

# Cultural Heritage Valorisation and the public access to National Monuments

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**ABSTRACT:** In 2019 the OPAC (Portuguese Observatory on Cultural Activities) conducted a pioneer study about the Portuguese National Monuments, a specific type of legally protected built heritage. The focus of this study was to survey the public fruition of these buildings, a heritage valorization policy, using a quantitative methodological approach, to be broken down in statistical analysis. Along with public fruition, management systems, beneficitation works, human resources and visitors were also observed, and this study's results are a major contribution for the knowledge of Cultural Heritage statistics in Portugal, and a first approach to promote a wider project in this field.

**KEYWORDS:** Cultural Heritage Valorisation, National Monuments, Public Access, Survey.

## 1. INTRODUCTION

The Cultural Heritage (CH) definition that we work upon in the Portuguese context reflects a broad and wide concept and takes into consideration the social awareness towards CH study, safeguard and valorization. In Portugal, Heritage Classification is one of the long-lasting protection practices. This process establishes several classification figures and the National Monument (NM) figure is the highest recognition of the importance of CH. In what public policies are concerned built heritage has been its major object of attention, not only because of a time accumulated intervention, but also because of the level of public investment and regulatory actions towards its protection and valorization. Despite the availability of CH inventories and information that quantifies protected NM and help us analyze CH and its protection measures, on the valorization end there is a lack of systematized data, mainly official statistic data, to inform and assess public strategies' impact concerning public access and visitors. Different researchers have made official recommendations towards the necessity of producing such data, but this remains unattended being the recurrent argument the CH vastness, heterogeneity and access regime. These issues are brought up in the light of a recent study conducted by the OPAC- Portuguese Observatory on Cultural Activities<sup>1</sup> that articulates sociological and historical perspectives on cultural heritage valorization and the public access to NM, contributing for the development of Portuguese official data on the subject. This study's methodology is of a quantitative nature, a web survey on a sample of 179 National Monuments, complemented with exploratory interviews with site managers and employees. Several dimensions of public access were exploited such as visitors, staff, activities

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and facets. Field work was done in 2019. Both quantitative and qualitative data are relevant for this study. We present our findings in this double perspective: the several aspects where cultural heritage institutions are averse to statistical information of the inquired dimensions for the analyzed two first years of the study (2017 and 2018). The aim is to provide a contribution towards the knowledge of the current reality of built cultural heritage, of the impact of public policies, of the cultural practices of Portuguese citizens and foreign tourist, and also of the concerns that undermine the development of statistical data and how to overcome them.

## 2. NATIONAL MONUMENTS: SAFEGUARD AND VALORIZATION PRACTICES

A first reflection recognizes the lack of statistic data for CH until the beginning of the 21st century, and even then, only partial information was made available. This has an explanation that can be found on the nature of heritage safeguard and valorization procedures in Portugal. When the Cultural Heritage framework was being developed, from the mid-19th century onwards, the main concern resided on its safeguard. Protection, defense and restoration came together in the need to avoid the loss of monuments (Custódio, 2011:382; Maia, 2007). In Portugal, as well as in the vast majority of European countries or regions, the concept had already evolved from the historical monument (Choay, 2000). It rested on monumental buildings and ruins (architectural and archaeological) that were representative of the country's history but also that carried in them a social meaning for the nation. This broad and official recognition of the value of cultural assets demanded more than theoretical approaches; it demanded action. Heritage classification was the adopted procedure. Classification – a sort of listing – is a legal process through which the State recognizes the value of heritage monuments, groups of buildings and sites of relevance to national identity. This legal and administrative process means that monuments are under special protection and that their safeguard is a matter of importance to the State. The State, through this heritage-oriented action defines what should or shouldn't be protected and preserved as well as socially recognized as so (Fortuna, 2012:24), The Authorized Heritage Discourse (Smith, 2006) is also reflected in this protection procedure.

