



Municipality of Cascais Intercultural Profile

March 2017

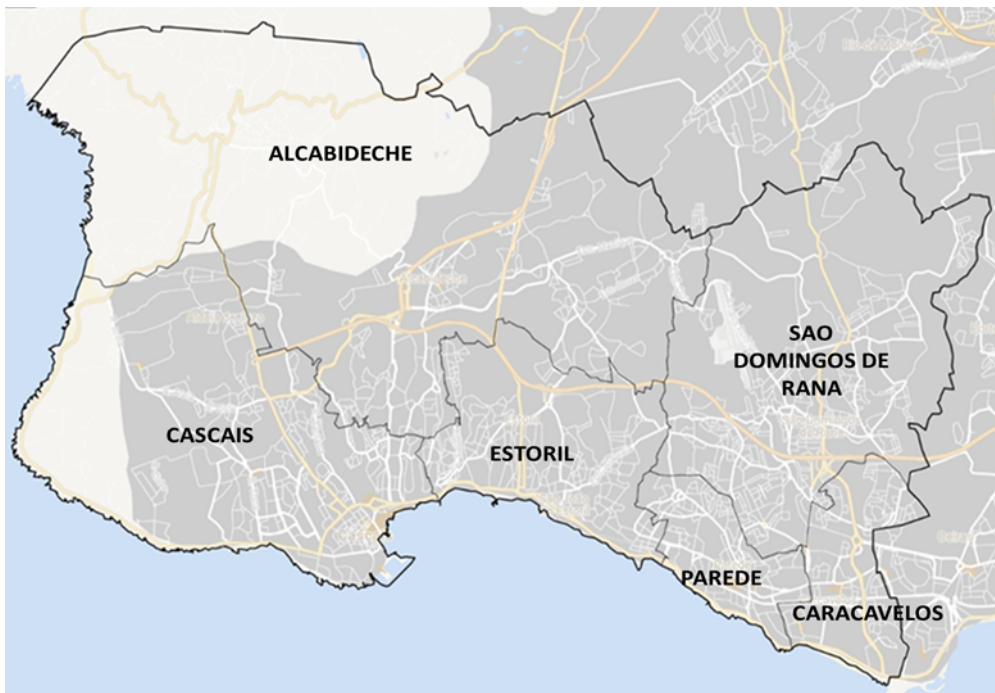
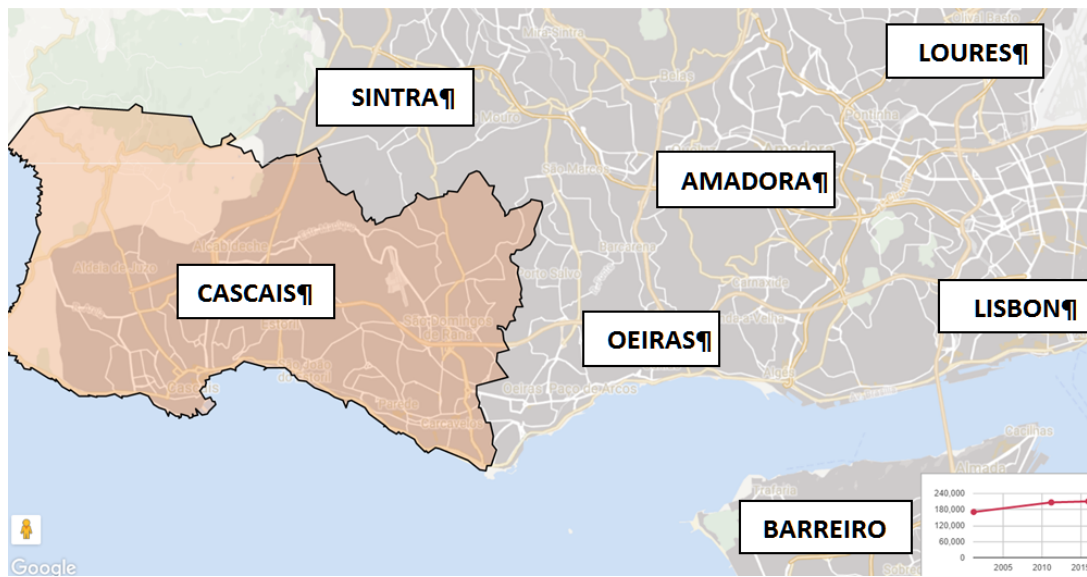
This report is based upon the visit of the CoE expert team on 21 & 22 March 2017, comprising Phil Wood and Ivana D'Alessandro. It should be read in parallel with the Council of Europe's response to Cascais's ICC Index questionnaire, which contains many recommendations and pointers to examples of good practice.

1. Introduction

Cascais Municipality is an area of 97 km, located approximately 30 mins west of Lisbon, Portugal. It is divided into six civil parishes: Alcabideche, Carcavelos, Cascais, Estoril, Parede, Sao Domingos de Rana and has 206,479 inhabitants (2011 Census). The municipality is named after the town of Cascais which historically, because of its location along the Tejo River and its proximity to Lisbon, was considered a strategic outpost in the defence of the capital city. Even with this important strategic position, for most of the nineteenth century Cascais was best known as a small fishing town and the rest of the surrounding municipality was linked to agriculture.

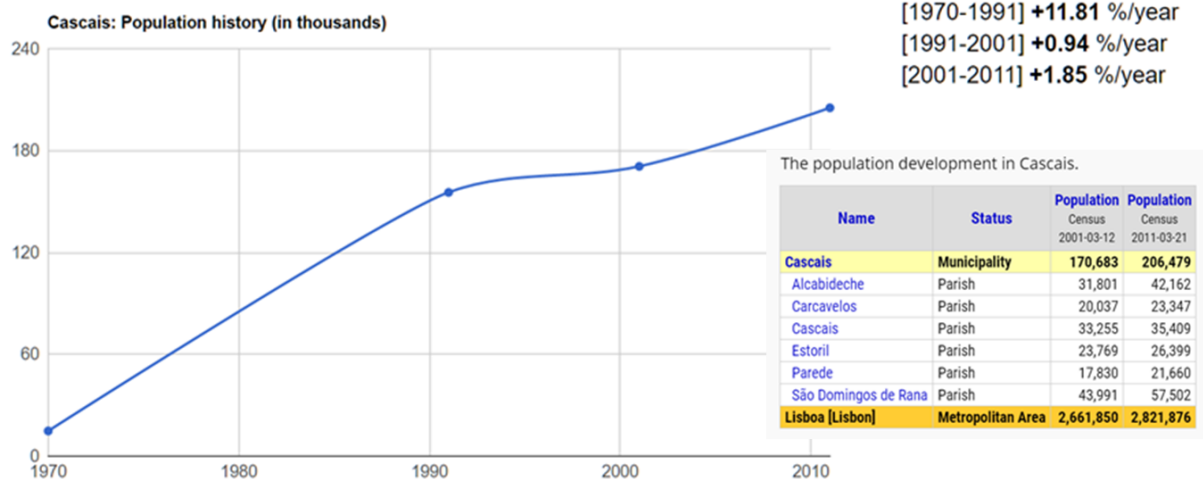
It was only during the late nineteenth century that Cascais began to evolve into a popular destination, beginning when the Portuguese royal family selected the fishing village as a summer location for their leisure activities. Following them were the royal court, as well as other members of the Portuguese elite. Owing to the influx of new visitors Cascais began to expand and new summer houses were constructed and investments in infrastructure, such as electrical power, and Cascais was one of the first towns in Portugal to have electric lights. After the proclamation of the Republic in 1910 and the exile of the royal family to the United Kingdom, the town suffered a decline in popularity among the aristocracy. However, the momentum of tourism could not now be stopped and by the 1930s the tourism complex of Estoril was being planned and developed in imitation of Monaco. It was during the Second World War that the Estoril resort became a major destination for exiled royalty from across Europe, as well as other wealthy Europeans, including Jewish people escaping the war and heading to America. By the end of the War, Estoril had become established with an international profile.

Because of its reputation and being only 30 km from the Lisbon airport, the area grew in subsequent decades as a major destination for mass market holiday-makers. New investments started flowing in to cater to the new tourists and hotels and other infrastructure were built, as well as updating the road system. In 1972, the Estoril Circuit was built, which was home to the F1 Portuguese Grand Prix between 1984 and 1996, which attracted further ancillary development.



