

# RESULTS OF THE INTERCULTURAL CITIES INDEX



## Viseu

December 2016



**Intercultural cities**  
Building the future on diversity

[www.coe.int/interculturalcities](http://www.coe.int/interculturalcities)





A comparison between 83 cities<sup>1</sup>

## Introduction

The Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view. In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural City Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

As of today 83 cities have undergone their intercultural policies analysis using the Intercultural City Index: Amadora (*Portugal*), Arezzo (*Italy*), Ballarat (*Australia*), Barcelona (*Spain*), Beja (*Portugal*), Bergen (*Norway*), Bilbao (*Spain*), Botkyrka (*Sweden*), Braga (*Portugal*), Bucharest (*Romania*), Campi Bisenzio (*Italy*), Cartagena (*Spain*), Casalecchio di Rena (*Italy*), Castellón (*Spain*), Catalonia (*Spain*), Coimbra (*Portugal*), Comune di Ravenna (*Italy*), Constanta (*Romania*), Copenhagen (*Denmark*), Donostia-San Sebastian<sup>2</sup> (*Spain*), Dortmund (*Germany*), Dublin (*Ireland*), Duisburg (*Germany*), Erlangen (*Germany*), Forli (*Italy*), Fucecchio (*Italy*), Fuenlabrada (*Spain*), Geneva (*Switzerland*), Genoa (*Italy*), Getxo (*Spain*), Haifa (*Israel*), Hamburg (*Germany*), Ioannina (*Greece*), Izhevsk (*Udmart Republic, Russia*), Jerez de la Frontera (*Spain*), the London borough of Lewisham (*United Kingdom*), Limassol (*Cyprus*), Limerick (*Ireland*), Lisbon (*Portugal*), Lodi (*Italy*), Logroño (*Spain*), Lublin (*Poland*), Melitopol (*Ukraine*), Mexico City (*Mexico*), Montreal (*Canada*), Munich

<sup>1</sup> This report is based on data contained at the Intercultural Cities INDEX database at the time of writing. The INDEX graphs may include a greater number of cities, reflecting the growing interest in this instrument.

<sup>2</sup> The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

(Germany), the canton of Neuchâtel (Switzerland), Neukölln (Berlin, Germany), Novellara (Italy), Offenburg (Germany), Olbia (Italy), Oslo (Norway), the district of Osmangazi in the province of Bursa (Turkey), Parla (Spain) Patras (Greece), Pécs (Hungary), Pryluky (Ukraine), Reggio Emilia (Italy), Reykjavik (Iceland), Rijeka (Croatia), Rotterdam (the Netherlands), Sabadell (Spain), San Giuliano Terme (Italy), Santa Coloma (Spain), Santa Maria da Feira (Portugal), Unione dei Comuni-Savignano sul Rubicone<sup>3</sup> (Italy), Sechenkivsky (District of Kyiv, Ukraine), Senigallia (Italy), Stavanger (Norway), Strasbourg (France), Subotica (Serbia), Sumy (Ukraine), Tenerife (Spain), Tilburg (The Netherlands), Turin (Italy), Turnhout (Belgium), Unione Terre dei Castelli<sup>4</sup> (Italy), Valletta (Malta), Västerås (Sweden), Ville de Paris (France), Viseu (Portugal), Vinnitsa (Ukraine) and Zurich (Switzerland).

Among these cities, 45 (including Viseu) have less than 200,000 inhabitants and 49 (including Viseu) have less than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Viseu (Portugal) in 2016 and provides related intercultural policy conclusions and recommendations.

### Intercultural city definition

The intercultural city has people with different nationality, origin, language or religion/ belief. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict. It encourages greater mixing and interaction between diverse groups in the public spaces.

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<sup>3</sup> The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

<sup>4</sup> Former Castelvetro di Modena.

# METHODOLOGY



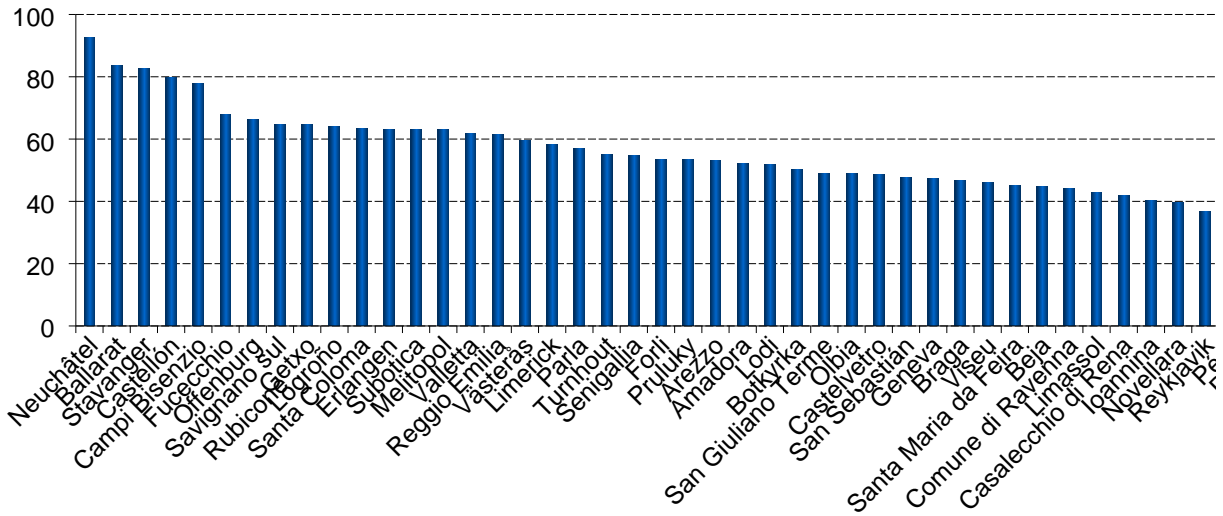
The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index). These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended only as a tool for benchmarking, to motivate cities to learn from good practice.

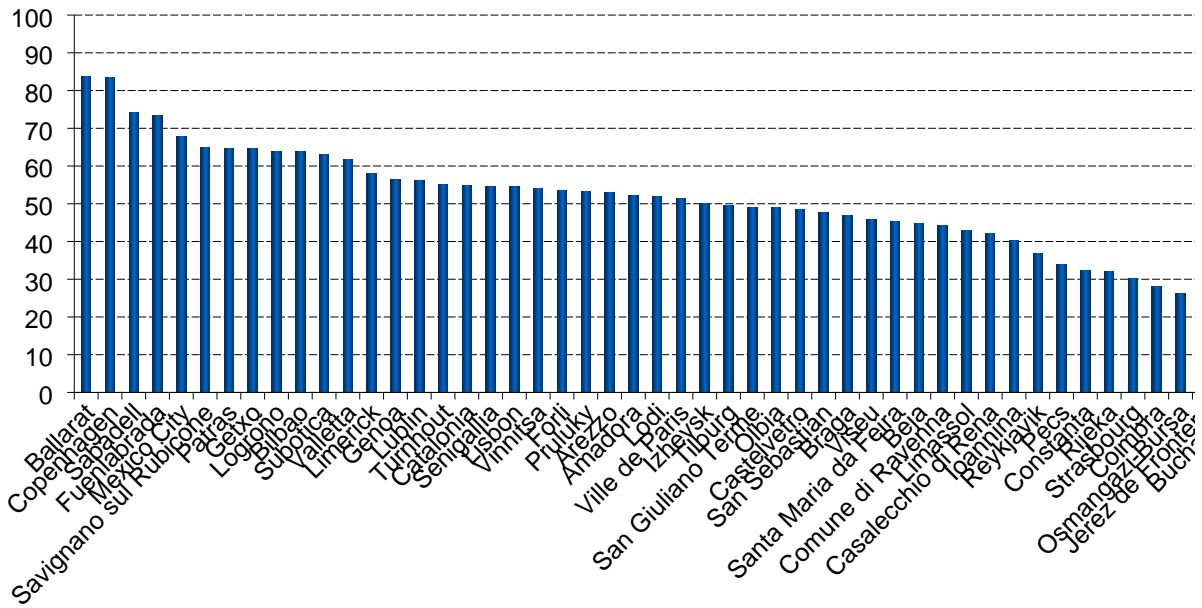
Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (above or below 200,000 inhabitants) and the percentage of foreign-born residents (higher or lower than 15 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

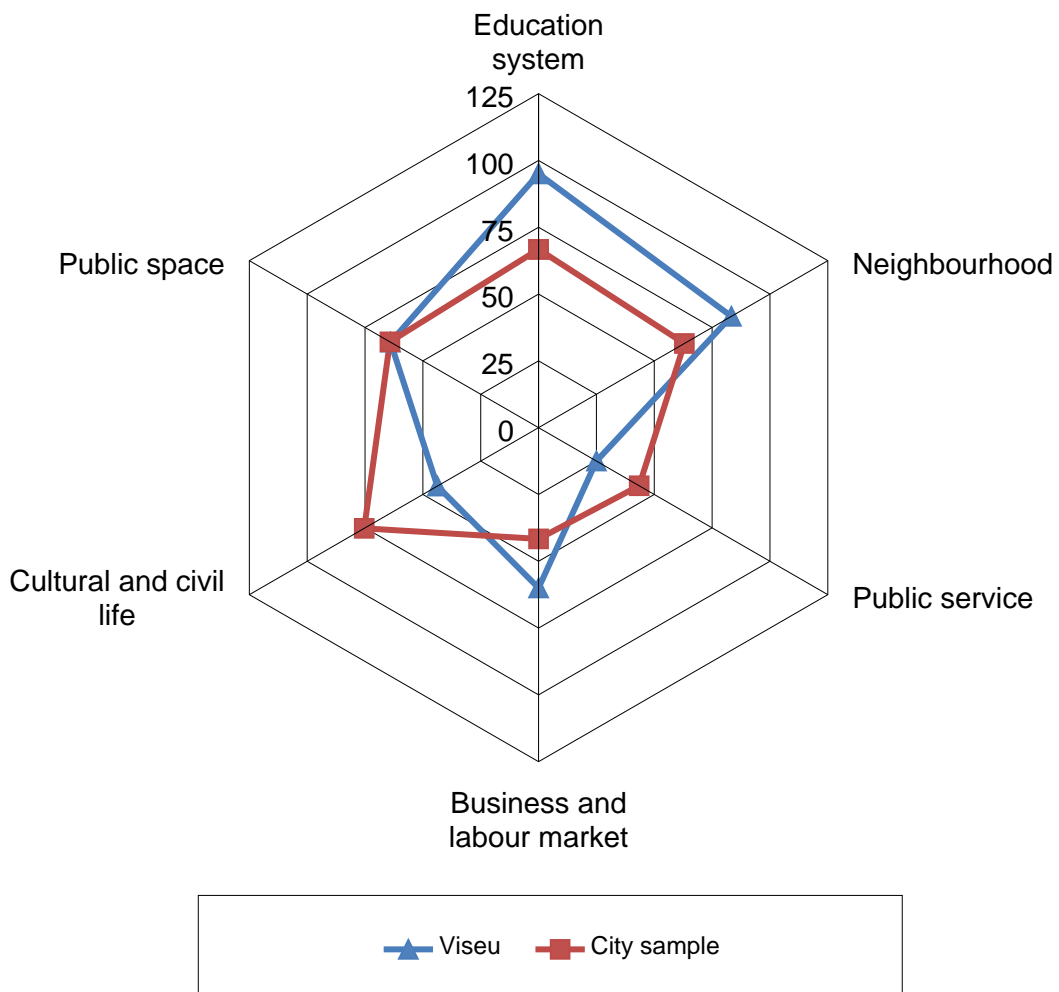
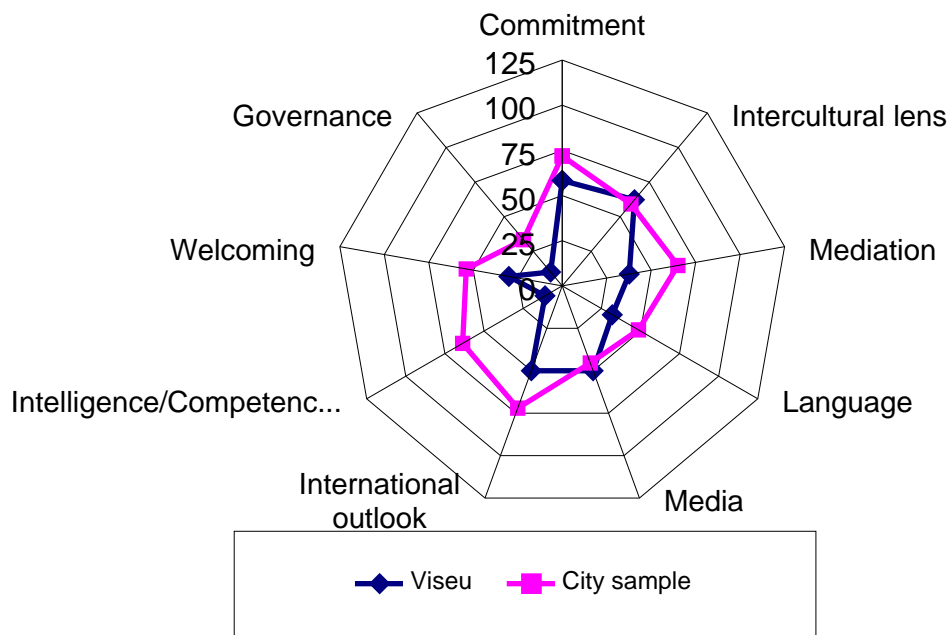
According to the overall index results, Viseu has been positioned 66th among the 83 cities in the sample, with an aggregate intercultural city index of 46%, after Braga (47%) and before Cartagena (46%). Viseu has been ranked 34th among cities with less than 200,000 inhabitants and 34th among cities with less than 15% of foreign-born residents.

**Intercultural City Index (ICC) - City sample (inhabitants < 200'000)**



**Intercultural City Index (ICC) - City sample (non-nationals/foreign borns < 15%)**





## Viseu – An overview

Viseu is a municipality in the Centro Region of Portugal and the capital of the district of Viseu. Founded during the Celtic period, it flourished during the Romanization, being an important intersection of a series of Roman roads linking Mérida, Lisbon and Galicia. After the Roman occupation, the Visigoth settled in. During the middle ages, various cultures and ethnic groups occupied the city, including Suebics, Goths and Muslims. The region became Christian in 1058, with the victory of Ferdinand I of León.

Economically, the city and the region are famous for the wine called Dão; which is celebrated in the annual fair "Feira de São Mateus". Viseu is also known for local handicrafts, which include pottery, bobbin lace, and copper. From the questionnaire, it emerged that in 2013 the purchasing power per capita of Viseu County was the 96,6%. The city hosts the higher education polytechnic of the country: the Instituto Politécnico de Viseu.

Demographically, the municipality of Viseu counts about 100.000 inhabitants. The population is composed of 76% Portuguese citizens, whereas non-nationals are 2.150 individuals (according to the 2010 census).

