

**EVALUATION REPORT AND FOLLOW-UP OF THE CERTIFICATION
QUALICITIES GOOD PRACTICES REFERENT DOCUMENT**

Number of business:

Date of the evaluation	07/05/07	Beginning time:	9.00 am
	08/05/07	Ending time:	12.00 am

Community: **City council of EVORA**

Perimeter of the audit:
SUSTAINABLE MANAGEMENT OF CULTURAL AND NATURAL HERITAGES (MATERIAL AND IMMATERIAL)

Evaluated sites:

- Parque Industrial de Evora Rua da agricultura 7000 – EVORA (DAQ, DMEU, DOGT)
- Patio do salem Edifício de S. Pedro 7000 – EVORA (DCRE, DAC)
- Paços de Concelho Praça do Sertorio 7000 – EVORA (DCHPT, Vereação, GAPV)
- Praça do Geraldo Posto de turismo 7000 – EVORA (DPT)
- Rua de Burgos 7000 – EVORA (IPPAR)

Number of people met: 50 people approximately.....

Telephone: Fax:

E-mail:

<u>Name of the Person in charge for the community:</u>	<u>Name of the listener:</u>
Filomena ARAUJO	Jean HURTREL
Visa:	Visa:
Date: 10/06/07	Date: 10/06/07

I PRESENTATION OF THE COMMUNITY AND GENERAL COMMENTS

1 CONTEXT

EVORA is a city of approximately 50.000 inhabitants, employing approximately 800 civil agents. This City has a very important archaeological and historical heritage (of all times), which is already classified world heritage. Various actions already were carried out since many years, concerning restoration, communication, accessibility, management and valorisation of this heritage. It also count actions related to mediation, urban revitalization, development of tourism, associations and partnerships with other cities and eventually some actions related to the environmental protection. All these actions related to historical, natural and cultural heritages.

2 COMMENTS AND PERIMETER

The work relates to the whole of cultural heritages (material and immaterial), as well as some natural heritages. The difficulty is to define the field. It would be interesting that the City council carries out a detailed list of all the heritages entering the field of the sustainable policy of development implemented by the community.

The perimeter is the city of EVORA.

3 USE OF THE LABEL AND RESPECT OF QUALICITIES BRAND

Without object.

II CONCLUSIONS OF THE AUDIT

1 GENERAL CONCLUSION

The City of EVORA sets up important means making it possible to answer the whole of the criteria of QUALICITIES Reference system' label requirements. There are many strong points which are mentioned below. However it would be good that the City of EVORA formalizes better the perimeter of action on which it carries its efforts: type of heritage taken into account, public by heritage...

In addition, the objectives of progress are defined in the PPL, but primarily for a financial year. It would be important that a long-term planning can be defined (that is planned for the architectural heritage of the historical centre, after the inventory which is in the course of finalization).

The instrument making it possible to have a finer follow-up of the implementation of the annual programming remains to be built.

The procedure of the Local Committee Qualicities is still young, just as the analyze of the data to define improvements. Also, it will be good to improve coordination and synergy between the various services impacted by the Qualicities Reference system' label requirements, and the coordinator to seek an improvement of its competences in the capacity to animate, direct and manage a group such as the Local Committee Qualicities. The meetings of this Committee must become more of the basic meetings and proposals for improvements.

2 CONCLUSIONS PER PARAGRAPH

Criterion 3: Fundamental principles	
§	Comments of the listener
3-1	<p>There is a document defining a commitment of the city council to implement Qualicities. This document is more a commitment than a true integrated policy, defining axes of improvement. Those exist, and appear especially in the budget of the commune, which is validated by the city council. At the end of the audit, an important document appeared, defining the major options of the plan 2007. This plan takes again the various axes of improvement, making it possible to build and order the budget of the city council. These axes relate to the rehabilitation of the infrastructures of the city, urban mobility, the development of the local economy, as well as the opening of the city council towards outside, through networks and partnerships. They also relate to the promotion of the quality of life of the citizens and families in which we can find waste recycling, ecological paths and education and environmental promotion. The recovery and the valorisation of the infrastructures and cultural municipal spaces, animation and the cultural programming and the safeguard and patrimonial valorisation are also described. Some axes relate to the effective management of the municipal departments, in which one finds objectives concerning the information and the digitalization of the data. The budget of the city council is distributed along the various axes described in this plan.</p> <p>There is also an Agenda 21, as well as a schedule of conditions (with objectives). Agenda 21 was initiated in 2006, with in first phase, a diagnosis. A problem of articulation between the company indicated for the council and the city council of Evora had stop this project which must start again (there is a scheme of definite work). EVORA is also applying to the "Bandeira verde" (green flag) which is a sign of quality concerning the environment. For that the city council must answer a precise schedule of conditions.</p> <p>Concerning the implication of the various departments of the city council in synergy, it is certain that many services intervene in the respect of the commitment of the Qualicities system and that improvements are certainly still possible to enable a more effective synergy.</p>
3-1-1	<p>Concerning the identification of the various heritages of the city council, there are various documents identifying the various heritages. There is a municipal master line (PDM), very detailed, describing the whole of the architectural heritage, making it possible to define the zones of protection of this heritage. This PDM refers to other plans. There is also an inventory of all constructions of the historical centre, carried out currently to 85%, this inventory analyzing the buildings according to 66 parameters. The classified Inheritance is inventoried. There is also an archaeological chart of the territory of the city council. In addition books and CD identify the immaterial heritages. A virtual reconstitution of the city at various periods of the history is under development.</p>
3-1-1	<p>A common list of the various heritages taken into account in the Local Progress Plan (LPP) must be written. This Local Progress Plan is well defined for the year 2007; it is an extraction of the budget 2007 of the city council, ordered by axis of</p>

