RESULTS
OF THE INTERCULTURAL CITIES
INDEX

ALBUFEIRA

March, 2018

Intercultural cities
Building the future on diversity
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COUNCIL OF EUROPE
CONSEIL DE L'EUROPE

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OF THE INTERCULTURAL CITIES INDEX

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A comparison between 85 cities[1]

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 85 cities have undergone their intercultural policies analysis using the Intercultural City Index: Albufeira (*Portugal*), 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)*, Cascais *(Portugal),* Castellón *(Spain)*, Catalonia (*Spain*), Coimbra *(Portugal),* Comune di Ravenna *(Italy)*, Constanta *(Romania)*, Copenhagen

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[1] 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.

(*Denmark*), Donostia-San Sebastian[2] (*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 *(Irland)*, Lisbon *(Portugal),* Lodi (*Italy*), Logroño (*Spain*), Lublin *(Poland),* Melitopol *(Ukraine),* Mexico City *(Mexico)*, Montreal *(Canada),* Munich *(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[3] (*Italy*), Sechenkivsky *(District of Kyiv, Ukraine)*, Senigallia (*Italy*), Stavanger *(Norwey)*, Strasbourg *(France)*, Subotica (*Serbia*), Sumy *(Ukraine),* Tenerife *(Spain)*, Tilburg (*The Netherlands*), Turin (*Italy*), Turnhout (*Belgium*), Unione Terre dei Castelli[4] (*Italy*), Valletta *(Malta),* Västerås *(Sweden),* Ville de Paris (*France),* Vinnitsa *(Ukraine),* Viseu (*Portugal)* and Zurich (*Switzerland*).

Among these cities, 46 (including Albufeira) have less than 200,000 inhabitants and 36 (including Albufeira) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for **Albufeira** (Portugal) in 2017 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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[2] The Spanish city of Donostia-San Sebastian is generally referred in the programme as San Sebastian.

[3] The Italian city of Unione dei Comuni-Savignano sul Rubicone is generally referred in the programme as Rubicone.

[4] Former Castelvetro di Modena.

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).
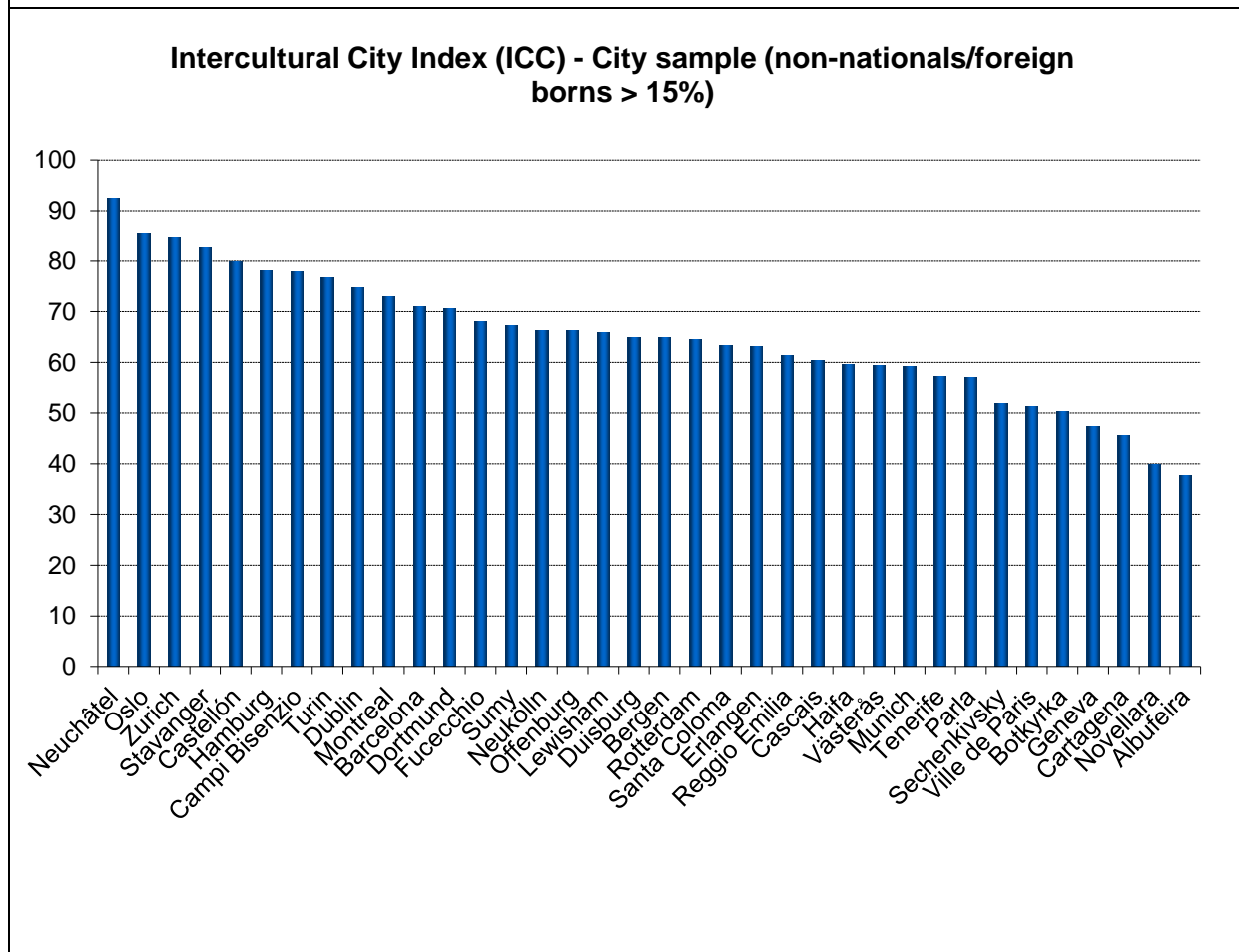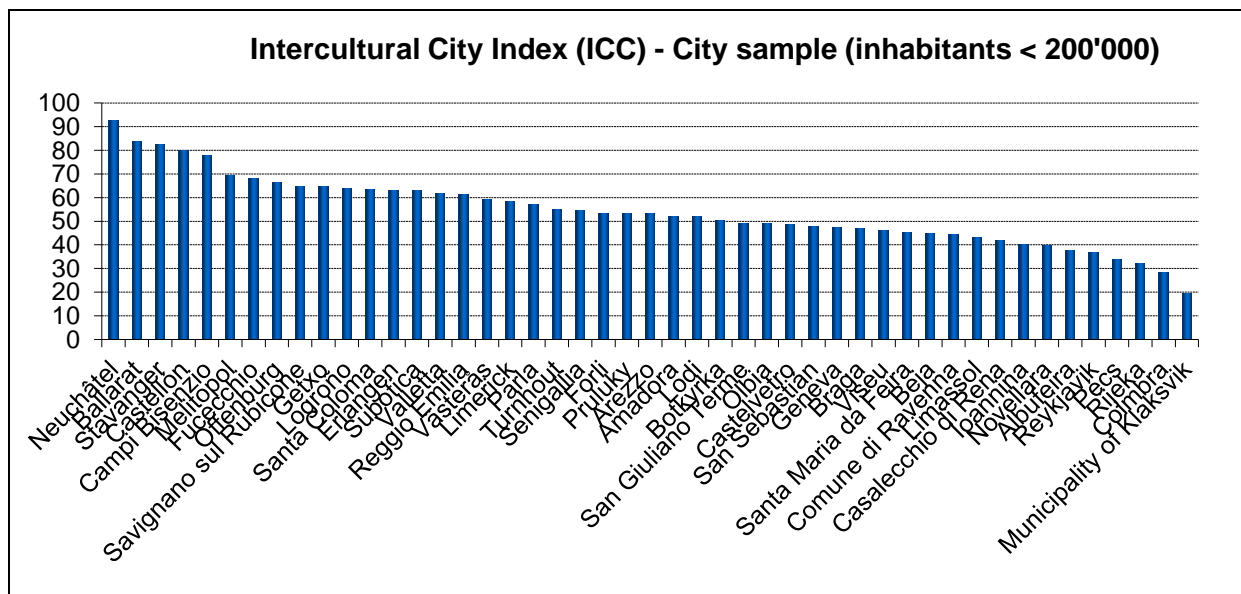
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of 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".
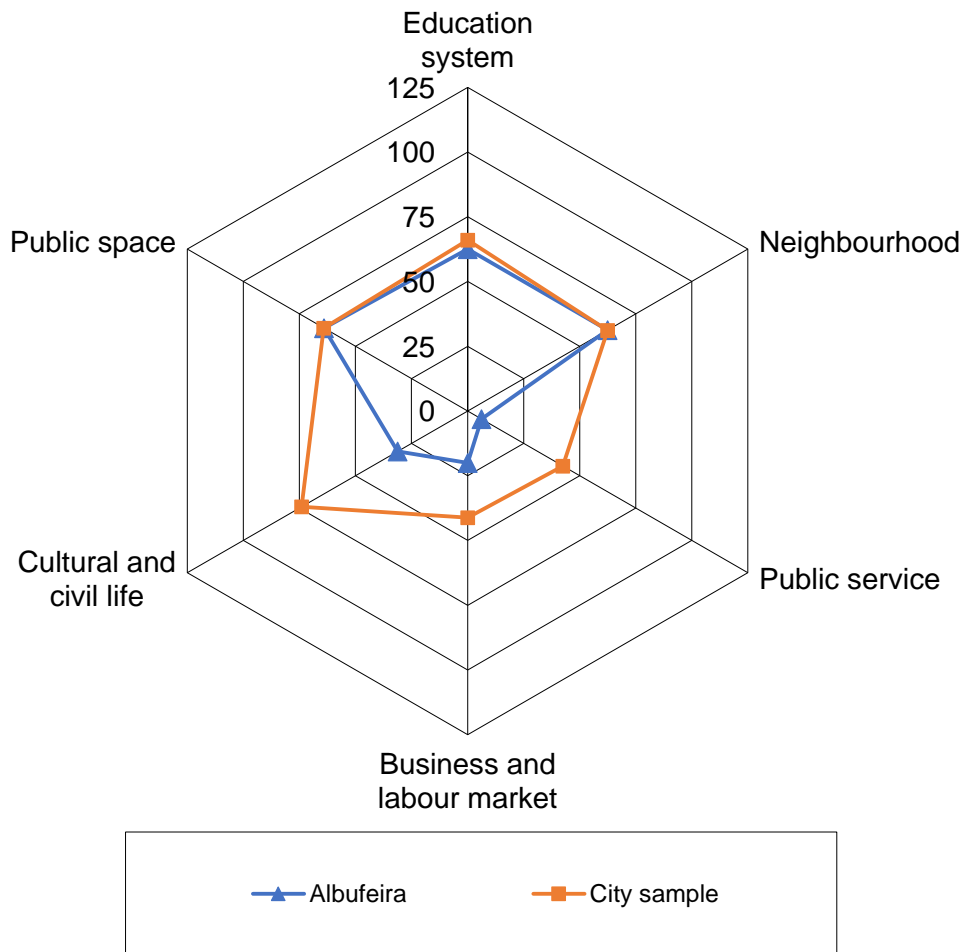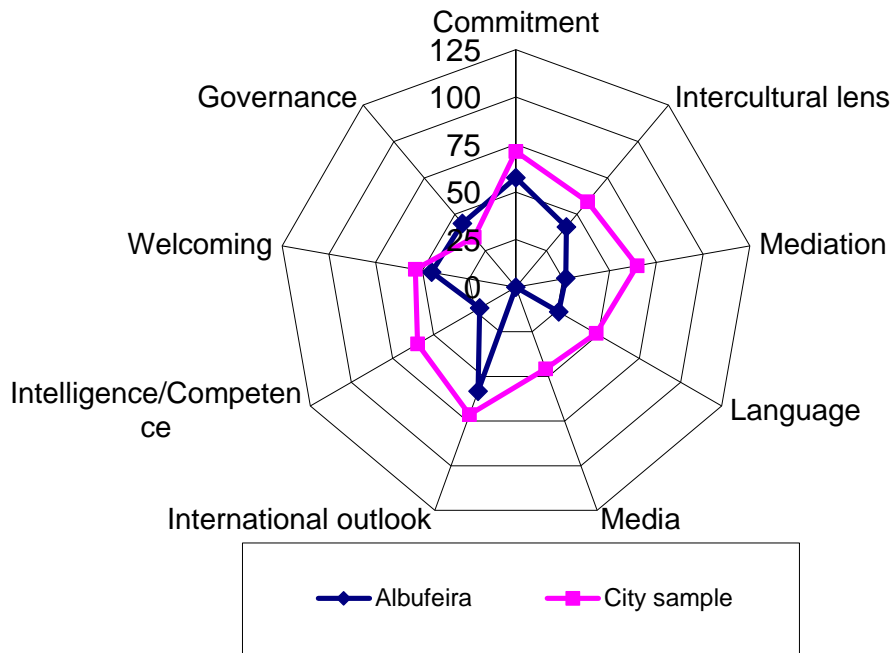
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach 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, Albufeira has been positioned **76th** among the 85 cities in the sample, with an aggregate intercultural city index of **38%**, after Novellara (40%) and before Reykjavik (37%). Albufeira has been

ranked **42th** among cities with less than 200,000 inhabitants and **36th** among cities with more 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%)

Commitment
125
100
75
50
25
0

Governance
Intercultural lens
Welcoming
Mediation
Intelligence/Competence
Language
International outlook
Media

Albufeira   City sample

Education system
125
100
75
50
25
0

Public space
Neighbourhood
Cultural and civil life
Public service
Business and labour market

Albufeira   City sample

Albufeira – An overview

Albufeira is a coastal municipality in the district of Faro, in the region of Algarve (the Portuguese southernmost region) and it lies 250 km from Lisbon. Thanks to the proximity to the sea, Albufeira is an important tourist destination.

Albufeira's first settlement was probably formed during the pre-historic epoch, when the city was an out-port of the maritime fishery. Then the Romans introduced a centralized administrative structure and developed intense agricultural activities alongside with the maritime commerce. Romans also built aqueducts, roads and bridges; many of them still remain.

The name comes from the Arabic *Al-buhera*, which means castle of the sea. This name refers to the structure Arabs built to protect the area from the sea, making it almost impregnable. This structure, also used to irrigate the fields, helped the development of agriculture. In the Middle Age, during the "*Reconquista*" the Christians conquered the region in the 12th century, persecuting the Moors. However, they took over the land only after the capture of Faro.

Over the 20th century, the city transformed its economy: from being an important centre for the fishing boats factories to tourist destination.

Demographically, the municipality of Albufeira counts about 40.077 inhabitants (according to the 2014 census). Out of the total, 8.937 individuals or the 22,3% have a foreigner background. This percentage is higher than the average in the region of Algarve, which is the 12,9%. However, there is no national group representing more than 5% of the overall population (2015 census). For what concerns migrations, PORDATA, a Contemporary Portuguese Database, indicates that "Foreign born citizens with legal status of resident" were a total of 11,119 in 2008 and 9,073 in 2015. Mainly coming from (the numbers in brackets represent the number of individual in 2015):

Brazil (1,599), Ukraine (1,429), United Kingdom (1,247), Romania (622), Moldova (250), Other European countries (2,036), Angola (89), Cape Verde (268), Guinea-Bissau (297), Other African countries (127), Other American countries (107), China (340) and Other Asian countries (627).

