

**THE
"STRATEGY FOR
THE INTERCULTURAL
DIALOGUE IN WROCŁAW"**

PROGRAM

2018-2022



Wrocław 2018

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An electronic version of the program can be downloaded from www.wielokultury.wroclaw.pl

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Foreword

The *Strategy for the Intercultural Dialogue in Wrocław* Program for years 2018-2022 constitutes the answer to the challenges and social needs arising from the increasing participation of foreigners in the social and economic life of Wrocław. Various dimensions of the community life are creating a network of mutual relations between the citizens of Wrocław and the immigrants living in Wrocław. Multiculturalism can be a new experience for the citizens of Wrocław, and for the foreigners.

That's why it's so important to create conditions for creating new bonds and increasing intercultural competences, which are essential aspects of mutual understanding, co-existing and cooperation. Accepting and appreciating the values that other cultures bring remains in the strict correlation with knowing and understanding your own cultural identity.

All those elements constitute a potential for the further development of the city, and the citizens have a chance to participate in this important life stage of our community. Local authorities must seek new tools that can reinforce actions of the city's administrative units in the area of executing the most important task of local authorities – satisfying the needs of the community. It results in the necessity of building new programs and tools that provide the answer to the new challenges.

In result of numerous consultations, we have prepared a very important document in cooperation with many partners. It contains the vision of Wrocław as the community of citizens who live in mutual respect, regardless of their origins, culture, language, or religion. We imagine Wrocław to be free of prejudice, always seeking good in other people and cherishing its heritage.

In order to implement this vision, we start with integration and indication of actions executed by the city units and organisational units in accordance with their competences and given tasks. By doing this we would like to show that those units are ready to cooperate with our partners and can be involved in the intercultural dialogue of our city.

We hope that this document will constitute a practical tool for work and cooperation.



Acknowledgments

The team responsible for the preparation of this document would like to officially thank all people whose commitment, knowledge and professional experience in the area of theory and practice of the intercultural dialogue constituted an extremely important support to the process of creating the *Strategy for the Intercultural Dialogue in Wrocław Program*. We would like to thank all the people who developed integration and education activities in Wrocław, helping to strengthen mutual respect, openness and intercultural dialogue. Their contribution became the basis for the analysis and development of actions contained within the program.

We would like to thank all the people who co-created this program personally, especially members of the Intercultural Dialogue Council for their commitment, cooperation and numerous inspirations, as well as substantial input. Special thanks to the Intercultural Dialogue Strategy Team and employees of the Wrocław Centre for Social Development for their substantial and organisational contribution at every stage of works over the strategy.

House of Peace Foundation (Fundacja Dom Pokoju) and Foundation for European Studies (FEPS) – thank you for your professional help and support. We would like to express our warmest thanks to the employees of institutions, representatives of non-governmental organisations, business sector, schools and universities of Wrocław, churches and religious associations, and all the citizens of Wrocław taking part in the meetings, forums, conferences and consultations. We strongly believe that the intercultural dialogue is the key to reaching the vision of citizens living in mutual respect.



DZIELNICA CZTERECH WYZNAŃ
the quarter of four denominations

Introduction and justification of the Program

„Daj, ac ja pobrusze, a ty poczujaj”¹

The first Polish sentence written in Latin by a German abbot of the Cistercians monastery in Henryków near Wrocław, which a Czech man said to his Polish wife.

Book of Henryków, 1270

Historical traditions of multiculturalism

Wrocław, located near the border with Czech Republic and Germany, is a city with rich traditions of multiculturalism, it's a city "located at the touching point of three countries closely connected by the history. It is, in a sense, the city of meetings, the city that connects. It is here where the religious traditions of East and West meet" (John Paul II, 1 June 1997, Wrocław).

One of the most distinguishing elements in the general history of Wrocław was regional cultural and ethnic diversity of settlers living in the city. Social identity of the citizens of Wrocław is permanently connected with features that constitute an amazing cultural potential of this city. Community of Wrocław has always been open and friendly towards the new citizens arriving from various regions of the World to this dynamically developing city.

The city of dialogue and international solidarity

Mutual understanding and cooperation between culturally and ethnically different people and groups is continued in Wrocław. Representatives of national, ethnic and religious minorities have created a unique place open for others, because they were ready to start a dialogue. Wrocław is the origination place of understanding and the "Kaleidoscope of Cultures" - the foundation uniting national and ethnic minorities. The capital of Lower Silesia holds a unique (for the Polish and European scale) "District of Mutual Respect", where in a distance of 300 metres you can find an Orthodox church, an Evan-

¹In modern language it translates to: Let me, I shall grind, and you take a rest; Book of Henryków is located in the Archdiocesan Museum in Wrocław.

gical church, Catholic church and a synagogue belonging to the Jewish Community of Wrocław. In the other part of the city there is a Muslim Cultural Centre that engages in local initiatives teaching shared values for all religions. Wrocław also actively participates in various actions as a part of international solidarity, e.g. books for Conakry in Guinea, resources for the hospital in Aleppo, distance adoptions of children or supporting oppressed writers as a part of the International Cities of Refuge Network (ICORN).

The city of economic growth

Dialogue and commitment to help others touches people and makes it easier to connect the things we know with the things that are new to us. Being open-minded works in favour of economic growth. Reconstruction of the political and economic system of Poland has created the necessity of changes in commercial and institutional structures of the city, but most importantly - the necessity to acquire external factors of growth - investments and foreign capital. Local authorities of Wrocław efficiently competed against the biggest Polish cities to acquire those, securing the stable economic and cultural growth of the city. As a result of consistent policy of local authorities and effort of many institutions and citizens, Wrocław has transformed into an important European metropolis with strong economic, scientific and cultural connections to other European centres. For many years now it has been in the top of attractive cities for investors, with low unemployment rate and open job market. It's important that Wrocław is very well connected to the World, thanks to the modern airport and good railway and road connections.

The city chosen by foreigners

Increase of international position of Wrocław causes systematic inflow of foreigners, who find good conditions for conducting business activities here, work on employment contracts and study, but also consider it as a valuable tourism point. Attractiveness of Wrocław for immigrants has increased especially after accession of Poland to the European Union, and in the past two years it has increased additionally among the citizens of eastern Europe and other countries outside of the EU. It is worth mentioning that migrants coming to Wrocław are not a competition for local employees. Foreign specialists and management are essential to innovative economy of Wrocław, similar to qualified

and motivated employees in industry, trade and services. Those factors cause the increase of number of immigrants in the city and - if one should trust the demographic prognosis - their numbers will continue to grow in big cities. It is accompanied not only by the increasing number of adult foreigners, but also by children and youth in primary schools and kindergartens of Wrocław. Currently, there are over 1,200 pupils and kindergarteners from 27 countries. Universities in Wrocław have a couple of thousand students from all over the world who chose Wrocław as their place to study, live and work. International companies and institutions located in Wrocław hire a couple of thousand foreigners from all continents. A few million tourists (5,000,000 in 2016) visit Wrocław each year, succumbed by the tourist attractions of the city and periodical international festivals, sport events, congresses and science conferences and events organised in Wrocław by local institutions of sport and culture.



Consistency and social harmony

Community of foreigners differentiated at the ethnic, language, religious and cultural level is growing rapidly and changes the community of Wrocław, giving multicultural features to our city. It is essential to shape the social policy of the city to secure consistency and social harmony in the culturally and ethnically differentiated community. It should be directed at the integration of immigrants and creation of community in all dimensions of the metropolitan reality.



Economic and institutional relations

The first dimension is the integration in the economic and institutional system of the city, relatively the easiest to achieve. While accepting jobs at companies and institutions, immigrants are bound in the horizontal and vertical dimension with complex network of interdependence with other employees, thus creating relatively consistent and stable professional structures. Cooperation with other co-workers requires finding a common language and mutual learning of the cultural codes and patterns for users of those relations.

Neighbour and private relations

The second dimension is the area of private life, potentially community character of neighbour relations. Immigrants are after all the citizens of districts in Wrocław. In the everyday life they continuously enter into relations with Polish neighbours: on a staircase, on the street, in the means of public transport, in the facilities of social and trade infrastructure of Wrocław. Broadly understood consumption space is, at the same time, the space of communication and dialogue between the citizens of Wrocław and foreign neighbours. The matter of fundamental meaning for the proper functioning of culturally differentiated metropolitan community is defined by breaking potential barriers between neighbours, creating the conditions for culturally various social communities in Wrocław.

Civil relations

The third dimension is the civil community of the citizens. Public spaces for the citizens of Wrocław, including immigrants, where there are conditions to participate in the public life, realisation of one's rights, but also, what needs to be specifically pointed out - where there are duties in respect of the city and the citizens, too. In other words - this dimension of community assumes mutual respect in public space and public life of various needs presented by the citizens and organisations, churches and religious associations, where there is contribution from Polish and foreign citizens.



Participants of dialogue

Indicated dimensions of the community life are interchangeable in practice, overlapping and creating a multidimensional network in constant dialogue of mutual relations between the citizens of Wrocław and the immigrants living in Wrocław. Participants of dialogue have various resources and cultural competences, which directly influence the course of mutual relations, determining sign of community life in all indicated dimensions. Multiculturalism can be a new experience for the citizens of Wrocław, and for the foreigners.

Cultural identity, social bonds and dialogue

That's why it's so important to create conditions for reinforcing bonds and increasing intercultural competences, which are essential aspects of mutual understanding and cooperation. Accepting and appreciating the values that other cultures bring remains in the strict correlation with knowing and understanding your own cultural identity. It is a starting point and condition for any type of intercultural dialogue with people from other cultures. The better and deeper you know your own roots and accept your basic values and historically created cultural patterns, the higher tolerance and for other cultures and their representatives.

Vision

That's why the *Strategy of Intercultural Dialogue* is the tool that will support efforts of citizens to build social bonds and community based on mutual respect. It is designed to execute the vision of Wrocław as the community of citizens who live in mutual respect, regardless of their origins, culture, language, or religion.



Statistical and demographic data

While building the community, appreciating your diversity and creating conditions for integration, the analysis of demographic structure is required to plan actions directed at the execution of the vision.

Below you can see the examples of the most important data allowing to estimate the number of migrants present in Wrocław, who have registered their stay, started employment, are realising their educational and professional goals and chose Wrocław as their place to live. National and ethnic minorities were indicated as well, informing about the groups who have been living in Lower Silesia for several years and create the community of Wrocław.



4.1 Data concerning the number of migrants in Lower Silesia and Wrocław

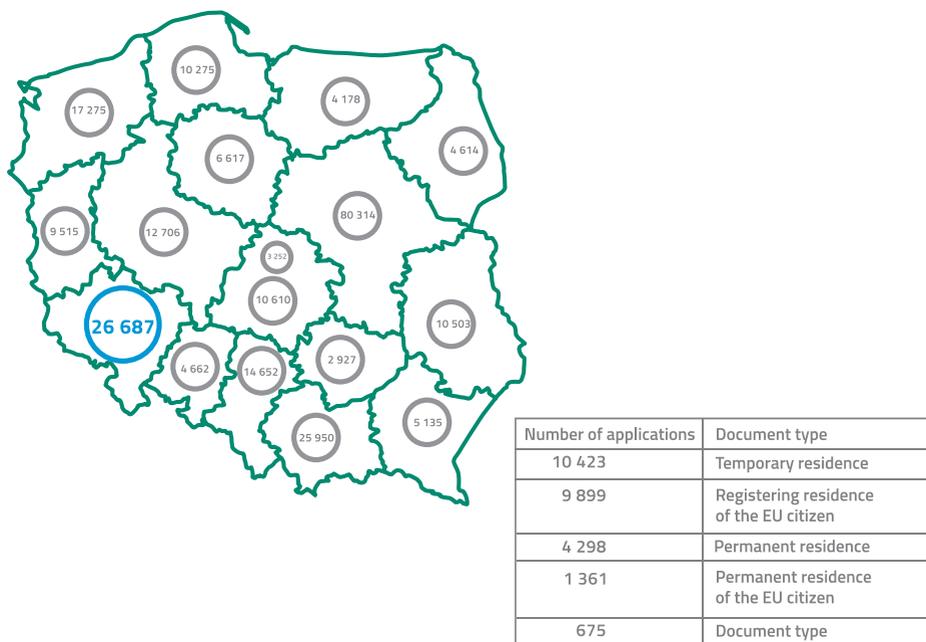
Due to different ways of data aggregation by entities conducting tasks from the area of the legalisation of stay and employment, it is very difficult to unanimously indicate the number of foreigners staying in Wrocław. Moreover, major part of the migration is periodical and circular, what causes the data ranges to mix, and the general number can contain multiple registrations. As a part of preparation of the project for strategy,

the data from offices and statistical publications concerning stay of foreigners in Poland, Lower Silesia and Wrocław have been analysed. Based on the gathered data we can estimate that from 80 to 100 thousand foreigners can reside in Wrocław. The biggest group are Ukrainians. Major part of them has come to Wrocław for a job. Detailed statistical data is included in points 2.1.1-2.1.7.

