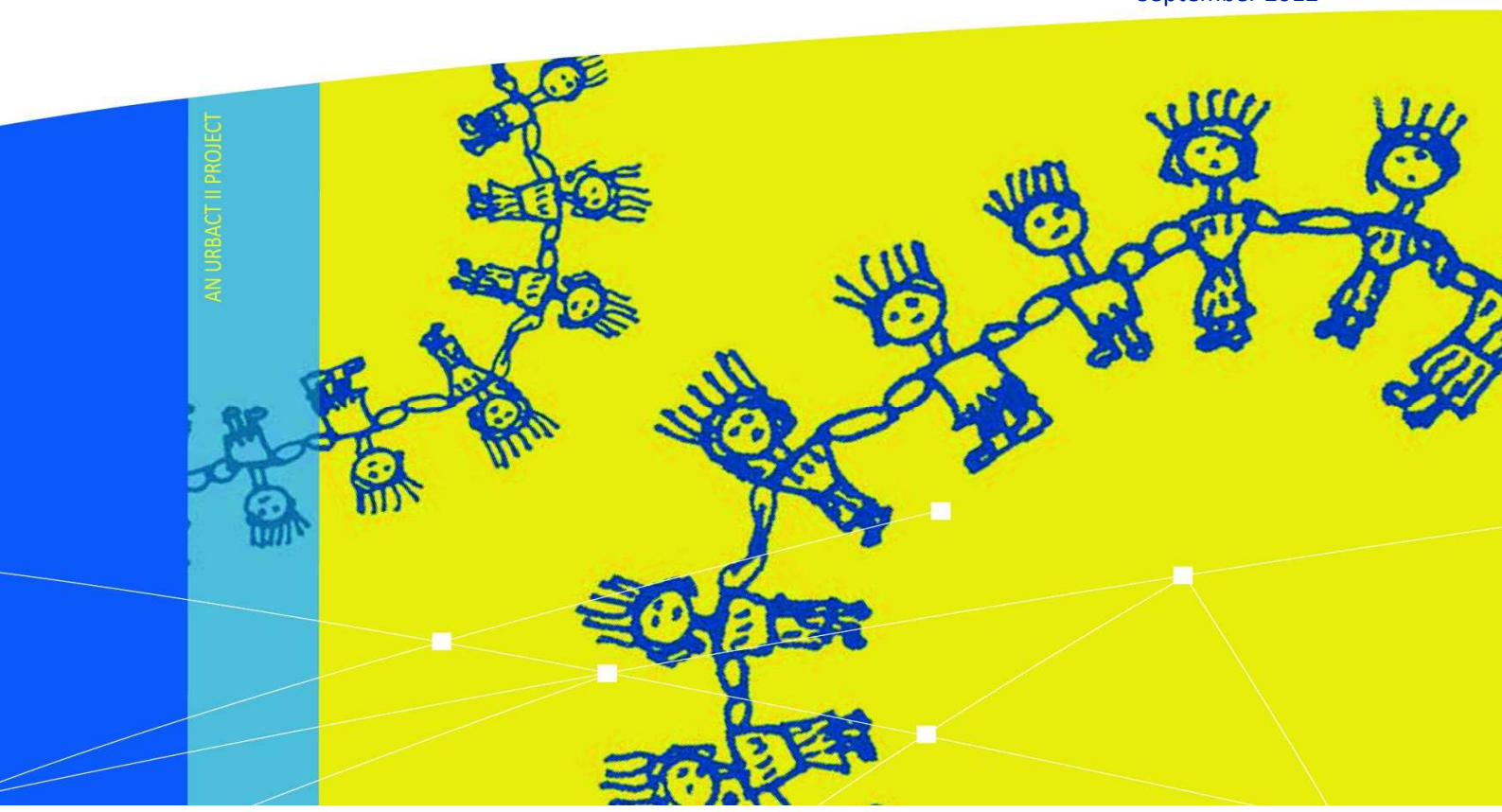
TOGETHER
Territories of
Coresponsibility

Local Action Plan
of co-responsibility
in Covilhã

September 2012



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TOGETHER Territories of Coresponsibility Covilhã MUNICÍPIO	**URBACT II** **Local Action Plans of Co-responsibility**	**COVILHÃ**

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1. The Background.

Covilhã is a sheltering city in the centre of Portugal, which combines a millenary history to a social performance, full of contemporaneousness and future. Located at the base of Serra da Estrela, turning east, one may discover a beautiful urban landscape, leaning on a grand amphitheatre of mountains.

The agricultural sector is a considerable importance in the economy of the region. However, in terms of industry, the municipality of Covilhã as also an important industrial structure in the economy of the region, focusing on textile activity. The services and tourism are areas which have been developing meeting today with a high capacity to meet the needs of region. As for tourism, Covilhã is endowed with a rich historical heritage and landscape. These natural conditions are excellent opportunities for recreation, with particular emphasis on the Serra da Estrela.

In a process of finding investment, Covilhã has excellent conditions with regard to investment policies, the existence of the business and infrastructures, good accessibilities, tax benefits, industrial zones equipped with excellent infrastructures, qualified work, enterprise support, proximity to the European Market; there are also several schools and training centres such as: the University of Beira Interior, Cilan, Citeve, CIEBI and CIVEC (structures to support training and research in textiles area); Business Association; Parkurbis and the Medical Parkurbis.

The **Municipality of Covilhã** has a modern hospital and university environment; health care network (health centers, hospitals, dialysis center); infrastructure industrial zones; excellent infrastructure Sports: Sports Complex, Stadium, Sports Pavilions, Swimming Pools, Tennis Courts, Gyms; good leisure facilities and leisure activities, such as: Public gardens and green spaces, Cinemas, Theater Cinema, Library, Cybercentre; in the educational environment : University of Beira Interior, quality primary, secondary and private schools, professional schools and formation and training centers; Parkurbis Covilha's Formation and Technology Park; Shopping Centers; Public transportation network; Broadband wi-fi and fee connections to the internet.

In organizational terms the City Hall of Covilhã has financial and structural autonomy. The Municipality receives financial support in areas where powers are delegated by the central government. In administrative terms, there is the Central region, where infrastructure projects are reviewed before they are validated by the central power.

The city of Covilhã has developed an important effort to find ways to solve new and old forms of poverty and social exclusion. With the **Together Project**, the goal will be to get a sense of a shared vision of welfare, reflecting on the problems experienced and invite people to participate actively in the process, sharing knowledge and looking for activities that contribute to their collective welfare, promoting territories of Co-responsibility. The program 'Social Network' and its intervention in social matters, finds new ways to solve problems though the implementation on and development of the methodology presented by the Project.

The Municipality of Covilha has three main social challenges:

- Strengthening its economic basis and develop new technology-based activities;
- to cope with the ageing of the population and its dissemination in rural areas;
- to improve the quality of housing and to develop social housing in order to answer the needs of young generations.

On the economic field, great work has already been done with the creation of the Scientific and Technological Park. The links with the University of Beira will have to be developed, in order to set up an economic cluster in the field of health.