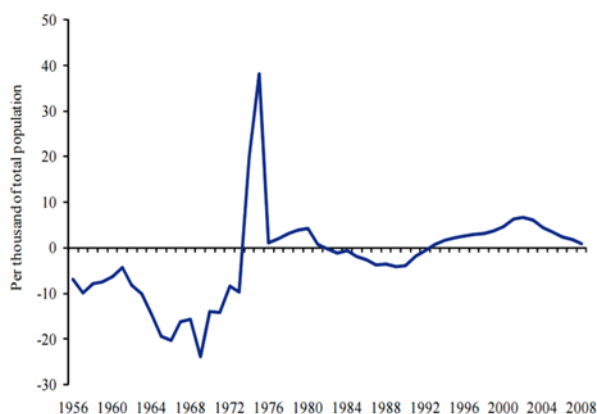
All of this development required a workforce both in construction but also domestic service and the hospitality industry. This attracted workers firstly from the Portuguese countryside, but then increasingly from the former Portuguese colonies and then, later still, from other locations around the world.

From the 2011 Census we can see that the Municipality of Cascais continues to be an attractive municipality, with a significant increase of 21%, from 170,683 in 2001 to 206,479 inhabitants over the previous decade. It is notable that this growth was much greater in comparison to the previous two decades, as from 1981 to 1991 growth was 8.3%, and from 1991 to 2001 growth registered an increase of 11.3%, with only 1970 to 1981 registering a value greater than that recorded in 2011. The high growth in population however has not prevented the progressive rise in the average age of the population of the municipality.



2. Background to Cultural Diversity in Portugal and Greater Lisbon

Portugal and the Metropolitan Lisbon area do not easily fit into any of the familiar models of development in regard to migration, diversity and policy development. In a superficial way Portugal resembles the other European former-imperial powers in that its first serious influx of overseas migration derived from colonies and former colonies. However, the fact this coincided with a period in which the 'mother country' itself went through a radical transformation from authoritarianism to democracy, ensured that neither assimilationism, multiculturalism nor the guest-worker model gained a firm foothold. On the contrary Portugal seems more closely to resemble the Mediterranean model of having no particular policy at all up until the 1990s.



Significant numbers of PALOP¹ migrants settled in Portugal from the 1960s onwards. It is suggested that their shared language, religion and strong cultural overlap with the native Portuguese resulted in an easier integration and fewer of the cultural conflicts experienced with post-colonialism elsewhere. Notwithstanding this, PALOP citizens and their descendants remain disproportionately disadvantaged in regard to education, jobs, housing and income in Portugal².

Net Migration in Portugal

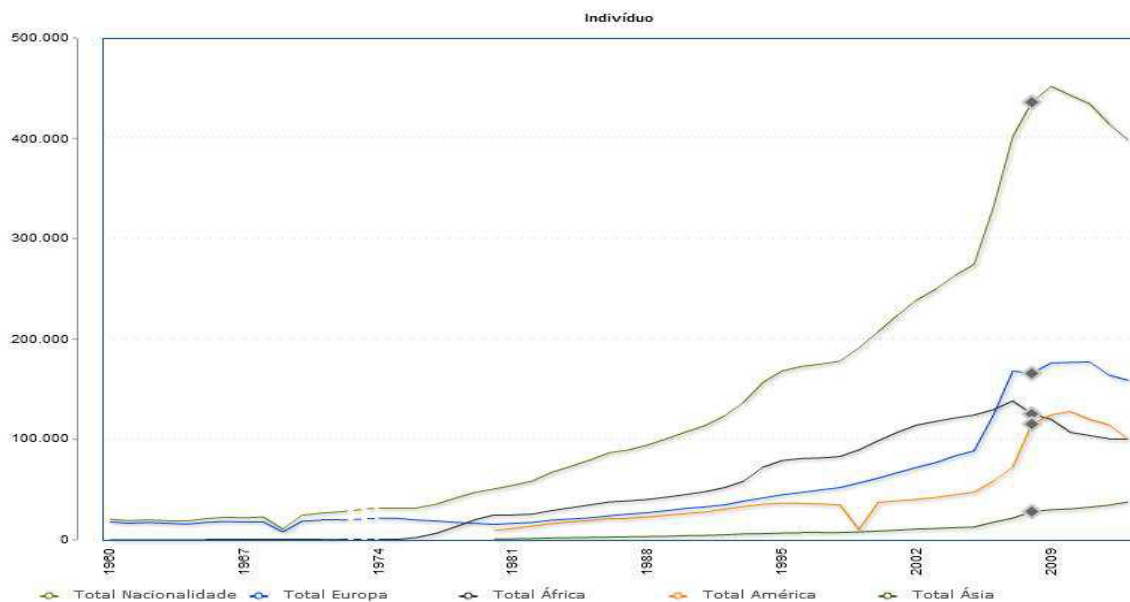
¹ The Portuguese-speaking African countries are a group of five African countries where the Portuguese language is the official language: Angola, Cape Verde, Guinea Bissau, Mozambique and São Tomé and Príncipe. They form part of the Community of Portuguese Language Countries, otherwise known as "Países Africanos de Língua Oficial Portuguesa" (PALOP).

² It should also be noted that with the exception of the United Kingdom, Portugal has the highest level of income inequality in Western Europe (ie the difference between the highest-earning and lowest-earning deciles in the overall population).

In the last 10 to 15 years a new wave of migration has brought people from Brazil (with a shared language) but also Eastern Europe (particularly Ukraine, Moldova, and Romania) as well as China, Pakistan, India and Bangladesh. The wider Metropolitan Lisbon region (which includes Cascais) with about a quarter of the total Portuguese population, accounts for 55% of all migrants.

Until quite recently Metropolitan Lisbon followed a pattern of urban development generally familiar in the rest of western Europe. Heavy restrictions on rent rises over many decades, and the handing of tenancies from one generation to the next, has stabilized mobility in the inner city but has limited opportunities for modernization, rationalization or (for better or worse) gentrification, seen in other major cities and conurbations. A change in the law, following pressure from the European Union, has now begun to change this pattern.

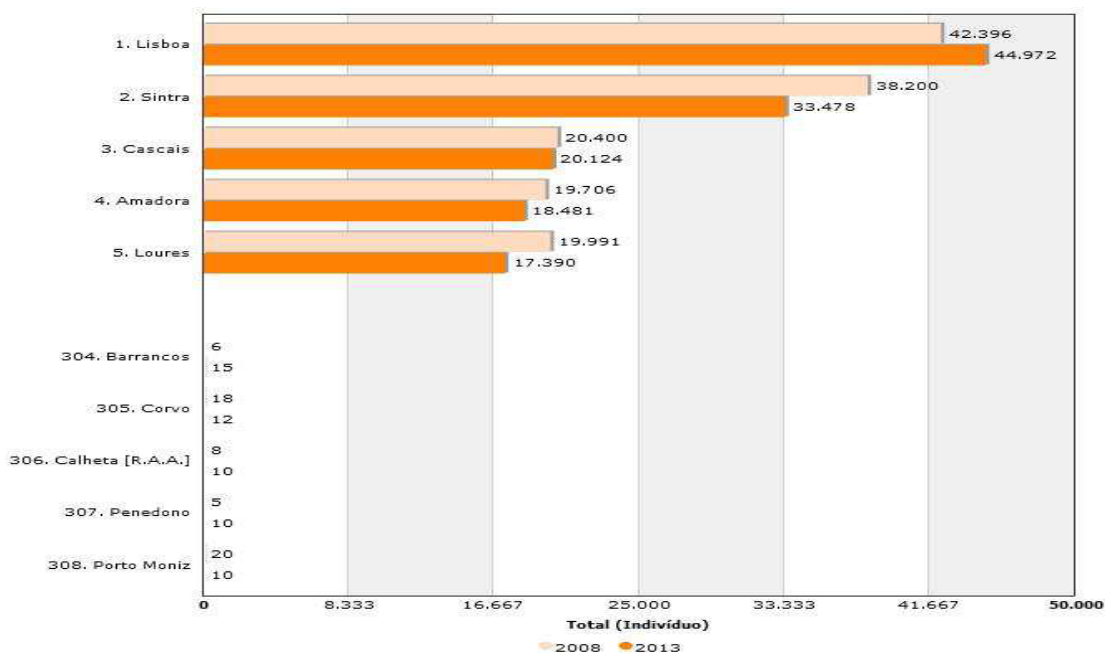
Meanwhile large numbers of migrants from overseas and from the Portuguese countryside were still housed in squalid shanty towns on the edge of the city up until the 1990s. Since then a massive programme of building high- and medium rise apartments has seen metropolitan Lisbon sprawl expansively on both sides of the Tagus estuary, creating an area of contiguous urbanisation which incorporates Cascais and the Estoril Coast.



