

RESULTS OF THE INTERCULTURAL CITIES INDEX



CASCAIS

February 2017



Intercultural cities
Building the future on diversity

www.coe.int/interculturalcities





RESULTS OF THE INTERCULTURAL CITIES INDEX

CASCAIS February 2017

A comparison between 85 cities¹

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 (*Denmark*), Donostia-San Sebastian² (*Spain*), Dortmund (*Germany*), Dublin

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.

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

(Ireland), Duisburg (Germany), Erlangen (Germany), Forli (Italy), Fucecchio (Italy), Fuenlabrada (Spain), Geneva (Switzerland), Genoa (Italy), Getxo (Spain), Haifa (Israel), Hamburg (Germany), Ioannina (Greece), Izhevsk (Udmurt Republic, Russia), Jerez de la Frontera (Spain), the London borough of Lewisham (United Kingdom), Limassol (Cyprus), Limerick (Ireland), Lisbon (Portugal), Lodi (Italy), Logroño (Spain), Lublin (Poland), Melitopol (Ukraine), Mexico City (Mexico), Montreal (Canada), Munich (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 Rubicone³ (Italy), Sechenkivsky (District of Kyiv, Ukraine), Senigallia (Italy), Stavanger (Norway), Strasbourg (France), Subotica (Serbia), Sumy (Ukraine), Tenerife (Spain), Tilburg (The Netherlands), Turin (Italy), Turnhout (Belgium), Unione Terre dei Castelli⁴ (Italy), Valletta (Malta), Västerås (Sweden), Ville de Paris (France), Vinnitsa (Ukraine), Viseu (Portugal) and Zurich (Switzerland).

Among these cities, 39 (including Cascais) have more than 200,000 inhabitants and 36 (including Cascais) have more than 15% of foreign-born residents.

This document presents the results of the Intercultural City Index analysis for Cascais (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.

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

⁴ Former Castelvetro di Modena.

METHODOLOGY



The Intercultural City Index analysis is based on a questionnaire involving 73 questions grouped in 11 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general ICC Index).

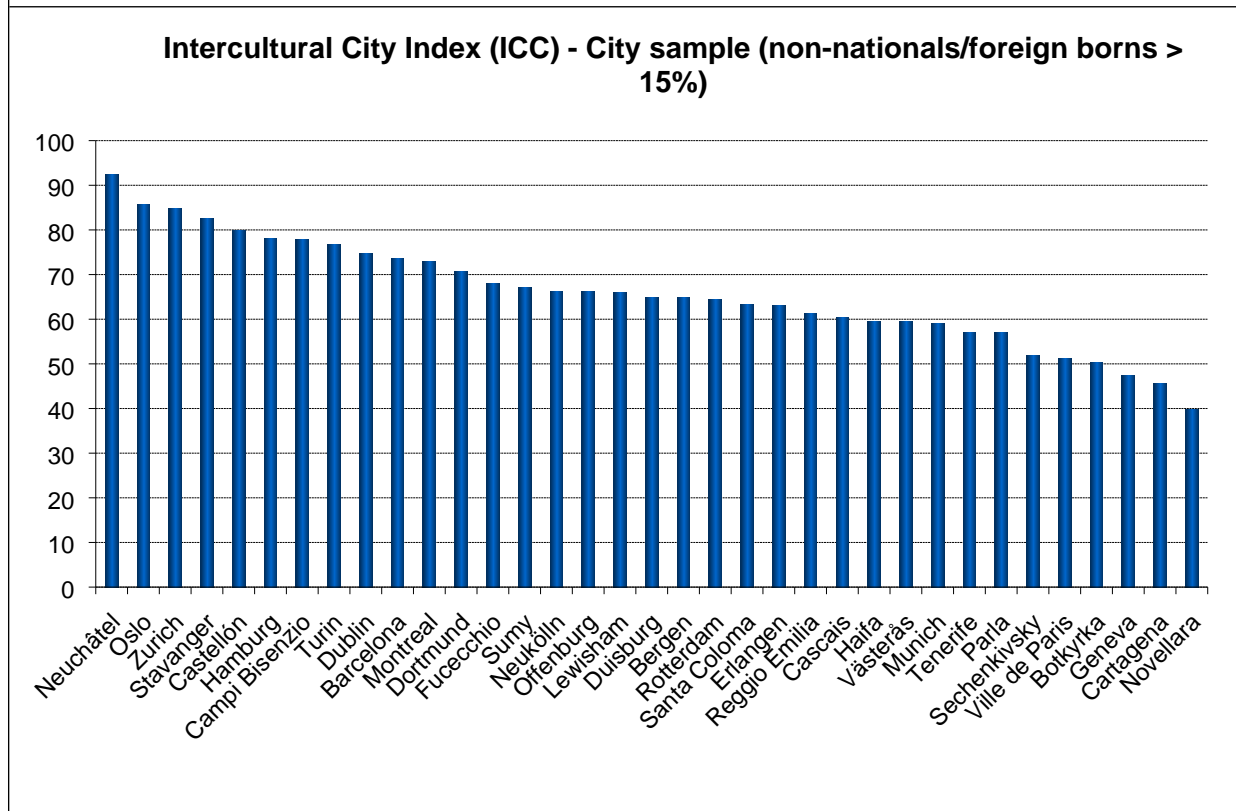
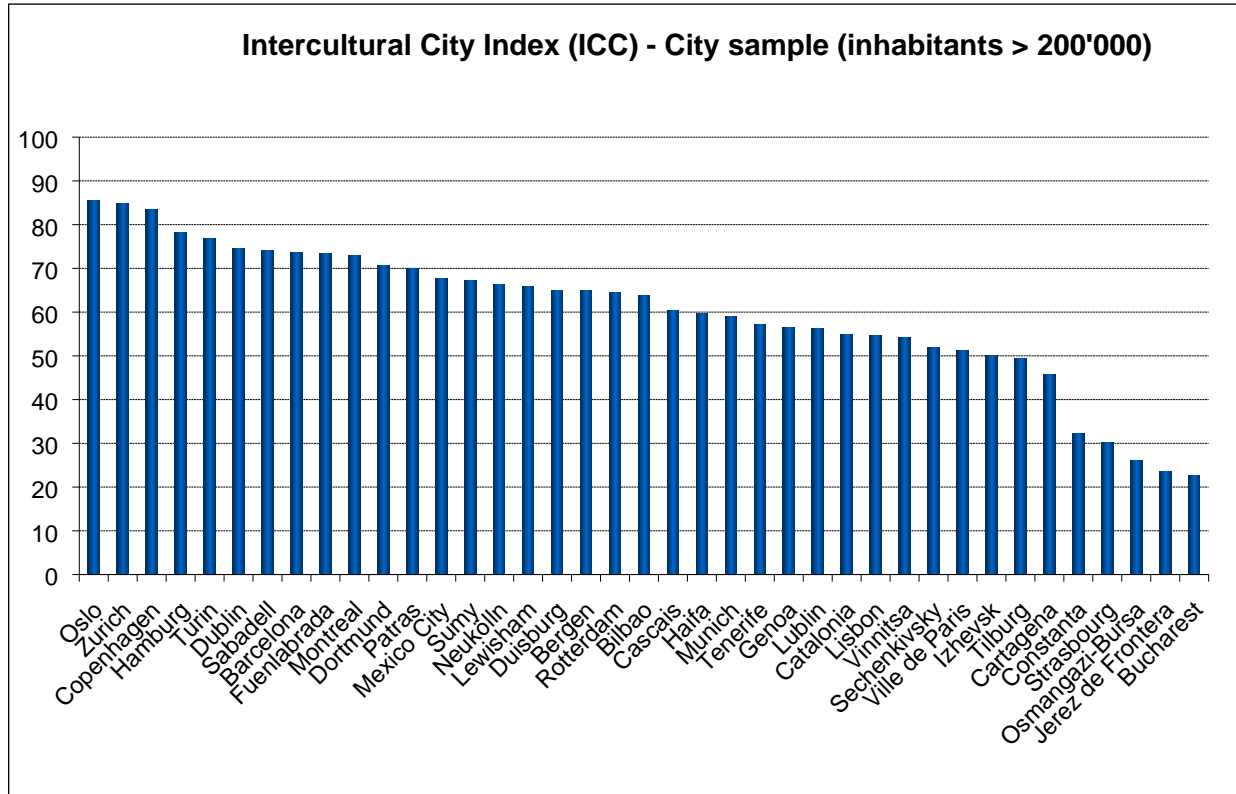
These indicators comprise: commitment; education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces; mediation and conflict resolution; language; media; international outlook; intelligence/competence; welcoming and governance. Some of these indicators - education system; neighbourhoods; public services; business and labour market; cultural and civil life policies; public spaces are grouped in a composite indicator called "urban policies through the intercultural lens" or simply "intercultural lens".

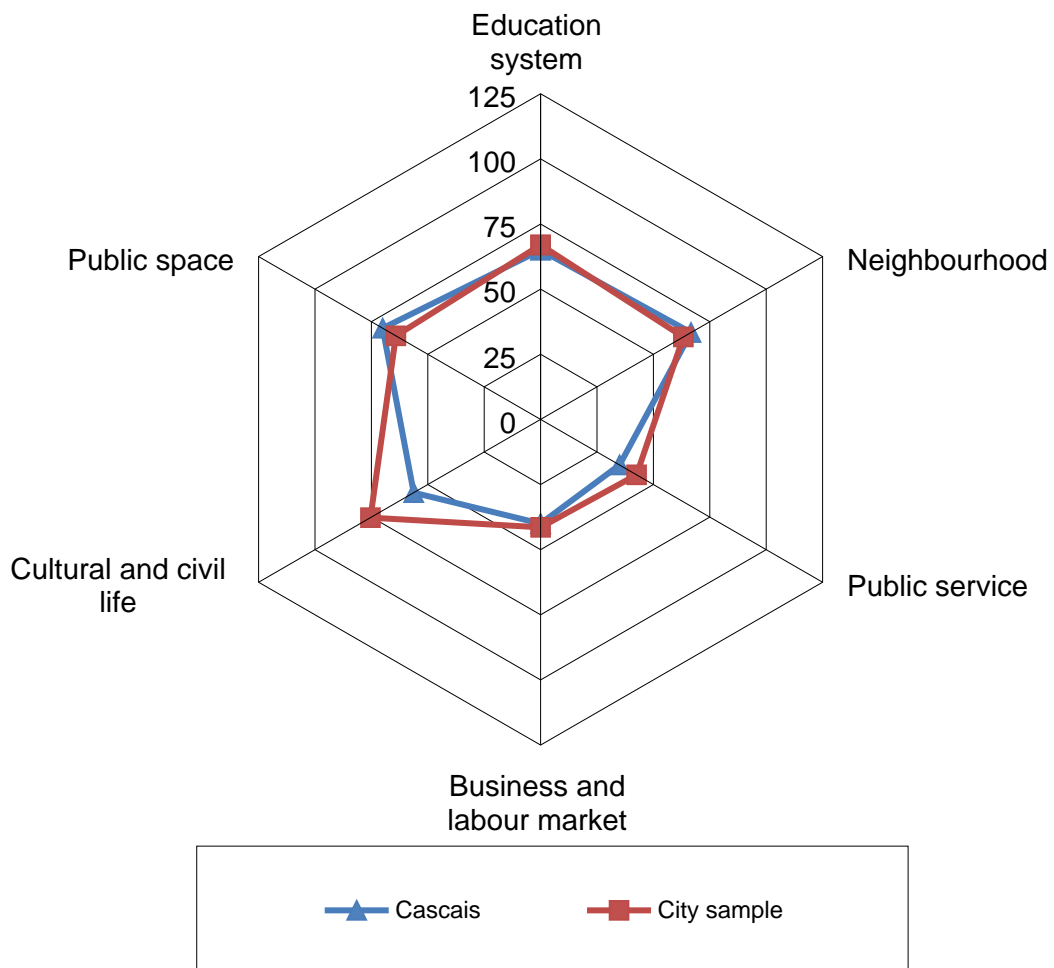
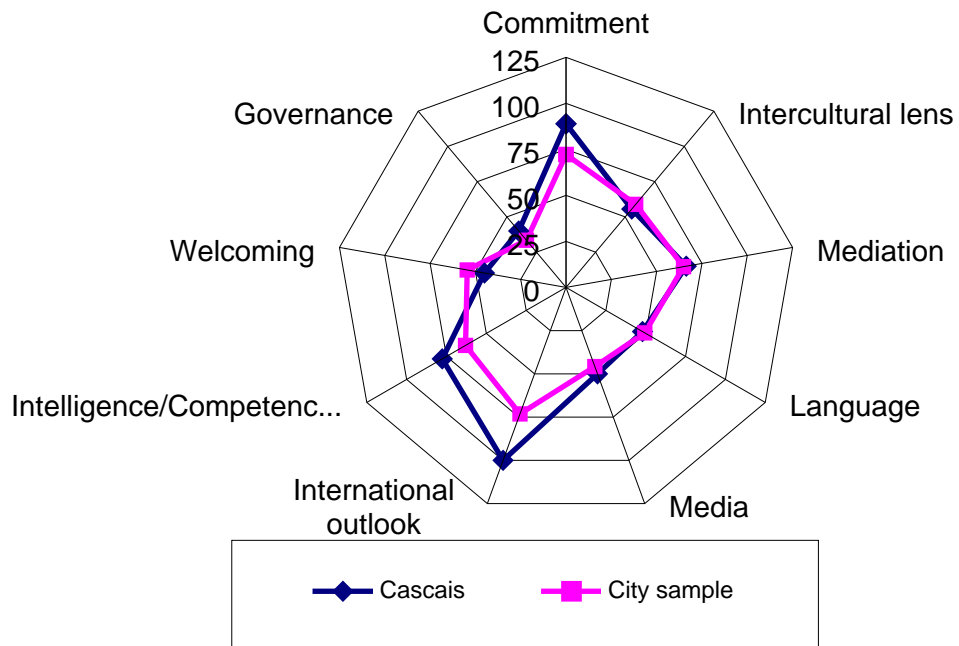
The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development; type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach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

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

According to the overall index results, Cascais has been positioned 37th among the 85 cities in the sample, with an aggregate intercultural city index of 60%, after Reggio Emilia (61%) and before Haifa (60%). Cascais has been ranked

21th among cities with more than 200,000 inhabitants and 24th among cities with more than 15% of foreign-born residents.





Cascais – An overview

The coastal municipality of Cascais, located on the Estoril Coast (also known as the Portuguese Riviera) in the Greater Lisbon sub-region, lies 30 kilometres west of the Portuguese capital: Lisbon.

The former fishing village gained fame as a resort for Portugal's royal family in the late 19th century and early 20th century. Nowadays, it is a popular vacation spot for both Portuguese and foreign tourists. Over the centuries, the region has been influenced both by Roman and Muslim settlers. The Roman ruins of Cascais Velhos, which include baths, two necropolises, remains of a wall and ceramic artefacts, had been constructed in the 2nd century. Similarly, Arab influences are visible in place names, such as "*Alcoitão*".

Today, Cascais is well known for its yacht harbour and its small sandy beaches. The historic centre, with its charming streets, is a perfect combination as it is less chaotic than Lisbon, yet equally sophisticated and fascinating.

Demographically, the municipality of Cascais counts about 206.000 inhabitants (according to the 2011 census).

In 2015, the *Serviços de Estrangeiros e Fronteiras* reported that the majority ethnic group were coming from Brazil. In fact, Brazilians, with 5.629 individuals, represent the 27,8% of total foreign residents and the 2,7% of total city populations. Other ethnic groups come from Cape-Verde (1306 individuals), Ukraine (1220), Romania (1054), Guinea-Bissau (1065), UK (1027), Spain (784), Germany (721), China (709). On the other hand, the most important minority group are Portuguese Gipsies: they count 342 individuals and represent the 0,2%. However, it is worth reminding that these numbers include only the residents on houses owned by the municipality.

Overall, in 2015, the percentage of non-national residents in Cascais was the 9.8%. Moreover, according to the 2011 Census, the percentage of foreign-born national residents is the 17.4%. Unfortunately, there are no data available for the second and third generation migrants.

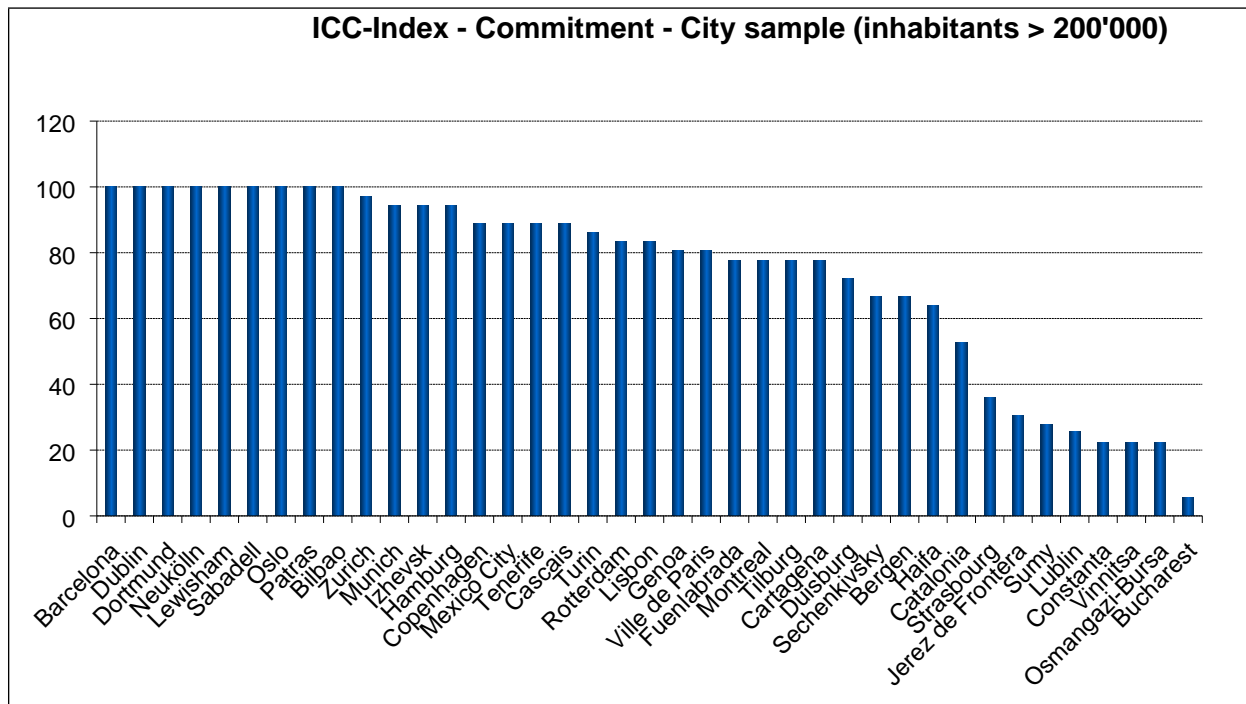
The 2,3% of de Portuguese GDP is generated in the municipality of Cascais. In fact, it is the 4th richest municipality of the country.

