

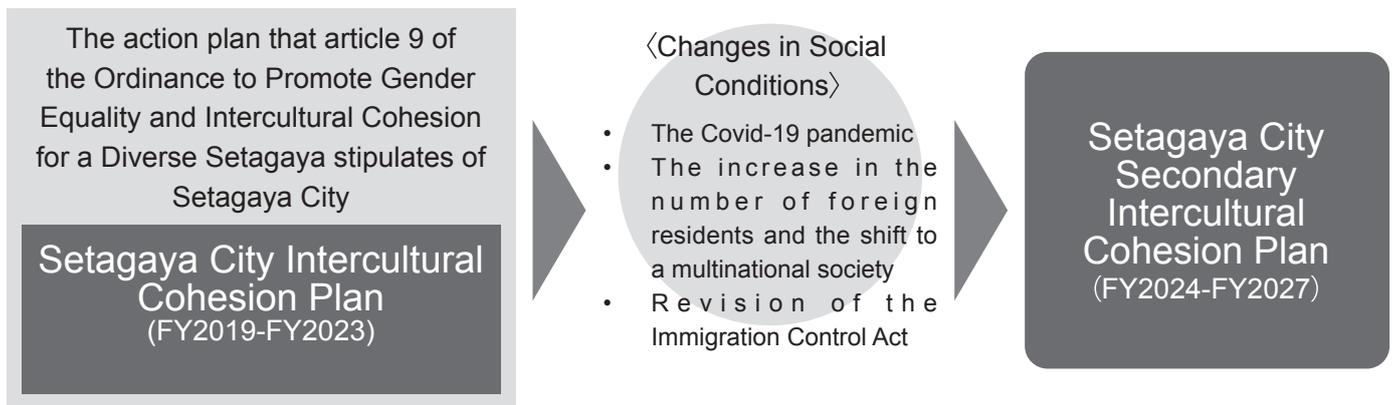
# Setagaya City Secondary Intercultural Cohesion Plan

## Summary

March 2024  
City of Setagaya



## 1 Purpose and Background of Plan Making



## 2 Movement on a National, Metropolitan Government and City Level

### Movement on National

#### ✓ The Promotion of Intercultural Cohesion Measures

Revision of “The Plan for Promoting Intercultural Cohesion within Local Communities” and formulation of the “Roadmap for achieving intercultural cohesion with foreign residents”

#### ✓ Fair control of immigration and foreign residents

Creation of a new residence status: “Specially Designated Skilled Worker” and the passage and enactment of a bill to amend the Immigration Control and Refugee Recognition Act

#### ✓ Establishment of the social foundations to promote Japanese language education

The obligation of local governments to strive to implement all measures that are required to promote Japanese language education and the accreditation system for Japanese language educational institutions

### Movement on Metropolitan Government

#### ✓ Establishment of the Tokyo Metropolitan Foundation “TSUNAGARI”

Established as an organization that supports the revitalization of local communities through connections between people

#### ✓ Formulation of “Style: How to Create a Regional Japanese Language Education System in Tokyo”

Perspectives and goals that local governments should share concerning the promotion of regional Japanese language education

### Movement on City

#### ✓ Establishment and operation of the Setagaya Arts Foundation International Division (Setagaya Intercultural Center)

To further promote the city’s international and intercultural cohesion measures, disseminate information and provide venues (opportunities)

#### ✓ Participation in the Tokyo Support Network for Foreign Residents

Promote mutual communication and information exchange between networks and jointly hold expert consultation sessions for foreign residents