The numbers presented by PORDATA reveals that Brazil is the original country of the majority of foreign-born population with legal status of residents in Portugal. However, CLAIM (Centro Local de Apoio à Integração de Migrantes) indicates beyond Brazil, Nepal and India as home countries for the majority of the foreign population residing in Albufeira. Moreover, CLAIM is an important department, insomuch it leads activities to ensure intercultural integration.
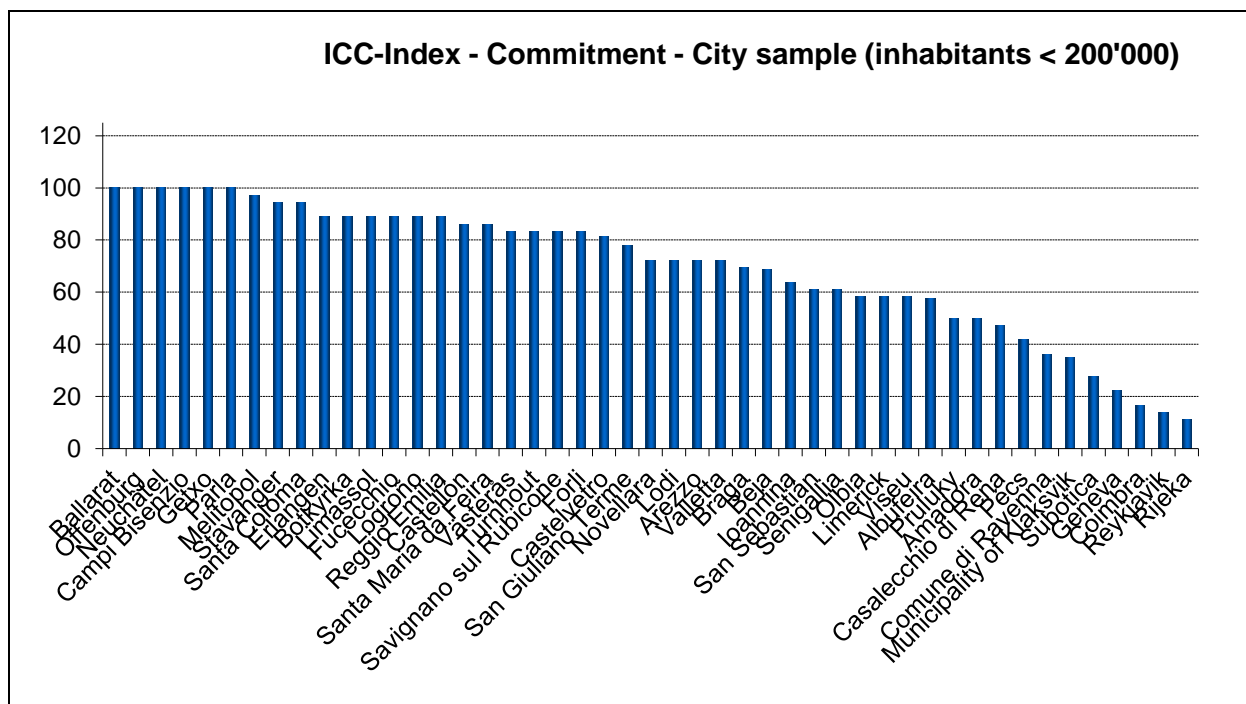
The percentage for first and second-generation migrants is 7.751 (9.3%) from the EU and 22.816 (12.3%) from Non-EU countries.

According to PORDATA, the "Poder de compra per capita" (GPD) in 1993 was the 98,4%; whereas in 2013 was the 104,6%.
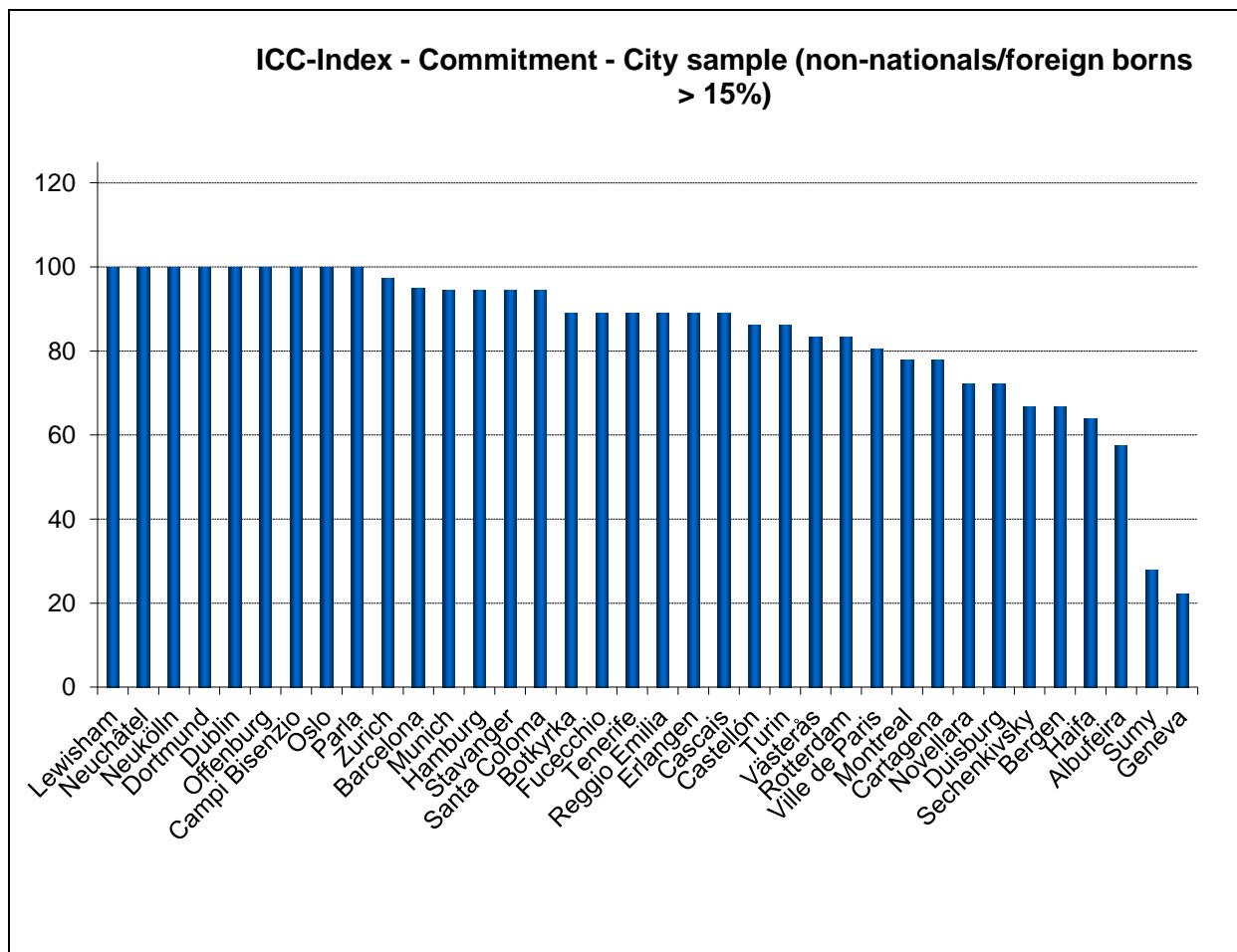
COMMITMENT

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%)

Albufeira's rate in the field of Commitment in 2017 is the **58%,** slightly lower compared to the city sample result of 71%.

The city has formally stated its participation in the Intercultural Cities network. Moreover, Albufeira has adopted an Integration strategy programme with intercultural elements. For instance, the Youth Office GAJ channels young people to a life rich of opportunities, encouraging them to take an active role in the city life. The GAF (Family Support Office) promotes integration and aim to improve the quality of life of families, especially with regard to their psychosocial well-being. Lastly, the GIP (Office of Professional Insertion) aims to support unemployed young people and adults of the Municipality of Albufeira, through a personalized service in the area of employment and professional qualification that helps in the definition of the paths of insertion or reinsertion in the labour market.

Perhaps Albufeira might wish to take into consideration Cascais' integration strategy programme, included in the *Plano Municipal de Integração de Imigrantes*. In fact, the Municipal Plan for the Integration of Immigrants aims to help migrants to integrate in the Portuguese society. Cascais has a long tradition in welcoming foreign populations from all over the wold and thanks to this positive attitude, its inhabitants are strongly committed in improving minorities' quality of life. Moreover, the municipality of Cascais has been innovating the integration policies, trying to ensure conditions for all to feel integrated and

welcomed. For instance, since 1998, the community promotes original projects encouraging immigrant entrepreneurship.

Positively, the city has allocated a budget for the implementation of the intercultural strategy and/or action plan and the city has successfully set a webpage to promote interculturality through its *Página Institucional do Município de Albufeira;* this keeps its citizens up-to-date with the latest news about the city's activities. Very interestingly, the municipality has also set a Facebook page, which is an excellent strategy to reach as many people as possible. Perhaps Albufeira might wish to consider fostering the use of social networks, by increasing its presence on Twitter or Instagram.

Another initiative that deserves being mentioned is that the city of Albufeira acknowledges and honours local citizens or organizations which have done exceptional things as a way to also encourage interculturalism and improve the image of migrants. For instance, the Municipality annually performs the "*Gala do Desporto*" where athletes – including of foreign background - are honoured accordingly to the different categories and nationalities. The "Children and Youth Arts Festival" is another interesting event that brings together young people in the Algarve region so that they can test their artistic abilities: playing music, singing, dancing (modern, classic, traditional, etc.), illusionism and circus arts (juggling).

Similar examples to look at are the following:

Paris (France): The website of the city of Paris has a dedicated column on "*Intégration et citoyenneté*" (integration and citizenship) which is an excellent example of how information on integration policies can be spread through the internet. Paris' dedicated column offers in fact also important instructions such as legal information and how to access public services, and it communicates the efforts the municipality has done in integrating migrants and minorities, for instance through the renovation of houses and lodgements for migrant workers.

Erlangen (Germany) has developed an App to help asylum seekers get information regarding asylum law and procedure, the local administrative system, common values and local lifestyle. Useful telephone numbers and addresses are also listed, such as emergency numbers and contacts of the municipal office. The app has been promoted by flyer and is available in six languages: German, English, French, Farsi, Arab and Russian. Albufeira could think about a similar app for welcoming new residents.

Santa Maria da Feira (Portugal) promotes the Solidarity Award, 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.

Novellara (Italy) tries to enhance a feeling of inclusion by addressing welcoming letters and information leaflets to newcomers. In addition, leaflets with practical instructions are offered, for example about public libraries, public bicycles.

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. [5]

ICC-Index - Education system - City sample (inhabitants < 200'000)
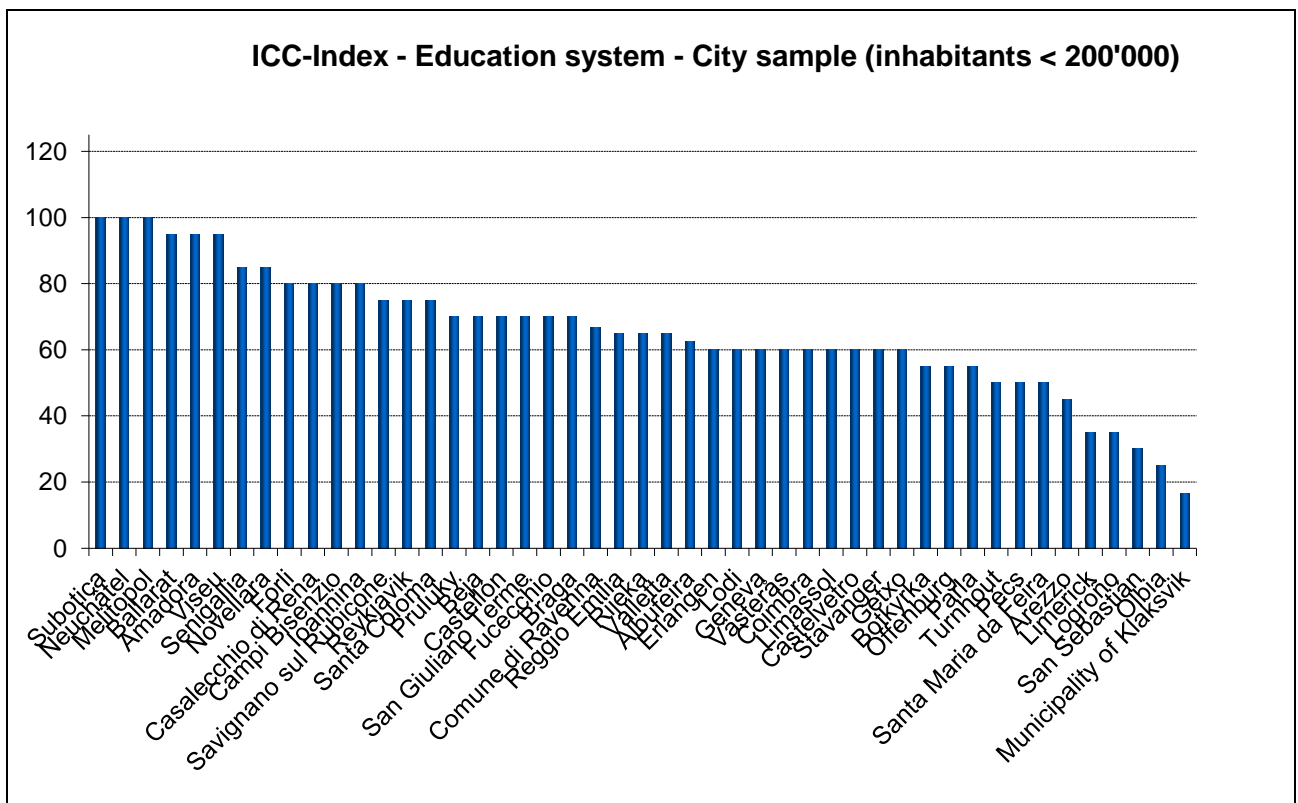
[5] The term "Education" refers to a formal process of learning in which some people consciously teach while others adopt the social role of learner (ref. http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html).

**ICC-Index - Education system -
City sample (non-nationals/foreign borns > 15%)**
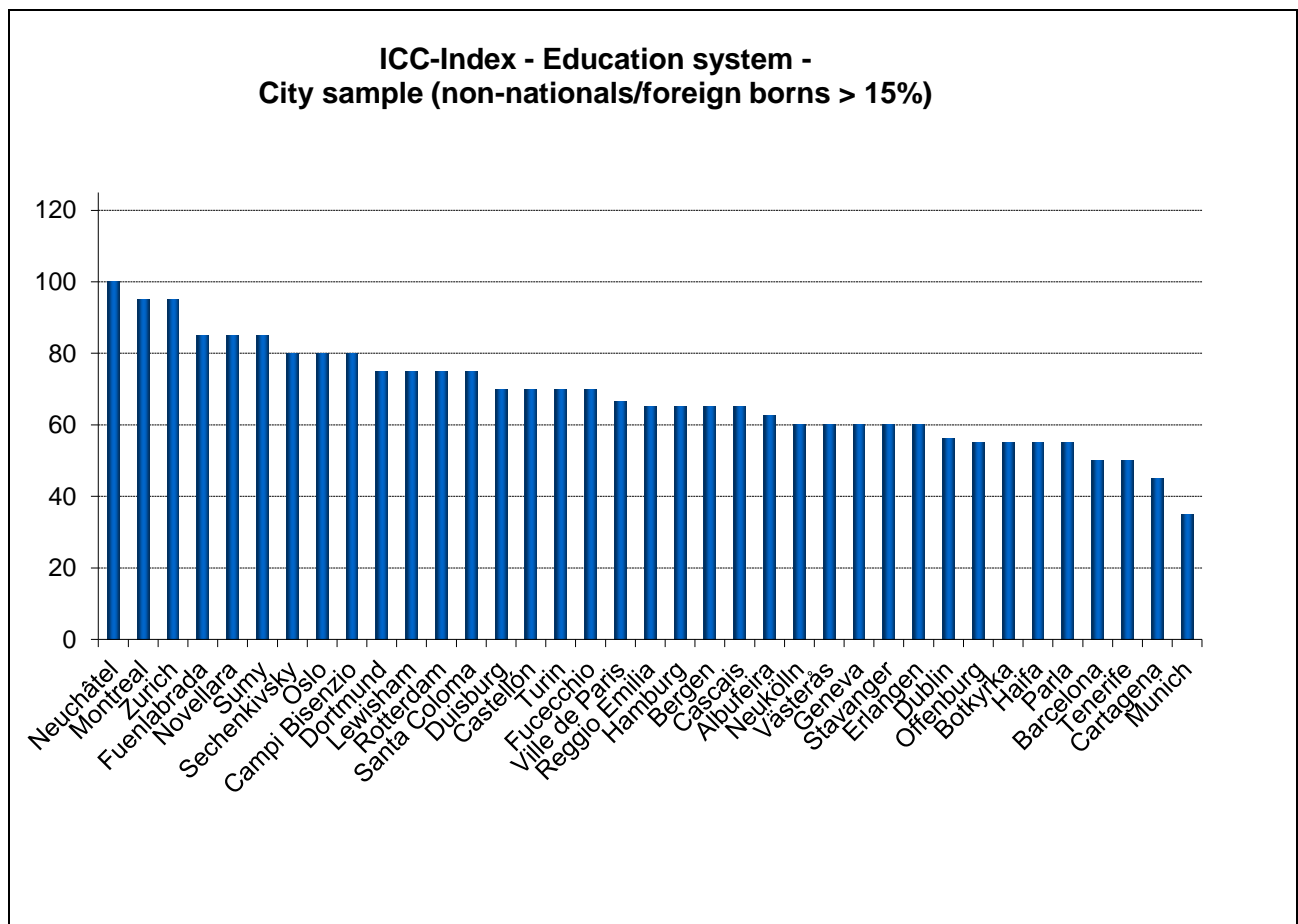
Albufeira's education policy achievement rate is **63%**, while the city sample's rate is the 66%.