The majority ethnic groups living in the municipality of Viseu are Brazilians which represent the 32% (690 individuals), Roma people (689 individuals or 177 families), and Ukrainians the 20% (431 individuals).

Unfortunately, there are no data available for the percentage of foreign-born nationals living in the city and the percentage of second and third generation migrants.

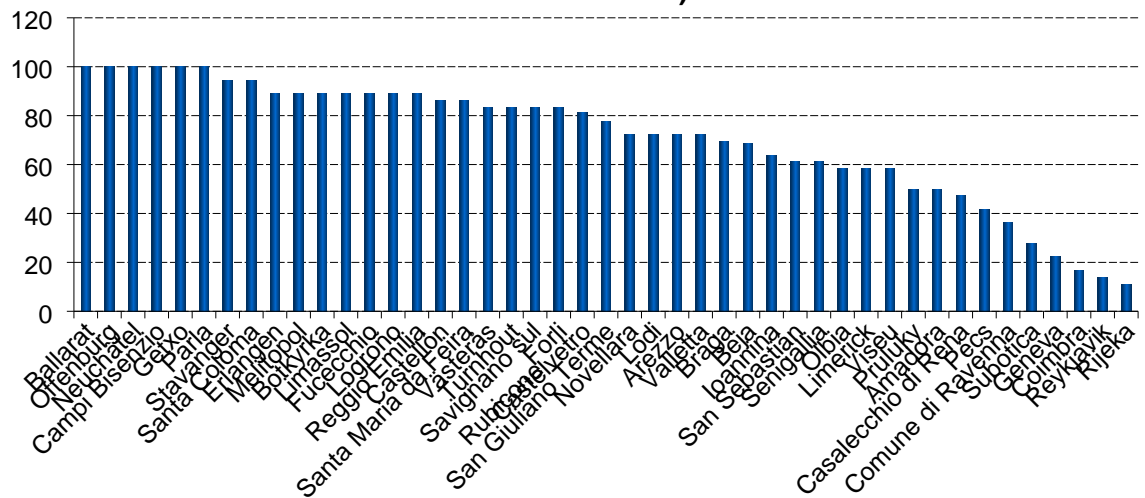
Perhaps the municipality of Viseu would consider undertaking a more recent census to analyse the demographic changes and the ethnic composition of the city. In fact, a lack of recent data may have a negative impact, or it may invalidate some of the actions that the city might consider adopting.

# COMMITMENT



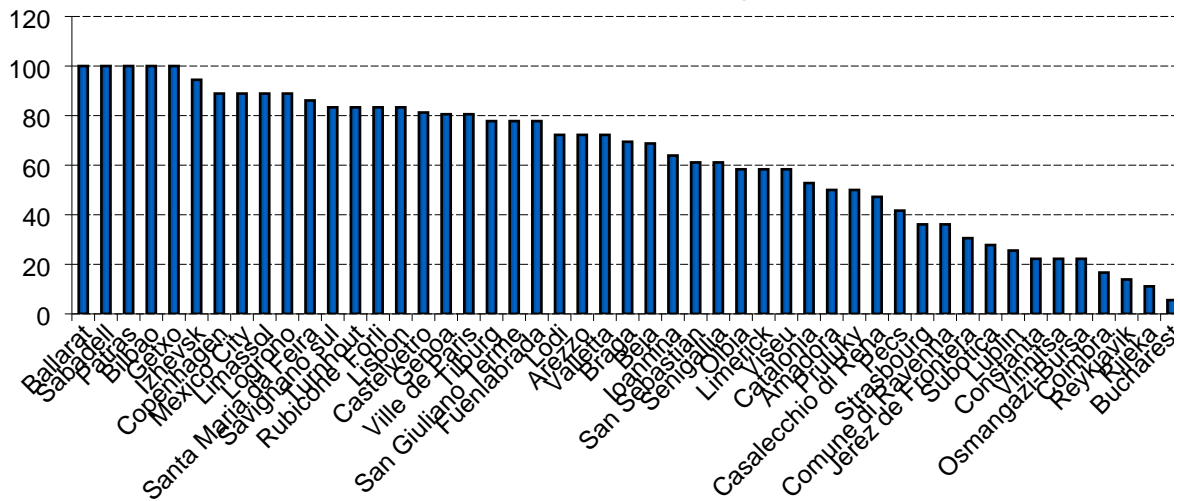
*The optimal intercultural city strategy would involve a formal statement by local authorities sending an unambiguous message of the city's commitment to intercultural principles as well as actively engaging and persuading other key local stakeholders to do likewise.*

**ICC-Index - Commitment - City sample (inhabitants < 200'000)**





ICC-Index - Commitment - City sample (non-nationals/foreign borns < 15%)



Viseu’s rate in the field of Commitment in 2016 is the 58% , lower compared to the city sample score the 72%.

Positively, the municipality has established a specific department responsible of intercultural integration called “Social Action Office”. Perhaps Viseu might wish to consider following Beja’s example where combined to the Office for Social Development (“*Gabinete de Assuntos Sociais*”), other institutions and NGOs also help migrants and minority groups in the integration process (i.e. Caritas Diocesana).

The city has formally stated its participation in the Intercultural Cities network and has adopted an integration strategy program with intercultural elements. Moreover, the city has adopted an intercultural action plan to foster integration and has allocated a budget for the implementation of intercultural strategies, called *Projecto Viseu*. However, the city has not established an evaluation process for the intercultural strategy. On this last point, perhaps Viseu might wish to consider following the plan developed by the Intercultural Cities of Braga called “*Plano de Desenvolvimento Social do Concelho de Braga*” (2016/2021).

To improve in the field of commitment, the municipality of Viseu should strengthen connections with the citizens. In order to involve and to encourage them to take part in the city life, Viseu should foster public speeches, making clear reference to the city’s intercultural commitment. Combined to this, the city should establish a website to communicate the intercultural activities carried by the municipality.

According to the questionnaire, the city sometimes honours local citizens or organisations that have done exceptional things to encourage interculturalism in the local community.

Following Portuguese examples, Viseu could find inspiration in Beja’s municipality that frequently gives medals of honour and annually celebrates the international day of migrants and Roma. Similarly, the Portuguese city Santa

Maria da Feira promotes the Awards Solidarity, which aims to honour organizations or institutions which, by their actions, innovations and good practices contribute to the promotion of cohesion and social development of the municipality.

In addition, other interesting activities to honour local citizens, hence to reinforce the feeling of acceptance, come from Italy: Castelvetro (Italy) organizes a ceremony to welcome local citizens that have done exceptional things to encourage interculturalism, whereas in Novellara, citizens try to enhance a feeling of inclusion sending letters and leaflets, for example newcomers usually receive a welcome letter. In addition, leaflets with practical instructions are offered, for example about public libraries, public bicycles.

To conclude, we warmly recommend the city to establish an official webpage to communicate intercultural statements and initiatives. In addition, the city should consider introducing a dedicated body or a cross-departmental co-ordination structure responsible for the intercultural strategy and/or intercultural integration. In addition, the suggested activities will enormously improve the interculturality level of the city, strengthening the feeling of inclusion, encouraging social cohesion and fostering harmony among the different ethnic groups.

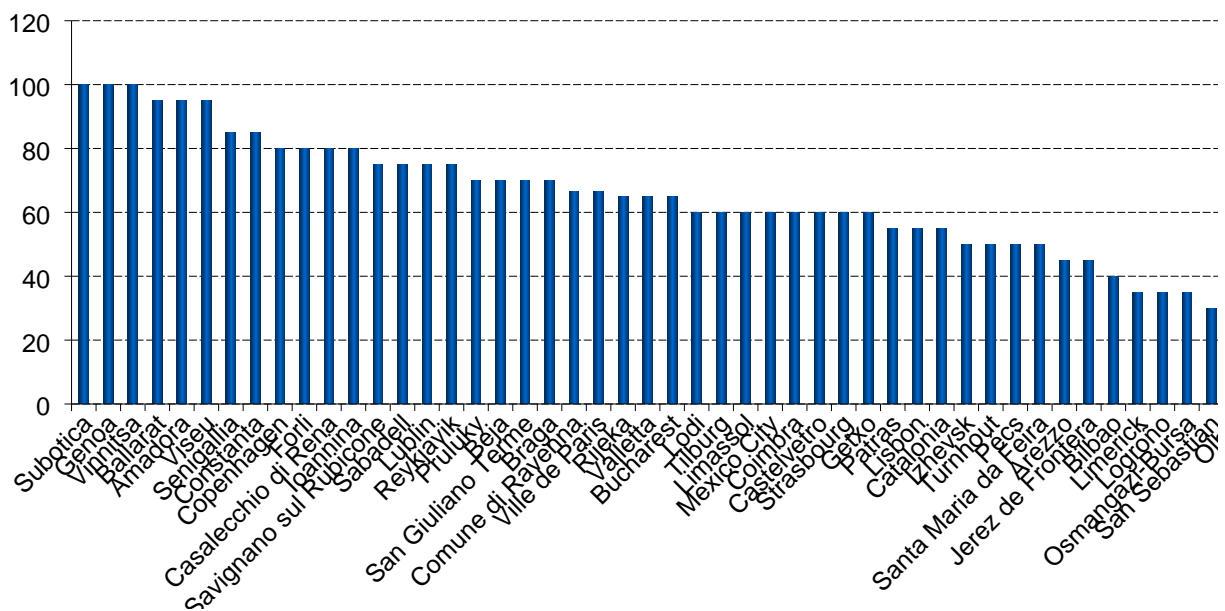
# EDUCATION

through intercultural lens



*School has a powerful influence in society and has the potential to either reinforce or challenge prejudices in a number of ways through the social environment it creates, the guidance it provides and the values it nurtures.<sup>5</sup>*

**ICC-Index - Education system - City sample  
(non-nationals/foreign borns < 15%)**



The analysis shows that Viseu's education policy achievement rate is the 95% , considerably higher than the city sample's result of 67%.

<sup>5</sup> The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. [http://higherred.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higherred.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)).

In primary schools, children are not of the same ethnic background and teacher's ethnic backgrounds sometimes mirror pupils'. Positively, most schools in Viseu are making strong efforts to enhance parents' participation in the education system; for examples the city organizes: *Projetos ser Cidadão*, PEFFA (which involves school and family in formation/action) *Escola e a Diversidade cultural* (School and cultural diversity).

Positively, schools carry out intercultural projects, organized by the *Escola e a Diversidade Cultural*. Perhaps, schools might wish to add to their calendar other festivities, such as Chinese New Year, Ramadan and Orthodox Christmas/Easter. In fact, adopting a calendar with several multi-cultural and multi-religious activities would help students through the integration process, making them feel welcomed and accepted.

Other intercultural projects organized in schools usually involve exchanges with schools with different ethnic composition, projects about different cultures and religions, intercultural festivals etc. The intercultural city of Erlangen has organized a project to facilitate discussions and exchanges of ideas. Erlangen has organized in a museum a special exposition called *Zuwanderungsstadt Erlangen* (immigration city Erlangen). Visitors will rediscover Erlangen's history under the perspective of immigration and revise the relationship of migrants and receiving societies. Moreover, the museum will be used, during open door festivities, as forum and place for meeting and exchange, where immigration can be discussed, where ideas and problems can be voiced and solution advocated – by and for all inhabitants of Erlangen.

In order to increase cultural mixing in schools, hence avoiding ghettoization, Viseu could be inspired by Santa Maria da Feira's project called *IOS - Improving Our Skills* that aims to improve the level of fundamental skills and abilities, particularly as regards its relevance to the labour market and its contribution to a cohesive society, in particular by increasing mobility opportunities in learning and by strengthening cooperation between the world of education and training and the world of work. This project had a positive impact: Roma people, as well as other nationalities, appear to be integrated in regular classes in all school levels.

We wish to stress the importance of schools' activities, as they are a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community. Therefore, it is important to offer a wide range of activities to attract as many families as possible. In order to enhance parents' participation, Viseu could follow these activities: The City of Paris is carrying out the initiative called "*Ouvrir l'école aux parents pour la réussite des enfants*"<sup>6</sup> (open the school to parents for the children success) that started in 2008-2009, aims to boost parents' involvement, especially if they come from a minority background. Alternatively, schools in the Italian city of Turin have allocated vegetable gardens where students can cultivate with the help of their parents.

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<sup>6</sup> <http://eduscol.education.fr/cid49489/ouvrir-l-ecole-aux-parents-pour-la-reussite-des-enfants.html>

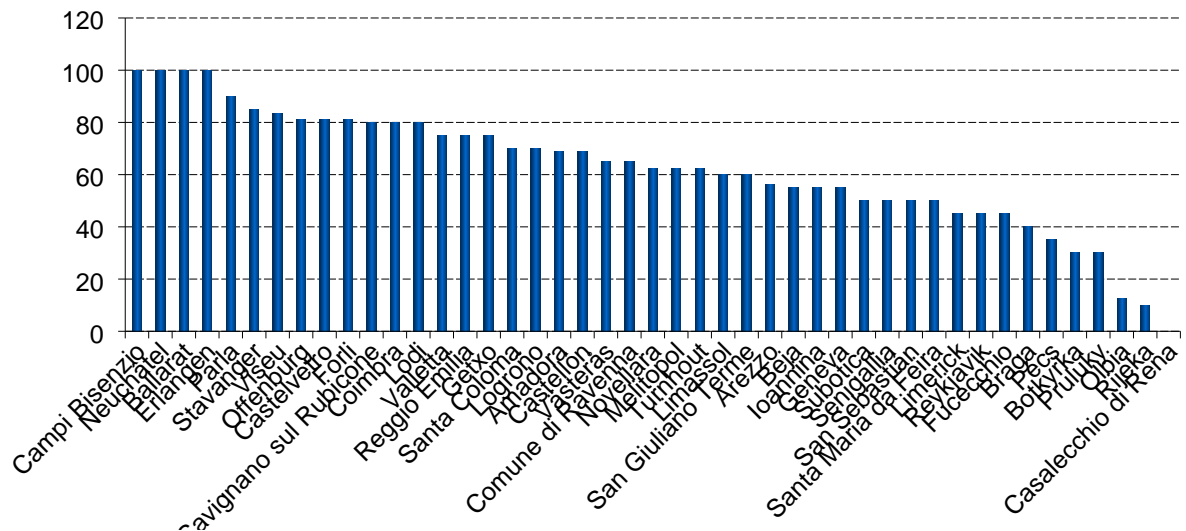
# NEIGHBOURHOOD

through intercultural lens



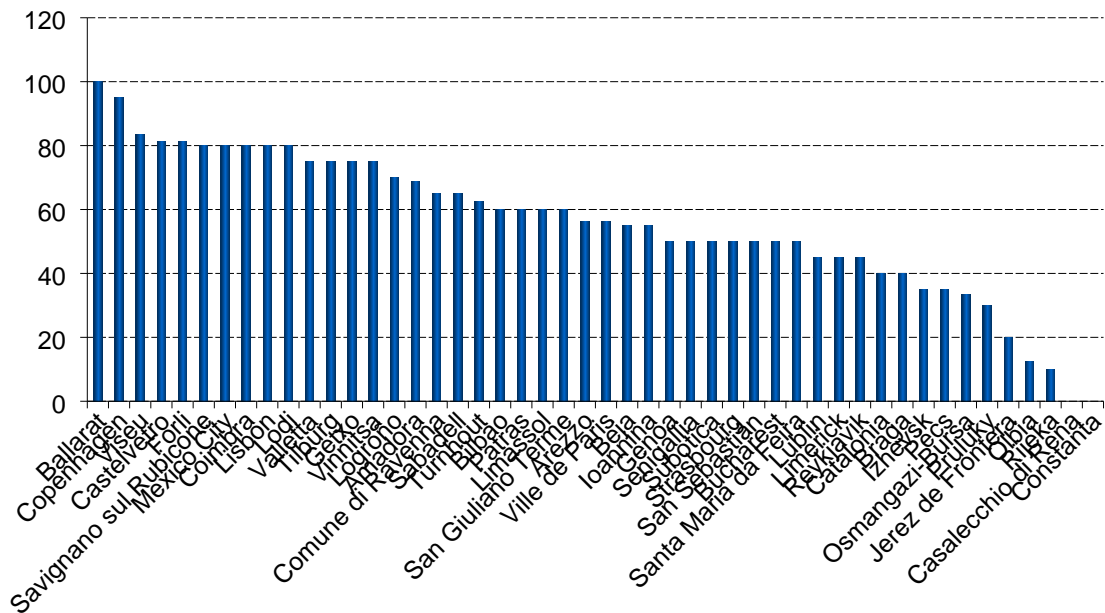
An intercultural city does not require a “perfect statistical mix” of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.<sup>7</sup>

**ICC-Index - Neighbourhood - City sample (inhabitants < 200'000)**



<sup>7</sup> By "neighbourhood" we understand a unit within a city which has a certain level of administrative autonomy (or sometimes also certain political governance structures) and is considered as a unit with regard to city planning. In larger cities districts (boroughs) have several neighbourhoods. The statistical definition of "neighbourhood" varies from one country to another. Generally, it includes groups of population between 5,000 and 20,000 people on the average.