Classification remains the longest practice towards heritage protection in Portugal, an exclusive governmental act based on a set of legal provisions that comply with mandatory and responsible criteria applied to certain monuments, groups of buildings and sites. By the end of the 19th century the word Monumento Nacional (National Monument) – the adopted definition for all significant and relevant cultural assets – was used thoroughly in official and legal documents. NM materialized the collective identity, embodying these buildings with a cultural and social value nationwide that justified State driven policies and practices. Between 1906 and 1910 around 500 cultural assets were declared as National Monuments. In 2019 more than 4,000 monuments, groups of buildings and sites are classified as cultural assets in Portugal; more than 800 are NM. Heritage safeguard – through the classification process – remained the primary strategy in Portuguese public policies. The framework of cultural heritage was established around this procedure and the National Monument set in its center.

The expansion of the scope and definition of CH, that has on the Faro Convention of 2005 one of its last writing, led to the redefinition of the established cultural heritage framework (Thérond, 2009). More emphasis was then placed on valorization practices.

This emphasis was due not only to the enlargement and heterogenization of CH, but also to the expectations placed upon heritage. A recognition of CH as a fundamental resource, key element of differentiation, notoriety and attraction resulted in high levels of public investment in heritage buildings (Rypkema, 2009). From the Cultural Policies point of view, heritage represents a relevant action domain, at several levels - central/regional and local - particularly in where budgets and expenditure are considered (Santos et al. 1998; Neves, 2000; Neves et al. 2012; INE, 2019). Many heritage assets feature in territorial attraction plans, and they play an important role in urban and land development and act as food for tourism development (Cultural and Heritage Tourism) in several Portuguese regions. Conservation and enhancement of cultural heritage remain the main

objective of local cultural policies, whether they apply them alone or in connection with the central State (Silva et al. 2013:116-117). Cultural Heritage counts (CHCFE, 2015) and ways for activating heritage resources, are sought for. They rest on this expectation of heritage's capable contribution towards economical promotion, wealth generation, and community sustainable development (Grefe, 2009).

But how can CH fulfil these expectations when we do not have systems for measuring the uses of NM and inform central/regional and local development strategies? Monitoring and assessing cultural heritage valorization impacts is what allows for territorial development. Is CH in Portugal averse to statistic? A necessary attention towards analytical data must accompany the development of heritage valorization processes.

In the center of the question lies the public fruition of cultural heritage. From the end of the 17<sup>th</sup> century, touring in historical places, was a common practice in Europe and considered a civilizing endeavor (Ortigão, 1896). Citizens were invited to visit their historical monuments and as a result a wide-ranging access to heritage monuments and sites was claimed (Alves, 2009:330). Mainly because heritage comprised an educational purpose and considered that a broader recognition of the value of cultural assets led to more action in its preservation. From 1910 (Portuguese Republic) onwards, along with relevant issues such as safeguarding, conservation and restoration and heritage education, the fruition of CH had its own set of strategies (Custódio, 2010:99). Some of the most important one was the allocation to public visit of certain heritage buildings, like the Royal Palaces, with specific regulations for their use. However, it was only in the democratic period (from 1974) that this democratized approach to heritage fruition was effectively perceived by the State (Lopes, 2018). It seems evident that this heritage valorization practice did not have the same degree of development as safeguard practices. Such is recognized by the governmental heritage institutions in Portugal that acknowledge visiting facilities, such as welcome desks and information areas, are scarce "as incredible as it may seem..." (IPPAR, 2000:46).

The country lacks a CH oriented official statistic project that includes visitors' data, as suggested by several reports and action recommendations. Efforts in heritage qualification drift towards safeguard (still safeguard!), conservation and restoration but do not include the production of information like the amount of national and foreign visitors (Neves, 2010:6). Possibly one of the main causes lies on the legal framework: heritage legislation in Portugal, Law n° 107/2001, September 8, does not refer the production of statistical data for CH. There are, nevertheless, parallels to cultural statistical oriented projects in Portugal, like the museums. There is official data published since the decade of 1960, for national museums since 1996 and a law that mandates the production of visitor's information and its inclusion in official statistical production since 2004 (Law n° 47/2004, August 19th).