According to the existence concerning the ageing of the population, Covilha has to develop social integration and social links among elderly people, but it already has set up efficient tools to do so. It will have to retain the younger population from departing, and try to keep on place the students trained in the University.

As to the housing supply, the municipality has to develop the offer of social housing to keep the younger generations, and it has to remove some part of the housing stock.

The Council of Europe defines social cohesion as the ability of a society to ensure the well being of all its members. Together Project aims at the involvement of society in order to allow assessment of concepts of well-being, so that later they can achieve concrete steps that can meet gaps in the social problems of a particular community, locality or region.

The project, through a concept of shared responsibility for the well being of all, allows the collection and analysis of indicators that can contribute to decisions and actions that enabling to social development. With this unique approach, regarding the evaluation of the concept of well being, it creates opportunities for individual thinking gives rise to the collective and that the people feel involved in that it is allowed expression.

The **Municipality of Covilha** in the **TOGETHER project** has developed procedures for implementation of indicators of well being and to enhance citizen's participation in it. It seems its experience in social field makes it very well prepared to engage the inhabitants in its program, and it can rely on the strong Social Network already in place.

So, the conditions for developing co-responsibility with the main actors and stakeholders of the region were established, following the steps:

- Establishment of Local Support Group;
- Find homogeneous groups;
- Mobilization/animation by LSG of the groups;
- Collect the answers to three questions;
- Understand the different perspectives of well being and well fare;
- Knowing the situations/realities of different homogeneous groups;
- Distribute the criteria for dimension of each group (through the database in excel logicel);
- Analyze the links between the criteria;
- Evolution of the situation;

- Making the balance sheet; develop a sense of action and implement the Action Plan Local making the capitalization through joint exploration and provides out puts.

As the Project aims to be: integrated, consistent, understood by all, thus allowing the debate within the groups, the construction of indicators of well being and a general debate on the overall strategy.

Our Local Support Group was presented as the Executive Committee of Social Network and other network elements in order to work on the project, which supposedly holds the representation of the universe of our Municipality (about 100 people).

2. Democratic practices in each city

The changes in our society, especially on demographic and family, according to the progressive of the elderly population and increased life expectancy, the indicators of social exclusion, changes in family structures and citizenship rights, require intervention and adjustment of existing social responses.

The **Municipality of Covilhã** as implemented measures that aim the improving of the conditions of people that have a fragile financial condition, families with a weak structure, disables people, and for the well being of the population, such as:

- Construction of housing;
- Social Card Municipality (Suitable for persons aged 65 years or more retired 60 years and still people with proven deficiency);
- Leisure travel in Portugal and abroad, for the Social Cardholders;
- Social Programs at Serra da Estrela for the Social Cardholders;
- Help spot the families and people with needs;
- Creating social stores, distribution and supply of clothing and furniture to the needy;
- Comfort Housing Program for the Elderly (POPH);
- Program of Extension of the Network of Social Service (PAIRS);
- Partnership in programs of social integration, employment and Community.

With regard to survey the level of social needs, it must be in general the following issues:

1. Health (occupational structures for limited people);

2. Social Responses (support services for the elderly, levels of inter institutional relatively low and little networking);

3. School absenteeism and low parental involvement in education,

4. The long-term Unemployment,

5. Housing and with architectural barriers;

6. Increased coverage of the public transport network of the County.

The municipality has also created a social card for people aged more than 60 and pensioners, which allow them to have free public transportation, reduction in water rates, reduction in gas rates, free access to cultural events and sports organized by the municipality. 17 000 persons have the social card.

Elderly also benefit for support at home if needed. 25 300 persons have benefited from free public transport, 2650 elderly take part in sportive activities. 340 families benefit from tickets to buy in social places, which are social stores.

One of the most striking investments of the municipality of Covilha is the "social supermarket". It was created for people aged more than 60, from the entire surrounding region. It is an ancient market transformed into a center where elderly people can do plenty of free activities, from choral and initiation to informatics to drawing and sewing, from coffee break to literacy. They also get a reduction in dental and eye care, and in hairdressing.

The center is much frequented by elderly people from all over the countryside. This is a way to reduce their isolation, and to improve their social links and well-being.

The TOGETHER Territories for co-responsibility project is aimed at developing social inclusion and well-being of all. Its main postulate is that social inclusion and well-being for all may be difficult to achieve without a strong cooperation between public authorities, citizens and private actors, in a co-responsibility approach. This project aims at developing exchanges of experiences, between European cities and territories, upon this approach which consists in building indicators of well-being with citizens, in order to develop social inclusion.

The Social Network is a measure of social policy that recognizes and encourages the activities of local solidarity in fight against poverty and social exclusion and promoting social development.

The Municipality of Covilha and the local authorities have set up a very active social network, on the social field, which engages more than a hundred social workers, teachers and members of several public and private institutions. The president of the network is the mayor of the City Hall, Mr. Carlos Pinto, and vice mayors are also active members. We've developed procedures for the implementation of indicators of well being and to enhance citizen's participation in it.

Above is the description of existing strategies and plans that guide a project of building with citizens indicators of well-being in our:

- Children and Youth
- Adult persons with disabilities
- Elderly people
- People who are dependent
- Family and Community
- Social Integration Income
- Risk groups
- Social Network
- Program for Inclusion and Development
- National Emergency Line Social
- People with mental illness or psychiatric
- Program Food Aid to Disadvantaged
- National Network of Integrated Continued Care
- Sunrise Project Citizen

- Comfort Housing Program for the Elderly (POPH)
- Local Contract for Social Development
- Program of Extension of the Network of Social Service (PAIRS)
- Cooperation Program for the Development of Quality and Social Security Answers
- Support Program for Private Sector Social (Paips)
- Program Support for Early Childhood (PAPI)
- Integrated Support Program for the Elderly (PAII)
- Be Child
- Rebuilding the Future
- Support Measure for the Safety of Social Service (MASES)
- National Program of the European Year for Combating Poverty and Social Exclusion

3. Local Support Group

The Social Network of Covilha sets up different actions of local social interventions, in order to prevent social exclusion, to promote integrated development and a good access to public amenities and services. This experience in social field was prepared to involve inhabitants in this project, through the strong social network already in place with approximately 100 institutions.

The program arose from the Social Network of the Council of Ministers Resolution (SPC) No 197/97 of 18 November and is defined as "a set of different forms of assistance, as well as private non-profit and public bodies working in the field of social work and interrelate with each other and with the Government in its action, the eradication or alleviation of poverty and social exclusion and promote social development."

Objectives of the Social Network are based on partnership working, effective and dynamic strategic planning and aims of social intervention that local coordinating the work of various local social development. The actions undertaken within the Social Network as well as the functioning of all organs, guided by the principles of subsidiary, integration, coordination, participation and innovation.

