Collaboration</i>) We will aim to work together to build communities where citizens of diverse cultural backgrounds give recognition to and engage actively with one another. In this policy focus, initiatives include the promotion of initiatives by all stakeholders in Hamamatsu, education for mutual understanding, creation of opportunities for exchange, and facilitation of foreign resident participation in community development.	

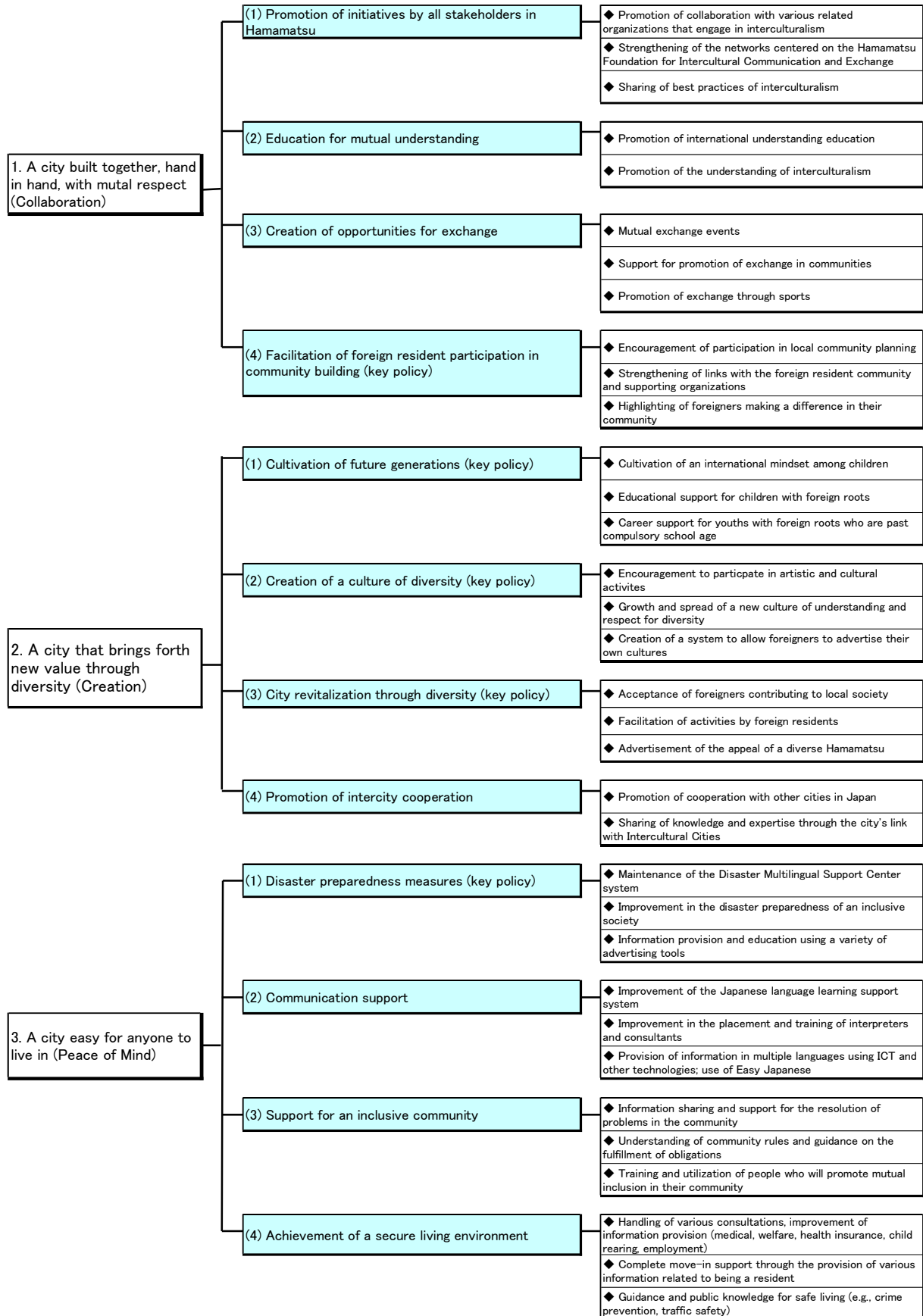
Future Direction	Diversity-driven community development
Policy Focus 2: <u>A city that brings forth new value through diversity</u> (<i>Creation</i>) We will aim to have diversity-driven communities where anyone can manifest their full potential and the interaction and combination of diverse cultures brings forth new value and perspectives. In this policy focus, beginning with the cultivation and support of future generations, we promote the creation of a culture of diversity, city revitalization through diversity, and intercity cooperation with cities both domestic and abroad.	

Future Direction	Communities where all can feel safe and secure
Policy Focus 3: <u>A city easy for anyone to live in</u> (<i>Peace of Mind</i>) We will aim to have communities that are easy to live in where all can feel safe and secure. In this policy focus, initiatives include disaster preparedness measures, communication support, support for inclusive communities, and the achievement of a secure living environment through support and provision of guidance and public knowledge for medical, welfare, health insurance, child rearing, employment, and residential issues, as well as for crime prevention and traffic safety.	