**ICC-Index - Neighbourhood - City sample  
(non-nationals/foreign borns < 15%)**



Viseu’s neighbourhood policy indicators are the 83% , considerably higher than the city sample’s rate of 63%.

The municipality has not answered two questions: “what is the percentage of neighbourhoods in which the vast majority (80% or over) of residents are of the same ethnic background?” and “What is the percentage of neighbourhoods in which people from minority ethnic groups constitute majority of the residents?”. These two N/A answers have probably caused a small lowering of the rate of the neighbourhood field, as they were valued 1 point each. Perhaps the city might wish to provide these data in the following questionnaire.

Positively, the city takes actions to mix citizens from different areas to avoid ethnic concentration. Moreover, two policies are being prepared: the first aims to increment the diversity of residents in the neighbourhoods; whereas the second encourages people from different ethnic background to meet and interact in the neighbourhood. An example of the latter is Habisolvís.

Despite these good efforts, we warmly recommend Viseu to increment the offer of policies and activities to encourage citizens to mix. Intercultural activities will surely help avoiding ethnic concentration and will encourage social cohesion and harmony. For instance, Viseu could consider organizing events to foster interaction and communication among the citizens; such as promoting foreign arts and cultures (or cinema, literature), music festivals; the celebration of New Year in the various cultures, etc.

For instance, the Portuguese city of Braga organizes the “*Programa Escolhas - Família do lado*” in which neighbourhoods promote diversity and inclusion of various ethnic groups and cultures. Alternatively, Sabadell’s neighbourhood of

Can Puiggener promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the social meal: "Mesa para la convivencia Can Puiggener" ("Table for coexistence in Can Puiggener"), and events to celebrate diversity: "Fiesta de la Diversidad de Can Puiggener" ("Celebration of Diversity in Can Puiggener"). Viseu could be inspired by Paris' Festival of Diversity, a multicultural event that annually takes place in the 19<sup>th</sup> arrondissement. This event is designed to illustrate and express diversity of the neighbourhood emphasizing the richness that different cultures and ethnicities bring to the area. The aim of the Festival of Diversity is to encourage connections between inhabitants. In fact, knowing each other strengthen social and cultural ties: making our differences a force. Moreover, highlighting what brings us together, as citizens and as people, helps overcoming what pull us apart. This event is a milestone to encourage harmony and peaceful coexistence.

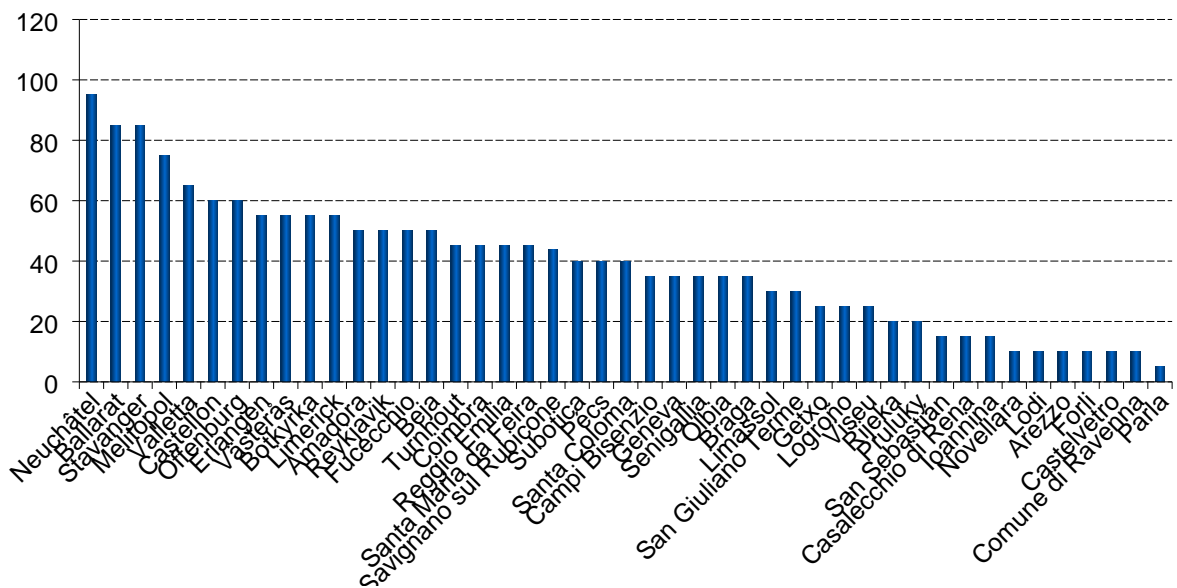
# PUBLIC SERVICE

through intercultural lens



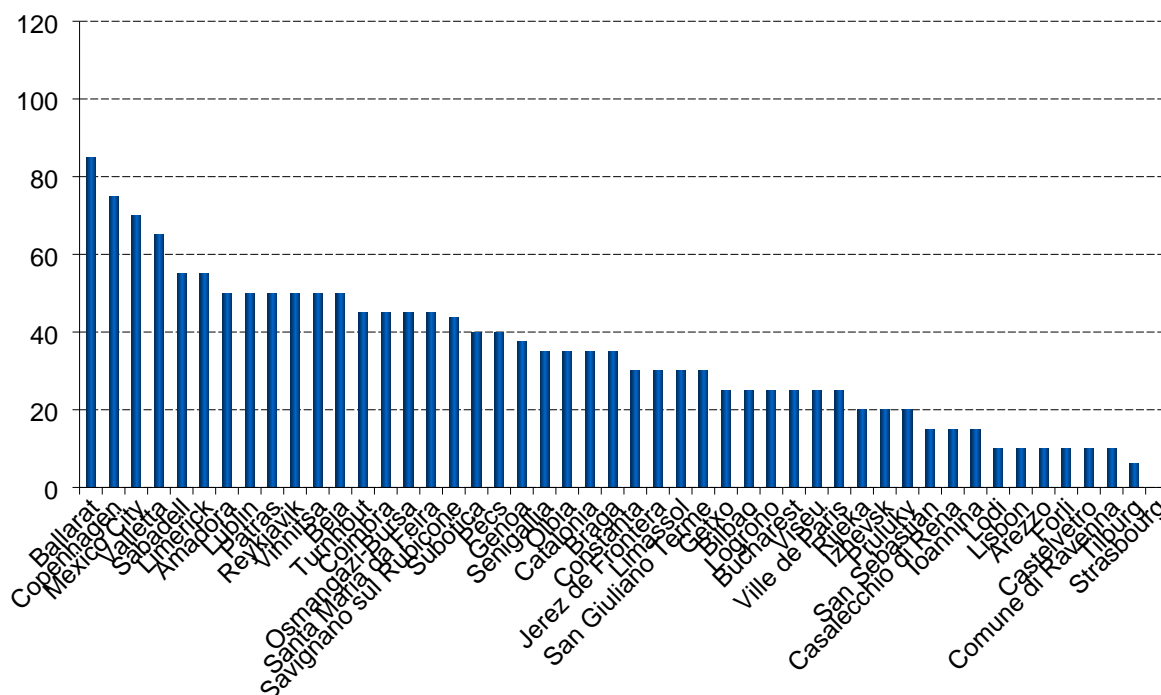
*An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.*

**ICC-Index - Public service - City sample (inhabitants < 200'000)**





**ICC-Index - Public service - City sample  
(non-nationals/foreign borns < 15%)**



Viseu's public service rate is the 25% , slightly lower than the city sample result of 43%.

Positively, the ethnic background of public employees reflects the composition of the city's population at all hierarchical levels. On the negative side, the city does not provide a recruitment plan to ensure diversity in the public sector and non-Portuguese citizens cannot be employed in the public administration.

Differently, in Beja, all EU citizens can apply for openings in the public services. In addition, Beja offers a recruitment plan that combined to Romed2 project help Roma people in finding a job.

In the Intercultural City of Sumy, instead, it would appear that many people with foreign background are opening SMEs overcoming the entrepreneurial activity of the locals (natives). Furthermore, it is worth mentioning that foreigners-owned companies have been established in Sumy many years ago: for instance, KusumFarm is run by people coming from India, Italy, Azerbaijan, Poland and Holland. This clearly shows that the city has created a favourable atmosphere for foreign business, where companies hire people with different cultural background, including native Ukrainians.

To suit the needs of Viseu's multi-cultural community, the city only provides *school meals* that with their different meals satisfy pupils' alimentary needs. However, the city should consider introducing also funeral/burial area and women-only spaces in sport facilities. *Funeral services and burial areas* should be offered for all the confessions. In Paris, for example, Catholic and Protestant

ceremonies are planned with the priest of the parish; the Rabbi will organize the ritual washing and prayers (Hevrakaddisha and Kaddish) for a Jewish; Paris Mosques will take care of the ritual washing and traditional prayers for the Muslim funeral. Lastly, the pagoda will organize the Buddhist ritual. Moreover, it is possible to organize religious ceremony at the crematorium of the cemetery of Père Lachaise, whatever the confession of the deceased was.

In addition, *sportive facilities* in the city should have women-only time schedules in order to suit the needs of women with specific necessities. For instance, in Erlangen, the BIG-Projekt fosters intercultural sporting engagement and there are female-only swimming days in the public swimming pools.

Perhaps, the city of Viseu will find these activities very thoughtful and interesting: The Spanish city of Getxo organizes a *Street Culture Day* to promote social cohesion and encourage immigrants' integration through sportive activities; combined to this, the *International Folk Festival*, where music promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

Alternatively, in the London borough of Lewisham, in Pepys Park, young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of a park warden and a 'Rivers and People Officer'.

To conclude, we would like to stress the importance of establishing a recruitment plan to increase migrant/minority representation in the higher hierarchical levels. Equally important, the city should encourage intercultural mixing in the private sector through activities, policies and events.