<p>3-1-2</p> <p>3-2</p> <p>3-3</p>	<p>improvement defined in the Plan of the city council. Deadlines are those of 2007, although some actions are sometimes distributed over several years. It would be interesting if the city council could define a Progress Plan over several years. The LPP is validated by the city council, since the budget was validated during meetings of the city council authorities. The public meeting of the 11-april-07 approved the LPP in the majority (6 votes for 1 abstention), as well as the self-evaluation carried out by the Qualicities local Committee and the role of this Committee. Budgets were approved in December 2006. The Local Progress Plan is an extraction of the various budgets voted by the city council, ordered by chapter of the system referent document.</p> <p>There is a Qualicities Committee, directed by an elected official: véréador Filomena Araujo, which is delegated to environment and Quality, as well as social actions and education. The Local Committee is composed of various persons in charge of the departments implied in management of heritage and tourism, as well as representatives of several associations: Group Pro Evora, a partnership of the District of Evora, and a representative of the IPPAR (Portuguese Insitut of the Architectural Heritage), proof that the city council integrates other recipients in its approach. The rules of procedure envisage also the invitation of other entities (University, CCDR Alentejo....). There are also minutes of the Local Committee meetings. The latest report shows that this Committee is still in phase of set up.</p> <p>The rules of procedure of the Committee define the missions of the Coordinator, who is the person in charge for the Environment and Quality department. In addition Mr Antonio Valentim, technician of this department, is very implied in the coordination of the system implemented to answer the Qualicities system referent document. Minutes of the Qualicities Committee meeting exist, but as said upper, it is for the moment meetings of installation of the system. (Report of June 2006 and March 2007). Information relating to the Qualicities approach is provided on the Intranet. They relate to general information on Qualicities and the project Qualicities of Evora in particular.</p> <p>The coordinator took part to several Qualicities meetings (Ubeda, for example), his collaborator has taken part in various Qualicities meetings (Anderlecht). A report was carried out each time. It was checked that the Coordinator of Evora had access to the Qualicities data base. Each member of the Committee has a very complete curriculum vita which shows their competences. A training plan exists to allow an improvement of competences necessary for the approach. However, specific competences of the Qualicities Coordinator, J.Costa, are not easy to check, especially those concerning qualities of organisation and mediation, capacity to direct and manage a group. His collaborator Antonio Valentim supplements necessary qualities for this binomial. The members of the Committee were informed on Qualicities during the presentation meeting of June 2006. A proof of their presence exists.</p>
------------------------------------	---

Criterion 4: Communication

§	Comments of the listener
4-1	<p>A department is responsible for the communication: the DCRET which counts 4 technicians. The targeted publics are schools, tourists, local population and elders.</p> <p>There are various tools of communication: Municipal bulletin (semi-annual), Cultural Diary (monthly), a guide of the week for the tourists and a sporting diary.</p> <p>A plan of communication 2005 was presented, with the program of the events and the strategic projects. This plan of communication should be re-examined in 2007, and to integrate the program of the events as well as the strategic projects. Investigations are made to determine if these communications are effective.</p> <p>Information on the Qualicities project in Evora and the European Label will be integrated in Portuguese on the Internet Qualicities site, during the first six-month period 2007. This information should include the Qualicities referent document, the Local Progress Plan and the description of the project in Portuguese.</p>

