



## DESK RESEARCH

Dear Colleagues,

we are happy to start the first step of the EMILL Project, a desk analysis on Practices of Integration of Third-Country Citizens at Local and Regional Level.

The following questionnaire envisages on the one hand, the Draft European Modules on Integration published by DG Home Affairs - European Commission in July 2011, recalling similar tools appointed by the Committee of Regions in the Survey on Practices of Integration of Third-Country Citizens at Local and Regional Level in the European Union. On the other hand, the questionnaire expresses the research experiences carried out by Ismu Foundation on the issue.

The main objective of the assignment is to collect and analyze information on policies and projects implemented by Local and Regional Authorities in EMILL partners countries, in order to develop a methodology for the monitoring and the benchmarking of integration practices.

Indeed, emphasis shall be set on the European Modules on migrant integration; namely, “Introductory and Language and Courses” and “Strong Commitment of the Receiving Society”.

More precisely, each partner is asked to find information on 4 different practices<sup>1</sup>: 2 regarding language course, 2 regarding access to services (one of these should concern health assistance).

Please, refer to the proposed questionnaire, structured as follows, to overcome the task:

- ✓ Part 1: The local context. Integration policies pursued by national and regional authorities
- ✓ Part 2: Factsheet on integration practices and projects in cities and regions

With the view to the first EMILL meeting that will be held in Milan on the 19th October 2012, we would very much appreciate your inputs to the desk research. If you have any questions about the content of the questionnaire, please contact **Daniela Carrillo**: [d.carrillo@ismu.org](mailto:d.carrillo@ismu.org) ; **Guia Gilardoni** [g.gilardoni@ismu.org](mailto:g.gilardoni@ismu.org)., or **Marina D’Odorico** [m.dodorico@ismu.org](mailto:m.dodorico@ismu.org) - tel. 0039 2 678779279;

Milan, 20<sup>th</sup> Sept 2012

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<sup>1</sup> The practices can be referred to projects conducted by non-institutional organizations

## Part 1: the local context – Integration policies pursued by local and regional authorities

Reference Territory:

- National level [BE; IR; PT; SK]
- Regional level [IT (Lombardia, Campania, Umbria); DE (Hessen); ES (Tenerife)]

### Question 1.1

**How many Third Country migrants are there in your city/region and what percentage of the total population do they represent?**

According to statistical data from the Foreigners and Borders Service, in 2011, lived legally in Portugal 436 822 foreign citizens, that represent representing 4, 1% of the resident population.

*Please, specify date and source*

[http://sefstat.sef.pt/Docs/Rifa\\_2011.pdf](http://sefstat.sef.pt/Docs/Rifa_2011.pdf)

- Number 436 822
- Percentage of overall population 4,1%

### Question 1.2

**Demographic composition of migrant population legally present**

*Please, all tables should be excel compatible*

- Distribution for Gender & Age (*age intervals: [0-4]; [5-9]; [10-14]; ...; [75 and over]*)

2011	Number	%
Males	219 137	50,17
Females	217 685	49,83

[http://sefstat.sef.pt/Docs/Rifa\\_2011.pdf](http://sefstat.sef.pt/Docs/Rifa_2011.pdf)

- Citizenship (indicate the first 10)

Nationality	%
Brazil	25,5
Ukraine	11,0
Cape Verde	10,1
Romania	9,0
Angola	4,9
Guinea-Bissau	4,2
United Kingdom	4,0
China	3,8
Moldavia	3,1
Sao Tome and Principe	2,4

[http://sefstat.sef.pt/Docs/Rifa\\_2011.pdf](http://sefstat.sef.pt/Docs/Rifa_2011.pdf)

- Seniority of presence (*according to the following intervals: [0]; [1-2]; [3-4]; [5-9]; [10-14];[ >15]*)
- Reasons of Residence permits
- Education level (*% of : illiterates; Primary educational level; Secondary educational level; Tertiary educational level )*)
- Activity position (*% of : workers, employees, unemployed persons, inactive*)
- Marriage Status

### Question 1.3

#### Legislative and institutional framework regarding the entering of Third Country Nationals

*Please, fill max 20 lines*

The entrance, residence and exit of Third Country Nationals in Portugal is regulated by Law 23/2007, which was reformed by Law 29/2012.

