

## MILESTONE EVENT

### Urban policies for inclusive migrant integration and diversity advantage

Lisbon, 28-29 November 2017

Information for participants to the Itinerant Workshops

28 November 2017 – Departure at 2:30 pm from Hotel Roma, Avenida de Roma, 33 - Lisbon  
Multiple venues – Updated on 21 November

#### DIVERSITY ADVANTAGE IN EMPLOYMENT

Venue: CEPAC

Moderator: Ms Carolina Arriagada Peters

Speakers:

- Ms Sarah Keating, Head of Co-operation and Capacity Building Division, Council of Europe
- Ms Dina Moreira, City of Amadora
- Mr David Jepson, Director, Ashley Community Housing
- Mr Matt Towner, International Social Franchising Institute
- Mr Pranav Chopra, Nemi Teas
- Ms Birte Steller, Labour market integration of refugees and immigrants, City of Hamburg

There is strong evidence that a diverse workforce helps enterprises perform better. It is also essential for the staff of public organisations which serve a diverse citizenry. Which strategies can help overcome obstacles to workforce diversification (such as employer discrimination, migrant/minority job seeker' access to networks, lack of appreciation of the specific linguistic and cultural skills diverse employees bring...)? How can organisations learn to manage a diverse workforce so as to benefit from the diversity advantage? How can local authorities support such developments in their own workforce as well as in other public and private organisations?

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RedEmprega Lisboa is a project within the scope of the "Municipal Programme for Social Economy and Employability Promotion" in Lisbon. This project started as an idea for the

Alcântara Valley and aims to promote support networks for job seekers. It brings together 32 entities in four parishes, to improve the levels of employability of the local population. The employability networks have proven to be an excellent way to promote an inclusive labour market. Their integrated approach and connection with local companies means they can establish tailor-made training solutions to match the needs of local businesses.

Contact Person at Red Emprega: João Velez do Amaral, [cepac.diretor@gmail.com](mailto:cepac.diretor@gmail.com)

## PARTICIPATORY HERITAGE MAPPING

Venue: Gabip Almirante Reis

Moderator: Ms Francesca Lionetti

Cultural heritage, understood as “a group of resources [...] which people identify, [...] as a reflection and expression of their constantly evolving values, beliefs, knowledge and traditions”<sup>[1]</sup>, can be a powerful tool to create a shared local vision, allowing for the development of an inclusive sense of belonging, narrative and identity, especially at the city level. Through Heritage Mapping, community members can create a visual inventory of the assets that make up the pluralist identity of the community. Can this process increase the level of trust and community cohesion? After the mapping, how to transpose the newly recognised set of heritage assets into “mainstream” knowledge of the people living in the neighbourhood? How to better reach out to a different group of community members and make sure to avoid trivialization and simplification of their cultural heritage?

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Gabip Almirante Reis: The Gabinete de Apoio a um Bairro de Intervenção Prioritária (Office of Support to the Priority Intervention District) of Almirante Reis was created in 2016 as a collaboration between Lisbon City Council, Arroios Parish Council and the Aga Khan Portugal Foundation.

The aim of the Office is to set up a development strategy for the areas of Pena, Anjos and Avenida Almirante Reis, based on the assets present in the neighbourhoods and co-design by the inhabitants. The ultimate goal is to make the area socially inclusive and fair.

Contact Person at Gabip Almirante Reis: Ana Magalhães, [anamagalhaes@jfarroios.pt](mailto:anamagalhaes@jfarroios.pt)

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<sup>[1]</sup> Council of Europe's Framework Convention on the on the Value of Cultural Heritage for Society

## COMMUNITY SAFETY

Venue: Lisbon Municipal Police Headquarters, Ameixoeira and Mouraria Neighbourhoods

Moderator: Ms Monica Diniz

Speakers:

- Intendent Antunes Fernandes, Second Commander of the Lisbon Municipal Police – The mission and work of the Lisbon Municipal Police
- Mónica Diniz, Prevention and Safety Unit/LMP– The Community Policing in Lisbon as a good practice of urban safety
- Claudia Batista, Illegal Genesis Neighbourhoods Reconversion Division/Lisbon Municipality – The Ameixoeira-Galinheiras Safety Partnership
- Nuno Franco, Community Mediator/Santa Maria Maior Local Council – Cooperation with the Community Policing Team in Mouraria.
- Presentation of good practices shared by participants followed by short debate.

15.15-16.45

- Field visit to the Project “Safer Mouraria” by Chief Joaquim Gordicho, Coordinator of the Community Policing Brigade and Agents Rosa Ribeiro and Paulo Seleiro from the Community Policing Team in Mouraria.