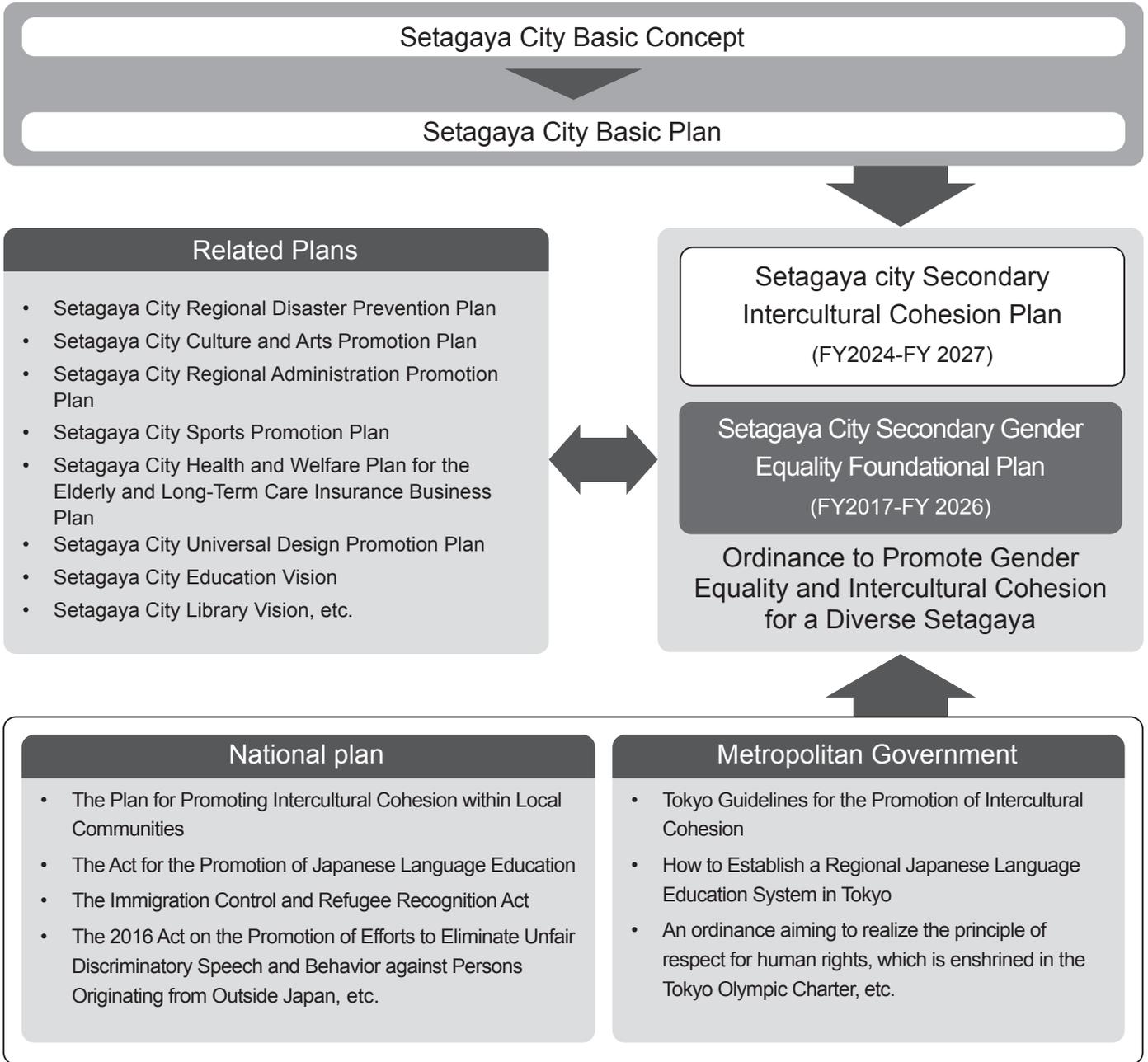
#### ✓ Establishing a “Project Team for Accepting and Supporting Ukrainian Evacuees in Setagaya City”