The 2007 legislation - approved after broad public consultation and with both of the two major parties voting in favour - simplified procedures and reduced bureaucratic requirements. The Law replaced nine different forms of residence status with one type of visa, allowing the holder to enter Portugal, reside and work in the country. The legal regime for temporary migration was also regulated, providing for a temporary stay visa for seasonal work, and a regime for granting visas to immigrant entrepreneurs and highly qualified immigrants.

Under the 2007 Immigration Act, it was also underlined for the first time a special article (83º) that specified the rights that all immigrants obtain immediately upon receiving a residence permit: education, work, training or access to other qualifications, health and justice. It is further stated that immigrants have equal rights to natives, namely in respect to social security, fiscal benefits, trade unions filiations, diplomas recognition (second point of Art. 83º).

The act was revised by the Law 29/2012, published on 9 August, with some minor changes.

### Question 1.4

#### Legislative and institutional framework regarding the staying of Third Country Nationals

*Please, fill max 10 lines for each aspect*

- **Access to school and University**

School: every school-age child (until 18 years old), irrespectively of his/her parents' legal status, is can in school. Decree-Law 67/2004 (25 March) frames the enrollment of foreign minors with irregular status, stating that ACIDI IP (High Commissioner for Immigration and Intercultural Dialogue) is responsible for keeping a registry of undocumented minors in order to permit their access to the education system. The Law explicitly prevents authorities from using the information available in such registry for prosecuting parents. For documented foreign minors, normal dispositions apply. University: Residence permit holders may apply to a higher education institution and enroll in the ordinary framework. According to Article 91 of Law 29/2012 (8 September) TCNs might obtain a renewable one year residence permit (ART) by presenting proofs of enrollment at a University and payment of tuition fees, as well as proofs of means of subsistence and coverage by the National Health Service or, alternatively, Health Insurance. Holders of these Residence

Permits can work.

- **Access to labour market (*seasonal employment, self employment, ...*)**

Labour market access: according to Article 59 of Law 29/2012, the issuance of residency visas for supplying a dependent professional activity requires the existence of job offers not taken by Portuguese or European citizens as well as by TCNs already residing legally in the country. The Council of Ministers, upon a proposal by the Standing Committee on Social Concertation, sets the annual volume of job opportunities available, specifying activity sectors. A database is managed by the Institute for Employment and Professional Training in order to keep an updated record of the available offers. Under this scheme, residence visas can be issued for immigrants with a contract or with qualification and/or skills to fulfill the labour market shortages. Entrepreneurs who want to invest in Portugal, independent and highly skilled workers benefit from specific provisions regarding residence visas.

- **Citizenship and Right to vote**

Citizenship: The access to Portuguese citizenship is framed by Organic Law no. 2/2006, of 17 April. When compared to the previous one, the current Law sets a more liberal approach, with Portugal obtaining the highest score in this field in MIPEX III (2010). Citizenship can be acquired based on *Ius Sanguinis*, *Ius Soli* or *Ius Domicilii*. The Ministry of Justice is in charge of granting citizenship, taking into consideration information given by Foreigners and Border Service- SEF. Competence in Portuguese is also required and usually attested by formal education certificates or through a language test.

Right to vote: Local elections: Brazilians and Cape Verdeans who have been legal residents for over 2 years and citizens from Argentina, Chile, Iceland, Norway, Uruguay and Venezuela who have been legal residents for over 3 years. Presidential, National Assembly and Regional Assemblies (Madeira and Azores, only): Brazilians with over 3 years of residence and who renounce to their political rights in Brazil.

- **Cultural Mediation**

Law 105/2001 establishes the legal status of “sociocultural mediators”. According to this Law, cultural mediators work in public institutions (schools, public services...) aiming at the “integration of migrants and ethnic minorities” and “with a view on reinforcing intercultural dialogue and social cohesion”.

The participation of cultural mediators is fundamental to the One Stop-Shop (OSS) model. The first OSS opened in Lisbon in 2004 (National Immigrant Support Centres in Portuguese- CNAI), providing the integration of, and cooperation between, different public services, previously located in different places and working according to different schedules, together with the creation of new services to cater for the concrete needs of immigrants. These mediators guarantee not only a cultural and linguistic proximity to each immigrant accessing the services of these one-stop shops, but also provide an essential link between public administration and immigrants. Furthermore, the participation of civil society institutions as partners in the management of this project can bring important outcomes, as the development of immigrant integration policies becomes a shared responsibility