In all schools, children are of the same ethnic background and occasionally teacher's ethnic backgrounds mirror pupils'. Positively, some schools are trying to enhance parents' participation in the education system. For instance, the Concelho primary and secondary schools celebrate the "*dia dos países*" (day of the countries). Also, the municipality is actively encouraging schools to propose once per month a meal from a foreign country.

Schools' activities can also provide opportunities for parents coming from different countries to meet and interact with other members of the community.

In Albufeira, schools rarely carry out intercultural project although there is an encouraging attempt to pursue that path. For instance:

- The Albufeira Secondary School occasionally carries out activities with an intercultural theme; for example, it took part in a multicultural encounter held in the municipality;
- School meals are adapted to dietary or religious specificites;
- Primary and Secondary Schools of Albufeira (EBSA) celebrate the "day of the countries" with representations, exhibitions and games.

Unfortunately, schools do not have specific policies to increase ethnic/cultural mixing, although this is also in part linked to national competence.

To improve its policies in this field, Albufeira could diversify its offer of school activities by proposing, more systematically, cooking laboratories, sportive activities, language classes, or even theatre and drama workshops through which raising awareness on other cultures.

Also, in order to increase ethnic/cultural mixing in schools, Albufeira might find **Oslo**'s (Norway) "*Gamlebeyn Skole*" project quite inspiring. This promotes cultural diversity through arts, as a way to increase community cohesion and counteract the "*white flight*" phenomenon in kindergartens. In fact, while in Oslo kindergartens tend to be characterised by great ethnic mixing, there are alarming signs that primary and secondary schools are gradually becoming more ethnically-polarised. This has been countered by – on the one hand - limiting the right to choose a preferred school and – on the other hand - by investing in those schools that have been threatened by 'white flight'. The Gamlebyen Skole is a classic inner city primary school with a wide range of languages and a combination of complex social and cultural issues. To make it more attractive, the school's physical environment has been shaped to involve references to migrant children's culture of origin such as the climbing wall made up of letters of all world alphabets, the original carved wood pillar of a destroyed Mosque in Pakistan, kilims and other objects which create a warm, homely atmosphere. The curriculum in the school involves cultural and intercultural learning. There is a benchmarking tool allowing teachers to check whether they stand in diversity matters such as engaging parents from different origins. Moreover, the school has edited a book from a joint project with Ankara and is now running a film project with schools from Denmark and Turkey.

Albufeira could also consider implementing an initiative launched already in 2008-2009 by the City of **Paris** called "*Ouvrir l'école aux parents pour la réussite des enfants[6]*" (open the school to parents for the success of their children). The initiative aims to boost parents' involvement in school and after school activities, especially if they come from a minority background.

Other examples can be found in **Bergen** (Norway), which has opened funds to stimulate the collaboration between schools and parents from minority background. The city also promotes local schools which carry out intercultural projects. Many schools apply for funding for different intercultural projects where the parents are actively involved. Most of the schools engage in mutual collaboration, evaluating and sharing their experiences and projects.

Last but not least, in the Italian city of **Turin**, schools have installed vegetable gardens that students can cultivate with the help of their parents. These gardens are a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community and take an active role in the school life.

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

Finally, education can also help migrants integrate the job market, like it is the case in **Santa Maria da Feira**. The city launched a project called *IOS - Improving Our Skills* to improve the level of fundamental skills and abilities of migrants while linking those to the labour market, thus increasing mobility opportunities in learning and strengthening cooperation between the world of education and training and the world of work.
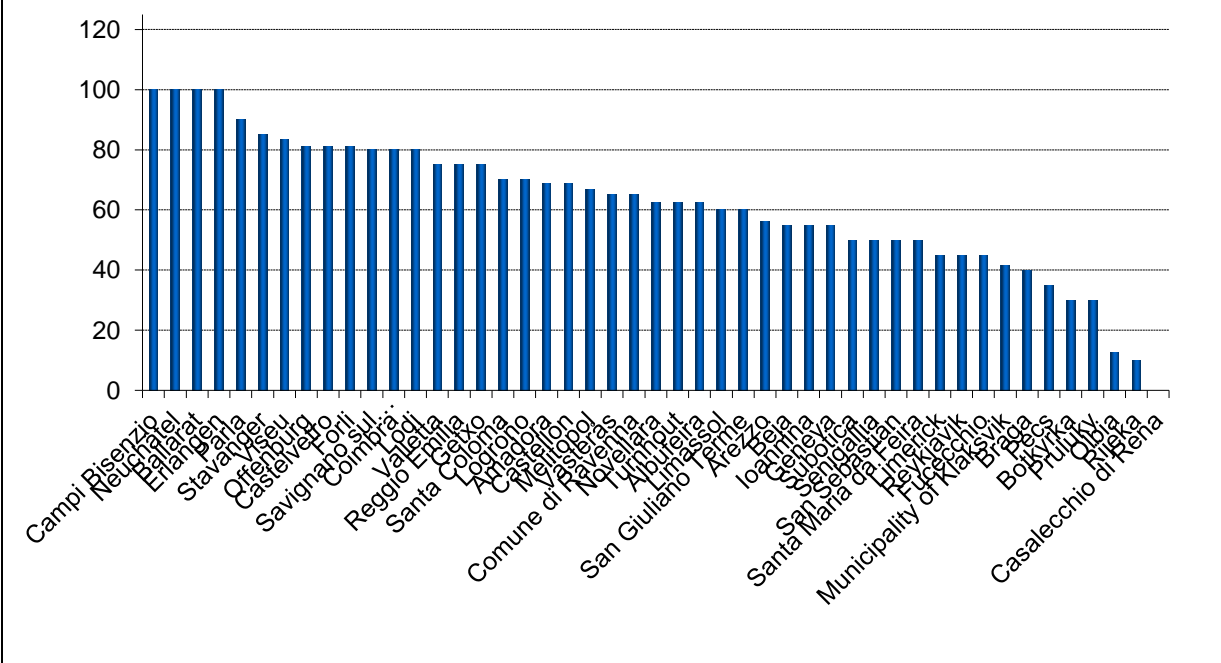
An intercultural city does not require a "perfect statistical mix" of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities. [7]

[7] 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%)**
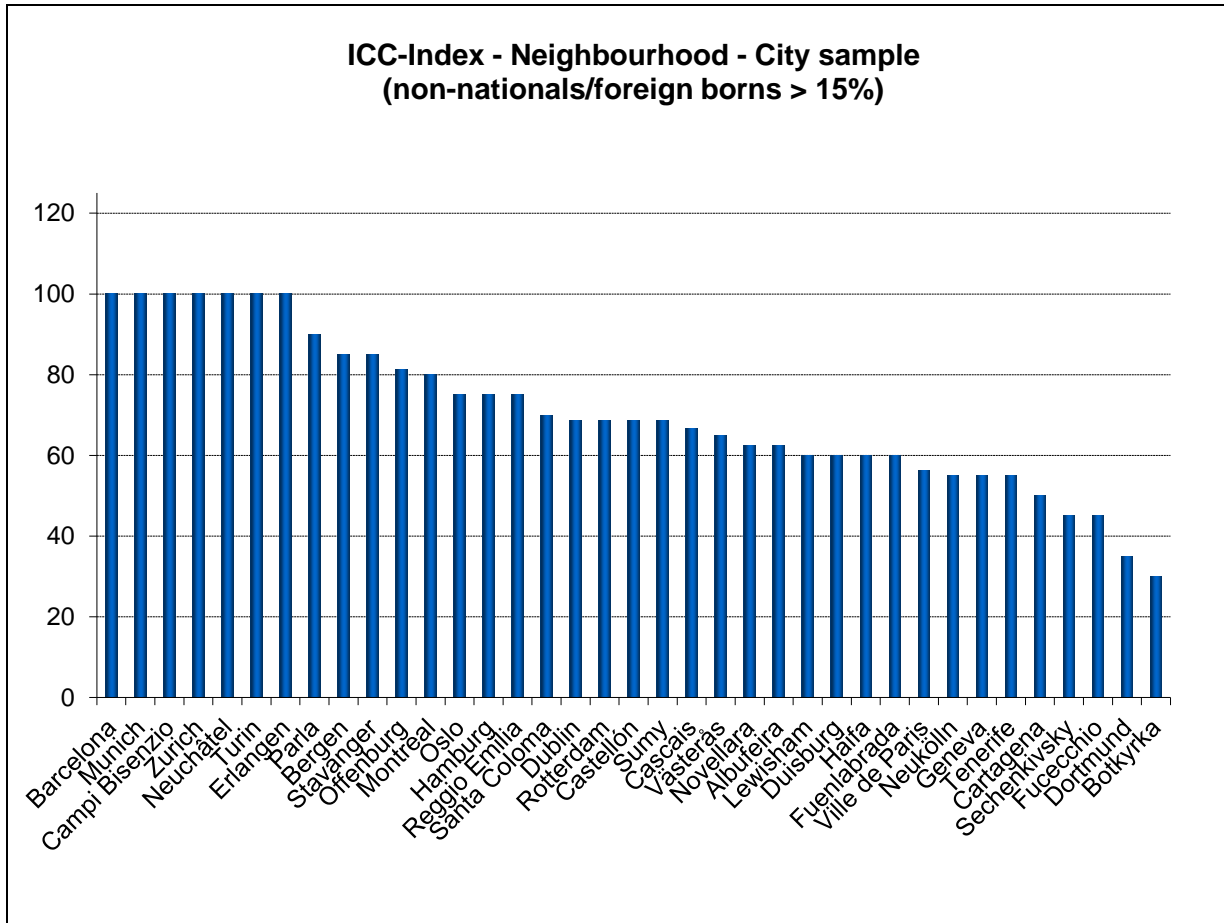
Albufeira's neighbourhood policy indicators are the **63%**, slightly higher than the city sample's rate of 62%.

From the questionnaire emerged that there are no neighbourhoods in Albufeira with an ethnic concentration equal or higher than the 80%. Equally, there are no neighbourhoods in which people from a minority ethnic group constitutes the majority of residents.

Albufeira takes actions to mix citizens from different areas and has established a policy to increase the diversity of residents in the areas, hence avoiding ethnic concentration.

Another interesting project is the "Família do Lado" (Side Family). This project aims to facilitate minorities integration in the community, strengthening social relations while promoting cultural diversity. This programme is carried out in partnership with the Office of the High Commissioner for Migration (coordinated at national level).

In case Albufeira wishes to diversify its action in this field to bring it even further, the city can find inspiration in the following examples:

Ballarat (Australia) carries out several Council's projects to encourage people of diverse ethnic/cultural backgrounds to interact, such as: the *Begonia Festival, the Harmony Fest, 'National Aborigines and Islanders Day Observance (NAIDOC)*

Week, and the Refugee Week celebrations. Moreover, the city Council is in the process of developing a *Memorandum of Understanding* with neighbourhood houses which will provide opportunity for collaboration and joint initiatives across various neighbourhoods.

Parla (Spain) has a specific urban planning policy to enhance cultural diversity and interaction among its inhabitants by revitalising and renewing downtown areas

Sabadell's neighbourhood of Can Puiggener promotes social mixing of citizens from different areas through a permanent round table on Living together ("Mesa para la convivencia Can Puiggener") which is open to the participation of all neighbours. It also organises events to celebrate diversity such as the "Fiesta de la Diversidad de Can Puiggener" ("Celebration of Diversity in Can Puiggener").

In **Limassol,** the **Euromed Festival** aims to gather people together through folkloristic dancing and exhibitions. Another activity carried out in Limassol is the "*Social Work on the Road*" programme that started in 2010 and since then it aims to prevent criminality, especially among young people, by a community approach to urban safety. The programme aims to raise awareness on the danger of drug and alcohol abuse; it offers psychological support and fight against unemployment.

Getxo established a specific project to encourage native women to meet immigrant women thus breaking down prejudices and stereotypes through the exchange of personal experiences and stories. SENDI, is another project carried out in Getxo; it consists of game activities for parents and children to have fun while learning Basque language. It is developed in a leisure park called "Parkean Olgetan" and it has the support of various schools and associations.

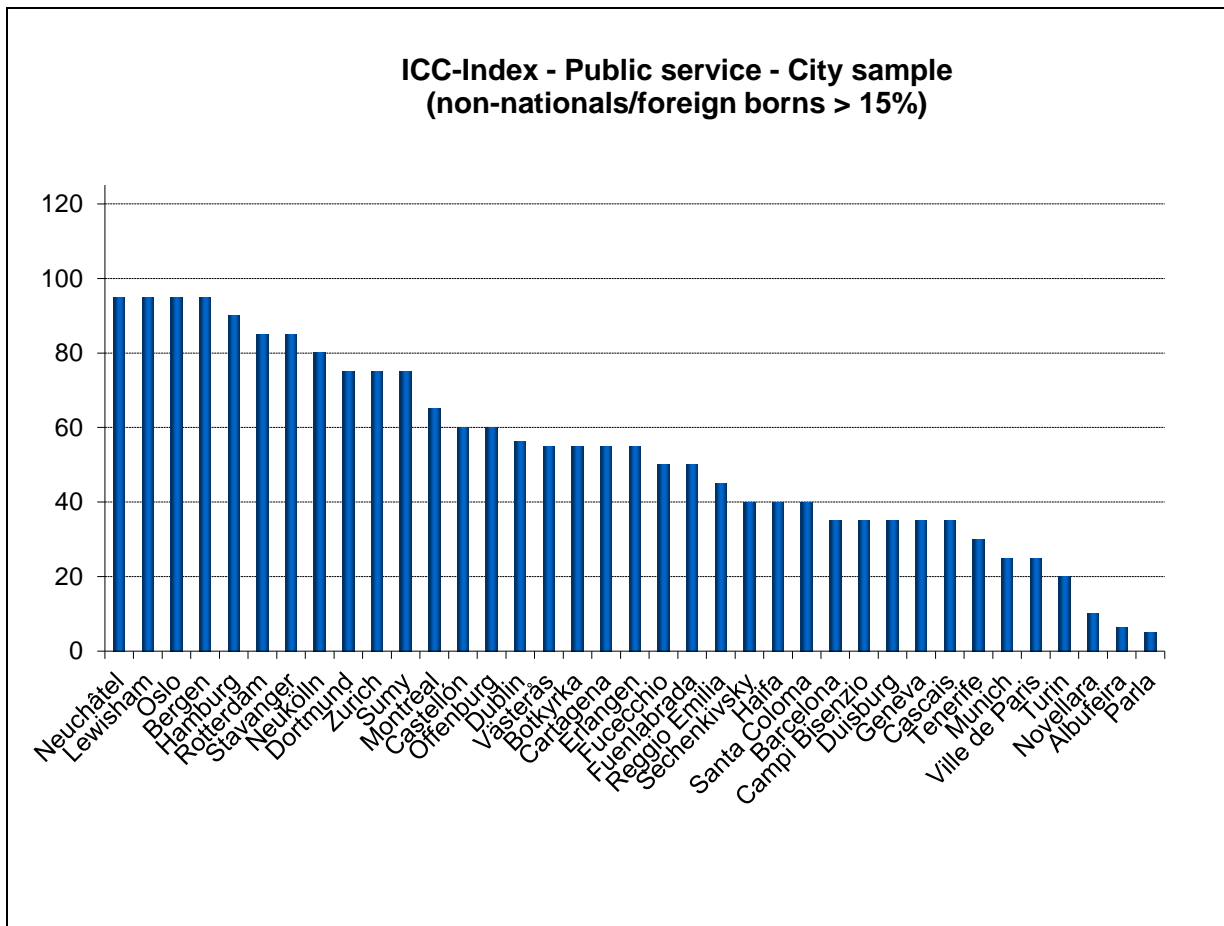*An optimal intercultural approach remains open to new ideas, dialogue and innovation brought by or required by minority groups, rather than imposing a "one size fits all" approach to public services and actions.*