Social Network is an integrated system of partners that aims to:

- Eradication of poverty and social exclusion and promote social cohesion;
- Promote the integration and coordination of interventions at municipal level;
- To promote integrated social development;
- Promote an integrated and systematic planning, synergies, expertise and resources;
- Inducing the diagnosis and integrated planning;
- Contribute and influence specific measures for territorial policies;
- Ensure greater efficiency to obtain a larger coverage and number of responses and social facilities at local level;

- Establish regular channels of communication and information among partners and the general population;
- Find solutions to individual problems and of the families in poverty and exclusion situations.

This network is composed by the Local Council for Social Action, a several number of institutions, as follows:

Local Councils for Social Action in the Social Network
AFTEBI - Associação Formação Tecnológica e Profissional da Beira Interior [Training center]
Agrupamento "A Lã e a Neve" - E.B.I.S. Domingos [School]
Agrupamento de Escolas do Tortosendo - EB 2º/3º Ciclos Tortosendo [School]
Agrupamento Escolas Entre Ribeiras - EB 2º / 3º Ciclos Paul [School]
Agrupamento Escolas Pêro da Covilhã [School]
Agrupamento Escolas Teixoso - EB 2º / 3º Ciclos Teixos [School]
ANIL - Associação Nacional Industriais Lanifícios [Business institution]
AP - Escola Profissional de Artes da Covilhã [School]
APPACDM - Associação Portuguesa de Pais e Amigos do Cidadão Deficiente Mental da Covilhã [School people with mental handicap]
ARPAZ - Associação Regional de Solidariedade e Progresso do Alto Zêzere [Rural development institution]
Associação de Caçadores, Pescadores e Agricultores de Casegas [Rural development institution]
Associação de Solidariedade Social de Sobral de São Miguel [Social Institution]
Beira Serra - Associação de Desenvolvimento Rural Integrado [Social Development institution]

Local Councils for Social Action in the Social Network
Casa do Menino de Jesus [Social Institution]
Casa do Povo de Casegas [Social Institution]
Cruz Vermelha Portuguesa - Núcleo da Covilhã [Social Institution - volunteering]
Centro Comunitário Multiserviços das Minas da Panasqueira [Social Institution]
Centro de Apoio a Crianças e Idosos - Cortes do Meio [Social Institution]
Centro de Apoio para Idoso da Liga dos Combatentes - Núcleo da Covilhã [Social Institution]
Centro de Assistência Social do Dominguiso [Social Institution]
Centro de Convívio e Apoio 3ª Idade – Tortosendo [Social Institution]
Centro de Dia de Orjais [Social Institution]
Centro de Emprego e Formação Profissional [Emloyement Center – Government]
Centro de Saúde da Covilhã [Health_Government]
Centro de Solidariedade Social São Jorge da Beira [Social Institution]
Centro Distrital de Segurança Social de Castelo Branco [Social institution - Government]
Centro Hospitalar Cova da Beira [Health_Government]
Centro Paroquial de Assistência Nossa Senhora das Dores [Social Institution]
Centro Social Paroquial Aldeia de S.Francisco de Assis [Social Institution]
Centro Social Comunitário do Peso [Social Institution]
Centro Social da Coutada [Social Institution]
Centro Social de Cantar Galo [Social Institution]

Local Councils for Social Action in the Social Network
Centro Social de Vales do Rio [Social Institution]
Centro Social do Divino Espírito Santo de Peraboa [Social Institution]
Centro Social e Cultural de Casegas [Social Institution]
Centro Social e Cultural de Santo Aleixo [Social Institution]
Centro Social e Cultural de Verdelhos [Social Institution]
Centro Social e Paroquial de Santo André de Boidobra [Social Institution]
Centro Social Nossa Senhora da Conceição [Social Institution]
CILAN - Centro de Formação Profissional para a Indústria de Lanifícios [Training / technology center]
CITEVE - Centro Tecnológico das Industrias Têxtil e do Vestuário de Portugal [Training / technology center]
Comissão Protecção Crianças e Jovens da Covilhã [Protecting Children and Youth Committee]
Coolabora CRL [Social Development institution]
Cooperativa de Solidariedade Social da Góia, C. R. L. [Social Institution]
Escola Secundária / 3º Ciclo Quinta das Palmeiras – Covilhã [School]
Fundação Anita Pina Calado [Social Institution]
Guarda Nacional Republicana [Security Forces]
Junta de Agricultores do Regadio Tradicional do vale da Queiró [Rural development institution]
Lar de São José [Social Institution]

Local Councils for Social Action in the Social Network
Obra de Santa Zita [Social Institution]
Orfeão de Música da Covilhã - Conservatório Regional de Música da Covilhã [School]
Policia de Segurança Pública [Security Forces]
Presidente da Junta de Freguesia da Boibobra [Local Council]
Presidente da Junta de Freguesia da Conceição [Local Council]
Presidente da Junta de Freguesia da Coutada [Local Council]
Presidente da Junta de Freguesia da Erada [Local Council]
Presidente da Junta de Freguesia da Vila do Carvalho [Local Council]
Presidente da Junta de Freguesia de Aldeia de S. Francisco de Assis [Local Council]
Presidente da Junta de Freguesia de Aldeia de Souto [Local Council]
Presidente da Junta de Freguesia de Cantar Galo [Local Council]
Presidente da Junta de Freguesia de Casegas [Local Council]
Presidente da Junta de Freguesia de Cortes do Meio [Local Council]
Presidente da Junta de Freguesia de Orjais [Local Council]
Presidente da Junta de Freguesia de Peraboa [Local Council]
Presidente da Junta de Freguesia de S. Jorge da Beira [Local Council]
Presidente da Junta de Freguesia de S. Martinho [Local Council]
Presidente da Junta de Freguesia de S. Pedro [Local Council]
Presidente da Junta de Freguesia de Santa Maria [Local Council]
Presidente da Junta de Freguesia de Sobral de S. Miguel [Local Council]

Local Councils for Social Action in the Social Network
Presidente da Junta de Freguesia de Unhais da Serra [Local Council]
Presidente da Junta de Freguesia de Vale Formoso [Local Council]
Presidente da Junta de Freguesia de Vales do Rio [Local Council]
Presidente da Junta de Freguesia de Verdelhos [Local Council]
Presidente da Junta de Freguesia do Barco [Local Council]
Presidente da Junta de Freguesia do Canhoso [Local Council]
Presidente da Junta de Freguesia do Dominguiso [Local Council]
Presidente da Junta de Freguesia do Ferro [Local Council]
Presidente da Junta de Freguesia do Ourondo [Local Council]
Presidente da Junta de Freguesia do Paul [Local Council]
Presidente da Junta de Freguesia do Peso [Local Council]
Presidente da Junta de Freguesia do Sarzedo [Local Council]
Presidente da Junta de Freguesia do Teixoso [Local Council]
Presidente da Junta de Freguesia do Tortosendo [Local Council]
Rancho Folclórico da Boidobra [Cultural Institution]
Regional de Saúde do Centro - Sub-Região Saúde do Centro [Health_Government]
RUDE - Associação Desenvolvimento Rural [Health_Government]
Santa Casa da Misericórdia [Social institution]
UBI - CES- Centro de Estudos Sociais - Departamento de Sociologia [School/Training/technology center]
União de Sindicatos de Castelo Branco [Union]