### Question 1.5

**What sort of measures does your city/region have in place to promote Introductory an language courses for Third Country Nationals? (see Module 1)**

*Please, indicate if and how the following aspects are covered separately for legislation indication (a), and normal practice (b)*

*Fill max 10 lines for each item*

- **Pedagogic Schemes for Language Tuition**

**a )** The knowledge of the Portuguese language is a request of the Portuguese Nationality Law (Law nr. 2/2006, dated 17th April ) and the Immigration Law (Law nr. 23/2007, dated 4th July modified by Law nr29/2012, dated 9<sup>th</sup> August). Therefore PPT – Portuguese for All through the Portuguese language courses has materialized a strategy to support access to citizenship rights, responding to the regulation of

the Portuguese Nationality Law but also access to permanent residence permit and / or status of long-term resident under the Immigration Law (Law nr. 23/2007, dated 4th July).

Legislative order 18476/2008 2012 Official Journal of Portugal -n. ° 132, Series II, of 10<sup>th</sup> July – determine specific regulation of Portuguese Language Courses for Non-native speakers financed by the POPH (Human Potential Operational Program ) and ESF – European Social Fund.

b) In Portugal, the specific program that engages language learning measures towards immigrants is the “Programa Português para Todos – PPT” (Portuguese for All). This program is managed by the ACIDI, I.P. as an intermediate body of the “Programa Operacional Potencial Humano – POPH” (so called Human Potential Operational Program) of the National Strategic Reference Framework (NSRF), and is also co-financed by European Social Fund. The PPT is a program, targeted to immigrants, that aims to develop Portuguese language courses and technical language courses addressed to the immigrant community living in Portugal. The organization of the courses is according to the assumptions proposed in the Common European Framework of Reference (CEFR) which was operationalized in Portugal with the implementation of the Referential “The Portuguese for Speakers of Other Languages - Elementary User on Host Country” to obtain Level A2 – Elementary User (150 Hours), and to achieve Level B2 – Independent User (150 hours) the Referential “The Portuguese for Speakers of Other Languages – Independent User on Host Country”. The Portuguese courses are organised by the schools of the Ministry of Education and by the Professional Training Centres of the Employment and Vocational Training Institute (IEFP) and are provided free of charge to participants.

Moreover, PPT program provides immigrants, who already speak Portuguese but require additional knowledge of **Technical Portuguese** for their employment, with a 25 hours certified technical portuguese language courses. Those technical courses focus mainly on four different sectors: Retail, Hostelry, Beauty Care, Building Construction and Civil Engineering.

▪ **Introductory Courses**

The PPT Programme during 2008 and 2010 had Citizenship training courses that was part of a Portuguese language course. These courses were organised by the Professional Training Centres of the Employment and Vocational Training Institute (IEFP) and during that period the Portuguese language Course has 2 parts: 150 hours of Portuguese language and in the end 50 hours of citizenship, operationalized with the Manual “Citizenship”. The main objective of the course was to inform citizens immigrants about their rights and duties concerning their integration in Portuguese society but also promote the development of personal and social skills that facilitate their social integration, particularly in the labor market

▪ **Incentive Structure**

a) FSE Legislation (Legislative Order nr. 12/2012 Official Journal of Portugal -n.º 98, Series II, of 21<sup>st</sup> May - Modifying the Legislative Order nr. 4-A/2008, of January 24th, concerning the nature and maximum limits of the eligible costs according to the funds provided by POPH - Human Potential Operational Program.)

b) The Portuguese courses are provided free of charge to participants and they may attend during day or after work. In addition they are also able to receive some incentives and refunds of expenses to attend the training courses.

▪ **Evaluation and quality assessment**

- a) .....
- .....
- .....
- b).....
- .....
- .....

▪ **Other**

- a) .....
- b).....

### Question 1.6

**What sort of measures does your city/region have in place to promote a strong commitment by the receiving society within ensuring equal access to public services? (see Module 2, Component 2)**

*Please, indicate if and how the following aspects are covered separately for legislation indication (a), and normal practice (b)*

*Fill max 10 lines for each item*

#### **Intercultural and sector specific trainings for employees of service providers**

One of the most innovative aspects of the image and the dynamics of the CNAIs has been, since their opening, the use of intercultural mediators of various origins, with competences in various languages, in order to provide support services to immigrant citizens. The fact that the mediators speak the same language, know the different cultures and, in many cases, have lived through migratory experiences identical to those of people who seek the services, is important as a factor in welcoming and proximity. The mediators provide a service in 12 different languages. If a citizen only speaks a language that none of the CNAI mediators speak, there is the further possibility of recourse to the Telephone Translation Service, which covers around 60 languages. The mediators who work at the CNAI are recruited through protocols drawn up between ACIDI and Immigrant Associations or Non-Governmental Organizations that work in the area of immigration. The intercultural mediators receive regularly training with “legislative framework”, “customer service” and interculturality.