4.1.1 Number of residence applications registered in 2016 in Lower Silesia

According to the Office for Foreigners, Lower Silesia was placed as second for the past few years, right after Mazovia Province, in respect of number of residence applications. Only in 2016 the Lower Silesian Governor has accepted 26,687 legalisation applications. This data concerns the whole Lower Silesia. Data aggregation method does not allow to unanimously determine the number of foreigners living in Wrocław.

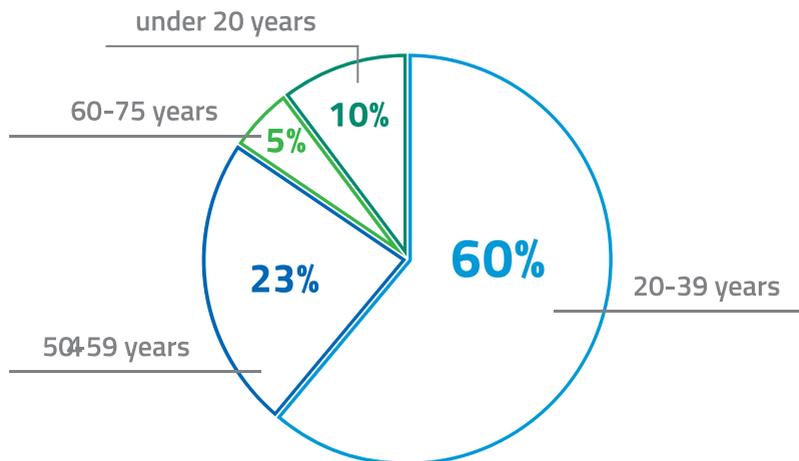
Figure 1. Applications for legalisation registered in the Lower Silesian Governor's Office in 2016.



Source for infographics and data: Office for Foreigners, www.migracje.gov.pl.

The most legalisation applications in Lower Silesia have been registered by the foreigners in working age. Most of the petitioners were male. Young people dominated. In 2016, for 26,687 residence applications 60.2% was registered by people aged 20-39. Legalisation applications from people aged 40-59 constituted 23.45% of the general value.

Diagram 1. Age structure of migrants in accordance to applications registered in 2016 in Lower Silesia.

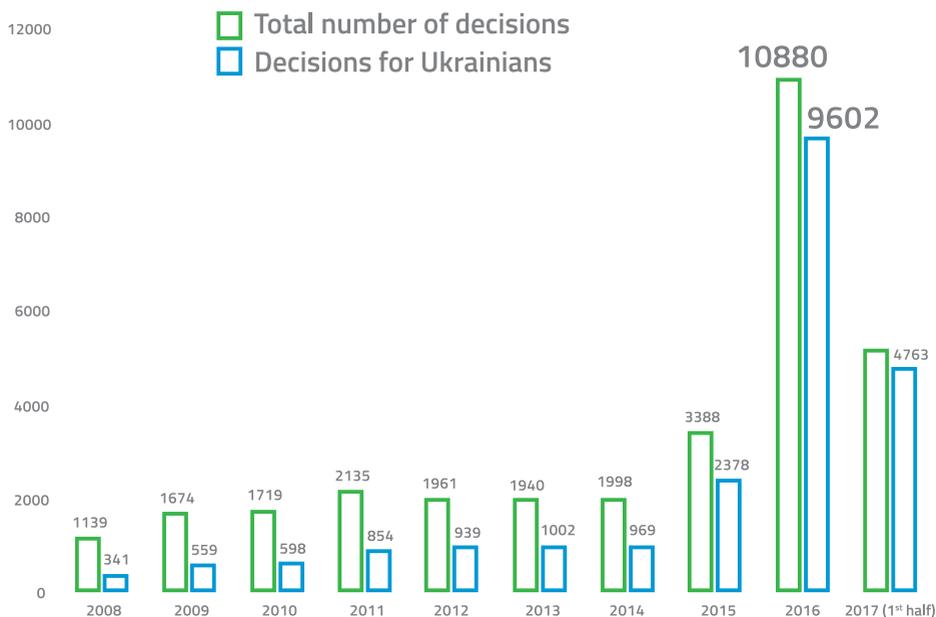


Source: Office for Foreigners, www.migracje.gov.pl.

4.1.2 Number of rendered decisions in relation to work permits in Lower Silesia in 2008-2017, including citizens of Ukraine

Lower Silesia Province Office has rendered 10,880 decisions in 2016 in relation to work permits. That constitutes almost triple growth in relation to 2015. Dynamic growth of the citizens of Ukraine can be spotted in the total number of permits. In 2008 their contribution in Lower Silesia was equal to 30%, and in the first half of 2017 it has reached 92% of the general number of work permits.

Diagram 2. Number of rendered decisions in relation to work permits in Lower Silesia in 2008-2017, including citizens of Ukraine.



Source: Ministry of Family, Labour and Social Policy, www.mpips.gov.pl.

4.1.3 Number of declarations of intention to hire a foreigner registered in the District Employment Agency in Wrocław in 2010-2017

Declarations of intention to hire a foreigner are registered in the District Employment Agency in Wrocław. It is a simplified procedure of employment that concerns the citizens of Armenia, Belarus, Georgia, Moldavia, Russia and Ukraine. In accordance with legal regulations, based on the registered declaration, a foreigner can legally work in Poland for 6 months in the period of 12 consecutive months, without the necessity to apply for work permit. Major part of those concerned the citizens of Ukraine.

Table 1. Declarations of intention to hire a foreigner registered in the District Employment .

YEARS	NUMBER OF DECLARATIONS
2010	8 605
2011	16 969
2012	21 463
2013	16 223
2014	25 086
2015	33 176
2016	71 808
2017 (January– August)	74 876

Source: Report of the District Employment Agency in Wrocław.

4.1.4 Number of tourists visiting Wrocław

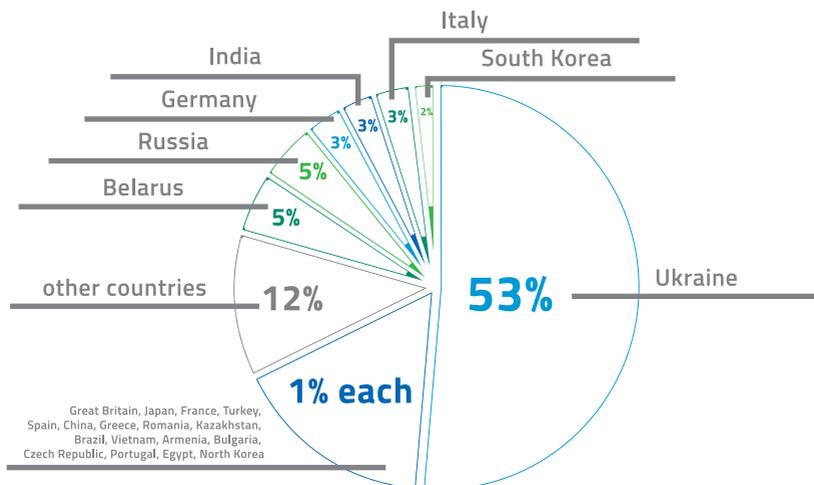
In 2016 Wrocław was visited by 5 million tourists, giving the first place to Lower Silesia among the most popular tourist regions in Poland. The most tourists came from Germany, Great Britain, Ukraine, Italy and the USA. Dominant group were people aged 25-45. Positive aspects of the city made 95% of guests happy with their visit in Wrocław.



4.1.5 Data concerning the number of foreigners registered for permanent residence in Wrocław

In the third quarter of 2017, 8655 foreigners were registered in Wrocław for a temporary and permanent residence. Citizens of Ukraine constitute 53% of the general number of registered foreigners. It is worth mentioning that only a part of foreigners decides to register.

Diagram 3. Origination countries of foreigners registered in Wrocław.



Source: Registering data of the Citizen Affairs Division of the Municipality of Wrocław. State as per August 2017.

4.1.6 Number of foreign students in Wrocław in 2010-2016

Wrocław as the academic centre attracts more and more foreign students each year. In the academic year 2005/2006, 650 foreigners studied in Wrocław, and in the academic year 2015/2016 - 4661 foreign students. In the following years we can see the growth of foreigners' interest with academic offer of Wrocław.

Table 2. Number of foreign students in Wrocław.

year	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
number	1903	2445	2440	2872	3669	4661

Source: Statistical office journals of Wrocław.

Aside from the public statistics, there's also an increasing number of foreign students staying in Wrocław as a part of student exchange programs. Usually those are one semester or one year stays at the universities of Wrocław.

4.1.7 Students in kindergartens and schools in Wrocław in year 2017/2018

According to the data of Education Department of the Municipality of Wrocław, 1263 foreign children and young people attend educational facilities in Wrocław (state as per 3 November 2017), including:

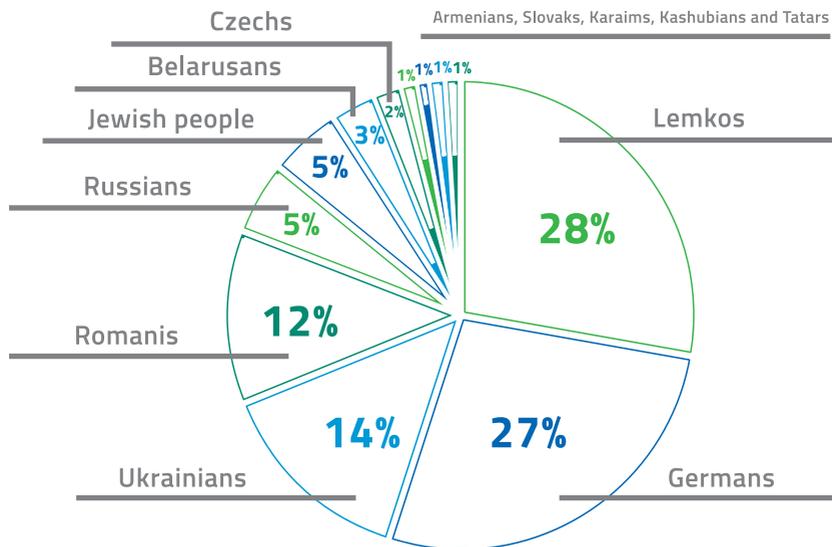
- **881** students in primary schools, where **736** are from Ukraine.
- **154** students in post-primary schools, including **125** citizens of Ukraine.
- **228** foreign children in kindergartens, including **187** citizens of Ukraine.

4.2 National and ethnic minorities registered in Lower Silesia

According to the data of National Census from 2011, the biggest group among national and ethnic minorities living in Lower Silesia are Lemkos in the number of 4763 people, what constitutes 28% of the general value of minorities. The second biggest group is the German minority - 4700 people. Almost 2400 people belongs to the Ukrainian

minority. Association with the Romani people was declared by 2028 people. Among the other groups we can find the representatives of Russian, Jewish, Belarusian, Lithuanian, Czech, Armenian, Slovak, Karaim, Kashubian and Tatar minorities.

Diagram 4. The structure of national and ethnic minorities in Lower Silesia.