The Core Executive Council for Local Social Actions shall be composed for a number of elements not less than five, who represents the entire network, and for the **Together Project** our Local Support Group is based upon the Executive Council, as follows:

family name	first name	organization name	type of organization	position	activity of the organization
Rosa	Paulo	Câmara Municipal da Covilhã	Local administration	Town Councillior	Educational and social matter's, health, sports and youth
Rebordão	António	Junta de Freguesia de Sta. Maria	Local administration	Local Council	Social matter's
Mineiro	João	Escola Quinta das Palmeiras	Educational	School Director	Educational matter's
Trindade	Rosa	Centro Distrital de Segurança Social de Castelo Branco	Social Institution (Government)	Social assistant	Social matter's
family name	first name	organization name	type of organization	position	activity of the organization
Moura	Paula	Centro Hospitalar Cova da Beira	Social Institution (Government)	Social assistant	Health and Social matter's
Gabriel	Marco	Beira Serra	Rural development institution	Manager	Social matter's
Fazenda	Artur	Representante IPSS	Social Institution	Director	Educational and Social matter's

After the meeting that took place in Mulhouse, in January 2010, launching the 1st phase of the Project, with the formal explanation and training in the Spiral database, for project implementation in our Municipality, a meeting was held on February 8 with the Executive Council for Local Social Actions of the Social Network, inviting them to set up

the Local Support Group of Together Project. After that, the Coordinator of the project had explained the entire method to all members of the Extended Commission, in a meeting held on 18 February 2010.

The method for the concerted development of progress indicators, with the aim of promoting, among those interested in a particular area or institution, shared responsibility for the welfare of all involves ensuring that the parties or their representatives recognized actually participate. This is done by creating a steering group representing the parties involved. This group performs throughout the process forward. One or more preliminary meetings provide an opportunity to organize the process, make sure it is complete and make sure that the group has taken account of their role, which is to carry out and coordinate the process. The principle definition of welfare for all must be based on the way in which citizens see, co-coordinating the group begins the organization of small homogeneous groups.

These groups were invited to consider the issue individually (written "post it" notes) and answer the three simple questions: 1) what do you meant by well-being? 2) What do you mean by ill being? 3) What do you do to ensure their own well-being?

This generates a large number of highly differentiated criteria for the well-being offered by the different groups. These criteria are then gathered and organized according to key facets of wellness, to produce a consolidated set of criteria including, in other words, one that takes into account the variety of views and does not exclude any of explicit criteria defined by citizens and groups. This consolidation work is done in "Rainbow" heterogeneous groups of citizens, in other words, the groups formed by people from various initial homogeneous groups.

By repeating the experience in different settings and contexts, could improve the method and tools that facilitate its implementation even more. The eight dimensions of well-being are consistently reflected in the criteria presented by citizens and that within each there are a series of indicators that differ in varying degrees according to context. Found these eight dimensions, it becomes easier to classify the criteria of well-being and welfare and prepare a joint, consolidated, including criteria.

Overviews of all the criteria proposed and focus the discussion within the heterogeneous group's citizens directly on the proposed classification in dimensions and indicators.

At that time, in the 1st phase of the Project, we've made several meetings with some groups between the different members of our Extended Commission, and we invited them to consider the issue individually, and answer the three questions. After working about six months, it was obtained 27 different groups that answered the questions, throughout 51 homogeneous groups, about 500 answers and obtained about 1800 criteria's, from 27 institutions.

During all that time, since we started to work with the software ESPOIR, we aim to work upon the criteria's and indicators revealed, exchanging ideas and discusses procedures to developing strategies to achieve progress in the welfare of all, promoting shared responsibility between the various parties involved in a spirit of join responsibility.

It is proposed in this way, and continuing the already outlined, involving the Social Network in the Project, being a way to streamline it through the County Local Action, presenting the results in time and involve them in this process, creating new related groups to collect data / criteria, looking forward to future Local Action Plans, that is, the answers already found, and groups that the Local Council for Social Action considered to be subject to the promotion of future activities, based on the following steps:

- Analysing the results obtained in the 1st questionnaires;
- Research new homogeneous groups to implement the methodology, and preview the Local Action Plans.

4. Focus Groups.

The members of our Executive Council for Local Social Actions of the Social Network were the animators of the focus groups. The members of the Local Council for Social Action were invited to participate in the Process.

They received training over the method learned from the Council of Europe, trough the Town Councillor and the Project Coordinator, Pedro Farromba and the Local Coordinator, Cristina Maximino, as follows:

- Find homogeneous groups; Mobilization/animation;
- Collect the answers to three questions; understand the different perspectives of well being and well fare (Post its, instruction to write only one idea in each post it);
- Knowing the situations/realities of different homogeneous groups.
- The Local Coordinator and the Local Support Group survey all the process and helping every time was necessary or asked for.

The focus groups that were collected were very representatives of our reality in the entire Municipality: enterprises, private companies, commercial stakeholders_ Business Association of Covilhã, Belmonte and Belmonte ;The District Health Fund; Municipality of Covilhã; Central Hospital of Cova da Beira; Commission for the Protection of Children and Young People at Risk; Specific Program Prevention and Combating Violence against Children, Youth and Women and the Protection of Victims and the Risk Groups; Local Technical Office; Institute for Drugs and Drug Addiction; Institute of Employment and Vocational Training; Non-Governmental Organizations; Integrated Support Program for the Elderly; Program for the Prevention and Elimination of Child Labor; National Action Plan for Inclusion; Law Enforcement; National Network of Integrated Continued Care; Social Integration Income; University of Beira Interior / Center for Social Studies; Red Cross – Human Association; Vincentia's Conferences – Local Group of voluntaries; Security forces; Social Institutions.

In January 11th of 2011, a meeting was held with the Executive Council for Local Social Action of the Social Network, in order to address issues relating to the Together Project, and provides some clarifications.

a) Presentation of first results of the questionnaire; (27 institutions/51 homogeneous groups/465 answers/1797 criteria);

b) Clarification of roles/responsibilities of the functioning of Local Support Group;

c) Presentation of program to be held in Covilhã, with its partners in the project.

It was a hard work to put on the software ESPOIR all the criteria's from the almost 500 answers. Even a big effort was made to put on the indicators in each criteria, only at the end of February 2011, Mr. Samuel Thirion made a extensively collaboration in the translation of the indicators.