One of the activities of Entreculturas (activities undertaken by the Department of Support for Associative Activity and Intercultural Dialogue- from ACIDI ) are framed within the topic of interculturality. The training offer is differentiated according to the existing needs, the outlined objectives and the levels of reflection required, which consists of: Awareness-raising sessions for organizations that show an interest in receiving more information on questions and topics related to processes of welcoming and support for the integration of immigrants; Training sessions, a partnership with the National Institute for Administration, which target Public Officials: «Citizenship and Cultural Diversity in Professional Practices»; Training workshops for teachers and other actors in education and training: «Cooperation and Learning» and «Learning with Diversity» and a Blended Learning course on «Collaboration Environments in the School: Learning and Cooperating in Diversity».

ACIDI also, through its “Intercultural trainer’s network” travels to different entities for training in different modules, namely “interculturality” and “myths and facts about immigration”

#### **Mainstreamed Services: action plans on integration**

- a) The II Plan for Immigrant Integration (2010-2013) was created by the Resolution of the Council of Ministers nº 74/2010, of 12 August

<http://www.acidi.gov.pt/cfn/4d346c9b80687/live/Consulte+a+vers%C3%A3o+da+Plano+2010-2013+em+Ingl%C3%AAs>

b) The II Plan for Immigrant Integration (2010-2013), created by the Resolution of the Council of Ministers nº 74/2010, of 12 August, seeks to systematize the sectoral objectives and commitments of the Portuguese State, to welcome and Integrate the immigrants that come to Portugal. In all, there are 90 measures, integrated in 17 strategic areas of intervention and involving 10 ministries, seeking to reach higher levels of integration, whether from a sectoral perspective, namely in the areas of Employment, Housing, Health, Education, or from a cross-cutting perspective in relation to issues of racism and discrimination, gender equality and the promotion of diversity and interculturality.

In this sense, the document represents a statement of political principles and seeks to be a programme of reference for the State and for Civil Society, to be implemented until the end of 2013.

#### **Information and services through one-stop-shops**

- a) The National Immigrant Support Centres are granted in the Statutes of The High Commissioner for

Immigration and Intercultural Dialogue, included in the Department of Welcoming and Immigrant Support (article 3 of Ordinance nº 663I/2007, 31 May).

<http://www.acidi.gov.pt/cfn/4e9c4a10c77fb/live/+Estatutos+do+ACIDI+-+portaria+n.%C2%BA+662-l%2F2007+de+31+de+Maio+2007> (only available in Portuguese).

- b) Since 2004, in Lisbon and Porto, and with the opening of a branch of the CNAI (National Immigrants Support Centres) in Faro, in 2009, the CNAI's bring together and further cooperation within the same space and with an identical working philosophy among various Services in the area of Immigration (the Foreigners and Borders Service, Social Security, the Working Conditions Authority, the Central Registry Office, and the Ministries of Education and Health), in parallel with the existence of other innovative services that respond to the concrete needs of immigrants that are not catered for by the existing services that respond to the concrete needs of immigrants that are not catered for by the existing services (Support Offices for Family reunification, Legal advice, Social Support, Employment, Consumers...). This is an innovative project, with service provided by social-cultural mediators, prioritizing a cultural, linguistic and affective bridge with clients. These Centers also have a common shared computer system for the service, facilitating the introduction of data and the digitalization of documents necessary for communication between services and for an integrated response to the immigrant client.

Further information: [www.oss.inti.acidi.gov.pt](http://www.oss.inti.acidi.gov.pt)

## **Other**

### **1- CLAII- Local Support Centres for Immigrants Integration**

The Local Support Centres for Immigrants Integration (CLAII) are decentralized offices to welcome and provide a customized service in order to inform and support the immigrants in questions related to their needs. These offices have the capacity to interact with local structures, and their mission is far more than inform, by supporting also the complex process of welcoming and integrating immigrants at local level.