Consider Specific Issues and Details of Support for Accepting Ukrainian Evacuees

## 1 The status of initiatives under the plan—Evaluation

Fundamental Policies	Major achievements (FY2022)	Evaluation
<p><b>1</b></p> <p>Promote active participation in the local community</p>	<p>Sangenjaya Street Performance: Approximately 100,500 visitors</p> <p>Setagaya International Messe: Approximately 2,000 visitors</p> <p>Number of registered users of Otagaisama (mutual help) Bank: 3,218 (as of March 2023)</p> <p>Exchange of opinions with foreign residents: 30 foreign residents participated</p> <p>Survey on the awareness and situation of foreign residents: 199 responses to the questionnaire (10.1%)</p>	<ul style="list-style-type: none"> <li>Through surveys of foreign residents and meetings with them, the city has been able to gain an understanding of the living conditions of foreign residents and their satisfaction with and needs for the city.</li> <li>Due to the effects of the Covid-19 pandemic, the city was unable to provide sufficient opportunities for foreign residents to participate and engage in city projects.</li> <li>The city will strive to develop a place where more people can comfortably participate by using the various methods learned from the Covid-19 pandemic.</li> </ul>
<p><b>2</b></p> <p>Create a city where everyone can live comfortably</p>	<p>Japanese language classes for foreign residents: Conducted three terms in a year with 63 participants</p> <p>Setagaya Japanese Language Supporter Course: 78 people participated in the beginners course and 19 in the intermediate course</p> <p>Plain Japanese training for Setagaya City government staff members: 63 people participated</p> <p>Multilingual booklets and leaflets in the Setagaya City Hall: 30 types</p> <p>Setagaya Intercultural Center (Crossing Setagaya): 4,012 people visited</p> <p>The education counseling office for Returnee/ Foreign national children and students: 558 people used the service</p> <p>The videophone interpretation service using tablet devices: 438 people used the service</p>	<ul style="list-style-type: none"> <li>In response to an increase in the number of applicants, the number of Japanese language classes was increased in FY2023, and other efforts were made to support the Japanese language skills that are necessary for foreign residents to live independently.</li> <li>Tablet devices equipped with a videophone interpretation service were deployed in the office to ensure reliable over-the-counter operations for foreign residents.</li> <li>In addition to promoting the creation of multilingual publicity materials and facility information boards, etc., efforts have been made to raise awareness and understanding of plain Japanese through annual training programs for Setagaya City staff members.</li> <li>The results of the survey on the awareness and situation of foreign residents revealed the need to for the dissemination of effective and easy-to-understand information to foreign residents in order to increase awareness, in addition to strengthening city initiatives.</li> </ul>
<p><b>3</b></p> <p>Build awareness of intercultural cohesion and eliminate bias and discrimination</p>	<p>KINEKO International Film Festival: 86,332 visitors</p> <p>Human rights awareness event: 137 visitors</p> <p>City walking tours for foreign residents: 30 participants</p> <p>Multicultural Understanding Course: Implemented seven times with 307 participants in total</p> <p>Japanese language exchange meetings: Implemented four times with 222 participants in total</p>	<ul style="list-style-type: none"> <li>We have been able to raise the awareness of the importance of understanding different cultures through events and lectures on various occasions.</li> <li>The results of the survey on the awareness and situation of foreign residents revealed that the Covid-19 pandemic has caused new types discrimination.</li> <li>The city must continue its efforts to raise awareness of intercultural cohesion in order to eliminate prejudice and discrimination.</li> </ul>

**1** How this plan Fits in



**National plan**

- The Plan for Promoting Intercultural Cohesion within Local Communities
- The Act for the Promotion of Japanese Language Education
- The Immigration Control and Refugee Recognition Act
- The 2016 Act on the Promotion of Efforts to Eliminate Unfair Discriminatory Speech and Behavior against Persons Originating from Outside Japan, etc.

**Metropolitan Government**

- Tokyo Guidelines for the Promotion of Intercultural Cohesion
- How to Establish a Regional Japanese Language Education System in Tokyo
- An ordinance aiming to realize the principle of respect for human rights, which is enshrined in the Tokyo Olympic Charter, etc.

**2** The period of the plan

In order to ensure consistency with the city’s basic plans and implementation plans, the four years from fiscal year 2024 to fiscal year 2027 will be covered by the plan.

\*If during this period changes in social conditions, etc. make it necessary to include new items in the plan, the plan will be revised as necessary.

## An overview of the Setagaya International Center

In April 2020, the Setagaya Arts Foundation established the International Affairs Department and opened the Setagaya Intercultural Center (Crossing Setagaya) above Sangenjaya Station as a base for disseminating information on intercultural cohesion and for groups involved in such activities to network.

The Setagaya Intercultural Center provides useful information for daily life and introduces local groups. It also provides consultation services for problems in daily life, mainly for people with foreign roots, local groups engaged in related activities, and those interested in international exchanges and intercultural cohesion. The center also aims to increase the participation of foreign residents in the local community and expand the opportunities for their involvement in local activities by holding study courses and exchange events to deepen mutual understanding between Japanese and foreign residents, as well as expand and revitalize the networks of groups involved in exchange activities.