In the meeting with the Extended Commission Social Network on March 14th of 2011, the 1st results were presented trough the SPIRAL methodology, as follows:

I. Local Councils and Public Institutions [20 Homogeneous Groups]

1. Junta de Freguesia de Aldeia do Souto – Local Council
2. Junta de Freguesia de Boidobra – Local Council
3. Junta de Freguesia de Cantar Galo – Local Council
4. Junta de Freguesia de S. Jorge da Beira – Local Council
5. Junta de Freguesia de Unhais da Serra – Local Council – Seniors
6. Junta de Freguesia de Unhais da Serra – Local Council – Youth
7. Junta de Freguesia de Unhais da Serra – Local Council – Teachers
8. Junta de Freguesia de Unhais da Serra – Local Council – Children
9. Destacamento da GNR do Tortosendo e Teixoso – Security Force
10. Destacamento da GNR da Covilhã – Security Force
11. Destacamento da GNR de Unhais da Serra e Paul – Security Force
12. Espaço das Idades – Public Institution – Staff
13. Espaço das Idades – Public Institution – Embroidery Group

14. Espaço das Idades – Public Institution – Learning Group
15. Espaço as Idades – Public Institution – Informatics Group
16. Espaço das Idades – Public Institution – Hairdressing Group
17. Centro Hospitalar da Cova da Beira – Health (government) – Technical
18. Centro Hospitalar da Cova da Beira – Health (government) – Nursing
19. Centro Hospitalar da Cova da Beira – Health (government) – Administrative and Operating
20. Centro Regional Segurança Social – Social Institution (government) – Staff

Results:

- Feelings of well and unwell being – 27,7%
- Personal Balances – 4.96%
- Attitudes and iniciatives – 6.71%
- Social Equilibriums – 13.7%
- Personal Relationships – 7.58%
- Relations with Institutions – 5.1%
- Access to the means for subsitence – 27.41%
- Table of life – 6.85%

II. Social and Cultural Institutions [15 Homogeneous Groups]

1. Ass. Sol. Soc. Sobral de S. Miguel – Social Institution – Staff
2. Ass. Sol. Soc. Sobral de S. Miguel – Social Institution – Eldery People
3. Centro Comunitário Minas da Panasqueira – Social Institution – Staff
4. Centro Social do Peso – Social Institution
5. Paróquia de Sto. André – Boidobra – Social Institution
6. Centro Social N. Sra. Conceição – Social Institution
7. Centro Social Aldeia S. Francisco de Assis – Social Institution
8. Obra de Sta. Zita – Social Institution

9. Centro Paroquial Ass. N. Sra. das Dores – Social Institution – Staff
10. Centro Paroquial Ass. N. Sra. das Dores – Social Institution – Eldery People (musical group)
11. Centro Paroquial Ass. N. Sra. das Dores – Social Institution – Eldery People
12. Beira Serra – Social Housing – Youth
13. Beira Serra – Social Housing – Adults
14. Rancho Folclórico da Boidobra – Cultural Institution
15. Rude – Associação de Desenvolvimento Rural – Rural Development Institution

Results:

- Social and Cultural Intitutions [15 Homogeneous Groups]
- Feelings of well and unwell being – 25,91%
- Personal Balances – 4.55%
- Attitudes and iniciatives – 10.23%
- Social Equilibriums – 12.5%
- Personal Relationships – 9.55%
- Relations with Institutions – 2.5%
- Access to the means for subsitence – 25.68%
- Table of life – 9.09%

III. Schools and Technology Centers [16 Homogeneous Groups]

1. Agrupamento Escolas Tortosendo – School – Staff
2. Agrupamento Escolas Tortosendo – School – Teachers
3. Agrupamento Escolas Tortosendo – School – Students
4. Agrupamento Escolas Pêro da Covilhã – School – Children
5. Agrupamento Escolas Pêro da Covilhã – School – Adults
6. Agrupamento Escolas Teixoso – School – Teachers
7. Agrupamento Escolas Teixoso – School – Students

8. Agrupamento Escolas Teixoso – School – Staff
9. ANIL – Associação Nacional Industrias de Lanifícios – Business Institution
10. EPABI – Escola Profissional de Artes da Covilhã – School – Teachers
11. EPABI – Escola Profissional de Artes da Covilhã – School – Staff
12. EPABI – Escola Profissional de Artes da Covilhã – School – Students
13. APPACDM – Social Institution (people with mental handicap) – Staff
14. APPACDM – Social Institution (people with mental handicap) – Technical
15. APPACDM – Social Institution (people with mental handicap) – Users
16. CITEVE – Training/technology center

Results:

- Feelings of well and unwell being – 26,71%
- Personal Balances – 5.07%
- Attitudes and iniciatives – 8.94%
- Social Equilibriums – 11.92%
- Personal Relationships – 8.05%
- Relations with Institutions – 2.38%
- Access to the means for subsitence – 27.72%
- Table of life – 8.94%

The achieve of several/numerous criteria, remained us that to much information wasn't so clear for upward of the course of the all process, in particular to obtain pilot actions and built the Local Action Plans. Even that, we define to choose some Homogeneous Groups to work in Pilot Action Plans, considering the results were presented through the SPIRAL methodology.

- Distribute the criteria for dimension of each group (through the database in excel logicel);
- Analyze the links between the criteria;

- Evolution of the situation;
- Making the balance sheet;
- Develop a sense of action and Implement the Action Plan ;
- Local Making the capitalization through joint exploration and provides out puts.

After the meeting in Debica, Poland, in May 2011, we obtain a new Logicel ESPOIR, and we have to make some corrections in the attribution of some criteria's. This changes defined new synthesis of indicators.

In a brief with the Executive Council of the Social Network on 26th of May 2011, we discuss with them the new synthesis of indicators; we defined to choose some Homogeneous Groups to work in pilot action plans, considering the results obtained from the Logicel ESPOIR, as follows:

- **Access Livelihoods – 33.20% [Health, Employment, Education, Financial Access]**
- **Feelings of well and ill being – 20.08% [Feelings, Joy, Satisfaction]**
- **Table of life – 13.30% [Landscape, Polution]**
- **Social Balance – 11.14% [Solidarity, Vallues]**
- **Personal Balance – 6.96% [Fisical and health Balance, Social Balance]**
- **Personal Relationships – 6.96% [Family, Friendship]**
- **Attitudes and iniciatives – 6.28% [Be Solidary]**
- **Relations between and with Institutions – 2.07% [Justice, democraciy]**

Analysing this new results, and a brief with our Local Support Group, came out with the report on the Focus Groups: As we can verify from the results obtained, there is 33.2% related with Access Livelihoods, 20.08% related with Feelings of well and ill being, 13.3% related with the Table of Life, 11.14% related with Social Balance, 6.96% shared with Personal Balance and Personal relationships, 6.28% related with Attitudes and Initiatives, 2.07% related with Relations between and with the organizations.

Obviously people fells well being if there is food, health, housing, education, employment, those are basic issues for the majority of the answers. In the second category, about feelings, it's a natural result from Portuguese people, they need to feel great, to be motivated and develop professional skills, or to obtain good results in school, to be open handed or to make people around fell good! It is kind a way of life very specific among us. In Portugal the environment, having spaces for social life and leisure, also have enormous significance, as we have to promote our country trough the tourism!

So, considering this results, we were working with groups from the Social Neighbourhoods', Schools, People with financial difficulties and People that are in the 'Space of Ages', proposing some actions that are related with the indicators obtained from the criteria obtained. The Pilot Actions for the Together Project were defined throughout this results, discussed and planned.