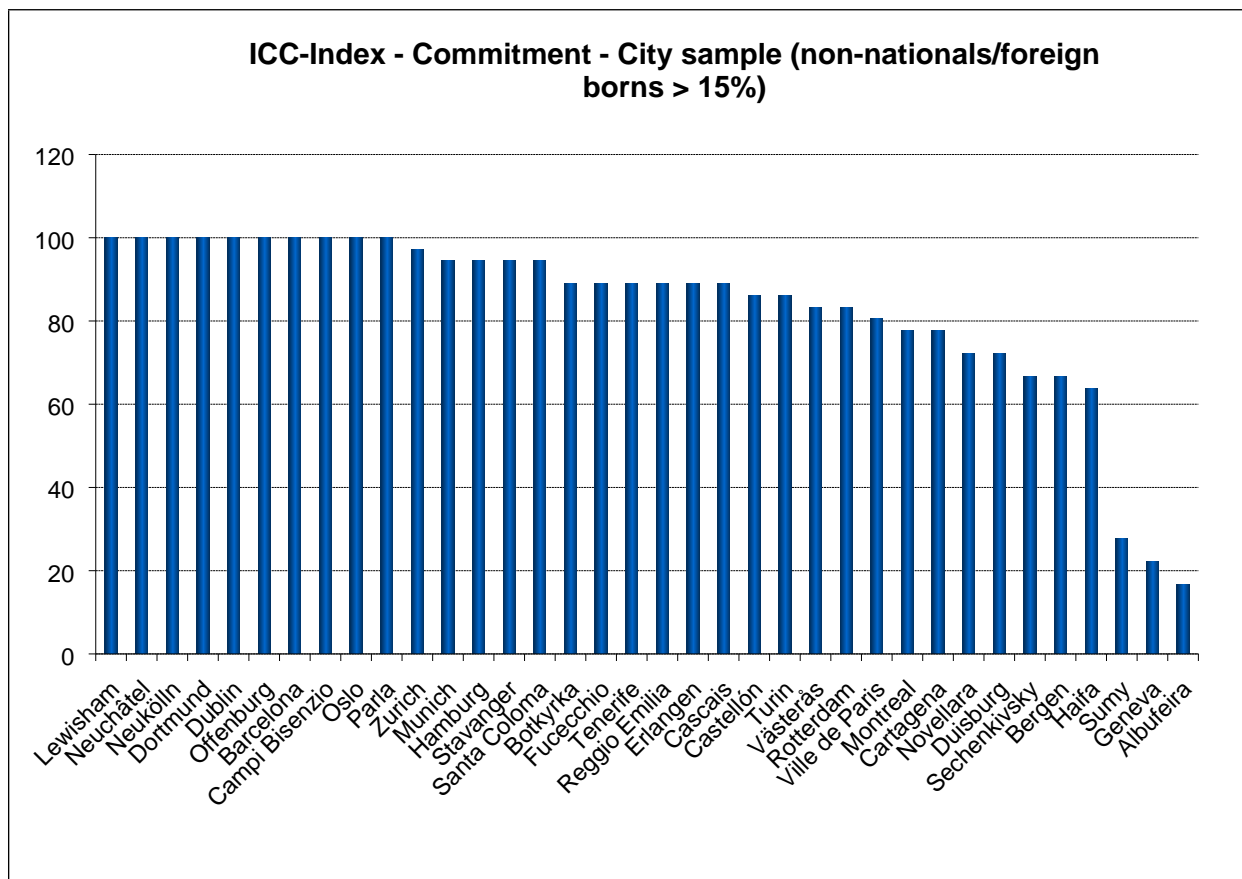
Positively, the city has a department with leading responsibilities for intercultural integration that belongs to the *Divisão Intervenção Social in Departamento de Habitação e Intervenção Social*.

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.





Cascais' rate in the field of Commitment in 2016 is the 89% , higher compared to the city sample score of 72%.

The city has formally stated its participation in the Intercultural Cities network and has adopted an integration strategy program with intercultural elements which is 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 world 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.

On this point, perhaps Cascais might wish to consider taking under consideration the plan developed by the Intercultural Cities of Braga called "*Plano de Desenvolvimento Social do Concelho de Braga*" (2016/2021). Alternatively, Cascais might be inspired by Beja's intercultural plans: *Projecto Romed2* and *Grupo de Trabalho Intercultural da Rede Social do Concelho de Beja*.

Cascais has also allocated a budget for the implementation of intercultural strategies and has successfully established an evaluation process for the intercultural strategy. In fact, the municipality has a representative platform of organizations and communities to monitor the Municipal Plan.

Public speeches often make clear reference to the city's intercultural commitment and the city has an official webpage to communicate news and initiatives. For instance, the calendar keeps citizens informed on what's going on in the city: marathons, sportive activities, art expositions, agriculture labs, etc. the website also teaches how to invest in Cascais, this section gives practical instructions on entrepreneurship, for instance how to open a shop.

To keep citizens informed and involved, Cascais might find interesting Beja's Facebook page "Câmara Municipal de Beja"⁵. Beja, in fact, posts activities and initiatives carried out in the municipality. For instance, some activities are:

- the Christmas Concert that will take place the 11th of December in the Municipal Theatre.
- the "Cebal Na Semana Ciência & Tecnologia 2016" – a workshop to teach technology for children and young adults.
- To commemorate the International Day for the Elimination of Violence against Women the 25th of November, the association "Associação Capazes" held a campaign entitled "an active community against violence".

From the questionnaire, it would appear that there is no dedicated body or cross-departmental co-ordination structure responsible for the intercultural strategy or intercultural integration; despite that, it is commendable that the city is considering establishing one.

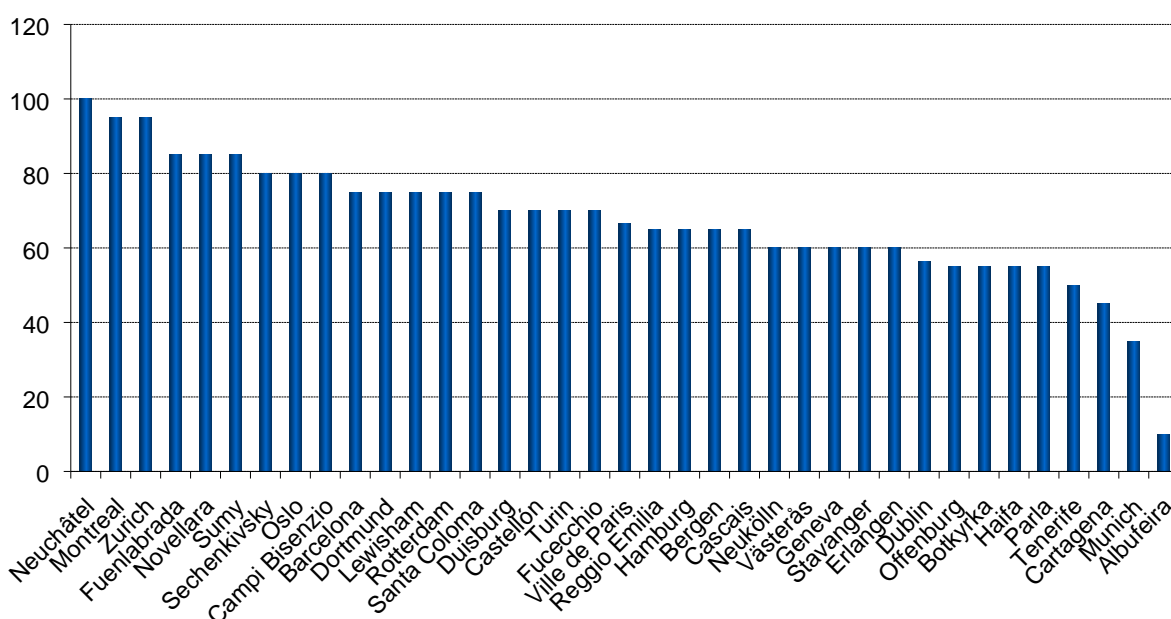
Positively, the Municipal Merit Award is a prize given by Cascais to honour local citizens or organisations that have done exceptional things to encourage interculturalism in the local community.

Similarly, the Portuguese city Santa Maria da Feira promotes the Awards Solidarity, which aims to honour organizations or institutions which, by their actions, innovations and good practices contribute to the promotion of cohesion and social development of the municipality. Instead, the city of Beja celebrates the international day of migrants and Roma. Whereas, in Novellara (Italy) citizens try to enhance a feeling of inclusion sending letters and leaflets, for example newcomers usually receive a welcome letter. In addition, leaflets with practical instructions are offered, for example about public libraries, public bicycles.

Another good practice comes from Paris, where the "*Label Paris Co-développement Sud*", is an 80.000 € project created in 2006, that awards projects that have a double impact: first, they help the development of the country of origin; secondly, they help foreigners in the integration process in Paris. For examples: a group of students from Monéa (Mali) have built several common spaces (e.g. a library, furniture, housing for teachers, etc.) another project involved the organization of sessions of African histories translated and recited in French in Bambara and in Malinké (Mali).

⁵ https://www.facebook.com/pg/camaramunicipaldebeja/posts/?ref=page_internal

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



Cascais' education policy achievement rate is only one point lower than the city sample. In fact, Cascais achieved the 65%, while the city sample's rate is the 66%.

In no schools, children are of the same ethnic background but rarely teacher's ethnic backgrounds mirror pupils'. Positively, most schools in Cascais are making strong efforts to enhance parents' participation in the education system. As a suggestion, Cascais could consider following the activity carried out by the City of Paris: an initiative called "*Ouvrir l'école aux parents pour la réussite des enfants*⁷" (open the school to parents for the children success) that started in 2008-2009. This initiative aims to boost parents' involvement, especially if they come from a minority background.

Schools activities are important because they are a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community. Therefore, it is important to offer a wide range of activities to attract as many families as possible. On this purpose, it is commendable that often schools in Cascais are carrying out intercultural projects. Cascais could consider introducing festivities to involve its multi-religious and multi-cultural pupils. As an idea, schools could celebrate Chinese New Year, Ramadan and Orthodox Christmas/Easter. Adopting a calendar with

⁷ <http://eduscol.education.fr/cid49489/ouvrir-l-ecole-aux-parents-pour-la-reussite-des-enfants.html>

several multi-cultural and multi-religious activities will help students to integrate, enhancing feelings of welcoming and acceptance.

Unfortunately, schools do not have policies to increase ethnic/cultural mixing in schools. In order to improve ethnic/cultural mixing in schools, Cascais might find Oslo's (Norway) initiative inspiring. The project called "*Gamlebeyn Skole*" promotes cultural diversity through arts. In fact, cultural and intercultural education will help to counteract the "*white flight*" phenomenon in kindergartens. In Oslo, kindergartens tend to be characterised by great ethnic mixing but there are signs that primary and secondary schools are gradually becoming more ethnically-polarised as more affluent parents opt out of some schools and into other. This has been countered by limiting the right to choose and also by investing in those schools that have been threatened by 'white flight'. For example, 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. The school's physical environment is shaped to involve references of 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 from Ankara and is now running a film project with schools from Denmark and Turkey.

Alternatively, Cascais could be inspired by Santa Maria da Feira's project called *IOS - Improving Our Skills* that aims to improve the level of fundamental skills and abilities, particularly as regards its relevance to the labour market and its contribution to a cohesive society, in particular by increasing mobility opportunities in learning and by strengthening cooperation between the world of education and training and the world of work.

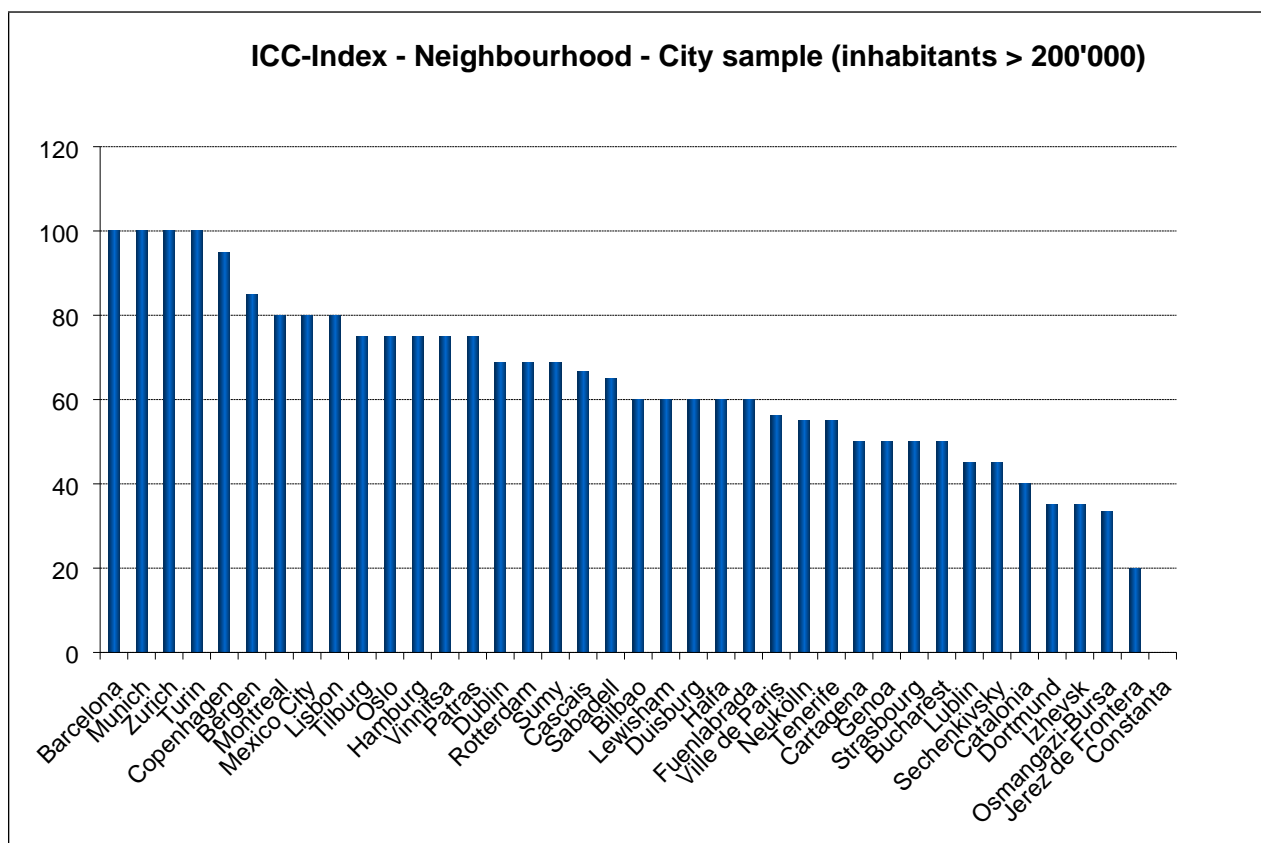
Last but not least, the intercultural city of Neuchâtel (Switzerland) aims to enhance integration through a citizen awareness Programme. This programme helps migrants becoming acquainted with their new environment of life, while helping them to practice the French language in everyday situations.