Source: National Census from 2011.



Sociological research - conclusions

The research was conducted as a part of elaboration on the *Strategy for the Intercultural Dialogue in Wrocław* Program and Social Diagnosis for Wrocław from 2017².

5.1 Citizens of Wrocław perceived by foreigners

Survey conducted among foreigners employed in Wrocław and foreign students helps with making a few important conclusions. Around 1000 foreigners participated in the research.

Respondents were open minded for contacts with Poles, at work, at university and at the place of residence. According to the respondents, citizens of Wrocław are very kind towards immigrants. They are helping them to deal with important official cases related to job or studies, and their residence in Wrocław. The respondents have not spotted reluctance, prejudice or discrimination practices from the citizens of Wrocław. Only a handful of people spotted reluctance of Poles towards foreigners. Major part of the surveyed employees and students thinks about a permanent stay in Wrocław, seeing the amazing factors of the city and its citizens. Foreigners usually come to Wrocław with their partners, every forth of them comes with children.

Surveyed people said that the language barrier between immigrants and citizens of Wrocław is not too big. They can communicate at work and at the residence location when they need to. That's why citizens of Wrocław were able to help foreigners in solving problematic situations. Despite the good reviews of the city and its citizens, foreigners experiences some events violating their feeling of safety and dignity - unpleasant comments and verbal aggression. Physical aggression occurred as well. Those incidents took place mainly in the means of public transport, stops and public space, especially in the midtown area and centre of the city. It must be pointed out that similar incidents did not occur at the place of residence of respondents.

² See: www.socjologia.uni.wroc.pl/Projekty-naukowe/Wrodawska-Diagnoza-Spoleczna [last accessed on: 22.11.2017].

5.2 Citizens of Wrocław perception of foreigners

There are questions concerning foreigners in the questionnaire of the Social Diagnosis of Wrocław. Representative nature of the research allow us to generalise it for the whole community of Wrocław aged 15-80. The receiving society was very positive about the immigrants, including growing number of Ukrainians in Poland. Presence of immigrant in Wrocław was evaluated as a good thing for the city and its growth. It must be pointed out that the Citizens of Wrocław are aware that safety of foreigners is sometimes violated. Only incidentally surveyed respondents participated in such situations. Surveyed citizens said that there was little reaction of bystanders to such behaviour.



Background for the creation of the Program

The *Strategy for the Intercultural Dialogue in Wrocław* Program was created because of the social need. Works over this Program were initiated by the Mayor of Wrocław. In the past years the participation of foreigners in social and economic life of Wrocław has significantly increased. Foreigners come here more eagerly, choosing Wrocław as their place to life, study and work. Citizens of Wrocław are engaged in starting new relations with their co-workers and neighbours. Employees of non-governmental organisations and institutions started to spot that their offices are more frequently visited by foreigners who report various needs in relation to the adaptation to new life in Wrocław. Facing this fact, more integrational actions have been taken to simplify the process of including foreigners to the local society. In relation to the inflow of foreigners to Wrocław, the needs related to adaptation became more visible.

Non-governmental organisations, churches and religious associations and representatives of national and ethnic minorities have undertaken actions to support new coming foreigners. During the intersectoral cooperation it became more frequent to report the need of creating a document of the program that would set the direction of actions addressed to foreigners and local communities in order to simplify the life in mutual understanding of needs, expectations and values.



Participatory model of building the program – stages works

At the basis of the *Strategy for the Intercultural Dialogue in Wrocław* there was **dialogue**. The document was created in close cooperation with the non-governmental organisations, institutions, people engaged in the topic of multiculturalism, migration and integration. Existing cooperation with national and ethnic minorities and engaging migrant diaspora of Wrocław turned out to be a very valuable point from the perspective of the identification process for issues relevant to the strategy.

Stages of work over the Program:

1. In January 2017, the Mayor of Wrocław has appointed the **Council of Intercultural Dialogue**, including the representatives of social organisations, churches and religious associations, universities, and the business sector.
2. An analysis of resources was conducted and revision of the work of existing teams that act in Wrocław within the area of intercultural dialogue, integration and migration, including:
 - Team for Homeless and Refugees (1999, the Municipal Social Welfare Centre),
 - Kaleidoscope of Cultures (2007),
 - INFOLINK team (2013, the Wrocław Centre for Social Development),
 - Team of intercultural dialogue (2014, the Wrocław Centre for Social Development),
 - Team of the “Education at Sites of National Memory” program (2014, the Teacher Training Centre),
 - Social Dialogue Group for Refugees and Migrants (2015, at the Office of Civic Participation of the Municipality of Wrocław),
 - Intersectoral team for Migration (2015, at the Wrocław Integration Centre),
 - Team for Foreign Student and Families (2015, at the Wrocław Centre for Social Development).

Members of those teams supported the creation of the program during different stages of its formation.

3. In March 2017, during the meeting of the Council of Intercultural Dialogue, the direction of action and methodology of the document creation was set.



4. As a part of the diagnosis and analysis of needs, many meetings, forums and conferences took place where participants reported their needs and formulated applications constituting the foundation of further works over the creation of the document, and allowed us to set its strategic goals in four areas: education, integration, security, cooperation.

- **Intercultural Forum** took place on 22 April 2017 at the Wrocław Centre for Social Development, with over 70 attending representatives of non-governmental organisations, officials, representatives of national and ethnic minorities, foreigners, representatives of the academic community and citizens of Wrocław. The meeting was organised by Foundation House of Peace and Foundation for European Studies (FEPS) in

cooperation with local authorities. Meeting was conducted in the workshop form. The following topical areas were analysed in detail: situation of foreigners, education, social integration, law and security, participation and mapping resources. Foreigners participated in the workshops and discussed all topics mentioned in the forum in English. Conclusions from the forum were prepared as a report and presented for further works over the program



- On 29 May 2017, by the ruling of the Mayor of Wrocław, **the Intercultural Dialogue Strategy Team** was appointed. Its goal is to integrate actions and cooperation as a part of creation and implementation of the “Strategy For The Intercultural Dialogue in Wrocław” Program. Members of the Team represent organisational units of the Municipality of Wrocław, organisational local authorities and city partnerships executing tasks from the area of security, education, social development, integration, social communication, international cooperation, culture, sport, promotion of the city, and other units and entities executing tasks as a part of intercultural dialogue.

- On 7 June 2017 Foundation Ukraine organised a consultation meeting **Forum Ukraina (For Ukrainian Migrants)**. The event was attended by: representative of governmental administration, local authorities representative, the business sector, non-governmental organisations and migrants (mainly from Ukraine). The goal of this meeting was to plan actions in favour of cooperation, communication, information and experience exchange between communities participating in the forum. Workshops were organised for working teams that canalised respective issues: **legalisation of the residence, job market, security, integration**. Results of those works were handed over for further works in favour of creating the strategy.
- **The First Congress of Non-governmental Organisations** of Wrocław took place on 9 June 2017 and it was organised by the NGOs (non-governmental organisations) from Wrocław and the Municipality of Wrocław. It was aimed to consolidate the community and reinforce the cooperation with the local authorities. Intercultural dialogue meeting received a great deal of attention. Its participants pointed out the necessity to take actions in favour of effective cooperation, information flow and communication. Potential cooperation areas were indicated. Recognised key points: educational activities among children, youth and all social groups, shaping the attitude of dialogue, raising the historical awareness and identity of the citizens of Wrocław, promotion and popularisation of Polish culture and tradition, building attitudes of respect towards the other man.
- From April to October 2017 various intersectoral meeting took place, i.a. with participation of Rector Committee of Universities of Wrocław, representatives of police and Lower Silesia Province Office.
- In relation to increasing representation of foreign students at schools in Wrocław, six meetings with the directors of educational facilities of all teaching levels took place. Directions of works in relation to the program were presented during the meetings. Creating the model of support for schools societies in the education and integration processes was considered to be a key point.

5. The following actions were conducted from October 2017: **Survey research of problems and needs** among foreigners (students and employees) and **research over the resources** of non-governmental organisations and local authorities. Detailed report of the research constitutes a separate document and was used during works of the team implementing the program.
6. In September and October 2017 gathered data and recommendations were analysed, allowing us to operationalization of actions for the program. Strategic goals were formed, operational goals were specified and actions for the next five years were planned.
7. A consultation meeting took place on 23 October 2017 at the Wrocław Centre for Social Development where the material created so far was presented, as a part of four strategic areas: **education, integration, security and cooperation and communication**. The meeting was attended by representatives of non-governmental organisations, social leaders, citizens and employees of local authorities and institutions. All recommendations, remarks and assumptions of participants were written down and served as an analytical material for further works over the document for the program.



8. On 13 November 2017, the Council of Intercultural Dialogue was presented with the project of the document.
9. From 27 November 2017 to 30 December 2017 - background consultation of the document project.
10. January 2018 – final works over the document.
11. February 2018 – the document is confirmed and accepted.

8

Legal basis

The *Strategy for the Intercultural Dialogue in Wrocław* Program is consistent with the Wrocław 2030³ Strategy, especially with priority 6: *Open city*, mission: *The city that unites*, action: *Shaping the atmosphere of tolerance and intercultural dialogue*.

The document is consistent with the Polish law and EU regulations, and fits into the competences of local authorities.

- Constitution of the Republic of Poland of 2 April 1997.
- Commune Self-government Act of 8 March 1990.
- Police Act of 6 April 1990.
- Act on organising and conducting cultural activity of 25 October 1991.
- Act on municipal police of 29 August 1997.
- Act of 6 June 1997, Penal code.
- Act on repatriation of 9 November 2000.
- Act on public benefit and volunteer work of 24 April 2003.
- Act on providing shelter to foreigners within the territory of the Republic of Poland of 13 June 2003.

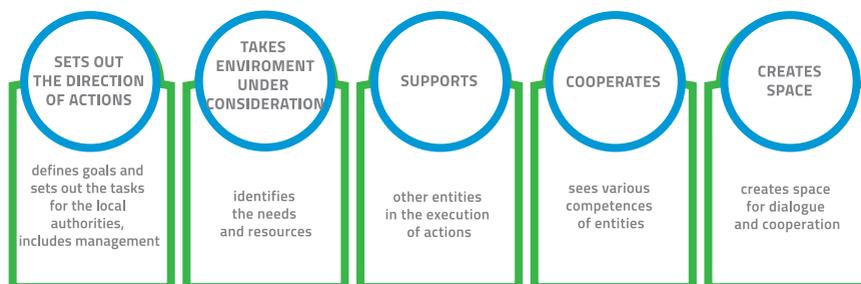
³ See: https://www.wroclaw.pl/rozmawia/strategia/Strategia_2030.pdf [last accessed on: 19.01.2018].

- Act on social support of 12 March 2004.
- Act on promoting employment and job market institutions of 20 April 2004.
- Act on national and ethnic minorities and local language of 6 January 2005.
- Act on the Pole's Card of 7 September 2007.
- Act on Polish citizenship of 2 April 2009.
- Act on supporting family and the system alternative care of 9 June 2011.
- Act on foreigners of 12 December 2013.
- Act of 14 December 2016, Education Law.
- Act on assemblies of 24 July 2015.
- Minister of Internal Affairs Regulation of 19 February 2016 on rate of support for foreigners applying for international protection.
- Minister of Education Regulation of 30 March 2016 on rest of children and youth.
- Resolution No. XXXII/725/12 of the Wrocław City Council of 18 October 2012 concerning the decision of relocating and providing living conditions in Wrocław for at least two families of Polish origin a year.
- Resolution No. XXXI/642/16 of the Wrocław City Council of 20 October 2016 on the Program of Improving Security in Wrocław in 2017-2020.
- Resolution No. XXXVII/788/17 of the Wrocław City Council of 23 March 2017 on creating a statute for the City Guard of Wrocław.
- Order No. 9/91 of the Mayor of Wrocław of 18 September 1991 on creating City Guard in Wrocław.
- Convention about Protection of Human Rights and Basic Civil Liberties created in Rome on 4 November 1950.
- European Cultural Convention created in Paris on 19 December 1954.
- The UNESCO Convention regarding protection and promotion of diversity of cultural expression forms created in Paris on 20 October 2005.
- General UNESCO Declaration on cultural diversity of 2 November 2001.
- Opinion of the European Committee of the Regions "Integration policy and intercultural dialogue" (2009/C 76/01).