Migration to Portugal 1990-2013

The first table below indicates the changes in settlement of foreign nationals with legal residence in the various districts of the Lisbon Metropolitan Area between 2008 and 2013. It shows Cascais to be the district with the third highest level, but it also shows that, apart from the city of Lisbon itself, all other districts saw a reduction over the period, driven no doubt by the contraction in the economy and employment opportunities.

Notable from the second table below is that whilst Cascais did see a reduction in its absolute number of foreigners, there were two years (2010 and 2010) when Cascais was the district which came first in terms of foreigners as a proportion of the total population – although this has fallen subsequently.



The foreign population of municipal districts in Metropolitan Lisbon in 2008 and 2013

	Total					
	2008	2009	2010	2011	2012	2013
Grande Lisboa	8,8	9,1	8,7	8,6	8,4	8,2
Amadora	11,2	11,3	10,6	10,7	10,6	10,5
Cascais	10,3	10,8	10,8	10,8	10,1	9,7
Lisboa	7,7	8,0	7,9	8,1	8,4	⊥ 8,6
Loures	9,8	10,0	9,1	9,0	8,7	⊥ 8,5
Mafra	6,0	6,0	5,6	5,1	4,5	3,9
Odivelas	10,4	10,6	10,1	9,9	9,2	8,9
Oeiras	6,2	6,3	6,0	5,9	5,7	5,4
Sintra	10,2	10,5	9,8	9,5	9,0	8,8
Vila Franca de Xira	6,2	6,3	5,9	5,6	5,1	4,8

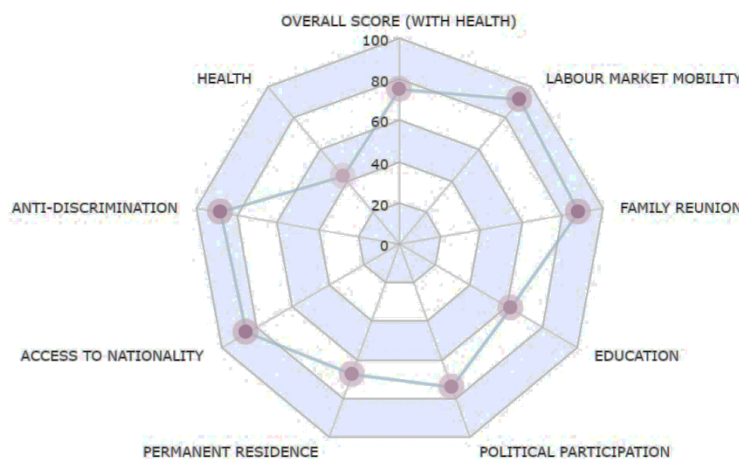
The foreign population of municipal districts as a percentage of the total population

3. National Policy Context

As suggested above, Portugal was comparatively late to acknowledge the need for policy-making in regard to diversity and integration, but when it did it seems to have moved speedily and effectively. Only in 1991 was a governmental body established in recognition of the existence of cultural differences in the population and in 1996 a High Commission for Immigration and Ethnic Minorities was established. In 2007 this became the High Commission for Immigration and Intercultural Dialogue (ACIDI), under the direct authority of the Prime Minister, and this subsequently changed its name to ACM (Alto Comissariado para as Migrações / High Commission for Migrants).

Portugal is one of the few European countries to have adopted an instrument for global orientation of public policy on the integration of immigrants in the form of the first Plan for Immigrant Integration, effective from 2007 to 2009, and a second Plan for the period 2010-2014, and a current Plan which has run from 2015.³ It is also one of the few countries where a single public body, ACM, takes responsibility for policies on intercultural dialogue. As such ACM oversees the Immigration Observatory and a country-wide network of 80 National Immigration Assistance Centres (CNAI). The latter have pioneered a 'one-stop-shop' approach in Lisbon and Porto to improve the quality of service to migrants and to rationalize resources.

Major CNAI offices pulls together numerous Government agencies from five Ministries (Foreigners and Borders Service, Working Conditions Authority, Social Security, Regional Health Administration, Regional Directorate of Education and the Central Registry Office), together with other innovative support services to meet the practical needs of immigrants, such as support offices for family reunification, legal advice and employment. Socio-cultural mediators work at these CNAI offices, employed by non-Governmental Immigrant Associations through protocols with ACM. The participation of civil society institutions, as partners in the management of this project, has been a successful innovation⁴.



There is now widespread acknowledgement of the success of the system over which ACM presides. The most recent edition of the Migration Policy Index (MIPEX), published in 2015, confirms the effectiveness of Portuguese efforts in migration management, placing the country second overall in a list of 38 leading countries in the quality of its service, and best of all in facilitating Access to Nationality⁵.

Portugal's 2014 rating in the Migration Policy Index

Immigration has famously been absent from electoral discourse in Portugal, and only briefly in the 90's was there some polarization in the Portuguese parliament over immigration laws. Portugal's most recent nationality law was passed in 2007 and it reduces the requirements for obtaining citizenship and introduces new ways of obtaining it. The law eliminates discrimination by country of origin for the period during which a foreigner must have lived in Portugal before having access to citizenship, as well as the type of visa or residence permit he/she had during that time.

4. Local Diversity and Policy Context

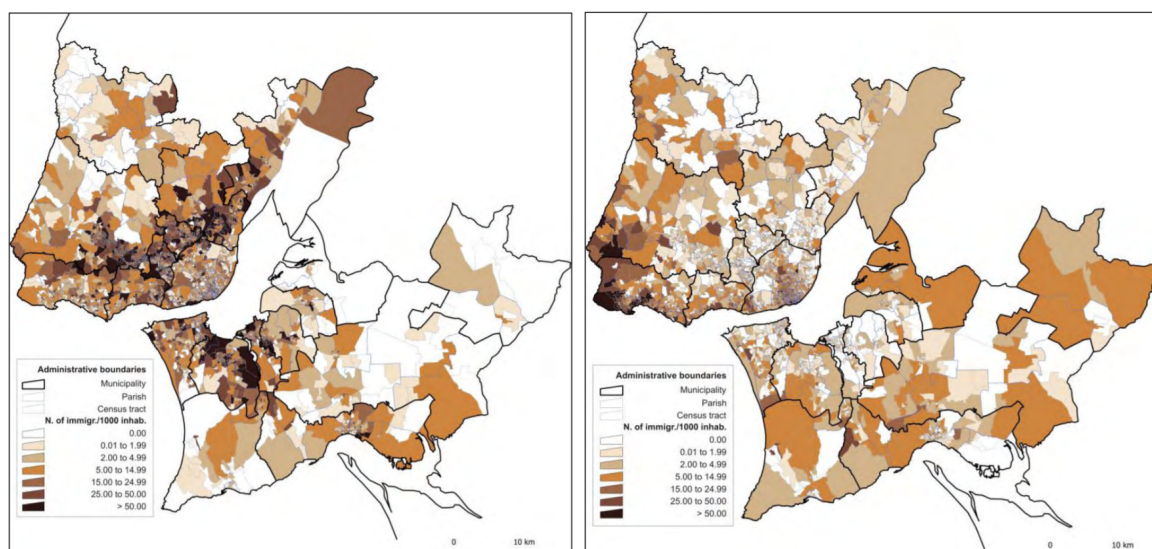
Beneath the rather familiar demographic patterns of metropolitan Lisbon's expansion, Cascais is a municipality with a very particular spatial, socio-economic and cultural profile, largely down to the history of its development.

³ <http://www.acm.gov.pt/-/plano-estrategico-para-as-migracoes-pem->

⁴ More information at: <http://www.oss.inti.acidi.gov.pt/>

⁵ More information at: <http://www.mipex.eu>

The two charts below the differing patterns of settlement of different kinds of migrant. The chart to the left indicates the location of PALOP nationals per 1000 inhabitants whilst to the right is the settlement pattern of EU nationals. Whilst the data is drawn from the 2001 census, there is a path dependency (influenced in particular by real estate values) which has ensured that these patterns of separation have changed little in the interim.