NEIGHBOURHOOD

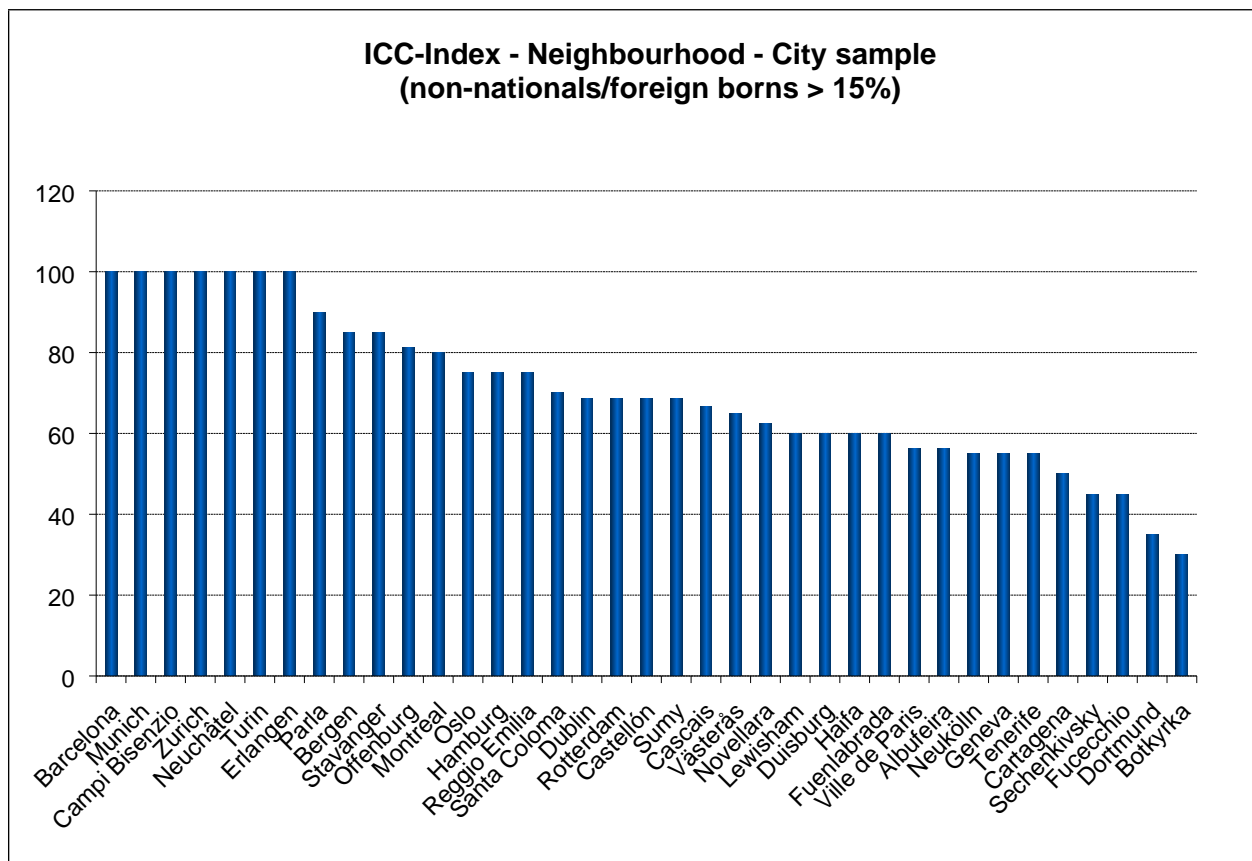
through intercultural lens



An intercultural city does not require a “perfect statistical mix” of people and recognises the value of geographical proximity and bonding between people of the same ethnic background. However, it also recognises that spatial ethnic segregation creates risks of exclusion and can act as a barrier to an inward and outward free flow of people, ideas and opportunities.⁸



⁸ 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.



Cascais's neighbourhood policy indicators are the 67% , positively, slightly higher than the city sample's rate of 63%.

From the questionnaire emerged that two questions have not been authorized. In fact, question 18 *"What is the percentage of neighbourhoods in which the vast majority (80% or over) of residents are of the same ethnic background (including the majority background)?"* and question 19 *"What is the percentage of neighbourhoods in which people from minority ethnic groups constitute majority of the residents?"* have not been answered insomuch these data are covered by statistical confidentiality, hence they cannot be published.

Unfortunately, it is worth reminding that these two N/A answers may have caused a small lowering of the rate of the neighbourhood field, as these questions were valued 1 point each.

The city of Cascais does not directly take actions to mix citizens from different areas. In fact, as the questionnaire points out, the municipality greatly values local-based associations that promote activities whose aim is to encourage residents to meet and interact. However, we warmly suggest the municipality to take a more active role in bringing together residents from different neighbourhoods. In fact, it is worth remembering that even if at the moment the population is equally distributed in the city, the situation might change. For this reason, it would be a good idea if the municipality could start organizing activities to increment the diversity of residents in the neighbourhoods.

On a positive note, the city provides policies to increment the diversity of residents, hence avoid ethnic concentration, which are included in the Municipal Plan of Integration of immigrants.

We warmly recommend Cascais to increment the offer of policies and activities to encourage citizens to mix. For example, the Intercultural city of Parla has a specific policy to enhance cultural diversity among its inhabitants. In fact, through a wide range of urban projects that aim to revitalize and renew downtown areas, they successfully achieve multiculturalism, promoting harmony and social cohesion while discouraging negative feelings. Alternatively, Sabadell's neighbourhood of Can Puiggener promotes social mixing of citizens from different areas with activities and programmes, such as, the organization of the social meal: "Mesa para la convivencia Can Puiggener" ("Table for coexistence in Can Puiggener"), and events to celebrate diversity: "Fiesta de la Diversidad de Can Puiggener" ("Celebration of Diversity in Can Puiggener").

Intercultural activities will surely help avoiding ethnic concentration and will encourage social cohesion and harmony. For instance, Cascais could consider organizing events to foster interaction and communication among the citizens; such as promoting foreign arts and cultures (or cinema, literature), music festivals; the celebration of New Year in the various cultures, etc.

Cascais might wish to look up at the Portuguese city of Braga that organizes the "*Programa Escolhas - Família do lado*" in which neighbourhoods promote diversity and inclusion of various ethnic groups and cultures. Alternatively, 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. The programme aims to raise awareness on the danger of drug and alcohol abuse; it offers psychological support and fight against unemployment.

Another interesting activity comes from Getxo that established a specific project to encourage native women to meet immigrant women. In fact, it is believed that these meetings would break down prejudices and stereotypes and would give an opportunity to exchange experiences and histories. SENDI, is another project carried out in Getxo. This project organizes games during the afternoon, a pure chance for parents and children to play and have fun in Basque. This project is developed in a leisure park called "Parkean Olgetan" and it has the support of various schools and associations.

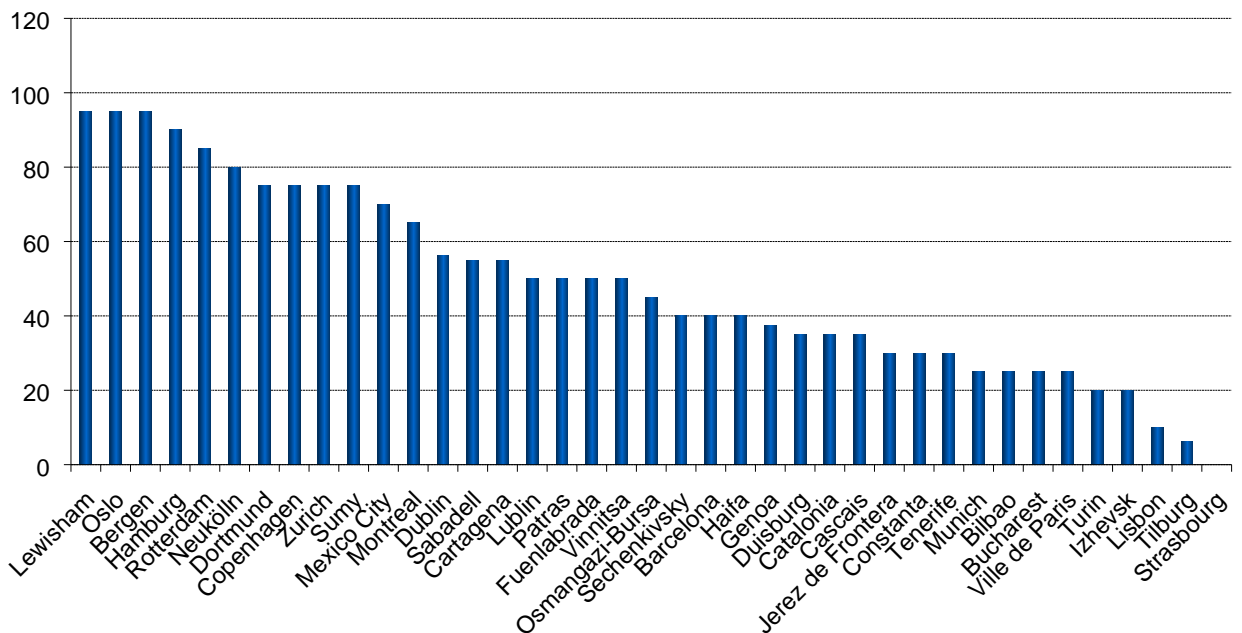
PUBLIC SERVICE

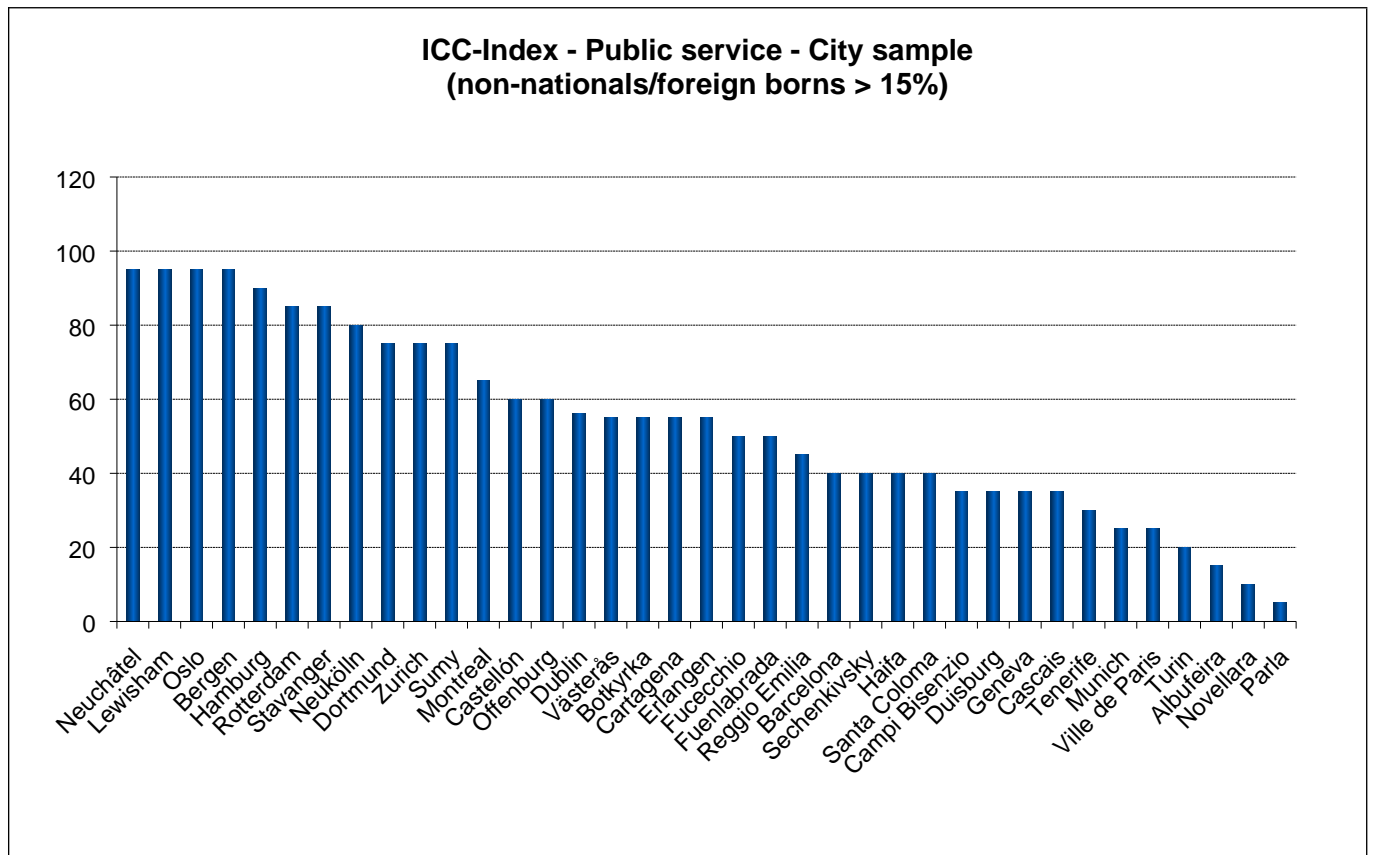
through intercultural lens



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

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





Cascais public service rate is the 35% , lower than the city sample result of 42%.

The ethnic background of public employees does not reflect the composition of the city’s population. In fact, only citizens from Portugal, Brazil or the European Union can work in the public services. For this reason, the municipality does not foresee any recruitment plan.

We wish to recommend Cascais to introduce a recruitment plan, perhaps the municipality might wish to look up at Sumy’s initiative. In fact, it would appear that many people with foreign background are opening SMEs in Sumy overcoming by the entrepreneurial activity the locals (natives). Furthermore, it is worth mentioning that foreigners-owned companies have been established in Sumy many years ago: for instance, KusumFarm is run by people coming from India, Italy, Azerbaijan, Poland and Holland. This clearly shows that the city has created a favourable atmosphere for foreign business, where companies hire people with different cultural background, including native Ukrainians.

Positively, the Municipal Plan of Integration of Immigrants encourages intercultural mixing and competence in the private sector enterprises. For example, Barcelona (Spain) has set a project for Diversity Advantage called “XEIX” to pursuit social integration bringing together local businesses. Originally, the goal was to bring together into the Retail Association diverse shopkeepers of different backgrounds to foster local development. Now, the Association welcomes all sort of organisations; such as local immigrant organisations (Chinese language schools), institutions (Casa Asia, the Confucius

Institute, Universitat Autònoma, etc), cultural facilities (National Theatre) non-profit organisations (ACCEM-refugees) and private enterprises. With the result that the Retail Association has now become a catalyser of all the local initiatives, both economic (fairs, shopping campaigns) and cultural (local festivals, exhibitions). The social and cultural activities carried out in the neighbourhood involve all communities (e.g. the health fair involved ayurveda, acupuncture, blood donation and herbalist's stands) and they actively promote participation, interaction and mutual acknowledgement.

To suit the needs of Cascais' multi-cultural community, the city provides women-only spaces in sport facilities. However, the city should consider introducing also school meals and funeral/burial area. School canteens should offer different meals to satisfy pupils' alimentary needs. In addition, funeral services and burial areas should be offered for all the confessions. In Paris, for example, Catholic and Protestant ceremonies are planned with the priest of the parish; the Rabbi will organize the ritual washing and prayers (Hevrakaddisha and Kaddish) for a Jewish; Paris Mosques will take care of the ritual washing and traditional prayers for the Muslim funeral. Lastly, the pagoda will organize the Buddhist ritual. Moreover, it is possible to organize religious ceremony at the crematorium of the cemetery of Père Lachaise, whatever the confession of the deceased was.

Cascais could also organize a wide range of activities to promote social cohesion and to encourage intercultural mixing: for example, the Spanish city of Getxo organizes a *Street Culture Day* to promote social cohesion and encourage immigrants' integration through sportive activities; combined to this, the *International Folk Festival*, where music promotes interaction between people from different cultural backgrounds, celebrating cultural diversity with folk music.

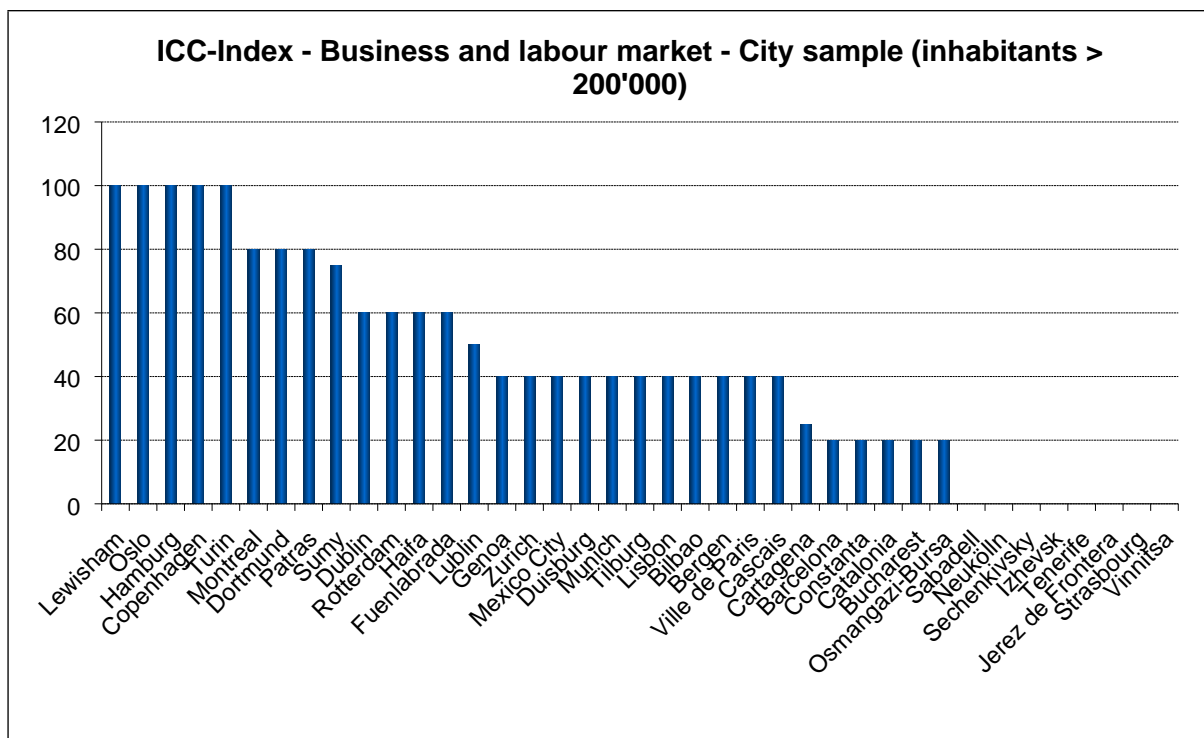
Alternatively, in the London borough of Lewisham, in Pepys Park, young people were invited into the process of designing and making a new playground area. At Ladywell Fields, an area of abandoned meadowland was restored to public use with the involvement of a park user group and the reinstatement of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