5. Pilot actions on co-responsibility.

Even after some changes in the new results of the data base, as follows upon the new results of the SPIRAL database/new version October/2011, we obtained the following results:

1. **Social Balance – 20.73% [Solidarity, Vallues]**
2. **Personal Balance – 20.64% [Fisical and health Balance, Social Balance]**
3. **Access Livelihoods – 17.7% [Health, Employment, Education, Financial Access]**
4. **Attitudes and initiatives – 14.14% [Be Solidary]**
5. **Feelings of well and ill being – 13.37% [Feelings, Joy, Satisfaction]**
6. **Personal Relationships – 8.08% [Family, Friendship]**
7. **Relations between and with Institutions – 2.78% [Justice, democraciy]**
8. **Table of life – 2.57% [Landscape, Polution]**

We've decided to follow the Pilot Actions already proposed and discussed on 26th of May 2011, with our Local Support Group, and establish to include them in our Action Plan of the Social Network approved in 24th October 2011. The pilot actions defined:

1. From a 'home to another'

Objectives: The Municipality of Covilhã, in the context of a concerted social policy support to the needy assumes, with a significant importance in the pursuit of well being and quality of life for families and residents in the municipality of Covilhã, with the creation of Social Shopping in 2006 on the two more significant Neighbourhood of the Municipality.

What are these Social Shops? Spaces that are intended for collection of property and equipment, view to the distribution by the poorest.

Action: In this present month we have decided to launch a new breath to those spaces, and initiate a new campaign for our entire district, with the new information of the schedules and new way of give and take several goods.

Co-responsibility action: Municipality, social institutions, community in general.

Relation with the results of the focus groups: 17,70 % of homogeneous groups revealed their concern about access to livelihoods in general.

The purchasing power and finance, services to the person, education and employment, are items that most people fear that they lack in order to have the personal and social equilibrium that is also referred to as the large percentage of the results.

With this action, we intent to establish a strong co-responsibility of several social elements and civil society in general, aims to reach those who most need and especially those who need but are too embarrassed to ask (shameful poverty).

Action II. 'The Colour Bag'

Solidarity, the economic balance, social inclusion, courtesy and respect are core values in any democracy and way of life of the Portuguese people. The results of the focus groups: 20.73% of homogeneous groups revealed their concern about Social Equilibrium and 17.70% about access to livelihoods in general.

The spirit of cooperation, solidarity and volunteerism, involving not only the institutions but the population in general, the Municipality of Covilhã, with this action, intends to involve different age persons with a sense of co-responsibility of all to help families more needed, raising pedagogical material and study supplies for children of the 32 elementary schools, located in the municipality, for 2012/2013 school year, through an initiative called 'Colour' bag.

This initiative consists in the distribution of bags, which can be decorated by children of each school, and which will serve for placing of school supplies, that every child may waive in favour of another child. The aim is to contribute to the equipping of schools, improving the quality of basic education in the County, and assist families in need to obtain school materials.

The number of students involved is 1.714. The project aims: to raise school supplies for distribution to the neediest children, by which the universe covered, is approximately 720 students in the next academic year, about 40% of 1.714 students.

For children to feel involved in the subject of volunteering, it is suggested that each class present a representative work to be presented in the exhibition that will mark the end of this project!

'The Colour bag' | Scheduled: 2012

January	Distribution of bags by the schools to be painted by the Children and explanation of the volunteer project
February to June	Collecting materials in schools, parish councils and social institutions
June	Obtain the number of children who attend the service of meals in schools and made the social analyse of the families who need support
June	Collection of materials in Schools, Parish Councils and Social Institutions
July	Execution of the kit's with a list of materials needed
August	Information for schools
September	Delivery the kit's with materials to children who need support and for the 32 elementary schools

Action III. 'Indebtedness of Portuguese families – Financial Education'

Every day we hear of the crisis, we care about it and it is true that we should worry about once it's installed in our country! Currently, the nightmare of unemployment, declining real wages and the largest household indebtedness are indicators that reflect the lack of liquidity and solvency of the Portuguese families.

Portugal is going through one of the worst times ever at the level of indebtedness and deterioration of terms of trade balance either by progressive increase in rates for families and stress.

This scenario puts into question the solvency of families and family stability, jeopardizing not only their own as the economy in that fall.

The relation with the results of the focus groups: 14.14% of the results obtained revealed attitudes and initiatives in order to share responsibilities, be supportive and engage with society. Overview and analysed the results obtained and consider the economical crises that our country is facing, it was common sense to take this action in some different villages of our district, to reach most part of the population that is interested in this problematic.

Action: Training on Financial Education for social workers interested in Social Institutions of the Municipality. In a second phase the training is directed for people in general that are interest in make is own familiar budget facing the actual scenario of financial crisis. The co-responsibility action: Municipality, social institutions, community in general.

'Indebtedness of Portuguese families – Financial Education'* | *Scheduled: 2012

February	Program Definition and implementation of invitations to speakers to make a training for social workers of the social institutions of Covilhã
	Execution of posters released and inscriptions for social workers
March/April	Distribution of posters for Parish Councils, mailing, web page CMC. Registration of social service technicians for training.
15.May	Training for social workers in the Municipality Auditorium
September/November	Training for people/community

These three Pilot Actions allowed us to integrate in our Local Social Plan of the Social Network, Social complementing the social diagnosis for 2012.

The methodological option assumed and that led to the results set out in this document, was intended to ensure the Social Network of Covilhã as a whole, but also each partner organisation in particular, could count on:

• A constant Diagnostic thinking of local Stakeholders, in which all revise and translate the different local sensitivities;

• A useful and usable in applications for funding programmes and measures in the area of assistance concerned.

• The choice fell on a set of qualitative methods, which apply to the main involvement of people with responsibilities in the social development of the municipality of Covilhã.

The **Together Project** in our Social Network allowed us to put up a new way of thinking about the problems of the territories globally rather than sectored, and understands the phenomena of the importance of multidisciplinary interventions and integrated networking.

The Social diagnosis is a dynamic planning instrument subject update periodically, resulting from the involvement of different partners, which enables the knowledge and understanding of social reality through the identification of needs, the priority issues as well as resources, potential and local constraints. The methodology used in this project help all the network in is objectives, facilitating the exchanges of experiences based on co-responsibility.

6. Spreading the co-responsibility approach.

The **Together Project** in our Social Network had the most significant objective the co-responsibility and promotes social inclusion and wellbeing of all. It was possible to achieve with a close co-operation between public authorities, citizens and private agents with a logic of co-responsibility. In fact, in a context of economic crisis in our country and in all Europe, the solution may be required not only based on economic resources, taking into account the own citizens, defining solutions innovative, based on local needs.

Exchange of experiences based on sharing responsibilities and building participatory methods, based on indicators of well being, with a methodology originally proposed by the Council of Europe and the main objective. The project also implements strategies and local action plans through local support groups to be established in each participating city.

The purpose and work on criteria and indicators developed, exchanging ideas and procedures to develop strategies to achieve progress in evaluation of the well being of all, promoting co-responsibility between the different parties involved.