Location of immigrants from PALOP (left) and the EU (right) in Metropolitan Lisbon

In broad terms, the EU nationals cluster close to the coastline, whilst people of PALOP origin tend to live between 5 and 10 kilometers inland, where most of the large-scale public sector housing developments are located – and this is particularly noticeable in the case of Cascais. Equally there is a noticeable gradation of household income levels as one moves inland from the coast. These disparities set the context for understanding the current picture in Cascais.

The table opposite draws upon the 2011 Census and indicates the national groups which are most represented in Cascais.

Nacionalidade	N	%
Brasil	5.927	29,5
Roménia	1.463	7,3
Cabo Verde	1.367	6,8
Ucrânia	1.315	6,5
Guiné Bissau	1.058	5,3
Reino Unido	975	4,8
Alemanha	753	3,7
Espanha	744	3,7
Angola	653	3,2
Moldávia	634	3,2
Total	20.124	100,0

Principal groups of foreign nationals in Cascais (2011)

Carlos Carreiras is the Mayor of Cascais and he formally welcomed the ICC visiting team. It is said that he represents a generation of local politicians who have taken a different and more engaged approach to migration and diversity in Cascais. It was said that perhaps in the past politicians were very willing to welcome investment in infrastructure and construction, and the new jobs that this entailed, but never thought too deeply about the longer term social, cultural political implications of this. Wealthy investors and residents were welcomed unquestioningly and little regard was given to the concentration of ethnic minorities and the poor in more isolated and depleted neighbourhoods.

Nowadays there is a less laissez-faire approach and an acknowledgement that whilst Cascais still wants to attract high net worth residents, it must create a community which is equitable and accessible to all. The Cascais narrative on this issue is that both the wealthy residents and the tourist industry rely upon having a labour force of service workers close at hand; and conversely that the culturally-diverse labour force prefers to live in Cascais rather than elsewhere because it still offers many employment opportunities, even though the disparities of wealth and ethnic privilege may at times be rather stark and jarring.

It is said that Mayor Carreiras and his colleagues are the first generation of Cascais politicians to acknowledge not only the value of hardware but also the software of a prosperous and integrated community. The official motto of the municipality is 'Everything Starts With People' and the politicians say they are determined to turn the rhetoric into action.

In terms of diversity policy, this began in 2015 with the publication of the first Municipal Plan for the Integration of Immigrants from Cascais. In its headline Vision the Plan stated four main aspirations:



THE COUNCIL'S VISION	
A COHESIVE AND INTEGRATIVE COUNCIL which demands that everyone should participative and feel they belong.	A COUNCIL THAT CAPITALIZES ON THE CREATIVITY AND THE KNOWLEDGE of all its Residents
A COUNCIL ATTRACTIVE for all those who choose Portugal TO RESIDE	A COUNCIL which VALORIZES DIVERSITY
WE CONSIDER THE IMMIGRANT AND FOREIGN COMMUNITIES WHO RESIDE IN CASCAIS AS A SOURCE OF DEVELOPMENT AND WEALTH IN THE MUNICIPALITY	

The first Municipal Plan for the Integration of Immigrants from Cascais emerged from a challenge by ACM to all Portuguese municipalities to participate in policies to support the integration of immigrants. Because the Municipality of Cascais already had a long tradition of work with immigrant communities, this challenge was seen as a natural opportunity to tackle some further aspects of local policy in this field. The Plan was intended to integrate all local policies in the field into a comprehensive document, and was based on the intercultural model of diversity management.

The Plan is located within a trajectory of policy development which first began in 1998, as follows:

1998-2006	Program Special Reallocation
2000	Council of Europe Award "Policies Social and Urban Innovative " with PER Cascais Foundation Calouste Gulbenkian Award "Boas Practices I Integration of Immigrants "
2010/11	"Reallocation Adroana "and "Program GET "
2006	Study on population immigrant Resident in County of Cascais, Geoida
since 2001	Consortia in the Multiple issues from the program Choices
from 2008	CLAII network in Partnership with Caritas Diocese of Lisbon (
2009-2014	Mediation Intercultural In Services Public MISP (With the Portuguese Red Cross Red, and the Center Cultural Moldavian)

The document includes a SWOT Analysis of integration in Cascais. It identified twice as many weaknesses as strengths and uses these as the basis for the actions which are recommended later. Most of these weaknesses fall into a few categories, mainly concerned with the rising number of people who are either irregular or who do not engage with statutory services and institutions or with informal networks and associations. On the other hand, in a similar exercise carried out in many other parts of Europe, one might expect to see more reference to the deterioration in intercultural relations and the potential or actual threat of antagonism or extremist politics, and this fortunately seems largely absent in Cascais. So far the threats identified are few in number and are all factors which are largely beyond the control of local authorities and more within the domain of national government, so this is less useful as a spur to action, to demand more powers and freedoms from national authorities.

The Plan also explains the institutional architecture of migration and integration policy in the district with reference to the key public agencies with which it cooperates.

Agency		Responsibility
SEF Serviço de Estrangeiros e Fronteiras	Borders Service	Regulation
CLAII Centro Local de Apoio ao Imigrante	Local Immigrant Integration Support Centres	Regularization Nationality Voluntary repatriation Intercultural projects
MISP Projeto de Mediação Intercultural em Serviços Públicos	Project of Intercultural Mediation in Public Services	Proximity monitoring Approach to complex situations Support for professionals Community work
ACM Alto Comissariado para as Migrações	High Commission for Migrants	Image and attraction Policy coordination Dialogue Anti-discrimination Inclusion and empowerment programmes

Key public agencies with which Cascais Municipality cooperates

The Plan included 55 measures across the fields of Education, International Relations, Welcoming, Training & Capacity-Building, Citizenship & Participation, Social Support, Culture & Media, Health, Discrimination And Racism, Work & Entrepreneurship, Housing and Religion. These are elaborated in the Appendix to this report.

The Plan includes performance measures attached to each of the 55 measures. However the CoE team were not given a comprehensive picture of what progress was being made in achievement of the objectives or whether some were being given priority over others, which is rather unfortunate.

In discussion it became clear the municipality needs to supplement its plan with specific measures for dealing with social and ethnic polarisation, which is increasing. Firstly there are some deep-seated cultural issues to address regarding the ways in which the Portuguese routinely (and even subconsciously) categorise different groups within the community. Thus European and/or white immigrants are not considered to be immigrants at all, but 'expatriates'. Within this there are divisions between those who have arrived to retire or to spend extended periods of leisure time, and those who arrive to find work. However, only blacks are generally considered to be 'immigrants', which is rather ironic because many of these will have much better Portuguese language than the white foreigners.

The 'expatriates' generally send their children to private or international schools, and many of them live in gated communities.

It was reported by several people that blacks are the only foreigners who tend to be treated with suspicion in public spaces and shops. However, there are other more subtle forms of discrimination which means that white expatriates may often be charged more for goods and services than locals. Decades of discrimination in education and the labour market has meant that Portuguese people are unaccustomed to seeing black people in positions of authority, or even in general public service roles such as bus drivers.

Because Cascais district has traditionally catered for wealthy elites, the general cost of living is higher than elsewhere making it generally more difficult for migrants in the service economy to survive. Yet, despite both this and the ingrained attitudes and widening segregation, many poorer people such as those originating from PALOP and eastern Europe still report a preference for living in Cascais rather than elsewhere in Portugal. They say they appreciate Cascais offers better employment opportunities as well better welfare services and more extensive networks of social support.

However there is a growing concern amongst integration professionals that the next generation of young people from ethnic minorities, many of whom have more radical ideas towards Portugal's colonial past, will not accept the division of wealth. At the moment the municipality and other public services can still 'lubricate' the social system and maintain a balance in the community, but with further austerity they fear things may start to break down. Black youth in particular will not accept the limited opportunities available to their parents and have better education and higher aspirations. If they feel themselves to be excluded from large sections of Portuguese society by ongoing discrimination they are likely to react with much less equanimity than their elders, and Portugal may face the communal conflict that has been seen in other countries.

The country also faces the dilemma that many of its most highly educated youngsters are leaving to find work in other western European countries and beyond, and immigration from eastern Europe is falling. Thus, to fill the skills gaps in its future labour market, it needs to vastly raise the level of expectation that schools and employers have of young blacks and to deliver the training and job opportunities to match these rising ambitions.