(Policy Structure Map)

(Policy Structure Map)

(Pillars of the Initiatives)



1. A City Built Together, Hand in Hand, with Mutual Respect (Collaboration)

In order to promote intercultural city development, discussion and interaction between residents of differing cultural backgrounds is vital. For this reason, it is important to steadily advance local initiatives such as the promotion of initiatives by the wide variety of stakeholders throughout Hamamatsu, increasing mutual understanding of cultural differences, creation of opportunities for exchange, and the facilitation of planning and participation in community and other activities. In addition, it is also necessary to create face-to-face relationships between Japanese and foreign residents in local communities.

We will aim for a city built together in collaboration where citizens recognize each other's differing cultures and engage in vigorous discussion and exchange.

[Policy 1] A city built together, hand in hand, with mutual respect (Collaboration)

(1) Promotion of initiatives by all stakeholders in Hamamatsu

(2) Education for mutual understanding

(3) Creation of opportunities for exchange

(4) Facilitation of foreign resident participation in community development (key policy)



Policy Performance Metrics

Metric	Current (FY 2016)	Target (FY 2022)
Satisfaction level of residents regarding the creation of an inclusive society that improves mutual understanding and exchange with foreign residents ⁷	13.4%	20%
Participants in intercultural exchange programs	2,338 people	2,500 people

Note: Progression will be measured every year over the duration of the plan.

Related Plans: Hamamatsu City Universal Design Plan (UU Plan II)
 Hamamatsu City Human Rights Policy Promotion Plan
 Hamamatsu City Lifetime Education Promotion Outline
 Hamamatsu City Child Reading Promotion Plan
 Hamamatsu City Sports Promotion Plan

⁷ Satisfaction level with city initiatives as per the resident survey. Sum of "satisfied" and "somewhat satisfied" results.

(1) Promotion of initiatives by all stakeholders in Hamamatsu

In order to realize an intercultural society, the city cannot act alone; it is necessary for initiatives to be promoted through a Hamamatsu-wide system that has gained the support of related institutions, various groups, and the residents. We will make strides through the Hamamatsu City Intercultural Integration Promotion Council, strengthen the network of citizen groups and volunteers centered on the Hamamatsu Foundation for International Communication and Exchange, and endeavor to build and share experience in best practices regarding interculturalism.

<<Pillar: Promotion of collaboration with various related organizations that engage in interculturalism>>

In order for related national and prefectural institutions and various groups within the city to coordinate and collaborate to promote interculturalism, we host the Hamamatsu City Intercultural Integration Promotion Council. In addition, we host the Hamamatsu Foreign Residents Council, which investigates and deliberates on the promotion of collaborative coexistence and on challenges faced by foreign residents in their local community.

<<Pillar: Strengthening of the networks centered on the Hamamatsu Foundation for Intercultural Communication and Exchange>>

In order to encourage NPOs involved with interculturalism, citizens involved in volunteering, and collaboration between industry, government, and academia, we will endeavor to strengthen the network centered on the Hamamatsu Foundation for International Communication and Exchange, an organization that is a core driver of interculturalism in Hamamatsu.

<<Pillar: Sharing of best practices of interculturalism>>

We will proactively engage in the building of an intercultural society, and so that our achievements can become a model for others, we will set up a system to give public recognition for the services rendered by individuals, groups, and businesses engaged in outstanding, pioneering, and sustainable initiatives. From these initiatives, we will build our best practices of interculturalism to advertise and share with the world in order to contribute to the advancement of interculturalism.

(2) Education for mutual understanding

It is important to first understand one another when building an intercultural society. We will encourage education for mutual understanding and provide a month for intercultural promotion in order to build awareness and deepen understanding of different cultures. In addition, the perspectives of universal design and human rights are also very important in the understanding of the cultural diversity, so we will also be implementing educational activities related to these.

<<Pillar: Promotion of international understanding education>>

Leveraging talented individuals such as the foreign residents living in Hamamatsu or the Japanese residents with bountiful experience abroad, we will dispatch these individuals to lifelong learning classes as international understanding education instructors or language instructors. In addition, we will advocate for the creation of a system where it is easy for anyone to independently participate in lectures and other activities using community collaboration centers and other public facilities of the local community that consider harmony with the growing numbers of individuals with differing cultures in communities.

<<Pillar: Promotion of the understanding of interculturalism>>

We will institute Hamamatsu Intercultural Month as a month to promote understanding regarding interculturalism. In the education, creation of informative materials, lectures, and training regarding universal design, we will include content on the understanding of a variety of cultures. Furthermore, to prevent discrimination arising from different nationalities and cultures, we will work to build awareness by also including content on understanding and respecting cultural diversity in the education, creation of informative materials, lectures, and training regarding human rights.