Created in 2003, CLAII Network includes 86 offices spread all over around the country and in the autonomous regions of Azores and Madeira where specialized technicians, some of them immigrants, provide personal support allowing cultural and linguistic bridges with their clients therefore easing the integration process. Aiming to promote a proximity integration the CLAII are a result of ACIDI partnerships both with municipalities and civil society institutions (immigrants' associations or particular social solidarity ones, NGOs, church centres, among others) which in cooperation promote an integrated support.

### **2-SOS Immigrant Phone line**

The SOS Immigrant Phonenumber is a telephone service, created in 2003, with the objective of providing immigrants and their respective associations, together with companies and Government agencies, with a general information service on the topic of immigration. This phonenumber provides the service in eight languages, through intercultural mediators.

### **3-The Telephone Translation Service- STT**

The Telephone Translation Service is directed at all people who do not speak Portuguese and at all Portuguese people who need to communicate with them. In the format of a telephone conference, this service establishes simultaneous contact between service-providers, translators and immigrants. To this end, there is a team of translators/interpreters who speak one or more languages, as well as the Portuguese language, and function as "intermediaries" with the most varied institutions and other public and private organizations. They can also facilitate access to information made available by the SOS Immigrant Phonenumber and other structures (CNAIs and CLAIIs). On the Translators Team there are currently 50 translators, selected for 60 languages such as Russian, Chinese, Arabic, Romanian, Hindi and Punjabi, among others.


**Question 1.7**

**What sort of measures does your city/region have in place to improve the public perception of migration and migrants? (see Module 2 , Component 4)**

*Please, indicate if and how the following aspects are covered, separately for legislation indication (a) and normal practice (b)*

*Fill max 10 lines for each item*

▪ **Guidance to and training of professionals working with migrants**

a)

b) **Intercultural Trainers` Network**

ACIDI has an Intercultural Trainers` Network, through a decentralized team presently made up of 30 trainers, provides support for undertaking awareness-raising sessions on Immigration, Citizenship and Interculturality. The extensive training offer available has the following objectives:

- .To promote better comprehension of cultural diversity;
- .To raise awareness for welcoming and integrating immigrants in Portugal;
- .To train for interculturality.

▪ **Intercultural meetings**

- a) .....
- .....
- .....
- b).....
- .....
- .....

▪ **Surveys- Immigration Observatory**

a)

b) The High Commissioner for Immigration and Intercultural Dialogue (ACIDI IP) has dedicated particular attention to the conception, implementation and evaluation of public immigration policies, with recourse to an essential strategic collaboration with academia and research centres, through its Immigration Observatory. This Immigration Observatory, created in 2003, by ACIDI, has sought to play a fundamental role as a promoter of networks of academic and institutional cooperation, in order to guarantee rigorous knowledge of the topics that are the dominant concern of ACIDI. According to the philosophy “getting to know more so as to act better”, the Observatory has stimulated dialogue between academia and political decision-makers in relation to the proposal, discussion and evaluation of public policies in the area of the integration of immigrants in Portugal.

Furher information:

<http://www.oi.acidi.gov.pt/modules.php?name=Content&pa=showpage&pid=21&newlang=english>

**Other-**

**1- Nós Programme**

Nós (We) is a 40 minute weekly TV show, broadcast on the national channel, willing to show the wealth of

the cultural diversity in Portugal and to prevent and fight against racism and racial discrimination. Its name – NÓS (We) – reflects the character and profile of the programme: investment in a plural society, without exclusion, where the “we” is multicultural and harmonious.

It has been broadcast without interruption since 2004 and has developed an information bridge with civil society, through the presentation of a set of interviews and debates; information pieces on rights and duties; connections with immigrant associations; services provided by civil society and the State, and so on. In parallel, it also presents the distinct communities that have chosen Portugal as a receiving country, through relating life stories, gastronomy, sport, culture, etc..

## **2- Gente como Nós Programme**

The Gente como Nós (“People Like Us”) programme is a weekly broadcast of 20 minutes on Antena 1, from ACIDI IP, seeking to portray the life stories of immigrants who live and work in Portugal, with the purpose of raising public awareness in relation to questions of welcoming and integration. It also includes useful information for immigrants in Portugal.

## **3- Journalism award for the Cultural Diversity**

This award, promoted by ACIDI IP, seeks to recognise the work undertaken by social communication professionals. It is attributed to the best published work or work disseminated by the Portuguese media, in the area of cultural diversity, combating all forms of racism and discrimination, or that contributes to understanding cultural, religious and ethnic differences. The initiative comprises awards for categories as Print Media, Radio, Photojournalism or Television, also awarding a Grand Prize to the best work undertaken among all of the categories.