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

**ICC-Index - Public service - City sample
(non-nationals/foreign borns > 15%)**
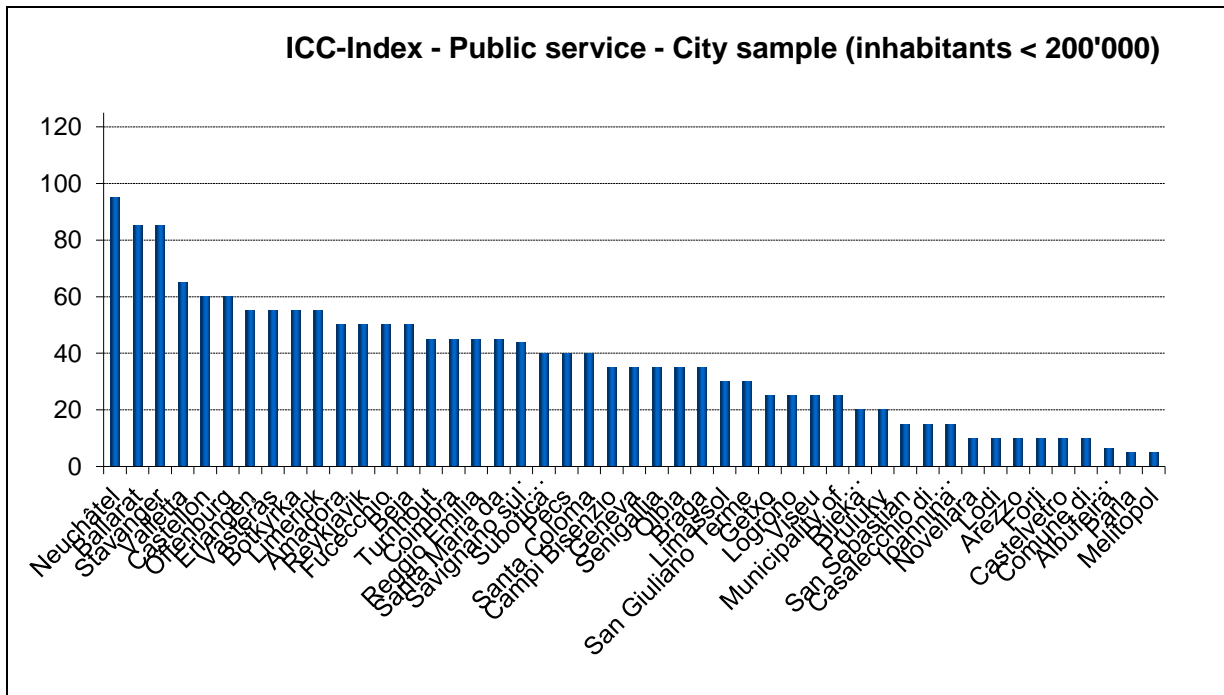
Albufeira's public service rate is the **6%**, lower than the city sample result of 42%.

The mains reasons for this score are related to the following issues:

- the ethnic background of public employees does not reflect the composition of the city's population;
- The municipality does not foresee an inclusive recruitment plan;
- Albufeira provides meals that are tailored to pupils' alimentary needs, but has not yet adapted other public services to the specific needs of a diverse citizenry (eg. funeral/burial area in response to culturally-based requests).

On a positive note, Albufeira encourages intercultural mixing and competence development in the private sector enterprises. The *Gabinete de Empreendedorismo de Albufeira* (employment office) supports all kind of individual entrepreneurship, regardless the ethnic background. Combined to this, the Municipality frequently organises international events and fairs where diverse business have a certain space.
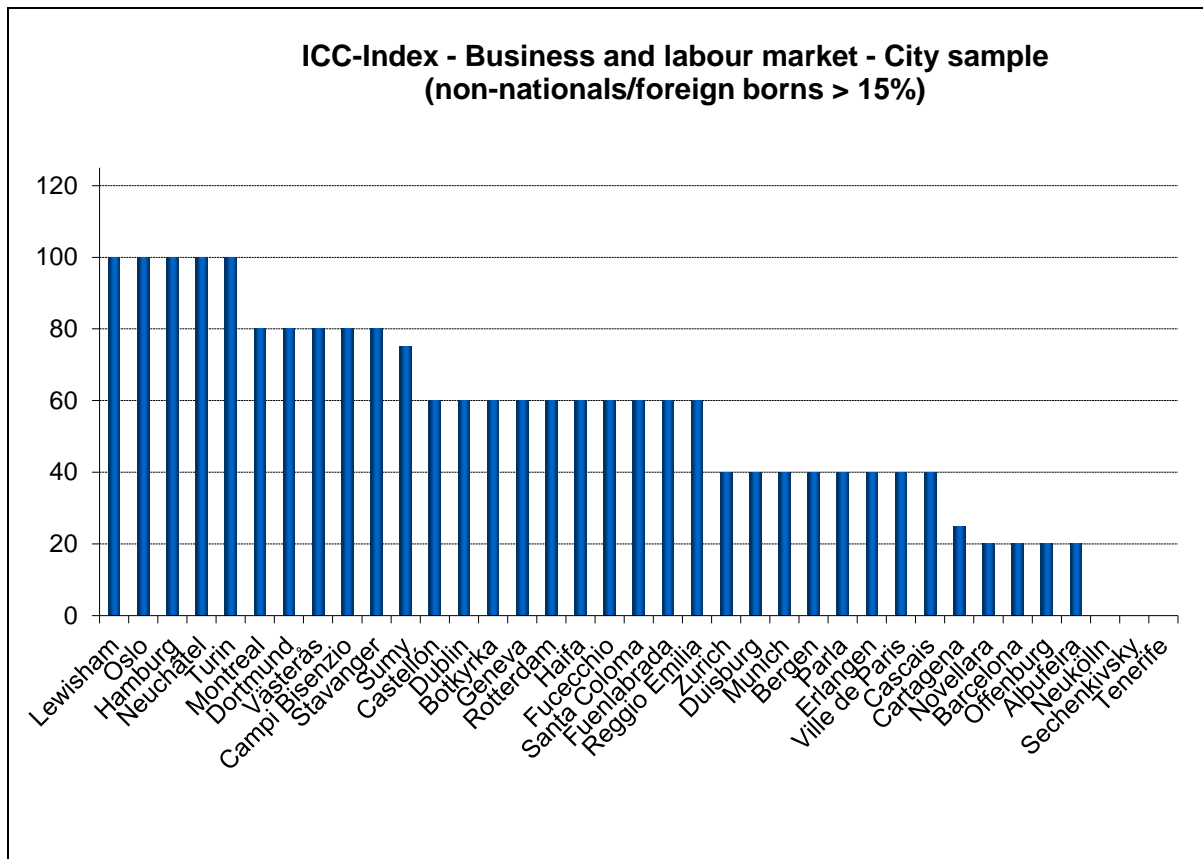
To improve its score, Albufeira could look at the city of **Bergen** (Norway), which encourages intercultural mixing and competences in both public and private sectors through the "global future" strategy that developed a project called "*The Future Workplace*". This is a specific recruitment strategy to ensure that the

ethnic background of public employees mirrors the composition of the city's inhabitants, paying special attention to the role of the municipality of Bergen as employer for minorities. Since the adoption of the strategy, non-nationals are encouraged and supported to seek employment in the local public administration, including through partnership with the Confederation of Norwegian Enterprises, and the Bergen Chamber of Commerce and Industry.

The City of **Oslo** (Norway) has adopted the so-called "OXLO Business Charter". The Charter has developped a forum and a network for collaboration between the city and the business community, making migrants visible as a resource for business and economic growth.

In terms of tailor-made public services, **Lisbon** (Portugal) has gained important experience in the field of urban safety. Since 2007 the **Lisbon** Municipal Police (LMP) has been developing a community policing strategy, seeking the maintenance of public tranquillity, the improvement of the quality of life, and good intercultural relations in the city. LMP cooperates with community groups to build up concerted intervention strategies, engaging the community itself in the process of identifying their main security concerns and resolutions.

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%)

Albufeira rate of achievement in the Business and labour market area is the **20%**, lower than the city sample's result of 41%.

As previously said, the city has an office that offers counselling and orientations to residents wishing to start a business. The fact that the service is accessible to all residents, regardless their nationality, is certainly positive. However, full equality of opportunities may need specific needs assessment and targeted actions to fill in competence, knowledge or participation gaps.

For instance, Albufeira could consider establishing a business umbrella organisation to promote diversity and non-discrimination in the employment as it has been very helpful in many other intercultural cities. Equally important, the municipality should foster businesses from ethnic/cultural minorities to enter in the mainstream economy and higher value-added sectors. The new collaborative space for start-ups that is going to open soon may be a perfect hub for reaching this goal.

Some other examples may be of inspiration, namely:

Parla (Spain) encourages the integration of Chinese businesses into the local market through training and counselling. The city also annually celebrates the connection with the Chinese market. Moreover, through campaigns and web pages –sometimes even in English – the city informs its citizens about which procedures must be carried to implement a business.

Similarly to Parla, in **Santa Maria da Feira** (Portugal) the 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, a number of protocols between the two municipalities have been signed, in addition to the private sector business relations established.

Another example comes from **Oslo**, which is carrying out a project that aims to involve migrants in Norwegian business. The city has set up a Centre for Multicultural Value Creation and it is offering first and second-generation immigrants the possibility to start their businesses providing advisory services, coaching and trainings.

In **Neuchâtel** (Switzerland) the Canton has launched a project to train migrants in areas where the market is looking for people to recruit. Through the project "Prosperimo", the Canton has assessed the skills and aspirations of participants, tried to match them with the needs of the labour market, provided specific training, and partnered with the employers in view of ensuring the recruitment.

In Portugal, the city of **Braga** 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.

Another member of the RPCI Network, the city of **Cascais** (Portugal) has launched "DNA Cascais: a creative approach to promote entrepreneurship". This is a business incubator to develop innovative potential of young people, promote entrepreneurship, and organise seminars and conferences for knowledge sharing.

Besides, we warmly recommend the city to look at another interesting practice of the city of Cascais to tackle ethnic/gender discrimination. The "*Conselheira para a Igualdade*" (Counsellor for Equality) was established to eliminate gender stereotypes and promote citizenship through the elaboration and development of municipal plans for equality, in line with the European Charter for Equality of Women and Men in Local Life.

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%)
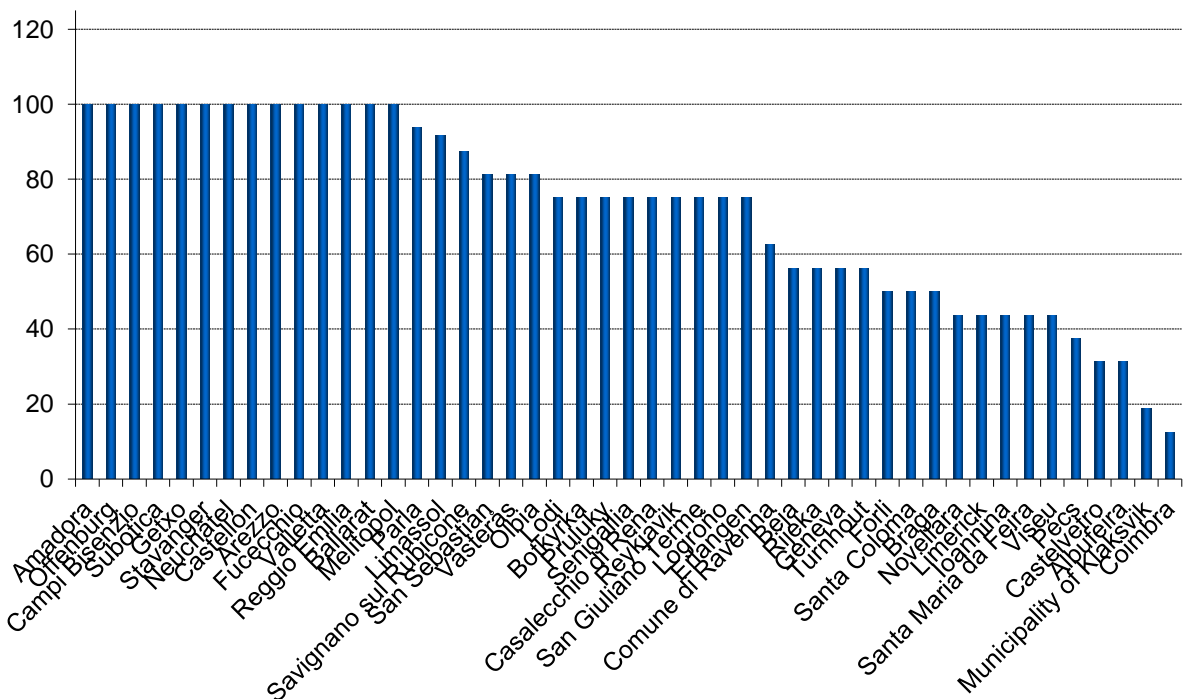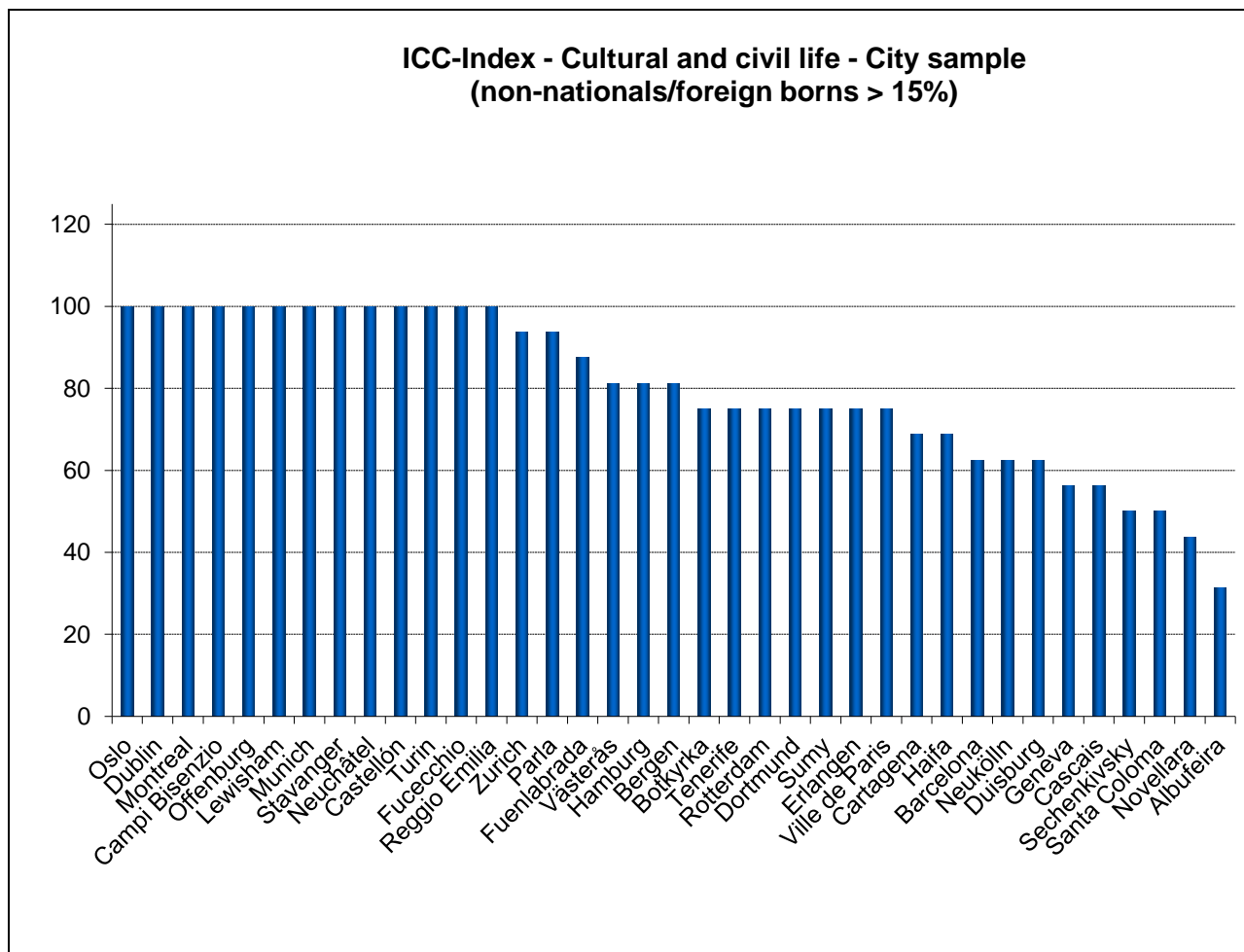
Albufeira achievement for cultural and civil life policy corresponds to the **31%**, lower than the city sample achievement of 74%.