## What is "plain Japanese"?

Plain Japanese is Japanese that has been simplified so that it can be understood by foreign residents, the elderly, and people with disabilities. It was developed in the aftermath of the Hanshin-Awaji earthquake to enable foreign residents to take appropriate action in the event of a disaster. The use of plain Japanese is important not only in times of disaster but also for the realization of a multicultural society in which Japanese and foreign residents can live and work together in the community and communicate with each other in a friendly manner.

In December 2017, Setagaya City prepared the "Setagaya City Multilingual Notation and Information Guide," which outlines ideas for those in charge of transmitting information on how to convey information to non-native Japanese speakers to ensure the correct understanding of information in areas where it is needed. The topic of plain Japanese is also covered in the guide.

- Points to communicate in plain Japanese

1. Do not use difficult words; use simple words instead.
2. Do not use ambiguous expressions; be specific, e.g., "Kekkodesu (No, thank you)." (Foreign residents have difficulty understanding whether it is a positive or negative response.)
3. Kanji characters are marked with furigana (a phonetic alphabet).
4. Avoid using foreign words (katakana), e.g., scheme => KEIKAKU, delivery => HAITATSU
5. End sentences with "DESU" MASU" and "SHITE KUDASAI" whenever possible.

### 3 Plan Structure

#### Basic philosophy

An interculturally cohesive Setagaya where human rights are respected and where everyone can participate and succeed together while living safe and peaceful lives

#### Fundamental Policies

1

Create a city where everyone can live comfortably

2

Promote active participation in the local community

3

Build awareness of intercultural cohesion and eliminate bias and discrimination

#### Direction and content of measures

Provide information in multiple languages and “plain Japanese”, support Japanese language learning, and provide other assistance across all aspects of daily life in order to eliminate problems and inconveniences caused by differences in language or culture.

Develop Japanese language assistance

Promote the dissemination of administrative information in multiple language and “plain Japanese”

**【Core】** Fully develop the local infrastructure

Fully prepare for disasters and other emergency situations

Develop an environment that makes strong use of ICT

Create opportunities for foreign residents and others to understand local issues and be involved in their communities so that they can participate in and contribute to various community activities as members of society.

Encourage culturally inclusive community interaction

**【Core】** Encourage participation in community activities

Promotion of Participation in the City Administration

Aim to eliminate bias and discrimination toward foreign residents by promoting an awareness of human rights and creating accessible opportunities for people to deepen their understanding of other cultures.

**【Core】** Promote an attitude of acceptance regarding other cultures

Promotion of education related to intercultural cohesion in school education

Develop support for activities and organizations targeting intercultural cohesion and international exchange

Strengthening Measures Against Unfair and Discriminatory Treatment

## 4 Core measures

### 【Fundamental Policy 1】→Fully develop the local infrastructure (Core ①)

Achieving a city where people can live with peace of mind, by supporting daily life across the board, providing useful information and establishing a consultation system.

### 【Fundamental Policy 2】→Encourage participation in community activities (Core ②)

Allowing foreign residents to participate in community activities can open up new perspectives and discoveries and promote awareness of intercultural cohesion among both Japanese and foreign residents.

### 【Fundamental Policy 3】→Promote an attitude of acceptance regarding other cultures (Core ③)

By deepening mutual understanding of culture and customs and respecting reciprocal human rights, prejudice and discrimination can be eliminated.

## 5 Numerical Targets

Survey item		Latest situation	Target value	
Numerical targets for the promotion of intercultural cohesion (Attitude Survey of Setagaya Residents)		FY2023	End of FY2025	End of FY2027
Percentage of city residents who think that intercultural cohesion is progressing		37.7%	50%	55% or more
Numerical targets based on core measures (Attitude Survey of Setagaya Residents)		FY2023	End of FY2025	End of FY2027
Core ②	Percentage of city residents who think that participation in community activities by foreign residents is increasing	15.6%	25%	30% or more
Core ③	Percentage of city residents who think that prejudice and discrimination against foreign residents is decreasing	31.1%	40%	45% or more
Numerical targets based on core measures (foreign residents survey)		FY2023	End of FY2025	End of FY2027
Core ①	Percentage of city residents who think that foreign residents have a good infrastructure for their lives	52.5%	65%	75% or more
Core ③	Percentage of city residents who think that prejudice and discrimination against foreign residents is decreasing	42.6%	50%	55% or more