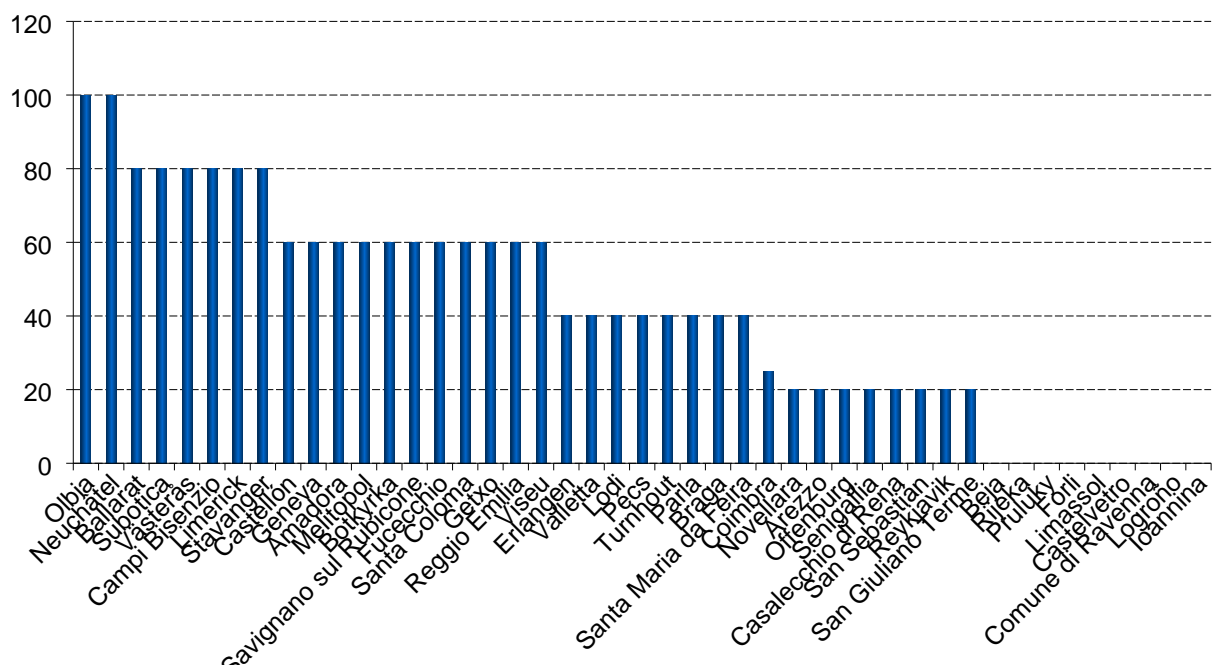
# BUSINESS & LABOUR

through intercultural lens

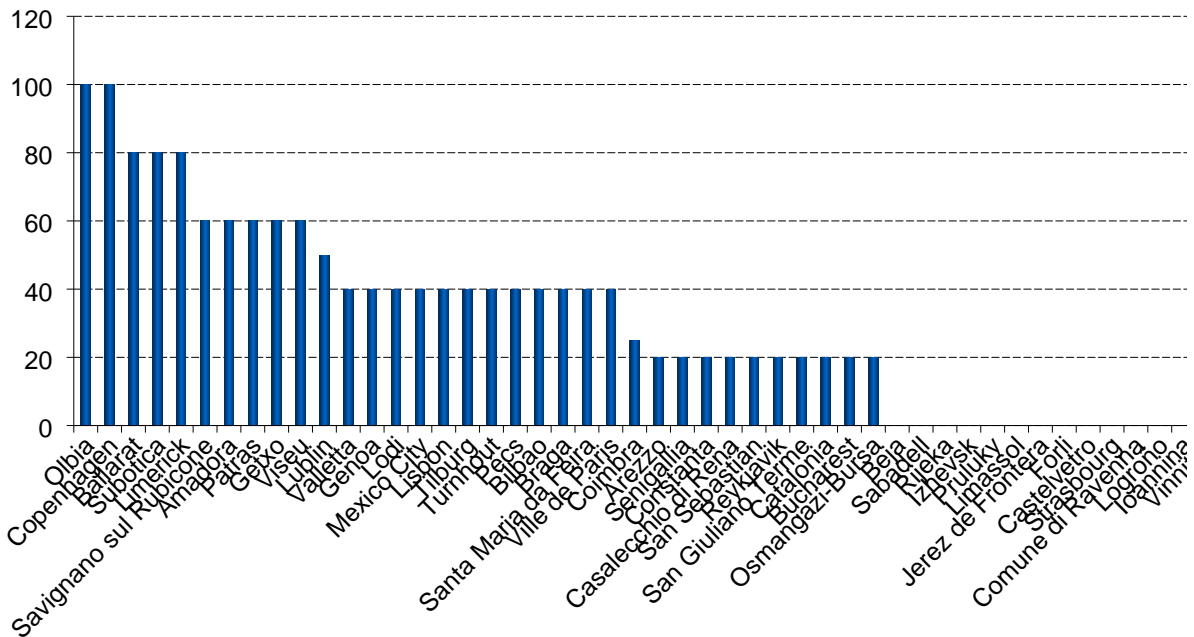


Large parts of the economy and the labour market may be beyond the remit and control of the city authority, but they may still fall within its sphere of influence. Because of nationally-imposed restrictions on access to the public-sector labour market, the private sector may provide an easier route for minorities to engage in economic activity. In turn, such activity (e. g. shops, clubs, restaurants but also high-skill industry and research) may provide a valuable interface between different cultures of the city. While barriers for entry usually concern migrant/minority groups, in some cases it could be the other way around. Research has proved, however, that it is the cultural mix that fosters creativity and innovation, not homogeneity.

**ICC-Index - Business and labour market -  
City sample (inhabitants < 200'000)**



**ICC-Index - Business and labour market - City sample  
(non-nationals/foreign borns < 15%)**



Viseu rate of achievement in the Business and labour market area is the 60% , considerably higher than the city sample’s result of 42%.

Viseu has not established a business umbrella organisation to promote diversity and non-discrimination in the employment. On the other hand, Viseu’s *Investor Relations Office* encourages businesses from ethnic/cultural minorities to enter in the mainstream economy and higher value-added sectors.

The city of Braga, for example, provides the programmes “*InvestBraga*” and “*Empreendedorismo imigrante*” from the Serviço de Apoio ao Emigrante e Imigrante. These programmes help small and medium ethnic enterprises to grow, diversifying their products to eventually reach out to new markets; as well as helping with business planning, banking and mentoring.

In order to encourage different cultures to mix, a business incubator has been established and it is called *Yesat*. To improve its business incubator, perhaps Viseu might wish to analyse what other Intercultural Cities are doing, on this purpose, Stavanger and Hamburg offer two clear examples.

The Norwegian city of Stavanger, for example, has organized a start-up incubator and a leadership training lead by the *Bilfinger Industry Company*. The city has a business start-up incubator which recruits from the university and 50% per year of 20 students are of foreign-origin. The *Global Future project* (coordinated by the Norwegian Confederation of Enterprise) is active in enabling talented minority graduates to find employment in established Norwegian companies.

In Hamburg, most business incubators explicitly pursue intercultural strategies. One project in this field, supported by the European Social Fund, is the IFW-

Interkulturelles Frauenwirtschaftszentrum Hamburg. In addition, Hamburg prioritises companies that implement a diversity strategy when procuring their goods and services. Providers are asked for proof of equality of opportunities, gender equality and non-discrimination within their project applications.

Although Viseu's city council gives priority to companies with a diversity strategy, it is important to enhance and encourage business' exchanges and/or partnerships with citizens' home countries. For instance, Santa Maria da Feira's (Portugal) municipality has regular business exchanges with Kenitra, in Morocco. The partnership, made possible thanks to the presence of Moroccan nationals in Santa Maria da Feira, started with a visit by a Kenitra delegation in 2012. Since then, many protocols between the two municipalities have been signed, in addition to the private sector business relations have been established.

We strongly recommend Viseu to adopt a charter or another official legal document against ethnic discrimination and to ensure equality between women and men in the world of work.

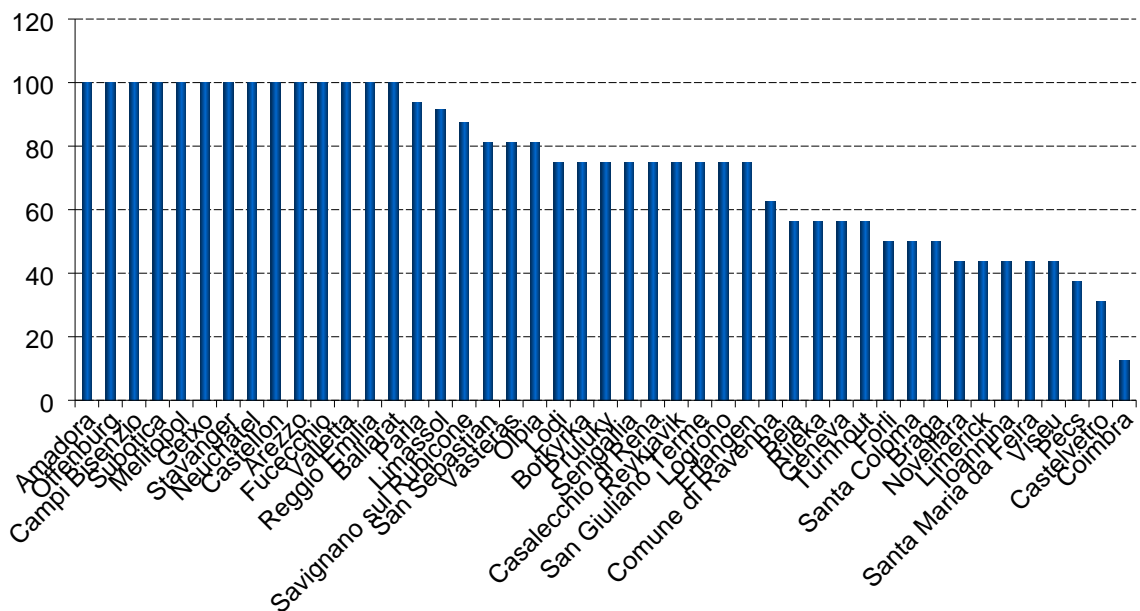
# CULTURE & CIVIL LIFE

through intercultural lens

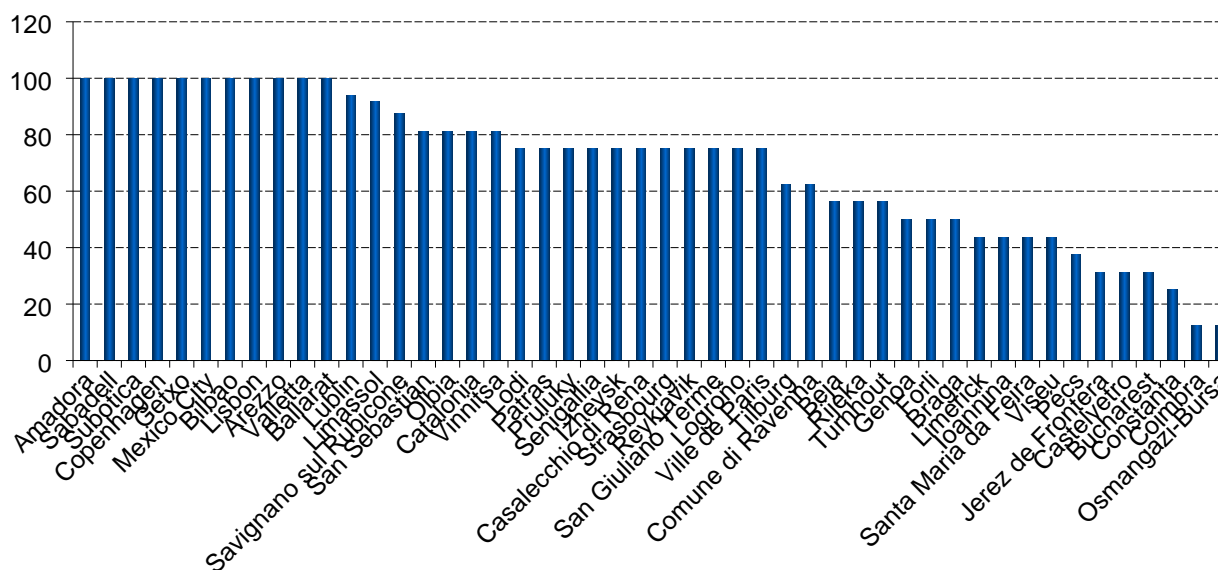


The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

**ICC-Index - Cultural and civil life - City sample (inhabitants < 200'000)**



**ICC-Index - Cultural and civil life - City sample  
(non-nationals/foreign borns < 15%)**



Viseu achievement for cultural and civil life policy corresponds to the 44% , lower than the Cities average which is the 75%.

Although interculturalism is not used as a criterion when allocating grants to associations, the city organises public debates about cultural diversity and it regularly organises sportive, cultural and artistic activities whose aim is to reinforce citizens' relationships.

Viseu might find interesting Beja's initiative Futebol de Rua (CAIS) a football tournament for homeless people. This initiative looks extremely interesting as it could offer an excellent strategy to help those who are not integrated in the society. Furthermore, Beja encourages cultural organisations to deal with diversity and promotes artistic theatre companies to perform their plays. Similarly, Braga's Teatro-Circo, inaugurated in 1915, offers today a wide range of plays and comedies. Moreover, The Braga theatre festival lasts throughout the first half of July and the theatre hosts companies from either Braga or abroad in a variety of locations throughout the city.

Instead, during Santa Maria da Feira's celebration of the International Day of Peace, the 20th and 21st of September 2016, the Palestinian company Freedom Theatre (FT) performed the theatre pi ce: *"Return to Palestine"* and organized the workshop *"Theatre for Change"*. In addition, the company organized a meeting on the subject of *"Life in Palestine and Refugees"* where all the attendees had a chance to share their opinions and experiences on Palestinian Refugees.

Paris, on the other hand, promotes an innovative tool that aims to enhance social engagement: *The Diversity Observatory*, a tool that collects information, activities and initiatives to promote a successful collective life. Furthermore, it

also evaluates proposals and offers advice to build a "*mieux vivre*", a better life, always considering the realities of the specific neighbourhood.

The observatory is more than a catalogue for initiatives. It is a laboratory of ideas. In fact, it explains neighbourhood's dynamics through practical examples and anecdotes, such as conflicts in a specific area, how to improve the area to make it easier for disabled people etc. As an example, to improve insufficient social ties, it has been suggested to open in a large residence a safe place to offer consults, where specialists will monitor and prevent conflicts.



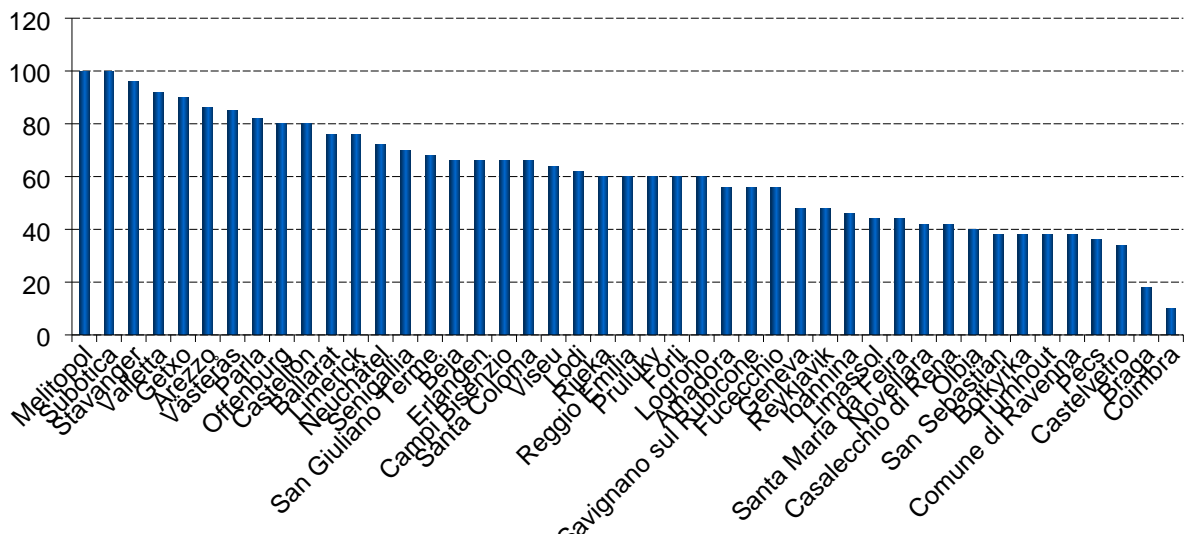
# PUBLIC SPACE

through intercultural lens

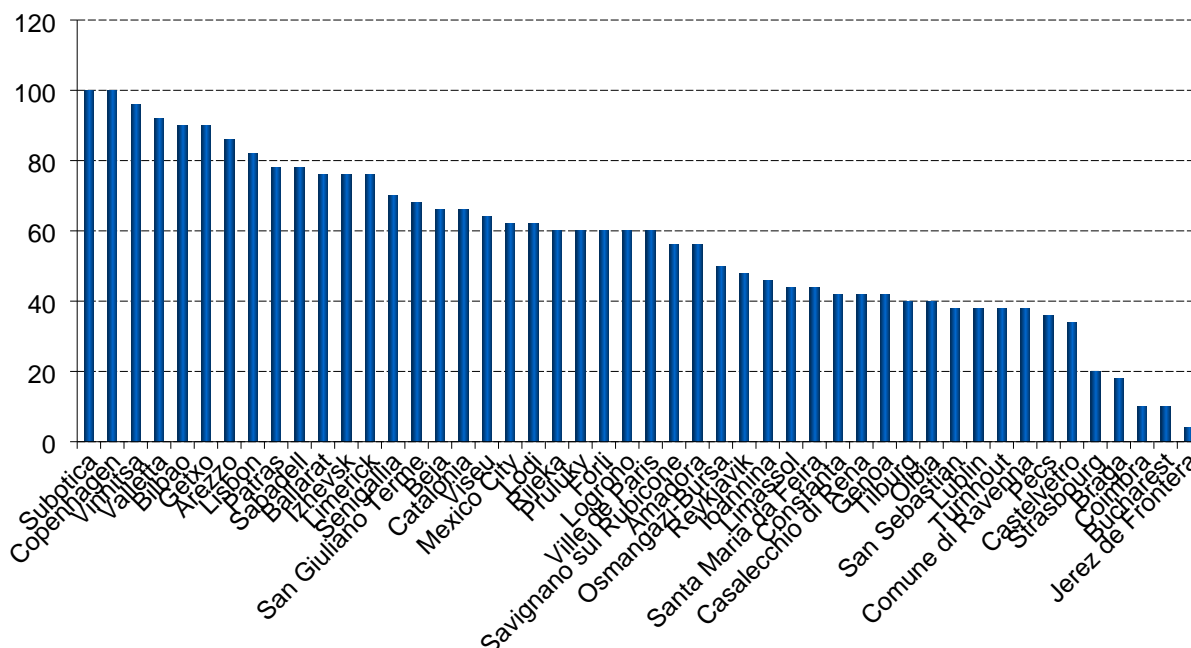


*Well managed and animated public spaces can become beacons of the city's intercultural intentions. However, badly managed spaces can become places of suspicion and fear of the stranger.*

**ICC-Index - Public space - City sample (inhabitants < 200'000)**



**ICC-Index - Public space - City sample  
(non-nationals/foreign borns < 15%)**



The rate of achievement of Viseu public space policy is the 64% , the same as the city sample’s rate of 64%.