This is mainly due to the fact that interculturalism is not used as a criterion when allocating grants to associations, like it is the case for instance of **Donostia/San Sebastian** (Spain) that has specific grants for associations that implement projects which promote the participation of migrants, ethnic minorities and local citizens in activities that foster coexistence and interaction.

Positively Albufeira organises a few intercultural activities. For instance:

- *Al-Buhera Festival,* a street party that also hosts the handicraft fair 'Mostra de Artesanato', where visitors can find objects representing the culture and the traditions of this Portuguese region;
- "*Festival Internacional de Teatro de Albufeira"* which offers plays, tragedies and comedies both classic and modern;
- "*Ciclo de Cinema*" offers a wide range of movies on the topics of equality and citizenship;
- The well-known Medieval fair;
- Festival das Artes Infantil e Juvenil;
- Dance Festival Al-Mutamid;
- Organization of Sport activities, workshops and art exhibitions

Also, in May the city organises cultural events and public debates around intercultural issues. Again, it is very positive that all these activities are open to residents with foreign background. Still, Albufeira should encourage cultural organisations to deal in a more focussed way with diversity and intercultural relations.

In order to improve in the field of cultural and civil life, Albufeira could take inspirations from the following activities:

The Inverte (Reverse) project, led by the city of **Cascais**, uses the practice of bodyboard (a water sport) as a non-formal education methodology to help problematic young people with pre-delinquent behaviours to re-build their life. Also, the Mural Art Festival takes place every summer since 2014 within the frame of "Muraliza". This initiative reinforces the image of Cascais as the cradle of all street artistic expressions in Portugal, attracting every year many tourist and artists. The event involves all facets of Portuguese culture with influence of foreign cultures, and it witnesses its transformation and evolution into a more diverse society.

Braga and **Santa Maria da Feira** use theatre as a tool to promote interculturality. For instance 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. In Santa Maria da Feira, the celebration of the International Day of Peace is often the occasion to honour other cultures. In 2016, the Palestinian company Freedom Theatre (FT) performed the theatre pièce *"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.

Bergen's Kaleidoscope (Fargespill) is an art project where young Norwegians and newly arrived migrants meet and create music together. Similarly, the FIKS Bergen initiative promotes cooperation between different sports clubs to include people from migrant background in their activities, and they organise an intercultural day to introduce people to their activities.

Very outstanding, the **Oslo** Intercultural Museum contributed to acknowledge the reality of a diverse Norwegian society. Founded as a public foundation, it transformed an old police station into a museum and then merged with two other museums including the old City Museum. Its ethos of respecting diversity and casting an equal gaze was embodied from its inception in its representation– with a majority of people of immigrant background on its management board.
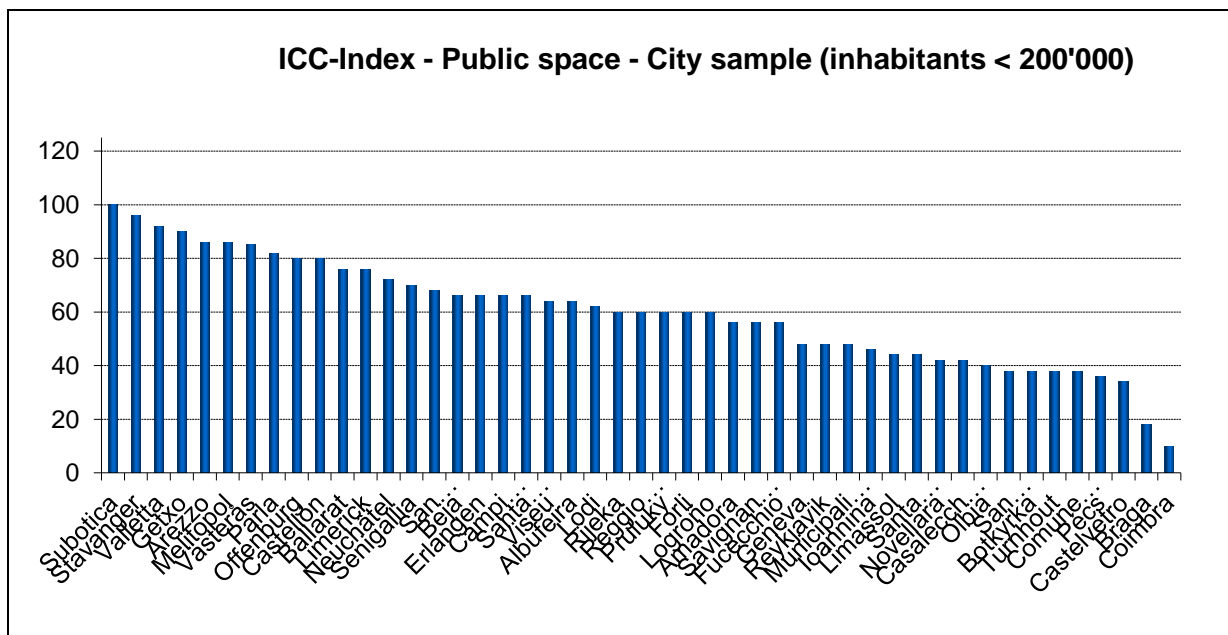
The Museum is also a space of dialogue drawing on universal and shared aspects of culture - such as rites of passage - to make connections across ethnic differences. It has staged more than 100 art exhibitions, performance and courses (painting, dancing, storytelling) for children and youth. It also arranges tours in the most diverse part of the city and tells stories about historic and contemporary immigrant communities and mutual influences between different population groups.
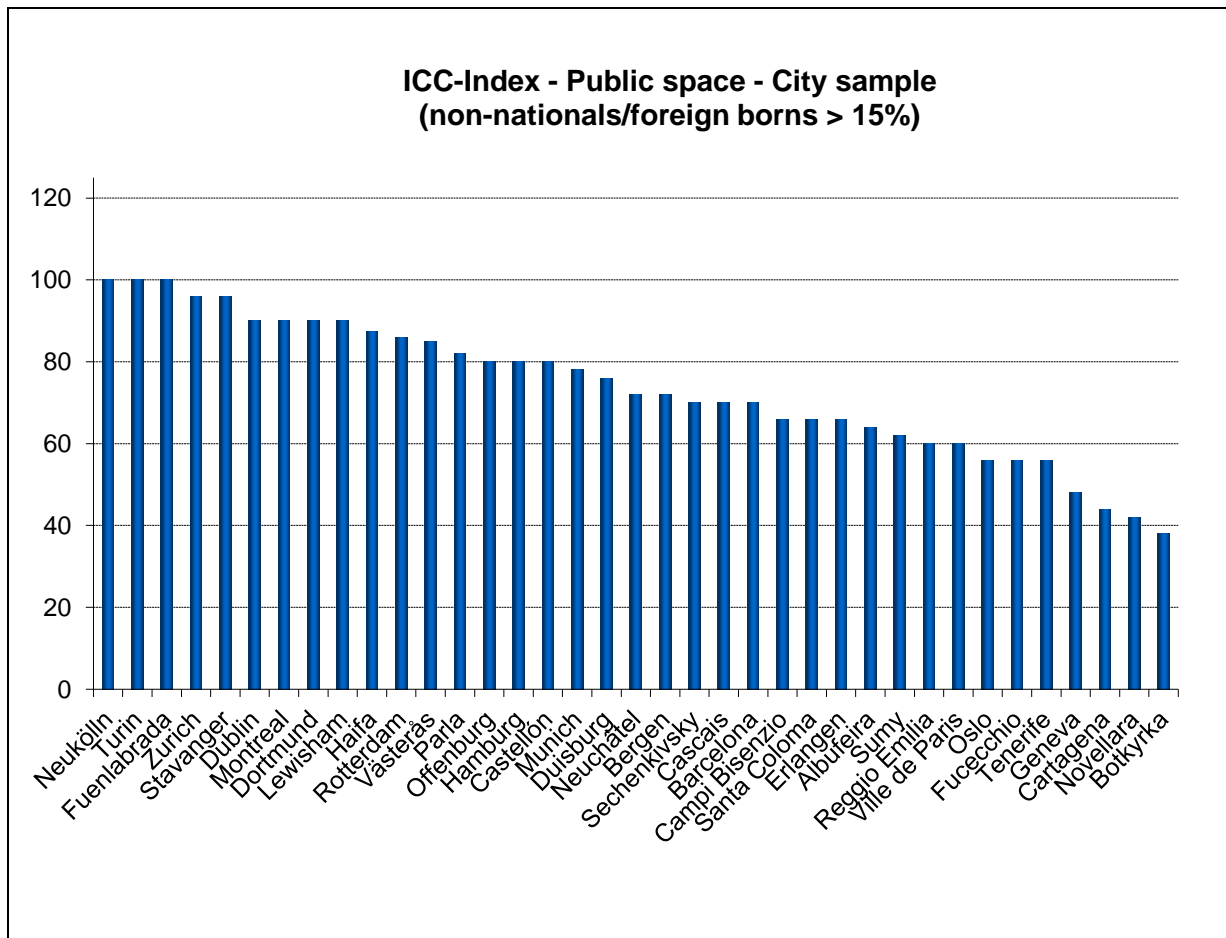
PUBLIC SPACE
through intercultural lens

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 Albufeira public space policy is the **64%**, exactly the same as the city sample's rate.

As the questionnaire points out, there are no areas dominated by one minority ethnic group where other people feel unwelcomed, and it is excellent that there are no areas that can be defined "dangerous".

Moreover, Albufeira municipality encourages intercultural mixing through activities, for instance, during the *Festival de Dança* (Festival of Dance), there are participants from different nationalities, as well as at the Academia de Dança de Albufeira. Nevertheless, Albufeira could easily improve its score by implementing a wider range of activities, involving more public areas such as public libraries, museums, playgrounds and squares.

A relevant example is the Oslo intercultural museum, already mentioned. In Portugal, Albufeira could take inspiration from **Cascais** project "Bairro de Adroana", in the frame of which the city built up a collaborative garden that brings together residents from different cultures by giving them 46 plots where to grow and cultivate vegetables from their countries of origin. The vegetable garden results from a municipal investment of 35,000 euros that deeply transformed an area of 4,755 square meters into a place where cultures mix and interact.

Another good practice comes from **Santa Maria da Feira**, which is very active in trying to involve and integrate minorities in the local community. *Sun in the Community* is a project that specifically targets Roma people, whereas the *Outside Doors* is an initiative that brings together national intercultural projects whose aim is to sell self-made products while encouraging citizens to interact.
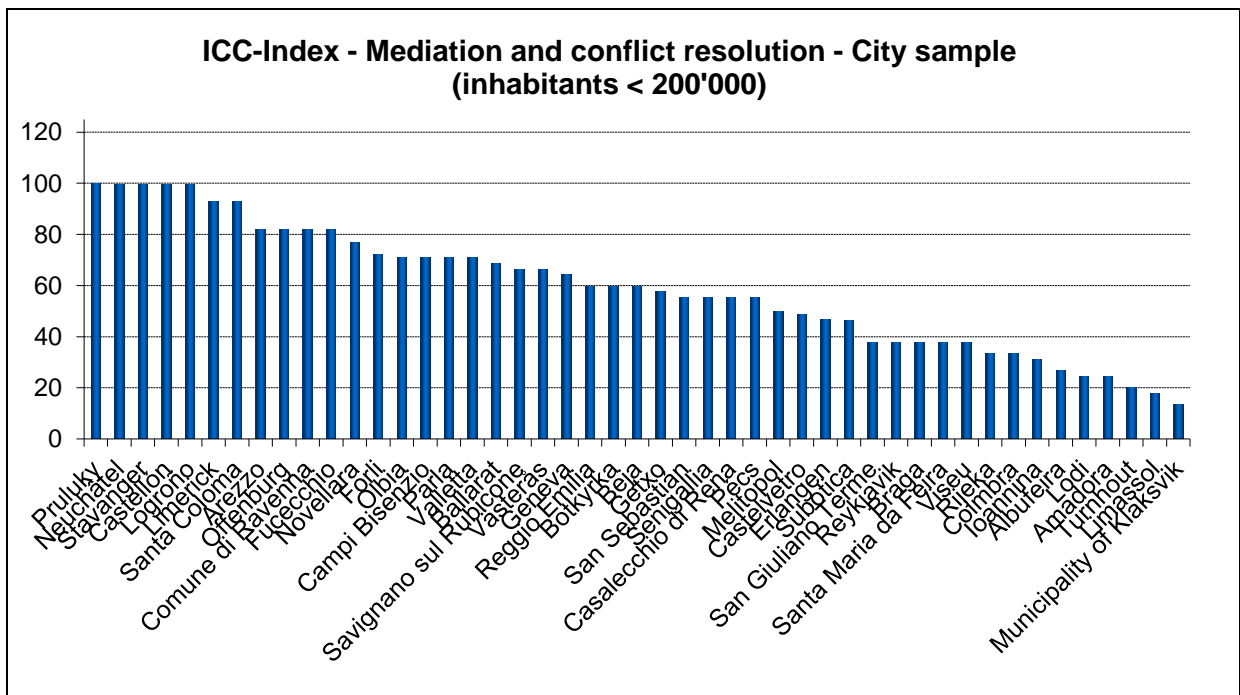
In the area of urban planning, the new PDM of Albufeira (Plano Diretor Municipal) foresees the realization of "Fóruns de Auscultação Pública" (Public Listening Forum) which will hopefully involve citizens of various cultural background. Yet, Albufeira might wish to further explore the possibility of reinforcing its already good system of participatory budgeting ("*Orçamento Participativo de Albufeira*") to exploit it as a tool for taking into account the ethnic/cultural background of its citizens when designing and renewing buildings or urban areas.
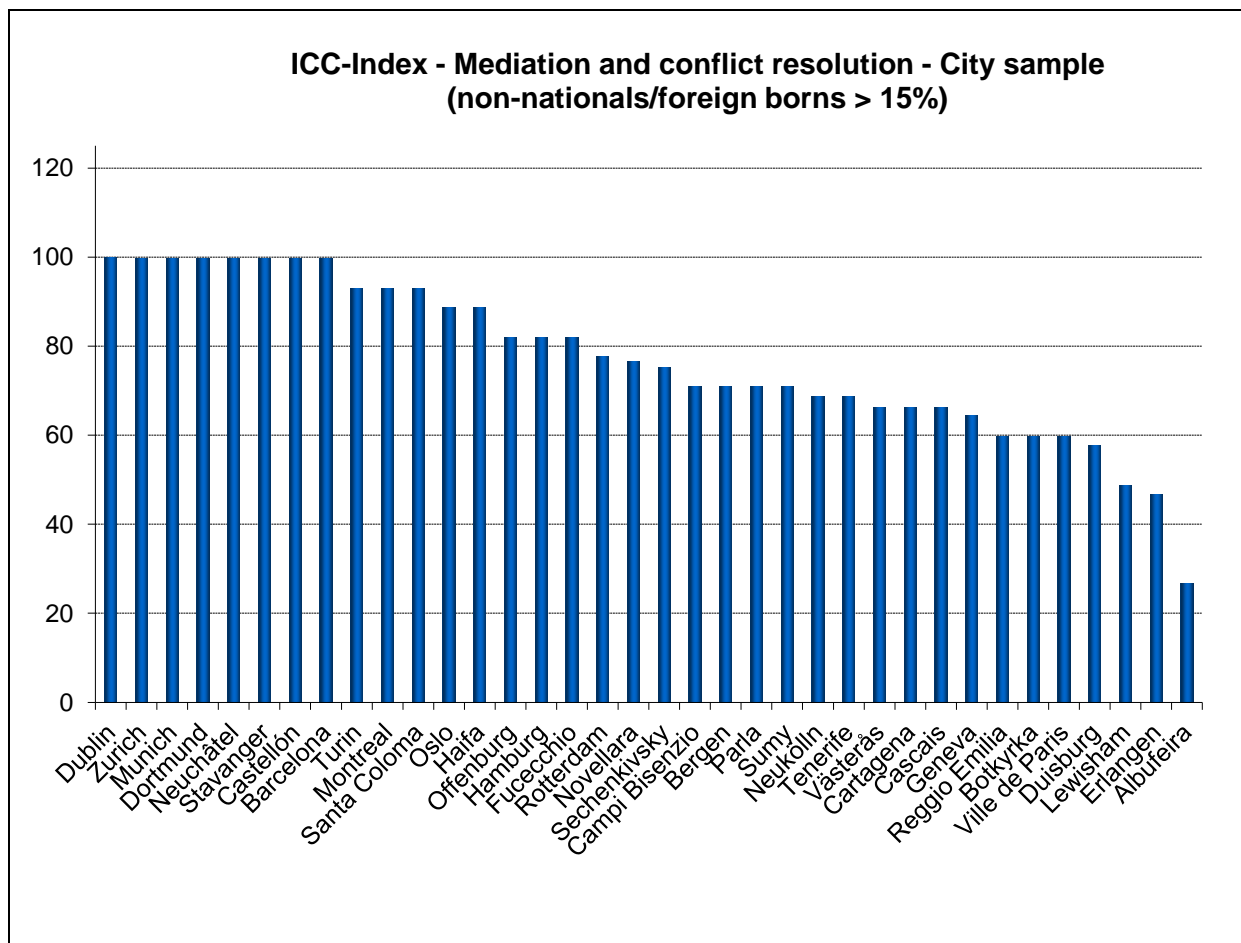
The optimal intercultural city sees the opportunity for innovation and greater cohesion emerging from the very process of conflict mediation and resolution.