Fundamental Policy	Major issues	Main directions of the measures
<p style="text-align: center;"><b>1</b></p> <p style="text-align: center;">Create a city where everyone can live comfortably</p>	<ul style="list-style-type: none"> <li>• Providing opportunities to learn Japanese according to the needs of foreign residents</li> <li>• Providing easy-to-understand information in multiple languages and plain Japanese</li> <li>• Creating an environment where foreign residents can obtain necessary information</li> <li>• Disseminating disaster information in multiple languages</li> <li>• Using ICT technology, especially on the city's website</li> </ul>	<ul style="list-style-type: none"> <li>• Providing opportunities to learn Japanese that are accessible and easy to participate in even for those with limited time, etc.</li> <li>• Communicating easy-to-understand information to foreign residents; information should be written and disseminated in multiple languages and plain Japanese and with universal design in mind.</li> <li>• Consistently implement reliable consultation services to help foreign residents solve problems in various fields, and strengthen the city's efforts in cooperation with related departments and organizations.</li> <li>• In addition to the transmission of information for preparing for disasters, collect, organize and update information that can be used in the event of a disaster, and improve methods and raise awareness about the importance of disaster preparedness.</li> <li>• Create an environment that makes it easy to access information, mainly through the city's website but also by disseminating information in plain Japanese and by using SNS and other services.</li> </ul>

Measures	Specific initiatives (example)
Develop Japanese language assistance	<ul style="list-style-type: none"> <li>• Expand Japanese language classes for foreign residents</li> <li>• Conduct Japanese language exchange meetings</li> <li>• Offer Setagaya Japanese Language Support Courses</li> <li>• Provide information on websites for learning Japanese online, etc.</li> <li>• Hold information liaison meetings with local Japanese language classes, etc.</li> </ul>
Promote the dissemination of administrative information in multiple language and “plain Japanese”	<ol style="list-style-type: none"> <li>i. Promote awareness of intercultural cohesion through the communication of information <ul style="list-style-type: none"> <li>• Conduct plain Japanese training for city staff members, etc.</li> </ul> </li> <li>ii. Provide multilingual signs, etc. <ul style="list-style-type: none"> <li>• Provide multilingual versions of various administrative brochures, leaflets, etc., and use plain Japanese.</li> <li>• Provide multilingual signs in public facilities, public information boards of the city, city block display boards, etc.</li> <li>• Publish newsletters in English, Chinese, and plain Japanese.</li> <li>• Provide guidance for people whose native language is not Japanese (municipal libraries), etc.</li> </ul> </li> </ol>
【Core】 Fully develop the local infrastructure	<ul style="list-style-type: none"> <li>• Operate consultation services for foreign residents</li> <li>• Promote the use of interpretation services using tablet devices</li> <li>• Operate the Setagaya Intercultural Center (Crossing Setagaya) (Setagaya Art Foundation)</li> <li>• Operate an educational counseling office for children and students returning to Japan and foreign residents</li> <li>• Consult with experts</li> <li>• Provide materials for non-Japanese speakers (municipal libraries), etc.</li> </ul>
Fully prepare for disasters and other emergency situations	<ul style="list-style-type: none"> <li>• Providing disaster preparedness classes for foreign residents</li> <li>• Distribute a multilingual version of the "Disaster Action Manual for City Citizens" (map version)</li> <li>• Provide multilingual evacuation area signs</li> <li>• Assign "Foreign Resident Assistance Personnel" for emergencies</li> <li>• Provide information via the "Setagaya City Disaster Preparedness Portal Site," etc.</li> </ul>
Develop an environment that makes strong use of ICT	<ul style="list-style-type: none"> <li>• Provide multilingual city websites and automatic translation services for homepages</li> <li>• Improve pages for foreign residents</li> <li>• Expand the public wireless LAN environment, etc.</li> </ul>