(3) Creation of opportunities for exchange

In order to create opportunities for citizens with diverse cultural backgrounds to participate in exchange, we implement mutual exchange events regarding interculturalism. In addition, while facilitating support for enhancing local exchange in communities, we are using the Tokyo 2020 Olympics and Paralympics as an opportunity to promote exchange through sports that anyone can easily become familiar with.

<<Pillar: Mutual exchange events>>

Using the Intercultural Center and the Foreign Resident Study Support Center as hubs we will host various exchange events regarding interculturalism as opportunities for the many residents with different cultural backgrounds. We will also promote the collaboration of the Hamamatsu Foundation for International Communication and Exchange with the foreign resident community and the holding of new exchange events.

<<Pillar: Support for promotion of exchange in communities>>

We will provide support for encouragement of greater local resident participation and promotion of exchange in communities by groups such as neighborhood associations. We will also provide support for consultations and other services for when facilities such as community collaboration centers implement opportunities for local residents to interact. Furthermore, by promoting intercultural services that are easy for foreign residents to use, such as having a well-stocked foreign-language section in libraries—hubs for lifelong learning—a connection can be made to exchange in communities.

<<Pillar: Promotion of exchange through sport>>

With the largest population of Brazilians in Japan, our city is registering as the host town⁸ for Brazil for the holding of the upcoming Tokyo 2020 Olympics and Paralympics. Given this opportunity, we will work to promote exchange through sports that anyone can easily become familiar with, and many can participate in.

⁸ A public regional organization that competes to attract pre-Games training camps and strives for mutual personnel, economic, and cultural exchange with countries and regions participating in the Tokyo 2020 Olympics and Paralympics.

(4) Facilitation of foreign resident participation in community development (key policy)

Foreign residents are members of their local communities, so they too are being asked to participate in societal planning on a number of fronts as leaders of community development. In order to further enhance the links between foreign residents and communities, we promote participation in planning in the local community beginning with neighborhood associations and strengthen cooperation with the foreign resident community and supporting groups. We will also work to create a system to highlight foreigners that are making a difference in their community.

<<Pillar: Encouragement of participation in local community planning>>

In order to create an environment where foreign residents can easily join and participate in neighborhood associations, we will provide support by translating rules, circulars, and other materials related to neighborhood associations. We will also dispatch a coordinator from the Intercultural Center as per the community's needs and implement inclusive community model projects that provide individual support such as consultation handling or problem solving.

<<Pillar: Strengthening of links with the foreign resident community and supporting organizations>>

We will work to strengthen the links with the foreign resident community and supporting organizations such as NPOs while also expanding the network of various related institutions based in the Intercultural Center and the Foreign Resident Study Support Center.

<<Pillar: Highlighting of foreign residents making a difference in their community>>

It is important for foreign residents to increase their participation in societal planning and be recognized as a leader in community development by the many people living in their community. As such, we will be using various advertising tools and events as opportunities to introduce foreigners who are making a difference in the city as we create a system that highlights foreign residents making a difference in their community.

2. A City that Brings Forth New Value Through Diversity (Creation)

In order to continue developing as an attractive city where anyone can make a difference, it is extremely important to raise and support the next generation of citizens who will be responsible for the future of Hamamatsu, including children with foreign roots. In addition, the progressive and creative culture born from the diverse backgrounds of the foreign citizens can become a source of vitality for the city. We will aim for the revitalization of communities and the creation and spread of a culture that makes the most of diversity. From this standpoint, as we proceed to create relationships with intercultural cities and related organizations both domestically and abroad, we must learn from each other's knowledge and expertise.

We will aim to have communities where everyone can manifest their full potential and where the utilization of diversity brings forth new value and perspectives.

[Policy 2] A city that brings forth new value through diversity (Creation)

- (1) Cultivation of future generations (key policy)
- (2) Creation of a culture of diversity (key policy)
- (3) City revitalization through diversity (key policy)
- (4) Promotion of intercity cooperation



Policy Performance Metrics

Metrics	Current (FY 2016)	Target (FY 2022)
Satisfaction of participants in interculturalism projects	76%	80%
Percentage of those who answered on the survey of real attitudes that an increase in foreigners in communities "leads to city revitalization."	30%	35%

Note: Progression will be measured every year over the duration of the plan.

Related Plans: Hamamatsu City Children and Youth Support Plan
 Hamamatsu City Education Master Plan
 Basic Policy and Action Plan for Promoting "Creative City, Hamamatsu"
 Hamamatsu City Culture Promotion Vision

(1) Cultivation of future generations (key policy)

With the continuing advance of globalization, it is important to have an even greater focus on the raising and support of the next generation of citizens who will be responsible for the future of Hamamatsu. As such, we will cultivate an international mindset among children and provide educational support for children with foreign roots. We will also work to promote participation in society by providing career support for youths with foreign roots who are past compulsory school age.