Methodology assumptions and goals structure

The *Strategy for the Intercultural Dialogue in Wrocław* Program aims to integrate actions executed by the city units and other units in accordance with their competences as a part of entrusted tasks, showing new directions of actions and areas of multidimensional cooperation. The Program constitutes the basis of dialogue with experts, partners and institutions, it is also a tool allowing to analyse and evaluate undertaken actions. At the same time, it is dedicated to all the people interested in actions in favour of the intercultural dialogue. Features of the Program are presented on figure 2.

Figure 2. Features of the “Strategy For the Intercultural Dialogue in Wrocław” Program.

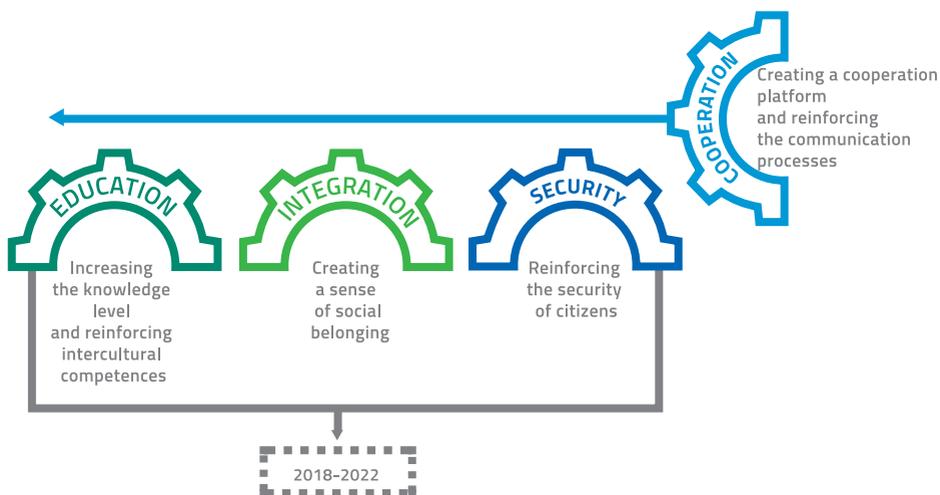


Dialogue was the basis of creating this document, it allowed us to determine key problems and needs and every point of it was discussed during meetings, debates and forums. Numerous consultations and participatory model of creation resulted in the evolution of this document during works. The initial version of building the strategy, during the consultation process of determining the needs of stakeholders, goals, actions and indicators, transformed into operation and implementation oriented program for the next five years. This document will undergo analysis and evaluation on regular basis, because of the changing needs of the community.

It contains the **vision of Wrocław** as the community of citizens who live in mutual respect, regardless of their origins, culture, language, or religion.

In order to make this vision come true, **four areas of needs** (Education, Integration, Security, Cooperation and Communication) have been distinguished during conducted analyses, research and consultations, and each of those areas has **strategic goals** (figure 3.). Those goals are interchangeable and create one coherent whole. Numeration of respective goals has only practical and organisational use, it does not determine the importance or implementation sequence. Metaphorically those four areas could be presented on a Möbius strip, and a walk on such strip would make it possible to meet all the elements connected in one unity. Cooperation and communication are essential for the execution of all goals, allowing to obtain synergy of various competences that result in quality and efficiency of executed actions.

Figure 3. Strategic goals

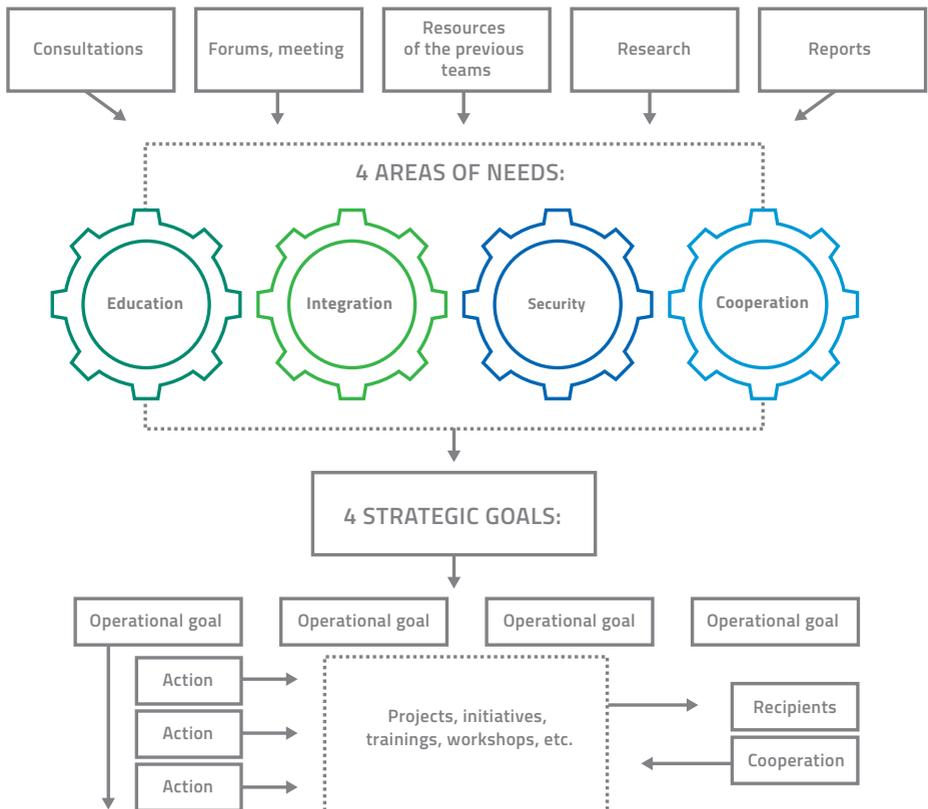


Operational goals, referring to the specific social needs, are the subject to the strategic goals. The execution of operational goals is secured by the broad catalogue of action, resulting in creation of new projects, initiatives, products.

Actions are directed to different social groups, acknowledging their specific needs in the integration process. It is important that those actions were planned together with the representatives of groups whose everyday life and professional experience allowed us to design products and services in accordance with the needs and expectations.

Because of the **participatory model** (see page 27) of creating the document, goals contained herein are a result of broad negotiations with the stakeholders. Considering the fact that some goals and actions are very difficult to classify to a certain area, because of overlapping scopes, proposed division and placement of the goals is the result of the created compromise. Figure 4. presents the methodology and goals structure.

Figure 4. The methodology and goals structure



All citizens of Wrocław will be the **Recipients of the actions**, regardless of the origination country or birthplace – Polish people and foreigners. Every person that lives in Wrocław can use a wide spectrum of social activities prepared based on the identified needs. The actions are directed to individual and collective recipients (e.g. students, pupils, teachers, employees), as well as institutions.

Starting and maintaining **cooperation** between the following entities will be a very important element of the executions of works: local authorities, government administration, border patrol, police, intergovernmental and international institutions, universities, churches and religious associations, the business sector, local leaders, non-governmental organisations (working in favour of foreigners), migrant diaspora and private persons interested in the intercultural dialogue practice. Starting cooperation always requires agreeing with respective entities upon the will of cooperation, rules and their possible forms.

Detailed Description of operational goals, actions and cooperation elements is included in point 11 – structure of goals.



Implementation, monitoring and evaluation of the Program

The *Strategy for the Intercultural Dialogue in Wrocław* Program will be implemented in 2018-2022 by the **Intercultural Dialogue Strategy Team**. The team consists of heads and employees of departments and offices of The City Office of Wrocław and local authorities. It was appointed by the Mayor of Wrocław. The works are **coordinated** by the **Wrocław Centre for Social Development** (organisational unit of the Wrocław Commune). Implementation of the program is **supervised** by the **Social Affairs Department of the Municipality of Wrocław**.

The following **task matrixes** that assign specific tasks as a part of strategic and operational goals (see the task matrix design – point 12, page 83) were created in order to determine the roles and participation of respective departments, offices and local authorities.



Implementation of the program will be supported by the opinion and advice of the **Intercultural Dialogue Council** under the Mayor of Wrocław.

The actions will be **financed** as a part of the budget of respective units and local authorities for the given calendar year. The amount of resources for the execution of tasks will be determined on yearly basis.

Schedule of the implementation works will be set for each calendar year.

Four **supporting and monitoring teams** for the program implementation will be created as a part of 4 strategic goals. They will include representatives of local authorities, non-governmental organisations, churches and religious associations, services, universities and the sector business, and experts whose competences and executed tasks have direct impact on the intercultural dialogue development in our city. Works of the teams will be coordinated by the employees of Wrocław Centre for Social Development.

Expected results of the program execution in 2018-2022:

1. The Education Area

- Increase of social and intercultural competences among children and youth
- Increased number of systemic education and integration processes within the school and out-of-school community
- Increase of social and intercultural competences for people working with children and youth
- Increasing intercultural competences of public services representatives
- Increase of social and intercultural competences among citizens
- Supporting people and institutions engaged in the execution of tasks in favour of development of intercultural dialogue in Wrocław

2. The Integration Area

- Increase in social awareness of foreigners in regard of their rights, duties and basic rules of social coexistence of the community
- Increase in language competences among foreigners and reducing barriers in institutional service
- Reinforcing analysis and identification processes of national and ethnic minorities and migrant diasporas' needs
- Reinforcing processes for active integration, social and personal development

and participating in the community life

- Reinforcing processes of adaptation and integration of the Pole's Card owners and people who, by virtue of the Law, have been granted the status of a repatriate, a refugee, or the subsidiary protection
- Increased support in case of misunderstandings and conflicts
- Increase in number of counteractions to social exclusion
- Reinforcing cooperation with the academic community on activities directed at supporting integration processes
- Reinforcing cooperation with the business sector in the area of reinforcing adaptation and integration processes
- Reinforcing international cooperation and building partnership network

3. The Security Area

- Increased awareness of obeying the applicable law for citizens
- Increasing the sensation of common responsibility for the friendly public space
- Increasing the number of activities and developing cooperation in the security area
- Increasing social competences within the area of reacting to signs of discrimination and violence motivated by prejudice
- Increasing the reaction of local authorities to the events of xenophobia, discrimination, hate speech
- Increasing the number of actions in favour of providing support for the victims and witnesses of incidents and crimes motivated by prejudice

4. The Cooperation and Communication Area

- Increasing cooperation as a part of activities in favour of the intercultural dialogue by supporting existing partnerships and gaining new partners
- Creating and applying tools for cooperation and communication
- Reinforcing support in the area of promotion of activities and communication between executors of actions

The evaluation of the program will be conducted on yearly basis, with the quantitative method that will be supplemented with quality method (e.g. research, surveys, visitations).

Detailed structure of goals





Execution of the **EDUCATION** strategic goal is directed at increasing intercultural competences for citizens of Wrocław within four areas: knowledge, skills, attitude and reaction.

We want to provide access to multi-dimensional education for every single person in Wrocław. Development of social competences is an essential part of integration processes. Taking various actions in favour of equalizing educational chances serves the purpose of strengthening self-esteem, creating an open attitude and helping citizens to establish relations (between foreigners and the receiving society).

Kindergartens, schools and universities play a key role in that process. We also see the necessity to increase competences of employees who have direct contact with foreign customers. At the same time we have planned a series of actions for foreigners to help them with equal functioning in the society, and to support them in adaptation and integration processes. All activities are directed at building and supporting the community of people living with mutual respect for each other.

*Every time we are speaking of cooperation, it only includes examples and offers of entities that have competences and scope of activities corresponding to the given action. Starting cooperation requires agreeing with respective entities upon the will of cooperation, rules and possible forms.

Development of social and intercultural competences among children and youth

Action 1.1

Organising and co-organising training, workshops, meetings, debates and other forms of intercultural education (i.a. at schools after classes and during form periods, at kindergartens, day rooms and social clubs)

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), Board of Education*, entities responsible for extra-curricular activities, universities, Erasmus coordinators.