The methodology assumed and that led to the results, contained this document, had the intention to ensure that the Local Council of the Extended Commission of Covilhã as a whole, but also each partner organization in particular, could count on diagnosis of a constant joint reflection of the local stakeholders, in which everyone can identify and which reflects the different local sensitivities.

It was a useful instrument and an option to set up a new method essentially qualitative, that appeal the involvement of people with responsibilities in social development of our County.

Therefore, this project brought an instrument for colleting information, survey social problems, promoting several meetings between people, according to identify several problematic and observed changes in our society, especially the indicators relating to social exclusion, the changes in structure and family models and the increasing extension of citizenship rights. These facts, make possible to concept new forms of

intervention and adjustment of social responses already existing, and to analyse the necessity of flexibility to prioritize the social changes, that are constant and increasing the complexity of social reality.

Consolidation on results:

Education is a fundamental pillar for the support of any community. It is not possible to think of development, growth and well being, without all that allow the community have the basic tools to intervention on a leading process.

Education, personal development, maximizes the use of capabilities of each individual. Through the education that each generation leaves to the next generation, the legacy to the community provides conditions for their well being.

The school and the qualification of the general population are elementary to the structural factors for the understanding of the phenomena of poverty and social exclusion and the inclusion of social groups more vulnerable.

Education and training are fundamental and decisive to sustain the development of society, as the rehabilitation of socio professional integration for those who are in the labour market. The access to the labour market and the preservation of employment throughout working life and the rights of all citizens is one of the priorities of the strategy of social inclusion.

The prevention of the lack of occupation of the people in need is one of the most important issue to consider. The development of professional capabilities and insertion is one of the aspects to work on. In a society, as we know, that the new technologies are predominant, the information and communication tools are now requiring and increasing, the higher qualifications, skills and ability to updating knowledge. In this context, is particular important to make efforts to pursuit reinforcement of the education and training throughout life.

The commitment and investment in human resources, especially in the education of adults, is the most effective form to fight against unemployment and contributes to promotion of productivity, competitiveness and active aging.

The municipality concerned about elderly people, pensioners, aging population, isolation, is an issue that allow us to continue the development of measures on social integration and establish social links among elderly people.

The problem of housing is assumed as one of the most important by the reflection that has the quality of the population life, as much as for the precariousness of the spaces as the social problems that raises there.

Everyone is entitled to a decent standard of living. Access to adequate housing is essential to achieve this level of life and consequent realization of human life. The habitations meets the needs physical and psychological by providing a sense of personal and private space, social needs, as which provides a common area and a space for the families. In many societies, meets economic needs by acting as a center of commercial production.

The human right to an adequate housing is a right of every children, women and men to acquire and sustain a secure home and a community where they can live in peace and dignity. The right to housing is a human right recognized in the Universal Declaration of Human Rights.

So, considering these mentioned issues, the Municipality of Covilhã, with is Social Network, intent to establish the methodology to improve co-responsibility in three principal axes:

- Education
- Elderly people/isolation
- Housing
- Education: This aims to draw up a diagnosis on the basis of the Educational Charter of Covilhã and District educational project, which will form an integral part of a

knowledge strategy and find out problems, with a view to defining priorities for action by the Municipality, in partnership with schools, parents and their associations, health services and social security, cultural and scientific associations and other departments and agencies whose action is directly or indirectly in the field of education, aimed creating conditions for the teaching and learning process takes place in a educational context with a connection to the social reality.

To select different "dimensions of analysis" considered fundamental to the achievement of the proposed objectives, as follows:

- Degree of satisfaction with the school,
- School appreciation (physical resources and support services),
- School surrounding (relationship between the various members of the educational community),
- Appreciation of the school surrounding,
- Teachers opinion about the role of the school and working conditions,
- Parents opinion about school performance and participation of their own,
- Suggestions and proposals for improving the quality of the school,
- Concern for education and other social issues.

In this perspective, the intention is to apply the methodology with the aim of knowing the reality through educational awareness and assessment that students, parents and teachers have about school and its role in society, on the principle of shared responsibility, to find solutions to the improvement in quality of the school functions and prevent emerging social problems, in the school context.

- Seniors in isolation: With the collaboration of the social Institutions of our network, establish partnerships in order to combat the isolation of the elderly population in the municipality of Covilhã.

It is true that the Municipality of Covilhã has developed a wide-ranging work in this area, through the creation in 1998 of the Municipal Social Card, its benefits and activities, through the creation of the area of the Ages, and several synergies consecrated.

Being a fragile population, for the reasons already described, it is important to find social responses that achieved the answers for the problems that we are facing.

In the municipality of Covilhã, there are already several social responses in the valences of home and day care centres, home support, among others. The Municipality of Covilhã is about to implement a service of phone assistance program, for the elderly people that are in a situation of isolation. What we want to establish, in terms of territory, is that older people, especially those who are in a situation of isolation, be able for them to stay in their homes, whenever in physical and psychological terms practicable, creating a network of support and assistance, not only by public authorities, but also throughout the support of their families, allowing them to have a better quality of life, without having to leave their home and even their independence.
We have some indicators in this area, our intention is a new way of diagnose and find out the opinion of this population, allowing us to reach a kind of different but appropriate and innovative solutions.

- Housing: In this area we intended to diagnose the residential satisfaction in social housing districts of the Municipality of Covilhã.

Speaking of satisfaction is talking about tastes and feelings towards places or spaces in which develops a daily experience of residential base. It is therefore important to evaluate what you like more or less in residential scenarios, reference your why and for what reasons that sustain these pleasures, are some of the issues that try to find explanations of residential satisfaction in Social Neighbourhoods.

It is intended to focus on the following reasons, concerning the residential satisfaction:
• Reasons related to the characteristics of the individuals (regarded as sociological characteristics of belonging and composition of reference groups);
• Reasons related to nature and intrinsic qualities of residential spaces (as objects) in evaluation (considered as the various dimensions of the residential contexts in continuous linking the interiors of Fireworks to its urban surroundings); and

• Reasons related to relational process between individuals and their residential contexts (considered as the residential routes which led to the current scenarios and ways of use and ownership that theirs are made).

It is intended to establish the degree of satisfaction of residents on Social Neighbourhoods, which external and internal factors that might influence their daily living, as well as defining strategies to find new ways to improve conditions of habitability and on the outside spaces.