Fundamental Policies	Major issues	Main directions of the measures
<p style="text-align: center;"><b>2</b></p> <p style="text-align: center;">Promote active participation in the local community</p>	<ul style="list-style-type: none"> <li>• Reduce language barriers in exchange programs and create opportunities for foreign residents to play an active role.</li> <li>• Visualize local communities and volunteer opportunities</li> <li>• Create opportunities to understand the awareness of Japanese residents</li> </ul>	<ul style="list-style-type: none"> <li>• While implementing each project, the city will promote the use of multiple languages and plain Japanese and work with the Setagaya Intercultural Center to create an environment in which foreign residents can feel comfortable participating.</li> <li>• Promote participation in regional/ community activities widely so that everyone can participate and play an active role and further publicize the opportunities available.</li> <li>• Conduct regular surveys and opinion exchange meetings to understand the awareness of Japanese residents.</li> </ul>
<p style="text-align: center;"><b>3</b></p> <p style="text-align: center;">Build awareness of intercultural cohesion and eliminate bias and discrimination</p>	<ul style="list-style-type: none"> <li>• Continue and enhance efforts to promote the awareness of human rights in society.</li> <li>• Promote initiatives in schools that increase awareness of intercultural cohesion from the perspective of respect for human rights.</li> <li>• Increase support for organizations involved in multicultural and international exchange activities.</li> </ul>	<ul style="list-style-type: none"> <li>• In order to eliminate prejudice and discrimination, the city will strive to promote the acceptance of diverse cultures through learning about human rights, etc.</li> <li>• Promote human rights education training for teachers in schools from the perspective of respect for human rights in addition to education for improved international understanding.</li> <li>• Provide broad support to the activities of various organizations for the purpose of intercultural cohesion and international cooperation.</li> </ul>

Measures	Specific initiatives (example)
Encourage culturally inclusive community interaction	<ul style="list-style-type: none"> <li>• Hold the Triangle Festa</li> <li>• Hold the Setagaya International Messe</li> <li>• Hold the English Table</li> <li>• Walking tour in plain Japanese</li> <li>• Walking tours in English for foreign residents</li> <li>• Conduct children's programs</li> <li>• Provide training for leaders for developing communities with intercultural cohesion, etc.</li> </ul>
【Core】 Encourage participation in community activities	<ul style="list-style-type: none"> <li>• Promote understanding of community groups, such as town councils and neighborhood associations</li> <li>• Promote registration for Otagaisama (mutual-help) Bank</li> <li>• Expand opportunities for foreign volunteers</li> <li>• Provide information on events and community activities in the city</li> </ul>
Promotion of Participation in the City Administration	<ul style="list-style-type: none"> <li>• Survey on the awareness of city residents</li> <li>• Exchange of views with foreign residents</li> <li>• Survey of foreign residents</li> <li>• Survey of Japanese residents' awareness, etc.</li> </ul>
【Core】 Promote an attitude of acceptance regarding other cultures	<ul style="list-style-type: none"> <li>i. Events <ul style="list-style-type: none"> <li>• Human rights awareness events</li> <li>• Storytelling in English for children</li> <li>• Multicultural understanding events for children (municipal libraries), etc.</li> </ul> </li> <li>ii. Volunteers <ul style="list-style-type: none"> <li>• Promote registering with the Setagaya City Homestay Volunteer Family Registration System.</li> <li>• Implement the volunteer tour guide program</li> </ul> </li> <li>iii. Training, courses, etc. <ul style="list-style-type: none"> <li>• Multicultural understanding courses</li> <li>• Prepare and distribute multicultural awareness pamphlets</li> <li>• Raise awareness of human rights, etc.</li> </ul> </li> </ul>
Promotion of education related to intercultural cohesion in school education	<ul style="list-style-type: none"> <li>• International exchange programs through overseas deployments, etc.</li> <li>• Strengthen education for international understanding</li> <li>• Strengthen foreign-language activities in elementary schools</li> <li>• Improve the teaching of English through various methods</li> <li>• Introduce multicultural case studies</li> <li>• Human rights education and training to promote understanding of intercultural cohesion, etc.</li> </ul>
Develop support for activities and organizations targeting intercultural cohesion and international exchange	<ul style="list-style-type: none"> <li>• Support for organizations through the International Peace Exchange Fund grant</li> <li>• Support for international activities organizations</li> </ul>
Strengthening Measures Against Unfair and Discriminatory Treatment	<ul style="list-style-type: none"> <li>• Gender equality - Responding to complaints and petitions regarding intercultural cohesion measures</li> </ul>