<<Pillar: Cultivation of an international mindset among children>>

We will dispatch talented individuals such as the foreign residents living in Hamamatsu or the Japanese residents with bountiful overseas experience as teachers to schools and community collaboration centers and endeavor to refine a sense of balance by learning about and experiencing different cultures to cultivate an international mindset. We will also implement practical English improvement projects to increase communication ability while promoting understanding of different cultures.

<<Pillar: Educational support for children with foreign roots>>

We will implement educational support advancement projects for foreign children such as the dispatch of bilingual supporters[†] and Japanese language study assistants to schools to help children with foreign roots at municipal elementary and junior high schools. We will also implement support appropriate for the various learning environments of youths with foreign roots such as the Zero School Refusal in Foreign Resident Children project and international school support projects.

<<Pillar: Career support for youths with foreign roots who are past compulsory school age>>

As the trend of foreign residents becoming long-term residents becomes more pronounced every day, the number of foreign youths born and raised in Hamamatsu, or at least Japan, continues to grow larger. On the other hand, there are also many youths above the compulsory school age who have moved to Japan for reasons such as being called over by their parents. In order to promote the participation of these youths in society, we will proceed with the formation of a cooperative system with various related institutions and engage in career support activities such as training courses to foster job awareness and think about their own futures, and provision of employment information.

(2) Creation of a culture of diversity (key policy)

The interaction and combination of diverse cultures brings forth new cultural perspectives. In order to accomplish this, it is first necessary to promote participation in the artistic and cultural activities of culturally diverse residents. We will also work to expose people to different cultures, grow and spread a new culture born from increased respect and understanding of diversity, and create a system to allow foreigners to advertise their own cultures.

<<Pillar: Encouragement to participate in artistic and cultural activities>>

In order to encourage proactive participation in the artistic and cultural activities of foreign residents, we will use various communication tools, such as social networking services[†], to provide a wealth of information in a multiple languages regarding artistic and cultural projects. We will also strengthen ties between related departments and organizations and promote the participation of foreign residents in the planning of cultural and other events.

<<Pillar: Growth and spread of a new culture of understanding and respect for diversity>>

We will encourage the permeation of interculturalism by incorporating the diverse cultural element that is our samba contest, interacting with other cultures, and creating opportunities to increase understanding. We will also use the unique characteristics of Hamamatsu as a Creative City in the thematic area of music⁹ to promote diverse cultural exchange through the exhibition of synergistic results between musical projects and intercultural projects.

<<Pillar: Creation of a system to allow foreigners to advertise their own cultures>>

We will work to have foreign residents proactively participate in cultural and other events, and develop a system for the creation of opportunities to allow foreigners to advertise their own cultures at such events. We will also work to support creative activities planned and implemented by foreign residents, such as the next generation of youth, in order to continue to effectively advertise the personalities and distinctiveness possessed by foreigners.

⁹ Hamamatsu became a member of the UNESCO (United Nations Educational, Scientific and Cultural Organization) Creative Cities Network in the thematic area of music in 2014.

(3) City revitalization through diversity (key policy)

We will take hold of the cultural diversity of Hamamatsu as one of the city's strengths, and proceed with initiatives linked to regional revitalization. We will coordinate with various stakeholders, including national and prefectural governments, and strive to promote the acceptance of foreigners, who are sure to contribute to our region. Also, in order to promote the activities of long-term foreign residents in local communities, we will work to create an environment where everyone can manifest their full potential while also advertising the appeal of Hamamatsu through the various perspectives of our foreign residents.

<<Pillar: Acceptance of foreigners contributing to local society>>

We will coordinate with a variety of stakeholders, including national and prefectural governments, universities, and businesses; proceed with initiatives to provide support for employment and daily living; and aim to elevate an accepting environment where foreigners who wish to study or work in Hamamatsu can easily contribute. We are also working on the creation of opportunities to be active such as by driving exchange between communities and local businesses in order to strive towards the establishment of foreign individuals in local communities.

<<Pillar: Facilitation of activities by foreign residents>>

We will present the personal experiences and education and employment situations of youths with foreign roots as local role models who have been raised in Hamamatsu and are contributing to their local community. We will also widely share and disseminate examples of the contributions of foreigners in business as well as examples of foreigners who have started their own businesses. Additionally, we will implement effective support for job matching and other activities linked to providing employment support in coordination with the business sector.

<<Pillar: Advertisement of the appeal of a diverse Hamamatsu>>

We will advertise the appeal of our city using the perspectives of exchange students, JET Programme¹⁰ participants, and other foreigners, continue to unearth the tourism assets of our region, and work to attract tourists from overseas to our city. With an eye towards new global markets, we will also strive to reinvigorate local industries and the economy through proactive connections overseas that utilize the diverse contacts of foreign residents.

¹⁰ The Japan Exchange and Teaching Programme, a joint project by the Ministry of Foreign Affairs, the Ministry of Education, Culture, Sports, Science and Technology, and the Ministry of Internal Affairs and Communications.