Criterion 5: Accessibility	
§	Comments of the listener
5-1	<p>There is already many data and tools on the plans for collective transport. Many improvements concerning this public transport were already carried out. Plans of the city with collective transport exist, with a visualization of the car parks. All is made so that the cars avoid the historical city and that the people use public transport. There is a true integrated system of Transport and car parks in Evora.</p> <p>There is also a strategic study of mobility ("Strategy of Mobility of the City of Evora - April 2006), carried out by a professor of the Technical Higher Institute. Four months ago, a railroad between Lisbon and Evora, departing three times a day, was created. This railroad connects the two cities into 1.45 hour. The bus line was modified recently to improve satisfaction of the inhabitants. The mobility is assigned to a division of the DOGT: Division of mobility and urban equipment.</p>
5-2	<p>There are a vertical post signs for orientation, as well as post signs to indicate hotels. However it does not exist yet precise diagnosis of this indications. On the other hand, an action plan has been drawn: Plan of directional and orientation sign posts.</p> <p>A map of the historical centre is given to the visitors, making it possible to carry out tourist tours starting from the tourism office.</p> <p>60 to 70 very precise panels of information are dispatched in the city close to the historical sites. There is also an organization which role is to inform people on the heritage of Evora.</p>
5-3	<p>This is one of the best studied points. A multidisciplinary working group was created, in order to eliminate the architectural and urban barriers from the City of Evora (GICA). It is a group for advice and proposal work. The missions of this group were redefined in July 2006, integrating the problems of deficiency, but also the questions relating to the incapacity and reduced mobility. The objectives relate to the promotion and the sensitizing of mobility and accessibility for all. It instigates the internal projects of accessibility to the public buildings and promotes campaigns to facilitate access to the public domain, to private buildings, to services and the products..... For each of these objectives, actions were defined (Action plan). There is also a report on the activities 2006 of the GICA.</p> <p>Evora takes part in the "national network of the cities with mobility for all" .A social diagnosis, as well as a plan of intervention of accessibilities was carried out in 2004. This plan is very complete and describes the good practices.</p> <p>There is also a department called the SIM-PD (Service of information and mediation for the people with deficiencies) and a program of work with APPLA (Portuguese Association of development of the territory).</p> <p>Meetings of information were carried out by the network and the GICA to sensitize the actors with the situations of handicaps.</p>

Criterion 6: Management of the inheritances

§	Comments of the listener
6-1	<p>There is not a complete inventory of the heritages, but several tools are making it possible to carry out inventories of the heritages.</p> <p>The most important kind of heritage in Evora relates to the architectural and archaeological heritage.</p> <p>A Municipal Master line refers to other plans, which describe the whole of the architectural and archaeological heritages, and which make it possible to guarantee a conservation of these heritages, by defining perimeters of protection (this plan is re-examined every year). The IPPAR updates a list of the classified heritages. The DCH (Department for Historical Centre, Heritage and Culture) updates in a data-processing way, a data base on the unit of the buildings of the Historical Centre (external, interior photographs and many data on the building: more than 66 parameters). There are also photographic archives and a virtual reconstitution (in progress) of the centre at various times (Roman, for example).</p>
6-2	<p>In the Local Progress Plan, there are many improvements planned for 2007. It would be interesting to develop a strategic plan for the future years. This one should be carried out after the conclusion of the computerized inventory of the buildings of the historical Centre of Evora.</p> <p>In the action plan established and budgeted for 2007, there are actions of restoration of the museums, “nucleus” concerning metrology and water, “nucleus” of the “Convento dos Rémédios”, illumination, as well as inventory of the heritage.</p> <p>Concerning archaeology, there are actions planned for the excavation and improvement of the sites. A very important budget is planned for the implementation and development of many improvements on the heritage.</p> <p>An advisory municipal commission of archaeology (made up of the IPPAR, the Church, associations....), gathers once a month, to propose actions of safeguarding.</p> <p>There are also rules and budgets to help of the private owner of heritage with their rehabilitation and their safeguard.</p> <p>The companies qualified to intervene on classified heritages are selected and evaluated at the national level (IPPAR).</p>
6-3	<p>Concerning culture, there was a congress in 2001 on art and culture, society, capacity and economic dynamics. There will be another congress in 2007-2008. A national project “3 cultures” was carried out also in 2005-2006, with 3 Portuguese cities of the AVEC network. Eventually an identification of the cultural projects 2007 was carried out.</p> <p>The City Council of Evora deployed a network of museum “nucleos” in the city. There are evidences of the realization of the integration of the contemporary architecture: market, modern sculptures And Evora participates in the urban projects (URBCOM) and in a new national program POLIS.</p> <p>A study was carried out by the Atlante network on the depopulation of the historical centres in 2005. This study rose on proposals for revitalization from the historical centres. There is, in Evora, a Master Plan at horizon 2013 and 2020, integrating the proposals for revitalization, improvement of the habitat.....</p>