A general statistic approach to CH in Portugal must be based on official information – homogenous and constant – provided by the governmental heritage administration institution. In 2012 the new heritage governmental administration – the Directorate General for Cultural Heritage (DGPC) – adopted the practice used for museums and extended it to monuments, publishing information concerning visitors. Since then, DGPC presents statistic information but only referred to monuments directly dependent and managed by this governmental institution and not to all the monuments in the country. This information, available in DGPC website, shows different levels of disaggregation (per month, per year; by nationality...) and can be traced back to 2010. Before that, statistical data can be recovered in activity reports from former governmental heritage institutions like IGESPAR, I.P. (Institute for the Management and Safeguard of Cultural Heritage) with information that dates to 2007 (Neves & Santos, 2011) and again only of monuments under the direct management of the CH institution.

Other statistical projects have been essayed, but they present some issues concerning the collected data. From 2000 to 2010, on the behalf of the Ministry of Culture, researchers of the extinct Observatory of Cultural Activities (OAC) (Neves et al. 2012) compiled and published data of monuments regarding its visitors (total number, nationality, region and type of entry); they also provided information on the Portuguese heritage scenario by compiling data, made available by the governmental heritage institution, on buildings with different protection categories (between 2007 and 2010). From a statistical point of view, these data present several problems. They do

not relate to the type of cultural heritage and they do not distinguish NM from the global ensemble; they have a purely administrative logic, considering monuments under specific guardianship in a defined moment. When the moment changes, the analysed universe also changed.

Another statistic project is presented by Statistics Portugal (INE). It includes the CH domain and since 1986 publishes information on built heritage (INE, 2019). Again, this is not a specific project for built cultural heritage and relies on data provided by the governmental heritage institution, DGPC and the Regional Directorates of Culture of the Azores and Madeira (INE, 2019:96).

This aversion to statistic is not the result of a thorough conceptual review on the subject or even a critical reflection. Much needed, it just not exists. Maybe time and the evolution of heritage research will prove this right (Waterton & Watson, 2015), but will always be the result of “not doing” rather than “choosing not to do”. And not that several calls for attention hadn't been made, concerning the need to produce cultural heritage statistical data.

In one hand, the European Commission (EU) points out the importance of producing comparable cultural statistics that concur to policy making (OJ, 2018/C460/10). Despite this goal, the EU has not yet succeeded in publishing uniform data at a European level for specifically CH (Bina et al. 2012:288).

Between 2006 and 2010, a Working Group on Culture Statistics (GTEC) consulted with the Portuguese Statistical Council. This group on its exploratory work, noticed the limits of the available information and considered it useful to develop a new survey project. This project was to be inspired in the existing one for museums, and should include "classified buildings (monuments and archaeological sites) that had visitors' control, and consider variables such as visitors (national and foreign); expenditure (total and staff); revenues (total, entries and visitors); staff (in service, paid). GTEC's results reinforced the lack of existing official information on cultural heritage and the need to gather information within a valid methodological framework. On its final recommendation the group proposed a new survey focusing built heritage that included visitors in its surveying dimensions (Neves, 2010:11). This recommendation was well accepted by the Permanent Section of Social Statistics of the Statistical Council (SPES, 2010) and sent to the governmental heritage institution for implementation. Although this was never implemented nor evaluated, this frame is essential for the study developed and presented in this paper.