Recipients:

Children and youth.

Measuring instruments:

Number of trainings, workshops, meetings, debates.

Action 1.2

Spreading current materials and creating new educational materials increasing social and intercultural competences.

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), Board of Education, entities responsible for extra-curricular activities, universities.

Recipients:

Children and youth.

Measuring instruments:

Educational materials (e.g. scenarios of classes, educational movies, city games, handbooks).

Action 1.3

Supporting international and intercultural projects.

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), Board of Education, entities responsible for extra-curricular activities, universities.

Recipients:

Children and youth.

Measuring instruments:

Number of student exchanges, number of projects, partnerships, number of participants.

Action 1.4

Supporting the organisation of meetings for children and youth with national and ethnic minorities, as apart of a voluntary service for foreigners

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), Board of Education, entities responsible for extra-curricular activities, universities, Erasmus program coordinators, the business sector.

Recipients:

Children and youth, students, the business sector.

Measuring instruments:

Number of meetings, number of participants, number of volunteers.

Action 1.5

Promoting various forms of intercultural education, as a part of sport and integration events for children and youth.

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), entities responsible for extra-curricular activities, universities, the business sector, sport clubs.

Recipients:

Children and youth.

Measuring instruments:

Number of implemented actions.

Action 1.6

Execution of intercultural educational projects for children and youth, e.g. Education at Sites of National Memory, "Stop Hate Speech" relay race for schools, Ambassadors of Dialogue, Intercultural Education Fair.

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), Board of Education, entities responsible for extra-curricular activities, universities, the business sector.

Recipients:

Children and youth.

Measuring instruments:

Number of programs, projects, number of participants.

Action 1.7

Activating school, out-of-school and academic environments to participate in the organisation of intercultural events, e.g. culture, theatre, language, integration festivals and other initiatives.

In cooperation with:*

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), Board of Education, entities responsible for extra-curricular activities, universities, Erasmus program coordinators, the business sector.

Recipients:

Children and youth.

Measuring instruments:

Number of events, number of involved entities, number of participants.

Action 1.8

Trainings for youth associations and leaders of youth environments.

In cooperation with:*

Youth City Council, sport clubs for youth, local sport coaches, youth and students organisations, local authorities, NGOs (non-governmental organisations).

Recipients:

Children and youth.

Measuring instruments:

Number of trainings, number of participants.

Action 1.9

Cooperation in favour of increasing legal and civil competences among children and youth.

In cooperation with:*

Lawyers, attorneys, graduates, citizens advice bureau, Youth City Council, schools, universities, local authorities, NGOs (non-governmental organisations).

Recipients:

Children and youth.

Measuring instruments:

Number of trainings, number of participants.

Action 1.10

Cooperation on executing trainings, out-of-school education forms conducted by cultural institutions

In cooperation with:*

Local authorities, cultural institutions, schools, kindergartens, NGOs (non-governmental organisations), entities responsible for extra-curricular activities, the Wrocław Teacher Training Centre.

Recipients:

Children and youth.

Measuring instruments:

Number of events, number of participants.

Action 1.11

Supporting the school community and out-of-school organisations (including community day rooms, sport clubs) in the integration processes by engaging inter-cultural consultants (specialists).

In cooperation with:*

Schools, kindergartens, NGOs (non-governmental organisations), local authorities, Board of Education, entities responsible for extra-curricular activities, universities, the business sector.

Recipients:

Children and youth.

Measuring instruments:

Number of consultations, number of consultants.

Action 1.12

Promoting and developing mediation for peers among children and youth, providing trainings for children and youth and supporting schools in creating a reaction system for the acts of violence in relation to ethnicity, religion, nationality.

In cooperation with:*

Schools, cultural centres, NGOs (non-governmental organisations), mediation associations, universities, mediators.

Recipients:

School community – staff, parents, pupils, academic community.

Measuring instruments:

Number of schools with peer mediation projects, number of trainings at schools in relation to this topic.



Operational goal 2

Supporting systemic education and integration processes within the school and out-of-school community.

Action 2.1

Trainings for staff at schools, kindergartens, nurseries, e.g. in relation to difficulties of foreign children in new communities and the opportunity to support them, rules of cooperation with remaining pupils, parents.

In cooperation with:*

Schools, kindergartens, nurseries, local authorities, the Wrocław Teacher Training Centre, Psychological and Pedagogical Counselling Centres, Board of Education, NGOs (non-governmental organisations), universities.

Recipients:

Staff.

Measuring instruments:

Number of trainings.

Action 2.2

Preparing and implementing an adaptation and integration model of Wrocław for non-Polish speakers at schools and kindergartens.

In cooperation with:*

Schools, kindergartens, local authorities, the Wrocław Teacher Training Centre, Psychological and Pedagogical Counselling Centres, Board of Education, NGOs (non-governmental organisations), universities.

Recipients:

Pupils, kindergarten children, staff.

Measuring instruments:

Creation and implementation of the model.

Action 2.3

Supporting the staff in preparation of classes and cultural events concerning intercultural competences among children by providing consultations with experts.

In cooperation with:*

Schools, kindergartens, local authorities, the Wrocław Teacher Training Centre, Psychological and Pedagogical Counselling Centres, Board of Education, NGOs (non-governmental organisations), universities.

Recipients:

Pupils, kindergarten children, parents, staff.

Measuring instruments:

Number of events.

Action 2.4

Providing support for intercultural difficult situations by intercultural consultants, Support Team for Pupils and Foreign Families, Psychological and Pedagogical Counselling Centres.

In cooperation with:*

Local authorities, the Wrocław Teacher Training Centre, Psychological and Pedagogical Counselling Centres, Board of Education, NGOs (non-governmental organisations), universities, intercultural consultants.

Recipients:

Staff, parents, pupils.

Measuring instruments:

Number of consultations.

Action 2.5

Strengthening intercultural competences of parents and promoting integration actions.

In cooperation with:*

NGOs (non-governmental organisations), schools, kindergartens, universities.

Recipients:

Parents, pupils, staff.

Measuring instruments:

Number of trainings and events for parents, materials.

Action 2.6

Creating a support system, including psychological support for children and/or migrant families.

In cooperation with:*

Local authorities, Psychological and Pedagogical Counselling Centres, NGOs (non-governmental organisations), schools, kindergartens, universities, the Teacher Training Centre of Wrocław.

Recipients:

Parents, pupils, staff.

Measuring instruments:

Number of partners, number of users.

Action 2.7

Creating a support system and solution for foreign pupils within the scope of language competences and talent development.

In cooperation with:*

Local authorities, Psychological and Pedagogical Counselling Centres, NGOs (non-governmental organisations), schools, kindergartens, universities, the Wrocław Teacher Training Centre.

Recipients:

Parents, pupils, staff.

Measuring instruments:

Number of created solutions, number of partners.



Operational goal 3

Development of social and intercultural competences for people working with children and youth

Action 3.1

Increasing staff competences by organising open and closed trainings in organised groups as per the order of the given educational facility.

In cooperation with:*

Local authorities, schools, kindergartens, NGOs (non-governmental organisations), universities.

Recipients:

Teachers, tutors, career advisors, pedagogues, school psychologists, principals of educational facilities, informal educators, local sport coaches, hygiene operatives and office administration employees at schools and kindergartens.

Measuring instruments:

Number of trainings, number of participants.

Action 3.2

Cooperation on organising specialist conferences and thematic conferences with experts from Poland and abroad, study visits and other forms of good practices.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, schools, and kindergartens.

Recipients:

Teachers, tutors, pedagogues, school psychologists, principals of educational facilities, informal educators, local sport coaches, hygiene operatives and office administration employees at schools and kindergartens.

Measuring instruments:

Number of events, number of participants.

Action 3.3

Creating and popularising tools to strengthen social competences (e.g. class scenarios, active teaching methods, educational materials, movies, exhibitions, guidebooks, etc.).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, schools, and kindergartens.

Recipients:

Teachers, tutors, pedagogues, school psychologists, principals of educational facilities, informal educators, local sport coaches, hygiene operatives and office administration employees at schools and kindergartens.

Measuring instruments:

Number of available tools, number of users.

Action 3.4

Cooperation on including intercultural education into the career preparation programs for teachers and youth counsellors.

In cooperation with:*

Universities, the Wrocław Teacher Training Centre, local authorities.

Recipients:

Pupils, staff.

Measuring instruments:

Number of partners, number of training offers.

Action 3.5

Supporting competences of scholars who teach Polish as a foreign language.

In cooperation with:*

Universities, the Wrocław Teacher Training Centre, local authorities, schools and kindergartens.

Recipients:

Teachers.

Measuring instruments:

Number of recipients, number of trainings .

Operational goal 4

Cooperation on developing intercultural competences of public services representatives.

Action 4.1

Cooperation on organising open trainings (e.g. "Stereotypes, Prejudice, Discrimination") for public services representatives and closed trainings as per order of the given facility.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, public services.

Recipients:

Public officials, City Guard, police, customer service centres, Disaster Recovery Centre, universities, healthcare.

Measuring instruments:

Number of trainings, number of participants.

Action 4.2

Cooperation on organising specialist and thematic conferences with experts from Poland and abroad, study visits, and other forms of good practices.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, public services.

Recipients:

Public officials, City Guard, police, customer service centres, Disaster Recovery Centre, universities, healthcare.

Measuring instruments:

Number of events, number of participants.

Action 4.3

Sharing current educational materials for independent learning and cooperation on creating new materials, tools, on-line trainings.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, public services.

Recipients:

Public officials, City Guard, police, customer service centres, Disaster Recovery Centre, universities, healthcare.

Measuring instruments:

Number of available tools, number of users.

Action 4.4

Promoting good practice in the recruitment process within the scope of institutional support concerning foreign languages skills. Promoting foreign language learning among public services and implementing tools to improve communication processes.

In cooperation with:*

Schools, local authorities, NGOs (non-governmental organisations), public services.

Recipients:

Public officials, City Guard, police, customer service centres, Disaster Recovery Centre, universities, healthcare.

Measuring instruments:

Foreign language speaking employees.

Operational goal 5

Creating conditions for the development of citizens' social and intercultural competences of citizens

Action 5.1

Cooperation on organising open trainings (e.g. "Stereotypes, Prejudice, Discrimination") for all interested citizens and closed trainings as per order of any target audience.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, community councils, parishes, religious associations, representatives of national and ethnic minorities, migrant organisations.

Recipients:

Citizens.

Measuring instruments:

Number of trainings, number of participants.

Action 5.2

Providing support in organising conferences, debates, meetings with foreigners, experts, representatives of national and ethnic minorities.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, community councils, parishes, religious associations.

Recipients:

Citizens.

Measuring instruments:

Number of events, number of participants.

Action 5.3

Popularisation of tools supporting the development of competences and allowing to learn independently (e.g. intercultural calendar, Interreligious Savoir-Vivre, "Multicultural citizens of Wrocław" exhibition, movies), online trainings.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities.

Recipients:

Citizens.

Measuring instruments:

Number of available tools, number of users.

Action 5.4

Organising cultural diversity festivals (e.g. Europe on a Fork, Kaleidoscope of Cultures, action in District of Mutual Respect, cultural fairs).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, community councils, parishes, religious associations, national and ethnic minorities, migrant organisations.

Recipients:

Citizens.

Measuring instruments:

Number of events, number of participants.

Action 5.5.

Social campaigns in the city's public spaces, including public transport (MPK).

In cooperation with:*

Local authorities, public transport (MPK), Wrocław Agglomeration Development Agency, NGOs (non-governmental organisations), universities.

Recipients:

Citizens.

Measuring instruments:

Number of advertisements, number of campaign mediums.

Action 5.6

Shaping and strengthening the attitude of dialogue and counteracting local intercultural conflicts.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), the business sector, community councils, parishes, religious associations.

Recipients:

Local community.

Measuring instruments:

Number of trainings, educational meetings, number of participants.

Action 5.7

Promoting mediatory forms of solving conflicts.