Viseu municipality encourages intercultural mixing in schools and in local associations. Viseu should expand the places dedicated to cultural mixing to other venues; such as public libraries, museums, playgrounds, parks, squares, etc. It is crucially important to involve as many public spaces as possible; equally important is to offer a wide range of activities in order to foster citizens’ participation. For example, in Beja, the most frequently involved public spaces are: the Biblioteca Municipal de Beja José Saramago the city theatre Pax Julia and the Regional Museum de Beja are particularly active in the promotion of interculturality.

In the attempt of encouraging intercultural mixing in *parks and playgrounds*, Viseu could follow Reggio Emilia's project. Reggio Emilia, for example, offers to its inhabitants an open space mini-theatre in the Pauline Park – an innovative park area designed to encourage intercultural contacts through educational trails and games for adults and children and intercultural encounters.

*Libraries* have been recognized as an important public space for integration in our Intercultural Cities. For example, in Stavanger (Norway) the Central Library is seen and trusted by most people as the place in the city where anyone can come and meet others. Every week the Library has a Living Orientation Day, providing guidance and advice on how to build and maintain a Norwegian social network. Besides this all, the Library does not shy away from taking highly controversial topics on the discussion agenda. The impression is that with this, they have acquired more authority as an independent platform for discussion and formation of opinion, than would have happened in a so-called “neutral”

position. Moreover, libraries could offer seminars, conferences or readings on a wide range of topics. For example, the Ballarat municipality organizes a Poetry Festival called "*Poetenfest*" where there are readings and poetry presentations in mother tongue, e.g. presented by refugees in Farsi, Arabic, Kurdish e.g.

To increase interculturality and social mix in public spaces, Viseu should take into account the population diversity in the design and management of new public spaces. Perhaps the municipality will be inspired from Sumy that does consider the ethnic/cultural backgrounds in the designing and renewing of building or structures for the process called "*decomunization*": streets, buildings and infrastructures from soviet time have been changing their names, however names are publicly discussed and opinions are collected before such projects implementation.

Berlin-Neukölln (Germany) offers another outstanding example of redesigning the city taking into account intercultural diversity. *Action! Karl-Marx-Straße – 'Young, Colourful, Successful'* is an ambitious €10 million urban regeneration programme for the main street in the borough. Whilst Karl-Marx-Straße is the buzzing heart of Neukölln with not only the Town Hall but also the ethnic retail economy, it currently feels tired and dowdy and dominated by the motor car. Neukölln has the chance to be the first place in Germany to redesign a city centre in a way that acknowledges cultural diversity. The City Council of Berlin Neukölln was awarded by the German Federal Government the title "Place of Diversity" and with this sends a message against right-wing extremism and for diversity and tolerance. The place-name sign "Neukölln – Place of Diversity" is set up visibly on the square in front of the underground station "Britz-Süd".

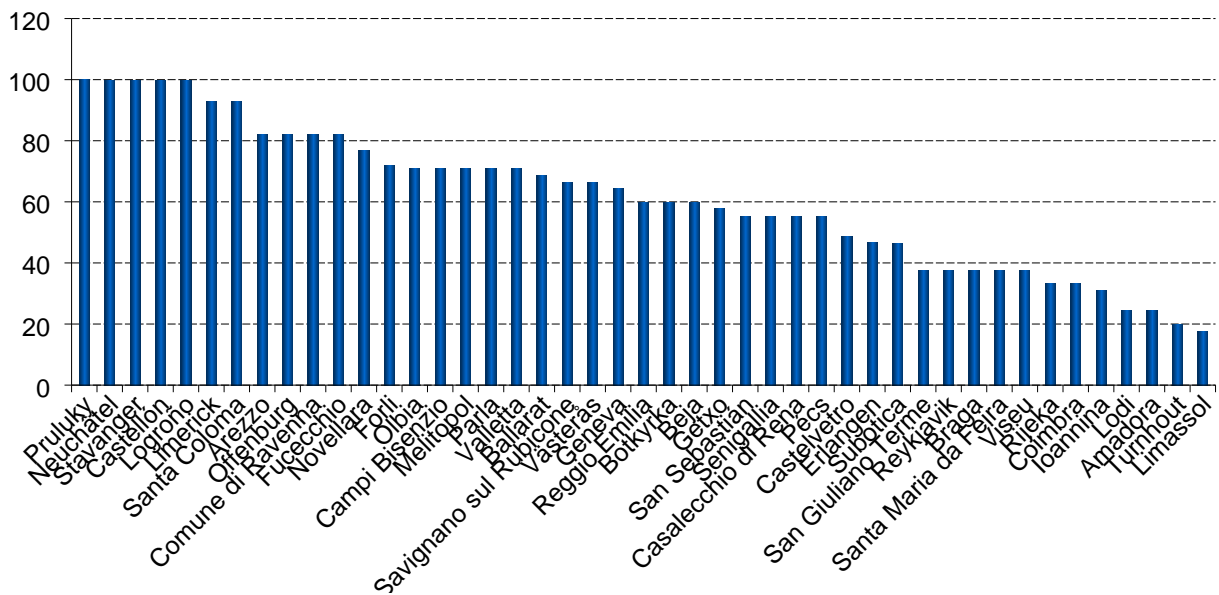
Positively, there are no areas in the city dominated by one minority ethnic group where other people feel unwelcome; and luckily, there are no areas that can be defined "dangerous".

# MEDIATION and conflict resolution

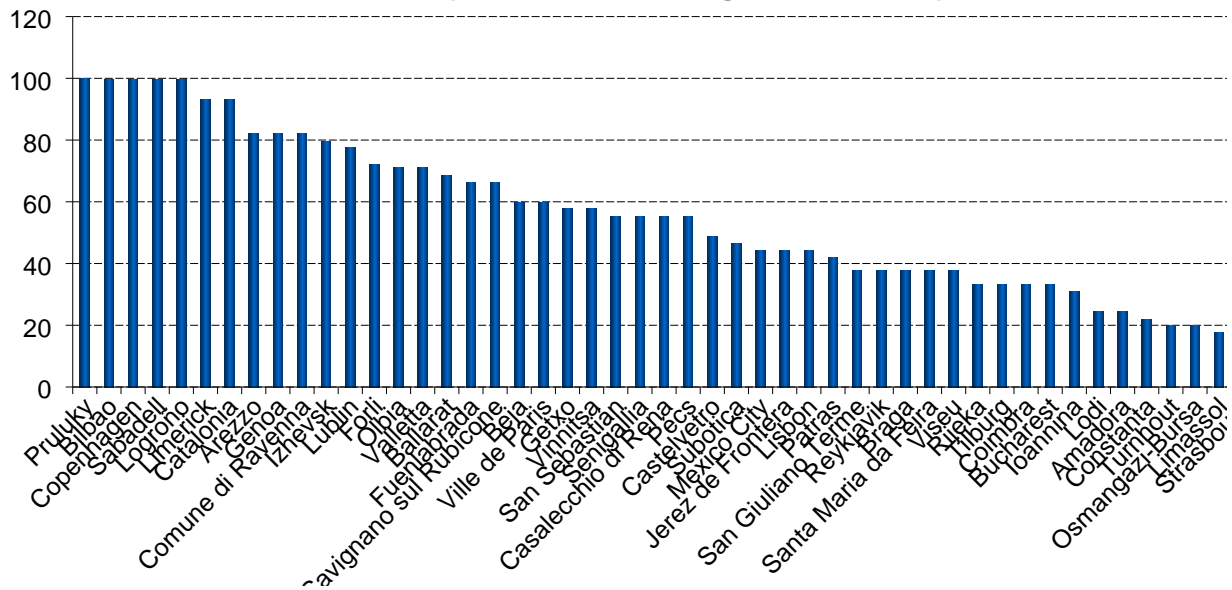


*The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.*

**ICC-Index - Mediation and conflict resolution - City sample (inhabitants < 200'000)**



**ICC-Index - Mediation and conflict resolution - City sample  
(non-nationals/foreign borns < 15%)**



Viseu’s mediation and conflict resolution policy achievement corresponds to the 38% , lower than the average of the cities taking part in the programme (65%).

The city provides an intercultural mediation service run by a civil society organisation. As a suggestion, the city should consider establishing a municipal mediation service devoted only to intercultural issues. Moreover, we strongly advice Viseu to establish as soon as possible a body or a department to deal specifically with inter-religious relations.

For example, Bergen has also set up a municipal mediation service committed to interreligious issues specifically: *Samarbeidsråd for tros- og livssynssamfunn* is the name of the interfaith organisation. Most faith communities in Bergen are represented in the council, which is supported by the municipality.

Or, Ballarat’s Mayor has been hosting interfaith dialogues with various faith leaders in the Grampians region. In Erlangen, instead, an interreligious round with the Mayor and representatives of Muslim, Jewish and Christian congregations take place twice a year, whereas the Christian – Islamic round table takes place 6 times a year. In September, every year all religions meet in a shared festival and have a joined peace processions of religions, including Muslims, Christians, Jewish, Baha`i, Buddhists e.g. The new custom now in the spiritual life in Erlangen is that all main congregations have agreed to invite each other to all main religious holidays.

In Viseu, intercultural mediation is provided in neighbourhoods: in streets and squares citizens can find the support they need to deal and discuss about their problems. From the questionnaire, it emerges that schools and Diocesan Caritas are very engaged in promoting peace and harmony. Despite this good result, and as a suggestion, we warmly encourage Viseu to provide intercultural mediation in special institutions (such as hospitals, police, youth clubs,

mediation centres etc.) in the city administration for general purposes; for example, Beja's intercultural mediator Prudêncio Canhoto is employed in the Municipality, perhaps Viseu could follow this example.

To improve in the field of mediation, Viseu could find inspiration in the Committee for integration and multicultural cohesion (ICMC) established in Neuchâtel whose aim is to *Promote the integration of foreign populations in the Neuchâtel Community*. In 1991, Neuchâtel State Council created a working Committee for the social integration of foreigners (CNTISE). In 1996, it acquired a broader legal basis with the law on the integration of foreigners and was renamed to Comity integration and multicultural cohesion (ICMC). Its goal was to study phenomena related to international migrations, relations between Swiss and foreign citizens, and to promote the integration of foreign populations in the Neuchâtel society. Nowadays the Comity aim to:

- promote events such as "*Salut l'étranger!*", and "*Being Muslim in Neuchâtel*";
- Promote and ensure information between Swiss and foreigners;
- Support foreign associations registered in the Canton with financially, as well as with ad hoc support and advice;
- Train and educate the officials of the cantonal and communal administrations to the problems of integration;
- Synchronize and coordinate cantonal decision-making procedures in order to find consistent, agreeable and equitable solutions;
- Participate in research and studies aimed at understanding migration and finding out the best ways to cope with it.

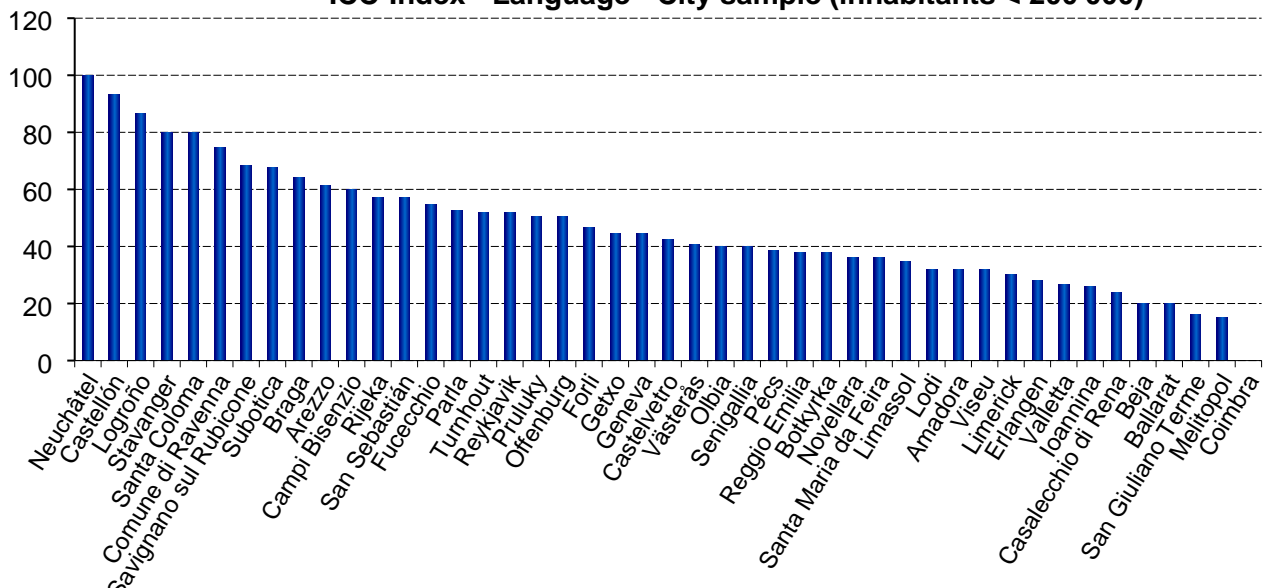
Otherwise Viseu could follow the Italian Intercultural City Reggio Emilia that has set a centre to mediate and to prevent and solve conflicts. The intercultural centre "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, the Mondinsieme has great expertise in training mediation workers and supplies staff for schools and hospitals. Reggio Emilia has established an Intercultural centre with trained mediators with a variety of ethnic and language backgrounds who intervene whenever they feel a problem might arise – for instance if kids in some schools tend to cluster too much on ethnic basis.