(4) Promotion of intercity cooperation

In order to realize an intercultural society, it is necessary to not only have independent initiatives by Hamamatsu, but also initiatives formed through collaboration with municipalities and related institutions both domestically and abroad. As such, we will strengthen our collaboration with intercultural cities both domestically and abroad by participating in the Council of Municipalities with Large Migrant Populations and in the Intercultural Cities Network.

<<Pillar: Promotion of cooperation with other cities in Japan>>

To elaborate, we will participate in the Council of Municipalities with Large Migrant Populations and proceed with collaborative initiatives with participating cities, beginning with proposals to the national and prefectural governments and related institutions. As one of the cities that has been pioneering intercultural initiatives, we will increase our collaborations with the Council of Local Authorities for International Relations (CLAIR), the Japan Foundation, and other related organizations while working to facilitate collaboration with other cities within Japan.

<<Pillar: Sharing of knowledge and expertise through the city's link with Intercultural Cities>>

As one of the over 120 worldwide members of the Intercultural Cities Network based in Europe, we are proceeding with even greater collaboration with the intercultural cities of the world while carefully watching new developments regarding interculturalism. We will also use these collaborations to widely disseminate the knowledge and results we obtain both domestically and abroad.

3. A City Easy for Anyone to Live in (Peace of Mind)

The societal foundations supporting foreign residents are still fragile, and many problems have yet to be resolved. It is important to create communities where everyone can live with peace of mind by steadily implementing various initiatives to solve these problems. In order to facilitate inclusivity, not only are foreign residents striving to learn Japanese, the language of daily life, but they are being asked to follow the basic rules of the community and take on societal responsibilities. Based on this respect for rights and the fulfillment of obligations, we must continue to move forward with concrete support through the provision of necessary government services.

Moreover, although initiatives such as disaster preparedness were until now only seen as foreign resident support, we now pay heed to strengthening cooperation and developing individuals with the ability to fulfill the important role of providing support as key members of local communities as we work on these initiatives.

We will aim to have communities that are easy to live in, where everyone—regardless of nationality—can feel safe and secure.

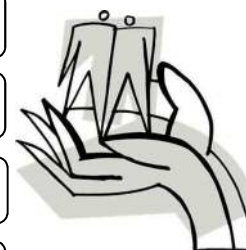
[Policy 3] A city easy for anyone to live in (Peace of Mind)

(1) Disaster preparedness measures (key policy)

(2) Communication support

(3) Support for an inclusive community

(4) Achievement of a secure living environment



Policy Performance Metrics

Metrics	Current (FY 2016)	Target (FY 2022)
Satisfaction of students in Japanese classes	75%	80%
Participants in the set up drills for the Disaster Multilingual Support Center	50 people	100 people

Note: Progression will be measured every year over the duration of the plan.

Related Plans: Hamamatsu City Regional Disaster Prevention Plan
 Hamamatsu City Basic Act for Housing
 Hamamatsu City Children and Youth Support Plan
 Hamamatsu City Regional Welfare Plan

(1) Disaster preparedness measures (key policy)

Ever since the 2011 Great East Japan Earthquake, which exacted an enormous toll in both property damage and human lives, Hamamatsu has made disaster preparedness measures one of its most important issues. And with the 2016 Kumamoto earthquake and the successive heavy rain disasters all over Japan in recent years, we will be proceeding with initiatives to protect all citizens—including foreign residents—from these large-scale disasters so that everyone can live with peace of mind.

<<Pillar: Enhancement of the Disaster Multilingual Support Center system>>

We will collaborate with the Hamamatsu Foundation for Intercultural Communication and Exchange to establish and operate the Disaster Multilingual Support Center in times of disaster in cooperation with various other organizations as a hub for foreign resident support activities during a large scale disaster. Also, in order to encourage activities such as volunteering by bilingual disaster volunteers, we will work to discover new talent and conduct training sessions to teach the knowledge and expertise needed during a disaster.

<<Pillar: Improvement in the disaster preparedness of an inclusive society>>

One of the projects of the Intercultural Center is to collaborate with neighborhood associations and other groups to establish a model district and support the hosting of intercultural disaster training and dispatch of lecturers that involve foreign residents. We will also work to improve collaboration with the foreign resident community, and promote participation in the planning of community disaster preparedness while raising disaster preparedness awareness among families through disaster prevention lectures.

<<Pillar: Information provision and education using a variety of advertising tools>>

In addition to sending out disaster prevention emails in multiple languages, we also use the Facebook page of the Hamamatsu Foundation for International Communication and Exchange along with other social networking services[†] and rapidly provide information to foreign residents using a variety of advertising tools. We will also work in collaboration with ethnic media[†] to get disaster information out to foreign residents and maintain effective information provision systems.