Can this aversity be changed? The study *Da Salvaguarda à Valorização: Os Monumentos Nacionais de Portugal e a Abertura ao Público*<sup>2</sup> had as one of its main objective to contribute to the implementation of the GTEC recommendation towards the definition of an official statistical project concerning CH. Compliance with European guidelines for cultural statistics was sought for. This study, based on official heritage information provided by DGPC, aimed at the definition of a regular and homogeneous universe to be surveyed; a set of valid email contacts for each monument and at the construction and application of a survey. This study is a first approach to the production of validated statistics for Cultural Heritage in Portugal and explores a wider implementation.

### 3. METHODOLOGY

The heritage assets included in the study database were provided by the governmental heritage institutions – DGPC and the Regional Cultural Directorates of the Azores and Madeira – adopting a baseline information source criterion, to be applied in future official CH statistics. The study scope was the entire Portuguese territory, including mainland Portugal and the Autonomous Regions (Azores and Madeira) and included the classified built cultural heritage category of Monuments and the scope was the National Monuments.

The primary research identified 819 NM, 809 located in mainland Portugal, three in the Azores and seven in Madeira. A set of inclusion-oriented criteria was applied to this ensemble, in order to define the study universe; the main criteria was the NM access regime and their possibility to open for visits. With the application of this criteria we were able to consolidate the study's expedition database with 236 monuments that are potentially accessed by visitors.

In order to comply with the defined objectives a quantitative methodological approach was adopted, through a survey by means of an online, self-administered questionnaire (Neves et al. 2020a:1). This questionnaire was structured in nine analysis dimensions and had 30 questions. The central analysis dimensions were the regional location and distribution of NM, the monuments' entry mode, visitors' access regime and the existing human resources on the monument. The first results of this study were presented earlier (Neves et al. 2020a). Further dimension analysis includes ownership, affectation and management regime, monument's valences and benefactions.

The questionnaire frame was mainly closed questions with predefined selection options capable of statistical breakdown. A set of open questions was also included in the frame, that enables the gathering of specific individual information such as the name and location of the monuments; the name of the monuments' owner and the name of the monuments' affectation entity as well as the management entity; the name of the monument's responsible person with rank, scholarship level and training background. A qualitative approach was also previewed in the questionnaire with an open question area where the NM was invited to state other opinions and provide additional information.

Field work occurred between August 30<sup>th</sup> and November 25<sup>th</sup> of 2019. The online filling of the questionnaire was complemented with exploratory interviews and contacts with the NM's responsible persons via telephone calls and emails in order to acknowledge the possibility of an answer and its explanation. Recognizing the difficulty of NM in providing responses to the survey and aiming at a broader contribution the questionnaire was resent three times. The first phase of field work allowed for the definition of the final study universe (236 NM). The given answers identified 179 monuments that declared to be visited (75.8% of the initial expedition database). Seven of these monuments indicated that they were closed to visitors mainly due to ongoing renovation works or the need for such. The study's quantitative base of analysis was then consolidated in 172 NM.

## 4. RESULTS

### 4.1 *Characterization of National Monuments in Portugal*

Responded to the survey NM of almost all regions of Portugal, except for the Açores, (where the only existing NM part of the work universe, failed to answer). There is a higher level of incidence in the Norte region (43.0%), the Centro region (26.7%) and the Alentejo region (18.0%). A lower level of incidence was observed in the Área Metropolitana de Lisboa (8.1%), in the Algarve (3.5%) and in Madeira (0.6%) (Fig. 1).

Several monument's typologies were observed (the archaeological sites were not a subject for this survey). Religious buildings are the most observed monuments with an incidence rate of 58.7%; military monuments represent 31.4% of the sample and civil buildings present an incidence rate of only 8.1% and are the least relevant architectural category. Religious monuments, mainly churches that are open for visiting are more frequent in the North. Military monuments occur homogeneously in mainland Portugal and are located near the Portuguese/Spanish border and obviously relate to the historical context of the country's consolidation and political and administrative affirmation.