# LANGUAGE



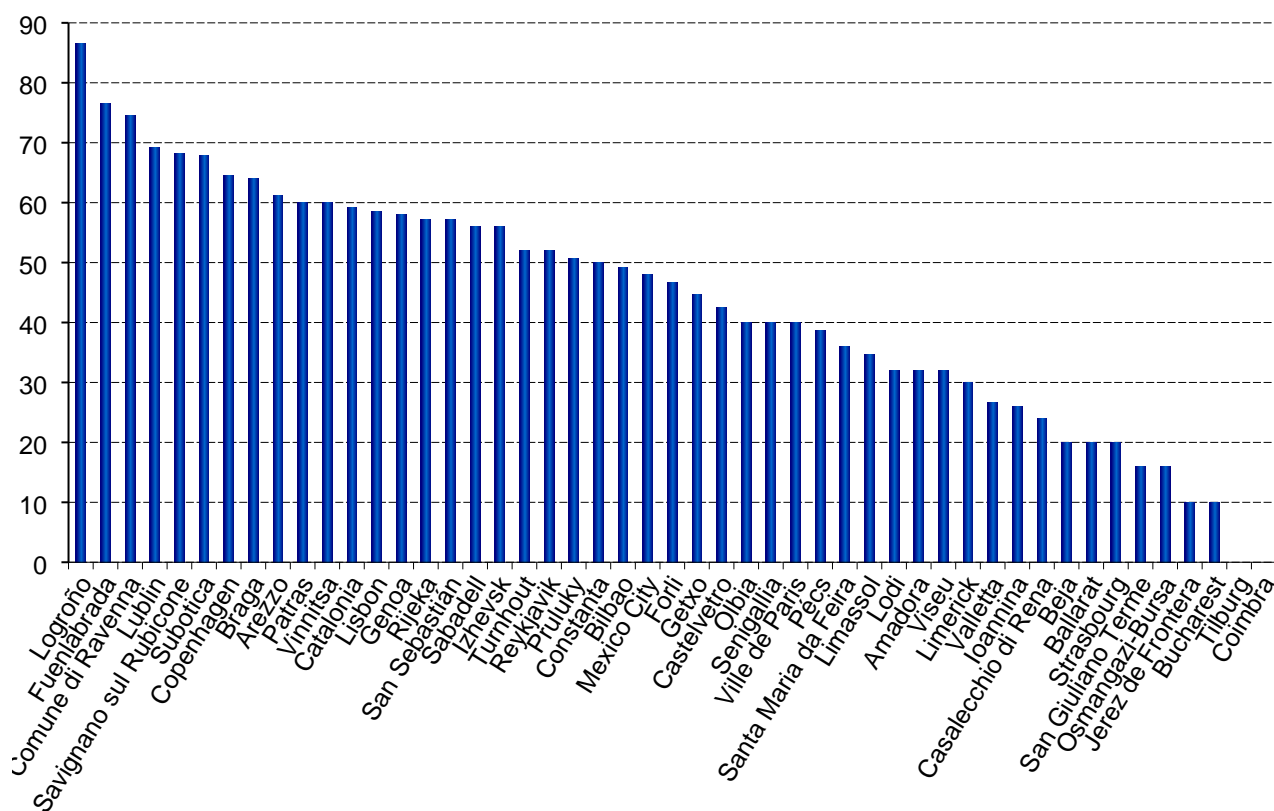
The learning of the language<sup>8</sup> of the host country by migrants is key issue for integration. However, there are other considerations in an intercultural approach to language. For example, in cities where there are one or more national minorities (or indeed where there is indeed no clear majority group) there is significance in the extent to which there is mutual learning across language divides. Even in cities where recent migrations or trade connections have brought entirely new languages into the city, there is significance in the extent to which the majority are prepared to adopt these languages.

ICC-Index - Language - City sample (inhabitants < 200'000)



<sup>8</sup> By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- [http://higher.ed.mcgraw-hill.com/sites/0072435569/student\\_view0/glossary.html](http://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html))

### ICC-Index - Language - City sample (non-nationals/foreign borns < 15%)



Viseu's language policy achievement rate corresponds to the 32%, lower compared to the city sample's 49%.

Schools offer migrant/minority languages as a regular language option available to everyone, specifically pupils have the possibility to learn Ukrainian language. Perhaps the city might wish to launch other programmes to foster language diversity: for example, schools could offer specific language training in the official language(s) for hard-to-reach groups (non-working mothers, unemployed, retired people etc.); they could improve in the teaching of languages for children; and support private/civil sector to provide language training in migrant/minority languages.

From the questionnaire, it would appear that Viseu is not financially supporting any local media (such as TV programmes or newspapers) in minority language. As a suggestion to improve in the language field, Viseu could support minority newspaper and/or radio and TV programmes in a minority language like the Intercultural Cities of Arezzo and Ballarat. In fact, Arezzo's weekly newspaper Piazza Grande has a Romanian column; moreover, the channel Tele San Domenico (TSD) shows the news in several languages. Instead, Ballarat has collaboration with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages.

Nevertheless, it is excellent that Viseu seeks to give a positive image of migrants and/or their minority language. On this purpose, Viseu could



organize poetry evenings, public readings and other cultural event to emphasize the importance of languages and the richness that minority languages entails. Combined to readings, and in order to include a wider public, the municipality could offer movies, shows, theatre representations in a foreign language; also, small books or brochures could be translated in other languages to raise awareness of their importance and their richness.

On this purpose, Viseu might find this following organization very interesting: the Parisian Association Dualala (*from one language to another*) accompanies bilingual families and professionals involved in multilingual environment taking under consideration the transmission of languages and cultures of origin. Dualala considers bilingualism as an asset for any child, regardless the language spoken. The association is composed of linguists and specialists in intercultural communication and it is supported by the Ministry of Culture and Communication and the Ashoka network. In addition, the association regularly organizes conferences in favor of multilingualism. Example: "Growing up with several languages: the challenges of the inclusion of the mother tongue" ("*Grandir avec plusieurs langues: les enjeux de la prise en compte de la langue maternelle*").

In Tenerife the "Salon del Libro Africano" (African book Salon) aims to discover African culture. Similarly, other cultural activities are led. For example, the "Festival del Cine Polaco" offers a unique opportunity to discover Polish culture through movies and documentaries.

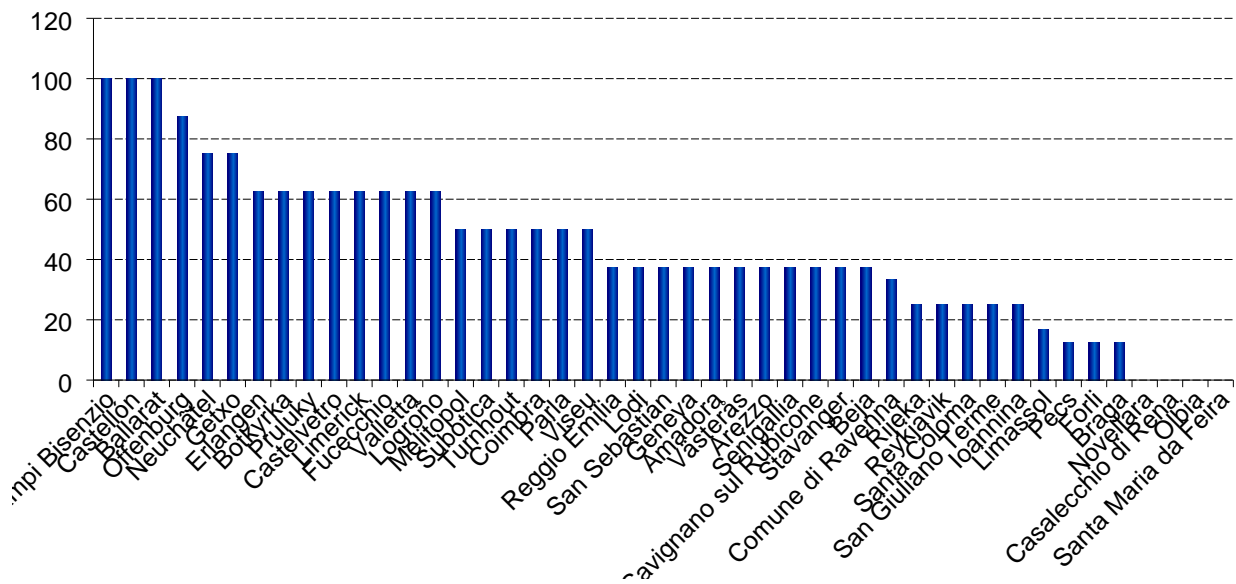
In the integration process, learning the other language is vitally important and it represents migrants' biggest obstacles, especially when entering in the job market. To facilitate the integration process, language is crucially important.

# MEDIA policies

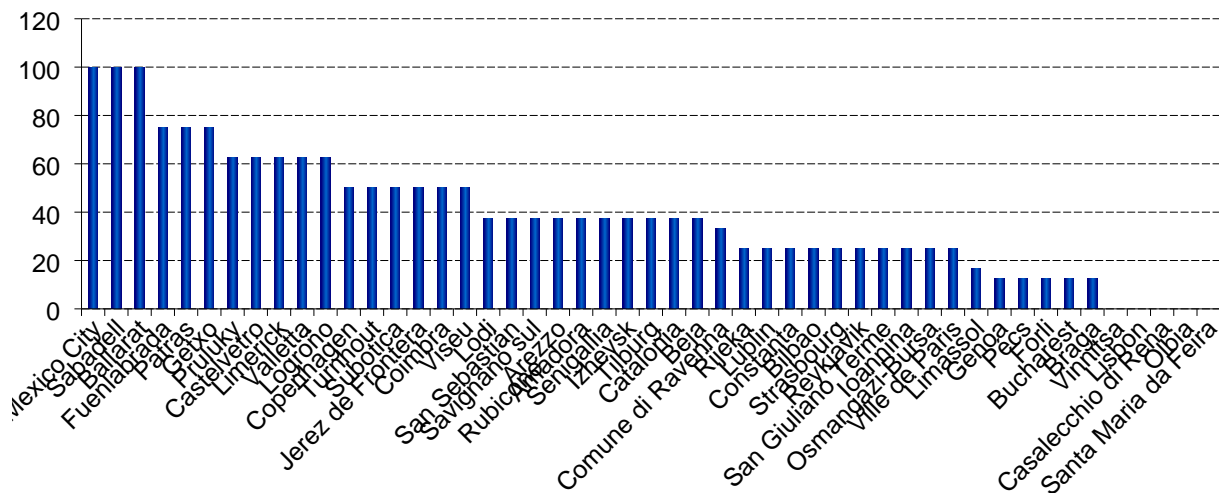


The media has a powerful influence on the attitudes to cultural relations and upon the reputations of particular minority and majority groups. Local municipalities can influence and partner with local media organisations to achieve a climate of public opinion more conducive to intercultural relations.

**ICC-Index - Relations with the local media - City sample  
(inhabitants < 200'000)**



ICC-Index - Relations with the local media -  
 City sample (non-nationals/foreign borns < 15%)



Viseu media policy is the 50% , slightly higher compared to the 45% achieved by the city sample.

The city promotes a positive image of immigrants and/or minorities in the media and the communication department is instructed to highlight diversity as an advantage. On the other hand, the city does not provide support for advocacy and/or media training to mentor journalists with minority background.

In view of the answers from the questionnaire, the city could follow Bergen's example of promoting a positive image of migrants and minorities in the media. The Norwegian city monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a newspaper with information about activities in the city that is distributed to all households in the city.

Moreover, we warmly recommend the city to provide media training and to constantly monitor how media portray minorities and migrants and to establish services to support media training. Perhaps Viseu will find this Parisian association interesting: the *Maison des journalistes étrangers* (House for foreign journalists) is an association that welcomes foreign journalists persecuted in their home country in defense and promotion of the freedom of expression.

In Bilbao (Spain) there has been set a web application to promote inclusion and integration while fighting rumours and stereotypes. The main metaphor used in the Bilbao communication campaign is the umbrella as a defence against rumours, that fall from the sky. It has developed a short game, in two forms of a scratch card and a Web app, that can allow the user to assess whether they are 'protected' from or 'drenched' by rumours. Following a series of fact-based questions, it tests the degree of knowledge that people have about immigration, and illustrates the truth or otherwise of common rumours about immigrants. A final score is given, indicated the degree of 'protection' from rumours. By disseminating this information more widely in social networks, the

user may obtain additional 'medals' and join the campaign for the values of multiculturalism, social cohesion and combating racial discrimination.

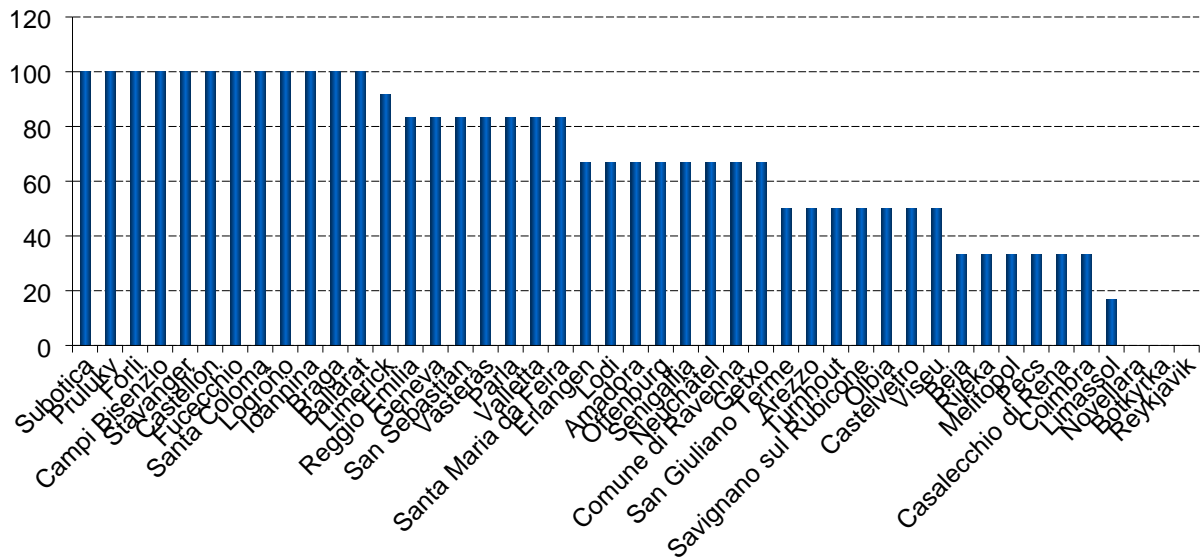
Another good practice comes from the Intercultural Norwegian City of Oslo, where the city has an internet service, called "*Cultural diversity in the media*" informing on concerts, exhibitions and festivals organized by artists with minority backgrounds. The service was established in recognition of Oslo as the multicultural capital of Norway. This pro-diversity coverage of the cultural scene is reflected in the local media (newspapers, radio, local TV). Several of the stars in music and filmmaking, as well as sports, gaining national and international prominence in recent years, are of minority background. Among journalists and editors, and media researches, there is a growing awareness about the role of the media in promoting cohesion and presenting news in a responsible and intercultural way. This has resulted in a stronger focus on the recruitment of journalists with ethnic minority background. The municipality runs its own publication – "Oslo Now" – which is distributed freely to every household in the city. The Office of diversity and integration runs an internet based newsletter – the "OXLO bulletin". The municipality sponsors an event called "Top 10", which each year celebrates and profiles the ten most successful immigrants in Norway, in business and work, academia and media, culture and civic life.