(2) Communication support

Recognizing that Japanese is the language that the residents with diverse cultural backgrounds need for their lives in their community, we will strive to enhance the Japanese language study support system for foreign residents. However, with the increasing diversity of nationalities, it is also becoming important more than ever to provide multilingual support. We will be working to enhance the assignment of and strengthen the development of interpreters and consultants, provide daily living and other information in multiple languages using ICT[†] and other technologies, and disseminate information in Easy Japanese[†].

<<Pillar: Improvement of the Japanese language learning support system>>

With the Foreign Resident Support Center serving as the hub, we will be implementing Japanese language and culture, volunteer cultivation, and other lectures geared to foreign residents as ordinary citizens. We will also work to enhance the Japanese study support system tailored to the changing life stages of foreign residents, who are increasingly becoming long-term residents, while working to strengthen the network of NPOs and other organizations that provide Japanese language study support in Hamamatsu.

<<Pillar: Improvement in the placement and training of interpreters and consultants>>

We will help people apply for government services and provide information and consultations on daily life by assigning interpreters to service counters at city hall and assigning multilingual consultants to the Intercultural Center. We will also host social work training for interculturalism[†] for local interpreters, consultants, and supporters and work to strengthen the development of talented individuals to contribute to an intercultural society.

<<Pillar: Provision of information in multiple languages using ICT and other technologies; use of Easy Japanese>>

The city will disseminate administrative and daily living information in multiple languages using methods such as the publication of foreign language editions of the Information Bulletin Hamamatsu and the operation of Canal Hamamatsu, a web site directed at foreign residents. We will also work to support rapid communication using tablets and other ICT[†] and social networking services[†]. Finally, we will continue to make use of Easy Japanese, which makes broadly effective communication possible regardless of nationality or native language.

(3) Support for an inclusive community

We will first expose the problems encountered as we work towards inclusiveness in local communities. Then, in order to solve these regional problems, meticulous information gathering among supporters and affected individuals, and the sharing of that information will be required. Additionally, in order to build a safe and secure local community, there must be a shared understanding and respect for community rules and local protocols must be learned. We will also provide necessary support, starting with the training and utilization of people who will promote inclusion in their community.

<<Pillar: Information sharing and support for the resolution of problems in the community>>

We will dispatch coordinators from the Intercultural Center as per the needs of the community and implement inclusive community model projects that provide individual support such as consultation handling or problem solving. In addition, we will host inclusive community neighborhood association meetings for those involved with neighborhood associations, which are working on including foreigners in their communities, and make these meetings an opportunity to share examples of progress towards inclusiveness from both inside and outside Japan, and work towards the resolution of problems.

<<Pillar: Understanding of community rules and guidance on the fulfillment of obligations>>

We will work to fully translate materials into multiple languages explaining community rules that are necessary for daily life in the community such as the rules on trash disposal and create opportunities to explain things for international schools and foreigner communities. We will also strive to promote the necessary education and understanding, in collaboration with related institutions, of social security, tax payment, and other societal responsibilities so that everyone can fulfill their obligations and be awarded the rights they are entitled to.

<<Pillar: Training and utilization of people who will promote inclusion in their community>>

By striving to spread understanding regarding the systems of Japan and teaching specialized knowledge about the various wide-ranging challenges surrounding foreign residents through avenues such as the social work training for interculturalism[†], we are working to train bridge builders[†] who will bridge the gap between communities of differing cultural backgrounds.

(4) Achievement of a secure living environment

Aiming for community where everyone can feel safe and secure is linked to the creation of the foundations of an inclusive society. We provide the necessary informational support for being a resident, including in each of the following fields: medical, welfare, health insurance, child rearing, and employment. We are also working to provide guidance and public knowledge regarding crime prevention, traffic safety, employment, and more.

<<Pillar: Handling of various consultations, improvement of information provision (medical, welfare, health insurance, child rearing, employment)>>

We will implement mental health consultations[†] and parent training[†] for foreigners. We will also provide aid for health checkup implementation to international schools while seeking to promote enrollment in social insurance. Moreover, we will strive to promote the use of various health insurance and welfare services such as the long-term care insurance system, which will become necessary as the population of long-term residents grows and becomes older, as well as provide information and handle consultations in multiple languages and strive to strengthen collaboration with a wide variety of stakeholders active in the community to provide support for daily living and various challenges experienced by foreign residents regarding various topics such as preventative medicine and health promotion, child raising, and employment.

<<Pillar: Complete move-in support through the provision of a variety of information related to being a resident>>

We will strive to provide public knowledge in multiple languages using various dissemination tools about subjects such as support systems and various notices related to being a resident. We are also considering concrete policies in collaboration with the appropriate departments of the prefectural government and other agencies towards the resolution of long-standing and new challenges of inclusiveness among Japanese and foreign residents in public housing.

<<Pillar: Guidance and public knowledge for safe living (e.g. crime prevention, traffic safety)>>

We will work to provide a safe environment for foreign residents to lead safe and secure lives. We will collaborate with the police, fire department, neighborhood associations, and foreigner community to provide guidance and raise awareness regarding crime prevention, traffic safety, emergency announcements and more in communities. Finally, we will collaborate with public employment security offices and labor standards inspection offices to provide guidance and public knowledge on rules pertaining to employment and labor conditions with regards to foreigner employment businesses.