In what ownership is concerned the vast majority of NM is public property (75.6%). Only 20.9% are privately owned; there are still shared ownership regimes, but these have a much lesser expression with 3.5% of monuments having shared forms of ownership. In the 36 privately-owned monuments, the biggest owner are religious entities, mainly the catholic church that holds 58.3% of the national monuments' ownership. Other private owners are civil entities (41.6%), mainly foundations with a cultural focus.

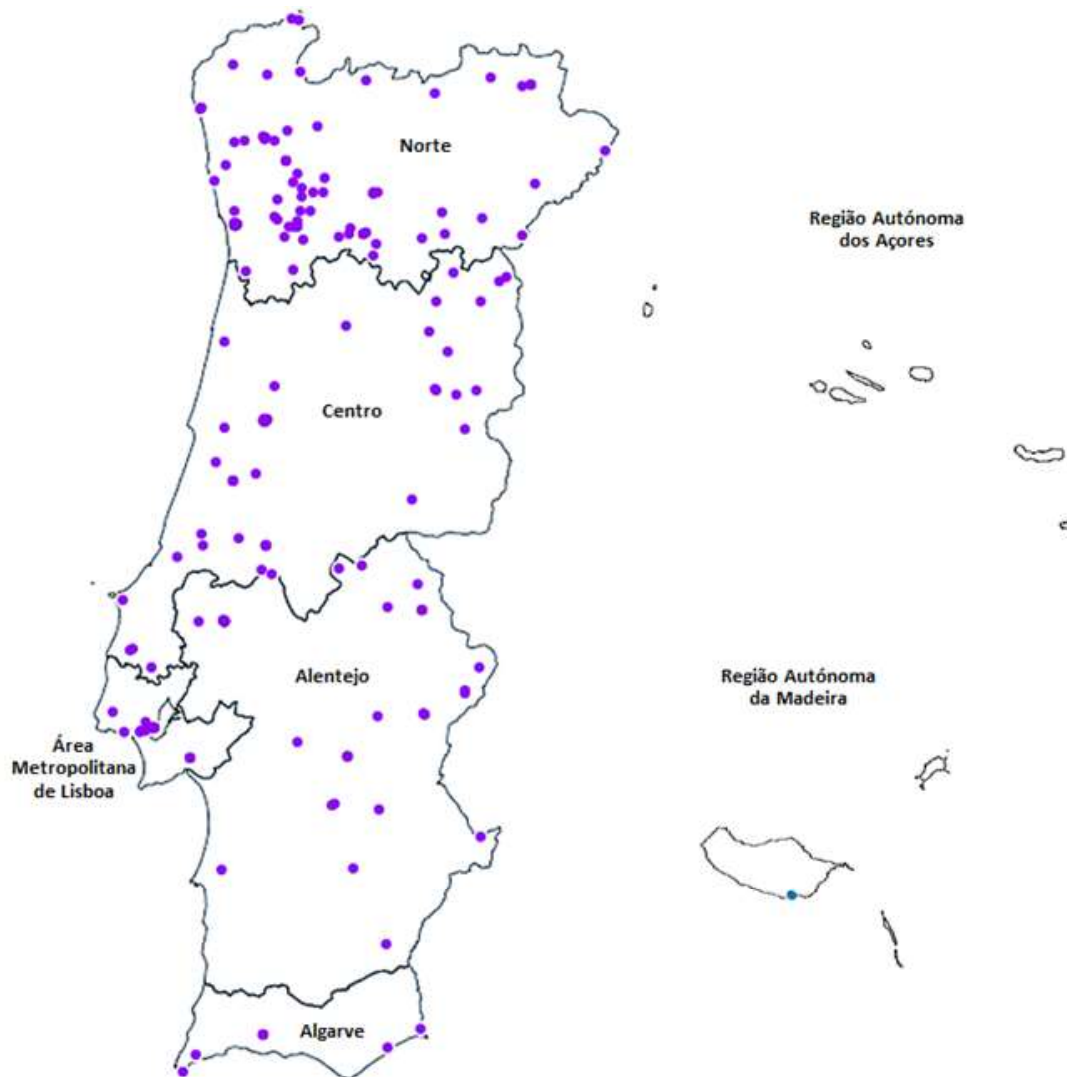


Fig. 1. National Monuments by region (NUTS II) (n=172) (OPAC, IMNP, 2019)