# INTERNATIONAL outlook policies

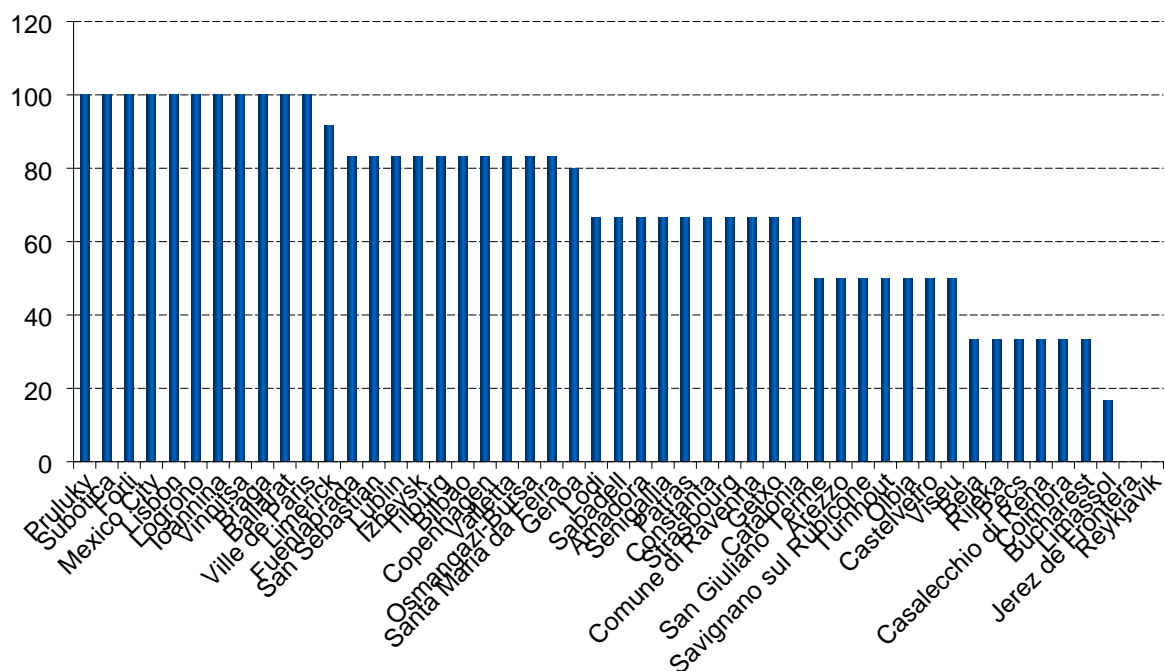


*An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.*

**ICC-Index - An open and international outlook - City sample (inhabitants < 200'000)**



**ICC-Index - An open and international outlook - City sample  
(non-nationals/foreign borns < 15%)**



The indicator of an open and international outlook for the city of Viséu achieved the 50% , lower than the city sample's rate of 72%.

We warmly encourage the city to adopt a specific economic policy to foster international cooperation as well a specific financial plan. Furthermore, in order to provide an open and international outlook, the city should establish an agency with specific responsibility for monitoring and developing the city's openness to international connections.

For example, the city of Sumy towards an economic sustainability has organized "*The open information space of Sumy*": a program that has been established in order to organize international exchanges, training and working visits, participation on fairs, realization of joint projects, including the development of civil society (Poland), International summer camp in Frankfurt am Oder, children's exchanges with Poland via Catholic community.

Positively, the city appears to have established policies and projects to enhance economic relations with countries of origin of its migrant groups. As we have previously seen in the field of business and labour market, Santa Maria da Feira is encouraging business' exchanges and/or partnerships with citizens' home countries and it has regular business exchanges with Kenitra, in Morocco. Moreover, Santa Maria is planning the launch of an online platform that will link local business owners of all backgrounds with the Portuguese diaspora and with the countries of origin of local immigrants.

Positively, Viséu's universities encourage foreign students to participate in the city life and to remain after graduation.

The Greek city of Patras, for example, has established a sustainability plan to enhance the interculturality in the city. This plan enables: students to become volunteers/ anti-rumor agents in the local NGO network; integrate the anti-rumor concept/strategy as a theme in joint peer learning amongst ERASMUS students and build interuniversity ERASMUS agreements (starting from universities which are placed in the ICC network) to promote intercultural learning using the anti-rumor strategy. Furthermore, this plan allows combining an internship program between universities and NGOs/ schools to develop/implement anti-rumor campaigns.

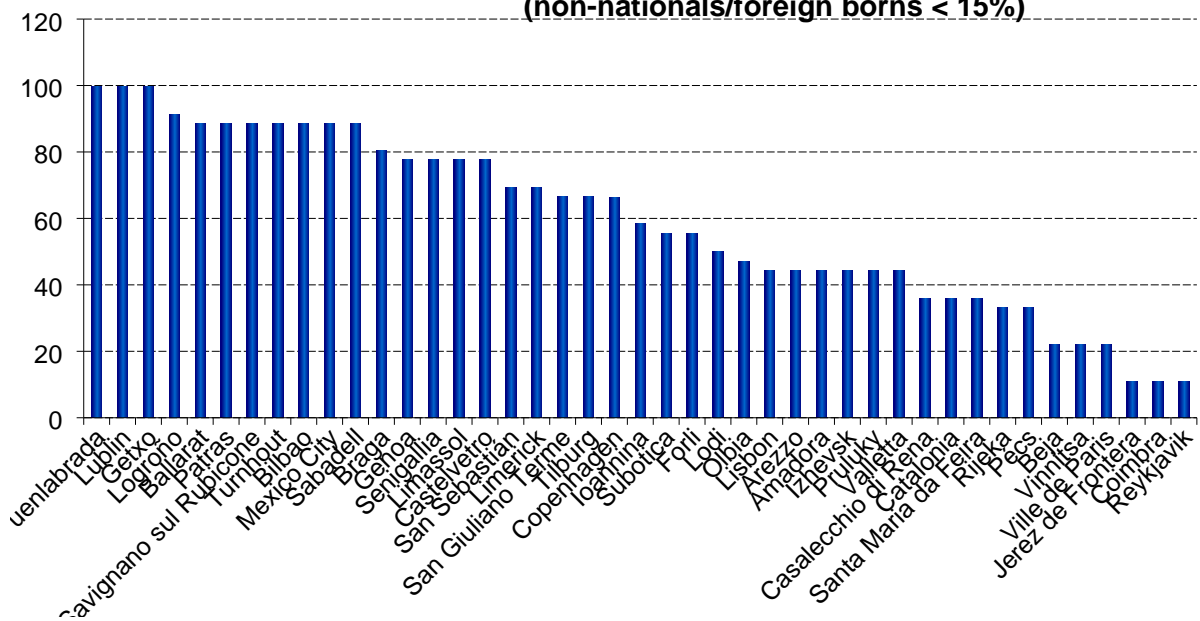
# INTELLIGENCE

competence policies



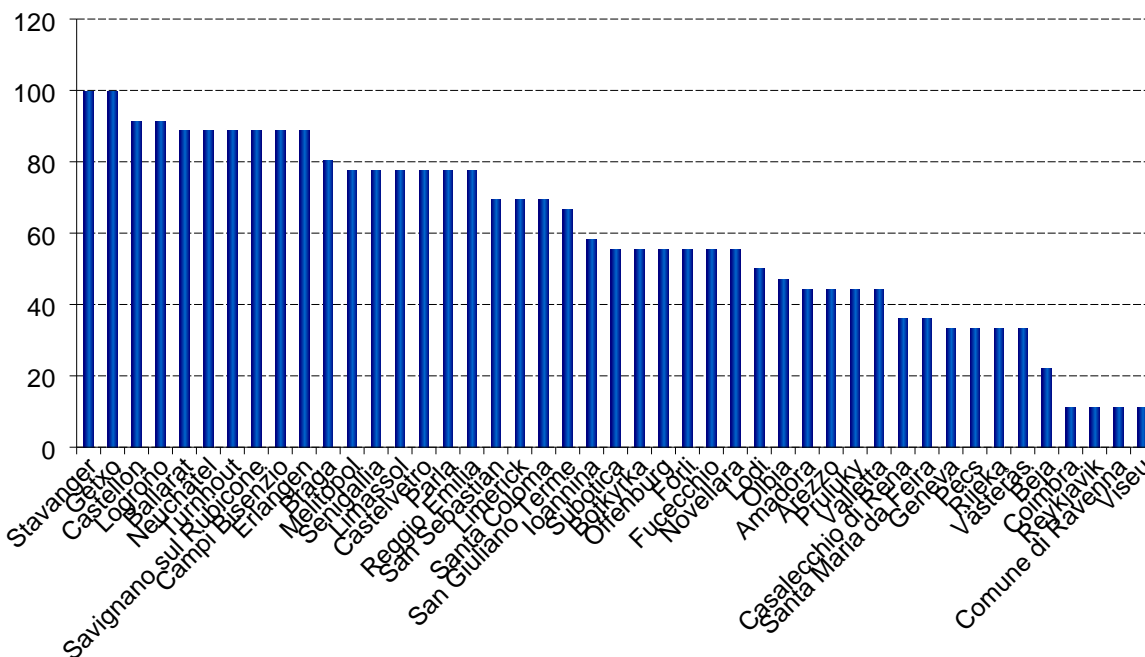
*A competent public official in an optimal intercultural city should be able to detect and respond to the presence of cultural difference, and modulate his/her approach accordingly, rather than seeking to impose one model of behaviour on all situations.*

**ICC-Index - Intelligence/competence - City sample  
(non-nationals/foreign borns < 15%)**





**ICC-Index - Intelligence/competence - City sample (inhabitants < 200'000)**



The attainment rate of Viséu in the field of intercultural intelligence competence policy is of 11% , considerably lower compared to the city sample's rate of 64%.

According to the answers provided in the questionnaire, the City does not spread information about diversity and intercultural relations and does not take surveys to monitor the public perception of migrants/minorities.

Cities conduct surveys to uncover answers to specific, important questions. These questions are varied and cover a diverse range of topics. Surveys create a non-intimidating environment, where the interviewees will feel at ease sharing their thoughts. Methods such as online surveys, paper surveys or mobile surveys evoke a friendly space, where discussions on key topics are encouraged.

For example, the city of Melitopol in Ukraine carries out an interesting survey to measure the level of cultural empathy *"The role of multi-cultural environment in shaping inter-ethnic tolerance of youth in Melitopol"*. The survey allowed not only to discover discrete patterns of the formation and manifestation of tolerance (or intolerance) towards people of other cultural backgrounds, but also outline the values and emotional attitudes of young people allowing to predict their behavior. The survey was based on the scale of social distance by E. Bogardus (modernized and adapted by Ukrainian sociologists) was used. The scale reveals the identity, openness (tolerance) (agrees admit as a member of the family – 1 point, as close friends – 2 points, neighbours – 3 points), national isolation (as colleagues – 4 points, people in the country – 5 points), national isolation (as tourists – 6 points) and xenophobia (don't allow to the country – 7 points).

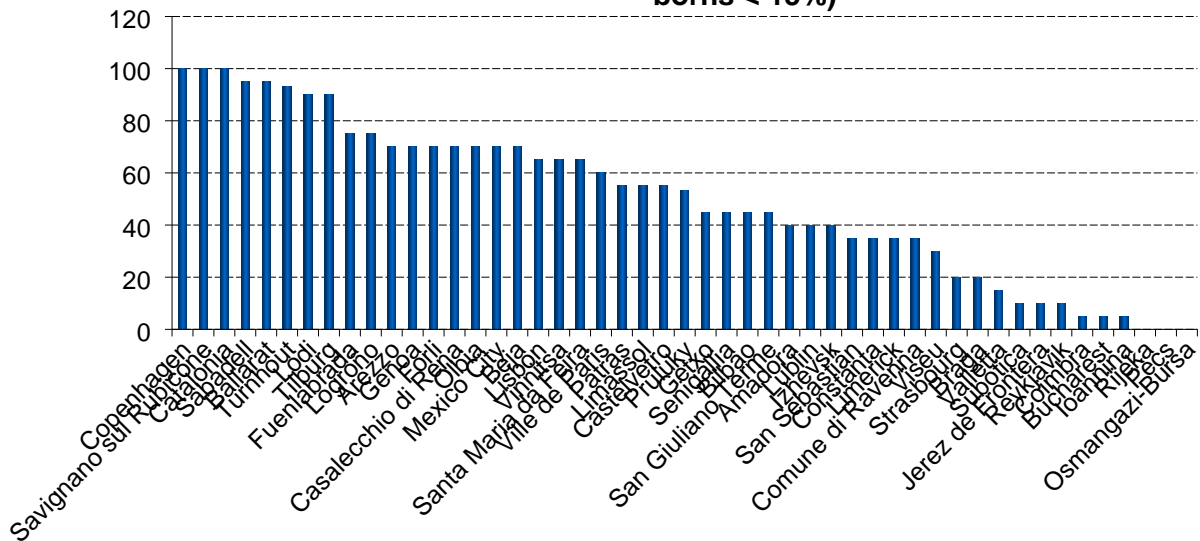
It is excellent that Viséu fosters intercultural competences through interdisciplinary seminars and networks – for instance raising awareness on Gypsy culture.

The city could introduce trainings, for example in Braga, trainings and courses are also composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. Instead, the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

Another excellent practice comes from Constanta (Romania) that has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects and policies to encourage economic co-development with countries of origin of its migrant groups.



ICC-Index - Welcoming new arrivals - City sample (non-nationals/foreign borns < 15%)



The attainment rate of Viseu welcoming policy is the 30% , lower compared to the 54% of the City's sample.

The city has established a designated office to welcome migrants and newcomers to the city. However, we advise the city to offer more support for newly-arrived residents, for instance providing a comprehensive city-package with useful information and assistance.

The city supports and welcomes students who just arrived in the city. However, city services and agencies should provide support for other categories as well, such as family members, migrant workers and refugees. Moreover, the city of Viseu should consider introducing a special public ceremony to greet newcomers in the presence of officials. For instance, Sabadell celebrates the arrival of new-comers; whereas in Santa Maria da Feira, The *Instituto Superior de Entre Douro e Vouga* (ISVOUGA) teaches courses in the areas of Business Sciences, Communication Sciences, Legal Sciences and Technologies. Plus, ISVOUGA has a team prepared to help Erasmus students to look for accommodation, integration and study follow up.