5. Governance and Democratic Participation

Cascais performs better than average on government and participation particularly in terms of voting rights and involvement in local decision-making.

Most notably, Portugal is an international leader in the introduction of participative budgeting, and within Portugal Cascais is one of the front-runners, with an annual budget of €1.5 million for project ranging from very small up to a maximum of €300,000 (which represents 18% of the Council's total budget).⁶ The system was launched in 2011 and has grown in popularity because citizens can see a very direct link to tangible benefits for the localities. It works through a network of small focus groups of local people, that is an assembly of 200 divided into 20 committees. However, the municipality is concerned that actual participation in the system may be limited to a narrow band of the population, with neither the wealthiest nor the poorest groups showing much interest. The municipality would like to use the system to encourage more mixing across social and cultural boundaries, and there is evidence that a growing number of migrants from poorer backgrounds are starting to be involved, but there is a very poor take-up from the so-called expatriates.

The indifference and aloofness of the wealthier foreign groups is a more widespread concern to the municipality. It seems that many of these people live their lives in a virtual bubble with little acknowledgement of, or interaction with, the political system or public services around them. On the occasions where they do need to interface, for example for the granting of planning consent for homes or businesses, many people will refuse to communicate with an official and expect to have a private audience with the Mayor. The municipality has a very busy and effective front office for public service and welfare enquiries which serves more than 100 nationalities poor people but it tends to be dominated by people who are in dire need, rather than providing a space for people from a cross-section of Cascais society. The municipality needs help in finding new ways to engage these people in local life, because the consequences of their complete detachment could bring risks for the long term legitimacy of the democratic system and for safety and security.

One creative suggestion is that Cascais might adopt the Humans of New York⁷ model of creating large street portraits of local people and a massive social media presence to try and build a greater sense of empathy and community. The municipality would also be recommended to liaise with other ICC members that experience similar phenomena such as Geneva and the welcome video produced by Erlangen.

The municipality would also like to start a campaign to raise awareness amongst poorer migrants of their political rights, because it fears the national authorities are not fulfilling their responsibilities. However, there is concern that with a local election due in October 2017 the issue may be sidelined in order to avoid it becoming politicized. It seems that other municipalities also share the same concern and that this might be a legitimate cause to be taken up by the Portuguese ICC network as a whole.

Another concern is the lack of cultural diversity amongst public servants. In part the power to make changes here is outside of the control of the municipality and requires national legislation. However there is a need for a local conversation about why more diversity is needed in public services. This needs to begin with a campaign of persuasion for established public officials and labour unions of why greater diversity is necessary and how it will benefit rather than threaten them.

⁶ See <http://op.cascaisparticipa.pt/orcamento-participativo> and <http://www.casi2020.eu/casipedia/cases/participatory-budgeting/>

⁷ <http://www.humansofnewyork.com/>

6. Education and training

Portugal is among the five OECD countries with the largest proportion of adults (25-64 year-olds) without an upper secondary diploma (65%, in contrast with the OECD average of 25%). Portugal is also among the three OECD countries with the lowest proportion of adults (25-64 year-olds) with tertiary education (17%, in contrast with the OECD average of 32%); although between 2000 and 2011, the proportion of 25-34 year-olds with at least an upper secondary qualification increased from 32% to 56% and the rate of tertiary attainment among 25-64 year-olds almost doubled in the same period.

One of the major issues of educational policy in the last decades has been improving the attainment levels of the population, and since 2005, due to specific policy measures aimed at the recognition and improvement of skills, very many more adults have obtained upper secondary qualifications through these initiatives. In 2011, almost three out of ten (30%) graduates from upper secondary education in Portugal were older than 25 years old. Indeed, Portugal has the highest graduation rate of adults at this level among the OECD countries (21%).⁸

More recently Portugal had demonstrated strong progress in relation to immigrant students. According to PISA, Portugal performed well above the OECD average over the period 2006-2015, particularly in reducing the performance gap between immigrant students and the majority.⁹

The educational attainment patterns for Cascais paint a variable picture without any conclusive trend, other than a close adherence to the national figures in most regards.

	None	First level basis	Second level basic	Third level basic	Secondary & post secondary	Post graduate
Total population	15,7%	17,1%	10,0%	16,5%	19,3%	21,4%
EU national	15,4%	4,5%	6,2%	12,2%	25,0%	36,7%
Foreign non-EU	15,0%	10,5%	12,8%	19,7%	29,5%	12,5%
Naturalised foreigner	9,1%	8,2%	9,5%	18,1%	27,8%	27,4%

Level of education of the population of Cascais in 2011.

This means there are still rather low levels of higher education across the board in Cascais, apart from EU nationals.

Education is a function of the national state and municipalities have little influence over the curriculum, the budget or the recruitment and quality of teachers. This means that the social and ethnic background of teachers in most public schools bears scant comparison to the nature of students. It is illegal in Portugal to undertake any kind of positive action to influence recruitment profile – although there are apparently ways around this. There is a proposal to make a percentage of teachers a responsibility of municipalities in the future but there is no guarantee this will happen.

There is also a concern that the curriculum remains rather traditional and does not reflect the diversity of many schools. For example the history curriculum does not encourage a broad discussion of Portugal's post-colonial legacy.

⁸ https://www.oecd.org/edu/Portugal_EAG2013%20Country%20Note.pdf

⁹ <http://www.oecd.org/pisa/pisa-2015-portugal.htm>

Many schools would like to involve more parents of migrants but they have difficulty in communication with teachers and even English does not work with all, particularly the eastern Europeans.

It is said that in general schools are well behaved and there is little incidence of cross-cultural antagonism. Sadly there has been no research into whether equal opportunities in Portuguese education produces better results so there is little with which to challenge the status quo.

It is said that in many school everyone fulfils ethnic stereotype roles and these are continued into careers advice and the sectors of the labour market into which students are directed. For example, Ukrainians are considered to be hard working and diligent, whilst Cape Verdeans are seen as warm and nurturing.

The majority of children from 'expatriate' background do not participate in the public school sector, which is a major barrier to greater ethnic mixing in the future.

7. Employment and business

Portugal is a low wage economy, with salaries at a similar level to Greece, Cyprus, Malta and Estonia. But within the national labour market context Portugal compares well in relation to most other EU countries in the small number of workers who are seriously under-paid (ie less than two thirds of national average).¹⁰

Portugal has always placed a heavier reliance than the average upon SMEs rather than large-scale employers. One paradox of the Portuguese economy is that workers have often been more highly educated than employers and, over time this has led to the appropriation of surplus value by capital, denuding the opportunities for investment and innovation. The explanation for this is that under 50 years of dictatorship the elites were given no incentives to invest but instead developed a cultural dependence upon luxury lifestyles and expenditure. This is a difficult habit to break, and is particularly evident in Cascais.

In regard to immigrants, the Portuguese labour market is quite receptive but there are significant wage gaps between foreigners and locals. In particular, immigrants' education and foreign experience are significantly less valued in the Portuguese labour market. Overall, the wages of immigrants do not fully converge to those of comparable natives as domestic experience increases. The assimilation rates tend to be stronger in the first years after migration and for immigrants with higher levels of foreign experience. Immigrants from the EU15 earn well above the average for natives, whilst at the other extreme workers from China earn significantly less.¹¹

We were told that discrimination in the workplace is generally taken for granted with a high level of resignation that little can be done to change it. There were complaints that the Commission for Equality has a poor record of response to discrimination cases in the workplace, and it does little to support local authorities – such as Cascais – who want to take a more vigorous role in challenging discrimination. It is said many complainants receive no feedback whatsoever, leading to a high level of apathy.

¹⁰ http://ec.europa.eu/eurostat/statistics-explained/index.php/Wages_and_labour_costs

¹¹ Cabral, S & Duarte, C (2016) *Lost in translation? The relative wages of immigrants in the Portuguese labour market*. International Review of Applied Economics, 30(1), pp.27-47.

It is rather difficult in Portugal to pursue policies of public procurement which encourage ethnic minority business. In order to qualify for public procurement opportunities a business owner must have Portuguese nationality. Cascais is investigating if it may be possible to circumvent some of these regulations in order to support local migrant businesses.

Cascais Chamber of Commerce is trying to expand its knowledge of the minority business world and to reach out to more companies. It recently ran three training sessions for local foreign businessmen and investors to inform them about the benefits available to them and the regulations they need to be aware of. It is also investigating new ways to enable migrants to access a bank account or to ask for a loan.