Besides the ownership system or regime, there needs also to be considered an affectation system. Most of the NM (111, 64.5% of the sample) report that, besides ownership, they are affected to several given entities (52 different identities were identified). These affectation entities are mainly also public ones (73.0%) and are either from the Ministry of Culture (49.5%) or the local administration sector with county halls being the affectation entity for 21,6% of NM. With a lesser incidence there are also private affectation entities (25.2%) and they are mainly religious ones (24.3%). Shared affectation entities models are nor expressive and represent only 1.8% of the sample.

CH management was also surveyed. Management is provided mostly by the affectation entities (52.9%) but 33.7% of NM are directly managed by their owner and 13.4% refer to other management entities. When talking about other management entities (n= 23) it was observed these are private and public ones. The private sector represents 60.9% of the NM private management, mainly religious entities. On the other hand, public entities account for 34.8% of heritage other management entities and are mostly local authorities, like city halls, that tend to assume heritage management duties.

Beneficiation works in heritage assets was another identified item (Table 1). Most NM (76.2%) claimed to have been the subject of at least one type of beneficiation work in the last 10 years.

Besides being cultural assets to be visited, 47.7% of NM have museums or interpretation units in their premises which enables a broader visitor's approach to the monument.



The monument's human resources structure relies on a multiple and variable composition that includes a total staff of 1377 trainees, fellows and volunteers but a permanent staff is the principal feature, with a percentage of 61.7% of the monuments' HR structure. Nevertheless, other staff composition is still relevant.

Table 1. Characterization of NM (2018)

Indicator	Number	%
NM with beneficitation works in the last 10 years	131	76.2
NM with museum or interpretation unit *	82	47.7
Total staff (including volunteers and trainees)	1377	–
Of which permanent Staff	849	61.7

(n=172)

Source: OPAC. IMNP, 2019

Note: \*Multiple answer question meaning that some monuments that have museum unit may also have, but not necessarily, interpretation unit.

Among the NM that have had works in the last 10 years (n= 131, as we can see in Table 1), exhibition facilities (38.2%) and interpretation units (21.4%) have been a main focus of monument's beneficitation works, but with lesser relevance than conservation and restoration, that still represent most interventions (87.0%). A shift towards public fruition is also visible in the type on beneficitation works done in the last ten years with concerns towards monuments' accessibility (42.7%) and the availability of visitor-oriented services (cafeterias, shops, welcome desks, toilet facilities, with 39.7%).

This reflects on the roles assumed by NM and a variety of functions is observed in 65.7% of the monuments. A museological role is claimed in 41.3% of the analyzed cases and other identified roles are shops, educational services (28.5%), interpretation (20.3%) and documentation facilities (16.3%), bar/cafeteria (16.3% also) and technical laboratories (9.3%).

It was also possible to identify that the monuments responsible persons – the heritage managers – are mainly higher and advanced educated technicians, especially in the Humanities (n= 96, which represents 72.2% of the sample) with emphasis on Arts (42.7%), Philosophy, Ethics and Religion (39.6%) and History and Archaeology (14.6%).

#### 4.2 Public access and visitors

Most NM (71.5%) are permanently open all year long (Table 2). Those that are not open all year long have occasional opening regimes (18.6%) or unrestricted access (9.9%).

Concerning data on opening, the results show that 71.5% of NMs control their visitors' access, but there are still 28.5% of monuments that responded they did not control their visitor's attendance.