In cooperation with:*

The Polish Judges Association, The European Law Students' Association ELSA, NGOs (non-governmental organisations), District Bar Association in Wrocław, District Chamber of Legal Advisers, mediatory associations, citizens advice bureau.

Recipients:

Local communities.

Measuring instruments:

Number of trainings, number of participants.

Action 5.8

Organising events for promotion of dialogue and cooperation attitude (e.g. Kindness Day, Neighbour Day, International Day of Mediation).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, parishes, religious associations, community councils.

Recipients:

Local community.

Measuring instruments:

Number of events, number of participants.

Action 5.9

Building a network of contacts and information base for citizens interested in developing their intercultural competences and willing to engage in projects which increase intercultural competences.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, schools, the business sector, media.

Recipients:

Citizens.

Measuring instruments:

Number of people.

Action 5.10

Education and culture oriented activities concerning other cultures present in Wrocław.

In cooperation with:*

Local authorities, cultural centres, libraries, NGOs (non-governmental organisations), Kaleidoscope of Cultures, the Province Governor's Office, the Governor's Representative for National and Ethnic Minorities.

Recipients:

Citizens.

Measuring instruments:

Number of events.

Action 5.11

Supporting development of voluntary service for foreigners (e.g. foreign language learning, cultural meetings).

In cooperation with:*

Local authorities, schools, kindergartens, day rooms and social clubs, cultural centres, libraries, restaurateurs, cafés, NGOs (non-governmental organisations), universities, the business sector, community councils.

Recipients:

Foreigners.

Measuring instruments:

Number of volunteers.

Action 5.12

Popularising and strengthening the "Wrocław on tongues of the world" program.

In cooperation with:*

Local authorities, Wrocław Information Centre, universities, schools, kindergartens, NGOs (non-governmental organisations), the business sector, social partners.

Recipients:

Foreigners.

Measuring instruments:

Number of volunteers, number of pupils in the projects, number of facilities offering a place to study.

Supporting people and institutions engaged in the execution of tasks in favour of development of intercultural dialogue in Wrocław.

Action 6.1

Organising city donation contests for NGOs (non-governmental organisations) and supporting in obtaining funds from other sources.

In cooperation with:*

Local authorities, the business sector, other partners.

Recipients:

NGOs (non-governmental organisations).

Measuring instruments:

Contests, number of organisations.

Action 6.2

Organising annual Intercultural Education Fairs.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), the business sector, universities, new partners.

Recipients:

NGOs (non-governmental organisations), schools, kindergartens, students.

Measuring instruments:

Number of participants, number of exhibitors.

Action 6.3

Developing the Ambassadors of Dialogue group.

In cooperation with:*

Local authorities.

Recipients:

Schools, kindergartens, universities, the business sector.

Measuring instruments:

Number of the Ambassadors of Dialogue, number of entities with the Ambassador of Dialogue.

Action 6.4

Increasing competences by substantive support, consultations and the organisation of trainings and seminars for intercultural competences coaches in Wrocław, and other executors of tasks.

In cooperation with:*

Local authorities, the Wrocław Teacher Training Centre, NGOs (non-governmental organisations), the business sector.

Recipients:

Competences coaches, educators, NGOs (non-governmental organisations), Ambassadors of Dialogue.

Measuring instruments:

Number of trainings and events, number of consultations, number of specialists in the offer.

Action 6.5

Creating a library resources database increasing knowledge and competences, class scenarios, training materials, research.

In cooperation with:*

Libraries, local authorities, NGOs (non-governmental organisations), universities, schools.

Recipients:

Educators, NGOs (non-governmental organisations), Ambassadors of Dialogue.

Measuring instruments:

Shared materials.

Action 6.6

Promoting innovative forms of intercultural education (e.g. conferences, good practice sharing, study visits).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), the business sector, universities.

Recipients:

Educators, NGOs (non-governmental organisations), Ambassadors of Dialogue.

Measuring instruments:

Number of undertaken actions.

Action 6.7

Co-organising or providing the factual and organisation support for events (e.g. promotion of events, factual support, consultations, others).

In cooperation with:*

Local authorities, the business sector, NGOs (non-governmental organisations), universities.

Recipients:

NGOs (non-governmental organisations), schools, kindergartens, universities.

Measuring instruments:

Number of undertaken initiatives.

Action 6.8

Supporting international projects, exchanges, partnerships, and intercultural projects for citizens of Wrocław (promotion, support in finding partners).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, schools.

Recipients:

Citizens.

Measuring instruments:

Number of projects, exchanges, partnerships.





The **INTEGRATION** strategic goal plays a key role in the integration of foreigners and receiving society in order to achieve harmony and social consistency in respect of preserving national, ethnic and religious identity.

We want every person in Wrocław to feel as a part of the community. That's why we consider taking action to support integration processes, which constitute the foundation of social development and building a sense of social belonging, to be of key importance.

Multilateral cooperation of various entities and active participation of citizens, including national and ethnic minorities and foreigners, constitutes the warranty for success of integration actions. Wrocław has been executing a series of multicultural events for many years. Conducted diversity identification and analysis of migrant diasporas and their needs constitutes the basis of planning and executing actions concerning the process of increasing social awareness of foreigners in regard of their rights, duties and basic rules of social coexistence of the community. Supporting development of language and intercultural competences of public services and removing barriers in institutional services will simplify the processes of adaptation and integration not only for the foreigners, but it will also help people who, by virtue of the Law, have been granted the status of a repatriate, a refugee, or people who have been granted supplementary protection and the Pole's Card owners. Organising the support system in case of misunderstandings and conflicts and threat of social exclusion as a part of existing supportive programs constitutes one of the key elements of the program to address the real needs. Planned actions will be executed in pub-

lic-social partnerships, with the engagement of the business sector and academic community, especially during strengthening adaptation and integration process. Efficiency of actions will be supported by creating and maintaining international cooperation and building partnership network.

*Every time we are speaking of cooperation, it only includes examples and offers of entities that have competences and scope of activities corresponding to the given action. Starting cooperation requires agreeing with respective entities upon the will of cooperation, rules and possible forms.

Operational goal 1

Increasing social awareness of foreigners in regard of their rights, duties and basic rules of social coexistence of the community

Action 1.1

Increasing social awareness of foreigners in regard of their rights, duties and basic rules of social coexistence of the community.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), government administration, services.

Recipients:

Foreigners.

Measuring instruments:

Number of counselling entities, number of benefiting foreigners.

Action 1.2

Conducting periodical trainings and adaptation meetings concerning: legalisation of the stay, security, health, communication and Polish culture, basic cultural differences and other forms of making adaptation and integration in Wrocław easier.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), schools, universities, the business sector.

Recipients:

Foreigners.

Measuring instruments:

Number of trainings, number of participants.

Action 1.3

Consultation and informational support in direct contact and through the Internet platform - Infolink, and others.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Foreigners.

Measuring instruments:

Number of served foreigners, number of website visits.

Action 1.4

Preparing information materials, especially in English and Ukrainian - i.a. a starting package as a part of intersectoral cooperation including cases catalogue: security, health, legalisation of the stay, communication, Polish culture and information about Wrocław, and other identified needs.

In cooperation with:*

Local authorities, government administration, NGOs (non-governmental organisations), public services.

Recipients:

Foreigners.

Measuring instruments:

Number of prepared and distributed informational materials.

Action 1.5

Supporting legal and civil counselling for foreigners in Ukrainian and English.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), citizens' advice bureau, universities.

Recipients:

Foreigners.

Measuring instruments:

Number of counselling entities, number of benefiting foreigners.

Action 1.6

Increasing competences of counsellors and coordinators for foreigners in job environments, at universities, organisations, etc.

In cooperation with:*

Local authorities, universities, the business sector.

Recipients:

Foreigners, coordinators.

Measuring instruments:

Number of topical trainings, number of participants.

Action 1.7

Preparing more informational materials available in Ukrainian language.

In cooperation with:*

Local authorities, government administration, NGOs (non-governmental organisations), services, universities.

Recipients:

Foreigners.

Measuring instruments:

Number of materials shared in Ukrainian.

Action 1.8

Development of the Infolink website.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), migrant groups.

Recipients:

Foreigners.

Measuring instruments:

Functional website.

Action 1.9

Support in creating and sharing modern, easily accessible information tools (e.g. mobile application) as a part of intersectoral cooperation.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector, public services.

Recipients:

Foreigners.

Measuring instruments:

Created tools.

Operational goal 2

Supporting development of language competences of foreigners and reducing barriers in institutional service

Action 2.1

Supporting and developing social and integration forms of learning Polish language (e.g. "Wrocław on tongues of the world"), individually and in groups.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), the business sector.

Recipients:

Citizens, NGOs (non-governmental organisations).

Measuring instruments:

Number of participating people and entities.

Action 2.2

Development of actions within the scope of improving service in the institutional systems by preparing materials supporting the communication process.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Foreigners, public officials and other public services

Measuring instruments:

Number of trainings, number of participants, informational materials.

Action 2.3

Increasing intercultural competences among employees of public services.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), citizens' advice bureau.

Recipients:

Foreigners, public officials.

Measuring instruments:

Number of entities providing services, number of beneficiaries.

Action 2.4

Information and consultation support concerning official cases (where, what, and how), i.a. INFOLINK.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Foreigners, public officials.

Measuring instruments:

Number of information materials, number of customers served.

Action 2.5

Increasing access to materials concerning basic official information, procedures and administrative instructions in key languages for petitioners (as a part of the cases of the City Office of Wrocław).

In cooperation with:*

Local authorities.

Recipients:

Foreigners, public officials.

Measuring instruments:

Number of shared materials.

Action 2.6

Direct participation of representatives of institutions in the organisation of trainings for foreigners in the area of the most frequent adaptation and integration activities that are within the scope of competences of respective organs.

In cooperation with:*

Local authorities, universities, government administration*, NGOs (non-governmental organisations), the business sector, other public services.

Recipients:

Foreigners, institutional employees.

Measuring instruments:

Number of trainings, number of participants.



Operational goal 3

Analysis and identification of national and ethnic minorities and migrant diasporas' needs

Action 3.1

Monitoring reports and research, inter-sectoral cooperation.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, research institutes, government administration, international organisations, national and ethnic minorities, migrant diaspora.

Recipients:

Stakeholders of the program, strategic teams.

Measuring instruments:

Analysed documents, number of engaged entities.

Action 3.2

Supporting organisation of meetings, forums and consultation seminars with national and ethnic minorities and migrant diaspora.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, research institutes, government administration, international organisations, national and ethnic minorities, migrant diaspora.

Recipients:

Stakeholders of the program, strategic teams.

Measuring instruments:

Number of events, number of participants.

Operational goal 4

Creating conditions for active integration, social and personal development and participating in the community life

Action 4.1

Supporting activities of national and ethnic minorities.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), government administration*.

Recipients:

Citizens.

Measuring instruments:

Number of organisations, number of events, number of participants.

Action 4.2

Supporting migrant organisations in the process of self-assembly.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Migrant organisations.

Measuring instruments:

Trainings, programs, consultations, number of existing and newly-created organisations and/or informal groups, number of executed undertakings.

Action 4.3

Promoting local initiatives, intercultural meeting places and supporting their organisation.

In cooperation with:*

NGOs (non-governmental organisations), local authorities, community councils, cultural institutions, libraries, parishes, religious associations, the business sector, universities, schools.

Recipients:

Citizens.

Measuring instruments:

List of places.

Action 4.4

Supporting local culture-forming initiatives and festivals.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), community councils, government administration, the business sector.

Recipients:

Citizens.

Measuring instruments:

Number of events, number of entities, number of participants.

Action 4.5

Providing support in the organisation of integration workshops and intercultural meetings.

In cooperation with:*

Local authorities, community councils, NGOs (non-governmental organisations), universities, cultural institutions, cultural centres, leaders of local communities.

Recipients:

Foreigners.

Measuring instruments:

Number of workshops.

Action 4.6

Supporting the organisation of sporting events in an integrative nature.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), community councils, leaders of local communities.

Recipients:

Citizens.