16.45-18.00

- Field visit to Ameixoeira-Galinheiras Safety Partnership by Agents Paula Val and Augusto Castro from the Community Policing Team (includes coffee break).

The Lisbon Municipal Police has been developing in the last years a preventive approach through a community policing strategy, aiming to prevent and tackle insecurity problems in close articulation with local partners, residents and community mediators’ representatives of different cultural backgrounds in the territories of intervention. Through safety partnerships and the inclusion of the different partners perspectives, the community policing projects are planned, conducted and evaluated together Police-Community, to the jointly identification and resolution/mitigation of insecurity problems at local level.

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Venues - Community Policing in Ameixoeira-Galinheiras and Mouraria: Briefing in the LMP Headquarters; Mouraria Neighbourhood walk and conversation with local traders/residents; Meeting with partners of the Safety Partnership Ameixoeira-Galinheiras in the Social Services of Santa Clara Local Council.

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## DIVERSITY ADVANTAGE IN BUSINESS

Venue: Start-up Lisboa

Moderator: Ms Charlotte Hochman

Speakers:

- Mr David Im, City of Klaksvik
- Ms Sarah McRae, Entrepreneurial Coordinator, PLACE
- Mr Aiman Shaqura, Charge incubator, Oslo
- Mr Vinzenz Himmighofen, co-founder SINGA Germany
- Mr Alexander Ohrt, DeinRaum, Kiel

Diversity (culture, age, gender etc.) is an asset for innovation and resilience in business and entrepreneurship. How can small and large businesses maximise the diversity advantage? Mobilising diaspora entrepreneurs for partnerships with countries/cities of origin, creating networks and platforms of SMEs owned by majority and minority entrepreneurs, facilitating access to finance and removing other structural obstacles to migrant entrepreneurship, offering specific business incubation services to migrant and refugee entrepreneurs... Can these and other strategies help local authorities boost economic growth in their city?

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Start-up Lisboa is an incubator that supports the creation of companies and their first years of activity. Founded in 2011 by the Lisbon Municipality, Montepio Bank and IAPMEI – Portuguese Agency for Competitiveness and Innovation, it's a private non-profit association that provides entrepreneurs and companies with office space as well as a support structure. It provides mentoring, link to strategic partners, access to investment, help with business basics, networking activities, and communication services.

Contact Person at Start-up Lisboa: Maria Guimaraes, [maria.guimaraes@startuplisboa.com](mailto:maria.guimaraes@startuplisboa.com)

## SMART COMMUNICATION ON DIVERSITY: DIGITAL PARTICIPATORY NARRATIVES

Venue: Lisbon Town Hall

Moderator: Mr Maren Iturburu

Speakers: Úbiqua

The workshop proposes a change of viewpoint and a new way of acting and carrying out collective activities using tools which promote collaboration, as well as a participatory activity involving the collective creation of digital narratives about diversity. The aim is to carry out an experiential and documentary activity celebrating diversity, with as many participants as possible. It becomes an experience which brings attention to new practices for the participatory creation of positive messages and narratives from diverse and multiple viewpoints. This experience may be replicated by the attendees in their own cities.

The workshop will consist of two parts:

- A presentation of the project and the key points to carry it out, and a technological training for the creation of digital narratives using mobile phones, including the topics to be covered and the procedure to upload and/or download contents with Ubiqa App.
- After the theoretical part, participants will be invited to visit different places in the city and document with their mobile phones, those places, people and activities in which diversity thrives.

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Úbiqa explores the limits and the cross-cutting nature of languages, technologies and methodologies promoting innovation and the development of differential processes, projects, products, services and experiences. It specialises in the production of social communication projects and the creation of new social and cultural narrative types. The projects aim at having a social impact and encouraging citizens to construct stories which represent their concerns and problems regarding their identity and their environment, and bring about innovation in processes aimed at promoting social change.

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## SOCIAL SERVICES

Venue: Associação Renovar a Mouraria

Moderator: Ms Anne Bathily

Speakers:

- Ms Laura-maria Craciunean, Member of the Advisory Committee to the Framework Convention for the protection of National Minorities (FCNM) and professor of international law at Sibiu University
- Ms Ingrid Rasmussen, City of Stavanger
- Ms Anna Ludwinek, Research Manager of Social Policies, European Foundation for the Improvement of Living and Working Conditions
- Ms Jenny Fink, City of Ballarat

Social services play a pivotal role to ensure the effective implementation of equal opportunities and non-discrimination policies. It can either promote inclusiveness or perpetuate and even increase inequalities within a territory. Demographic changes, shrinking economies, growing inequalities technological developments or changing social patterns question traditional forms of service provision. To address the increase in demand and cope with the diversity of needs, new approaches are required, more rooted in the empowerment of service users, new forms of partnerships, and technology-based services. Through case studies and collective thinking, this workshop will showcase some of these new models, and explore how diversity can become an asset for social service delivery.