## **4- Seminars “Media, Immigration ad diversity”**

Willing to update and debate the theme of immigration in the investigation/production of journalistic works, as well as to aware the media for the promotion of intercultural dialogue, ACIDI and CENJOR promote awareness and training workshops through several areas of the country in order to cover the national and local media. These seminars are mainly directed to social communication professionals operating in Portugal (print media, television, radio, multimedia), but also to the new talents studying social communication.

**Question 1.8**

**Does your country, region or city organize any consultations in the framework of the general integration policy?**

- Yes x
- No [...]

*If Yes – please provide examples*

The 2 Plans for the Integration of Immigrants- PII (2007-2009, 2010-2013) were opened to public discussion and public consultation.

**Question 1.9**

**Indicate the importance for your city or region of different ways to promote the integration of Third Country Nationals**

*Please, rank the following factors by order of priority, from 1 (lowest priority) to 5 (highest priority) giving reasons of your marks (fill max 10 lines for each item)*

- Employment schemes [1] [2] [3] [4] **5**
- .....
- .....
- Educational and training [1] [2] [3] [4] **5**
- .....
- .....
- Housing [1] [2] [3] [4] **5**
- .....
- .....
- Health services [1] [2] [3] [4] **5**
- .....
- .....
- Social welfare measures [1] [2] [3] [4] **5**
- .....
- .....
- Promoting migrants' culture [1] [2] [3] [4] **5**
- .....
- .....
- Language training [1] [2] [3] [4] **5**
- .....
- .....
- Other, please specify ( Fighting against Racism) [1] [2] [3] [4] **5**

CICDR- Commission for equality and Against Racial Discrimination

The CICDR is an independent commission composed of representatives of Government organizations, members of parliament, immigrant and anti-racist associations and representatives of trade unions and employers' organizations. Its principal mission is to accompany the application of legislation that, in Portugal, combats discrimination on the basis of race, color, ancestry and national or ethnic origin. In this sense, competences are attributed to it to collect information in relation to the practice of discriminatory acts, recommending the adoption of legislative measures, promoting the realization of studies and research work on racial discrimination and making public cases of effective violations of the law. The site [www.cicdr.pt](http://www.cicdr.pt) constitutes a fundamental tool for the dissemination of some of the activities of the CICDR and of relevant information in the area of combating discrimination, facilitating the presentation of complaints online.

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<b>Question 1.10</b>	
<b>Which of the dimensions of integration do local policies mostly refer to?</b>	
<i>Please, rank from 1 (least developed) to 5 (most developed)</i>	
▪ Legal/political measures	[1] [2] [3] [4] [5]
▪ Socio-economic measures	[1] [2] [3] [4] [5]
▪ Cultural measures	[1] [2] [3] [4] [5]
▪ Other, please specify (.....)	[1] [2] [3] [4] [5]

<b>Question 1.11</b>	
<b>What are the main challenges to integration faced by Third Country Nationals in your country/region?</b>	
<i>Please, rank the following factors by order of priority, from 1 (lowest priority) to 5 (highest priority) separately for “newly arrived migrants” and “long term residents”</i>	
▪ <b>Newly arrived migrants</b>	
a) Difficult finding a job	[1] [2] [3] [4] [5]
b) Poor educational qualifications	[1] [2] [3] [4] [5]
c) Language barriers	[1] [2] [3] [4] [5]
d) Housing and community facilities	[1] [2] [3] [4] [5]
e) Difficulties accessing public services	[1] [2] [3] [4] [5]
f) Other, please specify (.....)	[1] [2] [3] [4] [5]
▪ <b>Long term residents</b>	
a) Difficult finding a job	[1] [2] [3] [4] [5]
b) Poor educational qualifications	[1] [2] [3] [4] [5]
c) Language barriers	[1] [2] [3] [4] [5]
d) Housing and community facilities	[1] [2] [3] [4] [5]
e) Difficulties accessing public services	[1] [2] [3] [4] [5]
f) Other, please specify (.....)	[1] [2] [3] [4] [5]

**Question 1.12**

**What are the main challenges faced by your country/region in dealing with integration of Third Country Nationals in your country/region?**