7. Linking with other methods.

In Covilhã, the Social Network opted to develop a workplace that values the participation, involvement and responsibility of local social actors. It proposes a planning methodology and, consequently, a diagnostic, promoting the participation for the "bottom-up". This network is composed by the Local Council for Social Action, a several number of institutions, already presented (about 100 institutions representing schools, health, employment, culture, entrepreneurship, social matters, security forces, and so one) , which is chaired by the Mayor of the Municipality. This network as the following competences:

- Approve the internal regulations;
- Establish the core executive;
- Create thematic working groups, whenever is necessary for the treatment of specific subjects;
- To promote coordination between public agencies and non profit private entities, seeking concerted action to prevent and solve local problems of social exclusion and poverty;
- Promote a participatory diagnosis and a plan for social development;
- Approve and distribute the diagnosis as well as their annual action plans;
- Promote participation in a national information system to provide at ISS, IP;
- Decide the opinions issued by the Core Executive Council for Local Social Actions;
- Take note of protocols and agreements between the state, municipalities, charities and other;
- Appreciate the issues and proposals that are introduced by the entities, and seek the necessary solutions through the participation of entities represented, or not in the Local Council;

• To promote information campaigns and other initiatives aimed at a better collective awareness of social problems;

The Core Executive Council for Local Social Actions shall be composed for a number of elements not less than five. These are mandatory members: representatives from Social Security, the City Council and a nonprofit called the partners of this group. Their functions are:

• Implementing the decisions of the Local Council;

• Prepare proposal of the annual plan of activities of the Local Council and its implementation report;

• Ensure the technical coordination of actions carried out under of the Local Council;

• Create the social diagnosis, social development plan and its annual action plans;

• Proceed with the installation of a system that promotes information among partners and the general population;

• Advancing the different working groups that the Local Council established;

• Promote training for partners, according to existing needs;

• Monitor implementation of annual action plans;

• Prepare the opinions and reports requested by the Local Council;

• Issue advice on applications for national and / or community, grounded in social diagnosis;

• To advise on the creation of social services and facilities, with a view to equitable coverage and appropriate in the County.

The documents that are developed by the Social Network are:

1. Pre-Social Diagnosis: gathering resources, materials, existing staff, etc.

2. Social Diagnosis: Portrait of the current situation of the municipality, a population census for recognition of existing problems, existing resources for the interpretation of local needs and to define priorities in terms of intervention (the most serious problems to less serious problems). Once diagnosed the problem: it is defined intervention strategies through the Social Development Plan (implementation period of three years), this plan aims at both the remedial effects, such as preventive purposes to improve the quality of life population. In parallel, and at the end of each year, will produce a yearly action plan.

A participatory methodology is creating thematic workshops, with the participation of many different actors, by using the following techniques:

- Questionnaires;
- interviews;
- SWOT analyses;
- Problem tree;
- Analysis of causes and problems;
- Creation of working groups to complement the information collected.

The Social Diagnosis is a planning instrument that should focus and prioritize the situations of poverty and social exclusion. Recognize factors of social vulnerability and consequential problems on which it is possible to make a qualitative and quantitative intervention to manner and identify the capabilities and potentials, able to contribute to the resolution of problems.

Since 2010, the Together Project was inspiring to the work of the social network, and now the results could be reported in the social diagnose made during 2011. So, by the existence of several working groups, collecting information's throughout the

methodology applied in the Project and the methodology used in the social diagnoses aroused the following problems:

Health

- Insufficient support structures for the elderly;
- People with disabilities (insufficient responses to persons with disabilities);
- Risk behaviours (HIV, alcohol, psychoactive drugs, teenage pregnancy);
- Unhealthy lifestyles;
- Reduction of social support.

Social Responses

- Inter-institutional Cooperation levels are relatively low;
- Families (working-class; ethnic minorities; single-parenthood; emigrants; families in poverty);
- Domestic violence (lack of childcare; violence in courtship);
- Lack of solutions for the elderly;
- Socially excluded Families;
- Social isolation of elderly persons.

Education and tTraining

- Lack of technical expertise in schools;
- Low parental involvement in the educational process of their students;
- Low level of education among the population;
- Truancy;
- School leavers.

Employment

- Increase in unemployment (in younger layers);
- Increase in precarious employment;
- Lack of replies articulated support for the unemployed;
- Lack of support for the creation of employment.

Housing

- Elderly housing in degraded;
- Housing without conditions of habitability (without WC; without water, without electricity);
- Degradation of housing in historic centres of the city of Covilhã and Parishes.

Transport and Accessibility

- Public transport network;
- Barriers to mobility in public transport, in public buildings and roads;
- Architectural Barriers that exist at some traffic lights for people with limited mobility.

For a better visualization of the problems and needs, as well as the potential Social, Diagnosis is divided into 6 chapters:

1. Presents the Socio – Economic of the Municipality of Covilhã;
2. Presents the Social intervention Projects underway in the Municipality of Covilhã;
3. The social responses in the context of Social Committees of Parishes;
4. Presents the Social Diagnosis carried out within the framework of Social Committees of Parishes;
5. A Swot Analysis to the problems of Social Problems identified in the municipality of Covilhã.

To structure and organize the analysis the SWOT analysis technique was used, which allowed to identify and analyse the current situation of the municipality, its positives and negatives (forces) and the constraints (weaknesses) positive (opportunities) and negative constraints (threats) that represent all that is external to the Local reality.

With the Together Project, the Municipality of Covilha has developed procedures for implementation of indicators of well being and to enhance citizens's participation in it. The conditions for developing co-responsibility with the main actors and stakeholders of the region brought a new point of view of how to reach new forms of analysis and involving people.

8. Conclusions.

As the Together for territories of co responsibility aims to develop social inclusion and the well being of all, this project revealed a strategically objective in our Municipality: to promote the involvement of local actors in social networks in the process of launching new ideas for the Social Action Plan, in addition to the planning processes underway in the framework of the existing activities, including regarding the promotion of co-responsibility as an opportunity to work together with citizens and strengthening the integrated approach and cross social networks.

Issues related to the importance of co-responsibility shared by all players applying the methodology at local, regional and national policy making in order to rethink social action plans and strengthening social cohesion.

Covilhã was a pioneer Portuguese city in the application of this methodology through the Together project. Presented and well absorbed by the Social Network, have given new impetus to structure the working group.

After almost three years in the project, we can see a greater involvement of members of the Local Council for Social Actions, a greater willingness to take an active role within the network, contributing with new ideas and strengthening the discussion within the Social cohesion.

These positive synergies have led to a more cohesive participation of the population, who felt useful and creative in this whole process, thus contributing to the value of co-responsibility had shape and direction.

This project and this methodology, also with the support from the Council of Europe in developing a shared sense of co-responsibility, had wide repercussion at regional level, but also national.

Being the Social Network a National Program, the Together project had given large contributions to the Social Diagnosis of the municipality, the all social networks of the

country sought information about this methodology so that it could be applied in the construction of their future social Diagnostics.

At this moment, several Social Network of our Country are now interested to learn with us the lessons brought up with this project.

The Municipality of Covilhã is available for the dissemination of new ideologies; new ways of addressing social problems and finding new answers that, in nowadays are needed!

We cannot be restrict on finding and execute key measures, which seem politically correct ... before that, look for new ways and sustainable measures, share responsibilities on the search of solutions, search for new actions which involving all the different social layers of a region.

In the future, the methodology and the sense of shared responsibility will kept, to create new ways of sharing and exchanging experiences and good practices. Improve the conditions for the active participation of the population of a region, to give voice to all, searching for innovative solutions for the future that improve the quality of life of citizens without forget the different ways and perspectives that what is the well being and well fare for everyone...

With this great contribution of being in a European Project like this one, with the sharing of experiences and co-responsibility between eight different countries on these three years, it will be remained the main sense of connecting people... TOGETHER!