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Associação Renovar a Mouraria was created in 2008 by a group of residents with the aim to

revitalise the historical neighborhood of Mouraria, located in the centre of Lisbon. It is a non-profit organisation that promotes a wide array of cultural and mutual support activities with the aim to strengthen the social inclusion of different communities. Activities mainly take place at the Communitarian House in Mouraria, a former derelict building which was completely renovated. Its community development projects include: teaching Portuguese as a foreign language to immigrants, literacy education, study support for children and young people, legal support services, traditional Chinese medicine and a solidarity hairdresser. In addition, Mouraria organises a rich cultural programme to promote local artists, provide free access to culture and attract new people to the neighborhood.

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## EDUCATION

Venue: Aga Khan Foundation - Ismaili Center in Lisbon, N°1, Av. Lusíada, 1600-001 Lisbon

Moderator: Mr Alessio Surian

Speakers:

- Ms Busch, member of the Bureau (First Vice President) of the Advisory Committee of the Framework Convention for the protection of National Minorities (FCNM) and professor of applied linguistics at Vienna University
- Ms Barbara John, Bureau Member of the European Commission against Racism and Intolerance (ECRI), Political Scientist, Professor of European Ethnology at Humboldt-University Berlin, Commissioner for Integration and Migration of the Berlin Senate (1981 –2003)
- Mr Keizo Yamawaki, professor at Meiji University, Tokyo, specialized in migrant integration policies
- Mr Declan Hayden on behalf of the Chester Beatty Library, winner of the International Council Museum Best Practice in Education award for a Creative Intercultural lab for teenagers
- Ms Chrissa Geraga, City of Patras

Intercultural cities aim at promoting educational policies and practices that build on the explicit acknowledgement that diversity is a learning opportunity and a resource for society development. Which strategies contribute to strengthen collaboration across formal and non-formal education, employers and local authorities focusing on developing intercultural competence within learning contexts? What kind of experiences and tools have proven to be effective in bridging local intercultural education practice with international exchange and global learning opportunities? What kind of local responses are proving effective in addressing the educational rights of asylum seekers as well as taking into account social cohesion and dialogue?

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Aga Khan Foundation is an agency of the Aga Khan Development Network (AKDN), a group of

profit and not for profit institutions working to improve living conditions and opportunities in specific locations of the world. AKF is a community development organization and works globally with four pillars: education, health, rural support and strengthening civil society. AKF Portugal's goal is to improve quality of life by improving social and economic inclusion, with an emphasis on the inclusion of people with a migrant background. Education is an important component of AKDN's work from early years to post graduate education and lifelong learning. The AKDN education objectives are:

- i. Increase access to education opportunities with an emphasis on reaching the marginalized
- ii. Enhance the quality of learning opportunities and improve learning achievement;
- iii. Strengthen local systems and institutions that provide leadership and build capacity;
- iv. Contribute to knowledge creation and dialogue which influences practice and policy.

Contact Person at Aga Khan Foundation: Mrs. Alexandra Marques, Director of Education at Aga Khan Foundation Portugal, [alexandra.marques@akdn.org](mailto:alexandra.marques@akdn.org)

## URBAN PLANNING

Venue: Prodac Sul and Prodac Norte

Moderator: Dr. Noha Nasser

Speakers:

- Ms Cany Ash, Caravanserai
- Mr Charles Campion, JTP
- Mr Juma Assiago, Coordinator of the Safer Cities Programme at UN-HABITAT

Policy makers and practitioners are recognising the growing importance of the city as the critical location for migrant/host politics, and the trajectories of integration or exclusion. What happens on the streets, in the public spaces and buildings, and in the housing estates determines the intercultural experience and its response. Increasingly, practitioners are finding innovative ways to engage diverse people in the shaping of their public spaces. The collaborative design and participatory processes have been around for some time, however, in multicultural cities, there are challenges to engaging people including newcomers and ethnic minorities. In this workshop, we explore three themes: the first is the importance of public space as the meeting point for different cultures and communities to mix; the second theme is overcoming the challenges to participatory processes; and the third theme is how the first two themes can inform policy-makers. We will use the Bridging Cultures Methodology developed by MELA Social Enterprise to build an 'Action Plan' approach to these themes.

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Prodac Sul and Prodac Norte is an urban partnership scheme between the resident's associations, AtelierMob and the municipality, which aims to regulate the housing situation in some neighbourhoods around the city. It also works to improve public spaces in these neighborhoods. The partnership emphasises the importance of the participatory process by

holding residents' assemblies to discuss any proposed changes i.e. the construction of an amphitheater or the repair of walls and floors.

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