Table 2. NM by public access (2018)

Indicator	Number	%
NM permanently open in a yearly basis	123	71.5
NM with occasional open access	32	18.6
NM with unrestricted access	17	9.9
NM with visitors' control	123	71.5
Of which with payed access	89	72.4
With free admittance	34	27.6

(n=172)

Source: OPAC. IMNP, 2019

Based on monuments that effectively control their attendance, 72.4% of the NM refer that to enter in their premises you must pay a ticket, but still 27.6% remain free of charge in what entries are concerned (Table 3). Entrance fees (tickets or other methods) are mainly applied, whether monuments are owned or managed by public or private entities, but the incidence is lower amongst public managed monuments than on private ones (71.6% and 74.5% respectively). However, is on public managed monuments that we observe either the highest incidence of payed fees (Ministry of Culture with 84.4%) and the lowest one as well (municipalities with 57.6%). Within the privately managed monuments, religious organizations represent the most important entity (75.8%).

Table 3. Modality of entrance according to the sector and the management entity (% in row)

Sector	Management entity	Paid entrance (%)	Free entrance (%)	Number
Public	Ministry of Culture	84.4	15.6	32
	Municipalities	57.6	42.4	33
	Other public entities	77.8	22.2	9
	<b>Total public</b>	<b>71.6</b>	<b>28.4</b>	<b>74</b>
Private	Religious organizations	75.8	24.2	33
	Other private entities	71.4	28.6	14
	<b>Total private</b>	<b>74.5</b>	<b>25.5</b>	<b>47</b>
<b>Shared management</b>		50.0	50.0	2
<b>Total</b>		<b>72.4</b>	<b>27.6</b>	<b>123</b>

Source: OPAC. IMNP, 2019

The total number of visitors obtained in the valid answers in 2018 was nearly 12 million (Table 4). Most visitors are foreign and represent 68.2% of the total number of visitors in NM in Portugal in 2018.

Table 4. Visitors (2018)

Indicator	Number	%
Total number of visitors	11,964,728	-
Foreign visitors	8,164,538	68.2
School groups	315,885	2.6
With free admittance	1,841,998	15.4
In guided tour	908,445	7.6

(n=103 valid answers)  
Source: OPAC. IMNP, 2019

Other visitors came in school groups that are less expressive in the overall picture with 2.6%. Furthermore 15.4% of all visitors entered the monuments with free admittance.

In most NM, visiting can be done in different ways, according to the visitor wishes. Nevertheless, 29.3% of these monuments apply exclusively a guided tour system and these guided tours corresponded to 7.6% of all visits done in the NM in 2018.

According to the answers given by the monuments that have visitors' control, five visitors' echelons were established: Very Large – more than 500,000 visitors per year; Large – between 100,000 and 499,999; Small – between 10,000 and 99,999; Very Small – less than 9,999 (Table 5). Most NM have Very Small (39.0%) and Small levels (25.2%) of visitors. Only 3.3% have very large levels of visitors (four monuments in 2018) and 16.3% have Large levels of visitors.



Table 5. NM by visitors' echelons (2018)

Echelon	Number	%
Very Large	4	3.3
Large	20	16.3
Small	31	25.2
Very Small	48	39.0
No answer	20	16.2

(n=123)

Source: OPAC. IMNP, 2019

Legend: Very Large – more than 500,000 visitors per year; Large – between 100,000 and 499,999; Small – between 10,000 and 99,999; Very Small – less than 9,999

Data from 2017 was also collected allowing a comparative perspective on the affluence of visitors of both years. In 2018 the NM in Portugal had more visitors than in the previous year – 780,927. This was verified in foreign visitors (more 362,810), school groups (more 81,303) and in free admittances (more 67,312). Despite this increase, the percentage of foreign visitors in the overall total downsized in 2018 to 68.2% (in 2017 it represented 69.8%). Still, foreign visitors, represent the largest bulk of Portuguese National Monuments visitors.