8. Language and multilingualism

We were informed that language can be a subtle and sensitive issue in Portugal. Even natives who cannot command perfect Portuguese have experienced prejudice and discrimination over the years, so foreigners can be at a distinct disadvantage. The extent of this stigma also means that many Portuguese are reluctant to speak English in public, even though they may have an adequate command of the language, albeit not perfect.

In our consultation with officials and NGOs in Cascais we encountered widely differing views on language. Most felt that more should be done both to teach Portuguese to foreigners and to encourage the retention of mother tongues. There should also be more training to enable key public officials to speak some of the prevalent minority languages. In particular the Russian and Ukrainian communities are struggling, in hospitals and social services, because they have little English language either.

There was a small body of opinion which felt that migrants should make more effort to integrate with locals, and that an excess of subsidised language courses could promote laziness and would discourage self-improvement.

9. Public space, neighbourhoods and ethnic mixing

As already noted, there is a distinctive urbanistic form in Cascais and the Estoril coast, with more expensive and exclusive properties along the coast and large scale public housing developments a few kilometres inland.

We were taken to visit two public housing estates: Adroana which lies on the edge of the conurbation, close to the Sintra National Park; and Torre which is quite close to the centre of Cascais town. Adroana is the home to many minorities, including a sizeable Muslim population with their own mosque. It felt a little isolated and did not benefit from a very regular public transport system, which perhaps explains why the municipality has invested in creating many small allotment gardens where locals can produce their own food.

Bairro da Torre was originally built to house the families of fishermen, but as this industry began to decline, much of the housing was occupied by people of PALOP background, leaving an integration challenge. This is now the flagship of the municipality's work with young people. An old school has been renovated, by an international team of volunteers, and transformed into the Take.It centre (Talents and Arts with Kreativity and Entrepreneurship). Under the partnership of the Programa Escolhas and the Ideias Oblíquas, an association of the Fundação "O Século" the centre now

provides many opportunities to engage in creative activity. The intervention is based on the premise that all people have a talent and a vocation, and only need the opportunity and context to identify it.

As well as pursuing creative vocations the kids are also tutored in presenting themselves for employment. In fact all the youths who we met had found themselves work during the course of the project.

The most striking aspect of Torres is its giant portfolio of murals, many of which fill the sides of 5 storey tower blocks. Some of them were created by professional artists (Muraliza), developing topics and ideas suggested by local residents. But many other murals were created by local youth themselves. Most were completed in only three days but were made to a high standard, and are likely to be an attraction which will draw many visitors to Torres. It was noted that since the murals went up, there had been no random graffiti or tagging in the estate.

The youths who completed the work spoke with confidence about their work, They are now acknowledged by the Mayor and they speak at many local events to encourage other youths to follow in their footsteps.¹²

On a wider urbanistic point, there is growing concern at the growth in gated communities around the district. The municipality has the powers to reject applications for planning but it does not have the resources to engage in protracted legal challenges and appeals, so most applications are approved. However it was agreed that there should be a more widespread public conversation and debate about how many more of such communities Cascais can absorb before the character of the area begins to change irrevocably.

10. Health and Social Welfare

In Portugal the Catholic Church and the aristocracy traditionally took responsibility for charitable support of the sick and needy. This system of charity worked tolerably well through the 1920s, as long as Portugal remained a rural and Roman Catholic society. But urbanization, secularism, and large-scale impersonal organizations rendered the old system inadequate.

Salazar's corporative system attempted to fill the void but did so poorly. Only in the 1960s, far later than in other countries, were the first steps taken toward a modern state-run welfare system. As could be expected, the services this system provided were incomplete, irregular, and underfunded. Urban centres received some benefits, but almost none went to the countryside. During the revolutionary 1970s, numerous health and social welfare programs were established, but only in the 1980s did Portugal have the stability and the resources to begin their implementation.

However this coincided with the first flowering of neoliberal ideas which sought to reduce the role of the state. As such Portugal has a patchwork of provision in which the Church (with an extensive network of NGOs) still maintains a role, alongside a diminished state, but with a burden of responsibility falling upon extended family networks. Particularly since the 2008 crisis, young people are increasingly likely to live with their parents into their 30s and 40s, and one or more grandparents may also be there, seeing a revival of 4-generation households.

¹² See <https://www.facebook.com/Galeria-de-Arte-Urbana-da-Torre-282966932138434/>

Social Security benefits only apply to Portuguese nationals, qualifying European Union nationals, and those legally resident in Portugal as well as their spouses and dependents. The social security system has three basic schemes:

- A contributory scheme for employed individuals and their families (for sickness, birth/adoption, disability, retirement, unemployment, death, work-related accidents or illness)
- A contributory scheme for self-employed individuals (for birth/adoption, disability, retirement, death; optional coverage for family as well as illness and work-related illness)
- A non-contributory scheme for those who do not meet the minimum income requirements to belong to either of the first two schemes (for disability, retirement, death and family)

All individuals registered for social security coverage are also covered for healthcare in Portugal. Once an individual begins working in Portugal and is registered with social security, they are automatically registered for healthcare coverage. Deductions for coverage are automatically taken from their pay and a healthcare card (Cartão do Utente) is issued by the local Ministry of Health office.

Visits to doctors and dentists at medical centres (Centros do Saúde) and hospitals (Hospitais Públicos) affiliated with the Ministry of Health are virtually free under the system. A small charge is paid for some consultations and treatments under a modest patient co-participation introduced a few years ago. The cost of necessary medication is partially covered, though pharmaceuticals deemed non-essential are not covered.

We were informed that there are frequent cases of discrimination against migrants with the health and social care system.

In Cascais, many poor migrants are well catered for within the system particularly if they have language skills but, ironically, the authorities are seeing an increasing number of crisis situations involving apparently wealthier migrants. In these cases, often involving Russians and Ukrainians, the families have little or no understanding of languages or of the workings of the social system so that if a crisis occurs (such as illness or a marital break-up) people can be left helpless and abandoned.

11. Civil Society

Two opposing dynamics have arisen in Portugal in recent years: on the one hand, greater social needs, and, on the other, a reduction in social benefits, which have been the State's responsibility until now, threatening the Welfare State and instigating debate about the need for repositioning the role of the State.

Against this backdrop of crisis civil society organisations have increasingly been called upon, not only to cooperate with the State (particularly with local authorities) to meet social needs, but also to question the way they themselves are organised and work in the field, in order to maximise human, technical and financial resources and infrastructure and guarantee quality and efficient intervention. In addition to this, organisations and society in general are being asked to respond creatively to the crisis through greater involvement and accountability in the design and implementation of new initiatives and solutions.

However, in Portugal, NGOs lack appropriate skills in terms of management and leadership, partnership work, and empowerment of their target groups, staff and volunteers. The NGO

landscape in Portugal has not been particularly innovative, and most organizations are heavily dependent upon the State. Furthermore, people and organisations in Portugal have yet to take on board the notion of active citizenship in their daily lives as something to be achieved and practiced. An understanding of anti-discrimination and minority rights is common in some NGOs but not widespread throughout the sector.

In regards to migration and integration, ACM encourages and supports the establishment of partnerships between local government, NGOs and migrant associations, although some NGOs continue to work outside the system to maintain their independence. We heard criticisms that ACM directed too much national and European funding through state channels which disempowered civil society organisations and, as a consequence, several partnership arrangements had broken down.

The Cascais Plan for Integration highlights the following migrant associations as having a particularly important role to play in the achievement of objects in association with the municipality:

Name	Areas of Practice
Moldovan Cultural Center Service	Legalization Cultural and recreational activities GIP Interlocutor with town
AFAIJE - Children and Friends Association of the Island of Jeta	Cultural Activities Fundraising for the country of origin Attendance
ASLI - Association Without limits Social Support	Social service Recreational activities
ACEFAC-Cultural Association and Sons and friends of Caiomete	Fundraising for country of origin
United of TAME Mutual support group	Fundraising for country of origin
Romanian and Moldavian Association - Missions	Fundraising for Romania and Moldavia
Association September 24	African Dance and Theater Demos
Youth Association Laços de Rua	Dynamization of activities for young people

12. Policing and security

Crime is not as prominent an issue in Portugal as it has become in several other countries. Nevertheless, fear of crime and other perceptions about security have come to the fore in recent years, hence the growth in the number of gated communities.