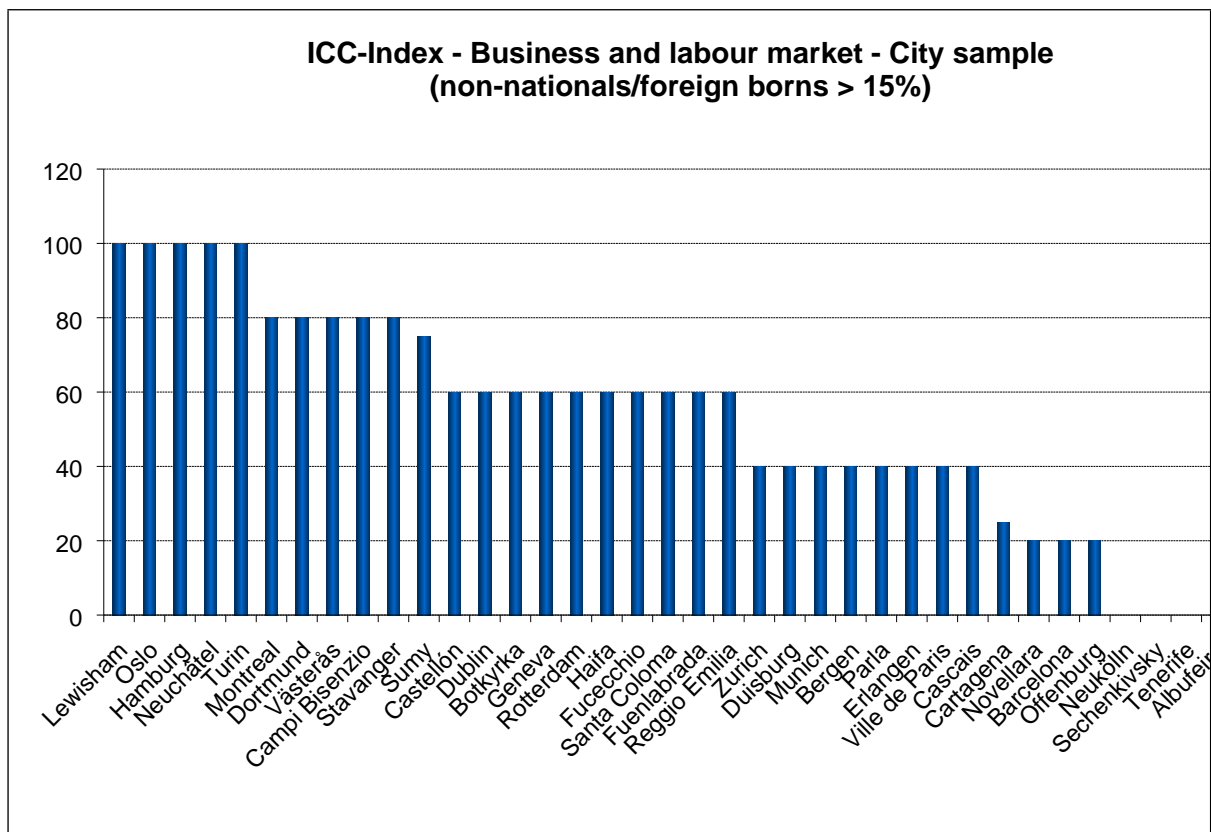
BUSINESS & LABOUR

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.





Cascais rate of achievement in the Business and labour market area is the 40% , only one point lower than the city sample's result of 41%.

The city 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.

Although the City has not adopted a charter or another official legal document against ethnic discrimination, there is a statement against gender discrimination. The "*Conselheira para a Igualdade*" (Counsellor for Equality) recognizes the importance of promoting Gender Equality as a fundamental factor for local development. In 1998, the Cascais City Council adhered to the challenge launched by the then Commission for Equality and Women's Rights (current CIG - Commission for Citizenship and Equality of Gender), establishing a protocol with this entity, within which a person of reference was appointed for gender issues: The Counsellor for Equality.

The Counsellor for Equality's role is 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 Counsellor's competences are:

- 1) Monitor and streamline the implementation of local policy measures from a gender perspective;

- 2) Monitor and streamline the implementation of measures envisaged in local strategies to promote equality and prevent domestic violence and other forms of discrimination;
- 3) Give advice and suggestions on the policies in the field of equality and non-discrimination, maternity and paternity protection, combating domestic violence and other forms of discrimination;
- 4) Submit concrete proposals for action;
- 5) Raise awareness on gender equality, in particular in the areas of: citizenship education, equality and non-discrimination, maternity and paternity protection, reconciliation of professional, personal and family life for men and women, and combating discrimination. Domestic violence and other forms of discrimination;
- 6) Participate in the annual forum of Counsellors and local Councillors for equality;

It is extremely positive that the municipality encourages businesses from ethnic/cultural minorities to enter in the mainstream economy and higher value-added sectors. This policy is enclosed in the Municipal Plan of Integration of Immigrant: the municipality has experience of relocating ethnic businesses from degraded neighbourhoods.

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

To encourage different cultures to mix, a business incubator has been established: DNA Cascais is a non-profit association that aims to contribute by all appropriate means to the promotion, encouragement and development of entrepreneurship in general, with a special focus on promoting young and social entrepreneurship in the Municipality of Cascais. The agency, over the last 10 years, has supported the creation of 292 companies, boosting over 1.500 new jobs. DNA Cascais focuses on developing skills and knowledge through the promotion and stimulation of creativity and innovation. In a nutshell, these are DNA Cascais' main activities:

- 1) Creation of new companies
- 2) Promotion of competitions about entrepreneurship
- 3) Management of the "Cascais Business Angels Club"
- 4) Organization of seminars, conferences, etc.
- 5) Offer of Internships, international exchanges, etc.

Despite these good initiatives, we wish to stress the importance of giving priority to companies with a diversity strategy. For instance, 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.

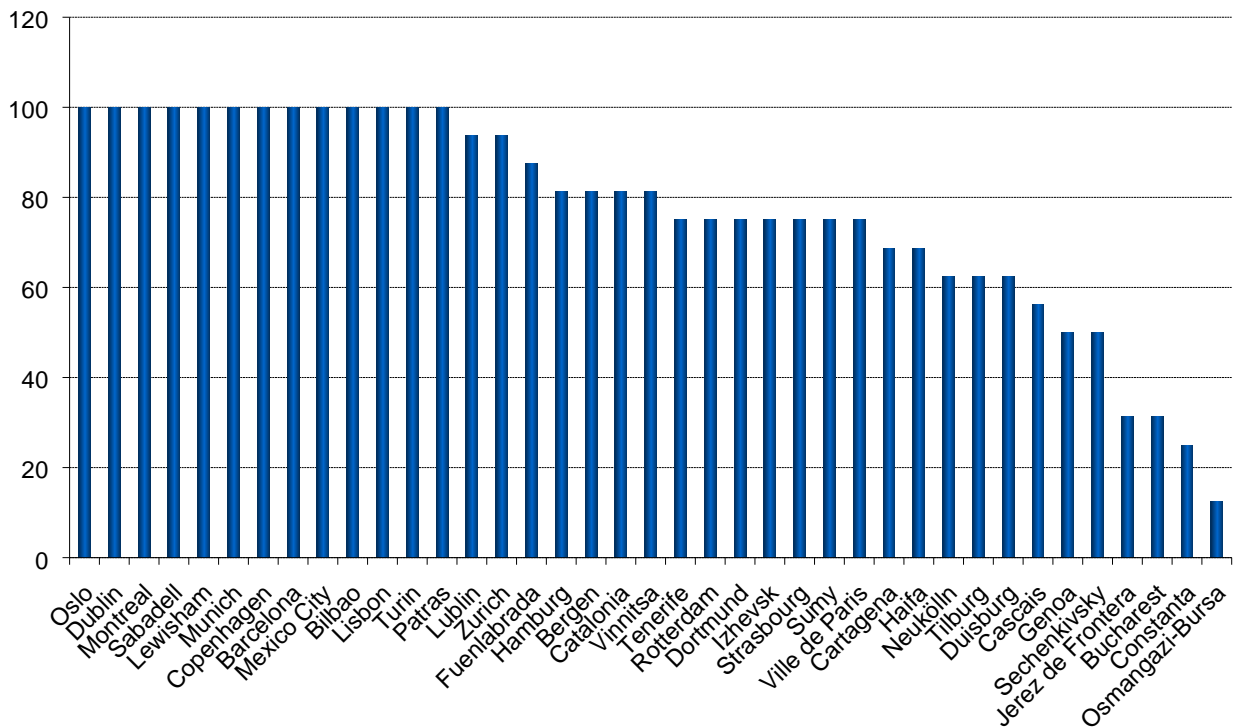
CULTURE & CIVIL LIFE

through intercultural lens

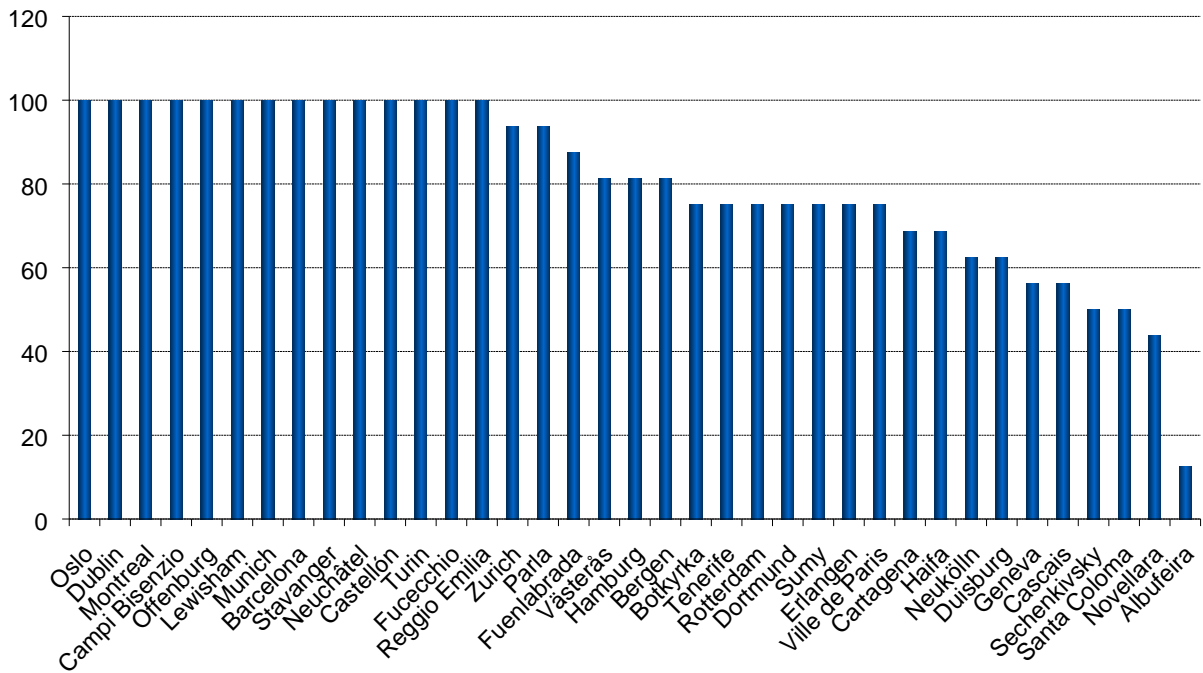


The time that people allocate to their leisure may often be the best opportunity for them to encounter and engage with inhabitants from a different culture. The city can influence this through its own activities and through the way it distributes resources to other organisations.

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



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



Cascais achievement for cultural and civil life policy corresponds to the 56%, lower than the city sample achievement of 75%.

Interculturalism is not used as a criterion when allocating grants to associations, but positively the city regularly organises intercultural activities.

Some of the many activities carried out in Cascais are:

- The project Surf.Art is an experimental project that aims to improve social welfare in the lives of children and young people, through the practice of Surfing and contact with nature. 14 children have been taught how to surf and, though this sportive activity, they are learning deeper aspects of humans' lives, such as autonomy, freedom of expression and how to manage emotions. Thus, children are developing resilience, while improving personal and family relationships. More importantly, children are also doing better at school, they are more motivate and more willing to study and learn.
- The Inverte (Reverse) project 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.
- The Mural Art Festival takes place every summer since 2014. Muraliza maintains the desire to renew the status 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 and it witnesses its transformation and evolution: the painting murals of great and medium size, are always inspired by the innumerable and unique characteristics of the region and, concretely, in the peculiarities of this social district built in the 60's.

Occasionally, the city encourages cultural organisations to deal with diversity and intercultural relations. Equally important, Cascais also organises public debates or campaigns on cultural diversity and living together.

The municipality of Cascais offers to its citizens a social diagnostic: an organization that regularly checks on residents' well-being. The Social Networking's objective is to involve citizens and organizations in public discussion on living conditions in Cascais, stimulating good practices of citizenship while promoting a more participative and cohesive municipality. First, citizens answered questions on a wide range of topics, such as health, housing, culture and leisure, income, employment, education, etc. Secondly, the organization asked them what perception they had regarding well-being in Cascais. This second phase addresses the following questions to the citizens: "What is well-being for you?"; "What is it to you if you feel bad?"; "What do you do or can you do to ensure your well-being and well-being for all?". This project has been addressed to 240 residents, and it will help the municipality to improve citizens' well-being while encouraging harmony and social cohesion.

Braga and Santa Maria da Feira prefer theatre as a tool to promote interculturality. Braga's Teatro-Circo, inaugurated in 1915, offers today a wide range of plays and comedies. Moreover, The Braga theatre festival lasts throughout the first half of July and the theatre hosts companies from either Braga or abroad in a variety of locations throughout the city.

Instead, during Santa Maria da Feira's celebration of the International Day of Peace, the 20th and 21st of September 2016, the Palestinian company Freedom Theatre (FT) performed the theatre 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.

In fact, it would appear that theatre brings people together, goes beyond diversities and makes people step outside of their comfort zone. It creates a neutral environment where it is possible to have fun and learn at the same time.

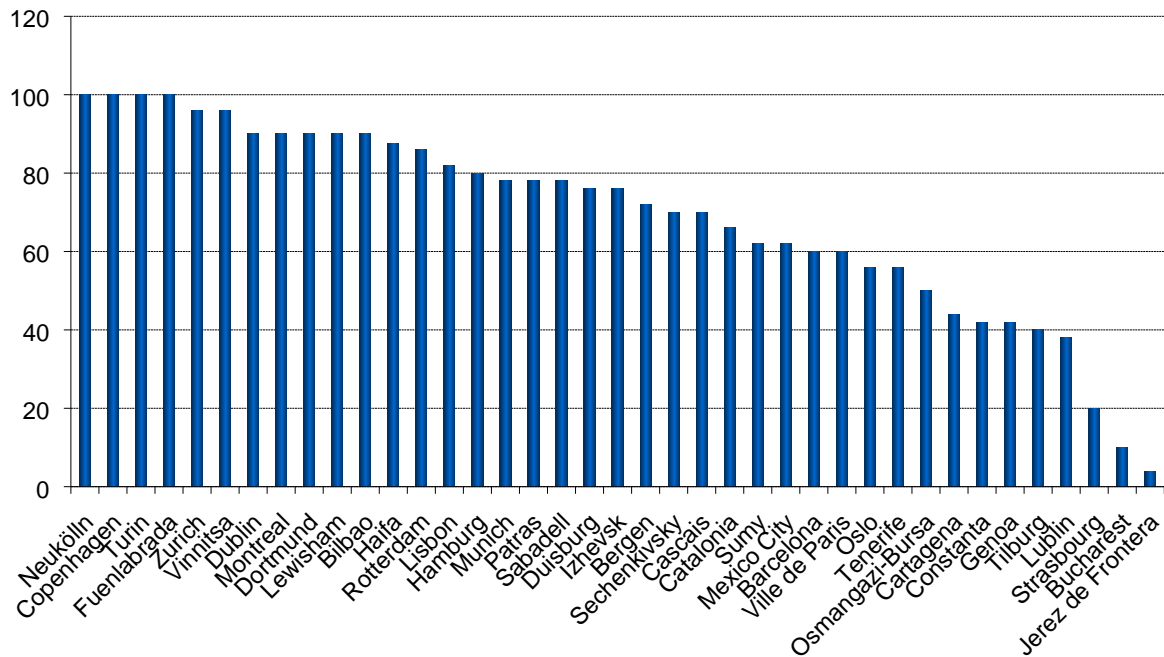
PUBLIC SPACE

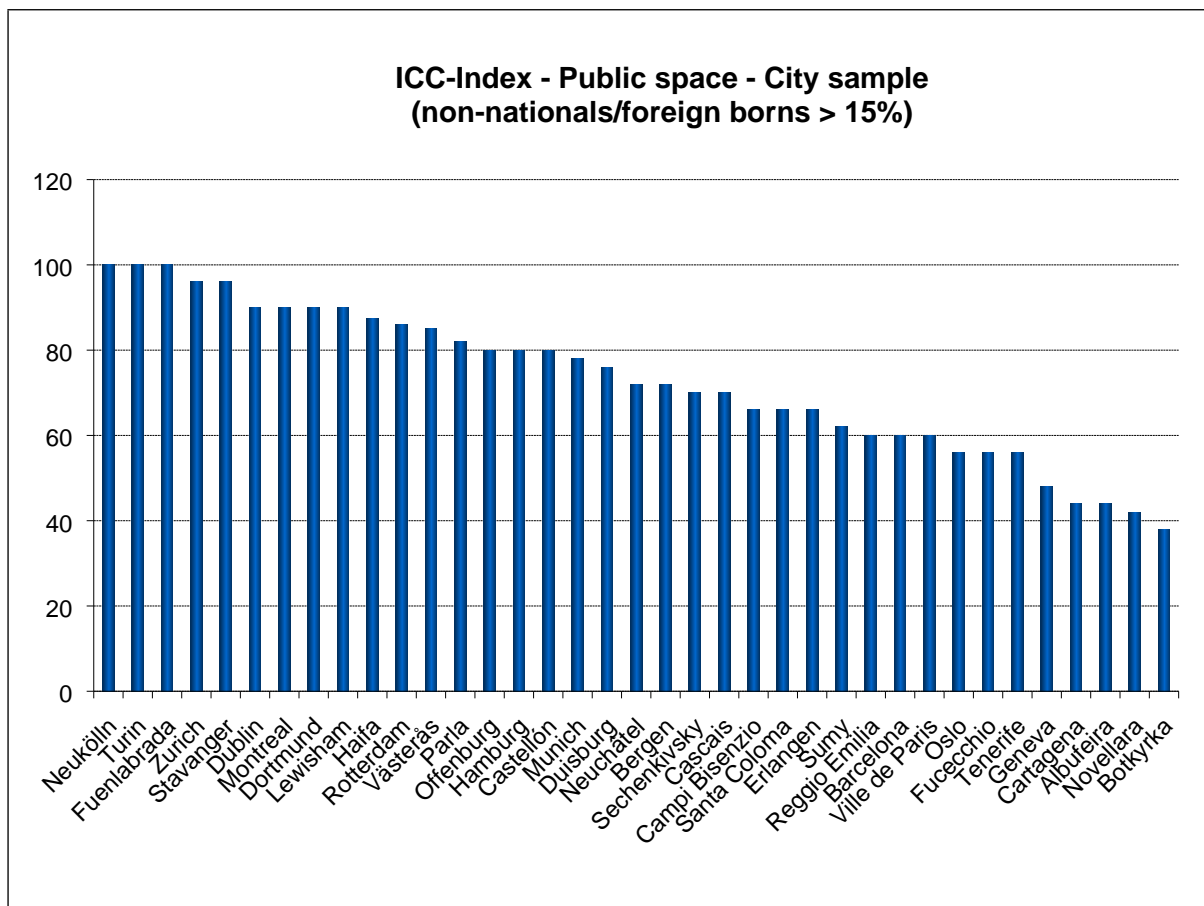
through intercultural lens



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)





The rate of achievement of Cascais public space policy is the 70% , higher than the city sample's rate of 64%.