To help migrants and newly arrived, Viseu could follow Ballarat's interesting activity of the *Migrant Morning Tea*: every day these morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available.

In addition, Bergen municipality has established an *Introduction Center* for refugees, schools, health stations, schools and other public and private sectors. It acts as a link between the different migrant groups and the public sector, sharing experiences and expertise on issues in regards to integration, community empowerment etc. A good example is a collaboration they had with a hospital that once wanted to raise awareness on diabetes through offering courses to immigrants, as Diabetes was prevalent among migrants. They had challenges getting people to register for the courses and took contact with the organization for a collaboration and help on how to plan the course. Together,

they organized the course at EMPO with a very good turn up. The multicultural staff played a very important role to pass on the information.

Alternatively, Novellara has set a project called "Punto d'ascolto" (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

Instead, Barcelona encourages social inclusion and integration through the promotion of the history and cultural heritage of the city amongst all citizens and especially amongst those who have recently arrived, also, citizens contributes sharing their culture with art exhibitions.

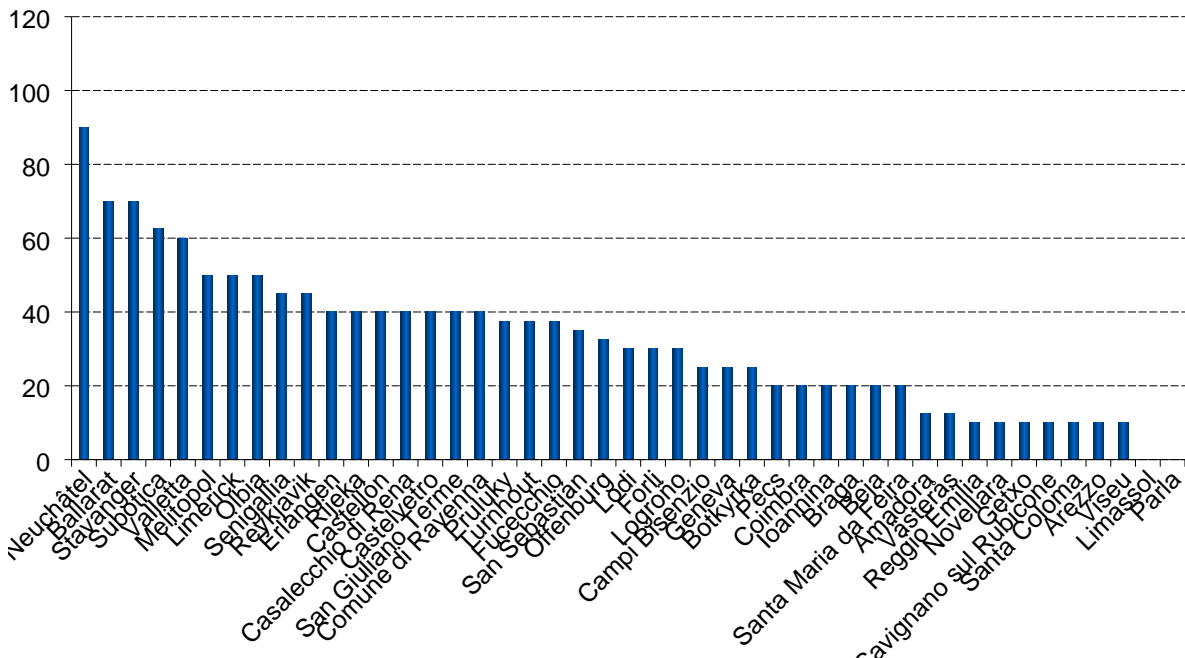
Last but not least, Paris has introduced an action plan to protect *communities and cultures against threatens*. In answer to the refugee crisis, in October 2015, the City of Paris has drawn up a plan of action for refugees: the Paris Action Plan. This plan gives clear guidelines to defend and protect those communities whose existence has been threatened; moreover, it includes commitments and suggestions to facilitate the creation of care facilities for migrants, to promote access to education and to integrate newcomers in the community. The plan is divided in three parts: Part 1 ensures protection and assistance to affected populations, providing housings, education and health services; Part 2 fights impunity, documenting crimes especially ethnic and religious crimes as well as human trafficking, and ensures justice, prosecuting the perpetrators; Part 3 aims to preserve the diversity and the plurality of the Middle East, improving security, promoting inclusiveness and democracy while fighting radicalization, violent extremism and terrorism emphasizing the dangers of hate speech.

# GOVERNANCE

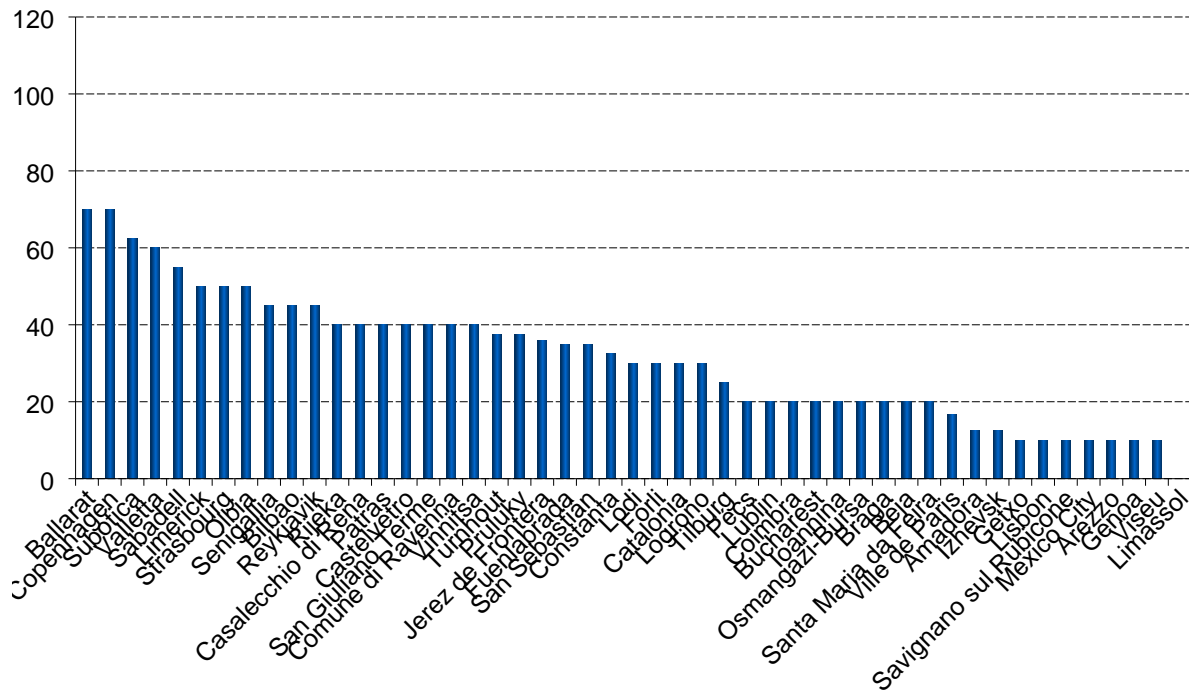


*Perhaps the most powerful and far-reaching actions which a city can take in making it more intercultural are the processes of democratic representation and citizen participation in decision-making.*

**ICC-Index - Governance - City sample (inhabitants < 200'000)**



**ICC-Index - Governance - City sample (non-nationals/foreign borns < 15%)**



The attainment rate of Viseu in the field of governance corresponds to the 10% , considerably lower than the city sample’s rate of 33%.

Similarly to Braga and Beja, also in Viseu newcomers can vote only once they have obtained the Portuguese nationality. However, in both Braga and Beja the ethnic background of elected politicians reflects the composition of the city’s population. Unfortunately, it is not the same for Viseu.

To improve in the field of Governance, we strongly suggest the city to establish a specific political body to represent ethnic minorities/migrants and/or to deal with diversity and integration matters. In addition, it would be extremely useful to encourage migrants and minorities to take part in the political life.

Paris tried to involve minorities in the political life. In fact, in Paris, over one-hundred “*conseils de quartier*” or “neighbourhoods’ councils” are open to all residents, regardless of their nationality, and allow people to express their opinions and proposals on issues that affect the neighborhoods, such as development projects, neighborhood life, and all the strategies that could potentially improve the quality of life. The Councils are a bridge between the citizens, the elected officials and the Mayor.

In addition, to improve the welcoming services, Novellara has set a project called “Punto d’ascolto” (listening point) that welcomes foreign parents, where they can meet and talk to psychologists and cultural mediators who will help the family to understand the Italian education system. This service supports and helps families in the integration process.

Alternatively, Neuchâtel has implemented several good governance policies: an independent political body has been created to represent all ethnic minorities living in the canton. The FéNéCi – *Fédération neuchâteloise des communautés immigrantes* (Neuchâtel Federation of Migrant communities) reunites different migrant associations and, as a public institution, works with the COSM and has certain level of influence on the political sphere.

Another interesting activity that aims to encourage minorities' involvement in the decision-making process of the city comes from Ballarat, where the "*Intercultural Advisory Committee*" (IAC) is made up of migrants and/or minorities leaders of their organizations as well as members from relevant public institutions, organizations and experts.



# ANTI DISCRIMINATION



The answers provided in the questionnaire indicate that the city of Viseu needs to emphasize the importance of anti-discrimination. Although the city has a specific service that advises and supports victims of discriminations and provides grants to civil societies that play this role, we strongly recommend the city to regularly monitor and investigate the character of discrimination in the city, a constant supervision will help the municipality to promptly face negative feelings such as racism or rumours.

For example, Paris has established the “*Réseau parisien de repérage des discriminations (REPAIRE)*” (Parisian discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

It is crucially important to fight discrimination in the work place, especially emphasizing the importance of equality in the selection and in the hiring process. The intercultural city of Patras is focusing on this, its project entitled “Combating Discrimination in the Field of Entrepreneurship: Women and young Roma and Muslim immigrants” which is financed by “PROGRESS-Support to national activities aiming at combating discrimination and promoting equality” (JUST/2012/PROG/AG/AD) EU programme. Raising awareness, disseminating information and promoting the debate about the key challenges and policy issues in relation to anti-discrimination for Roma and Muslim immigrants as far as entrepreneurship is concerned, are the main objectives of the project. Mainstreaming of policies through the involvement of social partners, NGOs and relative stakeholders is also a challenge. The project is coordinated by the “National Centre for Social Research (EKKE)” and the area of Patras has been identified as a core-place at a national level, equal to the area of Athens. “Patras Municipal Enterprise for Planning & Development - ADEP SA” is the local partner organization.

Alternatively, in Sumy, for example, The Department of Youth and Sports promotes a project called "*Friendly clinic for youth*". This project offers a wide range of activities, for instance it organizes competitions developed by civil society organizations with the financial support of the city. However, the priority is given to youth, families, to the promotion of a healthy lifestyle and to anti-discrimination initiatives. In addition, the department of social welfare conducts HIV awareness campaigns.

# CONCLUSIONS



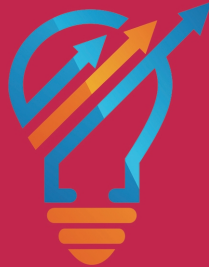
Viseu showed an aggregate intercultural city index of 46%, resulting 66<sup>th</sup> among the 83 cities that for the time being are part of the Intercultural Cities Network. Together with these excellent results and innovative programmes, the Index has also shown that there is room for further improvements.

It is appreciable that the city scored a rate higher than the city sample in the following fields: education, neighbourhood, business and labour market, intercultural lens and media. Viseu achieved the same result as the city sample in the field of public space.

On the other hand, the weakest fields where the city's municipality must strengthen its policies are: commitment, public service, cultural and civil life, mediation, language, international outlook, intelligence competence, welcoming and governance.

In view of the above, we wish to congratulate with the City of Viseu for the efforts taken. Nonetheless, we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

# RECOMMENDATIONS



When it comes to the intercultural efforts, with reference to the survey, the city could enhance the sectors below by introducing different initiatives:

- **Commitment:** Viseu should foster public speeches, making clear reference to the city's intercultural commitment. Combined to this, the city should establish a website to communicate the intercultural activities carried by the municipality. The city should also consider updating the census, as the demographic data are no longer up-to-date. Together with the census, the city might also wish to collect data to find out more details about second and third generation migrants.
- **Neighbourhood:** The municipality has not answered two questions: "what is the percentage of neighbourhoods in which the vast majority (80% or over) of residents are of the same ethnic background?" and "What is the percentage of neighbourhoods in which people from minority ethnic groups constitute majority of the residents?". These two N/A answers have probably caused a small lowering of the rate of the neighbourhood field, as they were valued 1 point each. These two N/A answers probably caused a small lowering of the rate of the educational field, as these questions were valued 1 point each.
- **Public Service:** We strongly recommend the city of Viseu to provide services to suit the different needs of its multi-ethnic and multi-religious community. In fact, Viseu does not provide a recruitment plan to ensure diversity in the public sector. More importantly, the city should provide a specific plan to increase migrant/minority representation at the higher hierarchical levels.
- **Business:** Viseu has not established a business umbrella organisation to promote diversity and non-discrimination in the employment. Moreover, it is crucially important to remember that a key to improve the level of interculturality in the field of business and labour market is to strengthen the collaboration with local businesses and to promote diversity and equal opportunity in employment.

- Cultural and Civil life: Viseu could consider following other Portuguese Intercultural Cities using theatre as a tool to promote interculturality. In fact, Theatre brings people together, goes beyond diversities and makes people step outside of their comfort zone. It creates a neutral environment where it is possible to have fun and learn at the same time.
- Public Space: To increase interculturality and social mix in public spaces, Viseu should take into account the population diversity in the design and management of new public spaces. For example, Beja has adopted a plan called "Director Municipal" that involves people with different ethnic backgrounds to discuss the reconstruction of the city. Whereas in Spain, Barcelona is incorporating into public spaces elements that contribute to generating spontaneous interaction between users: play areas in children's' parks, specific offers for young people, bicycle or walking paths.
- Mediation: To improve the field of mediation, the municipality could look up at Parla's idea of celebrating the World Day for Cultural Diversity for Dialogue and Development (according to the UN, the 21<sup>st</sup> of May), when the Mayor visits these places of worship and hold joint meeting. This is a perfect occasion to get to know each other, to bridge faith with politics and to attract the interest of participants.
- International Outlook: We warmly encourage the city to adopt a specific economic policy to foster international cooperation as well a specific financial plan. Furthermore, in order to provide an open and international outlook the city should establish an agency with specific responsibility for monitoring and developing the city's openness to international connections.

Viseu may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided in the Intercultural cities database<sup>9</sup>.

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<sup>9</sup> <http://www.coe.int/en/web/interculturalcities/>