*Please, rank the following factors by order of priority, from 1 (lowest priority) to 5 (highest priority), separately for “newly arrived migrants” and “long term residents”*

▪ **Newly arrived migrants**

- a) Lack of resources [1] [2] [3] [4] [5]
- b) Lack of specialist know-how [1] [2] [3] [4] [5]
- c) Not enough political support [1] [2] [3] [4] [5]
- d) Housing and community facilities [1] [2] [3] [4] [5]
- e) Lack coordination among relevant services [1] [2] [3] [4] [5]
- f) Other, please specify (.....) [1] [2] [3] [4] [5]

▪ **Long term residents**

- a) Lack of resources [1] [2] [3] [4] [5]
- b) Lack of specialist know-how [1] [2] [3] [4] [5]
- c) Not enough political support [1] [2] [3] [4] [5]
- d) Housing and community facilities [1] [2] [3] [4] [5]
- e) Lack coordination among relevant services [1] [2] [3] [4] [5]
- f) Other, please specify (.....) [1] [2] [3] [4] [5]

**Question 1.13**

**What sort of assistance is provided to Third Country National migrants in the access to public services?**

*Please, fill max 10 lines for each service*

▪ **Education**

Nationals of third countries, have access to different public services under the same conditions as Portuguese citizens.

In addition, the National Immigrant Support Centres in Lisbon and Porto have an office of the Ministry of Education that provide information about the education access (all children, whatever their situation in the eyes of the law of the country receiving them, have the right to education, i.e. the right to attend school and enjoy all the benefits like any other child. All foreign nationals that are minors, illegal, under the minimum age permitted by law to be able to sign a work contract, dependent on their family, have the same educational rights attributed to minors legally registered in the country. This right is enshrined in Decree-Law n°. 67/2004 of 25 March).

▪ **Employment**

Nationals of third countries, have access to different public services under the same conditions as Portuguese citizens.

In addition, the National Immigrant Support Centers in Lisbon and Porto have an Employment Support Office. The Employment Support Office (GAE) aims to contribute to the reduction of barriers and facilitate equal access to opportunities in the labour market through two components: one directed at employability and the other to entrepreneurship (via the Support Centre for entrepreneurship). This way, in order to employability, the office supports the search for employment by developing activities such as: referral to appropriate employment offers, professional skills and/or qualifications of each immigrant, support in preparing the curriculum vitae and other documents that may be requested in the process of job search techniques and advice about appropriate job search. Parallel contacts are made with different companies and employers to obtain information on jobs, scheduling interviews and routing of citizens and referral of citizens enrolled in the GAE.

On the other hand, there is also a Immigrant Job Centers Network that arises from the partnership between the ACIDI and the Employment Institute (IEFP) establishing 25 Job Centers, driven by private nonprofit

entities, specially oriented to immigrants distributed along the country. This Network aims the cooperation with all institutions and enterprises providing job opportunities and trainings to respond timely and specifically to the integration of immigrants in labour market, through a personalized service.

- Health service

Nationals of third countries, have access to different public services under the same conditions as Portuguese citizens.

In addition, the National Immigrant Support Centers in Lisbon have an office of the Health Ministry. At this Office information is provided and mediation and referral are undertaken on issues related to health. To this effect, activities are undertaken such as: the resolution of impediments to access to the National Health Service, coordination with health centers and hospitals, referrals to health centers, hospitals, associations, Non-Governmental Organizations and so on, information provision to different health institutions, support for patients and their companions who, under specific agreements, come to Portugal for medical treatment, finding solutions in coordination with other CNAI Offices and participation in academic work.

- Housing

At Lisbon National Immigrant Support Centre, the immigrants could find a Housing Support Office that provides useful information in two main areas: a social and a commercial one. In the first area, the action of the office is mainly as a facilitator with various entities, namely City Councils and IHRU (Institute of Housing and Urban Rehabilitation IP). In the second area of intervention, it provides information on the purchase and sale of housing, rental and horizontal propriety (commonly known as condominium).

- Other

.....  
 .....  
 .....

**Question 1.14**

**How effectively do policies carried out in your country/region with regard to the integration of Third Country Nationals address the challenges you have identified above?**

*Please, rank the effectiveness of different policies from 1 (not effectively at all) to 5 (very effectively indeed)*

- |                            |                     |
|----------------------------|---------------------|
| ▪ Legal/political measures | [1] [2] [3] [4] [5] |
| ▪ Socio-economic measures  | [1] [2] [3] [4] [5] |
| ▪ Cultural measures        | [1] [2] [3] [4] [5] |

**What information is available to support your assessment?**

One of the major challenges in the current political integration of immigrants, in Portugal, is the situation facing the country. Therefore, in crises economic context, immigrants face major challenges particularly in regard to employment.