Measuring instruments:

Number of prepared and distributed informational materials.

Action 4.7

Supporting participation of foreigners in cultural life and sport events by preparing informational materials in different languages and developing information platforms.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), community councils, leaders of local communities.

Recipients:

Citizens.

Measuring instruments:

Number of prepared and distributed informational materials.

Action 4.8

Developing psychological consultation and family support for foreigners in foreign languages.

In cooperation with:*

Psychological and Pedagogical Counselling Centres, kindergartens, universities, NGOs (non-governmental organisations), the business sector, healthcare, information and consultation points.

Recipients:

Foreigners.

Measuring instruments:

Number of places offering help in foreign languages, number of participants.

Action 4.9

Supporting development of initiatives that are a part of exchange in knowledge, skills, and social activity.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), community councils, leaders of local communities.

Recipients:

Citizens.

Measuring instruments:

Number of initiatives, number of participants.

Operational goal 5

Supporting adaptation and integration of the Pole's Card owners and people who, by virtue of the Law, have been granted the status of a repatriate, a refugee, or the subsidiary protection

Action 5.1

Execution of the support programs for repatriates, pursuant to the resolution of the City Council of Wrocław.

In cooperation with:*

Local authorities, government administration.

Recipients:

Entitled people.

Measuring instruments:

Number of participants.

Action 5.2

Execution of support programs for refugees, in accordance with the applicable regulations, including execution of Individual Programs of Integration.

In cooperation with:*

Local authorities, government administration.

Recipients:

Entitled people.

Measuring instruments:

Number of undertaken actions, number of participants.

Action 5.3

Providing social services resulting directly from the Pole's Card Act.

In cooperation with:*

Local authorities, government administration.

Recipients:

Entitled people.

Measuring instruments:

Number of people.

Operational goal 6

Providing support in case of misunderstandings and conflicts

Action 6.1

Popularising mediation as an efficient and subjective form of solving conflicts.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), media.

Recipients:

Citizens.

Measuring instruments:

Number of actions, number of recipients.

Action 6.2

Supporting non-governmental organisations acting within the area of mediation and mediators conducting mediatory proceedings in solving disputes and conflicts.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens.

Measuring instruments:

Number of organisations, undertaken activities.

Action 6.3

Providing support in conflict situations, including foreign languages (e.g. emergency mediatory services, intercultural consultants and translators).

In cooperation with:*

NGOs (non-governmental organisations), mediatory associations, language schools, universities, parishes, community councils.

Recipients:

Local community, foreigners.

Measuring instruments:

Number of conducted mediations and consultations

Action 6.4

Providing support in solving conflict situations for individual citizens, institutions and entities.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens, organisations, institutions.

Measuring instruments:

Number of consultations, information and education materials.

Operational goal 7

Counteracting social exclusion by creating and executing supporting programs

Action 7.1

Engaging foreigners who require special support for re-integration programs executed in the Wrocław Integration Centre as a part of Individual Programs of Social Employment.

In cooperation with:*

Local authorities.

Recipients:

Citizens.

Measuring instruments:

Number of programs, number of participants.

Action 7.2

Supporting actions of non-governmental organisations, executing tasks in this area among foreigners.

In cooperation with:*

NGOs (non-governmental organisations), local authorities.

Recipients:

Citizens.

Measuring instruments:

Number of non-governmental organisations, undertaken activities.

Action 7.3

Providing support in the area of social help for foreigners entitled by law.

In cooperation with:*

Local authorities, government administration.

Recipients:

Citizens, including foreigners.

Measuring instruments:

Number of foreigners benefiting from social help.

Action 7.4

Cooperation as part of preparation and execution of projects addressing special needs for groups threatened by social exclusion.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), government administration.

Recipients:

Citizens.

Measuring instruments:

Number of involved entities, number of collectively prepared and executed projects, number of participants.

Operational goal 8

Cooperation with the academic community on activities directed at supporting integration processes

Action 8.1

Cooperation on preparing and executing adaptation, information and integration programs.

In cooperation with:*

Local authorities, universities, NGOs (non-governmental organisations), police, City Guard, Wrocław Agglomeration Development Agency.

Recipients:

Academic community, including academic interest clubs and students' union.

Measuring instruments:

Number of involved entities, number of collectively prepared and executed programs, number of participants.

Action 8.2

Cooperation as a part of trainings at universities - adaptation days.

In cooperation with:*

Local authorities, universities, NGOs (non-governmental organisations), police, City Guard, Wrocław Agglomeration Development Agency, government administration.

Recipients:

Academic community.

Measuring instruments:

Number of involved entities, number of collectively prepared and executed programs, number of participants.

Action 8.3

Execution of the "Now Wrocław" (promotion activity and complex consultation and adaptation support for students from the eastern countries studying in Wrocław) and more.

In cooperation with:*

Local authorities, universities, NGOs (non-governmental organisations), police, City Guard, Wrocław Agglomeration Development Agency.

Recipients:

Academic community.

Measuring instruments:

Number of students benefiting from the program.

Action 8.4

Supporting the promotion of the academic community in Wrocław abroad.

In cooperation* with:

Local authorities, universities, NGOs (non-governmental organisations), police, City Guard, Wrocław Agglomeration Development Agency.

Recipients:

International community.

Measuring instruments:

Undertaken actions.

Action 8.5

Cooperation directed at searching and implementing innovative and differentiated adaptation and integration forms.

In cooperation* with:

Local authorities, universities, NGOs (non-governmental organisations), police, City Guard, Wrocław Agglomeration Development Agency, government administration.

Recipients:

Academic community.

Measuring instruments:

Number of involved entities, number of collectively prepared and executed programs, number of participants.

Action 8.6

Supporting the cooperation network between universities in the area of foreign students.

In cooperation with:*

Local authorities, universities, research institutes.

Recipients:

Universities, academic community.

Measuring instruments:

Number of cooperating universities, undertaken initiatives.

Operational goal 9

Cooperation with the business sector in the area of reinforcing adaptation and integration processes

Action 9.1

Providing information and consultation support for international companies starting their business activity in Wrocław.

In cooperation with:*

Local authorities, Wrocław Agglomeration Development Agency, the business sector, NGOs (non-governmental organisations).

Recipients:

Citizens, the business sector, employers, employees.

Measuring instruments:

Number of undertaken actions, number of participants.

Action 9.2

Creating and popularising starting packages which facilitate adaptation processes for foreign employees.

In cooperation with:*

Local authorities, Wrocław Agglomeration Development Agency, the business sector, NGOs (non-governmental organisations).

Recipients:

Citizens, the business sector, employers, employees.

Measuring instruments:

Number of packages, number of beneficiaries

Action 9.3

Popularising information in regard of Polish labour law among employers and employees, including trainings concerning the labour law, responsibilities of the employer, agreements

In cooperation with:*

Local authorities, Wrocław Agglomeration Development Agency, the business sector, government administration, The National Labour Inspectorate, NGOs (non-governmental organisations).

Recipients:

Citizens, the business sector, employers, employees.

Measuring instruments:

Number of materials and events, number of participants.

Operational goal 10

Creating and maintaining international cooperation and building partnership network

Action 10.1

Expressing international solidarity in difficult and critical situations by undertaking initiatives in favour of victims (e.g. Aleppo, Conakry, Euromaidan).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), international partners.

Recipients:

Citizens, international community.

Measuring instruments:

Number of undertaken actions, number of recipients.

Action 10.2

Cooperation within the scope of international projects.

In cooperation with:*

Local authorities, international organisations, NGOs (non-governmental organisations).

Recipients:

Citizens, international community.

Measuring instruments:

Number of executed projects, number of participants.

Action 10.3

Cooperation with the sister cities of Wrocław.

In cooperation with:*

Local authorities, sister cities, NGOs (non-governmental organisations).

Recipients:

Citizens, international community.

Measuring instruments:

Number of executed projects, number of participants.

Action 10.4

Participation in a network of cities providing shelter (The International Cities of Refuge Network ICORN).

In cooperation with:*

Local authorities.

Recipients:

Citizens, international community.

Measuring instruments:

Number of executed actions, number of participants.





Execution of the **SECURITY** strategic goal is directed at integration and development of actions leading to reinforce safety in the city.

We want every person in Wrocław to feel safe.

Feeling of safety constitutes the basic of the adaptation and integration process for each and every society. Familiarity with legal rights and duties helps those, who have decided to live in Wrocław and join new local community. Law is created to protect anyone, no matter what nation, ethnic group or religion. Law regulations may appear to be complicated, that's why it is essential to prepare information and education materials in a simple form. Raising legal awareness, creating safe public space, while reinforcing the common responsibility for that space, coordinated reaction in emergency situations, and striving to efficient prevention create the necessity to find new solutions as apart of intersectoral cooperation.

*Every time we are speaking of cooperation, it only includes examples and offers of entities that have competences and scope of activities corresponding to the given action. Starting cooperation requires agreeing with respective entities upon the will of cooperation, rules and possible forms

Raising awareness of obeying the applicable law for citizens

Action 1.1

Education and information activity directed at increasing competences concerning respect for basic human rights, regardless of origination, cultural difference, language or religion.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), Citizens' Advice Bureau, public services.

Recipients:

Citizens.

Measuring instruments:

Number of consultations, information and education materials.

Action 1.2

Education and information activity directed at increasing competences and knowledge concerning rights and duties arising from the Polish law.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), Citizens' Advice Bureau, public services.

Recipients:

Citizens.

Measuring instruments:

Number of consultations, information and education materials.



Building sensation of common responsibility for the friendly public space

Action 2.1

Shaping the social attitude of protest against hate speech, xenophobia, prejudice, discrimination and violence by conducting social campaigns, programs and other educational activities.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), the business sector, universities, services, community councils, media.

Recipients:

Citizens.

Measuring instruments:

Number of trainings, education and information materials, campaigns.

Action 2.2

Counteracting hate speech in the public space - execution of the "Stop to hate speech" program (reporting and monitoring the public space for inscriptions and graphic symbols encouraging to hate, insulting religious, national and other beliefs, and reacting by removing those).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), public services, building administrators, community councils.

Recipients:

Citizens.

Measuring instruments:

Information and education materials, number of requests and interventions.

Action 2.3

Increasing the participation of entities and leaders of local communities in the execution of tasks in favour of building friendly public space.

In cooperation with:*

Local authorities, community councils, NGOs (non-governmental organisations).

Recipients:

Parishes, religious associations, schools, cultural centres, sport clubs, local sport coaches.

Measuring instruments:

Number of seminars, partnerships, information and education materials.

Reinforcing the feeling of safety in the public space

Action 3.1

Cooperation of services and institutions directed at reinforcing preventive actions and interventions.

In cooperation with:*

Police, border patrol, City Guard, local authorities, government administration.

Recipients:

Citizens.

Measuring instruments:

Number of seminars, intersectoral meetings, propositions of new solutions supporting preventive actions.

Action 3.2

Adjusting the system of city surveillance to the diagnosed needs

In cooperation with:*

Police, City Guard, local authorities, community councils, building administrators.

Recipients:

Citizens.

Measuring instruments:

Number of analyses, applications, recommendations, undertaken activities.

Action 3.3

Regular analysis of crime rates and offences in the public space based on the Register of the Provincial Police Commander, reports and others.

In cooperation with:*

Police, City Guard, local authorities.

Recipients:

Citizens.

Measuring instruments:

Number of six-month data analyses.

Action 3.4

Cooperation in favour of reinforcing security during cultural and sport events, e.g. mass events.

In cooperation with:*

Police, City Guard, local authorities, medical and rescue services, NGOs (non-governmental organisations), event organisers, sport clubs.

Recipients:

Citizens.

Measuring instruments:

Number of seminars, trainings, intersectoral team.

Action 3.5

Cooperation in monitoring events, race and ethnicity crimes, etc. and undertaken intervention and their results by keeping registers, reports and other sources.

In cooperation with:*

Police, border patrol, City Guard, local authorities, government administration.

Recipients:

Citizens.

Measuring instruments:

Database of information related to occurring events and undertaken interventions.