Criterion 7: Valorization

§	Comments of the listener
7-1	<p>Various events were carried out: 20 years of the registration of Evora in the world heritage list of the UNESCO; the world Day of tourism, nights of the history, road of traditional savours, European Days of the Heritage...</p> <p>There is a list of the means of diffusion and events (cultural diary), available on the Internet. A list organised by public is under development. Concerning the respect of the principles of sustainable development, the schedule of conditions of the project "3 cultures" integrates these principles. There are other events such as "a life, a tree", the festival of the summer and the walks organized around flora, fauna and astronomy.</p>
7-2	<p>The tourist office receives 157.000 visitors per year on the 800.000 visitors of Evora. This tourist office depends on Tourist Division Promotion. This division counts 6 people, of which 4 deal with the reception of the tourists. The Office is opened to the public between 9am and 7pm. It carries out the reception and information thanks to technicians of tourism and tourist guides (these guides are 16 and belong to an Association of the Guides of Alentejo (AGIA). In 2006, 3 actions were carried out with specialists of history and archaeology. A historical map is at the disposal of the tourist. Audio-guides are rented to the visitors (at a very low price), since 2005, with a satisfaction enquiry. An enquiry is in progress and the results will be available at the end of the year. There are historical and prehistoric routes in the city, as well as routes in the surroundings.</p> <p>Guided tours were offered the population in December 2006, around the military heritage. The inhabitants are also invited to take part in the nights of history (during summer), carried out every fifteen days, on Fridays and Saturdays. A cycle "Evora to discover" is beginning, with the participation of the city council and the religious organization Pro-Evora. In addition animations for the schools are organized. A strategic plan for tourism will be defined for 2008. There are other animations for the public buildings: Monumental Evora, Evora Amiga.....</p> <p>A list of projects and programs supporting the meetings between various components of the population has been drawn: projects of integration, municipal program of walks of the summer, book Fair, traditional Christmas, Festival of saint Jean, festival "in Jazz em Evora" The prices are always symbolic (there is a social approach and an approach for the young people).</p>

Criterion 8: Local life	
§	Comments of the listener
8-1	There are supplementary programs directed towards the owners: Municipal program of refurbishing of the chimneys, refurbishing of “caixilharia em madeira” and a program “casa caida”.
8-2	There is a Tourist Office (Posto de Turismo) (see 7-2). The promotion of the heritages of Evora is carried out through the Municipal Bulletin of Evora, but also by participations in international tourism fairs (in Lugano in Switzerland). Evora takes part in the contest of the “7 wonders of Portugal”, and in the week of Evora in Chartes. Many articles of newspapers were written after the visit of associations of foreign journalists.
8-3	Many associations concerning heritage and culture exist. A list of these associations is present. A municipal service (the DAC) permanently coordinates all the activities relating to heritage and culture.
8-4	The City council of EVORA took part very actively in the Qualicities partnership (participation in all the meetings), and sets up international networks of co-operation and twinning: OCPM (Organization of the cities of the world heritage), MECINE (Network of average cities of Europe), Association “meetings” (religious organization), AVEC, FMCV (world Federation of united cities), twinning with: Angra de Heroismo, Island of Mozambique, Sudzal and Chartes.

Criterion 9: Environmental protection	
§	Comments of the listener
9	<p>The PDM (Municipal Master line) concerns other plans which relate to natural heritage and agriculture, and defines the limitations for the environmental protection. The PDM is integrated in a national plan.</p> <p>For the site of Monfurado, there is a project "GASP" of development and management of the forest, with participation of local associations and the Institute of nature conservation. (Project 2007 Natura 2000).</p> <p>There is also, a project of environmental management plan, with diagnostic, presentation to a target group....</p> <p>The schedule of conditions of the Agenda 21 was carried and politically approved. The blue flag (Bandeira Azul) was obtained for 2006 (valid 1 year). In addition a refurbishing of the Aqueduct is in progress, and parallel to this refurbishing, is carried out a course for pedestrian and bicycle. There are also environmental courses....</p>
Criterion 10: Improvement	
§	Comments of the listener
10-1	<p>The characteristic of Portugal is that, in the regular manner, books of complaints must be present in all the public places. There are thus books of complaints on all the sites of Evora. These complaints are made in four specimens, of which one goes to the Ministry for Tourism and one is kept by the claiming. It is also possible to leave complaints on the Internet, or messages. There is a follow-up of the received correspondence and answers brought to the letters of complaint.</p> <p>In addition enquiries are realized at the level of the Tourist Office (general enquiry + use of the audio-guides)</p> <p>For the remainder (semi-annual meetings Qualicities, synthesis of satisfaction and complaints of the users), the system is still young.</p> <p>With regard to the actualization of the Local Progress Plan, it will be done automatically with the revision of the budget.</p>

PROPOSAL OF THE PERSON IN CHARGE FOR THE AUDIT

Taking into consideration the checking process carried out during the audit of the City of Evora, concerning the respect of the criteria of the Qualicities system referent document and the organization and means set up to answer and improve the respect of these criteria, it was not noted any remarks nor of nonconformities compared to the implementation of this referent document. Consequently, the auditor proposes an immediate certification of the City of EVORA.