**Use this space for any other comments on integration policies in your city or region**

Portugal, after a long history as a country of origin of emigrants (which it continues to be), became also, at the end of the twentieth century, a receiving country.

This new context has required from Portuguese society the development of a more consistent policy for welcoming and integrating immigrants, coordinated since 1996 by the High Commission for Immigration and Ethnic Minorities (ACIME), today the High Commission for Immigration and Intercultural Dialogue (ACIDI), set out in Decree-Law no. 167/2007 of 3 May.

<http://www.acidi.gov.pt/cfn/4e9c4a10c77fb/live/Lei+Org%C3%A2nica+do+Alto-Comissariado+para+a+Imigra%C3%A7%C3%A3o+e+Di%C3%A1logo+Intercultural%2C+I.P.+DL+167%2F2007%2C+de+3+de+Maio> (only available in Portuguese).

Following competence of the Presidency of the Council of Ministers, dependent on the Prime Minister or any other member of the Government integrated in the Presidency of the Council of Ministers, the mission of ACIDI shall be to collaborate in the creation, implementation and evaluation of sector, crosscutting and public policies concerned with the integration of immigrants and the ethnic minorities, as well as to promote the dialogue between the various cultures, ethnic groups and religions.

## Part 2: Factsheet on integration practices and projects in cities and regions

With reference either to sharing methods and instruments used for the monitoring and evaluation of integration practices and/or interventions, either to the operational levels covered by the project, the following analysis are suggested.

Collect (if possible on electronic support) and make available two different kind of materials:

### Material - A

**Good Practices Evaluation Systems** concerning project's interest fields  
( i.e.: *formalized devices made of integrated instruments, tools, procedures, use indications, reference framework, ....* : "evaluation systems" can have the form of *models, guidelines, manuals, short-guides or other*)

These systems:

- ✓ must be dated after 2002;
- ✓ may have been both "on-the-field" tested (and therefore implemented) *or* designed without being tested or applied;
- ✓ may have been produced by both public and private organizations;
- ✓ may be in ordinary use or remained at a prototypical state;
- ✓ may have been officially published or "grey materials" (i.e. unpublished).

In general, we consider *Good Practices Evaluation Systems* those systems which are **explicitly** defined and labeled in this way: the number of such a system to be collected by each Partner depends on the specific context situation.

1- [http://publications.iom.int/bookstore/free/WMR\\_2010\\_ENGLISH.pdf](http://publications.iom.int/bookstore/free/WMR_2010_ENGLISH.pdf) (see pag.59);

2- [http://hdr.undp.org/en/media/HDR\\_2009\\_EN\\_Complete.pdf](http://hdr.undp.org/en/media/HDR_2009_EN_Complete.pdf) (see pag.38);

## Material - B

**4 cases** (having the form of 4 short reports) of **interventions** (or services or activities) and respective **monitoring or analysis reports** (the presence of both reports is compulsory).

Monitoring or analysis reports should be chosen using the following criteria:

- ✓ dated after 2005;
- ✓ able to give evidence either to the main and qualifying processes and to the final/short term results of the intervention;
- ✓ based upon strong and scientifically sound data collection and analysis methods and techniques.

- 1- Evaluation of National Immigrant Support Centers- <http://www.unaoc.org/ibis/wp-content/uploads/2010/05/Integration-Services-in-Portugal-Evaluation-Report-English-Version.pdf> (pag.13);
- 2- Local Immigrant Integration Support Centers <http://www.unaoc.org/ibis/wp-content/uploads/2010/05/Integration-Services-in-Portugal-Evaluation-Report-English-Version.pdf> (pag.25);
- 3- SOS Immigrant Telephone Line <http://www.unaoc.org/ibis/wp-content/uploads/2010/05/Integration-Services-in-Portugal-Evaluation-Report-English-Version.pdf> (pag.32);
- 4- Telephone Translation Service <http://www.unaoc.org/ibis/wp-content/uploads/2010/05/Integration-Services-in-Portugal-Evaluation-Report-English-Version.pdf> (pag. 35);