4. List of Initiatives

1. A city built together, hand in hand, with mutual respect (Collaboration)			
No.	Initiatives	Divisions in charge	Page No.
(1) Promotion of initiatives by all stakeholders in Hamamatsu			
1	Host the Hamamatsu City Intercultural Integration Promotion Council	International Affairs Division	22
2	Strengthen the networks centered on the Hamamatsu Foundation for Intercultural Communication and Exchange	International Affairs Division	22
3	Implement public recognition of businesses and groups proactively engaged in intercultural initiatives	International Affairs Division	22
4	Build and share best practices regarding interculturalism	International Affairs Division	22
(2) Education for mutual understanding			
5	Dispatch international understanding lecturers and create a system where it is easy to participate in lectures and other activities	International Affairs Division, Creative Cities & Cultural Promotion Division	23
6	Implement education, the creation of informative materials, lectures, and training regarding universal design	International Affairs Division, Universal Design & Gender Equality Affairs Division	23
7	Implement education, the creation of informative materials, lectures, and training regarding human rights	International Affairs Division, Welfare General Affairs Division (Human Rights Education Center)	23
(3) Creation of opportunities for exchange			
8	Host mutual exchange events using the Intercultural Center and the Foreign Resident Study Support Center as hubs	International Affairs Division	24
9	Support promotion of exchange in communities by groups such as neighborhood associations	International Affairs Division, Civic Partnership & Regional Policy Division	24
10	Promote intercultural services that are easy to use for foreign residents, such as having a well stocked foreign-language section in libraries	Central Library	24
11	Promote exchange through sports on the occasion of the Tokyo 2020 Olympics and Paralympics	Sports Promotion Division, International Affairs Division	24
(4) Facilitation of foreign-resident participation in community building (key policy)			
12	Provide support by translating materials related to neighborhood associations	International Affairs Division, Civic Partnership & Regional Policy Division	25
13	Implement inclusive community model projects	International Affairs Division, Civic Partnership & Regional Policy Division	25
14	Strengthen links with and support activities of the foreign resident community and supporting organizations such as NPOs	International Affairs Division	25
15	Use various advertising tools and events as opportunities to introduce foreigners who are making a difference in their community	International Affairs Division, Public Opinion & Relations Division	25

2. A city that brings forth new value through diversity (Creation)			
No.	Initiatives	Divisions in charge	Page No.
(1) Cultivation of future generations (key policy)			
16	Implement lectures to cultivate an international mindset and practical English improvement projects	International Affairs Division, Educational Development Division	27
17	Implement educational support advancement projects for foreign children	Educational Development Division	27
18	Implement the Zero School Refusal in Foreign Resident Children project	International Affairs Division, Education General Affairs Division, Educational Development Division	27
19	Implement international school support projects	International Affairs Division, Child Educational Development Division	27
20	Implement career support projects for youths with foreign roots	International Affairs Division, Industrial General Affairs Division	27
(2) Creation of a culture of diversity (key policy)			
21	Provide a wealth of information in a multiple languages regarding artistic and cultural projects and promote the participation of foreign residents	International Affairs Division, Creative Cities & Cultural Promotion Division	28
22	Host the diverse cultural element that is our samba contest	International Affairs Division	28
23	Create opportunities to exhibit synergistic results between musical projects and intercultural projects	International Affairs Division, Creative Cities & Cultural Promotion Division	28
24	Create opportunities to allow foreigners to advertise their own cultures	International Affairs Division, Creative Cities & Cultural Promotion Division	28
25	Support creative activities planned and implemented by foreign residents	International Affairs Division, Creative Cities & Cultural Promotion Division	28
(3) City revitalization through diversity (key policy)			
26	Elevate an accepting environment where foreigners who wish to study or work in Hamamatsu can easily contribute and create opportunities to be active	International Affairs Division, Industrial General Affairs Division	29
27	Present youths with foreign roots making a difference in their community as local role models	International Affairs Division	29
28	Implement seminars to present examples of the contributions of foreigners in business as well as examples of foreigners who have started their own businesses	International Affairs Division, Industrial General Affairs Division	29
29	Support for job matching and other activities linked to providing employment support in coordination with the business sector	International Affairs Division, Industrial General Affairs Division, Industrial Promotion Division	29
30	Advertise the appeal of Hamamatsu using the diverse perspectives of exchange students and other foreigners and strengthen connections overseas that utilize the diverse contacts of foreign residents	International Affairs Division, Tourism & City Promotion Division, Industrial General Affairs Division	29
(4) Promotion of intercity cooperation			
31	Facilitate collaboration with other intercultural cities within Japan through the Council of Municipalities with Large Migrant Populations	International Affairs Division	30
32	Encourage collaboration with the intercultural cities of the world and disseminate the knowledge and results we obtain both domestically and abroad	International Affairs Division	30