The media occasionally indulges in scare stories, mainly involving young black men, but most of these are proven to be exaggerated or groundless.

The municipal police (Pólicia de Segurança Pública) are considered to be generally sensitive toward local cultural conditions and would consider themselves to have a role in community integration and mixing. They are training in awareness of racism and discrimination. In a very few neighbourhoods the police are always armed when on patrol, but in general policing is by consent. One exception to

this is the national gendarmerie (Guarda Nacional Republicana) who have on occasions been accused of having members who are heavy-handed, and with extreme right wing sympathies.

A key issue for the police in many districts around Metropolitan Lisbon is dealing with informal settlements. Loures is renowned for taking a very lenient approach to shanty towns, whilst Amadora has a very tough policy on evictions. Cascais seems to fall between the two.

13. Media

Representatives of the media were not included within the programme so the team was unable to discern the role of the media in influencing local attitudes to integration. Cascais does not have an explicit policy on relations with the media and nor does it promote positive images of immigrants and minorities to the media, or seek to ensure that journalists and editors are well informed on these issues.

During our consultations it was suggested that the most influential arm of the media may be local radio stations and that it would be worth making a special effort to enable them to widen the diversity of their staff and to broaden their range of news coverage.

Cascais has recently been included in a new project initiated by ICC: 'Story Cities'. The project will get local communities to value their local stories and to tell them in ways that build diversity advantage. This could involve an extensive billboard campaign and a wide range of public conversations about issues that are normally overlooked. Other cities involved in the project include Reggio Emilia (IT) Bilbao (ES) Stavanger (NO) and Geneva (CH).

14. Welcoming and hospitality

Whilst Cascais does have a CLAI office (in partnership with Caritas) to assist newly-arrived migrants, there is much more that the municipality could do, and this should be encapsulated in a specific policy and action plan for welcoming.

Cascais needs to conduct some research into the complex backgrounds and experience of newcomers to understand their motivations for leaving home and for choosing to arrive there. In particular it needs a better understanding of the vulnerable travellers and the risks they face (such as falling into the hands of traffickers) so that it can make more effective interventions in special cases.

In the case of more regular newcomers there needs to be a comprehensive package of information to ensure people can access key services as quickly as possible. Perhaps one of the reasons the 'expatriates' are so aloof from the public sector is that they currently access all their information from private sources (there are several private websites, none of which are comprehensive). If Cascais could offer a service which exceeds any of these in its accuracy and helpfulness, then this might forge an early relationship and sense of respect which could be maintained as people settle in, and thus there may be less danger of them withdrawing into their gated citadels and out of public life.

The local Citizens' Shop (Loja do Cidadão) in Cascais is large and located in a prominent place, but it does not advertise a specific office or service for migrants. Ideally there should be a high profile welcome centre in close proximity to the railway station.

15. Conclusions and Recommendations

Cascais is a remarkable case study in the complex contemporary condition of migration and integration. In close proximity it brings together an extremely diverse range of experiences from people with great wealth and independence yet with little sense of place or local citizenship, through to people in great need facing multiple disadvantages. In between is a working population of migrants who value and identify Cascais as a place which offers prospects of a decent working and family life within the context of a difficult national economic situation. For people who seek to make Cascais their home and wish to become an active citizen, the municipality and related state agencies offer a warm embrace and an open, efficient access to services. The findings of Cascais' ICC Index demonstrate that the municipality and its partners are delivering a basic service across the board, with notable areas of good practice and few areas which seem overlooked or underperforming. Cascais is a happy medium on most factors but the big decision is 'what next?' Cascais could rest on its laurels in satisfaction of its efforts so far, or it could use this record of adequate performance as a solid foundation for further advances and innovations.

Three sectors within the demographic and social mix of Cascais are a cause for concern. One group is familiar to most cities these days: the irregular and undocumented migrants who arrive because of factors way beyond the control of the locality, but who require multi-agency and co-ordinated support. Cascais cannot accurately predict the sources, numbers, motivations or needs of these people, but it can expect that it will continue to be a place of attraction because of its location and its advantages. If ever Cascais were to lose either its political will or its administrative ability to cope with this wave of demand there is a threat of it spinning out of control and causing collateral damage right across the social fabric of the district.

The second and third groups of concern can perhaps be taken together because they may evolve into a dangerous interrelationship over coming years. On the one hand the mobile super-rich (of both foreign and Portuguese origin) who are in Cascais but not necessarily of it. Whilst disengaged from most aspects of public life their presence is felt, particularly economically through the jobs they offer, but also their inflationary impact on land values and the cost of living. On the other hand are the communities of PALOP origin which, due to the peculiarities of Portuguese post-colonial culture, find themselves subject to a range of structural inequalities and exclusions that are not experienced by other minorities. There are emergent warnings that younger generations will not accept discrimination with the equanimity of their parents and will actively demand change. This combination of a self-excluded elite and an excluded underclass is not unfamiliar around the world, but is generally maintained elsewhere by extreme levels of security and oppression – but this is untenable in an open and democratic society. One senses that Portuguese society is subconsciously aware of this but complacency has prevailed and successive governments have failed to take decisive action. Cascais, because of its density and close proximity between extremes of wealth and poverty could be the kind of place where a flashpoint may occur. One hopes this will never occur but the warning signs from around the world are many, and Portugal can no longer continue to tell itself 'it won't happen here'. Cascais should be given help and encouragement to take bold and innovative steps to address the conditions that underlie this risk.

In the ongoing climate of austerity the public services are stretched and their ability to continue expanding to meet growing demand must be in question. In this regard the municipality will have to be creative and flexible. It will need to overcome some traditional problems which are common to Portugal as a whole, namely the rigidity of legal instruments and bureaucratic structures, and the difficulty in forming equitable and respectful partnerships with third sector and social enterprise

organisations. Unless the Portuguese national and local state apparatus finds new ways of doing this it will crumble under the weight of expectation being placed upon it.

Many of the factors that need to be addressed are at national level and beyond the direct influence, particularly if it acts alone. Thus Cascais should use the national ICC network to collectively influence government. The Portuguese network should identify key topics that all members share and investigate them deeply, exchanging experience on challenges and sharing solutions. For example, in the struggle against discrimination there is a need for all public bodies concerned to gather and analyse information together to build up the case to demonstrate that the current system is not working

One possible step forward within the context of ICC would be to convene a Policy Lab session at Milestone Event which is to be held in Lisbon in November. This will be an opportunity for mayors and National level officials to debate key issues - and the Mayor of Cascais is invited and encouraged to be an active participant. This should be discussed when the Portuguese network next meets on 8 June.

Cascais needs to focus on the issue of citizenship, local identity and a sense of belonging, as highlighted above. Several members of the ICC network face similar issues and have made positive steps, for example Amsterdam, Copenhagen, Geneva and Haifa and Cascais is encouraged to study these and share good practice.

There is a need for a conversation within the public administration about why there is both a moral imperative for, and a diversity advantage from, a less discriminatory and more culturally representative recruitment of personnel in public service.

We sensed a concern that ethnic stereotyping goes largely unchallenged in Portuguese society and that this is the foundation which sustains ongoing structural inequality. Cascais has experience tackling this within schools but little has been done with regard to adults. The ICC Anti Rumours methodology may prove of particular value in this respect.

A most impressive aspect of the public administration is its cross departmental competence and cooperation and this is a strength which should be built upon. Because it faces so many global, national and local issues of hyper-diversity and hyper-mobility in a rich and dynamic mix, Cascais is in many ways a laboratory. Many other members of the ICC network would be advised to observe Cascais because, although it does not have all the answers, it is asking a lot of the right questions.