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

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

Albufeira's mediation and conflict resolution policy achievement corresponds to the **27%**, while the average of the cities taking part in the programme scored the 65%.

As the result suggests, Albufeira should put a serious effort to implement new strategies and policies to facilitate mediation and improve conflict resolution.

First, Albufeira public service organisations could provide a professional service for mediation of intercultural communication and/or conflict, articulated in one of the three following formats:

- A municipal mediation service devoted to intercultural issues only
- An intercultural mediation service run by a civil society organisation
- A state-run mediation service.

In fact, it would appear that the city only provides a generalist municipal mediation service which also deals with cultural conflicts without necessarily having the necessary competencies.

In **Cascais**, intercultural mediation is provided in special institutions (hospitals, police, youth clubs, mediation centres etc.), in neighbourhoods (where operators actively seek to meet residents to discuss the problems and the difficulties they may face), and in the city administration for general purposes. Besides, the

Educa.gz programme specifically targets the youth minimizing negative behaviours both through the animation of playgrounds, as well as through monitoring of situations of greater complexity.

Reggio Emilia (Italy) has set an intercultural centre that has – among others – the mandate to **mediate, prevent and solve conflicts**. "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance to public authorities and the residents. It has acquired great expertise in training mediation workers and supplies staff for mediation in schools and hospitals.

Also, we strongly advice Albufeira to establish an organisation or a department to deal specifically with inter-religious relations.

Bergen is one of the few cities that have established a municipal mediation service committed to interreligious issues specifically. Most faith communities in Bergen are represented in the council, which is supported by the municipality. In **Ballarat** (Australia) the Mayor has been hosting interfaith round tables with various faith leaders in the Grampians region. In **Erlangen**, instead, an interreligious round table with the Mayor and representatives of Muslim, Jewish and Christian congregations takes 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. This is a practice that is developing very fast in cities members of the intercultural cities network as it has proven to be very successful.

The learning of the language[8] 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.

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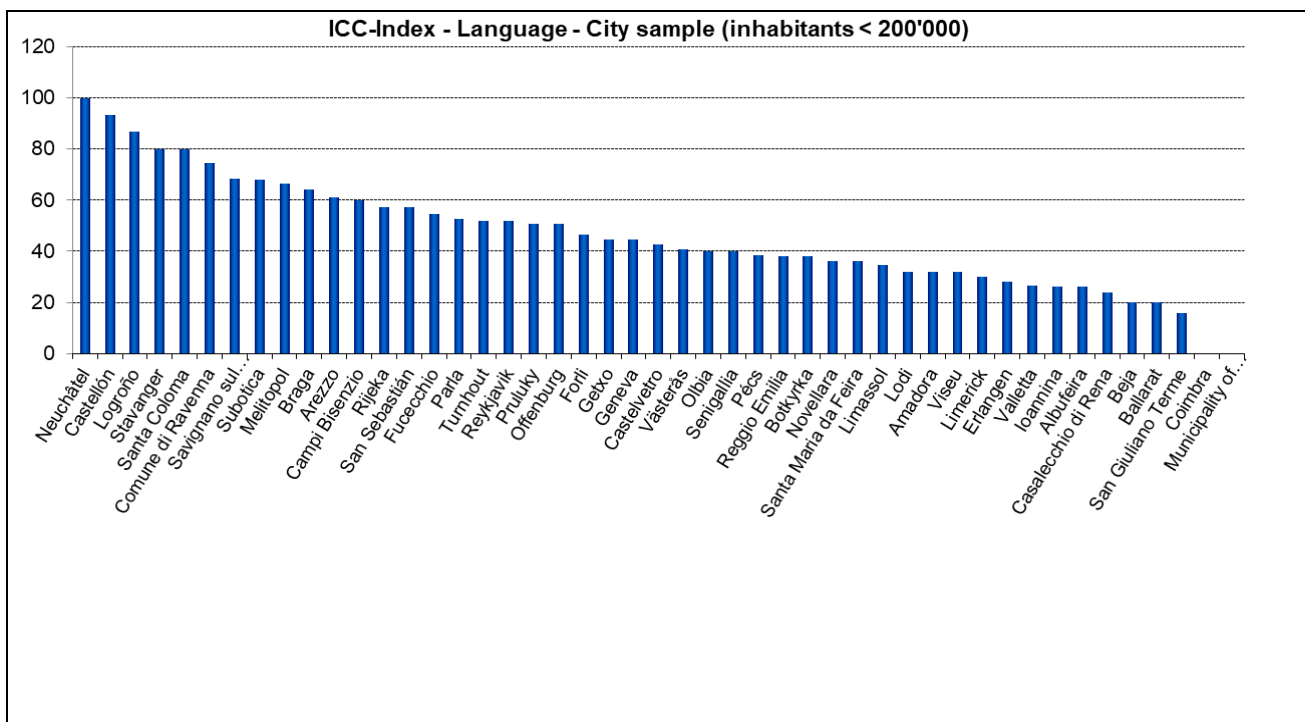
[8] By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://highered.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)

ICC-Index - Language - City sample (non-nationals/foreign borns > 15%)
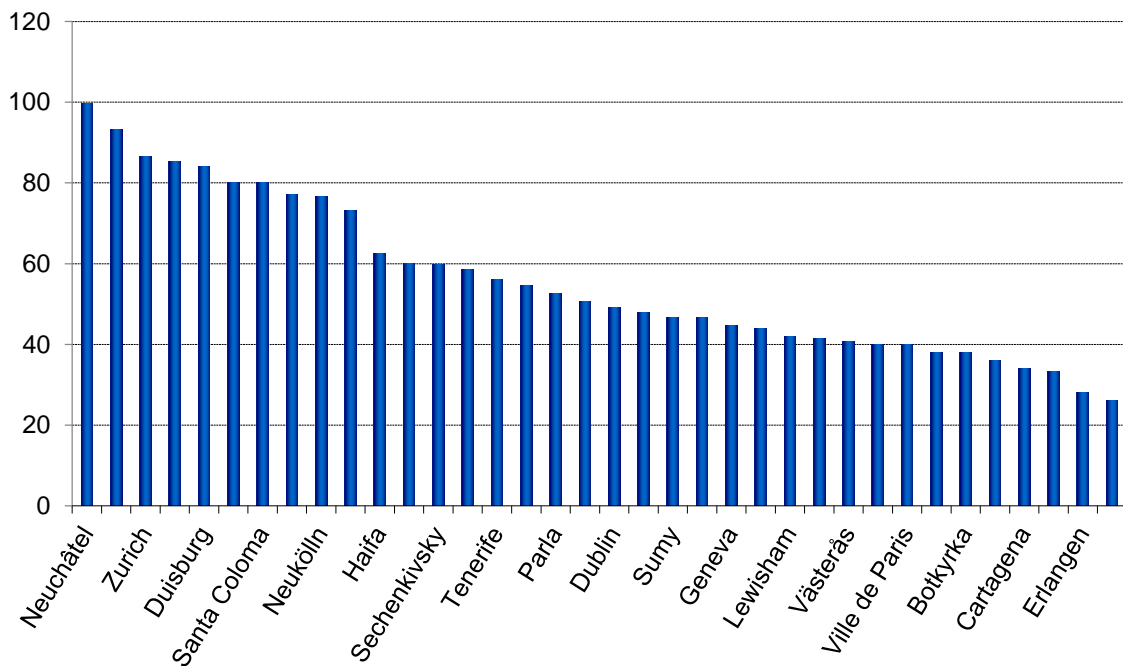
Albufeira language policy achievement rate corresponds to the **26%,** lower than the city sample's result of 49%.

As the questionnaire points out, Albufeira is carrying out teaching programmes for migrants and it provides specific language training in the official language(s) for hard-to-reach groups (non-working mothers, unemployed, retired people etc.). Despite these good efforts, the Intercultural Cities programme suggests implementing also other initiatives to ensure multilingualism, namely:

- Learning migrant/minority languages as part of the regular curriculum at schools
- Learning migrant/minority languages as a mother tongue course for migrant/minority kids only
- Learning migrant/minority languages as a regular language option available to everyone
- Support for private/civil sector institutions providing language training in migrant/minority languages

A combination of these initiatives would enormously improve the interculturality level in this field. Where it is not possible to act in school through formal education, the city should seek for partnership with the civil society to build up projects that promotes the development of a society where foreign languages are equally valued.
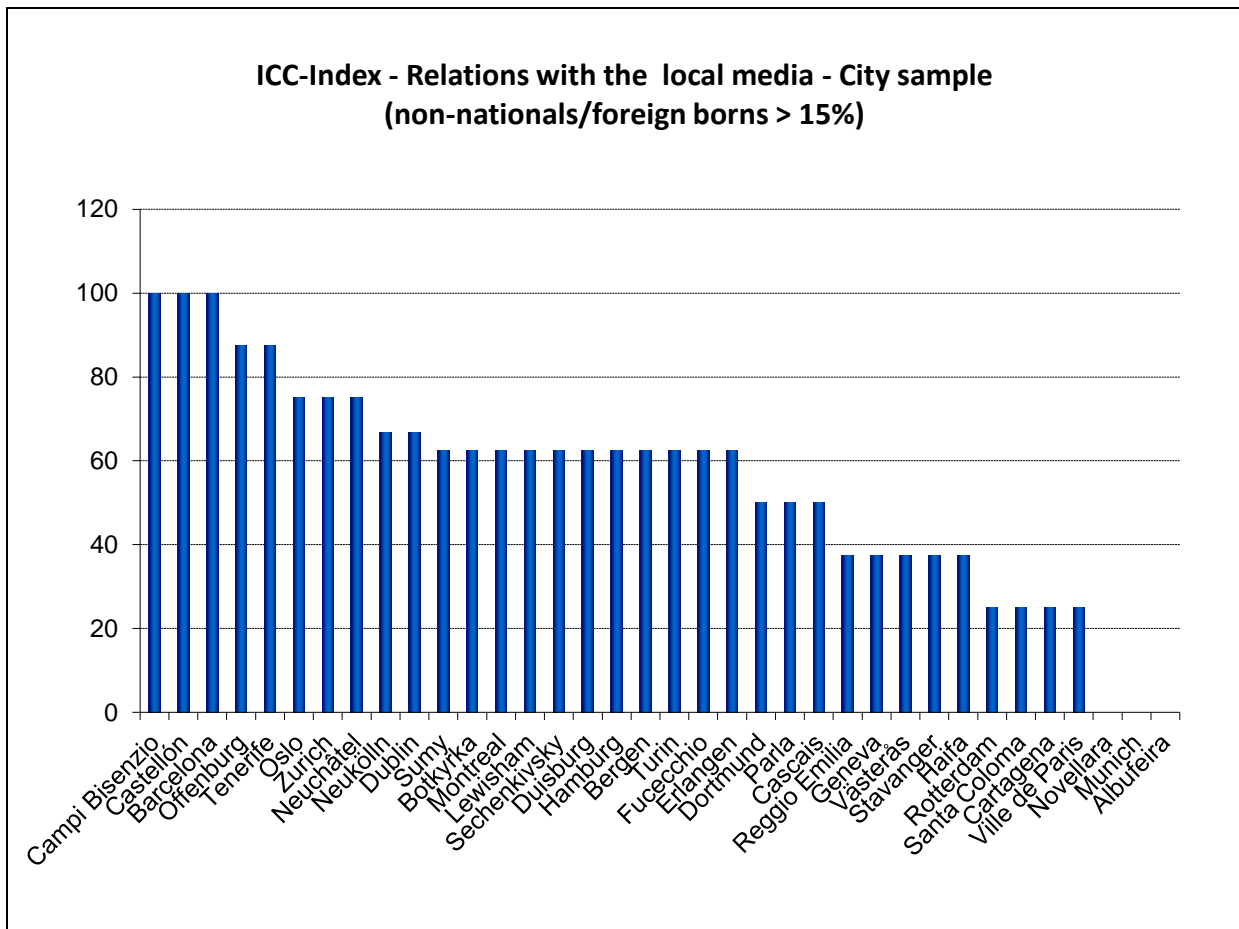
Cascais is again an example, as it is promoting two excellent activities: "Speak" is a language and cultural exchange programme designed to bring people together, promoting multilingualism, equality; it democratizes language learning and, more importantly, breaks down barriers minimizing stereotypes. The second activity is called "Portuguese for Everyone" and it aims to teach the Portuguese language to those who are not mastering it yet. The course is composed of 150 teaching hours and provides an A1 / A2 Portuguese language certificate that allows the request for nationality to be made viable.

In **Paris** (France), the 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.

Also, it is important that an intercultural city tries to convey a positive image of migrants and of their minority languages. **Beja** (Portugal), for example, organizes poetry evenings, public readings and other cultural event to emphasize the importance of languages and the richness that minority languages entails.

In **Stavanger** (Norway), Johannes Learning Centre is a school that can be seen as a very inspiring example. Although originally all the staff were Norwegians, 40% are now of a minority background. The school has developed from being only concerned with using and teaching Norwegian to bilingualism and multiligualism. To achieve this it has introduced a policy for hiring and training former students, and appointing to posts people with bilingual or multilingual skills, wherever possible. As a result, the school has increased the success rate of its students, fought against white-flight, and developed an image of a place in which is nice to work.

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%)

Albufeira media policy is the **0%**, whereas the city sample scored the 45%. For a city to be as inclusive as possible, it is extremely important to involve Media in the integration process as they are a powerful tool able to positively influence the perception people have about migrants and minorities. Also, an effort on communicating the benefits of diversity against racism is equally important.

In order to improve this field, we suggest Albufeira to adopt a media strategy to improve the visibility of migrants/minorities in the media (for instance special columns in the press, TV or radio campaigns; targeted media briefings, etc.); to instruct the city's communication (PR) department to highlight diversity as an advantage; to provide support for advocacy and/or media training to mentor journalists with minority background; to monitor the way in which media portray minorities.

Albufeira might wish to consider these good practices:

"Tomar Claro" is an Intercultural Prize for Local Journalists organised in **Cascais** whose objective is to promote news/articles on interculturality and identity, sense of belonging to the community, migratory pathways, social integration and education for intercultural citizenship.

In **Paris**, the association *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.

The city of **Bergen** goes further and 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 intercultural activities in the city that is distributed to all households in the city.