Cascais municipality encourages intercultural mixing in public areas such as public libraries, museums, playgrounds and squares. It is excellent that the city is involving so many public places. The "Bairro de Adroana" is a perfect example of intercultural integration in the neighbourhood. In fact, by cultivating the 46 plots of the new associative garden, citizens are strengthening ties and connections. The vegetable garden results from a municipal investment of 35,000 euros that deeply transformed an area of 4,755 square meters. This garden now reflects the intercultural population that live in the area. Here and there grow cabbages and lettuces, courgettes and cucumbers, and even okra from Guinea. Gardening does not know nationalities, everyone can join the project benefitting from the contact with the nature.

Similarly, In the Italian city of Turin, schools have allocated vegetable gardens where students can cultivate with the help of their parents. This garden is a meeting point for parents coming from different countries, with different cultural background, to get to know the other members of the community

Positively, the city takes into account the ethnic/cultural backgrounds when designing and renewing building or structures. Furthermore, when the city authorities decide to reconstruct an area they propose different methods to consult people and to involve minorities in the decision-making process.

Similarly, the city of Beja has adopted a plan called "*Director Municipal*", that involves people with different ethnic backgrounds to discuss the reconstruction of the city. Alternatively, Sumy adopted a process called "*decomunization*": streets, buildings and infrastructures from soviet time have been changing their names, however names are publicly discussed and opinions are collected before such projects implementation.

Across the city, there are one or two areas dominated by one minority ethnic group where other people feel unwelcomed, and unfortunately, there are areas that can be defined "dangerous".

When a city area is defined, or perceived as dangerous, authorities should act to change this perception and to improve the living conditions, to make sure that all the citizens are feeling welcomed and safe. The revitalization of disadvantaged areas is an important step in the development of interculturality and the city of Loures (Portugal) has taught a very good method, transforming the neglected neighbourhood of Quinta do Mocho in a Public Art Gallery. It happened in in October 2014, when over 2000 artists and residents, 25 NGOs and 43 private companies painted breath-taking frescos on 33 buildings. The aim of this 3 days' intervention, known as "O Bairro I o Mundo" (the neighbourhood and the world), was to change the image of the "stigmatized" neighbourhood which used to be considered dangerous, destroy prejudices against the residents from diverse backgrounds, increasing their self-esteem and foster the sense of belonging to the neighbourhood.

Santa Maria da Feira is very active in trying to involve and integrate Roma people in the local community. In fact, its interesting projects *Sun in the Community* aims to gather together 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.

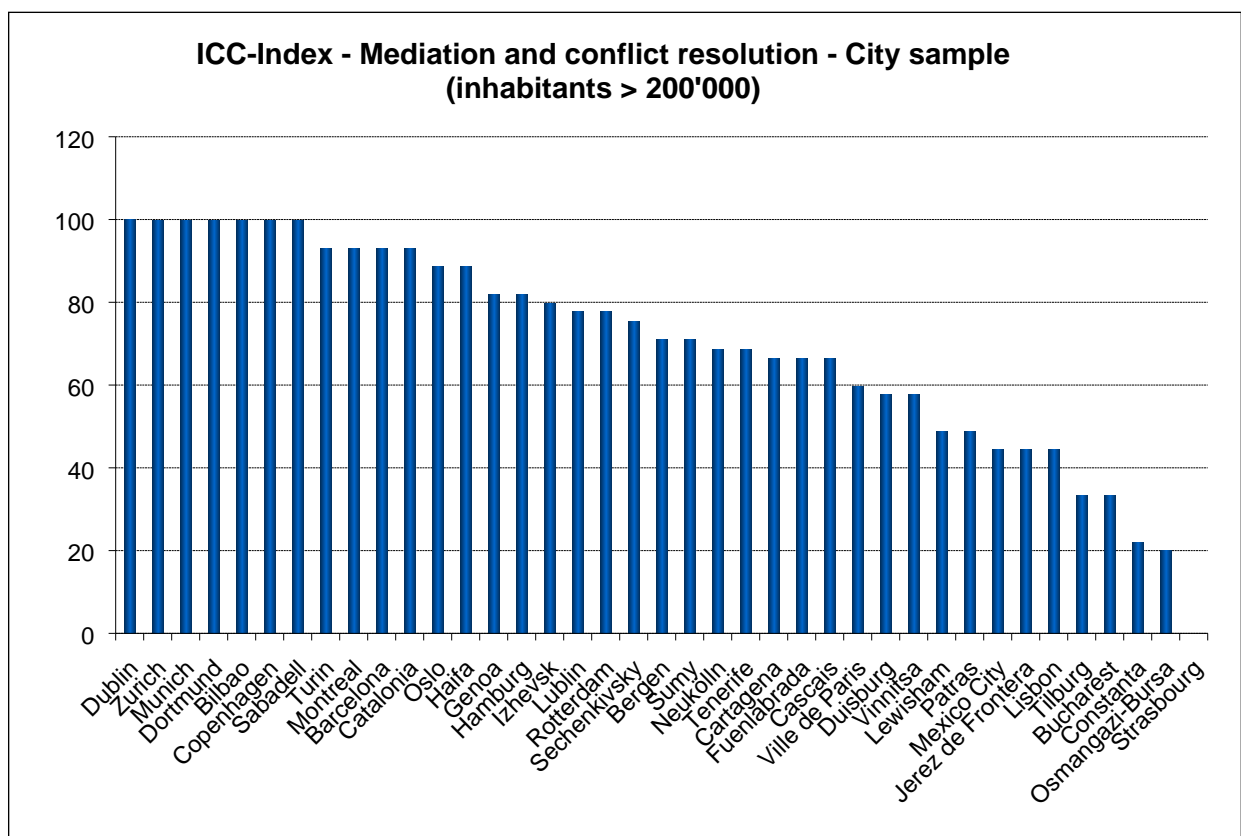
Lastly, Cascais might wish to look up to Barcelona that has the objective to promote mutual acknowledgement, interaction and exchange through intercultural subsidies, such as festivals (also adopting migrants' holidays), art exhibitions and workshops, etc. For what concerns sports, Barcelona facilitates the inclusion of boys and girls in regulated sports, promoting changes in current legislation that may hinder the participation of foreign youngsters. It promotes projects based on sport that encourage interaction between young people from different origins, especially in the urban areas that have the biggest immigrant populations and the highest risk of isolation or segregation.

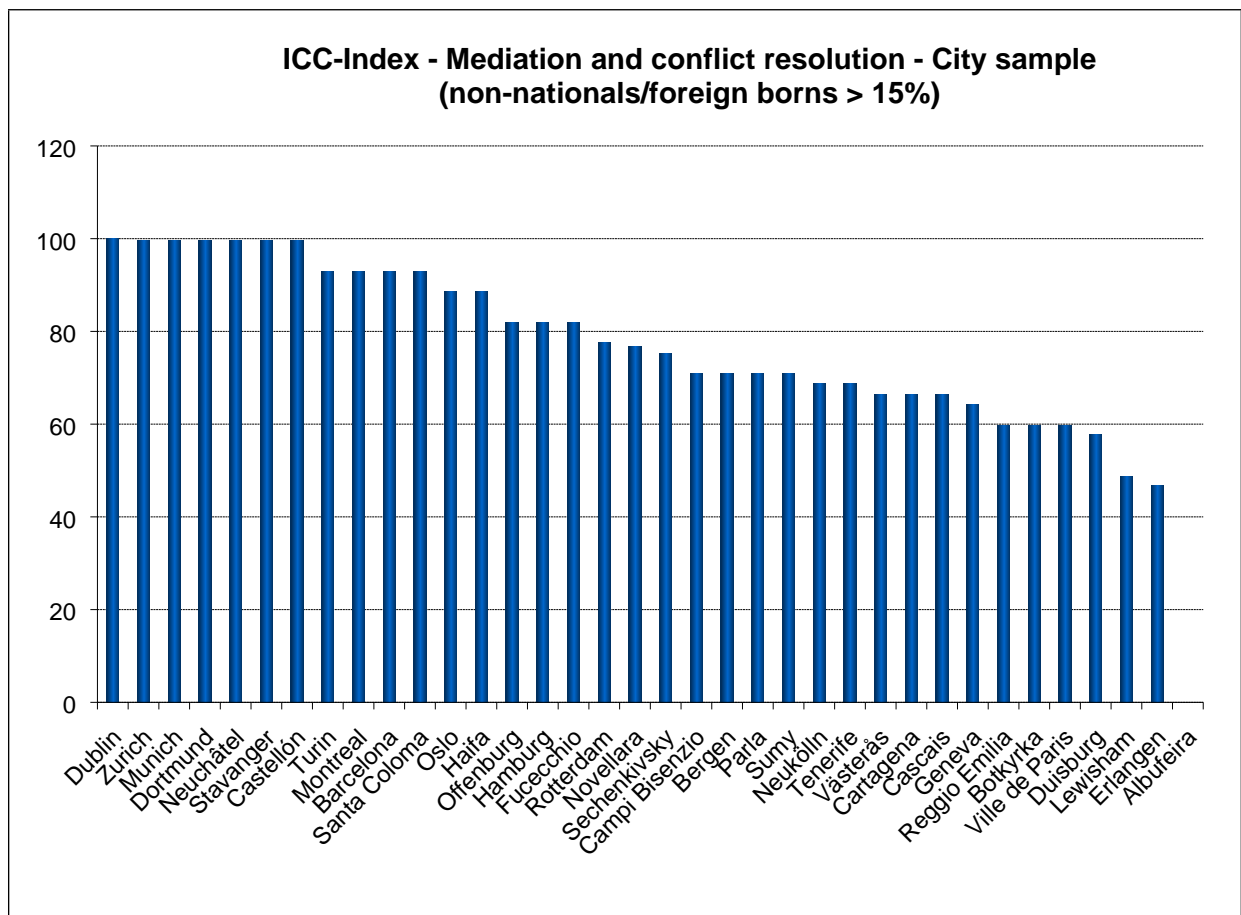
MEDIATION

and conflict resolution



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





Cascais' mediation and conflict resolution policy achievement corresponds to the 66%, higher than the average of the cities taking part in the programme (64%).

The city provides a municipal mediation service devoted only to intercultural issues. As a suggestion, the city should consider establishing a general service which would deal with cultural conflicts. Moreover, we strongly advice Cascais to establish an organisation or a department to deal specifically with inter-religious relations.

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

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

spiritual life in Erlangen is that all main congregations have agreed to invite each other to all main religious holidays.

In 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. The following is an excellent example of what Cascais is doing for its community: the Educa.gz programme.

Mediators are the protagonists of the Educa.gz programme: through entertainment, they educate children helping them to improve their lives. This project minimizes negative behaviours, both through the animation of playgrounds, as well as signalling and monitoring of situations of greater complexity. In fact, during the school year, the project establishes a systematic connection with various schools and enhance existing relationships, both institutionally and at community level, finding creative solutions to integrate children in the society.

To improve in the field of mediation, Cascais could follow some examples:

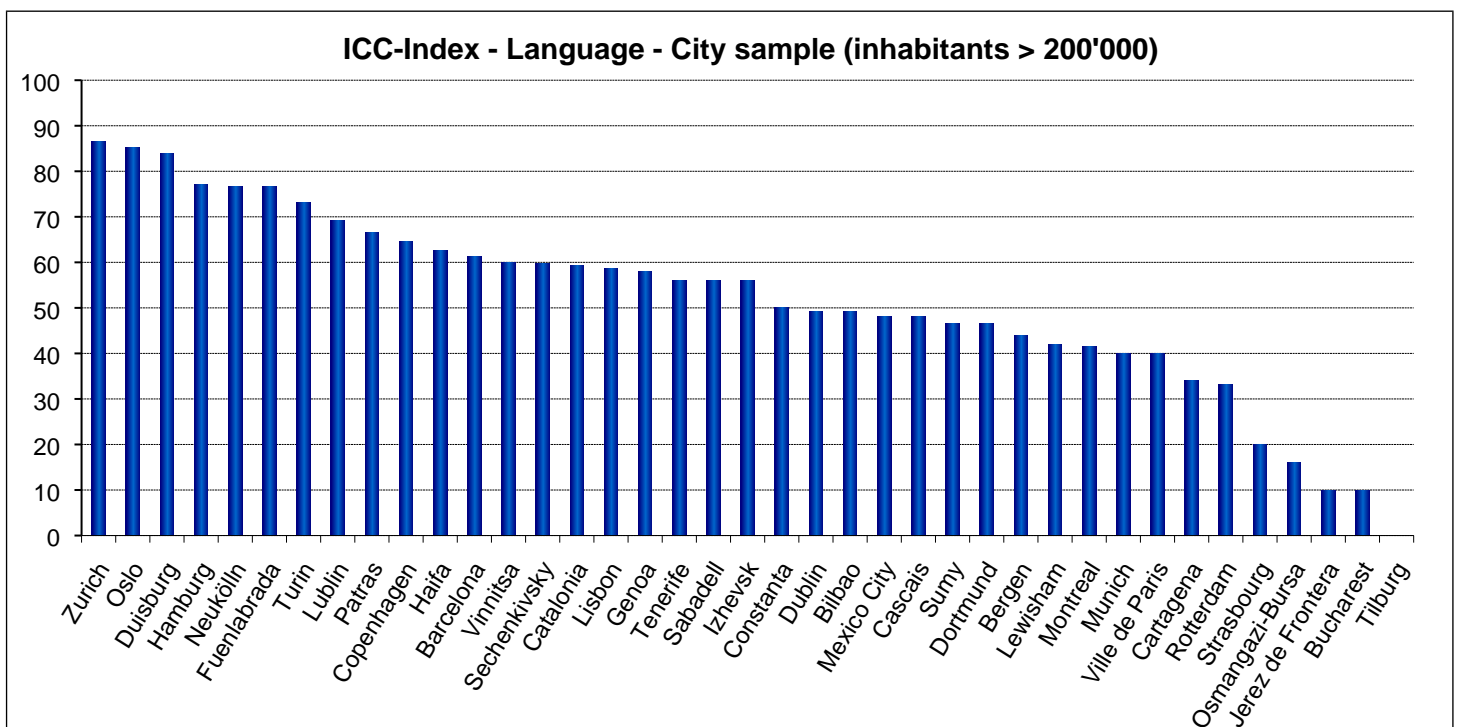
The Italian Intercultural City Reggio Emilia has set a centre to mediate and to prevent and solve conflicts. The intercultural centre "Mondinsieme" welcomes a great variety of ethnic and language backgrounds and offers support and assistance. For example, the Mondinsieme has great expertise in training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

In Patras (Greece) the European project SONETOR is the first international systematic effort to design services that meet the professional needs of intercultural mediators. A seminar, called "*Contribution of intercultural mediators in the social inclusion of migrants*" was held in Patras with great success, both in terms of audience numbers and the level of presentations and debate. During the workshop, scientists, representatives of migrant associations and specialized services managers discussed the facts of education and employment of intercultural mediators, focusing on the experiences recorded in Patras and other Greek cities, from efforts to integrate immigrants into local communities. Moreover, the *on-line Training Platform for Intercultural Mediators* was presented alongside which combines social networking applications and training methodologies so that it helps intercultural mediators during their work through specialized educational content and services. Of particular interest, several workshops focused on the figure of cultural mediator, telling stories of incidents and problems they may face when communicating with migrants in the fields of education, health, housing and legal support.