Operational goal 4

Reinforcing social competences within the area of reacting to signs of discrimination and violence motivated by prejudice

Action 4.1

Increasing access to information and consultation in the area of different forms of proactive civic attitude (e.g. motivating to report incidents, providing information on where and how to do that).

In cooperation with:*

Police, City Guard, local authorities, NGOs (non-governmental organisations), citizens' advice bureau, information and consultation points.

Recipients:

Citizens.

Measuring instruments:

Number of trainings, education and information materials, consultations, advices.

Action 4.2

Cooperation with the media on spreading the information concerning sensitivity and reaction to signs of discrimination and violence motivated by prejudice.

In cooperation with:*

Police, City Guard, local authorities, NGOs (non-governmental organisations), media.

Recipients:

Citizens.

Measuring instruments:

Number of partnerships, undertaken initiatives.

Action 4.3

Social campaigns presenting problems and promoting a proactive civic attitude (e.g. in public transport).

In cooperation with:*

Local authorities, public services, the business sector, media, public transport (MPK).

Recipients:

Citizens.

Measuring instruments:

Number of materials, and promotion and information tools.

Action 4.4

Preparing information and training materials in cooperation with services (types of services, emergency numbers, police stations, procedure and forms of accepting reports).

In cooperation with:*

Police, border patrol, City Guard, local authorities.

Recipients:

Citizens.

Measuring instruments:

Number of team meetings, recommendations, projects of information and education materials.

Action 4.5

Providing support to services in the preparation of tools to simplify communication in foreign languages during interventions and receiving crime and offence reports (i.a. infographics, translation of expressions).

In cooperation with:*

Police, City Guard, local authorities, NGOs (non-governmental organisations), the business sector, universities.

Recipients:

Citizens, police, City Guard.

Measuring instruments:

Information and education materials.

Action 4.6

Intersectoral cooperation within the area of creating new solutions to improve the process of reporting crimes by foreigners.

In cooperation with:*

NGOs (non-governmental organisations), academic community, Police, City Guard, local authorities, volunteers, apprentices.

Recipients:

Citizens.

Measuring instruments:

Number of recommendations, intersectoral team, created tools.

Action 4.7

Cooperation with increasing intercultural competences of services.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens, local authorities, Police, City Guard.

Measuring instruments:

Number of trainings, seminars, workshops.

Action 4.8

Supporting actions in favour of limiting language barriers in the process of servicing emergency numbers at Disaster Recovery Centres.

In cooperation with:*

Local authorities (i.a. Security and Crisis Management Division).

Recipients:

Citizens, employees of Disaster Recovery Centre.

Measuring instruments:

Number of trainings, informational materials.

Operational goal 5

Reaction of local authorities to the events of xenophobia, discrimination, hate speech

Action 5.1

Creating a procedure to improve and speed up intervention response time, including the statement of local authorities provided as soon as possible from the moment of the event.

In cooperation with:*

Police, City Guard, local authorities.

Recipients:

Citizens.

Measuring instruments:

Created procedure.

Action 5.2

Intervening (including statements from the city officials) to the events of xenophobia, discrimination, hate speech and seeking new initiatives as a part of intersectoral cooperation

In cooperation with:*

Police, local authorities, legal industry.

Recipients:

Citizens.

Measuring instruments:

Undertaken interventions, new initiatives.

Action 5.3

Undertaking actions as a part of partnership cooperation of cities in favour of counteracting violence and discrimination.

In cooperation with:*

Local authorities.

Recipients:

Citizens.

Measuring instruments:

Number of initiatives within the scope of the partnerships.

Action 5.4

Informing administration authorities about the lack of legal instruments allowing to counteract different xenophobic incidents and applying to proper organs of public administration for undertaking interventions in cases being outside of the jurisdiction of the local authorities.

In cooperation with:*

Local authorities.

Recipients:

Government administration.

Measuring instruments:

Number of correspondences, recommendations, appeals, proposition of changes.

Operational goal 6

Providing support for the victims and witnesses of incidents and crimes motivated by prejudice

Action 6.1

Supporting activities of entities working in favour of victims of violence motivated by xenophobia and prejudice and expanding the activity of family counselling centres, citizens' advice bureau and support and emergency intervention centres, including language needs.

In cooperation with:*

NGOs (non-governmental organisations), family counselling centres, Citizens' Advice Bureau, support and emergency intervention centres.

Recipients:

Citizens.

Measuring instruments:

Number of trainings, information and education materials.

Action 6.2

Psychological support for the victims and witnesses.

In cooperation with:*

NGOs (non-governmental organisations), medical centres.

Recipients:

Citizens.

Measuring instruments:

Number of meeting, psychological consultations, therapeutic and support groups.

Action 6.3

Legal support for the victims and witnesses.

In cooperation with:*

District Bar Association, local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens.

Measuring instruments:

Number of applications, number of advices.





The **COOPERATION** strategic goal is directed at the development of cooperation and supporting the process of communication within the area of intercultural actions conducted in the city.

We want to simplify the participation of people interested in the organisation of intercultural actions in Wrocław by supporting communication processes and creating new tools.

“Cooperation” area and related to it “communication” includes institutions working to the benefit of intercultural dialogue and all interested members of the community of Wrocław. We take many actions in favour of intercultural dialogue in our city, that’s why improving the flow of information will let all entities engaged in multicultural activities to reach a greater number of recipients and achieve mutual inspiration and common execution of projects. Simplification of communication reinforces the participation model - it allows to undertake new initiatives, diagnose needs more efficiently and develop sense of belonging. Greater cooperation with the engaged people - citizens, leaders of local communities, academic communities, creators and representatives of the business sector will contribute to better utilisation of the potential of their activity.

*Every time we are speaking of cooperation, it only includes examples and offers of entities that have competences and scope of activities corresponding to the given action. Starting cooperation requires agreeing with respective entities upon the will of cooperation, rules and possible forms.

Development of cooperation as a part of activities in favour of the intercultural dialogue by supporting existing partnerships and gaining new partners

Action 1.1

Undertaking actions in favour of cooperation and supporting partners in the execution of tasks.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector, services, community councils.

Recipients:

NGOs (non-governmental organisations), universities, research clubs, local authorities, the business sector, community councils, task forces, local leaders.

Measuring instruments:

Number of conferences, study visits, forums, meetings, participants, recipients.

Action 1.2

Searching and acquiring new partners, especially from the local communities.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), community councils.

Recipients:

NGOs (non-governmental organisations), parishes, religious associations, local leaders, citizens.

Measuring instruments:

Number of meetings, number of cooperating entities.

Action 1.3

Starting cooperation and building partnerships with the academic community and the business sector.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Citizens, employees of the business sector, academic community.

Measuring instruments:

Number of partnerships, number of initiatives.

Action 1.4

Starting and maintaining cooperation with international organisations and institutions (e.g. IOM).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities.

Recipients:

Local authorities, NGOs (non-governmental organisations), universities, citizens.

Measuring instruments:

Number of partnerships, meetings, consultations, number of actions.

Action 1.5

Starting a broader cooperation with foreign societies (formal and informal groups).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Citizens.

Measuring instruments:

Number of partnerships, number of actions.

Action 1.6

Creating new intersectoral projects and searching for funding sources.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Citizens.

Measuring instruments:

Number of prepared projects, number of executed projects, number of recipients.

Action 1.7

Support for the execution of pilot projects.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector, services.

Recipients:

Citizens.

Measuring instruments:

Number of executed projects, consultations, meetings.



Creating tools for cooperation and communication

Action 2.1

Creating an interactive Internet platform for exchanging information, communication and cooperation.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), task force.

Recipients:

Citizens, entities and institutions.

Measuring instruments:

Website, number of users.

Action 2.2

Creating a model of actions for teams, which will include the analysis of needs, evaluation of actions, promotion of good practices, new propositions for actions and pilot programs.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector, services.

Recipients:

Local authorities, NGOs (non-governmental organisations), universities, the business sector, services.

Measuring instruments:

Teams.

Action 2.3

Creating a model of actions for teams, which will include the analysis of needs, evaluation of actions, promotion of good practices, new propositions for actions and pilot programs.

In cooperation with:*

Teams.

Recipients:

Teams.

Measuring instruments:

Created model of actions for task forces.

Action 2.4

Creating a map of resources, i.e. all entities executing tasks within the area of intercultural dialogue in Wrocław.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector, services, community councils, task forces.

Recipients:

NGOs (non-governmental organisations), universities, research clubs, local authorities, the business sector, community councils, task forces, local leaders.

Measuring instruments:

The map of resources.

Action 2.5

Creating tools to support execution of small education and integration projects in the local community (e.g. small grants).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), the business sector, teams, community councils.

Recipients:

Local leaders, informal groups, teams, community councils.

Measuring instruments:

Created and implemented tools.

Action 2.6

Cooperation within the area of recognising legal loopholes that make it more difficult to undertake actions concerning education, integration, security and preparation of applications and propositions for relevant administrative bodies.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, services, teams.

Recipients:

Executors of tasks.

Measuring instruments:

The map of resources.

Operational goal 3

Providing support in the area of promotion of activities and communication between executors of actions

Action 3.1

Support and cooperation on promotion of actions which enhance participation of citizens.

In cooperation with:*

Local authorities, media, public transport (MPK), NGOs (non-governmental organisations), task force.

Recipients:

Citizens

Measuring instruments:

Promotional and information materials, catalogues of tools, consultations, trainings, understanding concerning the use of information medium (e.g. in public transport)

Action 3.2

Trainings in social communication, using interactive communications tools, etc.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), media.

Recipients:

Executors of tasks, citizens

Measuring instruments:

Trainings, other forms.

Action 3.3

Sharing good practices and new solutions.

In cooperation with:*

Team, local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Executors of tasks, citizens.

Measuring instruments:

Study visits, catalogue of good practices, consultation visits.

Action 3.4

Creation of the identification/certification/distinction system for schools, kindergartens, institutions and other entities executing tasks as a part of the intercultural dialogue.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Citizens, partners.

Measuring instruments:

Created tools.

Action 3.5

Promotion of executed actions during seminars, conferences, debates and fairs.

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Citizens, partners.

Measuring instruments:

Seminars, conferences, debates, fairs.

Action 3.6

Cooperation with the media (social media, press, radio, TV, editorial offices).

In cooperation with:*

Local authorities, NGOs (non-governmental organisations), universities, the business sector.

Recipients:

Citizens.

Measuring instruments:

Media materials, understandings, partnerships, publications.



Design of the task matrix

The design of the task matrix – a tool for the program implementation that assigns specific tasks as a part of strategic and operational goals to certain organisational units and local authorities.

Strategic goal no : name									
Operational goal no ... Name :									
Units and local authorities	Action								
	1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9
Cultural Division			x				x		
Kindergarten and Primary Education Division		x		x		x	x		x
Secondary and Special Education Division			x					x	
Public Communication Division							x		
Citizen Affairs Division				x			x		x
Security and Crisis Management Division			x			x			
Organization and Human Resources Division		x			x			x	
City Hall Services Division	x		x				x		
Health and Welfare Division		x		x		x			x
Funds Management Division			x		x			x	
Taxes and Charges Division	x			x			x		
Office of the Mayor			x		x		x		x
Foreign Relations Office		x		x				x	
City Promotion and Tourism Office		x		x		x	x		x
Office for University Relations		x	x	x		x	x		x
Economic Development Office	x				x	x		x	
Sport and Recreation Office		x		x		x	x		x
Office of Civic Participation		x		x		x	x		x
Registry Office				x			x		x
Social Dialogue Ombudsman	x			x	x				x
City Guard of Wrocław	x			x					
Wrocław Teacher Training Centre		x	x	x		x	x		x
District Employment Agency		x		x		x	x		x
Wrocław Integration Centre				x			x		x
Municipal Social Welfare Centre				x			x		x
Sport Centre for Youth		x	x			x		x	
Management Board of the Communal Resources	x		x		x				
Roads and City Support Management Board				x			x		x
Wrocław Centre for Social Development		x		x		x	x		x



Wrocław the meeting place

WCPS