In **Barcelona** (Spain), since 2010, the city is carrying out the BCN Anti-Rumour campaign to combat negative and unfounded rumours that have an adverse effect on living in diversity. To increase the impact of this campaign, the city has built up a partnership with local media.

Similarly, the city of **Bilbao** (Spain) has been set a web application to promote inclusion and integration while fighting rumours and stereotypes. 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 against 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.

Geneva (Switzerland) has dedicated the 2018 anti-racism week to the issue of "hurtful words" at a time when social networks and digital communication are having a major impact on everyday interaction. During the Week, all activities were aimed at identifying, deconstruct and condemn hurtful words, and to highlight, through poetry slam, storytelling, films, workshops and talks/lectures, positive use of language that promotes diversity and celebrates a plural identity.

Tenerife (Spain) has established long-term and solid cooperation with many local media and the communication service of the Cabildo (the Island's highest authority) always includes at least a news related to interculturality or diversity in the general compilation that is weekly sent to the press. Besides, under the cultural diversity management strategy "Together in the same direction" of the Island Council of Tenerife, the Tenerife Antirumours Group has launched a new awareness-raising campaign to counter cyber-racism and intolerance spreading out through the internet and social media. Under the slogan, #Liberalareddeodio (free the net from hate), this campaign aims at raising awareness on the risks and prejudices deriving from the spreading online of hate speech and intolerance. The campaign implements several awareness actions on social media, in the streets and in schools, with a specific focus on online racism, which stands out for being more dangerous, faster and immediate, persisting in time and having a greater impact and scope.

Finally, **Ballarat** (Australia) has set-up a programme called Multicultural Ambassadors (MAP). It aims to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. When Ambassadors are elected, they are appointed for a 2-year term and will undertake civic engagement and political participation activities. As part of their duties, Ambassadors will represent the multicultural community to schools, community groups, service clubs, industry groups and employers, and conduct a radio programme in their language on a weekly basis.

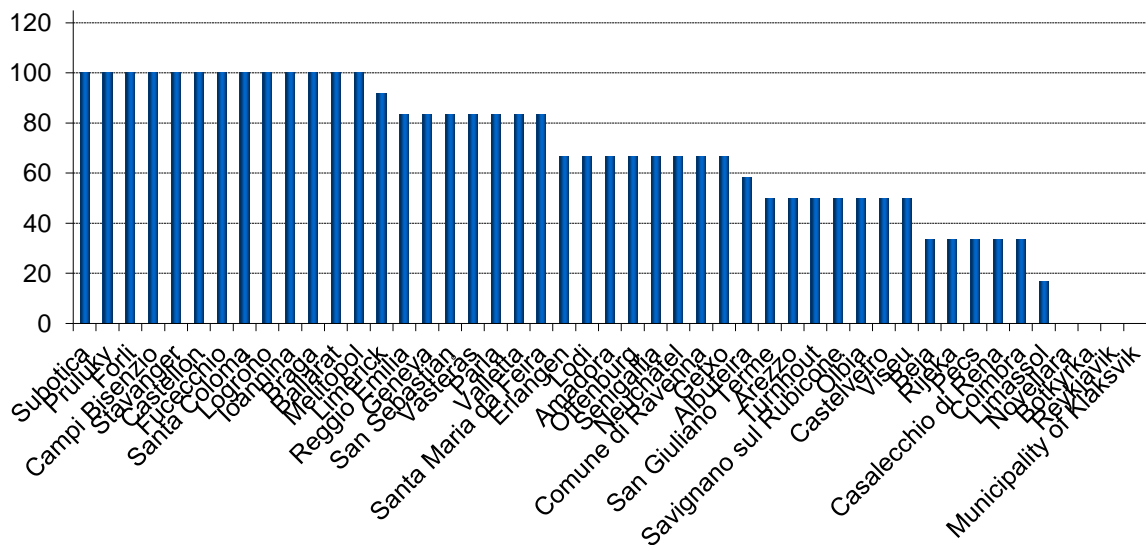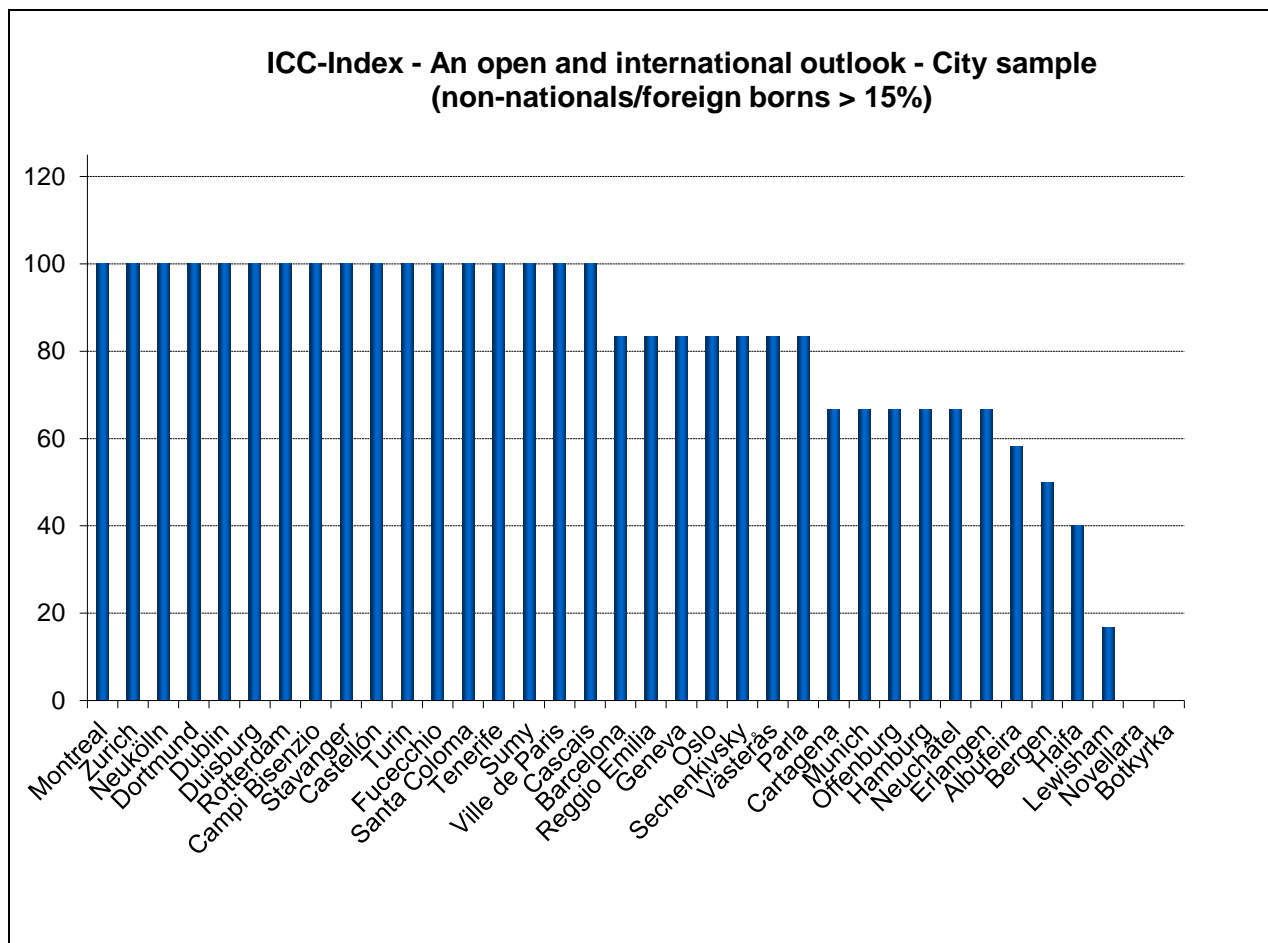*An optimal intercultural city would be a place which actively sought to make new connections with other places for trade, exchange of knowledge, as well as tourism.*

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%)

Albufeira achieved the **58%** in the field of an open and international outlook, lower than the city sample's rate of 71%. This score can be easily improved.

Positively, the city has adopted a specific economic policy to foster international cooperation as well a specific financial plan. Perhaps in the following questionnaire, the city might wish to give more details regarding the policy and the financial plan. Unfortunately, the city has not established an agency with specific responsibility for monitoring and developing the city's openness to international connections.

As there are no universities, the following two questions "Does the city support universities to attract foreign students (if applicable)?" and "Does the city take measures to encourage foreign students to participate in the life of the city?" are not applicable. However, the municipality enhances economic relations with countries of origin of its migrant groups, establishing protocols and agreements with the following municipalities: Ilha do Sal in Cabo Verde; Linz in Austria; Dunfermline in Scotland and Al Jadida in Morocco. This is certainly a field that deserves to be further explored.

As a suggestion, the intercultural city of **Cascais**, through twinnings, agreements and cooperation protocols, encourages social and cultural harmonization, promoting local development based on the sharing of knowledge
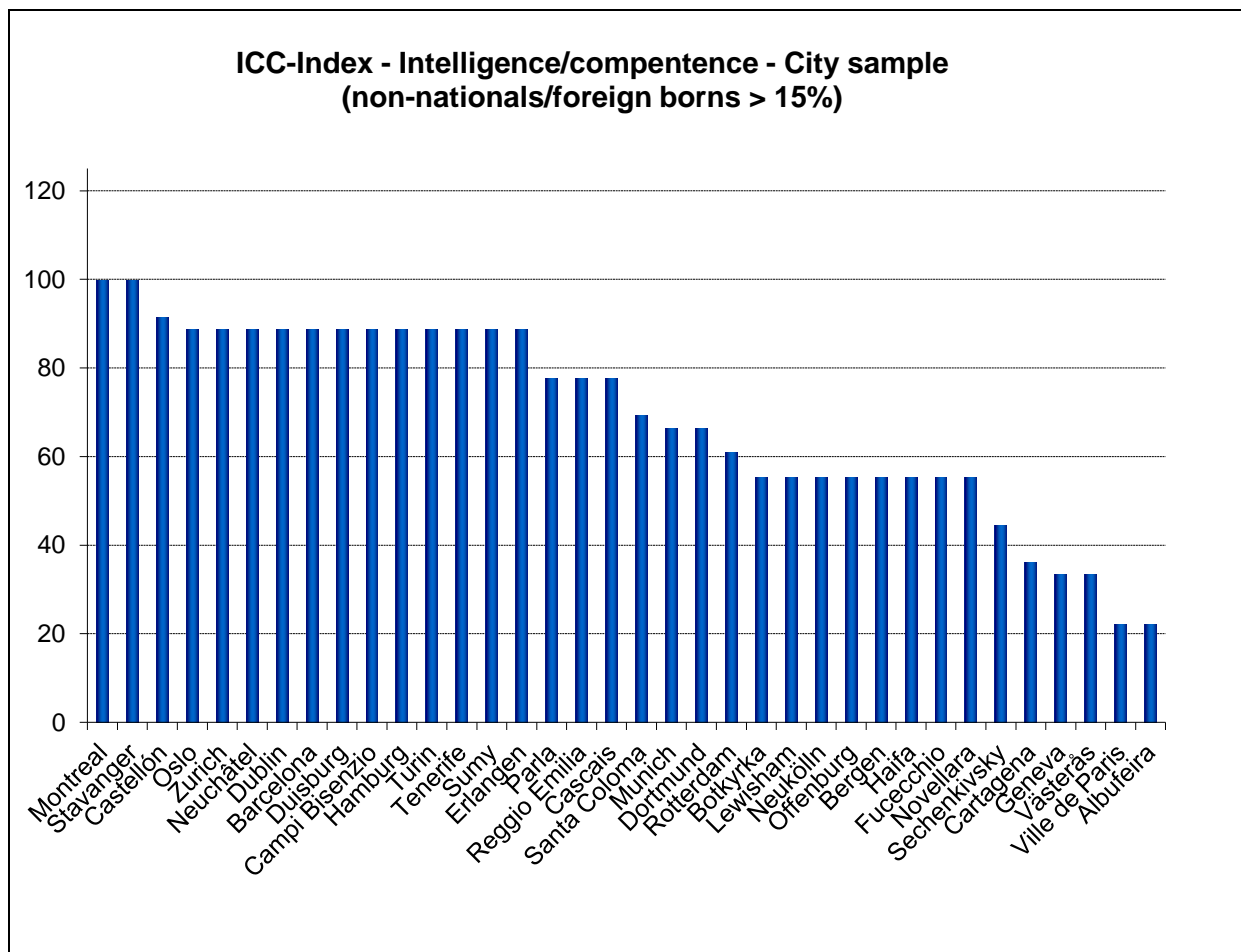
and experiences. The activities carried out teach respect for diversities and stress the importance of unity. The municipality of Cascais has in fact been able to build bridges between the various economic, cultural and social realities, with a view to revitalizing a new model of international relations.

In **Botkyrka** (Sweden) the Multicultural Centre "Mångkulturellt Centre Fittja" is a municipal foundation engaged in research, education and cultural activities. The ambitions and goals of the centre are to study and promote a society where diversity is reflected in Sweden's national self-image and where migration is a natural part of the Swedish cultural heritage. The research profile is multidisciplinary with an emphasis on an ethnographic approach, and the aim is to be a forum and a meeting place for research and artistic expressions focusing on migration as well as on social and cultural diversities of various kinds.

In **Lyon** (France), the "*Maison des passages*" is a multi-ethnic cultural association conceived as an autonomous space of cultural production with and for local people. It focuses on researching and raising awareness about the "hidden history": French colonial past, collaboration in the Second World War, racism and torture in the Algerian War of Independence, racism towards the Roma community, all topics which have prevented the second generation immigrants from being proud of their parents' history and from which French school children have been kept in ignorance. It is a space of cultural and artistic diffusion and production dedicated to the interculturality and is open to all residents in the historic heart of Lyon.

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/compentence - City sample (inhabitants < 200'000)

ICC-Index - Intelligence/compentence - City sample
(non-nationals/foreign borns > 15%)

The attainment rate of Albufeira in the field of intercultural intelligence competence policy is of the **22%**, considerably lower compared to the city sample's rate of 60%.

A city develops "Intercultural Intelligence and Competence" when it aims to understand its citizens, their diversity and how they interact with each other. Intercultural cities carry an in-depth analysis to find out the cultural differences (such as languages, religions, habits, etc.) then shape the approach and the policies accordingly. We wish to stress the fact that since each reality is unique, it is important to tailor the approach to the needs of the ethnic/cultural background instead of imposing one single model to all contingencies.