## 5. ARE NATIONAL MONUMENTS TRULY AVERSE TO STATISTICS?

We can argue that this aversion reflects the need for an internal observation within the monuments themselves about their practices. The built cultural heritage universe is very heterogenous whether in types of buildings or in the conditions to its fruition. Monuments are not used to collect data nor prepared to do so; this study provided some monuments with the first tools to start that data collection, with a frame that can be used from now on. Some of them answered a survey for the first time. Also, the amount of necessary telephone contacts that were established in order to help monuments to answer the questionnaire demonstrates this inexperience. The lack of official guidelines towards data collection is confirmed by this study and does not help for a common definition of an information framework that can be applied in a wide range and include classification categories other than the National Monuments.

There is a tendency for monuments to operate in a similar way, for instance by adopting a permanent opening system, but that is still dependent on the decision-making process within the monuments themselves rather than a national overview of the type of action required. This situation changes only when monuments are put together under the same affectation unit or management system but remains as an individual heritage valorisation practice.

This seems to be relevant when considering that all the country has National Monuments, of different types and categories that could be understood as a heritage unit and thus reinforcing the need for the existence of a national policy or strategy to this heritage valorisation.

National Monuments are not averse to visitors. Nearly twelve million people visited this heritage in 2018. In France, for instance, in the same year the National Monuments (nearly 100 monuments that are visited under the guard of the *Centre des Monument Nationaux*) received the record number of 10.2 million visitors (CMN, *Communiqué de presse*, le 2 janvier 2019). In England, the total number of visitors to English Heritage staffed sites in 2018/2019 was approximately 6.4 million visitors (*English Heritage Annual Report*, 2017/2018:17). Although these universes have different analysis units, they can be used as a referential source and in that perspective the numbers of Portuguese National Monuments visitors are not to be ignored. Further and more detailed attention must be paid to this particular heritage unit.

This study contributes to the dissemination of practices that can lead to a different performance from the NM. This can only be effective if this data collection has a regularity over time. This

means that data must be updated in regular intervals, including not only other NM and thus enlarging the surveyed universe but also changes that occurred in the already surveyed ones. An official and national approach is the recommended course of action; adopting and improving already existing models like the extended model of production and dissemination of statistical information on the museological reality in Portugal in place in 2000-2012 that articulates research units, heritage administration institutions and national statistical office (Santos & Neves, 2017).

This study comes as a contribution to the knowledge on CH valorisation practices and NM public access and represent an advance in several essential conditions to a future official project to operate within the National Statistic: an expedition database; the review of concepts and the dimension to be surveyed. An answering routine was established, and protocols were defined in order to a more effective information gathering, aiming for a regular annual updating and the dissemination of results giving back to the monuments a set of assembled information that allows them to position themselves amongst the overall sample and promote knowledge of this reality amongst technicians and stakeholders.

In 2020 OPAC proceeded to an information update collecting data from 2019, as well as bringing up to date information from 2017 and 2018. This update included impacts on National Monuments that arouse from the COVID-19 pandemic, with results already published (Neves et al. 2020b).

However, more knowledge is necessary on other uses of CH, mainly local inhabitants, services, and uses from the communities. OPAC will continue to research on Cultural Heritage and publish information on a regular basis, demonstrating that CH is not averse to statistical data.

## ENDNOTES

<sup>1</sup> The Portuguese Observatory on Cultural Activities (OPAC), is a research unit created in December 2018 at the ISCTE-University Institute of Lisbon, within the framework of the Centre for Research and Studies in Sociology, which is the responsible institution for its scientific coordination and functioning. Available at <https://www.opac.cies.iscte-iul.pt/the-opac>.

<sup>2</sup> From Safeguard to Valorisation: National Monuments in Portugal and Public Access. More information about this innovative study is available at <https://www.opac.cies.iscte-iul.pt/monumentos-nacionais-publico>.

## LEGISLATION

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