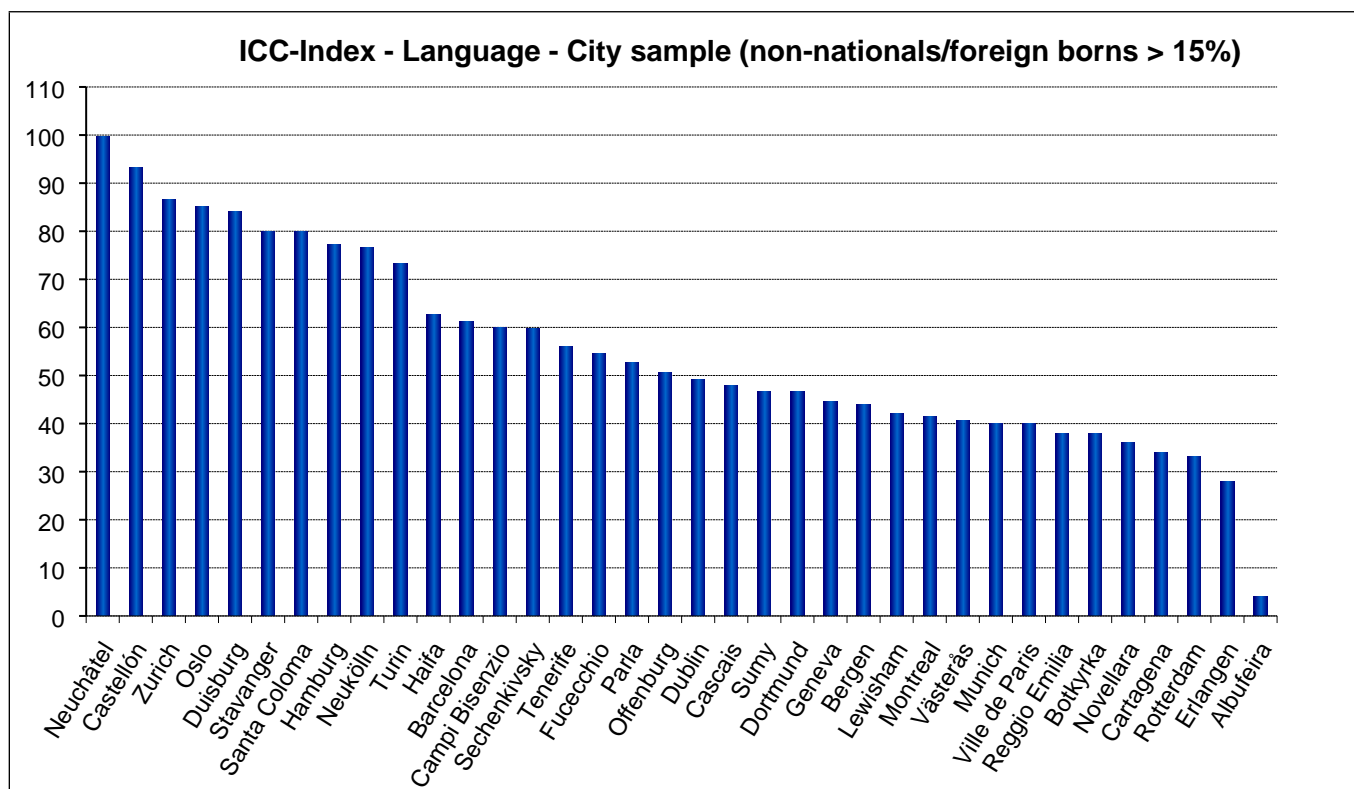
LANGUAGE



The learning of the language⁹ 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.



⁹ By language we understand an abstract system of word meanings and symbols for all aspects of culture. The term also includes gestures and other nonverbal communication. (ref- http://higher.ed.mcgraw-hill.com/sites/0072435569/student_view0/glossary.html)



Cascais' language policy achievement rate corresponds to the 48% , one point lower than the city sample's result of 49%.

Cascais supports and provides various language programmes: language training in the official language(s) for hard-to-reach groups (non-working mothers, unemployed, retired people etc.), migrant/minority languages are taught as a mother tongue for migrant/minority kids only.

Perhaps the city might wish to introduce migrant/minority languages as part of the school curriculum or as an option available to everyone; specialize in the teaching of languages for children; or support private/civil sector to provide language training in migrant/minority languages.

Cascais is promoting an excellent activity: "Speak" is a language and cultural exchange program designed to bring people together, promoting multilingualism, equality; it democratizes language learning and, more importantly, breaks down barriers minimizing stereotypes.

Another interesting programme is called "Portuguese for Everyone" that 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.

As a suggestion to improve in the language field, Cascais should financially support minority newspaper and/or radio and TV programmes in a minority language like the Intercultural Cities of Arezzo and Ballarat. In fact, Arezzo's weekly newspaper Piazza Grande has a Romanian column, moreover, the channel Tele San Domenico (TSD) shows the news in several languages.

Instead, Ballarat has a collaboration with the 99.9 Voice FM – Ballarat Community Radio. Today, the radio station offers a weekly radio program to be conducted by the Multicultural Ambassadors in minority languages.

Nevertheless, it is excellent that the city seeks to give a positive image of migrants and/or their minority language. Beja, for example, organizes poetry evenings, public readings and other cultural event to emphasize the importance of languages and the richness that minority languages entails.

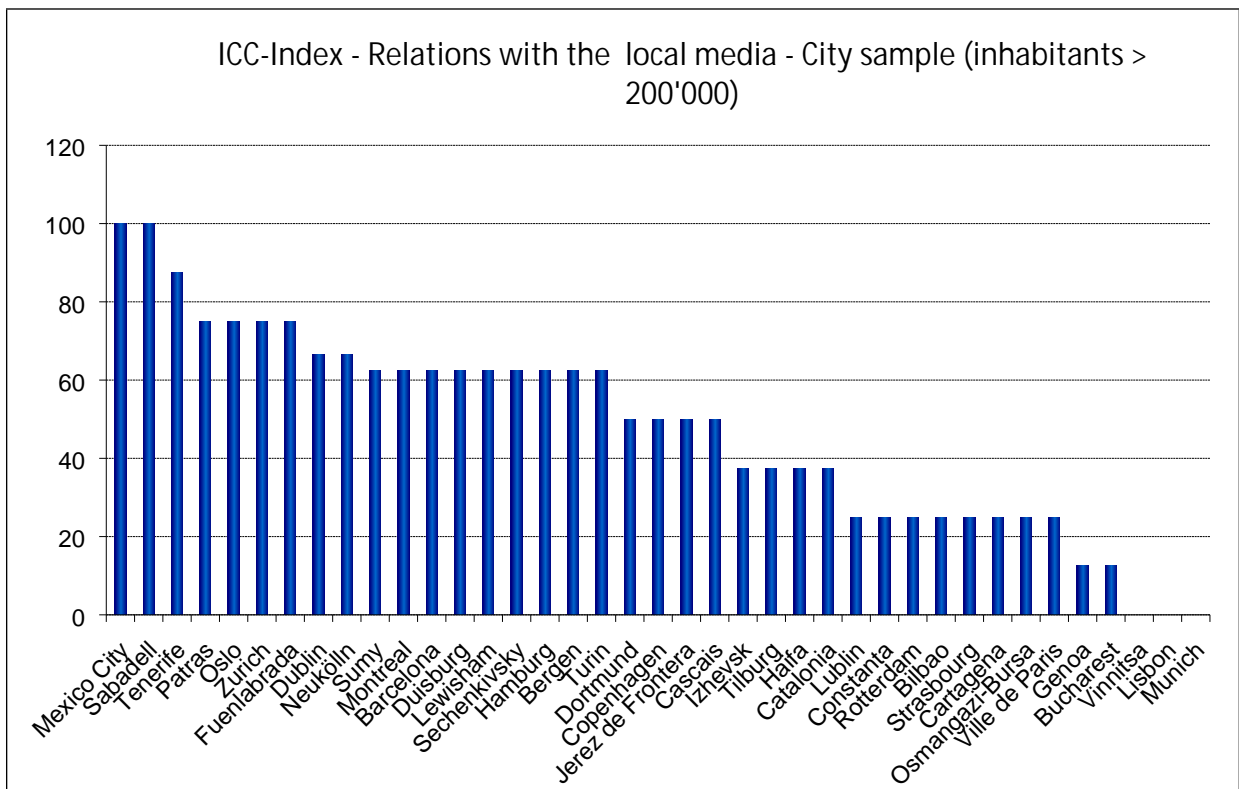
Cascais might find the following organization very interesting: the Parisian Association Dualala (*from one language to another*) accompanies bilingual families and professionals involved in multilingual environment taking under consideration the transmission of languages and cultures of origin. Dualala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

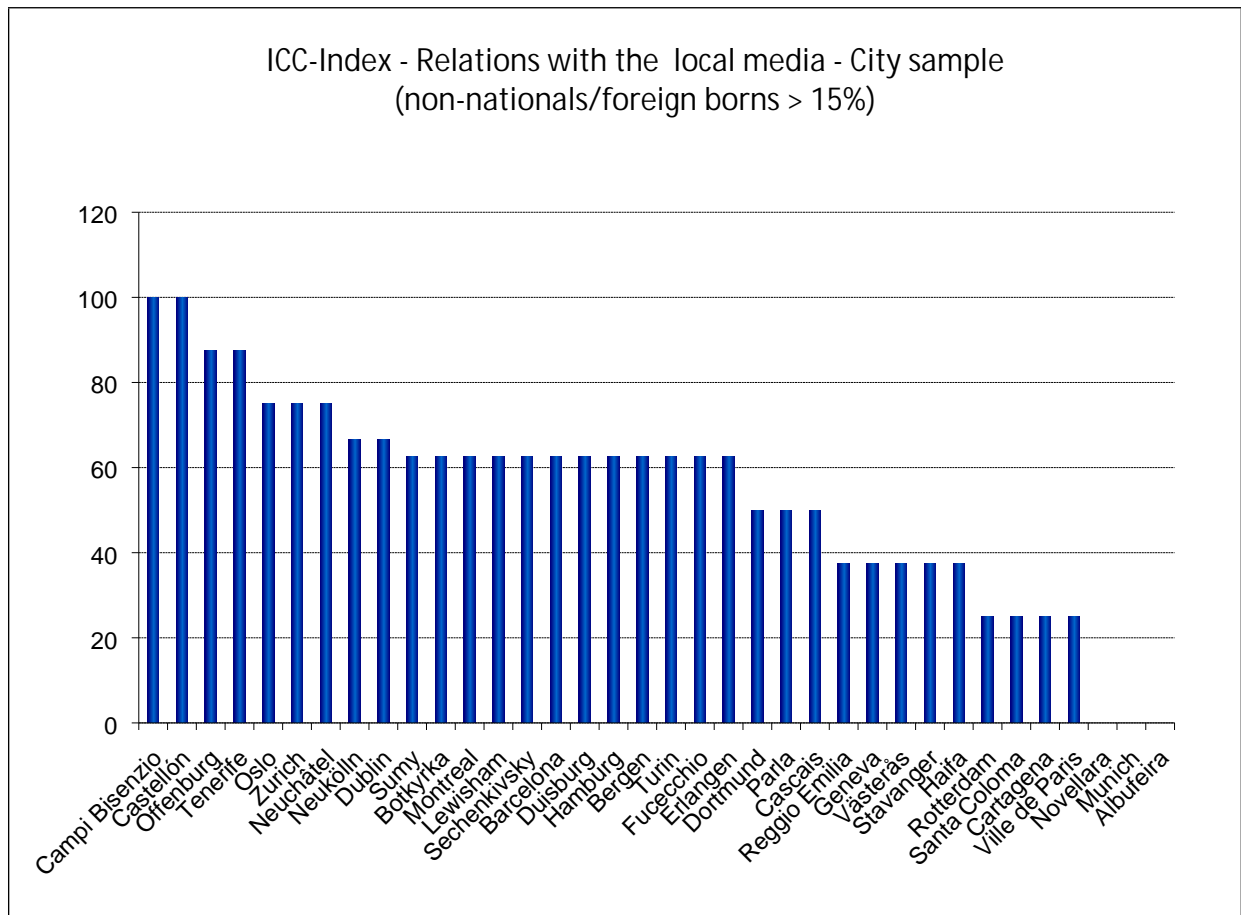
Language is crucially important in the integration process, especially at an early age. On this purpose, Cascais could be inspired by the example set in Tilburg, in the Netherlands. In the projects of VVE ('before and timely education'), children in the range from 2 till 6 are trained to develop especially language skills. The aim is that migrant children will not have language arrears when they enter the primary school at the age of 5. Many language activities are implemented to toddlers in the playgroup. VVE - support is also given to the first two classes of the primary schools.

MEDIA policies



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





Cascais media policy is the 50% , positively, a higher result compared to the 45% achieved by the city sample.

The city does not have 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.) but the city's communication (PR) department highlights diversity as an advantage. Furthermore, it is also extremely positive that the city provides support for advocacy and/or media training to mentor journalists with minority background. As an example, "Tomar Claro" is an Intercultural Prize for Local Journalists whose objective is to promote news/articles on the following themes: interculturality and identity, sense of belonging to the community, migratory pathways, social integration and education for intercultural citizenship.

Perhaps Cascais might wish to combine its programmes with this Parisian association: the *Maison des journalistes étrangers* (House for foreign journalists) is an association that welcomes foreign journalists persecuted in their home country in defense and promotion of the freedom of expression.

Unfortunately, Cascais does not promote a positive image of immigrants and/or minorities in the media. To improve, Cascais could follow Bergen's example. The Norwegian city monitors the way in which minorities are portrayed in the local media. In addition, four or five times a year, the city publishes a

newspaper with information about activities in the city that is distributed to all households in the city.

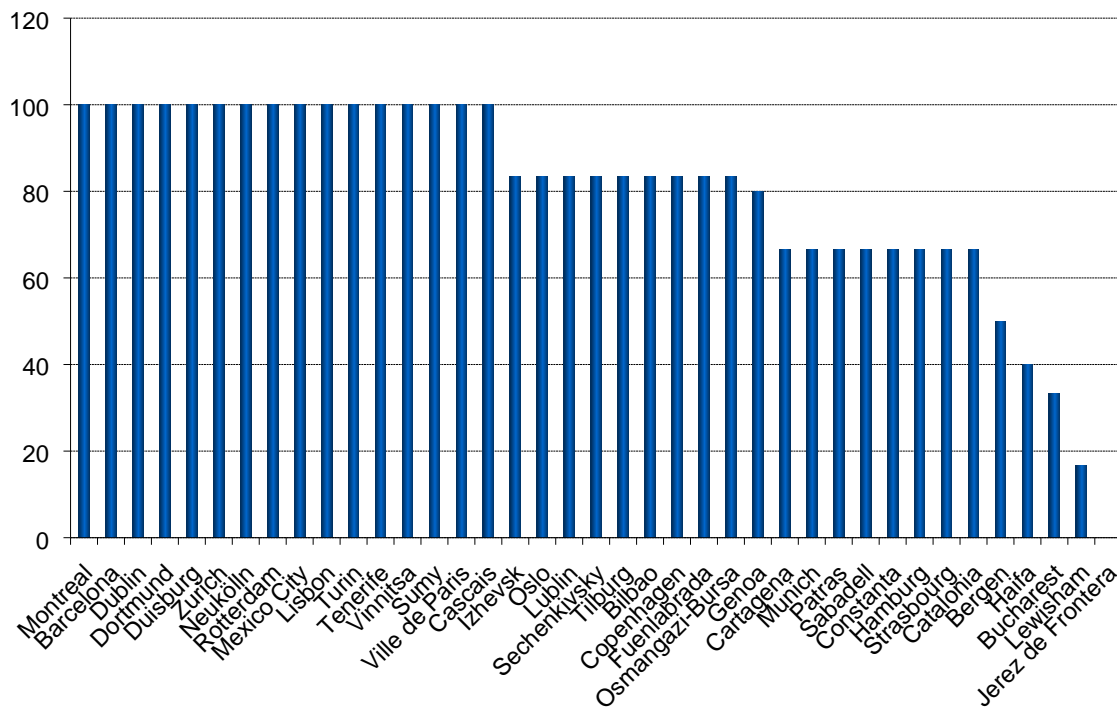
Another good practice comes from the Intercultural Norwegian City of Oslo, where the city has an internet service, called "*Cultural diversity in the media*" informing on concerts, exhibitions and festivals organized by artists with minority backgrounds. The service was established in recognition of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

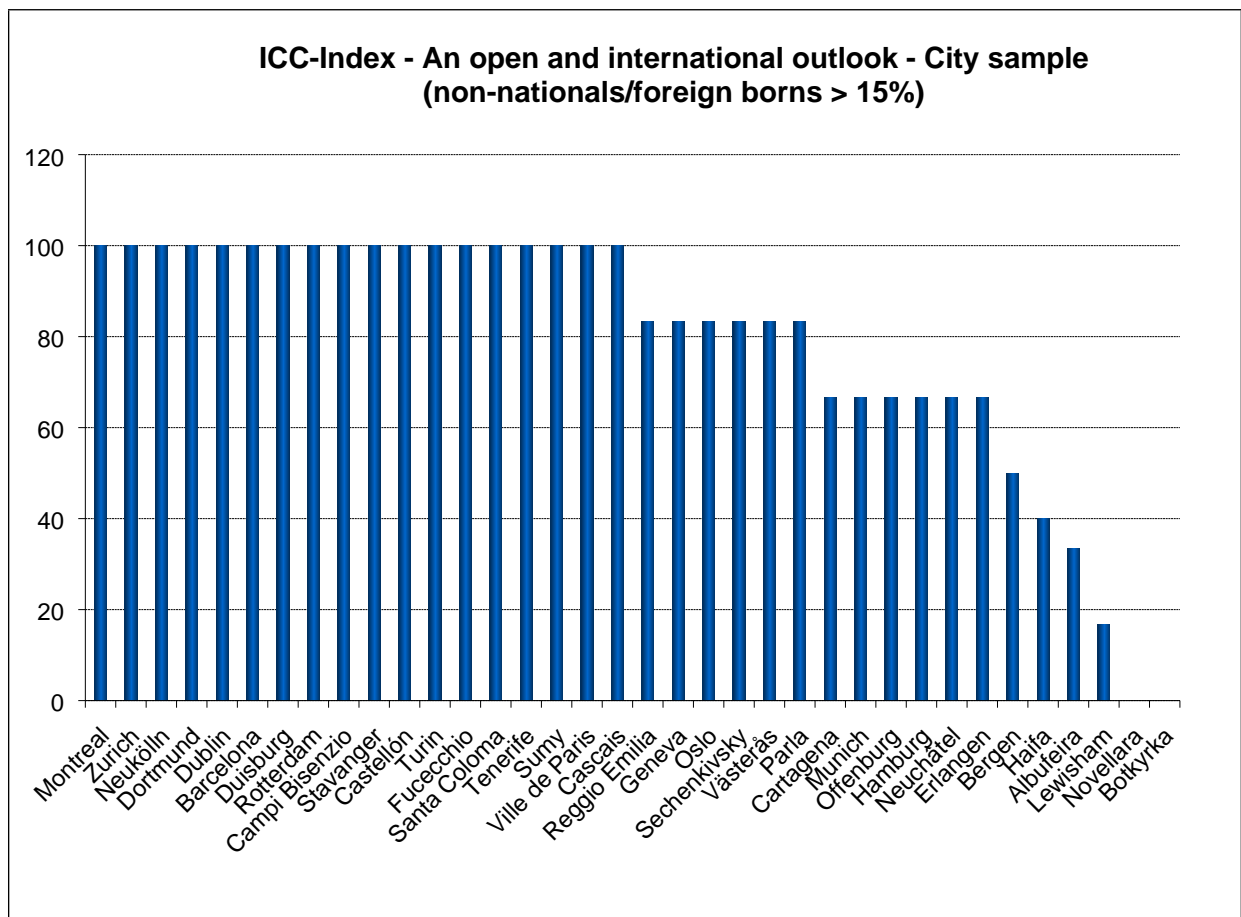
INTERNATIONAL outlook policies



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

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





Cascais achieved the 100% in the field of an open and international outlook, sensibly higher than the city sample's rate of 72%.