3. A city easy for anyone to live in (Peace of Mind)			
No.	Initiatives	Divisions in charge	Page No.
(1) Disaster preparedness measures (key policy)			
33	Establish the Disaster Multilingual Support Center in times of disaster	International Affairs Division, Crisis Management Division	32
34	Train bilingual disaster volunteers that will provide support	International Affairs Division, Crisis Management Division	32
35	Support the hosting of intercultural disaster training and dispatch of lecturers	International Affairs Division, Crisis Management Division	32
36	Improve collaboration with the foreign resident community and encourage participation in the planning of community disaster preparedness	International Affairs Division, Crisis Management Division	32
37	Provide information and guidance to foreign residents using a variety of advertising tools such as the Disaster Prevention Email and SNS	International Affairs Division, Crisis Management Division	32
(2) Communication support			
38	Implement Japanese language classes, volunteer cultivation, and other lectures with the Foreign Resident Support Center serving as the hub	International Affairs Division	33
39	Enhance the Japanese study support system in collaboration with NPOs and other support organizations	International Affairs Division	33
40	Assign interpreters to service counters at city hall and assign multilingual consultants to the Intercultural Center	Personnel Division International Affairs Division	33
41	Implement social work training to develop talented individuals to contribute to an intercultural society	International Affairs Division	33
42	Publish foreign language editions of the Information Bulletin Hamamatsu, operate Canal Hamamatsu, a web site directed at foreign residents, and provide information in multiple languages using tablets and other ICT and social networking services	International Affairs Division, Public Opinion & Relations Division	33
(3) Support for an inclusive community			
43	Implement inclusive community model projects	International Affairs Division, Civic Partnership & Regional Policy Division	34
44	Host inclusive community neighborhood association meetings	International Affairs Division, Civic Partnership & Regional Policy Division	34
45	Implement guidance and fully translate materials into multiple languages explaining community rules and performance of responsibilities	International Affairs Division, Waste Disposal Division, Municipal Tax Division, National Health Insurance & Pension Division	34
46	Train bridge builders who will promote mutual understanding between communities	International Affairs Division	34
(4) Achievement of a secure living environment			
47	Implement mental health consultations and parent training for foreigners	Mental Health Welfare Center	35
48	Provide aid for health checkup implementation to international schools	Health & Medical Affairs Division	35
49	Handle consultations in multiple languages and strengthen collaboration on medical, welfare, health insurance, child rearing, and employment issues	International Affairs Division, Health & Medical Affairs Division, Welfare General Affairs Division, Public Health Promotion Division, Child Rearing Support Division, Industrial General Affairs Division, Housing Division	35
50	Provide guidance and raise awareness regarding crime prevention, traffic safety, emergency announcements, and employment	International Affairs Division, Road Planning Division, Control Division, Industrial General Affairs Division	35

<GLOSSARY>

[In order of appearance]

Multiculturalism (p. 13)

The idea which calls for equally respecting different cultures of immigrants and minorities and achieving coexistence.

Assimilation (p. 13)

A policy which demands for the assimilation of immigrants and minorities in their host communities.

Council of Europe (p. 13, 14)

The Council of Europe is a pan-European international organization based in Strasbourg, France which leads the development of standards in the fields of human rights, democracy, and rule of law. In 1993, Japan joined the organization as an observer state.

Bilingual supporters (p. 27)

In Hamamatsu, we place bilingual Foreign Student Attendance Assistants and dispatch Foreign Student Attendance Supporters as part of a larger plan to provide suitable support for foreign students in elementary schools.

Social networking services (pp. 28, 32, 33)

Social networking services (SNS) are internet services that support the creation of societal networks and promote communication between individuals with the same interests, occupations, neighborhoods, and more.

Ethnic media (p. 32)

Newspapers, magazines, radio, television, internet, and other media directed at foreigners living in Japan.

ICT (p. 32)

Information and communications technology (ICT) is an umbrella term encompassing technologies, industries, and services relating primarily to information processing and communications.

Social work training for interculturalism (pp. 33, 34)

Training implemented with the objective of developing personnel who can become involved in the wide-ranging challenges encompassing foreigners and work on solving problems or providing consultations.

Easy Japanese (p. 33)

Japanese that has been edited to be easy to understand regardless of nationality or mother tongue in order to make the fast, accurate, concise, and wide dissemination of information to peoples of all nations possible. This is one of the methods available to disseminate information during disasters.

Bridge builder (p. 34)

An arbiter or mediator who takes the middle ground and acts as a bridge between groups with differing cultural backgrounds in localities and communities, works to solve problems, and creates connections between residents.

Mental health consultation (p. 35)

In order to handle mental health consultations, we deploy specialists and have them accompany residents to private consultations or treatment facilities.

Parent training (p. 35)

A program that teaches parents how to better interact with children, resolves their everyday problems with child rearing, and makes fun child rearing possible.

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