APPENDIX

Municipal Plan for the Integration of Immigrants 2015-17

<p>STRENGTHS</p> <ul style="list-style-type: none"> • School immigration • Improved access to SEF services • Positive feedback in Cascais • MISP • CLAI • Responses to financial support for Regularization • Online page "Living in Cascais" • CMC page with English version (Anglo Notebook inside Community C Journal English) • Diverse resources to support employability • Measurement projects in some schools • Projects Choices • Specific projects of some schools in the area of PLNM • Municipal cultural programming that integrates events of different foreign communities • Financial support line for associations of immigrants • Community intervention projects in the health area • Cascais Deprivation Network • Participative Budget of Cascais • Immigrant Associations that exist in Cascais • Projects to promote interculturality 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • % of non-EU foreigners with low qualifications • Bureaucracy in the AR grant process • Difficulties in accessing documents in the source countries • Delay in granting RA and nationality • Permanent changes in the conditions for access to RA, namely means of proof • High process costs, differentiated for the different nationalities • Non-recognition of immigrant support services • Little articulation between support services • Difficulty accessing public services • Significant access to public services • Concentration of resources in some areas of the Municipality • Difficult access to information about the country • Difficulties in establishing relationships with institutionalized irregular minors • Social isolation of some communities from the host society • Difficulty in accessing the rented housing market • Difficulties in understanding the management rules of social housing • Difficult access to bank credit • Precarious employment status of immigrant labor • No space to support immigrant entrepreneurship • Difficulties in the equivalence of school and professional certification • Insufficient take-up of language learning courses • Weak take-up of adult education • Difficulties of integration in school • Little availability of teachers in the accompanying nationality of foreign students • Isolation of Portuguese as a Second Language teachers • Absence of post-insertion support programs • Vocational training course frequency • Lack of knowledge and social spaces for intercultural engagement between different communities • Lack of opportunities for visibility of the cultural manifestations of the different communities • Poor dissemination of cultural information • Difficulties of communication between health service staff and immigrants • Discrepancy in the information provided regarding the rules of access to the health system • Difficulties of immigrants coming from a medical board • Difficulties in social support to irregular migrants • Unawareness of social support services • Weak commitment to Immigrant Associations • Unawareness of voting rights
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Diverse nationalities of the communities • Resident immigrants • Young Immigration • Concession nationalities • Events promoted by the municipality • Municipal Housing Access Program • General space of support to the entrepreneur in Cascais • Formative offer of the Alcoitão Training Center • Twinning with municipalities 	<p>THREATS</p> <ul style="list-style-type: none"> • Structural unemployment • Increased irregularities • Complexity of our tax system • Difficulty of access to social rights

55 MEASURES OF THE PLAN

EDUCATION AND LANGUAGE

- 1 Create a thematic / discipline area that addresses the history of Cascais and what it means to live and build community cohesion in Cascais with support materials for teachers
- 2 Create a (manual of) resources and guidance for teachers on how to tackle stereotypes, promote human rights and integrate local historical, geographic and cultural values that are representative of the diversity of Cascais.
- 3 Create language programs based on the exchange system of knowledge
- 4 Increase and diversify (format, audience, levels) take-up of opportunities to learn Portuguese.
- 5 Create a network of teachers for the discipline of Portuguese Non-Mother Tongue teaching in Cascais
- 6 Promote Intercultural Week in Schools
- 7 Arrange the grouping of schools in Cascais to encourage intercultural exchange.
- 8 Extend the implementation of the municipal program of mediators for schoolchildren
- 9 Ensure that different groups of schools apply the same enrollment criteria for foreign students
- 10 Centralize information on children and youth from Third countries who are unable to attend school and/or are attending but are undocumented.
- 11 Support schools in solving situations of national children and young people from Third countries who are attending school but are undocumented migrants through the mobilization and articulation of local resources involved in this area
- 12 Lobby the Central State to consider the possibility of irregular minors achieving regular status of their permanence through recognizing the frequency of their school attendance.
- 13 Promote the collection and organization of existing statistics on immigrant students in order to adapt the strategies to the needs of the identified schoolchildren.
- 14 Facilitate access to documents in the country of origin for certification in Portugal

INTERNATIONAL RELATIONS

- 15 Expand the programme of municipal twinning in new regions, related to the integration of communities of local immigrants
- 16 Promote twinning processes with new municipalities of the most represented foreign communities in Cascais

RELIGION

- 17 Promote interreligious dialogue meetings for discussion on issues related to immigrant communities in Cascais

WELCOME

- 18 Amplify the response of CLAI (Local Integration Support Center of Immigrants) and other migrant reception services, in the municipality, in a territorial logic
- 19 Create an Information Desk in the Cascais Store addressed to the reception of foreigners, with an associated telephone line.
- 20 Produce information materials and disseminate the network of resources/public bodies available to support migrants, translated into several languages and in various formats
- 21 Implement an evaluation system for host responses, involving communities
- 22 Create interagency group on resolving complex cases.
- 23 Sensitize the real estate agencies and associative bodies of the area towards the conditions of immigrants' access to the rental market.

HOUSING

- 24 Maintain and extend the response of Intercultural Mediation in Public Services to other sectors, such as health

25 To promote awareness-raising actions on legislation in the area of income earmarked for migrants.

WORK AND ENTREPRENEURSHIP

- 26 Promote clarification sessions on labour laws and rights, with the identification of resources.
- 27 Lobby the Central State so that information on the IEPF (Instituto de Emprego e Formação Profissional) on the identification of candidates' names and other identifiers of ethnicity/nationality are not available by default.
- 28 Promote the development of transversal competences for concretization of the projects of life and consequent socio-professional insertion.
- 29 To stimulate a space of support for immigrant entrepreneurs in Cascais
- 30 Strengthen the training offer aimed at companies, which values good practices in the area of diversity
- 31 Lobby the Central State to consider the possibility of carrying out work on contractual irregularities, with the aim of initiating a regularization process.
- 32 Train technicians in the area of monitoring specific audiences.

DISCRIMINATION AND RACISM

- 33 Encourage the collection of data and statistics on the "nationality" component in municipal areas of "Social Cohesion and Capacity Building" and "Strategy and Qualification"
- 34 Promote a campaign to valorize cultural diversity of Cascais
- 35 Work more closely with groups in immigrant communities which present a greater risk of tension/conflict within themselves or between each other

HEALTH

- 36 Hold sessions with health technicians on immigrants' access to the NHS (Servicio Nacional of Health)
- 37 To sensitize frontline psychosocial staff about the conditions of access of immigrants to the NHS
- 38 Promote targeted health promotion actions in the community for problems which are prevalent in immigrant communities
- 39 Promote actions to combat Female Genital Mutilation

CULTURE AND MEDIA

- 40 Create an equipment bank: "Espaço Cascais/Espaço Cidadania Cascais"
- 41 Energize a cultural program to be held in the "Espaço Cascais"
- 42 Organize an intercultural notebook in Journal C

SOCIAL SUPPORT

- 43 Challenge institutions to have a specific support response to immigrants arriving through Medical Board Disclosure,
- 44 Sensitizing staff and volunteers in the area of intercultural awareness
- 45 Lobby the Central State in making better use of the Social Security SEF data
- 46 Maintain and broaden the responses framed within the financing of the Choices Program

CITIZENSHIP AND PARTICIPATION

- 47 Supporting immigrant associations to create strategies to engage with more women and to make them aware of their rights and equalities.
- 48 Maintaining the support program for immigrant associations
- 49 Promote more information about the opportunities for participation that the municipality provides
- 50 Sensitize the Parish Councils to encourage immigrants to exercise their rights to participate in the electoral system.
- 51 Empower and strengthen existing immigrant associations in the municipality

TRAINING & CAPACITY-BUILDING

- 52 Provide regular immigrant citizens with access to the "charter" to work in the sea area
- 53 To promote processes of professional retraining, and access to the labour market, in sectors considered strategic in Cascais
- 54 Establish strategic partnerships with recruitment companies
- 55 To empower disadvantaged groups of workers, with various levels of qualification

First Expert Visit to Cascais

PROGRAM 21 March 2017

Location | Auditorium "The Century" Foundation

09h00 Reception

09h15 Official Opening

Carlos Carreiras- Mayor of Cascais

André Carmo - Coordinator of the Portuguese Network of Intercultural Cities

Ivana D'Alessandro - Representative of the Council of Europe

09h30 -Phil Wood - Expert ICC

- The Intercultural City

- Results of the Cascais Index

10:30 am - Coffee break

10:45 AM - Analysis of Results with the Integration and Multicultural Platform of Cascais

13h00 - Lunch

Land Visit

14h30 - Adroana Associative Horta Project

15h30 - Take.it Project

-Exhibition and debate of the film Somos Torre

-Roteiro Arte Urbana in Cascais

18h00 - End

PROGRAM 22 March 2017

Location | Auditorium "The Century" Foundation

9h00 - 12h30 - Meeting between ICC Expert and Technical Team of Cascais City Hall

13:00 - Closing of the Visit with Mr. Frederico Pinho de Almeida