The city has adopted a specific economic policy to foster international cooperation as well a specific financial plan.

For instance, the ambassador of the Republic of Moldova, Dumitru Socolan, was welcomed by the Mayor of Cascais, Carlos Carreiras, in the Town Hall, to reinforce the existing twinning protocol since 2012. With a Moldovan community of 556 people (318 women and 238 men), Cascais has a Moldavian Cultural Centre that provides support to the immigrant in their daily lives, disseminates the culture of the Republic of Moldova in Portuguese society and promotes their social well-being.

Another opportunity to enhance Cascais' openness was when the Cascais Chamber received a delegation from the Vice-President and Investor of Harbin, China. The meeting aimed to strengthen relations between Cascais and Harbin in terms of investment and cooperation between the two municipalities in the areas of Tourism, Health and Education.

Moreover, the city has established an agency with specific responsibility for monitoring and developing the city's openness to international connections.

A clear example is the “Estoril Institute for Global Dialogue” . As reported on the website¹⁰:

“The Estoril Institute for Global Dialogue (Estoril Global) is a non-profit Organization whose mission is to promote the development of local initiatives that address the challenges of globalization. The emphasis is put on dialogue as a process of shared understanding and co-creation between private and public stakeholders. With this mission, we operate at two levels – knowledge and impact. On the one hand, Estoril Global promotes knowledge and inspiration through a global forum, the Estoril Conferences (...). On the other hand, the Estoril Institute for Global Dialogue promotes local impact by actively supporting and promoting projects that emerge from the Estoril Conferences. Portugal, having always been affected by the confluence of two major maritime spaces (the Mediterranean and the Atlantic), has had, and will continue to have, a frontline tradition of bringing together peoples and regions in debates on ideas about modernity, ecumenism and universalism (...). Through their innovating approach, the Estoril Conferences embody the operational concept of “problem-solving”, starting from the premise that the problems are global and require both global and local solutions. Thus, the relationship between global and local is a theme common to all the annual editions, with a “problem-issue” being defined for each one of them.”

Equally important, Cascais’ universities encourage foreign students to participate in the city life and to remain after graduation. Moreover, Cascais enhances economic relations with countries of origin of its migrant groups. In fact, Cascais, through twinings, agreements and cooperation protocols, encouraged 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 created bridges between the various economic, cultural and social realities, with a view to revitalizing a new model of international relations in this century.

Of particular importance is the connection between Portugal and Morocco, in fact, to reinforce and strengthen the relations between Morocco and Portugal it has been organized a seminar titled "Portugal - Morocco: Bilateral Relations". During this event, a cooperation agreement has also been signed. The purpose of this agreement is to use existing structures in the Cascais Municipal Council to support, whenever possible, the AALM (Associação de Amizade Luso-Marroquina) initiatives organized in the municipality of Cascais. Especially: the promotion of the culture of Morocco; provide Portuguese language and culture lessons; share Moroccan culture through art or photography exhibitions, literary works, etc. Hopefully, these activities will make it easier to integrate the Moroccan community into the Portuguese society.

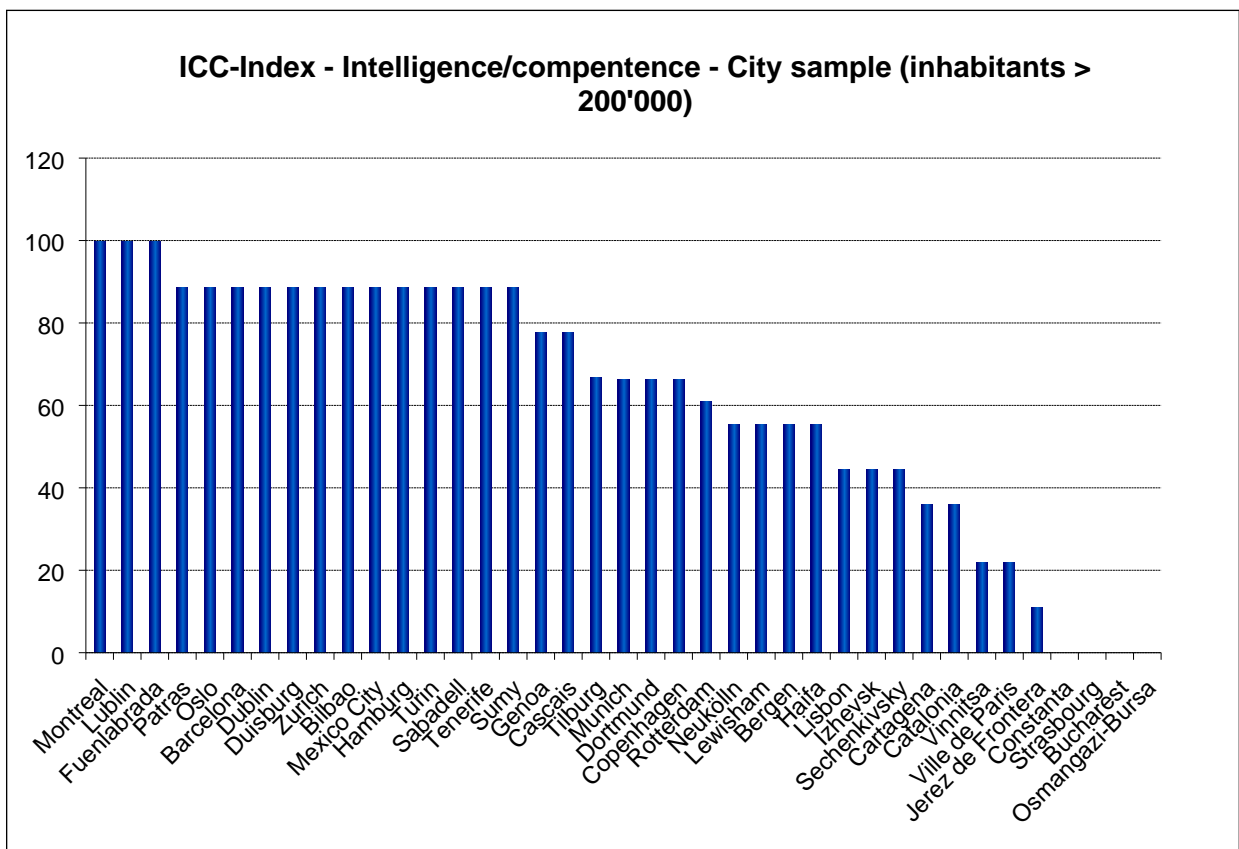
¹⁰ <http://www.conferenciasdoestoril.com/en/content/estoril-institute-global-dialogue-vision>

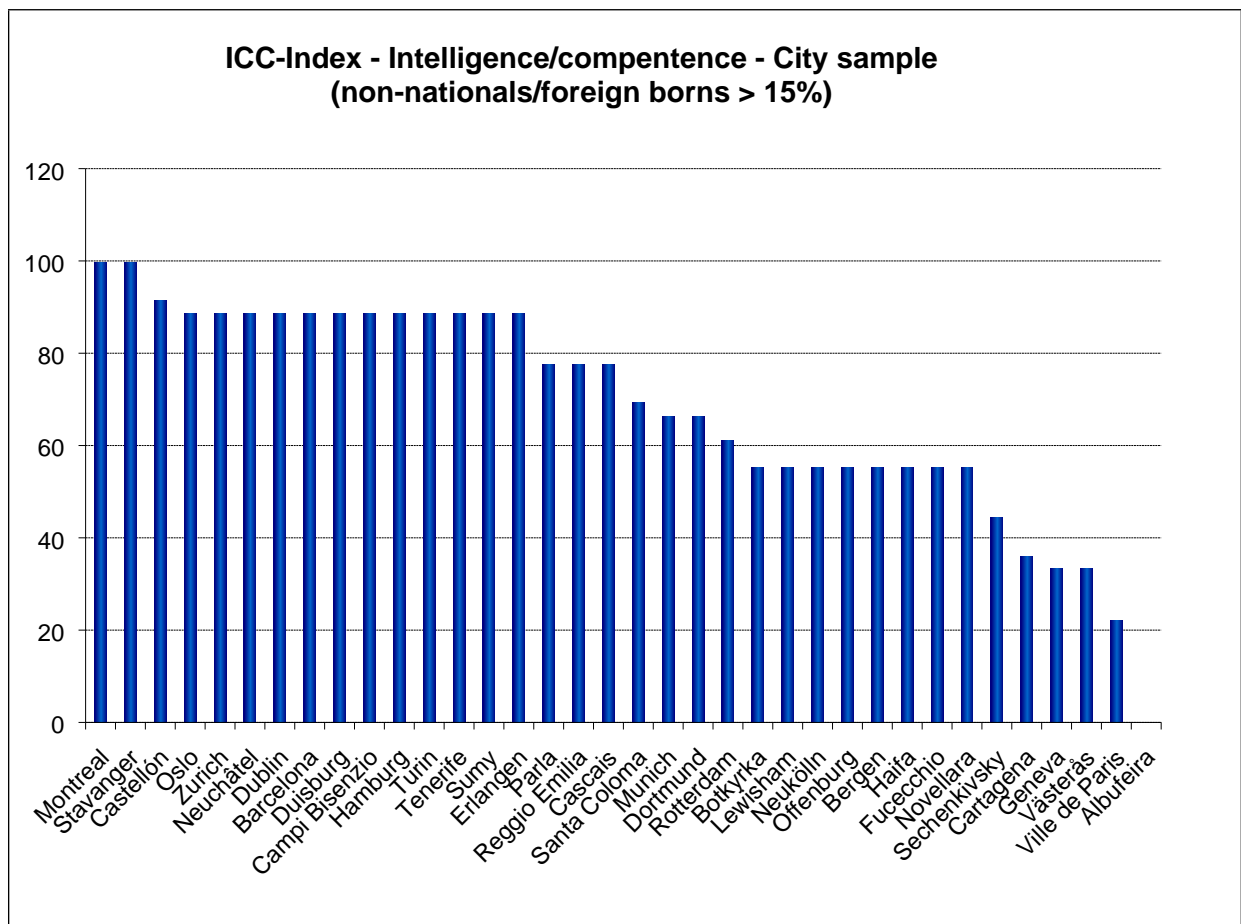
INTELLIGENCE

competence policies



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





The attainment rate of Cascais in the field of intercultural intelligence competence policy is of the 78% , considerably higher compared to the city sample's rate of 63%.

Although the City already spreads information about diversity and intercultural relations, yet Cascais might find interesting this integration programme carried out in Neuchâtel to raise citizen awareness and to help migrants to become acquainted with their new environment, helping them to practice the French language in everyday situations. Depending on the program, emphasis is put on the practice of French or learning about the social and institutional environment of the Canton and Switzerland. Altogether there are five distinct programs carried out in 10 quarterly or yearly classes in Neuchâtel and La Chaux-de-Fonds.

It is excellent that Cascais takes surveys to monitor the public perception of migrants/minorities and fosters intercultural competences through trainings.

“Diferenças & Indiferenças” is an initiative whose purpose is to train social agents to successfully face intercultural issues of interculturality; for instance, when interacting with migrants. Secondly, the training aims to improve the reception of the immigrant population via more effective and efficient responses.

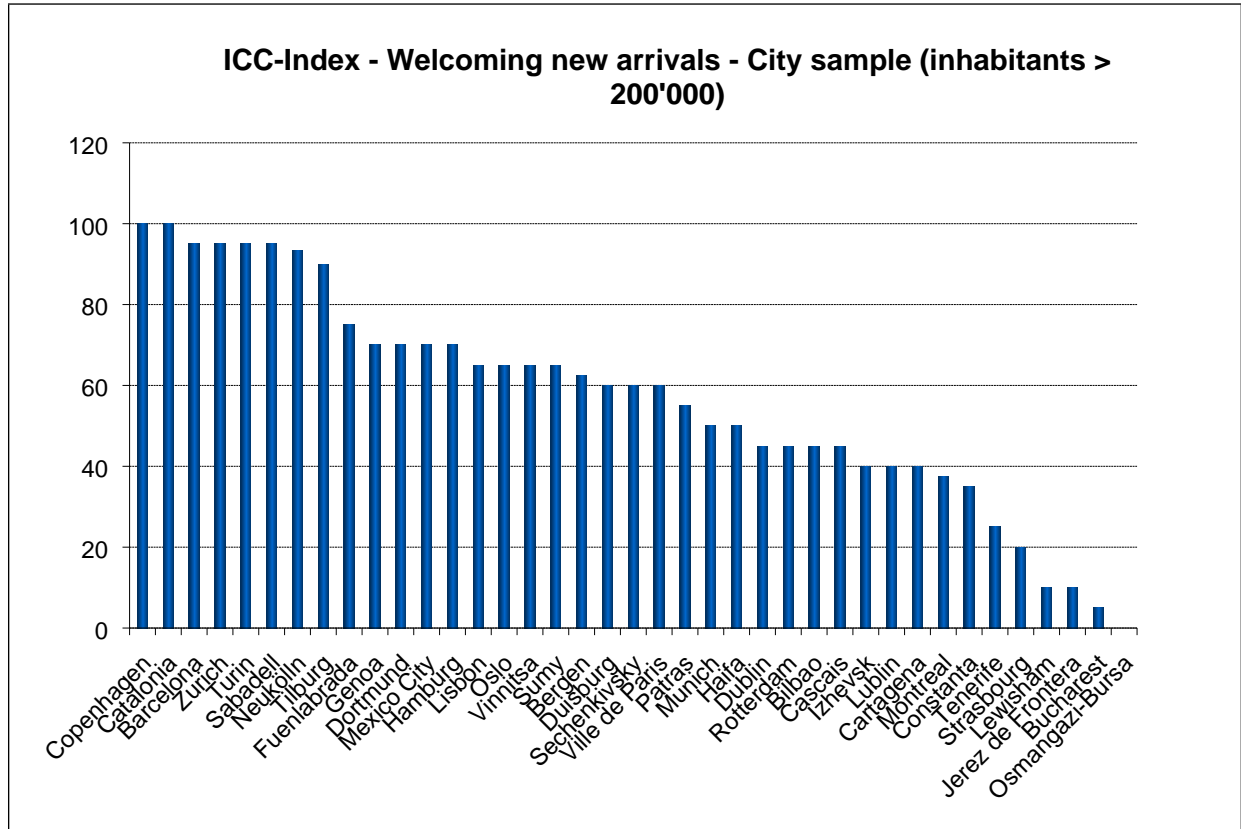
Perhaps the city might wish to introduce interdisciplinary seminars, alternatively the city could look up at Braga, where trainings and courses are also composed of public debates on migrations, sessions and conferences on the immigration law, as well as Portuguese courses. Equally important, the intercultural city of Bergen (Norway) has developed interdisciplinary seminars, workshops and courses to improve intercultural competences of its officials and staff. Combined to these courses, the city also conducts surveys to find out how inhabitants perceive migrants/minority groups.