Albufeira has not yet carried out surveys or other activities to monitor the public perception of migrants/minorities; yet, the city is attempting to foster intercultural competences through trainings, seminars and networks.
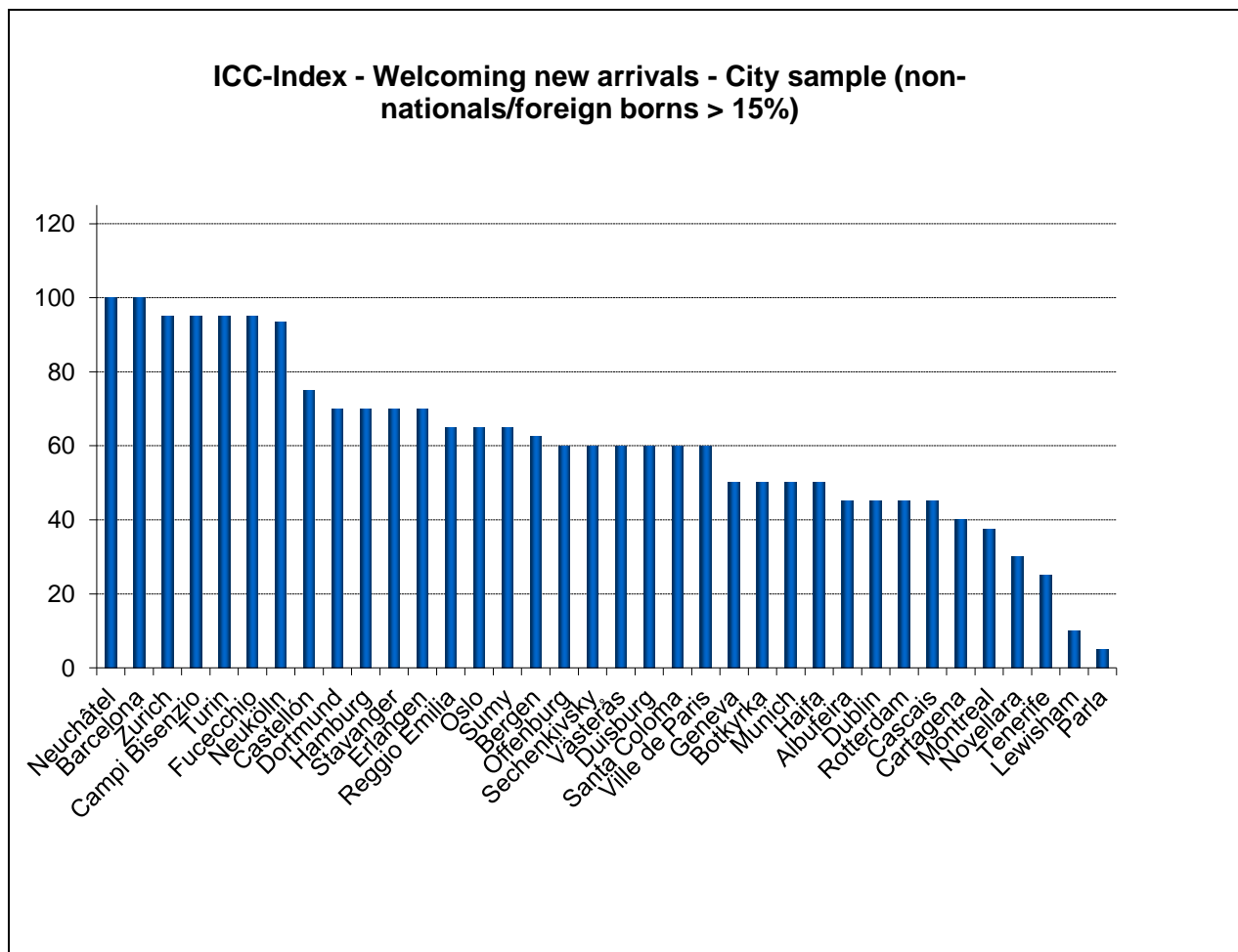
This is a path to be further explored. Some examples of interdisciplinary seminars come from **Braga** and **Bergen**. In Braga trainings and courses are also complemented by public debates on migrations, and sessions and conferences on the immigration law. Bergen has developed a set of interdisciplinary 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.

Cascais has launched "Diferenças & Indiferenças", an initiative to train social agents to successfully face intercultural issues when interacting with migrants. The training also improves the reception of the immigrant population via more effective and efficient responses.

The cities of **Oslo** (Norway) and **Botkyrka** (Sweden) have developed an online mandatory course of all staff of their municipalities on intercultural competence, mediation skills and conflict resolutions.

WELCOMING

People arriving in a city for an extended stay (whatever their circumstances) are likely to find themselves disorientated and in need of multiple forms of support. The degree to which these measures can be co-coordinated and delivered effectively will have a significant impact on how the person settles and integrates.

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

The attainment rate of Albufeira welcoming policy is the **45%**, slightly lower compared to the 54% of the City's sample.

Positively, Albufeira offers a comprehensive city-package with useful information and assistance in support to newly arrived residents and supports and welcomes all categories of newly arrived, such as family members, students, migrant workers and refugees. In addition, it gives legal support in partnership with Faro's CNAIM.

Despite this good work, the city of Albufeira should consider introducing a special public ceremony to greet newcomers in the presence of officials.

For instance, the cities of **Paris** and **Reggio Emilia** organise once per year a public ceremony to welcome the new citizens that acquired the local nationality. These ceremonies take place in very emblematic places, respectively the Pantheon (where the most important French citizens are buried) and the *Sala della Bandiera* (where the Italian flag was adopted).
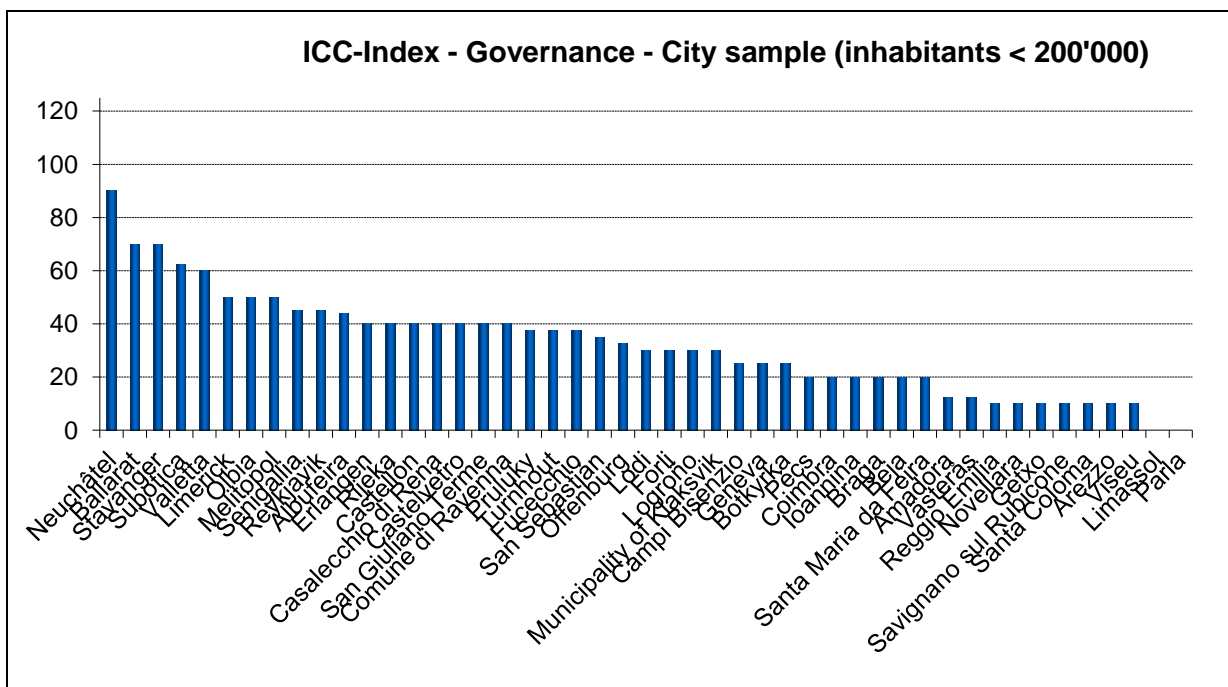
Ballarat has launched the *Migrant Morning Tea*: every day these morning teas have helped establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available.

Erlangen (34% of its inhabitants have a migration background) has recently adopted an Integration Charter to encourage social cohesion. The Charter explains the city's integration strategy plan and, more importantly change the perspective on migrants by no longer labelling them as "Gastarbeiter" (guest worker) but as citizens with an immigrant background whose integration process will require time and efforts on both sides.
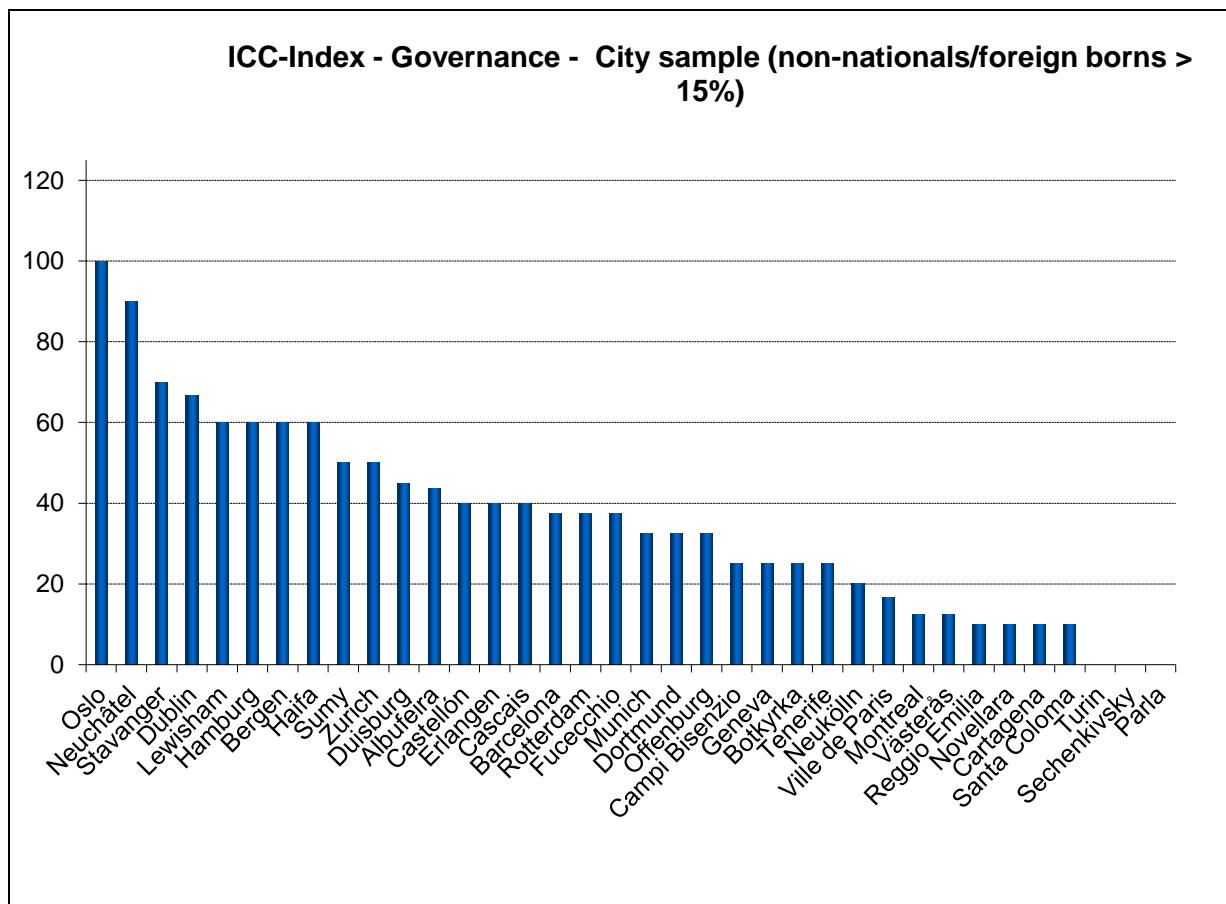
GOVERNANCE

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 Albufeira in the field of governance is the **44%,** higher than the city sample's rate of 34%.

The municipality of Albufeira respects the national legislation that regulates when newcomers are allowed to vote. In Albufeira, the ethnic background of elected politicians reflects the composition of the city's population. However, the municipality has not established a specific political body to represent ethnic minorities/migrants and/or to deal with diversity and integration matters.

To further increase is very good score, Albufeira could find interesting the example of the **Canton of Neuchâtel** which 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 (city council body) and has certain level of influence on the political sphere.

Ballarat's Multicultural Ambassadors' Programme (MAP) which was mentioned before is another example.

Although the question "Is there a standard for the representation of migrants/minorities in mandatory boards supervising schools and public

services?" is not applicable, we strongly recommend Albufeira to introduce initiatives to encourage migrants and minorities to take part in the political life.

Perhaps the city might wish to follow the example set by the city of **Paris** where 123 "*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.

Another outstanding practice is the Young Mayor Scheme of the **London borough of Lewisham**: a robust attempt to put real power and responsibility in the hands of young people and treat them seriously. The Young Mayor is elected by direct ballot every year and – along with a cabinet of young advisors – is given a budget to initiate a programme of work, as well as to scrutinise the work of Lewisham Mayor and of the city Council.

As the questionnaire points out, Albufeira does not monitor the extent and the character of discrimination in the city. Nevertheless, there is a specific service that advices and supports victims of discrimination and sometimes the city runs any anti-discrimination campaign or raise awareness on the topic.

On this purpose, we strongly recommend the city to prevent discrimination and rumours through a regular monitor and a constant supervision. For example, **Paris** has established the "*Réseau parisien de repérage des discriminations (REPARE)*" (Parisian discriminations' 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.

Albufeira could follow **Limerick's** anti-rumour project that encourages integration and inclusion in schools: each third-level institution has incorporated the Anti-Rumours project into an aspect of their courses and used the project as an assignment for part of a course. To name one, the Anti-Rumours approach has been included in the Development Education module run by Mary Immaculate College as part of the teacher training programme. The module encourages participants to take part in an external event and lists the Anti-Rumour workshops. Anti-rumour workshops have resulted in the development of an Anti-Rumours Education pack which can be used in Second-level schools throughout Ireland. Lastly, third-level students engaged in the Anti-Rumours campaign have started planning an Anti-Rumours Flash Mob / Performance in Limerick City centre.

In Portugal, **Amadora's** schools have also engaged in breaking down stereotypes and negative perceptions through communication campaign focused on education and schools in the framework of the Communication for Integration project (C4i). In Amadora, 60 per cent of the foreign residents, who represented 10 per cent of the city's population in 2011, originate from Portuguese-speaking African countries. As part of the campaign, 60 pupils of Seomara da Costa Primo secondary school were trained as anti-rumour agents. They identified the following rumours in the classroom: new students are never welcome, Spanish

and Portuguese do not like each other, white people are believed to steel babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate on "*how do I see the others*" where they were to mosaic their school mate using foodstuffs. According to scientific research conducted in Amadora as part of C4i, a secondary school with a majority of students of different nationalities was positioned among the eight best schools in the city in 2013. Similarly, about a quarter of the students awarded for merit and excellence were immigrants. Amadora strongly believes that excellence in education can only be achieved in an integrated and inclusive education system.

The Council of Europe has recently published an [Anti-rumours Handbook](#) that the city might wish to use for implementing an anti-rumours campaign.

CONCLUSIONS

Albufeira showed an aggregate intercultural city index of 38%, resulting 76th among the 85 cities that for the time being are part of the Intercultural Cities Network.

It is appreciable that the city scored a rate higher than the city sample in the fields of neighbourhood and governance; whereas the result for the field of public space is the same as the city sample.

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

In view of the above, we wish to congratulate with the City of Albufeira for the efforts taken. The Index has shown that there is room for further improvements, and we are confident that if the city follows our guidelines and other Intercultural Cities' practices, the results will rapidly be visible and tangible.

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

- **Commitment:** The city should adopt an evaluation process for the intercultural strategy/action plan; and establish a dedicated body or cross-departmental co-ordination structure responsible for the intercultural strategy or intercultural integration. Furthermore, official speeches should always make clear reference to the city's intercultural commitment.

- **Education:** To increase ethnic/cultural mixing, schools could adopt a calendar with several multi-cultural and multi-religious activities. This would enormously help students from a minority background through the integration process and it would foster the feeling of acceptance. It is important remembering to offer a wide range of activities to attract as many pupils as possible. Adopting a calendar with several multi-cultural and multi-religious activities will help students to integrate, enhancing feelings of welcoming and acceptance.

- **Public Service:** We strongly recommend Albufeira to introduce a recruitment plan. In addition, funeral services and burial areas should be offered for all the confessions. In <u>Paris</u>, 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.

- **Business and Labour Market:** Albufeira should develop a business umbrella organisation to promote diversity and non-discrimination in employment and write a charter or another official legal document against ethnic discrimination. Moreover, the municipality should foster businesses

from ethnic/cultural minorities to enter in the mainstream economy and higher value-added sectors.

- **Culture and Civil Life:** Interculturalism should be used as a criterion when allocating grants to associations and Albufeira should encourage cultural organisations to deal with diversity and intercultural relations.

- **Language:** We strongly recommend Albufeira to implement other initiatives to provide a more specific language support, for instance offering language classes for minorities and promoting multilingualism. Equally important, the city should give a positive image of migrant/minority languages, financially support minority newspaper and/or radio and TV programmes in minority languages.

- **Media:** In order to improve this field, we suggest the Albufeira to adopt a media strategy to improve the visibility of migrants/minorities in the media (for instance special columns in the press, TV or radio campaigns; targeted media briefings, etc.); to instruct the city's communication (PR) department to highlight diversity as an advantage; to provide support for advocacy and/or media training to mentor journalists with minority background; to monitor the way in which media portray minorities.

Albufeira 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[9].

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[9] https://www.coe.int/en/web/interculturalcities/good-pratice