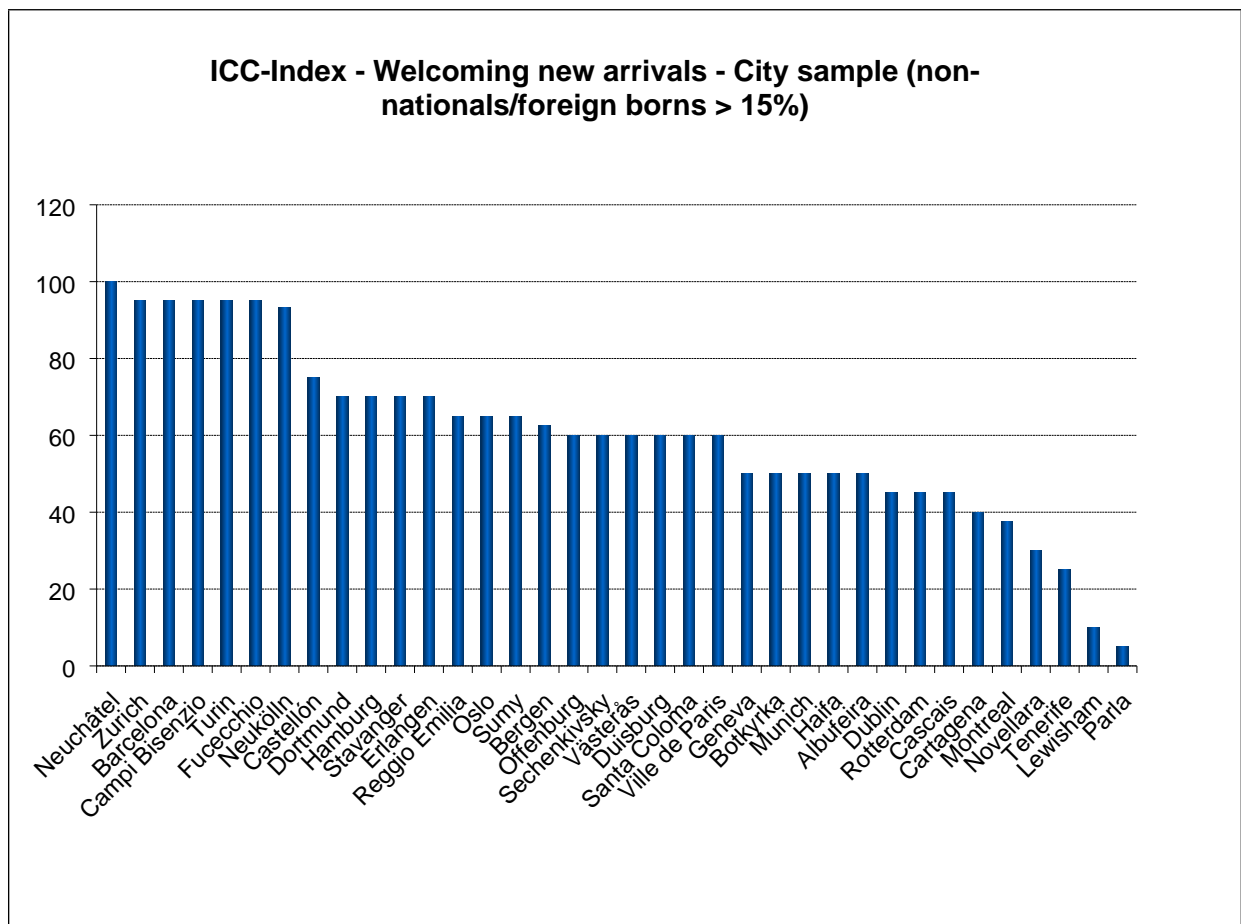
Another good practice comes from Constanta (Romania) that has put into practice a number of policy initiatives to encourage international cooperation. In particular, it has set up an agency responsible for monitoring and developing the city's openness to international connections. It has initiated projects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

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.





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

The city has established an office to welcome migrants and newcomers to the city, led by Caritas, called "*Centro Local de Apoio à Integração de Imigrantes de Cascais*" (Local Support Centre for Integration of Immigrants in Cascais). Nevertheless, Cascais does not offer a comprehensive city-package with useful information and assistance in support to newly arrived residents. Although this appears to be a measure foreseen in the Municipal Plan of Integration of Immigrants.

The city supports and welcomes specific categories of newly arrived, such as family members, students, migrant workers and refugees. An excellent public space is the "*Espaços Mais Perto*": a safe, open, friendly, environment that helps and supports the newcomers. Individuals can find useful information about housing, health, transportation, kindergartens, legal advice, employment etc.

Despite this outstanding results, the city of Cascais should consider introducing a special public ceremony to greet newcomers in the presence of officials. For instance, Sabadell regularly celebrates the arrival of new-comers.

To help migrants and newly arrived, Cascais could follow Ballarat's interesting activity of the *Migrant Morning Tea*: every day these morning teas have helped

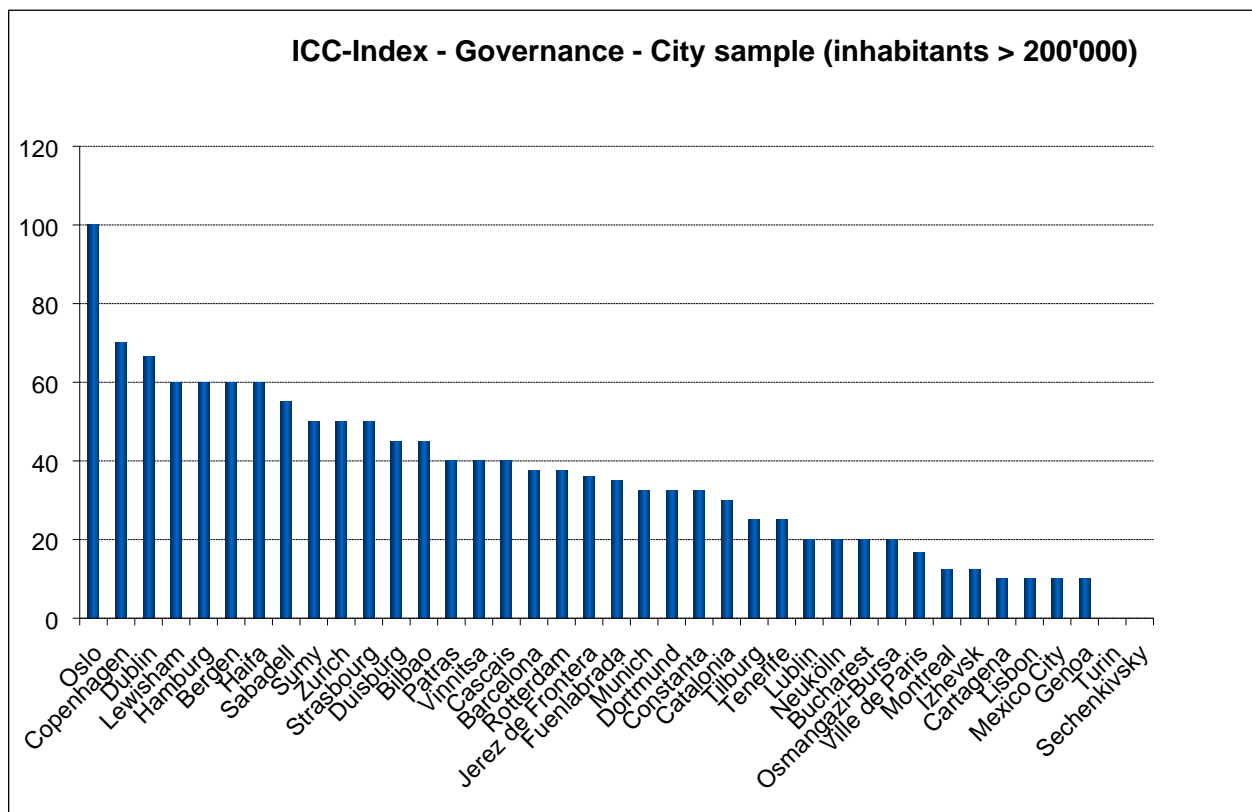
establish friendships across cultures, provided settlement information to new migrants regarding assistance that may be available. Instead, Barcelona encourages social inclusion and integration through the promotion of the history and cultural heritage of the city amongst all citizens and especially amongst those who have recently arrived, also, citizens contribute sharing their culture with art exhibitions.

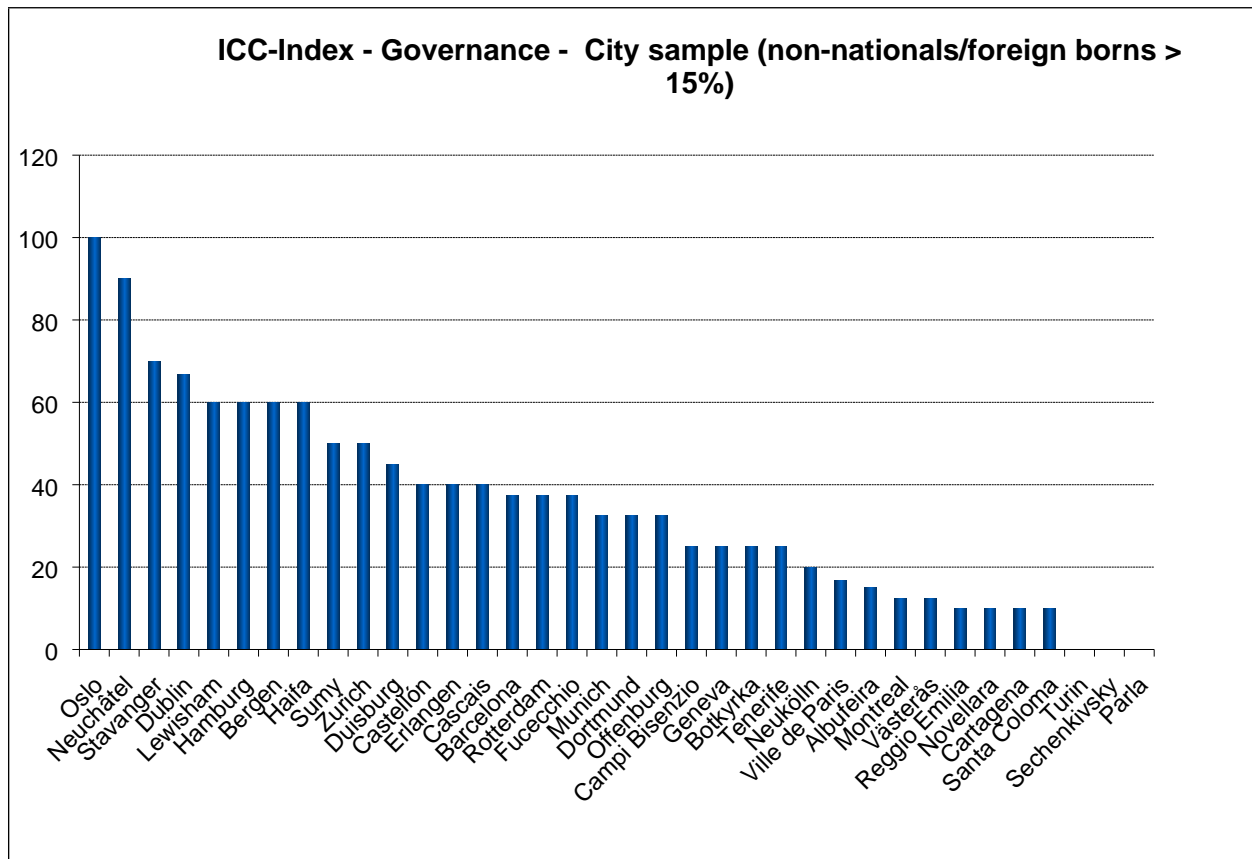
Another good practice comes from Donostia-San Sebastian, the project is called "Gipuzkoa Solidarity V. Bizilagunak" (The Nextdoor family) and suggests an original way to create connections. The project started in 2012, and the idea is to gather migrant families and Basque families together. The project operates on a local area, focusing on building relations among families within the same neighbourhood; the final goal is to build a net of connections that will strengthen the feeling of belonging, encouraging acceptance and social cohesion. "The Nextdoor Family" project offers an incredible opportunity to exchange stories, experiences and get to know each other in a relaxed environment. On the day "de la comida", the host family will cook a meal and will welcome the guest family. A mediator will be present and will coordinate the reunion until everyone feels at ease. Once the ice is broken, children will play together while parents will get to know each other's culture and habits. However, the mediator will monitor the gathering, possibly giving language support in case of misunderstandings. The Gipuzkoa Solidarity conveys the idea that we are all Basque citizens. These intercultural connections fight prejudices and stereotypes, while bridging the gaps between foreign-born people and natives. Simultaneously, this project fosters social inclusion among neighbours, leading towards a harmonic cohabitation. In a word: equality.

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.





The attainment rate of Cascais in the field of governance is the 40% , higher than the city sample’s rate of 33%.

Newcomers can vote after three years of residence or less. Conversely, in Braga and Beja, newcomers can vote once they have obtained the Portuguese nationality.

In Cascais, the ethnic background of elected politicians does not reflect the composition of the city’s population. However, Cascais has established a specific political body to represent ethnic minorities/migrants and/or to deal with diversity and integration matters. Namely, the municipality has an advisory body whose aim is to involve migrants/minorities as well as relevant public institutions, organisations and experts.

We strongly recommend Cascais 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.

Cascais might find inspiring this initiative coming from Ballarat: the Multicultural Ambassadors' Program (MAP). This program was developed in order to provide leadership within the migrant community, therefore encouraging minorities to participate in the political life of the City. Ever since 2009, this program aims to enhance community awareness while fostering social cohesion and mutual acceptance. The objectives are:

- Enhance community awareness and foster inclusion of existing and new CALD communities in Ballarat
- Support leadership within the CALD community and to recognise the commitment and contribution made by migrants and Indigenous people to the Ballarat community
- Advocate for and promote the benefits of cultural diversity through learning, exchange and celebration
- Collaborate with the City of Ballarat in implementing its Cultural Diversity Strategy

Multicultural Ambassadors will be champions for their existing communities and will engage citizens' participation in workplaces, social, religious and recreation groups, as well as in schools and community groups.

ANTI DISCRIMINATION



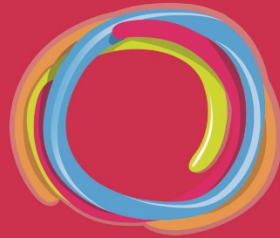
The answers provided in the questionnaire indicate that the city of Cascais does not monitor the extent and the character of discrimination in the city, neither runs any anti-discrimination campaign or raise awareness on the topic. On a bright note, there is a specific service that advises and supports victims of discrimination. It might seem that Cascais needs to emphasize the importance of anti-discrimination: spreading information, raising awareness and offering more support.

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 discrimination tracking network): a device that tries to identify and report cases of discrimination, localizing and preventing them. The REPAIRE thus helps revealing the extent and the nature of discrimination in Paris and gives a strong response to these situations.

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

Last but not least, Amadora's schools are breaking down stereotypes and negative perceptions. In fact, the city of Amadora (Portugal) has been implementing a communication campaign focused on education and schools in the framework of the Communication for Integration (C4i). The campaign aims to address the rumour identified through research at the city level that pupils with a migrant background lower the education level in schools. 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 steal babies in Cape Verde, mathematics and Portuguese teachers earn more than other teachers, etc. The pupils also participated in a debate "*how do I see the others*" where they were to mosaic their school mate using foodstuffs. Finally, they presented an anti-rumour song at the C4i 3rd Coordination meeting in Amadora on 12 December 2014 and expressed interest in joining more anti-rumour activities. 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.

CONCLUSIONS



Cascais showed an aggregate intercultural city index of 60%, resulting 37th among the 85 cities that for the time being are part of the Intercultural Cities Network. Together with these excellent results and innovative programmes, the Index has also shown that there is room for further improvements.

It is appreciable that the city scored a rate higher than the city sample in the following fields: commitment, neighbourhood, public space, mediation, media, international outlook, intelligence competence and governance.

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

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

RECOMMENDATIONS



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

- **Intercultural Lens:** Cascais should propose activities to improve the interculturality level of the city, strengthening the feeling of inclusion, encouraging social cohesion and fostering harmony among the different ethnic groups.
- **Education:** Schools should adopt policies to increase ethnic/cultural mixing, for instance they 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.
- **Public Service:** We strongly recommend the city of Cascais to introduce a recruitment plan; plus, the city should consider introducing also school meals and funeral/burial area to suit the different needs of its multi-ethnic and multi-religious community.
- **Business and Labour Market:** Cascais should adopt charter or another official legal document against ethnic discrimination. For instance, to encourage multiculturalism in the workplace, Cascais could follow Parla's efforts to encourage the integration of Chinese businesses into the local market through training and counselling.
- **Culture and Civil Life:** Interculturalism should be used as a criterion when allocating grants to associations, but positively the city regularly organises intercultural activities. Interestingly, in Tenerife, the "Salon del Libro Africano" (African book Salon) aims to discover African culture. Similarly, other cultural activities are led. For example, the "Festival del

Cine Polaco" offers a unique opportunity to discover Polish culture through movies and documentaries

- Neighbourhood: Many initiatives can be implemented to bring people together, however, it is important to ensure that all generations, cultures and genders are equally involved in the integration process. For example, if a football match is organized, it is advisable to find a sport or an activity for those who do not love football: volleyball could be an alternative, but also cooking or arts and crafts.
- Language: We strongly suggest Cascais to financially support minority newspaper and/or radio and TV programmes in minority languages. Cascais might find this initiative interesting: The Migration Council in San Giuliano Terme (Italy) has translated the Italian constitution in several minority languages.
- Welcoming: the city of Cascais should consider introducing a special public ceremony to greet newcomers in the presence of officials. For instance, Sabadell regularly celebrates the arrival of new-comers. Plus, Cascais should offer a comprehensive city-package with useful information and assistance in support to newly arrived residents.

Cascais 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 database¹¹.

¹¹ <http://www.coe.int/en/web/interculturalcities/>